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The Hong Kong Jockey Club Charities Trust

## Jockey Club Community Sustainability Fund "Food Wanted, Not Wasted" Education Programme



# FOOD WANTED, NOT WASTED

## FOOD DONATION TOOLKIT

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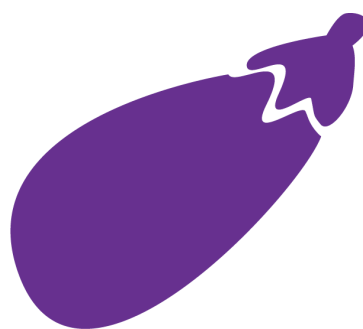
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# PROJECT INTRODUCTION

Jockey Club Community Sustainability Fund - "Food Wanted, Not Wasted" Education Programme aims to drive change through educating key stakeholders on the issues of food waste and food security, and the steps companies, community groups and individuals can take to cherish food and reduce waste.

This Food Donation Toolkit forms part of a suite of educational materials for food companies.



## FEEDING HONG KONG

Feeding Hong Kong is a Hong Kong registered charity with a mission to fight hunger in the city and reduce the amount of quality food being sent to our landfills. Each day, we collect high quality food that would otherwise be thrown away, sort and store it, and then redistribute it to a network of welfare organisations, who in turn feed thousands of people in need. Feeding Hong Kong also works to raise awareness about poverty and food insecurity in Hong Kong and promote healthy eating and nutritional education to the most vulnerable groups in our community.

We are an accredited member of the Global FoodBanking Network, an international organisation dedicated to creating and strengthening food banks and national food bank networks. For further information, please visit [www.feedinghk.org](http://www.feedinghk.org).



# PART 1: FOOD WANTED, NOT WASTED

**Welcome to the Feeding Hong Kong Food Donation Toolkit, a resource designed to help companies reduce food waste and turn surplus food into social good.**




This toolkit has been created to provide you with an overview of the issues of food waste in the industry and offer a set of guidelines in the operation and management of surplus food. We aim to help our industry partners with more efficient planning and use of food resources in supporting the people and sectors in need.

Food wastage occurs throughout the whole food supply chain, from farm to fork, and has a wide-reaching impact socially, environmentally and economically. Around 1/3 of all food produced globally is never eaten, and the value of this wasted food is estimated to be worth over US\$1 trillion.<sup>1</sup>

It is well known that food waste is bad for business. Food that was once paid for, as waste then incurs an additional cost in collection and landfill charges. By reducing the amount of food sent to landfills we can help your organisation improve both its financial bottom line and its efficiency, while at the same time benefiting the community both environmentally and socially.

Now is the time to question what we see as normal practices when it comes to food purchasing, preparation, storage and consumption. Businesses and their employees are in a prime position to change the tide in the fight against food waste and food insecurity.

As a Feeding Hong Kong partner, you are joining a growing network of Hong Kong's leading food companies who are helping to feed people in need by donating their surplus edible food to charities.

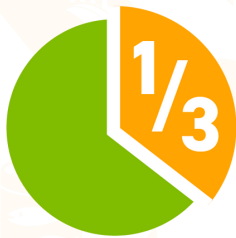


**With this toolkit we hope to help companies establish a food donation process that will:**

- Improve business efficiency and profitability.
- Lower the environmental impact of your business.
- Help feed people in Hong Kong who are food insecure.
- Improve your company's sustainability goals and image.

<sup>1</sup>[www.wfpusa.org/articles/8-facts-to-know-about-food-waste-and-hunger/](http://www.wfpusa.org/articles/8-facts-to-know-about-food-waste-and-hunger/)

## Food waste is a global problem



of all food produced - approximately 930 million tonnes - is never eaten.<sup>2</sup>

17%

of all available food for human consumption - the equivalent of 23 million fully-loaded 40-tonne trucks - is wasted.<sup>3</sup>

>8%

of the global greenhouse gas emissions comes from food waste.<sup>4</sup>

28X

When food waste breaks down in landfills it produces methane, a greenhouse gas that is 28 times more damaging than carbon dioxide (CO<sub>2</sub>).<sup>5</sup>

3<sup>rd</sup>

If food waste were a country, it would be the third-largest emitting country in the world.<sup>6</sup>



The economic cost of food waste is estimated to be US\$1 trillion per year.<sup>7</sup>

690M

In 2019, 690 million people around the world struggled with hunger.<sup>8</sup>



That number is estimated to have gone up to between 720 and 811 million in 2020, largely due to the continued COVID-19 pandemic.<sup>9</sup>

3B

Healthy diets were out of reach for around 3 billion people in 2019 due to the high cost of healthy food and high levels of income inequality.<sup>10</sup>

<sup>2</sup> [news.un.org/en/story/2021/03/1086402](https://news.un.org/en/story/2021/03/1086402)

<sup>3</sup> [www.weforum.org/agenda/2021/03/global-food-waste-solutions/](https://www.weforum.org/agenda/2021/03/global-food-waste-solutions/)

<sup>4</sup> [www.unep.org/resources/report/unep-food-waste-index-report-2021](https://www.unep.org/resources/report/unep-food-waste-index-report-2021)

<sup>5</sup> [www.nationalgeographic.com/environment/article/methane](https://www.nationalgeographic.com/environment/article/methane)

<sup>6</sup> [www.wfpusa.org/drivers-of-hunger/food-waste/](https://www.wfpusa.org/drivers-of-hunger/food-waste/)

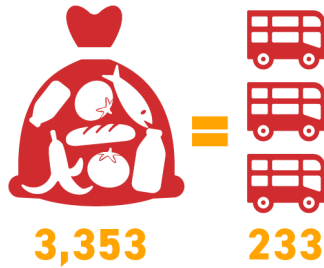
<sup>7</sup> [www.wfpusa.org/articles/8-facts-to-know-about-food-waste-and-hunger/](https://www.wfpusa.org/articles/8-facts-to-know-about-food-waste-and-hunger/)

<sup>8</sup> [www.weforum.org/agenda/2021/03/global-food-waste-solutions/](https://www.weforum.org/agenda/2021/03/global-food-waste-solutions/)

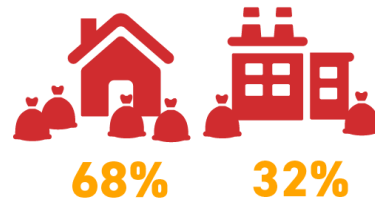
<sup>9</sup> [www.fao.org/state-of-food-security-nutrition/en/](https://www.fao.org/state-of-food-security-nutrition/en/)

<sup>10</sup> [www.fao.org/state-of-food-security-nutrition/en/](https://www.fao.org/state-of-food-security-nutrition/en/)

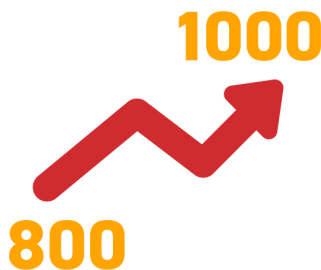
# Food waste and food need in Hong Kong



3,353 tonnes of food are sent to landfills every day, the equivalent to 233 double-decker buses.<sup>11</sup>



68% of food waste sent to landfills comes from households; 32% from commercial and industrial sources (C&I).<sup>12</sup>



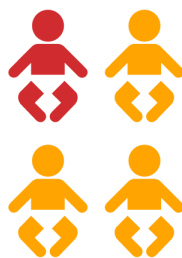
The amount of food waste from C&I sources has increased from under 800 tonnes per day in 2012 to more than 1,000 tonnes per day in 2019.<sup>13</sup>



The poverty line in Hong Kong is HK\$4,400 for a single person.<sup>14</sup>



Hong Kong ranks as one of the worst in income inequality among developed countries and regions, with more than 1.6 million people living below the local poverty line in 2020.<sup>15</sup>



1 in 4 children in Hong Kong live below the poverty line.<sup>16</sup>



The daily food expenditure for low-income families is HK\$58 per person.<sup>17</sup>

<sup>11</sup> [www.epd.gov.hk/epd/english/environmentinhk/waste/prob\\_solutions/food\\_waste\\_challenge.html](http://www.epd.gov.hk/epd/english/environmentinhk/waste/prob_solutions/food_waste_challenge.html)

<sup>12</sup> [www.wastereduction.gov.hk/sites/default/files/msw2019.pdf](http://www.wastereduction.gov.hk/sites/default/files/msw2019.pdf)

<sup>13</sup> [www.epd.gov.hk/epd/english/environmentinhk/waste/prob\\_solutions/food\\_waste\\_challenge.html](http://www.epd.gov.hk/epd/english/environmentinhk/waste/prob_solutions/food_waste_challenge.html)

<sup>14</sup> [www.censtatd.gov.hk/en/scode461.html](http://www.censtatd.gov.hk/en/scode461.html)

<sup>15</sup> [www.povertyrelief.gov.hk/eng/pdf/Hong\\_Kong\\_Poverty\\_Situation\\_Report\\_2020.pdf](http://www.povertyrelief.gov.hk/eng/pdf/Hong_Kong_Poverty_Situation_Report_2020.pdf)

<sup>16</sup> [www.feedinghk.org/wp-content/uploads/2021/12/Poverty-figures-eng.pdf](http://www.feedinghk.org/wp-content/uploads/2021/12/Poverty-figures-eng.pdf)

<sup>17</sup> [www.feedinghk.org/wp-content/uploads/2021/12/Poverty-figures-eng.pdf](http://www.feedinghk.org/wp-content/uploads/2021/12/Poverty-figures-eng.pdf)

# Why tackling food waste matters

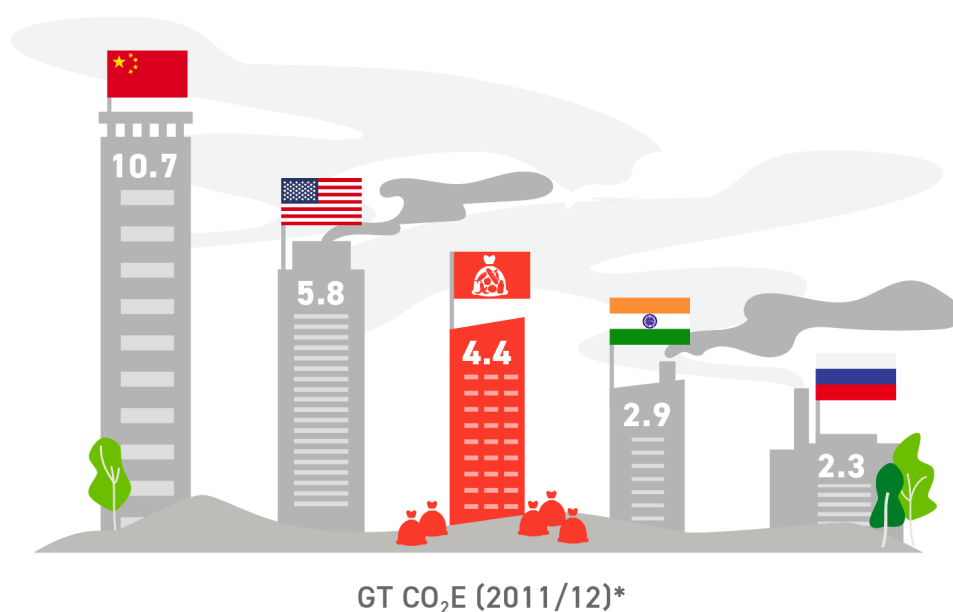
Wasting food is an environmental, social and economic scandal, and one that everyone along the food supply chain should be working together to combat.



Global efforts, such as the United Nations Sustainable Development Goals (UNSDGs) reflect the increased global awareness of the problems of food waste and food insecurity. Target 2 'Zero Hunger' and Target 12 'Responsible Consumption' are directly related to the issues that Feeding Hong Kong and our partners are working hard to address. Specifically, Target 12.3 of the SDGs calls for halving per capita global food waste at retail and consumer levels by 2030, as well as reducing food losses along the production and supply chains.

In addition to these, several other SDGs also help to address environmental, social and economic impacts brought about by food waste by:

- Improving food security and nutrition.
- Reducing natural resources use.
- Reducing greenhouse gas emissions.
- Enhancing productivity and economic growth.



\*Figures reflect all six anthropogenic greenhouse gas emissions, including those from land use, land-use change, and forestry (LULUCF). Country data is for 2012 while the food loss and waste data is for 2011 (the most recent data available). To avoid double counting, the food loss and waste emissions figure should not be added to the country figures. Source: CAIT. 2015; FAO. 2015, Food wastage footprint & climate change. Rome: FAO.

# Why donating surplus food is good for business

## A reduction in food waste benefits food companies:



### Economically:

- Less waste collection and disposal costs.
- Reduced purchasing costs.
- Increased efficiency and profitability.
- Improved ability to identify surplus food in your business.

### Environmentally:

- Lowered environmental impact and carbon footprint.
- Less food is sent to Hong Kong's already overstretched landfills.
- Saving of resources used to produce food that is wasted.

### Socially:

- Donating surplus directly helps people who do not have enough food.
- Reducing waste improves your image and your reputation.
- Engaging in good causes is good for staff morale.
- Food donation helps foster community engagement.

Donating surplus is about ensuring good food is put to good use rather than wasted and sent to landfills. Choosing to donate food that is edible but not sellable can have a positive impact on your company, the community and the environment.

Below are some of the reasons why it's a win-win-win solution:

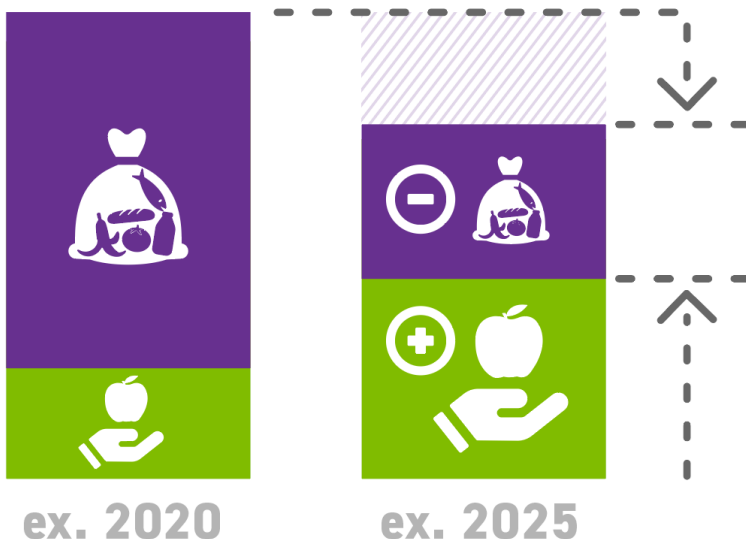
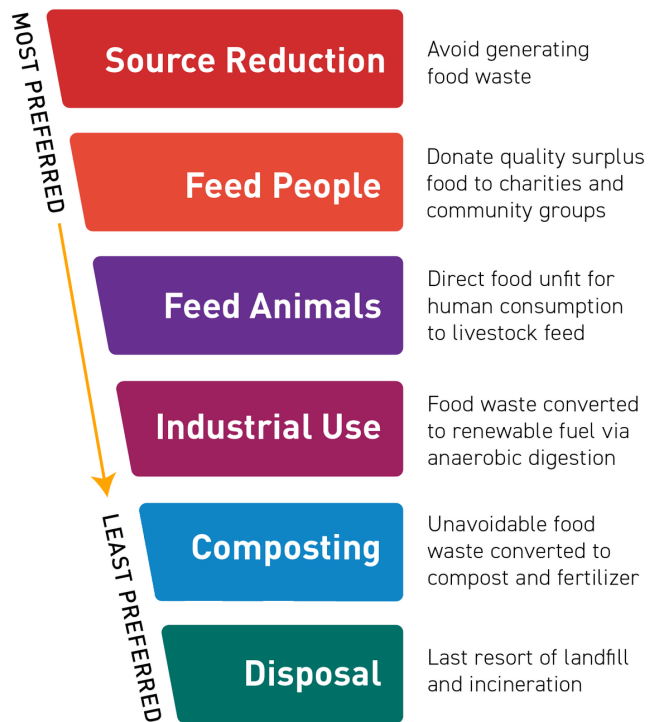
- **Drive efficiency:** deliver financial and time savings.
- **Cut costs:** opportunities to reduce waste disposal costs and free up storage space.
- **Reduce food waste:** a focus on surplus can lead to less food waste overall.
- **Demonstrate leadership in sustainability:** donating surplus supports several SDGs.
- **Be a caring company:** food waste and food need are high profile issues that customers care about. Taking proactive steps to reduce food waste and donate surplus is good for your reputation with staff, customers and stakeholders.
- **Boost staff morale:** establishing a structured food donation programme will demonstrate to your staff your commitment to making environmental improvements and helping those in need.
- **Attract positive media attention:** food waste is a 'hot topic' in the media, especially here in Hong Kong and being part of the solution is good for your image.
- **Help identify new partnerships and business opportunities.**

# Introducing the Food Waste Hierarchy

No food company wants to throw away food but it is very difficult to completely eliminate food waste; it occurs even with the best planning in the most efficient companies. What your company can determine though, is how food waste is tackled within your organisation.

The Food Waste Hierarchy (also called the Food Use and Food Recovery Hierarchy) is a helpful guide to managing your food waste. It is an approach to food waste prevention that puts feeding people first and then prioritises the most environmental options for waste disposal. The last resort is landfill.

## FOOD WASTE HIERARCHY



We have two goals for all our food industry partnerships when it comes to surplus food:

1. to reduce the overall amount that is wasted, and
2. to increase the percentage that is donated to help people in need rather than sent to landfill.

# PART 2: HOW TO REDUCE FOOD WASTE IN YOUR BUSINESS

## PREPARE > SHARE > BENEFIT FRAMEWORK

Having a simple action plan to ensure that any food that can still be eaten is redistributed to people in need, rather than being disposed of, is good for your business, good for the environment and good for society.

The Prepare > Share > Benefit framework, based on global best practice, provides a straightforward yet comprehensive guide that is easy to follow and simple to implement. By following this framework your company will begin to maximise the volume of food sold, minimise the amount wasted and effectively deal with surplus when it occurs.



# Prepare

Step one is to identify, anticipate and prepare for those instances when you have food you cannot sell.



## 1. Commit to the Food Waste Hierarchy

Every business works to be more efficient and reduce waste but there will always be times when food waste is unavoidable. By committing to the Food Waste Hierarchy your business will make it a priority to donate food to feed people rather than sending it to a landfill.



## 2. Engage your team

Setting realistic targets for waste reduction will motivate employees and give everyone a great sense of satisfaction when those targets are beaten. Communication between all relevant departments will be key in the success of your strategy and meeting the targets set. Appoint a member of staff to be your company's contact point with Feeding Hong Kong and ensure they have all the relevant information.



## 3. Define your surplus food

Before carrying out an audit or review of your operation and your supply chain, it is important to define what 'edible surplus food' is within your company. You will need to be specific about what food is included in that definition. Although for most food businesses all SKUs may be included, high risk foods (those with a shelf-life of less than 24 hours) will potentially be excluded. It is essential for the food donor to work with Feeding Hong Kong to ensure that only suitable food is donated.

At Feeding Hong Kong, we accept fresh, frozen and shelf-stable items that are still in date and good to eat.



#### 4. Identify and anticipate where surplus food occurs

The first step to reducing food waste is to measure it. Once you understand where food waste is coming from, you can put actions in place to reduce it.

Performing a food waste audit and a review of your operations will provide comprehensive information on the types and amount of food that is being wasted. This data will help you identify if there are any trends and patterns on how food surplus and food waste is generated in your operation.

##### **Examples of surplus food in your business might include:**

- **Short shelf / sale life**
- **Blemishes / imperfections**
- **Packaging errors**
- **Seasonal stock**
- **Excess production / over-ordering / over-catering**
- **Rejects of orders due to deviations from ordering specifications**
- **Sample size and bulk products**
- **Demands for perfect produce**



The information you gather from the audit will help determine if some of your food waste can be reduced by ordering or producing less, how much could be sent to food banks or shelters, and how much could be recycled through animal feeding or composting.

Once you have identified where food surplus happens in your business, it then needs to be characterised in terms of likely quantity and frequency, along with handling and storage requirements. This information helps Feeding Hong Kong work out how to redistribute the food as quickly as possible to the appropriate charities.



## 5. Segregate and label the surplus

Once identified, surplus food should be separated from other food waste and prepared for delivery or collection. Each food company adopts its individual practice. Surplus products must be stored safely.

## Share

Once your surplus food is ready to be donated to Feeding Hong Kong, we plan and coordinate the entire supply chain from collection at your warehouse to the redistribution to our charity network partners. This will help feed thousands of families who are struggling with food insecurity.



## 6. Contact Feeding Hong Kong

The appointed member of staff should then contact Feeding Hong Kong with details of the product and volume to be delivered/collected.

- For one-off donations please work with our [Food Donation Checklist](#) (p.30)
- Regular donations can be easily integrated into Feeding Hong Kong's collection or delivery schedule

We are equipped to handle multi-pallet donations and will confirm with you as soon as possible, but no later than 3 working days, whether this food can be accepted.



## 7. Arrange distribution

Most food donated to Feeding Hong Kong goes to our warehouse in Yau Tong. Collections are organized with our own fleet where possible or with our appointed logistics service partners. We make it a priority to provide sufficient and timely transportation.

### Critical information to share with Feeding Hong Kong:

- |  |  |
|--|--|
| <input type="checkbox"/> Product name and short description                    | <input type="checkbox"/> Collection location and lead-time |
| <input type="checkbox"/> Unit of measure and packaging type                    | <input type="checkbox"/> Earliest availability             |
| <input type="checkbox"/> Shelf life (earliest), best before or use-by dates    | <input type="checkbox"/> Required documents (if any)       |
| <input type="checkbox"/> Total quantity and size (including number of pallets) |  |



# Benefit

The positive impact of your actions can help to spread awareness through your company and other stakeholders.



## 8. Monitor and report

Continual monitoring will enable you to gain a clearer insight of the sources and scale of food waste in your organisation. This will allow you to identify possible areas for improvement and ultimately help boost your operational efficiency.

Feeding Hong Kong can also provide feedback and data on donated products (e.g. product weights, distribution details, impact) on a quarterly or annual basis, or as and when required. We aim to provide data in a format that helps you to track, monitor and progress your understanding of surplus food and continue to identify and implement a range of actions to reduce food waste within your business. We are also able to provide you with information about the environmental impact of your donation, e.g. the CO2 saved.

For more information please refer to the [Impact Report section](#) (p. 28) in the FAQ's below.



## 9. Get the story out

Feeding Hong Kong can provide real stories about how the food your company donated has helped people in need in the community. We can share the number of meals that your donation has helped to provide and give you case studies about the charities and community partners the food will support.

These stories can be shared both within your organization and to a wider audience via social media, websites, etc. Sharing success stories is a great way to engage and motivate staff members as well as demonstrating your commitment to sustainability and social good to your customers and other stakeholders. Feeding Hong Kong can also help tell your story through our own channels.

# I work in a food company as a...

Everyone who works in a food company has the opportunity to make a difference. Whether you are working in operations or marketing, back-office or customer-facing, you have a role to play in tackling food waste and helping to redirect surplus food to help those in need. Here are some of the ways how:

## CEO

- Commit to a food waste hierarchy.
- Organise a food waste task force.
- Authorise a food waste audit.
- Create a sustainable food system that produces healthy food and protects the environment in the process.
- Review supply chain costs and profit margins.



## Finance Manager

- Seamless communication with the CEO, Sustainability and Marketing teams to endorse the surplus donation model.
- Feedback from the Operations team on disposal cost savings as well as positive implications on utility usage (e.g. better usage of storage space due to release of donated product).
- Share financial savings to encourage continued efforts.
- Suggest new financial models that can support food waste reduction efforts.

## Sustainability Manager

- Set KPIs that measure performance.
- Prioritise donation over dumping.
- Include impact from food waste strategy in annual sustainability report.



## Marketing Manager

- Internal communication (staff break rooms, intranet, internal newsletters, give tips and recipes to prevent food from being wasted, etc.).
- External communication (social media, newsletters, press releases, website), inspire and educate consumers through the products.
- Organize a site visit to Feeding Hong Kong.

### Operations Manager

- Identify and separate surplus.
- Review operational processes e.g. store and package products properly to avoid cross-contamination or spoiling.
- Smart production planning e.g. small batch production is one effective way to minimise food waste, as only the required portion of food needs to be defrosted for use.
- Review distribution decisions.
- Coordinate with Feeding Hong Kong.



### Warehouse Supervisor

- Monitor temperature in transport vehicles.
- Keep track of shelf-life and lead times.

### Shop staff

- Regularly check use-by and best before dates.
- Identify stock that is nearing expiry and sell first.
- Keep records of surplus food in the store to share with supervisors.
- Help distribute surplus food from the shop to those in need.



### Kitchen staff

- Various methods can be used in the kitchen such as effective peeling, using smaller cooking pots and freezing prepared items.
- Food expiry dates should be checked regularly.
- Communicate with other staff members when dates are nearing expiry.
- Regular temperature checks of cooling chain equipment.
- Proper labelling of chilled, frozen and all pre-cooked foods.

## PART 3: FREQUENTLY ASKED QUESTIONS ABOUT DONATING FOOD

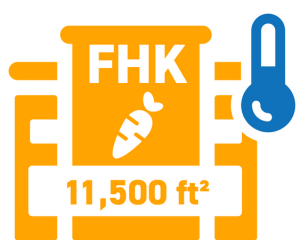
Whether this is your first time donating or you've had experience in the past, we understand that there are a lot of questions when considering whether to make a food donation. In the following pages, we've mapped out answers to those questions that come up most frequently. We've also included snapshots of real-life examples from companies across the food supply chain.

### Why should I donate to Feeding Hong Kong?

Feeding Hong Kong provides a safe, sustainable way to redirect high-quality surplus food to feed people in need.

At Feeding Hong Kong we:

- are experts in food transportation and storage.
- handle and store ambient, chilled and frozen foods.
- can accept multi-pallet and container donations.
- are able to collect donations from your company location.
- can coordinate directly with your preferred logistics partner to receive deliveries at our warehouse.
- distribute through a network of 150+ frontline charities directly serving those in need.
- prioritise support to small and medium charities who have limited or no capacity to receive donations directly but provide vital support in their communities.
- work strategically with other large food charities, working hard to avoid duplication and leverage our respective strengths.
- are externally audited every 2 years by the Global FoodBanking Network and meet international standards for the safe handling of donated surplus.



Temperature-controlled



Walk-in fridge/freezer can handle chilled/frozen food by case or pallets



Pallet & rack storage



FHK ambient and frozen fleet

# What foods can I donate?

We collect food that is still in date and good to eat, but has lost its commercial value during the normal course of business, and would otherwise be thrown away.



## STORAGE

Our warehouse is equipped with chillers, freezers and ambient storage



## VOLUME

We accept donations of all sizes, by the case, pallet or container



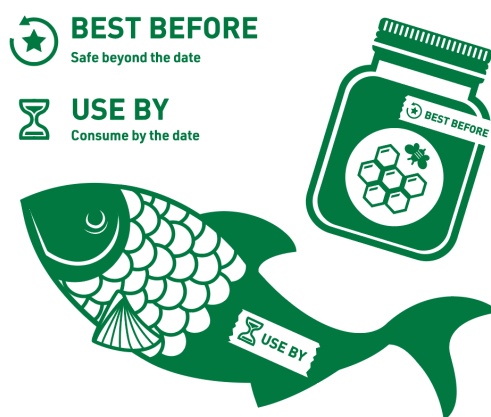
## DATES

Must be good to eat with a reasonable window to collect, redistribute and consume before the use-by date or expiry

## How Feeding Hong Kong works with food date labels

- Use-by/expiry date
  - All products donated must be within their use-by/expiry date.
- Best before date
  - We are able to accept products that have passed their best before dates, ranging from 2 up to 12 months, depending on the product type.
  - Donors are encouraged to release items past their best before date as early as possible.

GET THE  
**BEST  
USE**  
OUT OF YOUR FOOD



Feeding Hong Kong accepts extended shelf life food and encourages donors to consider this option. For this, a letter from the producer (origin of the product) is required which stipulates the following:

- batch number
- detailed description of the product
- reason for extended shelf life (e.g. unplanned excess inventory or uncontrollable external circumstances which leads to surplus).

## Product families accepted by Feeding Hong Kong



Rice, noodles  
and pasta



Oats and  
cereals



Bakery  
goods



Dairy  
products



Snacks



Vegetables  
and fruits



Meat  
and fish



Cooking oil  
and condiments



Baby food  
and formula



Beverages



Household  
items



Personal  
care items

## My food company is a...



## FARM

### Examples of food donated:

Mushrooms, hydroponic salads,  
tomatoes, choy sum, beetroot

### Reasons for surplus:

Overproduction, cosmetic imperfections,  
do not meet packing specifications

### Case study:

The donor is a mushroom farm and has been working with Feeding Hong Kong since 2016. Every Friday, our team coordinates with their Operations Manager to confirm if they have surplus to donate. If so, we confirm a pick-up for the following Monday. Upon arrival, our driver transfers the donation into Feeding Hong Kong vegetable baskets and transports them back to our warehouse. The product is sorted, checked and packed into cardboard boxes for charity allocation. They are stored in our walk-in refrigerator until delivery. Redistribution is completed within 24hrs of receipt.

### Typical logistics:

Feeding Hong Kong collection,  
donor delivery

### Example of receiving charities:

foodbanks with kitchens,  
community kitchens, small shelters

# What foods can't I donate?

We can't accept any item that is past its use-by date or poses a food safety risk.

## Items not accepted



### General

- Food that has passed its use-by or expiry date.
- Food exposed by damaged or opened packaging.
- Food donated as a result of flood, fire, smoke damage, etc.
- Food that is removed from its original packing and repacked into other packaging.



### Canned food

- Food in mouldy, bulging, leaking, rusted or severely dented cans.
- Cans with improperly formed or defective seams.
- Cans with illegible or missing labels (unless there is reliable assurance as to the contents of the cans).
- Home-canned food.



### Ready-to-eat food

- Leftover food served to a table.
- Home-prepared food.
- Food (except baked goods) that have been held at unsafe temperatures (i.e. "Temperature Danger Zone" between 4°C and 60°C) for more than 2 hours.



### Chilled and frozen food

- Food with severe freeze burn.
- Food which has been exposed to multiple cooling chain interruptions.
- Food where the shelf life extension is unreasonable (e.g. frozen food extended 12 months and above).



## How do I ensure the donated food is safe?

To ensure the food being donated is safe and suitable for distribution you must take the same precautions you would for food that you are selling.

- Keep food appropriately chilled at all times (especially before the collection of surplus by Feeding Hong Kong).
- Coordinate with Feeding Hong Kong that specific logistics equipment will be available e.g. for loose items (store donated food in clean, covered food-grade containers).
- Consider replacing damaged packaging which offers limited protection (e.g. wet cartons, plastic bags with limited strength).
- Avoid daytime deliveries or collections during very high temperatures.
- Ensure that the food is collected by or delivered to Feeding Hong Kong in the shortest possible time.
- Use temperature checking logs and exchange data with Feeding Hong Kong.
- Keep high-risk foods such as meat, seafood, poultry, eggs, dairy products etc., or foods which contain these ingredients, such as sandwiches, quiches and prepared salads out of the Temperature Danger Zone (between 5°C and 60°C).
- Separate any products with chemicals and/or scents and never store them together with food products.

### My food company is a...



## MANUFACTURER

#### Examples of food donated:

Processed meats, dairy products, beef, bread and pastries

#### Reasons for surplus:

Product specifications do not meet the client's request, wrong ordering and last-minute order cancellations

#### Case study:

The donor is a producer of high quality processed meat products (e.g. different types of hams and sausages) and has been working with Feeding Hong Kong since 2020. Feeding Hong Kong receives donation offers ranging from 50-200kgs bi-weekly on Fridays which we then collect. The product is specifically VAC packed and frozen and is labelled with a best before date code, an ingredients list and the remark "for donation only" in Chinese and English. The items are distributed to different charity network partners within 2 to 4 working days.

#### Typical logistics:

Feeding Hong Kong collection, charity direct collection

#### Example of receiving charities:

Community kitchens and small shelters

## How will Feeding Hong Kong look after my food?



Ensuring donated food is safe to eat and delivered to those that need it most are our top priorities. Below are the steps we take to ensure this.

- Our inventory management system provides full traceability from receipt by Feeding Hong Kong to the point of delivery at the receiving charities.
- Our warehouse and fleet are managed by professional staff trained in food safety and experienced in logistics.
- Processes and procedures are in place to ensure safe food handling of all product types, including chilled and frozen.
- Donations will not be sold, exchanged or used for fundraising purposes, they will be donated free of charge to frontline charities.
- Donations are distributed to vetted S88 charities with an existing food programme at least one year old.
- All charities receive site visits from Feeding Hong Kong and are monitored to ensure compliance with Feeding Hong Kong guidelines for food storage and usage.

### My food company is a...



## DISTRIBUTOR / WHOLESALER

#### Examples of food donated:

Edible oil, cereals, canned meats, fish and fruits, different types of condiments, chocolates and confectionaries, flavoured beverages, savoury snacks, jams, baking aids, wheat flour, toppings, various types of milk powder, vegan foods

#### Reasons for surplus:

Surplus inventory and close to best before dates

#### Case study:

The donor has been working with Feeding Hong Kong since 2020 and donates high quality imported groceries from Europe. Donations are received on an irregular basis but on average three times per quarter. Feeding Hong Kong's Operations team collects these items at the donor's warehouse. Our charity team then allocates them accordingly to suit the needs of selected charity network partners.

#### Typical logistics:

Feeding Hong Kong collection, donor delivery, charity direct collection

#### Example of receiving charities:

Community kitchens, small shelters, charities serving low-income families, children and youth

# Will you organise a collection?

There are several ways you can get your donation to the Feeding Hong Kong warehouse.



## Donor delivery to Feeding Hong Kong:

- Delivering your donation to us helps us make the best use of our fleet for charity deliveries and ensures the quickest turnaround time for a donation.
- We can also help organise collections using third party logistics companies and support unloading at our warehouse in Yau Tong.



## Feeding Hong Kong collection:

- We organise collections where possible but have limited pick-up slots per week.
- If you have donations from multiple locations, consolidating them to a single pick-up location will help us maximise deliveries to as many small and medium-sized charities as possible.
- Regular collections are welcome as they help us better plan collection routes.
- We ask for as much notice as possible to enable us to make the best use of your food donation.



## Charity direct pick-up:

- This is ideal for small volume donations, especially perishable items.
- Feeding Hong Kong provides guidance to charities on checking food donations and on safe storage practices.

# How do you ensure food safety along the supply chain?

Feeding Hong Kong plays an important role in ensuring the food donated is safe to be enjoyed by the final individual beneficiaries. In the contracts that Feeding Hong Kong has with both our food donors and our charity partners, the emphasis is strongly on the safe handling of food and the responsibility of each party.



At Feeding Hong Kong we expect our food donors to undertake detailed inspections before donating the food. By then following up with our own internal food acceptance, inspection and handling processes, we do our best to ensure the integrity and safety of the food we pass on to charities.

We also have rigorous food traceability and food recall processes that allow us to know where food has been donated. This ensures that we can locate and bring back products should any problems arise.

## Businesses donating surplus food must ensure that:

- the food is donated in good faith for a charitable purpose.
- the food is donated with the intention that the receiver of the food does not have to pay for the food.
- the food is safe to eat when it leaves the possession or control of the donor.
- the donor gives Feeding Hong Kong any information it needs to ensure the ongoing safety of the food.

## My food company is a...



## RETAILER

### Examples of food donated:

High-quality grocery items such as prepared foods, meat and seafood, beverages, sauces, condiments, pasta and rice products, desserts, UHT milk and various dairy products

### Reasons for surplus:

Surplus inventory and close to best before dates

### Case study:

The donor has worked with Feeding Hong Kong since August 2015. The products are frozen labelled with an extended shelf life to allow timely redistribution and to assure food safety. The donor delivers the donations on a weekly schedule to the Feeding Hong Kong warehouse where they are stored in the walk-in freezer, sorted and redistributed within one to two maximum working days. The charities are those specifically selected to receive such food items and will defrost and reheat/cook the foods and have them consumed within 24 hours.

### Typical logistics:

Donor delivery

### Example of receiving charities:

Community kitchens, small shelters and low-income families

## Is my food donation tax-deductible?



Food donations in Hong Kong are not tax-deductible, however all monetary donations over HK\$100 are fully tax deductible.

### Waste Charging Scheme

Whilst a tax deduction for companies that donate surplus is not currently under consideration in Hong Kong, a solid waste charge is on the horizon.

- In August 2021, the government passed legislation on the Waste Charging Scheme which will come into effect in January 2023 at the earliest.
- Operators of street-level shops and restaurants who use the government's waste collection services will be covered under the new law.
- Industrial and commercial sites that use private collection services will pay a "gate fee" of around HK\$365-396 per tonne of waste produced.
- The Waste Charging Scheme means that companies will have a direct cost related to the disposal of waste.

By assessing how to reduce the volume of food waste sent to landfills, food companies can effectively manage this new cost down the line. Building a sustainable surplus donation programme can play a powerful role in this.

### My food company is a...



## RESTAURANT

#### Examples of food donated:

Meat, fish, vegetables, condiments, rice and pasta, sauces, dressings, dough, pastries and desserts, ready meals

#### Reasons for surplus:

Over ordering or over production, end of business day surplus, catering surplus, closure or relocation of business

#### Case study:

The donor is a pizza restaurant chain that has over 20 stores across Hong Kong and has been working with Feeding Hong Kong since 2013. Selected stores regularly supply frozen pizza dough which is collected by Feeding Hong Kong and immediately redistributed to suitable charities. These donations are a great contribution to the always needed staple foods items.

#### Typical logistics:

Feeding Hong Kong collection, charity direct collection, donor delivery

#### Example of receiving charities:

Shelters, charities serving low-income families, charities offering after school programmes

## Who will my food help?

We redistribute your donated food to our network of 150+ frontline charities and community groups across all of Hong Kong's 18 districts, including:

- Senior centres
- Central kitchens
- Food banks
- Crisis shelters
- After school clubs
- Other non-profit programmes

We support all types of charities, from small shelters serving 20 people to large community kitchens cooking 1000s of hot meals a day.



### My food company is a...



## CATERER

#### Examples of food donated:

Beverages, savoury and sweet snack items, baby food, frozen light meals, frozen bread and pastries, dressings and condiments

#### Reasons for surplus:

Products are long-dated but are not allowed to be reused, distressed inventory and limitations of warehouse storage

#### Case study:

The donor is a major airline catering company in Hong Kong and has been donating surplus food to Feeding Hong Kong since 2017. The food items are assorted beverages and snack items that would otherwise be disposed of. The items are packed on pallets for easy collection by the Feeding Hong Kong operations team on a weekly basis. The products are sorted at Feeding Hong Kong's warehouse and packaged for redistribution to a large number of charity network partners. Occasionally the same donor frees up food items from their warehouses, these items include ambient and frozen products such as frozen airline snacks, bakery items or condiments.

#### Typical logistics:

Feeding Hong Kong collection

#### Example of receiving charities:

Other food banks, community kitchens, charities serving low-income families, shelters

## How does Feeding Hong Kong help charities?

Feeding Hong Kong is a charity that supports other charities.

Transportation and storage of food donations are two areas where Feeding Hong Kong can offer the greatest support to our charity partners. A lack of storage space, particularly for chilled and frozen items, presents a very real challenge to frontline charities running food programmes. In addition, very few of our partners have the budget to hire vans, let alone run vehicles themselves. These factors often limit their ability to directly work with food companies to receive surplus donations.

We also provide cooking and recipe tips ([www.feedinghk.org/recipes](http://www.feedinghk.org/recipes)), as well as helpful videos on our Feeding Hong Kong [Youtube Channel](#), to our charities to help them make the most out of the food they receive and make sure that none of it is wasted.

Our B2B model has numerous benefits for our charity partners, including helping them:

- Save money.
- Stretch their budgets.
- Free up their resources.
- Add variety to the food donations they receive.
- Receive higher quality food.
- Focus on serving the people who need them.

### Delivery and collection options for charities

Feeding Hong Kong can:



Arrange pick-ups from our warehouse.



Organise deliveries to charity centres.



Organise direct pick-ups from retail stores.

### 10 years of feeding Hong Kong

Feeding Hong Kong has distributed more than 14 million meals and partnered with over 150 charities since 2011. Through our partnerships with the food industry, we have saved more than 4,400 tonnes of good food from landfills and avoided 8.5 million kgs in CO2e emissions.



## Can you provide me with an impact report?

Feeding Hong Kong can provide your company with impact reports on a quarterly or annual basis. Our KPIs include:

- The number of kilograms of food rescued.
- The number of charities supported.
- The number of meals provided.
- The CO2 offset.
- The cost per meal distributed.
- The cost per meal spent (e.g. ~HKD5).

Our reports can provide valuable insights into the sources and scale of food waste in your company and help you identify and put in place a range of actions to reduce your food waste and improve your efficiency.



## I have surplus food – what next?

Once you have identified your surplus food you need to:

- appoint someone in your organisation to be the contact person for Feeding Hong Kong.
- refer to the Prepare > Share > Benefit framework laid out in the previous pages.
- aim to give Feeding Hong Kong as much information as possible as to the type, quantity, volume and regularity of the donation.
- decide if this will be a one-off donation or the beginning of an ongoing relationship.



### One-off donations:

- Complete our Food Donation Checklist (see p. 30).
- Feeding Hong Kong will follow up as soon as possible but no later than 3 working days.



### Regular donations:

- Contact Feeding Hong Kong for a meeting to discuss how we can work together on a regular donation schedule and make the process as smooth as possible for both sides.

## PART 4: BEST PRACTICES, TIPS & RESOURCES



We have over a decade of experience in sourcing, collecting, storing and redistributing surplus food. In the following section, we share our best practices, tips and advice for tackling food waste and building a successful and sustainable food donation programme.

### Food rescue in Hong Kong

In the past 10 years, the opportunity to donate surplus food, and the appetite from frontline charities to incorporate surplus food in their feeding programmes, has undergone a major change.

Traditionally most of our frontline partners have focused on raising funds to purchase needed food. This still plays an important part in most programmes but increasing numbers of charities have embraced the opportunity to expand the variety and volume of what they do by accepting donated surplus food from companies and food banks.

In turn, several other organisations have emerged to help support the efficient redistribution of surplus from the food industry to those focused on feeding people in need.



- There are over 600 frontline charities in Hong Kong directly feeding people in need.
- Many are cooking and distributing hot meals, some are sharing food packs for people to take home and cook, and others are running snack programmes. All are united by their mission to provide a helping hand to those in need.
- The vast majority of these charities operate a B2C (Business to Consumer) model where they are directly feeding individuals and families.
- A couple of charities – namely Feeding Hong Kong and hot food specialists Foodlink – operate a B2B (Business to Business) model focused on collecting from food companies and delivering to other charities.
- A handful run a mixed B2C and B2B model, feeding people directly as well as collecting and distributing to other charities.



# Food donation checklists



## Identifying surplus stock in your operations

Do you have:

- ☐ Products close to best before or use-by date.
- ☐ Out-dated promotional or seasonal items.
- ☐ Excess and slow-moving stock or deleted lines.
- ☐ Products that are incorrectly labelled or have no label.
- ☐ Products with damaged packaging.
- ☐ Sample size products.
- ☐ Unopened, oversupplied items.
- ☐ Ingredients and finished products that fall outside of specification.
- ☐ Food grown at farms that does not meet the size or cosmetic criteria set by supermarkets or wholesalers.

## Donating your surplus stock to Feeding Hong Kong

Have you:

- ☐ Identified an employee to be in charge of food donations and the contact person for Feeding Hong Kong.
- ☐ Separated surplus food and labelled it clearly.
- ☐ Ensured food to be donated follows the safety guidelines listed on [page 21](#).
- ☐ Stored surplus food separate from any waste materials and at the correct temperature.
- ☐ Contacted Feeding Hong Kong to arrange delivery / collection either by filling out the enquiry form on the website ([www.feedinghk.org/give-food](http://www.feedinghk.org/give-food)) or, for ongoing regular donations, arranging a meeting with us.
- ☐ Recorded 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.).

## Handling non-edible food waste

There will, inevitably, be food waste produced during operations that is not edible. Following the food waste hierarchy, there are various ways food waste can be managed, the last resort of sending it to a landfill.

There are a number of organisations in Hong Kong (see below) that handle non-edible food and turn waste into:



Compost



Animal feed



Fish Food



Energy (through anaerobic digestion)

## Food waste resources

A list of helpful companies, organisations and resources to help your company on your “food wanted, not wasted” journey.



### Alternatives to landfill

- O-Park: [www.opark.gov.hk](http://www.opark.gov.hk)
- E Farm Biotech: [www.efb.com.hk/en](http://www.efb.com.hk/en)
- HKOWRC: [www.hkowrc.com/eng-index.html](http://www.hkowrc.com/eng-index.html)
- FoodCycle+: [www.foodcycleplus.wixsite.com/foodcycle-plus](http://www.foodcycleplus.wixsite.com/foodcycle-plus)
- Cooh Science Ltd: [www.coohscience.com](http://www.coohscience.com)



### Community Recognition

- Caring Company: [www.caringcompany.org.hk](http://www.caringcompany.org.hk)
- FoodWise: [www.foodwisehk.gov.hk/en/index.php](http://www.foodwisehk.gov.hk/en/index.php)



### Environmental and Social Impact Reports

- UNEP Food Waste Index Report: [www.unep.org/resources/report/unep-food-waste-index-report-2021](http://www.unep.org/resources/report/unep-food-waste-index-report-2021)
- Asia and the Pacific SDG Progress Report: [www.unescap.org/kp/2021/asia-and-pacific-sdg-progress-report-2021](http://www.unescap.org/kp/2021/asia-and-pacific-sdg-progress-report-2021)
- Business Environment Council: [www.bec.org.hk](http://www.bec.org.hk)



### Food Banking

- Global FoodBanking Network: [www.foodbanking.org](http://www.foodbanking.org)
- List of GFN registered foodbanks: [www.foodbanking.org/stateofglobalfoodbanking/food-banking-organizations.html](http://www.foodbanking.org/stateofglobalfoodbanking/food-banking-organizations.html)



### Food Safety

- Centre for Food Safety: [www.cfs.gov.hk](http://www.cfs.gov.hk)
- FNS Office of Food Safety: [www.fns.usda.gov](http://www.fns.usda.gov)
- Publications on Food Safety: [www.fao.org](http://www.fao.org)



### Food Waste Auditors

- Food Made Good: [www.foodmadegood.hk](http://www.foodmadegood.hk)
- SGS Food Safety Audit Services: [www.sgsgroup.com.hk](http://www.sgsgroup.com.hk)



### Sustainability Reporting

- Food Made Good: [www.foodmadegood.hk](http://www.foodmadegood.hk)
- Acuity Sustainability Consulting Limited: [www.acuityhk.com](http://www.acuityhk.com)
- Business Environment Council: [www.bec.org.hk](http://www.bec.org.hk)
- Grassroots Initiatives: [www.facebook.com/grassrootsconsultancy](http://www.facebook.com/grassrootsconsultancy)



## Additional CSR opportunities

By choosing to donate your surplus food to Feeding Hong Kong you are directly helping to turn an environmental problem into a social solution. Here are some of the other ways in which you can further fulfil your CSR commitments and actively invest in the community in which you operate.



### Food

Surplus by its very nature is unpredictable and as such the volume and variety of food that flows through the Feeding Hong Kong food bank changes from day to day. However, the needs of our frontline charity partners remain constant week in week out. This is where food drives and sponsored donations come in.

- **Feeding Hong Kong Festive and Feeding Hong Kong Emergency:** sponsor an item to go in one of our weekly emergency boxes or special festive food bags.
- **Staff food drives:** set up a collection point in a break room or reception area for an activity that all staff can take part in.
- **Public food drives:** set up a community collection point in an area accessed by the public to extend the opportunity further.
- **Most needed food items:** rice, noodles, canned food and cooking oil.



### Funds

Every HK\$100 supports 20 meals for a local charity. Get creative and raise funds with your colleagues.

- Organise staff fundraising activities.
- Keep a collection box in your canteen for staff to contribute to.
- Engage your customers by adding an optional donation to the bill or placing a coin collection box in your store.
- Promote your organisation's community credentials by donating proceeds from sales to Feeding Hong Kong.



### Friends

Volunteer to help us rescue more surplus food and redistribute it to help those that need it most.

- **Warehouse Workouts:** sort and pack inbound surplus donations.
- **Packing Sessions:** pack food parcels in our warehouse ready for charity deliveries.
- **The Bread Run:** collect surplus bread from bakeries across Hong Kong near closing time and bring them to our collection points.

# Annual planner


## International days

International days provide a great opportunity to raise awareness about important global issues. Below are some of the international days observed by the United Nations that are close to our hearts at Feeding Hong Kong. They relate directly to our work in reducing food waste and feeding those in need, and the particular causes championed by some of our frontline charities.

- CNY Food Drive
- CNY Food Parcels
- Easter Food Drive
- Easter Food Parcels
- Dragon Drive
- Tuen Ng Food Parcels
- Mooncake Madness
- Mid-Autumn Food Parcels
- Festive Food Drive
- Santa Sack Food Parcels



- Warehouse Workouts
- Parcel Packing Sessions
- The Bread Run

- 
- March 8 – International Women’s Day
  - April 22 – Earth Day
  - May 15 – International Day of Families
  - June 5 – World Environment Day
  - June 7 – Food Safety Day
  - June 18 – Sustainable Gastronomy Day
  - June 20 – World Refugee Day
  - August 12 – International Youth Day
  - September 5 – International Day of Charity
  - September 29 – International Day of Awareness on Food Loss and Waste Reduction
  - October 1 – International Day of Older Persons
  - October 16 – World Food Day
  - October 17 – International Day for the Eradication of Poverty
  - November 20 – World Children’s Day
  - December 3 – International Day of Persons with Disabilities
  - December 5 – International Volunteer Day

## Seasonal campaigns

Throughout the year, Feeding Hong Kong organises special food drives and food parcel campaigns so that we can top up our surplus donations and share extra food and joy around key festivals.

## Ongoing volunteer opportunities

We have three volunteer activities that run all year round.

# Food donation glossary

## Food banking

A food bank is a non-profit, charitable organisation that distributes food to those who struggle to get enough food to avoid hunger. Our model at Feeding Hong Kong serves charities that, in turn, serve people in need with the food we rescue and redistribute.

## Food donor

Food donors include any company that donates surplus products, including food, personal care and household products.

## Food waste

Food of good quality that is fit for consumption but which is left uneaten, unused, or discarded. Food waste typically (but not exclusively) takes place at retail and consumption stages in the food supply chain.

## Food loss

Food that gets spilt, spoiled or otherwise lost, or loses quality and value during its process in the food supply chain before it reaches its final product stage. Food loss typically takes place at production, post-harvest, processing, and distribution stages in the food supply chain.



## Food surplus

Food that is still safe to eat, but has lost its commercial value during the normal course of business and would usually be thrown away. It is food that has sufficient remaining product life (having not reached its expiry date) to allow it to be donated and consumed, i.e. food that will still be safe to eat by the time it is received by the end consumer.

## Food wastage

Any food lost by deterioration or by being discarded, thus the term “wastage” covers both food loss and food waste.

## Charity partner

This is a charity that Feeding Hong Kong supports with product donations (inclusive of food, personal and household care items).

## A meal

Feeding Hong Kong calculates ‘one meal’ as 420 grams of food. This is based on the recommended portion size for a healthy, balanced meal for an adult in Hong Kong.

# CONTACT US



## **Feeding Hong Kong Food Bank**

Unit 715-717, Block A2, Yau Tong Industrial City,  
17-25 Ko Fai Road, Yau Tong, Kowloon



## **Opening hours**

Monday to Friday  
9:00-18:00



## **Food donation offers & enquiries**

Tel: +852 2205 6568

Email: [foodbank@feedinghk.org](mailto:foodbank@feedinghk.org)



## **Social**

Connect with us on LinkedIn: [www.linkedin.com/company/feedinghk](http://www.linkedin.com/company/feedinghk)

Find us on Facebook: [www.facebook.com/feedinghk](http://www.facebook.com/feedinghk)

Follow us on Instagram: [www.instagram.com/feedinghk](http://www.instagram.com/feedinghk)



## **Website**

Find out more about our work at: [www.feedinghk.org/give-food](http://www.feedinghk.org/give-food)