



A Guide to Food Recovery for Chefs and Managers

August 14, 2013

**Authored by the Food Recovery Network
with the support of Bon Appétit Management Company**

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INTRODUCTION

The [Food Recovery Network \(FRN\)](#) unites students at colleges and universities to recover surplus perishable food from their campuses and surrounding communities that would otherwise go to waste and donate it to people in need. Students pick up wasted food from dining halls and drive it to local hunger fighting agencies. Since its founding in September of 2011, FRN has expanded to more than twenty-three college campuses and has recovered over 166,000 pounds of food.

This guide was authored with the support of [Bon Appétit Management Company \(BAMCO\)](#), an onsite restaurant company that provides café and catering services to corporations, colleges and universities, and specialty venues at over 500 locations in 32 states across the country. This guide is a compilation of best practices that FRN and BAMCO have learned through their extensive experience in food recovery, specifically for chefs and dining managers. BAMCO deeply values environmental sustainability as well as community and student engagement and recommends participation in Food Recovery Network.

PROBLEM AND SOLUTION

The Problem

Food is the largest component of America's waste stream. **70 billion pounds** of food is wasted each year, while simultaneously **50 million Americans - 1 in 6** - don't have access to sufficient amounts of food. One in four American children falls into this category. This costs Americans **\$165 billion** every year and accounts for 25% of freshwater use, 4% of oil consumption, and **25%** of the **US methane emissions**, a greenhouse gas 21 times more harmful than carbon dioxide.

College campuses often generate an unavoidable amount of pre-consumer food waste that could be donated. Food Recovery Network's market research found that **75% of colleges do not have a food recovery** program in place amounting to approximately 2,200 colleges with **22 million pounds of wasted food each year**.

The Solution

Food Recovery Network (FRN) is a 501(c)(3) nonprofit that formed to address the two issues of food waste and hunger with one simple, student-led model of food recovery on college campuses. FRN unites, inspires, and trains college students to recover excess food from their campus eateries and nearby restaurants and donates this food to partner agencies in their communities that feed the hungry in their local area.

FRN provides a new model of campus food recovery that is lean and easily replicable. Our model is student-driven and involves delegating meal planning and serving to local nonprofit partners. We provide these partners with a reliable, supplemental source of delicious and nutritious food that is high in protein and vegetables often not on their menu. In the economic downturn, many agencies saw their budgets slashed and the need rise. Our donations allow our nonprofit partners to spend less money on purchasing food in order to preserve other vital programming to help Americans in need get back on their feet. Meanwhile, donors are protected from liability under the Bill Emerson Good Samaritan Food Donation Act, and our food safety protocol meets all federal guidelines.

BENEFITS AND PURPOSE

Help the Community

- ▶ 1 in 7 American households are food insecure
- ▶ Participating in FRN helps feed hungry people in your community with food that would otherwise go to waste

Improve Your Bottom Line

- ▶ Reduce waste hauling fees
- ▶ Cut costs by developing new waste reduction strategies
- ▶ You may be eligible for an enhanced tax deduction*

Bolster Sustainability

- ▶ Food recovery helps reduce food waste, America's largest waste stream
- ▶ Organic waste emits methane, which is 21 times more harmful than carbon dioxide
- ▶ Source reduction and donating food to feed people are the best ways to reduce food waste

Attract Good PR

- ▶ Get recognized in news outlets



- ▶ Get complimentary window stickers to highlight your participation to students and parents

Easy for Dining Services

- ▶ Dining Services carts unsold surplus food to student volunteers
- ▶ Students typically handle packaging and transport
- ▶ Reducing waste is our ultimate goal. FRN provides data on food you donate to help you reduce quantities

Liability Protection

- ▶ The Bill Emerson Good Samaritan Act protects all good faith food donors from liability
- ▶ Thousands of businesses, universities, and even the federal government donate surplus food regularly

Food Safety

- ▶ FRN's Food Handling Guidelines meet FDA and ServSafe standards and were developed with food safety professionals at Bon Appétit
- ▶ Limit time in Food Temperature Danger Zone to less than 2 hours
- ▶ Proper personal hygiene
- ▶ FRN provides grants for shift leaders to become ServSafe certified



Food Recovery Endorsed by USDA, EPA, and Others

- ▶ In 2013, the USDA and EPA launched the Food Waste Challenge to encourage food waste reduction
- ▶ Your school can optionally sign on to this effort and meet the challenge by partnering with FRN

PROCESS

Getting Started

1. Meet with FRN student representative (and BAMCO Sustainability Fellow in your region if applicable)
2. Schedule a walk through with students and café staff (and the nonprofit receiving donations if applicable). Here some example discussion

questions for the meeting:

- a) Will staff or students be in charge of packaging the leftover food for donation?
 - b)
 - c) Who should students talk to when they arrive to pick up food?
 - d) What food items do they want you to save and how do they want them stored (frozen, refrigerated or hot off the line)?
 - e) What type of containers and how many are needed for food donations?
 - f) What days and times work best for donation pick ups?
 - g) What information needs to be included on labels?
3. Schedule a time to talk with your staff to explain how the food recovery will work. It is good to go over what foods can and cannot be donated, how they should be stored, and who is in charge of packaging the leftovers.

The Process

1. First collect the leftover food that can be donated and package it. Packaging can be provided by FRN or donated by you. Labels will be provided by FRN.



Wai Hon Chan is pictured packing food for donation for the Food Recovery Network chapter at Rochester Institute of Technology.



Luis Cotto of Bon Appétit Management Company helps students weigh donated food for tracking.



Students from the Whittier College Food Recovery Network Chapter load up their car with donated food to take to the nearby shelter.

2. Store the food in a designated part of the freezer or fridge if food is not being picked up immediately after being taken of the line.
3. Food Recovery Network volunteers will pick up the food at a scheduled day and time. Pickups should happen at least once a week if not more often for food safety purposes.
4. Food Recovery Network volunteers will take the food directly to a partner agency such as a community kitchen, church, senior center, or other organization that feeds people within the community.
5. If reusable containers are being used, Food Recovery Network will return the containers at their scheduled pick up time, and exchange fresh containers for ones filled with donated food.

***Even if the organization cleans the containers, make sure to run them through your dishwasher before use*

FOODS TO DONATE

Products acceptable for donation

- ❑ Unserved prepared entrees, side dishes, and desserts
- ❑ Unopened containers of food, beverages, condiments, sauces, and spices
- ❑ The following unused products:
 - o Fresh produce
 - o Dairy products
 - o Fresh chilled or frozen meat
 - o Non-food items

Products NOT acceptable for donation

- ❑ Food that has been in the Temperature Danger Zone for more than two hours/will not make it to shelter within two hours of being in the Temperature Danger Zone
 - Home canned, vacuum-packed or pickled foods
- ❑ Perishable foods past a “use by” date, unless frozen
- ❑ Foods in sharply dented or rusty cans
- ❑ Foods in opened or torn containers exposing the food to potential contamination
- ❑ Self-serve items from a buffet
- ❑ Unpasteurized milk



Leo Fraser, General Manager for Bon Appétit Management Company, shows that saving a little food goes a long way!

- ❓ Foods with an “off” odor or color
- ❓ Foods prepared, cooked, cooled, or reheated at home (except for baked goods that do not need refrigeration)
- ❓ Donations from a donor that has experienced a power outage
 - Has been in fridge for over 5 days

The best rule of thumb is to ask yourself if you would eat the food...if the answer is no then you shouldn't donate it!

Commonly Donated Food

1. Soups and stews
2. Entrees like lasagna, rice dishes, or pizza
3. Baked goods such as day old pastries
4. Packaged items like sandwiches from our grab and go markets
5. Produce that is too ripe to sell or cosmetically damaged but fine to eat

TIPS FOR SUCCESS

- Designate a food recovery point person on staff. They are the person that will oversee the program and serve as the contact for the organization.
- Start off with aluminum pans for the first week or two of donations to get a sense of how much food you will be donating on an average basis. That way you know how many containers you will need and what sizes are best.
- Make sure to check in with Food Recovery Network after the first month of donations to see how things are going on their end.
- Be flexible! Especially during the first month of the program there will be a few kinks to work out.

EXAMPLE RECOVERY PROTOCOL AT UNIVERSITY OF MARYLAND COLLEGE PARK

Below is a peek at how a sample chapter of FRN runs. Please remember that this is just an example, and every chapter is a little bit different.

1. Between 3 and 5 student volunteers can enter through the back loading dock at 8:50pm. You can park in the back loading dock. Ring the doorbell and ask for Chef Rob.

2. Students must have proper foot wear and pants in order to be in the kitchen. Long pants and closed toe foot wear only, no shorts or open toe foot wear is allowed in the kitchen area. Please be aware that kitchen floors get wet and greasy at times and there is hot equipment turned on at all times. Please be cautious and aware when walking through the kitchen.
3. Students will be allowed to gather a cart, sheet pans and utensils from the dish area but must not venture into any other area of the kitchen.
4. Trays, lids, latex gloves and spoons are supplied by Dining Services and will be stored in the 251 North kitchen.
5. Cooks will bring products that are being recovered to the kitchen area where the students will transfer products into aluminum trays and put lids on them for transport.
6. Record each item and the approx. number of servings.
7. Students will neatly stack empty food pans and clean the table areas where food was repackaged. Students will request a dishwasher pick up the empty food pans.
8. Student will transport the recovered food to the loading dock. If you use a cart, please make sure it is neatly placed back inside.
9. FRN at UMD's partner shelters for Spring 2012 are So Others Might Eat (Mon and Fri), Gospel Rescue Ministries (Tues and Wed) and Community for Creative Non-Violence (Thurs). Drive the food down to the appropriate shelter and unload the food.
10. Make sure you log your recovery on our Google form after every pickup.



FREQUENTLY ASKED QUESTIONS AND CONCERNS

Am I protected from liability?

Yes! Unless you knowingly donate food that is unsafe, you are protected from liability under the Bill Emerson Good Samaritan Food Donation Act, which was signed into law in 1996 as a way to encourage food donation of surplus food.

What about food safety?

FRN is a national organization with a dedication to strict food safety guidelines, and a proven track record of responsible food handling. FRN has a HACCP (Hazard Analysis and Critical Control Points) plan that we review with Leadership Team members of all chapters, who in turn provide training to all of their volunteers. In addition, all prepared food that is recovered will be kept at correct temperature (either frozen or hot) throughout the recovery process, through the use of thermal bags while transporting the food. In addition, when possible, we certify one member of each chapter in ServSafe practices.

What health codes apply?

All normal food safety protocols apply here. There is nothing specific for food recovery. All local, state, and health codes apply. Your management should already be very familiar with these health codes and can help ensure that the food recovery program complies with them.

Will food recovery cost me anything?

Food recovery doesn't cost dining services anything, except possibly a small amount of staff time and packaging materials. At some of our chapters, FRN volunteers package the food, and at some chapters, staff members package the food. Additionally, dining services can donate packaging or FRN can cover the cost. These decisions are up to individual chapters and their dining services. Another potential cost is storage space because some dining services store leftover food in their freezers until FRN volunteers come to pick it up, but it is not an expectation.

How much work will it be for our staff?

It depends on how involved you want to be! Dining hall staff will spend anywhere from a few minutes to a few hours a week assisting with the recovery process. If students are packaging the food, then the only staff time needed will be workers identifying which food will be recovered. Generally, the time it takes to help recover food is the same amount of time it would take workers to dispose of leftover food.

What type of packaging will be used?

Again, a lot of schools use different types of packaging, but three types of packaging seem to be consistently the most efficient and widely used. The first is single-use aluminum trays, with the accompanying lids. These are useful because they are the same size as serving pans. The second type of commonly used packaging is Ziploc bags. They freeze very well, come in a variety of sizes, and are extremely cheap. The third option is re-usable containers (essentially, heavy-duty Tupperware). This is the most expensive option in the short-run, but it pays off in the long run and is the most eco-friendly. Thermal bags are also used for containing the packaging during transportation.

How will the food be transported?

The food can be transported by students or local hunger fighting agencies. If the food will be transported by students, they will use either personal vehicles or university vehicles (some schools have a community-service van that students can use). The food will be transported in thermal bags, to ensure that it stays at the correct temperature, and to comply with all food safety procedures. Student volunteers are

trained in food safety handling.



Students show off their food safe thermal bags for transporting the donated food!

Where will the food be going?

Each local program picks where to donate the food, but all of our chapters freely provide food to local hunger fighting agencies.

How often will volunteers recover the food?

This will be decided by the dining services and students. The frequency of pickups depends on the amount of food you have to donate as well as your cafés storage capacity. Our chapters range from recovering nightly, to recovering food every other day or a few times a week. If pick-ups aren't done nightly, the food will be kept frozen until it is picked up by the volunteers.

How many different volunteers will there be?

This also depends on the size and structure of the program at your particular schools, but FRN uses a model of involving existing campus groups in recoveries. Therefore, if there are recoveries every night, there will be 7 different student groups recovering food. Depending on how packaging is handled, each students group will send an average of 2-5 volunteers each night.

How should we store the food? Does this require any space?

The way the food is stored depends on when the recoveries take place. If the program is set up so that volunteers recover the food after every meal, then food does not need to be stored and can be directly transported to the shelter. If food is not recovered directly after the meal, then it should be frozen. The food can either be stored in dining hall freezers or in a freezer provided by FRN.

Do I get a tax credit for donating food?

If you are a for-profit food service company and you own the food being donated, you can claim an enhanced tax deduction for donating surplus food. You can find details of the tax deduction here: <http://www.foodtodonate.com/pdfs/FDC%20Intro%202.2013.pdf>. Usually, the tax savings are equal to twice the normal tax savings if the food were thrown out.

Is FRN a 501c3 nonprofit organization?

Yes.

What makes FRN unique?

FRN is the only entirely student-run food recovery program in the country.

We have very few leftovers, can we still donate?

You probably have more than you think and Food Recovery Network will pick up as little as 10 pounds of food. If you are skeptical about the amount you have to donate, do a trial run and collect and track the amount of food you would donate on an average week to see how much it amounts to...you may be surprised at what you find!



What if we don't do regular food service in the summer?

This is a common concern from educational accounts. You can have a regular donation program during the school semesters and then during summer and winter breaks you can do donations on an "on-call" basis or not at all.

What if I don't have much space to store and save food?

Most organizations can work with you to schedule more frequent pickups if that is the case. Some of our accounts donate once a week and others donate everyday

But we already compost, isn't that just as good?

Composting is good but donating is better. Financially, you may save money in reduced compost hauling bills. Environmentally, the energy that went into growing, transporting, and preparing that food doesn't get wasted. And socially, hungry people in your community get fed!

RESOURCES



1150 South Campus Building
College Park, Maryland 20742-8411
301.314.8054 TEL 301.314.9764 FAX
www.dining.umd.edu

Dear College and University Dining Directors,

By way of introduction, I'm the Director of Dining Services at the University of Maryland, College Park. I'm writing to let you know of a wonderful opportunity to support your local community and possibly reduce expenses for your dining program.

For the last two years, Dining Services has worked with The Food Recovery Network; a student-run organization that recovers surplus food from UMD dining halls and from Byrd Stadium concessions stands and donates it to So Others Might Eat (SOME) and other local shelters in the Washington, DC area.

The Food Recovery Network is eager to expand this initiative and recover surplus food from other campuses like yours. I would highly recommend you consider the benefits of joining as a donor in this effort - in my experience they have been very professional and flexible and they are truly making a difference in our community.

Let me detail how the program works - a team of trained volunteers arrive at our dining halls at a time we specify; then our staff aggregates any food items that were not sold/served during the meal period and that cannot be saved and reheated for sale the next day; the volunteers transfer this food into trays and transport it immediately to partner shelters. We are proud that our partnership resulted in over 10,000 donated meals last year.

Working with the Food Recovery Network has also saved us money by helping our dining hall teams be more aware of the type and amount of leftovers we have - we are tracking production more closely and we are cooking in smaller batches. It has also encouraged our Chefs to modify recipes and look for ways to better utilize leftovers. And when there is waste, everyone has an increased level of satisfaction when items we can't reuse go to someone in need, rather than to the compost bin.

All restaurants donating leftover food in good faith are protected from liability under the federal Bill Emerson Good Samaritan Food Donation Act and the National Restaurant Association encourages donating leftovers whenever reasonable and possible. Most importantly though, our involvement shows that food service is not just an industry, but a community of people who care about and provide for others in need.

I hope you will join with the University of Maryland by joining the Network!

Sincerely,

Colleen Wright-Riva
Director, Department of Dining Services
University of Maryland College Park

THE BILL EMERSON GOOD SAMARITAN FOOD DONATION ACT OF 1996

(Protecting Our Food Partners, 2013)

The Bill Emerson Food Donation Act

One Hundred Fourth Congress of the United States of America

At the Second Session

Begun and held at the City of Washington on Wednesday, the third day of January, one thousand nine hundred and ninety-six.

An Act

To encourage the donation of food and grocery products to nonprofit organizations for distribution to needy individuals by giving the Model Good Samaritan Food Donation Act the full force and effect of law.

Be it enacted by the Senate and House of Representatives of the United States of America in Congress assembled,

Section 1. CONVERSION TO PERMANENT LAW OD MODEL GOOD SAMARITAN FOOD DONATION ACT AND TRANSFER OF THAT ACT TO CHILD NUTRITION ACT OF 1966.

(a) Conversion to Permanent Law. -- Title IV of the National and Community Service Act of 1990 is amended --

1. by striking the title heading and sections 401 and 403 (42 U.S.C. 12671 and 12673); and
2. in section 402 (42 U.S.C. 12672) --

(A) in the section heading, by striking "model" and inserting "bill emerson"

(B) in subsection (a), by striking "Good Samaritan" and inserting "Bill Emerson Good Samaritan:"

(C) in subsection (b)(7), to read as follows:

"(7) GROSS NEGLIGENCE. -- The term 'gross negligence' means voluntary and conscious conduct (including a failure to act) by a person who, at the time of the conduct, knew that the conduct was likely to be harmful to the health or well-being of another person.";

(D) by striking subsection (c) and inserting the following:

"(c) LIABILITY FOR DAMAGES FROM DONATED FOOD AND GROCERY PRODUCTS.

"(1) LIABILITY OF PERSON OR GLEANER. -- A person or gleaner shall not be subject to civil or criminal liability arising from the nature, age, packaging, or condition of apparently wholesome food or an apparently fit grocery product that the person or gleaner donates in good faith to a nonprofit organization for ultimate distribution to needy individuals.

"(2) LIABILITY OF NONPROFIT ORGANIZATION. -- A nonprofit organization shall not be subject to civil or criminal liability arising from the nature, age, packaging, or condition of apparently wholesome food or an apparently fit grocery product that the nonprofit organization received as a donation in good faith from a person or gleaner for ultimate distribution to needy individuals.

"(3) EXCEPTION. -- Paragraphs (1) and (2) shall not apply to an injury to or death of an ultimate user or recipient of the food or grocery product that results from an act or omission of the person, gleaner or nonprofit organization, as applicable, constituting gross negligence or intentional misconduct."; and

(E) in subsection (f), by adding at the end the following: "Nothing in this section shall be construed to supersede State or local health regulations.".

(b) TRANSFER TO CHILD NUTRITION ACT OF 1966. -- Section 402 of the National and Community Service Act of 1990 (42 U.S.C. 12762) (as amended by subsection (a))

1. is transferred from the National and Community Service Act of 1990 to the Child Nutrition Act of 1966;

2. is redesignated as section 22 of the Child Nutrition Act of 1966; and

3. is added at the end of such Act.

(c) CONFORMING AMENDMENT. -- The table of contents for the National and Community Service Act of 1990 is amended by striking the items relating to title IV.

Newt Gingrich
Speaker of the House of Representatives

Strom Thurmond
President of the Senate Pro Tempore (Bloom,

2010) Approved 10/01/96

William J. Clinton
President of the United States

P.L. 104-210

FRN HACCP PLAN

Updated: 1/13/2013

- 1) Potential Hazards
 - a. Biological
 - i. Bacteria
 - ii. Viruses
 - b. Physical
 - i. Hair
 - ii. Dirt/Debris from Transport
- 2) Critical Control Points (CCP)
 - a. Temperature of food when received
 - b. Personal Hygiene
 - c. Transport Time
 - d. Temperature of food upon arrival to establishment
 - e. Preparation of food at establishment
- 3) Critical Limits
 - a. Temperature and condition of food when received
 - i. Food should be removed from hot – Holding at 135°F or above¹
 - ii. Food should be removed from cold – Holding at 41°F or below¹¹
 - iii. Food should be in safe, non-absorbent, leakproof pans
 - iv. Food should be cooked before transport
 - b. Personal Hygiene
 - i. Volunteers need to wash hands before handling food
 - ii. Clean transport vehicles
 - iii. Volunteers are required to wear globes while handling food
 - iv. Volunteers must have hair pulled back of shoulders or wear a hat/hairnet
 - c. Transport Time
 - i. Transport shall take no longer than 2 hours total, (including time from removal of holding)
 - d. Temperature of food upon arrival to establishment
 - i. If total time for transport (removal of holding-transport), is 2 hours, temperature must be 70°F or below for hot food
 1. Cold food must not be above 70°
 - e. Preparation of food at establishment

¹ If food enters danger zone (41°-135°F), check with manager to see how long food has been in danger zone. Count that time toward 2 hour maximum for transport time.

- i. Establishment should be given instructions on proper reheating techniques.
- 4) Monitor you CCPs
 - a. Check temperatures using a clean and sanitized thermometer
 - b. Log temperatures into a chart
 - c. Inspect Vehicle Cleanliness
- 5) Identify Corrective Actions
 - a. Work with both establishments to ensure safety
 - b. Correct policies/procedures as needed
- 6) Verify that the plan works
- 7) Keep records/documentation on file
 - a. Keep for 365 days

KITCHEN AND FOOD SAFETY CHECKLIST FOR STUDENTS

This resource was developed collaboratively by FRN with the support of Bon Appétit Management Company

Personal Hygiene

- If sick, do NOT do the recovery
- Wash hands up to your elbows with warm water and soap before handling food
- Wear gloves, long pants, clean clothes, closed-toe non-slip shoes
- Take off jewelry
- Wear a bandage if you have a cut
- Must have hair pulled back off shoulders and wear a hat/hairnet
- Wash hands again after you do any of the following: use the restroom, sneeze, touch your hair, face, clothes or body, handle raw meat or eggs, bus dirty dishes, eat or drink or use cleaning chemicals
- Do not eat, drink, smoke or chew gum near prep or service areas
- Protect food from contaminating items (staples, insects, water drippage, etc.)

Kitchen Safety

- Stop and knock twice before opening any door to ensure no one gets hit
- Wear slip resistant shoes if possible, be careful not to slip and fall on wet floors
- Communicate: when turning corners or walking behind a person make sure to yell “corner” or “behind”
- Never run in the kitchen

Controlling Time and Temperature

- **Make sure food is not between 41°F and 135°F for more than 2 hours max (If operating at a Sodexo campus, 40°F to 140°F is acceptable).**
- Food from hot line -- Receive and hold at 135°F or above
- Food from cold storage -- Receive and hold at 41°F or below
- Check temperature when receiving using a clean and sanitized thermometer. If food is just barely inside Food Temperature Danger Zone (between 41°F and 135°F, ask a dining services representative to verify that food has not been in Danger Zone for longer than a few minutes).

Transportation

- Use safe, non-absorbent, leak proof pans or reusable containers
- Never put pans full of food on the ground
- Use thermal bags to maintain hot or cold temperature of food; do not mix hot and cold food in the same bag
- Use a clean transport vehicle; food should be isolated and nowhere near cleaning supplies, other chemicals, dirty clothes, trash, etc.
- If ever in doubt about whether these procedures were followed, do not donate the food

ADDITIONAL RESOURCES

Bloom, J. (2010). *American Wasteland: How America Throws Away Nearly Half of Its Food (and What We Can Do About It)*. Cambridge: Da Capo Press

Bloom, J. "Food Rescue." www.wastedfood.com

Gunders, D. (2012, August). Retrieved December 15, 2012, from Natural Resources Defense Council: <http://www.nrdc.org/food/wasted-food.asp>

Turk, D. (2013). *The Good News About "Good Sam" Laws*. Retrieved May 7, 2013, from Food Lifeline: <http://www.foodlifeline.org/help/foodindustry/goodsam.html>