

Declining Donations & Reporting Waste

Every Agency Partner performing rescue has the right to decline product offered by a donor due to food safety, nutrition, or capacity. Please review the guidance below.

► ON-SITE INSPECTION/DECLINING

It's advisable to do a general inspection of donations before loading and to leave unsafe or non-distributable product with store staff. Be courteous and informative, letting store staff know the reason for declining product.

► WHY DECLINE ON-SITE?

By communicating with store staff about what is unsafe, or otherwise not within our means to distribute, we set expectations for future donations and cut down on disposal fees.

► ADDRESSING AN ISSUE WITH STORE STAFF

If you find you are having an ongoing issue with a donor, and have addressed the unwanted donations with store staff, try contacting your Food Rescue team for help.



Reasons to Decline & Follow-Up Actions

↓ REASON #1: UNSAFE FOOD HANDLING ↓	↓ REASON #2: DISTRIBUTION CAPACITY ↓
Temperature Safety Zone - Refrigerated items should be ≤ 41°F, frozen items should be frozen solid.	Overabundance - Donation too large to transport in your vehicle, store at your site, or too much to distribute to your participants before expiration.
Unlabeled Product - Food does not have a label to indicate best by date and/or ingredients.	Items unfit for your organization's pantry model - Food, or non-food items which your pantry does not typically distribute.
Unfit for Human Consumption - Food is rotten or otherwise inedible.	
Follow-Up Action: Item unsafe to distribute. Advise store staff to dispose of item.	Follow-Up Action: Advise store staff to contact Food Rescue Manager for possible rerouting of donation.



Reporting Waste

► WHY REPORT WASTE?

If there is an ongoing issue with waste from a donor, documentation can help when addressing the problem with store staff. Additionally, businesses get tax credit for every pound they donate to feed the community. We separate waste to ensure only edible food is credited.

REPORT AS WASTE	DO NOT REPORT AS WASTE
Donations which are accepted and brought back to the organization but deemed unfit for distribution during the sorting/storing process.	• Items declined on site. These are not considered donations, and don't require documentation. • Items fit for consumption during the sorting/storing process but discarded before distribution due to expiration or poor food handling. No adjustments of the original report are required. • Items fit for distribution, but not distributed due to overabundance or preferences of participants. These should be reported as a donation.



Sorting Waste From Edible Food

1. Collect rescue



TOTAL: 90 lbs

2. Sort and weigh



TOTAL: 90 lbs

3. Report*



TOTAL: 90 lbs

* DOCUMENT DETAILS IN "COMMENT" SECTION

Documentation of details is optional and can be handy to reference when addressing an issue with a donor. **Please note**, information in the Comment section is not monitored by the Food Rescue team. Please email or call if specific follow-up is needed.