

# OPERATING POLICY TWO

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## DISTRIBUTION GUIDELINES

### 1. PURPOSE

The following document will outline the guidelines for distribution in Ontario's food bank network. The purpose of the policy is to:

- establish a framework for how food flows to Ontario and within Ontario;
- formalize the policies and procedures that exist for food distribution in Ontario;
- ensure effective working relationships between food banks and donors;
- establish a system that is easy to use and operationalize;
- ensure that the system of food distribution is accountable;
- ensure just distribution while encouraging regionalization;

The policy covers areas including principles, system guidelines, network organization, acquisition, responsibilities, compensation, reporting and management, distribution reviews, grievances, and a timeline.

### 2. PRINCIPLES

The following principles shall guide Ontario's food bank network:

**2.1. Shared Responsibility.** Ontario's food bank network should be a model for collective ownership and responsibility. Therefore, all network partners, including OAFB, distribution centres, hubs and agencies, will share the costs associated with distribution, participate in decision making and ensure that their activities meet the highest standards of quality, safety and ethical practice.

**2.2. Equity.** Network partners will make every effort to ensure that major food donations acquired at a regional, local and national level are shared equitably within the network. This does not mean that all donations are shared amongst all members, but that the network should ensure that on balance, all network participants will have access to a diverse range of high quality product.

**2.3. Flexibility.** The acquisition and distribution of food to emergency food programs is a challenging endeavor, with limited human and financial resources, inconsistent supply and changing demand. All network partners must be flexible and realistic in their expectations of one another. The network must also make every effort to be flexible and responsive in order to meet the changing requirements of the food industry and clients. Finally, the entire network must be flexible to recognizing certain differences in organization and approach amongst members.

**2.4. Capacity.** Ontario's food bank network has a finite and limited capacity. Similarly, at a regional and local level, partners have a finite and defined capacity to acquire, store and move product. All partners will make every effort to ensure

that the system capacity can meet demand. However, partners must also recognize that at certain periods, and due to limitations, there will be occasions when product cannot be absorbed at a provincial, regional or local level, or that the transport of product becomes delayed. For example, during food drives space and transport are at a premium.

**2.5. Coordination.** All activities in the network, including acquisition, recognition, transportation, and communication must be coordinated to maximize the success of distribution efforts. The OAFB's primary role in the network is coordinator. This coordination involves a number of member bodies and agreements, as well as tools to ensure that partners in the network are connected to information and network resources.

**2.6. Clarity.** All partners in the network must have a clear understanding of their roles and responsibilities, as well as their expectations of the network. These roles, responsibilities and expectations are outlined in this policy.

**2.7. Efficiency.** Ontario's food bank network must be extremely efficient. The product that is distributed within the network requires the utmost efficiency and timeliness, particularly given that food may be at or close to code. The challenges of limited financial resources amongst partners also require that the network maximize cost efficiency.

**2.8. Continuous Improvement.** The network must strive to continuously improve through mechanisms such as regular assessment, real-time tracking, feedback and evaluation. This will ensure that partners are ensuring that they are meeting the changing needs of those they serve, and that the network continues to meet its mandate.

**2.9. Transparency & Accountability.** All information regarding acquisition and distribution, donations and donors, as well as costs associated with the network must be open to all partners. A transparent and accountable system will engender trust amongst partners. All network partners must strive to be accountable through regular and public reporting of their activities.

**2.10. Quality & Safety.** Hundreds of thousands of Ontarians are served by food banks every month, receiving items from frozen soup to fresh milk. Although the network is responsible for supporting emergency hunger relief programs, it must be supported to the highest standards. Partners in the network will therefore strive to acquire and distribute high quality and safe food and consumer products for those in need. Policies and procedures will also be put into place in order to maintain food quality and safety.

**2.11. Sustainability.** There are significant costs to supporting, managing, maintaining and improving Ontario's food bank network. The network cannot function without adequate financial support at a local, regional, provincial and

national level. Given the immediate need for the service provided, while recognizing the long-term aim of reducing that need, every effort must be made to ensure that the network is financially sustainable.

**2.12. Communication.** The communication flow amongst partners in the network must be frequent, convenient, and timely. Partners should expect short turnaround times for requests, clear answers to any inquiries, and the ability to communicate any challenges or concerns regarding distribution to a central point.

### **3. SYSTEM GUIDELINES**

**3.1. Basic Guidelines.** The following basic guidelines will govern Ontario's food bank network:

- a. Standards. All members of the network will abide by the OAFB's Standards of Operation as well as this policy.
- b. Sharing. All surplus and major donations to members should be shared at a regional, provincial or national level.
- c. Solicitation. Food solicitation will be coordinated at the provincial level and carried out at a regional level with agreement from local food banks.
- d. Safety. All members of the network will recognize and implement food safety and handling standards.
- e. Reporting. All members must report major food industry donations to the OAFB on a quarterly basis.

### **3.2. Definitions.**

a. Distribution Centre. A distribution centre is a major food bank warehouse in one of the network's four designated zones. Ontario's food bank network is divided into four major zones: Southwestern, Central, Eastern and Northern Ontario. Each of these zones is serviced by a distribution centre which is responsible for acquiring and distributing food to designated hubs as well as certain Member Agencies within reasonable geographic distance. Specific geographic boundaries for each of the distribution centres are outlined in each of the distribution agreements. See appendix. For example, the Ottawa Food Bank is the Distribution Centre for Eastern Ontario.

b. Hub. A hub is a food bank warehouse or regional food sharing network located within one of the designated regions. Each hub is responsible for re-distributing food acquired from their region's distribution centre to member agencies within reasonable geographic distance. There are approximately twenty hubs in Ontario. Hubs are also considered member agencies, and must be the community steward of food in their town, city or municipality. For example, in the Southwestern Zone, Hamilton Food Share is a hub and member agency, serviced by the Food Bank of Waterloo Region (FBWR), a distribution centre.

c. Members. A member, also known as a spoke, is a member of the Ontario Association of Food Banks (OAFB) that is serviced by a hub. There can only be

one member per community and they must be the community steward of food in their community. As a community steward of food, a member must make every effort to ensure that food is equitably shared with affiliate members and agencies in their community.

d. **Affiliate Members.** An affiliate member is an emergency food program that is serviced by a distribution centre, hub or member agency within the same community. For example, House of Friendship, located in Kitchener, is a member of the Food Bank of Waterloo Region (FBWR)..

e. **Non-member Allies.** A Non-member ally is an organization that is involved in the provision of emergency food, but does not meet the requirements of membership in the OAFB. See appendix.

**3.3. Product Refusal.** The following product will be refused by the network:

- a. Baby food beyond code date;
- b. Undocumented product which is of the variety that normally requires labeling as per Federal Guidelines ;
- c. Medicine, including therapeutic, over the counter or prescription drugs;
- d. Product of unknown origin;
- e. Potentially hazardous product, as defined by Federal Provincial Guidelines on Food Safety in Food Banks, beyond code dates unless accompanied by documentation from donor indicating that product is safe for consumption.

## **4. NETWORK ORGANIZATION**

**4.1. Network Description.** Ontario's food bank network is a collective of major distribution centres and hubs that are responsible for acquiring and distributing food to some or all of the following: food banks, emergency food programs, supplementary food programs and agencies across the province. Distribution centres service their agencies and hubs in major centres within a set geographic area, and these hubs, in turn, ensure that the food they receive is distributed to agencies within their communities and OAFB members associated with their hub.

### **4.2. Network Partners.**

The following organizations are partners in Ontario's food bank network:

4.2.a. Ontario Association of Food Banks (OAFB).

4.2.b. Distribution Centres.

- i. Southwestern Ontario: Food Bank of Waterloo Region (FBWR).
- ii. Eastern Ontario: The Ottawa Food Bank.
- iii. Northern Ontario: Sudbury Food Bank.
- iv. Central Ontario: Daily Bread Food Bank.

4.2.c. Hubs.

- i. Southwestern Ontario.
  - 1. Hamilton Food Share
  - 2. Windsor Food Bank Association
  - 3. London Food Bank
  - 4. Chatham Outreach for Hunger
- ii. Eastern Ontario.
  - 1. Agape Centre (Cornwall)
  - 2. Partners in Mission Food Bank (Kingston)
- iii. Northern Ontario.
  - 1. Cochrane Food Bank
  - 2. North Bay Food Bank
  - 3. Regional Food Distribution Association (Thunder Bay)
- iv. Central Ontario.
  - 1. Northumberland Food for All (Colborne)
  - 2. Kawartha Food Share (Peterborough)

4.2.c.i. Hub Criteria & Determination. As per the By-Laws, the OAFB Board of Directors determines hub and distribution centre locations. In turn, these members must agree to act in this role. Each are assessed and determined according to the following criteria:

- 1. HARD INFRASTRUCTURE
  - a. Warehouse Space: Storage, breakdown, food safety.
  - b. Refrigeration: Chilled and Frozen
  - c. Transportation: Donated and food bank fleet
  - d. Materials handling facilities: dock
  - e. Equipment
  - f. Inventory Management System
- 2. SOFT INFRASTRUCTURE
  - a. Personnel
  - b. Level of experience
  - c. Willingness
  - d. Relationships with local Member Agencies
  - e. Internal policies and procedures
  - f. Quality control

The assessment and determination includes site visits by OAFB staff members, discussions with local or regional members, and a detailed quantitative and qualitative review of the facility.

4.2.d. Sub-hubs. Some members serve as sub-hubs. These locations are serviced through distribution centres or hubs. They operate as food shares or warehouse facilities distributing food to other OAFB members, and as such their responsibilities are the same as those assumed by hubs. However, these sub-hubs distribute to fewer members or at a lesser volume than hub operations.

4.2.e. Members. A breakdown of members can be found in the appendices.

4.2.f. Affiliate Members. A breakdown of affiliate members can be found in the appendices. Criteria and determination for affiliate members is determined by their hub or member agency. These affiliate members are also known as community agencies.

4.2.g. Non-member Ally. OAFB maintains mutually beneficial relationships with non-member allies who may have access to surplus product or transport that can be distributed to distribution centres, hubs or members. A breakdown of non-member partners can be found in the appendices.

4.2.g.i. Non-member Ally Criteria and Determination. The OAFB home office may determine non-member allies according to the following criteria, Non-member Allies must:

1. Sign the OAFB's Standards of Operation Agreement;
2. Have a mission that includes hunger relief and the provision of food to persons in need, but they cannot be food bank operations;
3. Not be linked to the network via agency membership with another OAFB member,
3. Have agreement from the OAFB Member in the community for the organization to become a non-member ally;
4. Be visited by an OAFB home office team member to assess their operations.

Notification of any new non-member allies must be brought forward to the subsequent meeting of the OAFB Board of Directors.

4.2.h. Prohibited Organizations. Members will not share information, provide resources to or use the services of any OAFB prohibited organization. Prohibited designation is conferred on organizations as a protective measure for the OAFB and its members. These organizations are listed in the appendices.

### **4.3 Network Governance**

4.3.a. Food Acquisition and Distribution Committee. The Food Acquisition and Distribution Committee is a sub-committee of the Board of Directors of the OAFB.

4.3.a.i. Mandate. The mandate of this committee is to:

- 4.3.b.i.1. coordinate acquisition efforts across the province;
- 4.3.b.i.2. review and discuss operational issues related to distribution, including communication, quality issues, capacity and network needs; and
- 4.3.b.i.3. compile an annual report on the distribution efforts of the Ontario food bank network including descriptions, amounts and origins of food and consumer product donations.

4.3.a.ii. Voting Membership. The voting membership of this Committee includes:  
VOTING MEMBERS

1. One representative from Southwestern Ontario Distribution Centre
2. One representative from Eastern Ontario Distribution Centre
3. One representative from Northern Ontario Distribution Centre
4. One representative from Central Ontario Distribution Centre
5. OAFB Board of Directors representative (Chairperson or designate)

#### NON-VOTING MEMBERS

6. One representative from the OAFB home office

iii. Meetings. The Food Acquisition and Distribution Committee will meet at least four times per year.

4.3.b. Provincial Distribution Agreements. Written agreements will govern the relationship between OAFB and distribution centres, as well as between OAFB and hubs. The agreements between the Distribution Centres and OAFB shall inform the agreements with associated hubs. All of these agreements will also be subject to this policy.

4.3.c. OAFB Board of Directors. The OAFB Board of Directors will be the final decision-making body regarding all matters related to the network.

## 5. ACQUISITION

**5.1. Geography.** For the purposes of efficiency, clarity and equity, OAFB members will not solicit food donations in the communities of other OAFB members, without consultation and agreement from that member. This guideline reflects a nationally agreed upon solicitation principle.

**5.2. Coordination.** The OAFB shall coordinate acquisition activities across the province through the sourcing of food products and logistics at a provincial level, the provision of acquisition materials, coordinated major donor recognition, and the provision of prospective donor information. Members shall provide information on current acquisition efforts through a coordinated donor information management portal operated by the OAFB home office in order to avoid overlap.

**5.3. Sharing & Collaboration.** The OAFB shall strive to create a collaborative and mutually beneficial environment whereby the major donations that are acquired are shared to enhance the overall quality, quantity, and diversity of product received by all members.

**5.4. Plan.** The OAFB shall develop a Food Acquisition Plan on an annual basis to guide acquisition activities.

## 6. RESPONSIBILITIES

**6.1. National Warehouse (Daily Bread Food Bank).**

1. Store provincial donations, for distribution across Ontario;

#### **6.1. OAFB.**

1. Source food products and transportation, and manage logistics at a provincial level through:
  - a. Allocation and coordination of the movement of product from the National Warehouse to OAFB members;
  - b. Supply accurate Bills of Lading for provincial product;
  - c. Provision of accurate information regarding product shares to hubs and distribution centres in a timely manner;
  - d. Coordination of shipping schedule for provincially donated product in partnership with distribution centres, hubs and members; and
  - e. Determination of enrollment in provincial programs including the Milk Programme and reclamation.
2. Coordinate acquisition efforts through:
  - a. the Food Acquisition and Distribution Committee;
  - b. Assisting with food sourcing and acquisition efforts at a regional and local level through prospect research;
  - c. the provision of tools for food acquisition including solicitation brochures and presentations;
  - d. managing a food donor information management portal; and
  - e. the coordination of major donor recognition efforts.
3. Mediate any disputes between members regarding any of the topics outlined within this document;
4. Coordinate the provincial Food Acquisition and Distribution Committee;
5. Provide operations support in the form of resources and training;
6. Share in costs of distribution through the provision of financial compensation;
7. Report on food donations and distribution activities as outlined in reporting guidelines;
8. Provide relevant information and instruction to donors;
9. Report any suspicious activities regarding food donations or prohibited organizations to members.

#### **6.4. Distribution Centres.**

1. Schedule and execute deliveries in collaboration with zone members;
2. Distribute allocated product to predetermined locations within their distribution zone in accordance with distribution agreement;
3. Communicate the availability of additional product to OAFB;
4. Provide a representative for the Provincial Food Acquisition and Distribution Committee of the OAFB;
5. Abide by individual distribution agreements;
6. Store and coordinate the transport of regional food donations;
7. Ensure that all hubs and agencies that are serviced have signed the OAFB's Standards of Operation.
8. Report all donations;

9. Report on condition, quantity and delivery date of product received via the OAFB distribution network to OAFB;
10. Distribution centres must ensure fair and equitable food distribution within their regions as well as between regions;
11. Notify OAFB home office, zone hubs and member agencies of any changes that may influence the operation of the distribution network. For example, shut-down periods, special holiday hours, etc.
12. Provide relevant information and instruction to donors.
13. Report any suspicious donation activity or contact with prohibited organizations to OAFB home office.

#### **6.5. Hubs.**

1. Distribute product to OAFB members in their area according to individual distribution agreement;
2. Communicate the availability of additional product to OAFB;
3. Advise and consult with OAFB regarding food solicitation efforts within the local community;
4. Report on condition, quantity and delivery date of product received via the OAFB distribution network to OAFB within a reasonable timeframe
5. Report all food donations;
6. Hubs must ensure fair and equitable food distribution within their area;
7. Notify OAFB home office and local distribution centre of any changes that may influence the operation of the distribution network.
8. Provide relevant information and instruction to donors.
9. Report any suspicious donation activity or contact with prohibited organizations to OAFB home office.

#### **6.6. OAFB Members.**

1. Ensure adequate warehouse space, appropriate hours of operation, sufficient staff and/or equipment is available to receive allocated product at predetermined times agreed upon by the member and supplying hub;
2. Report on condition, quantity and delivery date of product received via the OAFB distribution network to OAFB;
3. Adhere to Federal and Provincial regulations;
4. Members must share food equitably and fairly with their member agencies;
5. Notify OAFB home office, and supplying hub of any changes that may influence the operations of the distribution network.
6. Provide relevant information and instruction to donors.
7. Report any suspicious donation activity or contact with prohibited organizations to OAFB home office.

#### **6.7. Donors**

1. Ensure safety and quality of donations,;
2. Notify OAFB of any food recalls as they pertain to donations;
3. Provide accurate information about donations.

## **7. COMPENSATION**

**7.1. Compensation by OAFB.** The OAFB will provide compensation to both distribution centres and hubs. The compensation will be based on the actual costs of distribution and will be provided in two forms:

- a. Base Amount. A base amount for compensation will be provided to ensure that a minimum level of funding is provided up front regardless of the overall food donation environment. The base amount for Distribution Centres is \$5,000 per year. The base amount for hubs is \$1,000 per year.
- b. Top-up Amount. A top-up amount will be provided based on the total amount of food acquired and distributed by the distribution centre or hub. These figures will exclude product acquired and distributed through the Milk Program. The top up amount for Distribution Centres is \$10 per 1,000 pounds acquired and distributed to other OAFB members. The top up amount for Hubs is \$5 per 1,000 pounds acquired and distributed to other OAFB members.

**7.2.a. Determination of compensation.** Compensation is provided by the OAFB in order to offset some of the costs associated with distribution. The determination of the amount provided by the OAFB is based on the following:

1. Actual costs of distribution. Members will provide the OAFB with an account of the actual costs of distribution on an annual basis. Costs deemed acceptable for compensatory purposes are:
  - a. Transportation costs including but not necessarily limited to: gas, driver salaries, and vehicle maintenance.
  - b. Equipment maintenance costs including but not necessarily limited to associated equipment such as forklifts, cold storage, pallet jacks, racking, and docks.
  - c. Human resource costs that are directly associated with acquisition and distribution. Compensation shall not exceed 50 per cent of the total salary of one staff person.
2. Fiscal capacity of OAFB. The OAFB has a finite capacity to provide compensation to hubs and distribution centres. The total compensation provided shall reflect that capacity.

**7.2.b. Maximum compensation.** The total compensation provided by OAFB shall not exceed \$25,000 for Distribution Centres and \$5,000 for Hubs per year.

**7.3. Fees.** The formal policy regarding fees charged in association with distribution is to be determined at a later date by the OAFB Board of Directors.

## **8. MANAGEMENT & REPORTING**

**8.1. Systems.** The following systems will be utilized to manage distribution efforts through each of the avenues:

a. Provincial. Provincial donations will be managed through an electronic tracking system at the OAFB home office. The individual directly responsible for managing this system will be the OAFB Operations Manager. All information contained within this system should be accessible to CAFB, distribution centres, hubs and members.

b. Regional. Regional donations will be managed by all Distribution centres and hubs through an Inventory Management System. All relevant information related to regional donations contained within this system should be accessible to OAFB, hubs, and members. All distribution centres and hubs are also responsible for completing product receipt forms for nationally, provincially and regionally distributed food.

c. Local. All member agencies must have a clear and effective Inventory Management System to track all food donations. The system need not be electronic, but must be accessible to the OAFB. All member agencies are also responsible for completing product receipt forms for nationally, provincially and regionally distributed food.

d. Product Receipt. All management systems at a national, provincial and regional level must include a mechanism to record receipt of product to their destination in order to ensure that donations are properly distributed. Product receipt forms must include a confirmation of product type, product weight, and quality of product.

**8.2. Reports.** Each of the members of the network will be responsible for producing the following reports based on a fiscal food year of January 1<sup>st</sup> to December 31<sup>st</sup>:

8.2.a. Ontario Association of Food Banks (OAFB). OAFB will produce an annual report to the public by May 1<sup>st</sup> including the following information:

- i. total product weight distributed within the network, including national, provincial and regional product, and excluding local donations
- ii. breakdown of food distributed by product categories and types of products
- iii. names of all major food donors if those donors are willing to have their names released. Any regional donors will be highlighted as such and associated with their distribution centre.
- iv. total number of litres of milk donated through the Milk Program
- v. total amount of reclamation product donated through APS
- vi. a report on the quality of product distributed through the network

8.2.b. Distribution Centres. Distribution centres will be required to produce the following reports:

i. Mid-term Report. A mid-term report regarding regionally acquired and distributed food will be produced by August 15<sup>th</sup> for the period in between January 1<sup>st</sup> and June 30<sup>th</sup> including the following items:

a. Total product weight distributed including a breakdown according to:

- DESCRIPTION: product categories (dry/fresh/frozen), types (vegetables, cereal, soup, etc.) and origin.
- member: final destination of product by Member

b. The names of all major food donors (greater than twenty skids annually) and associated volumes. The names of food donors shall only be publicly released with their consent. At no time will associated food volumes be publicly released.

c. Year end projections for distribution.

ii. Year end Report. A year end report regarding regionally acquired and distributed food will be submitted to OAFB by February 28<sup>th</sup> for the previous fiscal food year including the following items:

a. Total product weight distributed including a breakdown according to:

- DESCRIPTION: product categories (dry/fresh/frozen), types (vegetables, cereal, soup, etc.) and origin.
- MEMBER: final destination of product by Member

b. The names of all major food donors (greater than twenty skids annually) and associated volumes. The names of food donors shall only be publicly released with their consent. At no time will associated food volumes be publicly released.

iii. Local Report. The names and descriptions of all food donors who have contributed over 20,000 pounds of food locally.

iv. Financial report. A detailed breakdown of all costs associated with distribution including to the criteria for compensation outlined in 7.2.a.

8.2.c. Hubs. Hubs will submit a Year end Report to OAFB by February 28<sup>th</sup> for the previous fiscal food year including:

i. Distribution Centre Donations. A description of all product obtained through their distribution centre according to weight, product categories, types, origin and final product destination.

ii. Local Donations. The names and descriptions of all food donors who have contributed over 20,000 pounds of food locally.

8.2.d. Members. Members will submit a Year end Report to OAFB by February 28<sup>th</sup> including:

i. Local Donations. The names and descriptions of all food donors who have contributed over 20,000 pounds of food locally.

8.2.e. Donors. The following Donors will produce reports:

- i. Reclamation providers. Reclamation providers will produce annual reports outlining the total food and consumer product donated to the network. This will be measured according to the product weight in pounds.
- ii. Ontario Dairy Council (ODC) and other Milk Programme partners. OAFB and ODC will work together to produce an annual report outlining the total number of litres of milk donated to the network.

## **9. DISTRIBUTION REVIEWS**

Distribution reviews are a component of a broader accreditation framework implemented by OAFB, which also includes a review of food safety, client management and other relevant items.

**9.1. Review Frequency.** Distribution centres and hubs will participate in a Distribution Review every two years at minimum.

**9.2. Review Requirements.** Distribution Review requirements include:

- a. a site visit to the respective distribution centre or hub
- b. a review of the inventory management system, including a report on current inventory as well as a three month history of outbound shipments to network partners
- c. a visual inspection of product currently stored in the warehouse
- d. a meeting between the OAFB and the member to review the distribution centre or hub's compliance to these distribution guidelines and discuss any improvements, changes or challenges facing either party

## **10. GRIEVANCES**

**10.1. Grievance Process.** If:

- a. a Distribution centre fails to meet its responsibilities to its associated Hubs, Member Agencies or Non-member Agencies; or
- b. a hub fails to meet its responsibilities to its associated Member Agencies or Non-member Agencies; or
- c. or a member agency fails to meet its responsibilities to its associated non-member agencies; then

An organization may lay a complaint according to the formal grievance process. The OAFB may also present a grievance to a distribution centre, hub or member agency according to the grievance criteria below.

**10.2. Grievance Criteria.** A legitimate grievance regarding distribution must meet the following criteria:

- a. a distribution centre, hub or member agency is not sharing food with its associated partners according to the allocation determination outlined in this policy;
- b. a distribution centre or hub is not fulfilling its responsibilities as outlined in the Distribution Agreement; or

c. a distribution centre, hub, or member agency is not meeting one or more of the terms of this policy.

**10.3. Resolution of Grievances.** Every effort must be made to work towards informal resolution of grievances. If a grievance is proved, OAFB may take action including:

- a. reducing or eliminating compensation provided to the respective distribution centre or hub;
- b. temporarily halting the provision of provincial food and consumer products to the respective partner.

## **11. REVIEW PERIOD**

This policy will be reviewed on an annual basis by the Board of Directors of the Ontario Association of Food Banks (OAFB) in the meeting following the Annual General Meeting of OAFB members.

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Draft document approved in principle at OAFB Board Meeting, June 4, 2006

Policy approved at OAFB Board Meeting, September 26, 2006

Policy reviewed by Food Acquisition and Distribution Committee, May – July 2007

Policy revisions approved at OAFB Board Meeting, August 24<sup>th</sup>, 2007.

## **APPENDIX 1: NON-MEMBER ALLIES**

The following organizations are Non-Member Allies of the OAFB:

1. Second Harvest

## **APPENDIX 2: PROHIBITED ORGANIZATIONS**

The following organizations are prohibited:

1. Feed the Children Canada
2. iCan (Canadian Charity Association)
3. Food for All Street Kids

## **APPENDIX 3: PRODUCT REQUIREMENTS**

- i. NFSS Product allocated by the OAFB must be accepted in writing by OAFB
- ii. All NFSS product allocated to the OAFB must have the following:
  - a. an associated offer number
  - b. an expiry date
  - c. associated documentation;
  - d. product description (existing product categories must be used, or new product categories must be developed)
  - e. product quantity (pallet and case count, package volume, weight, number of units, )
  - f. list of ingredients on packaging.
  - g. date of arrival at National Warehouse.
- iii. Product must have appropriate labeling or accompanying documentation in accordance with Canada's *Consumer Packaging and Labeling Act (1985)*

- iv. Product must be picked and transported at a full pallet level unless otherwise agreed upon in Regional Distribution Agreements;
- v. All Bills of Lading must originate from the OAFB.

**OTHER APPENDICES**

- agreement with Canadian Association of Food Banks
- agreements with each distribution centre
- agreements with each hub