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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**

CHARITY TOOLKIT

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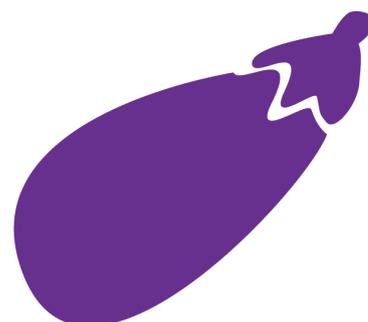
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PROJECT INTRODUCTION

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 Charity Toolkit forms part of a suite of educational materials for charities.



FEEDING HONG KONG



Serving as the link between food companies and charities, Feeding Hong Kong bridges the gap between food waste and hunger by bringing food from places of plenty to people in need. Each day, we collect quality surplus food from food companies that would otherwise be thrown away. We then sort it, store it, and redistribute it to our network of frontline charities, who in turn feed thousands of people in need.

We are a Hong Kong-registered charity with a mission to fight hunger and reduce the amount of quality food being sent to landfills.

PART 1: WELCOME

Welcome to the Feeding Hong Kong charity network, a group of Hong Kong-registered charities offering food to thousands of people in need every day. Together, our charity, food industry and community partners all work towards the common goal of reducing food waste and fighting hunger and food insecurity.

As a partner in our charities network, your organisation will receive surplus food and occasionally non-food items such as personal or household products. We will also give you support in food sourcing, collection, logistics and transportation. Getting a regular food supply for free allows your organisation to expand your programmes and make the best use of your budget, time and resources.

Feeding Hong Kong has developed this toolkit to help your team understand the food donations process, the available food surplus channels, the meaning of date labels, food handling and storage procedures and other food safety guidelines.



PART 2: THE FEEDING HONG KONG CHARITY NETWORK



Our charity partners

Our charity network partners are mainly small to medium sized NGOs. Each of them is a registered Hong Kong charity providing food support to those in need as a major focus or as part of its service. Our partners include:

- welfare centres offering food assistance
- senior centres
- crisis shelters
- residential home providing immediate support
- community kitchens
- after school programmes (schools)
- other food banks or non-profit programmes.

A variety of food-focused programmes are offered by our charity network partners. Examples of these include:

- meals and refreshments provided along with accommodation by residential homes, senior or shelter centres
- hot meals prepared and distributed by community kitchens
- food packs with staple food and snacks distributed by different charities



For a full list of charities in our network please visit our website www.feedinghk.org/charity-network.

PART 3: SUMMARISING SURPLUS FOOD

Surplus food is food that is still safe to eat, but has lost its commercial value during the normal course of business and would otherwise be thrown away. It is food that can be donated because it is within its expiry date and will still be safe to eat by the time it is received by the end-user.

Some reasons food companies have surplus are:

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



Whether from a farm, a manufacturing centre, a supermarket, a distribution centre or a restaurant, there are always areas where surplus food occurs. These can be in the form of finished food products, partly finished products or surplus ingredients, and can include ambient, chilled and frozen foods.

By rescuing this food surplus from landfills and redirecting it to our charity partners who use it to feed people in need, we are all making a positive impact on both the environment and food security in Hong Kong.

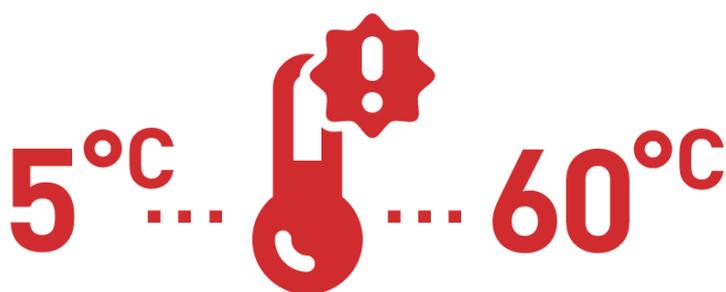


Food donation safety procedures

Making sure that all donated food is safe to eat is one of our top priorities. By the time the food reaches you, it has already been through strict checks and procedures. Our food industry partners follow our guidelines for food safety such as:

- Taking care when handling, storing, packing and transporting food.
- Storing donated food in clean, covered food-grade containers.
- Keeping high-risk foods (such as meat, seafood, poultry, eggs, dairy products and small goods, 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).
- Ensuring that food is collected by or delivered to a charity in the shortest possible time.

In [Part 8](#) of this toolkit, we provide detailed guidance on handling, storing and preparing food donations.



How food donations can help your charity



Working with Feeding Hong Kong means not only an increase in food donations, but also more variety, and higher quality food. Receiving a regular supply of free, healthy surplus food means your budget can be stretched further to benefit more people. By organising the collection and delivery of food from our industry partners, Feeding Hong Kong also frees up your time and resources to be spent where they are most needed in your community.

Primary and secondary items

Many charities that feed people often spend a large amount of their funds buying primary food items. This leaves little budget for secondary food items which should also be an important part of daily meals, adding variety and interest to them. By working with Feeding Hong Kong, charities often receive secondary items.

As some of our food industry partners deal with products from all over the world, your beneficiaries may not be familiar with them, e.g. international sauces or seasonings, different grains or vegetables. If this is the case please let us know and we can provide you with possible uses and recipes for these unfamiliar items. On our website we also have recipe ideas that can be used with these items: www.feedinghk.org/recipes.

PRIMARY ITEMS



Rice



Cooking oil



Noodles & pasta



Canned products



Cereals & oats



Milk

SECONDARY ITEMS



Frozen meat & ready meals



Fresh fruit & vegetables



Bread & bakery items



Dairy products



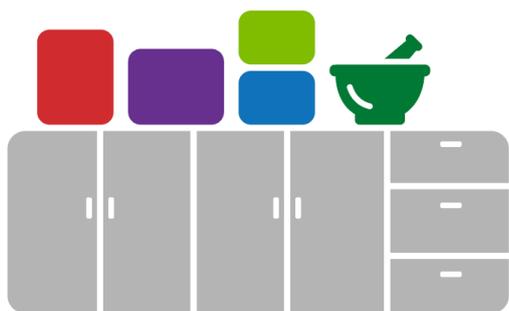
Snacks & beverages



Desserts

PART 4: THE FEEDING HONG KONG PRODUCT CATALOGUE

Definition of ambient, chilled and frozen food



Ambient Food

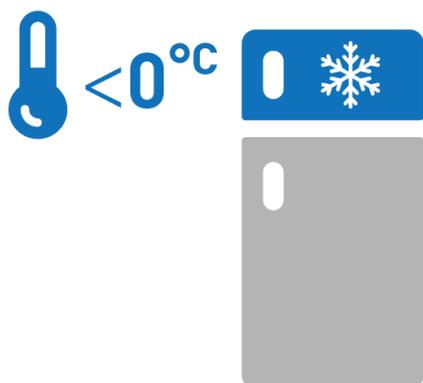
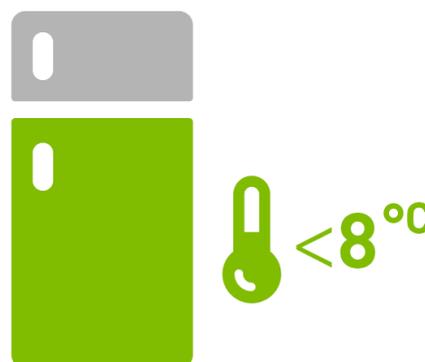
Ambient food can be stored at room temperature. This includes tinned foods, dry food such as rice and noodles, and any other shelf-stable products. This also includes food that has been processed such as long life, condensed or evaporated milk. These types of food usually have a long shelf life.

Chilled Food

Chilled food needs to be stored at a refrigerated temperature below 8°C. It is important to make sure that food is chilled properly so that harmful bacteria are not present. For products that need to be refrigerated, it is normally specified on the packaging.

These can include:

- Food that has a use-by/expiry date.
- Labels that state the product should be 'kept refrigerated' such as milk.
- Precooked food that is not being eaten straight away such as microwavable meals.
- Ready to eat food (food that does not need to be cooked) such as sandwiches and salads.



Frozen Food

Food that has a temperature at or below -18°C (0°F) needs to be kept frozen until used e.g. frozen chicken wings or frozen dumplings.

Overview of product families

Feeding Hong Kong collects and redistributes surplus food and occasionally surplus non-food items such as household and personal care products. We focus on fresh, frozen and ambient/shelf-stable food items and do not currently cover pre-cooked food. There are other charities that can provide cooked food and different distribution methods. More information on these can be found in [Part 9](#).

Here is an overview of the food items you can expect to receive from 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



PART 5: PRODUCT REQUESTS

How to apply to receive food from Feeding Hong Kong

Our application process involves two steps:



1. A completed application form

This helps us gain an overview of your organisation and understand the nature of your food programme and the clients you serve.



2. Site visit

Our charity team will arrange a visit to see your storage/cooking facilities.

If your charity is interested in receiving food and would like to find out more, simply contact us (contact details are at the end of this document) and our Charities team will be in touch to give you the forms and arrange a visit.

How to receive food from us

Feeding Hong Kong can arrange for delivery or collection.



Fixed schedule / regular order:

Our team will meet you to understand what food and other items suit your needs and preference. We can then arrange for you to receive a regular supply of suitable food that can either be collected from our Yau Tong warehouse or, where necessary, delivered to your charity. The final allocations will be subject to our food donations, surplus, and resources levels.



Non-regular orders:

We can arrange for delivery or collection when you need it, based on the demands and needs of your organisation. The final allocations will be subject to our food donations, surplus, and resources levels.



Monthly offers / special offers:

We often receive one-off donations from our industry partners. These are extra items that we can offer to you in addition to the regular allocation. Every two weeks we send out an email with details of these offers. You can then select items from the available list and make arrangements with our charities team for delivery or collection.

PART 6: COLLECTION & DELIVERY OPTIONS

We offer three main logistics options for getting the donated food to our charity partners:



Collection from Feeding Hong Kong warehouse

- Our charity partners can organise their own transportation to collect donated food from our warehouse in Yau Tong at a pre-arranged time.
- This option gives more flexibility to charities that have their own transport.
- Arrangements must be made with Feeding Hong Kong before pick up.



Feeding Hong Kong delivery to charity

- We can arrange for the donated food items to be delivered to your charity or centre, using Feeding Hong Kong's vehicles.
- We will do our best to meet any delivery time requests, but are limited by our resources.



Charity direct collection from food donor

- Feeding Hong Kong can match your charity with local stores who have end-of-day safe, quality surplus food for donation.
- You would need to arrange for your own volunteers or staff to collect the donations.
- Our charities team will discuss this service during the initial application stage and if appropriate, will match your organisation with a nearby store.
- Our charity partners are informed about any additional opportunities as and when these arise in their neighbourhoods.

The direct collection process can also be an opportunity for your charity's own beneficiaries to help, or a chance to work with corporate volunteers. Learn more about these volunteer opportunities via our Bread Run programme www.feedinghk.org/bread-runner.

PART 7: UNDERSTANDING DATE LABELS

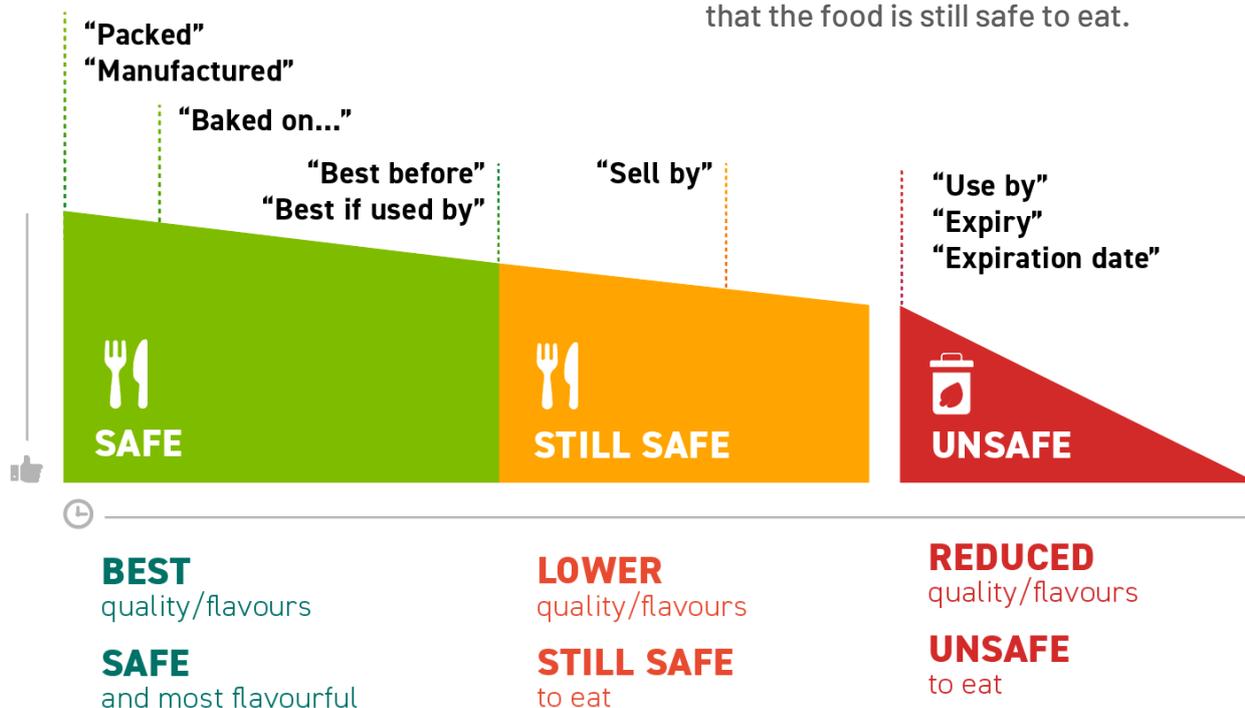
Food labels such as use-by and best before dates are important to understand as they tell us about the shelf-life of the product - how long food can be kept before it becomes unsafe to eat or loses its quality. Each type of date has an important but different meaning.

Use-by or expiry date

- Use-by or expiry labels tell us the date the food must be eaten by. After this date, even if it looks fine, food may be unsafe to eat as it may have developed harmful bacteria.
- It is unlawful to sell, donate or provide food that has passed the use-by or expiry date in Hong Kong.

Best before date

- Best before labels tell us when the food is at its freshest. After this date it is still safe to eat but may not be at its best.
- Food which has passed its 'best before' date can still be donated to charity provided it is not damaged, deteriorated or perished.
- For items that have passed the best before date and are still safe to consume, we can request for a "Shelf Life Extension Letter" from the manufacturer or producers to prove that the food is still safe to eat.



All the food accepted by Feeding Hong Kong and sent out for donation has been checked to ensure that it is safe to eat within a reasonable period of being received by the charity.

For more information regarding use-by and best before dates in Hong Kong please visit the Centre for Food Safety website: www.cfs.gov.hk.

GET THE BEST USE OUT OF YOUR FOOD



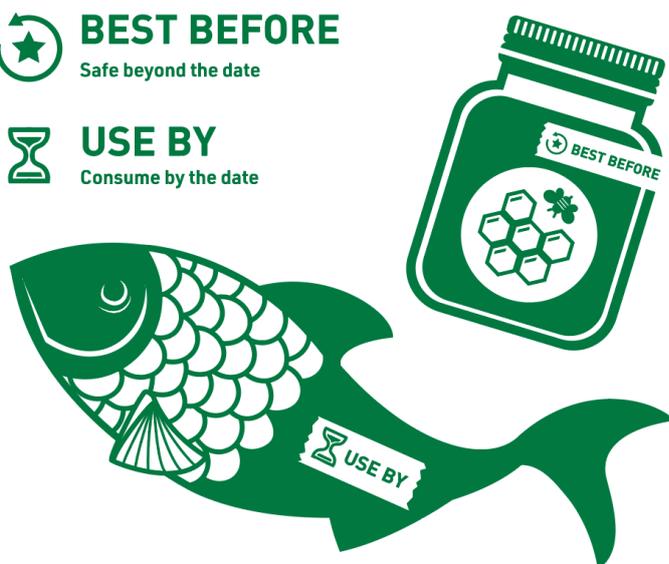
BEST BEFORE

Safe beyond the date



USE BY

Consume by the date



PART 8: SAFETY FIRST

Food handling guidelines

It is essential that everyone in your organisation who handles or prepares food understands how to follow good food safety practices so that they do not pose a risk of contaminating food or passing on illness to the beneficiaries.

Personal Hygiene

All staff and volunteers must practice good personal hygiene, washing their hands regularly and making sure they are appropriately dressed in clean clothing.



Food storage guidelines

Safe food storage is a critical part of good food safety and there are a number of ways you can avoid food contamination:

- Keep the storage area clean and well maintained (including racks, shelves, containers, floor of storage room, etc.).
- Maintain appropriate temperature and humidity for the storage area. The area should be relatively dry (i.e. ~60%) and room temperature not exceeding 21°C.
- Make sure the food is not stored in direct sunlight.
- Cover garbage containers or bins that are close to the storage area as garbage is a potential food source for pests, and will attract insects and rodents.
- Keep the rest of the area clean and dry to eliminate the risk of pests.
- If there is any evidence of pest activity that cannot be fixed in order to ensure safety of the food, then a licensed pest control operator should be employed.



How food is stored is also important to its safety and there are a number of simple measures that can be taken to reduce any risk.

- Store food products indoors (i.e. not on balconies, public corridors, etc.) to avoid direct sunlight, rain, dust or unknown tampering.
- Do not store food products on top of wooden pallets for long periods of time as this can lead to pest nesting.
- Use plastic pallets whenever possible.
- Store food products at least 15cm off the floor by using racks, shelves, containers or plastic pallets, etc.
- Store non-food products (i.e. household chemicals, etc.) in a separate designated area from food products to avoid cross-contamination. If they need to be stored on the same shelf due to lack of space, store non-food products at the bottom.

Food repacking

Some food may need to be repacked from bulk to share among your beneficiaries, for example dry foods such as rice and flour.

The following actions should be taken to ensure food safety:

- Repacking must be done in an appropriate area using clean and sanitised surfaces.
- Everyone involved in the repacking must practice good personal hygiene.
- First use, food grade packaging must be used.
- Labels must be reapplied to repacked products to reflect the name and key ingredients of the product and expiry date information. This also helps in preventing allergic responses.
- Check for any contaminated or damaged goods.



Food recall

Food recalls can be triggered by the presence of a biological, physical or chemical hazard present in foods. Feeding Hong Kong has a system to deal with food recall and in the event of a recall, we will notify our charity partners immediately. We may also provide information on charity partners to the regulatory bodies in Hong Kong to assist in any follow-up and ensure food safety. It is extremely important that we are able to locate and bring back any products that are subject to recall.

Handling of non-perishable foods

Non-perishable foods are shelf-stable items that can withstand months (even years) of storage at room temperature (15-25°C range). They are referred to as ambient foods. The following are some examples of non-perishable foods:



Canned foods



Dry foods
e.g. rice,
noodles,
pasta, flour,
crackers



Condiments
e.g. soy sauce,
sesame oil,
pepper, sugar,
salt



Dehydrated foods
e.g. mushrooms,
apricots, raisins



**Non-
refrigerated
beverages**
e.g. UHT milk,
soft drinks

At Feeding Hong Kong we will do our best to provide legitimate, non-contaminated food and carry out quality checks on all products before delivery. We strongly encourage our charity partners to adhere to the following guidelines when handling non-perishable foods.

As a general rule, check that the materials are in unopened packaging, protected from air and environmental contamination.



Canned foods

When damaged, the integrity of the can may be compromised and contamination of the contents may have occurred. Do not redistribute food products if any of the following can defects are identified:

Mouldy cans



Swollen bulging cans

- These cans represent an indication of possible botulism (toxins)

Leaking cans

- There is a risk of air entering the can causing bacteria to grow
- A stained label may indicate leaking

Rusty cans

- A rusted can with pits may indicate it is ready to perforate
- Can with rust along the end seam and side seam should not be redistributed

Dented cans (at the junction of a side or end / sharp dent or dent on seam)

- Dents allow air to enter a can and when combined with the moisture in the can, bacteria and spoilage of food may occur

Cans with a deformed or defective seam

- There is a risk of air entering the can and causing bacteria

Cans with a defective label

- Cans with illegible or missing labels should not be redistributed

Dry foods

Dry foods, dehydrated foods and non-refrigerated beverages are usually packaged in bags, sacks, boxes, bottles or jars. As with canned foods, it is equally important to inspect this packaging. Do not redistribute food products if any of the following conditions are identified:

For bags (i.e. plastic or paper) and sacks

- Ripped, torn or punctured
- Visible signs of insect or rodent gnaw damage
- Severe spills or stains from any unknown source
- Illegible or missing labels

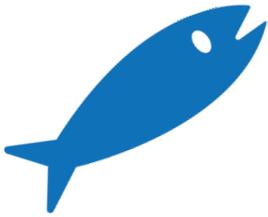
For boxes

- Box opened
- Visible contaminant on box
- Visible signs of insects, insect skins, webs or moving pieces

For glass or plastic containers

- Loose or crooked cap
- Raised vacuum bottom
- Bulged safety seal
- Tamper resistant tape or seal which is broken or missing
- Dirt under the rim of the cap
- Visible signs of insect skins or webs on screws
- Leaks, cracks or chips on container
- Unusual product separation or discolouration
- Illegible or missing labels





Handling of perishable foods

Feeding Hong Kong delivers perishable foods such as meat, fish, dairy products, eggs, sandwiches and salads. Storage methods as stated on the product packaging of these items should be followed. The same may apply to chilled or frozen food types.

Feeding Hong Kong also delivers low hazard perishable foods such as raw fruit and vegetables. Raw fruit and vegetables are most susceptible to contamination, moulding and spoilage. If you identify any signs of rotting or mould, discard the product. When in doubt, throw it away.

Raw fruit and vegetables should be thoroughly washed in potable water to remove soil and other contaminants before being cut, mixed with other ingredients, cooked and served, or offered for human consumption in ready-to-eat form.

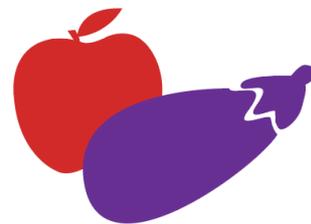
Storage at room temperature

- Wash fruit and vegetables when you are ready to use them - not before. If the produce is very dirty, rinse it and then dry it well before storing it.
- Keep your storage area clean and pest-free. Store fruit and vegetables in bowls, bins or mesh bags off the floor.
- Keep the product in a cool, dry, dark place.
- Do not store it near heat sources such as ovens, water heaters, hot water pipes or direct sunlight. Heat causes food to spoil more quickly.
- Store fresh fruit and vegetables away from household cleaning products. These products are poisonous.
- Do not place heavy items on top of fruits and vegetables because bruising can cause spoilage.
- Check stored fruit and vegetables often.



Throw away items that show signs of spoilage such as mould or slime. When in doubt about the safety of a fruit or vegetable, throw it out!

Storage in refrigerator



All fruit and vegetables must be stored in the refrigerator once they are cut or peeled. Pre-cut fruit and vegetables bought at the store should also be refrigerated immediately. Here are some tips on storing fruit and vegetables safely in the refrigerator:

- Do not wash whole fruit and vegetables before storing them.
- If possible store all fruits and vegetables in the produce drawer and try not overload it.
- Store fruit and vegetables in sealed plastic bags or clean, airtight containers.
- Keep fruit and vegetables separate from raw beef, poultry, fish and seafood in the refrigerator. Place raw meats on the bottom shelf of the refrigerator in a tray or pan. This will prevent blood or juices from dripping onto fresh produce.
- Do not place heavy items on top of fruit and vegetables, since this can cause bruising and spoilage.
- Keep the temperature of your refrigerator at 4°C or below. Use a refrigerator thermometer to measure the temperature.



Storage in freezer

Proper storage procedure for frozen foods is essential for keeping food safe and palatable. Here are some tips on storing frozen food safely in the freezer:

- Keep the temperature of your freezer at -18°C. Use a freezer thermometer to verify setting. Never refreeze thawed frozen food for safety and quality reasons. As soon as the food has been defrosted, it should be used or disposed of.
- Label and date all self-packed packages, since lengthy storage will lead to food quality deterioration. Rotate and clearly date the frozen food – use the first in, first out principle.
- Packages should not be stored and stacked on top of each other; instead, they should be laid out in single layers, unless the packages being stacked are already frozen solid.
- Discard any thawed, frozen food with a rancid smell or with off-odour, as it denotes food that has been over-stored.
- Arrange the contents of the freezer in an orderly way. Store baked goods in one section, meat and fish in another, etc.

PART 9: OTHER PROGRAMMES

Feeding Hong Kong programmes

As well as our regular donation efforts, Feeding Hong Kong has a range of other programmes designed to provide food for charities and communities in need.



FHK Festive

This is an annual food purchase programme sponsored by corporates and includes Christmas (Santa Sacks), Chinese New Year, Easter, Tuen Ng and Mid-Autumn food parcel campaigns.



FHK Emergency

This is a food purchase initiative that has been developed in response to Covid-19. It includes the sourcing, packing and distribution of 2-week food boxes for low income families and seniors.



FHK Essentials

Another food purchase initiative we developed in response to Covid-19. It includes the bulk purchase of key staples including fruit and vegetables for residential services, community kitchens and street sleeper programmes.



Chefs in the Community

This programme involves cooking classes, recipe cards and community events.



FHK Food Drives

Your team may know people who would be interested in organising a Food Drive to source food that we can share with you and other charity partners. Food Drives, also known as food collection programmes, are mainly supported by schools, corporations and community groups. We promote them at specific festival times so they have names like: Christmas Food Drive, Chinese New Year Food Drive, Easter Food Drive, Dragon Drive and Mooncake Madness.

Other food rescue and donation services in Hong Kong



There are many charities in Hong Kong running food banking and food rescue services that may be able to provide additional opportunities for your charity. Here are just a few examples:

- Food Angel: www.foodangel.org.hk
- Foodlink: www.foodlinkfoundation.org
- Food-Co: www.food-co.hk
- St. James Settlement - People's Food Bank: www.sjs.org.hk/en/project/charity-detail
- Food Grace: www.foodgrace.org.hk
- Food For Good: www.foodforgood.org.hk



PART 10: MEMBERSHIP GUIDELINES

Annual review

To enable Feeding Hong Kong to better support your charity we conduct an annual review of all our charity partners. The review usually takes place in the summer months and consists of three parts:



1. Conduct satisfaction assessment on our donations and services (e.g. quality, quantity, variety, and logistics).



2. Provide updated information on your programmes including:

- number of beneficiaries served per month
- service categories
- types of beneficiaries served
- beneficiaries demographics.



3. Interest in future collaborations.

This information helps keep us informed of what food is needed and allows us to plan ahead for the coming year. The more information we have, the better we are able to support our charity partners and we also encourage you to keep us updated throughout the year of your needs and conditions should there be any changes.

Please keep in mind that the food we redistribute is donated from either food companies with surplus stock or food drives by individuals and organisations. While every effort is made to match your food programmes and requests, due to the nature of our supplies, Feeding Hong Kong is not able to guarantee precise food items, brands or quantities.

Feeding Hong Kong site visits



For new Charity Partners, our team will arrange to visit your organisation to assess your facilities and make sure our donations are in line with what you are able to provide to your beneficiaries.

For existing partners we will arrange for regular and occasional special visits to make sure your needs are met and explore any new opportunities there may be.

Problems with deliveries or product



When you join our network as a charity partner, you will be introduced to your Feeding Hong Kong charities team member. They are the best person to contact if you have queries about deliveries of certain products or any issues with products you have received.

Should you happen to receive an item that is not suitable, damaged or having passed the expiry/use-by date, or any other logistics problem, simply get in touch with your Feeding Hong Kong charities team member and they will be happy to provide guidance on what you should do.

If you are looking for opportunities for co-promotion of your services or an upcoming event then do reach out to us via Feeding Hong Kong charities team member too.

We also provide additional support and resources such as other food donation programmes ([see Part 9](#)) and suggested recipes for various types of food. Please see our website for more details www.feedinghk.org/recipes.



CALENDAR

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.

FAQs

1. How does our organisation qualify to join your charity network?

Your organisation should be:

- A frontline organisation such as:
 - Residential homes & shelters providing crisis support.
 - Welfare centres offering food assistance.
 - Social enterprise kitchens serving hot meals.
- A charitable institution or trust which is exempt from tax under section 88 of the Inland Revenue Ordinance.
- Operating for a minimum of 1 year.

2. What are the application procedures?

1. Fulfil the requirements in question 1.
2. Contact us through the general enquiries page on the Feeding Hong Kong website, or by phone or email.
3. Wait for a Feeding Hong Kong charities team member to arrange a site visit to your organisation.
4. Submit the application form.
5. Wait for the approval by Feeding Hong Kong (if the partnership is confirmed).
6. Sign the mutual agreement with Feeding Hong Kong.

3. When will I know the application result?

Within a few weeks to months after submitting the application.



4. What are the responsibilities of a charity partner?

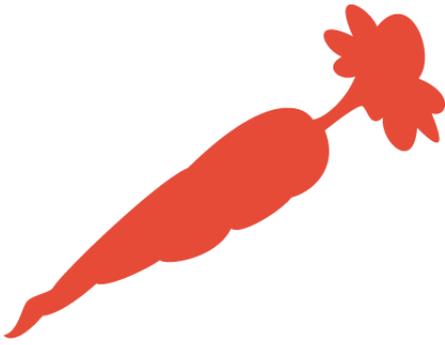
- Share donations on a fair basis.
- Handle food donations safely.
- Regularly participate in our annual review.
- Provide us with photos of donation distribution (strongly encouraged).
- Co-organise activities or events with Feeding Hong Kong or Feeding Hong Kong partners (strongly encouraged).

5. Do we have to pay for the food?

No, all our food is on a donation basis (based on the latest agreement).

6. Will Feeding Hong Kong provide the delivery?

This will be subject to logistics availability, delivery location and manpower.



7. Can we just receive a one-off donation?

Our partnership is a long term relationship, not for one-off or particular events/festivals.

8. Can my beneficiary come to the Feeding Hong Kong warehouse directly and collect food from you?

No, we are a business to business food bank service; we only share food with our charity partners, we do not directly share with beneficiaries.

9. Can I get any staple food from Feeding Hong Kong?

Yes, we mostly share staple food, but it is subject to the surplus food donation supply levels.

10. Can I confirm the exact arrival time of delivery?

No. We will only provide a time window, this allows for unforeseen situations / traffic conditions.

11. Can Feeding Hong Kong help with unloading the donation?

No, but we can lend you a pallet jack or trolley cart.

12. How do we contact Feeding Hong Kong?

Via email, telephone or our website (see below for details).



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
09:00-18:00



Food donation offers & enquiries

Tel: +852 2205 6568

Email: foodbank@feedinghk.org



Social

Connect with us on LinkedIn: www.linkedin.com/company/feedinghk

Find us on Facebook: www.facebook.com/feedinghk

Follow us on Instagram: www.instagram.com/feedinghk



Website

Find out more about our work at: www.feedinghk.org

