

The Crosscare Food Bank Agency's Manual



The service based in Glasnevin Industrial Estate is the one of Europe's longest running Food Bank's working with the state and over 40 leading manufacturers and companies to facilitate an effective and traceable redistribution of goods to charities most in need.

The concept of the Food Bank is very simple. The Bank acts as a clearing house for food and non-food groceries donated by manufacturers, wholesalers and retailers. While it looks for products which ideally are in prime condition it also accepts those which, for a variety of reasons are surplus yet safe. One of the food bank's primary aims is to prevent good food from being dumped in landfills and to redistribute it to the many hungry people living in our city. Crosscare are a longstanding member of The European Federation of Food Banks and The Global Food Banking Network. The European Federation of Food Banks includes 232 Food Banks in Europe.

In 2010, they have distributed 400,000 tons of food, equivalent to 800 million Euros, to 26000 charitable organisations and social services. They have enabled those organisations to support 5 million people in need. Based on surveys addressing major participants in the food industry and retail sectors, Food Banks estimate that there are still hundred thousands of tonnes of food wasted in Europe that could be saved and distributed to those who can't afford to buy it. Therefore the Federation has launched a European level campaign in order to collect as much as possible from this surplus before it becomes inedible and has to be destroyed.

The Crosscare Foodbank is in operation since 1989 and its work has resulted in estimated savings of half a million euro to the city's voluntary organisations. Up to forty leading companies donate regular supplies of fresh food, frozen food, cereals, soft drinks, and household goods such as detergents and personal care products to the Food Bank. The food banking system also avoids wasteful destruction of good food and contributes to a significant reduction in carbon emissions for the food manufacturing and distribution industry. Last year alone, we collected over 600 tonnes of surplus food and grocery products from the food distribution business and various food companies.

The products collected for the Dublin food bank were then redistributed to most of the main charities in the city including the St. Vincent de Paul, Dublin Simon, and Crosscare's own food centres for the homeless. In the current economic climate, demand on the Foodbank has increased steadily as more and more people look for help with the most basic foodstuff for their families. Presently we have over 50 voluntary organisations coming to the Food Bank who are engaged in providing meals or family support in the community.



Steps to Agency Membership:

Contact Valerie Cummins, Manager at 01 8603166 or via email: vcummins@crosscare.ie or visit our website:

www.crosscarefoodbank.ie and download the application form complete it and return it to us.

Once your application is approved, you will receive notification within 48 hrs.



Crosscare's Food Bank Policy

Crosscare's Food Bank helps prevent waste and fight hunger by collecting and distributing surplus and salvageable food and non-food products to qualifying agencies.

The Crosscare Food Bank will receive and distribute products according to the following criteria: Both food and non-food products will be accepted by the Food Bank. The Food Bank cannot accept clothing and furniture to distribute.

All agencies receiving Food Bank product will meet the guidelines set forth by the Food Safety Authority.

All agencies receiving product will have a signed Application for Membership, Agency Agreement and Crosscare Food Bank Agency Manual on file.

Agencies receiving product will provide to the Crosscare Food Bank a per-kilo shared maintenance fee.

The Food Bank will also charge a €5 administration fee, per visit to the Food Bank.

Records will be kept at Crosscare's Food Bank of all product received and distributed.

Neither the Crosscare Food Bank nor any member agency may sell charge or barter any Crosscare Food Bank product.

All agencies must agree to be monitored on 6 monthly basis by Crosscare Food Bank Personnel.

Payment for product is to be made on receipt of your invoice from Crosscare.

Agencies with an outstanding balance of more than 60 days will have their access to the Crosscare Food Bank suspended until the outstanding debt is cleared.

Product in short supply may be limited in distribution to assure all eligible agencies have an opportunity to access this product. The Manager of Crosscare's Food Bank makes that decision.

Guidelines for Distributing Donated Product

All personnel of the Member Agency who will come in contact with Food Bank product must be made aware of the following guidelines:

- 1) Agencies may not sell, barter or trade Food Bank products.
- 2) Agencies may decide for themselves what sort of client eligibility guidelines will be used in distributing Food Bank product. We ask that guidelines be consistent and that primary service is directed to poor, homeless and needy of Dublin.
- 3) Food Bank products must be equally available to all eligible poor, homeless and needy of Dublin. Without regard to race, colour, citizenship, religion, sex, national origin, ancestry, age, marital status, disability, sexual orientation including gender identity, unfavourable discharge from the military or status as a protected veteran. Recipients of food bank product may not be required to listen to preaching or profess a certain faith to receive food service, and may not be denied service or receive unequal treatment on the basis of their religious orientations.
- 4) Agencies may not pay or thank volunteers with donated product. Doing so is contrary to the ethos of Crosscare.

Shopping at the Crosscare Food Bank

The Crosscare Food Bank is located at Unit 2, 97 Lagan Road, Glasnevin Industrial Estate, Dublin 11. You can contact the Crosscare Food Bank by either telephone: 01 8603166 or by email: vcummins@crosscare.ie

The Crosscare Food Bank is open Monday to Friday, 8am to 4:30pm. When you have arrived at the Food Bank, please check in with the admin team and observe all guidelines and advice offered to you, so as to ensure you have a safe and successful trip to the Food Bank. Our team are there to help you, so please ask for any assistance you need.



Volunteer teams sorting food parcels from the food bank warehouse.

Member Agency Facilities Monitoring

A member of The Crosscare Food Bank will come to your site and inspect all food storage areas/kitchen/meal prep areas to insure that you are in compliance with basic food storage regulations. This will happen twice yearly, without notice.

Shared Maintenance fee:

The Shared Maintenance fee is **50 cents per kilo** of Food Bank food product, with an admin fee of €5 per visit. This fee is not a price for the product. Rather, it is a handling fee that helps cover part of the cost of making the products available. It also covers the cost of transporting product from the donor to our warehouse, and maintaining our warehouses, equipment, utilities and staff. The Shared Maintenance fees do not cover the full cost associated with getting these foods and other products to you. Crosscare, since 1989, has borne the full operating costs of the Food Bank, without any private or state financial assistance. The income generated via the shared maintenance fee amounts to less than 10% of the running costs associated with the service and is re - invested in the food

Statement on product abuse

This is an **EXTREMELY IMPORTANT** matter. Please share this notice with all who come into contact with Crosscare's Food Bank products.

1. You MAY NOT sell, trade or barter the goods to earn money or goods for your agency
2. You MAY NOT take any goods for your personal use.
3. You MAY NOT pay yourself or volunteers with Crosscare's Food Bank products.
4. You MAY NOT give them to **ANYONE** except those who you believe to be the poor, homeless and needy of Dublin. We rely on our member agencies to ensure that products are served only to those whom food banking is intended to benefit.
5. You MAY NOT exchange donated food or other products for money, property or services.

Any abuse of Crosscare's Food Bank and its products will result in immediate cancelation of membership of the Food Bank. bank. Crosscare has never made any profit from the operating of the food bank and it is a "not for profit organisation"

Record Keeping

The processors, manufacturers and donors of product require that we ensure that their donation of food/non-food items are being used to feed the poor, homeless and needy of Dublin and for no other purpose. To do this, member agencies must always be ready to produce written, verifiable proof of service.