

## Weighing in and Sorting

### Weighing In

- All donations are valuable and crucial to our operations and must be recorded by weight. We only want to know the weight of the donation, not the crate (2kg average).
- Norwich Foodbank Drivers bringing in donations will have their crates labelled with a 'Donations Received' slip. Information from the slips need to be recorded on the weighing in sheet along with the weight of the donations before items are sorted.
- For public donations; please thank the donor and ask them to write their details on a 'Donations Received' slip (on the windowsill by the door). If they want their donation to be recorded as anonymous, please mark this as such on the slip. As above, record the information and weight before sorting.

### Sorting

- All donations must be sorted through carefully before they can be stored ready for future distribution. The purpose of this activity is to identify and remove items that are damaged and/or out-of-date and then organise the rest of the products by type and 'best before' date.
- Food that is damaged and/or out-of-date must not be included in the food parcels that are given out. This is based on guidance from Trading Standards and is often stipulated by insurance companies too. Furthermore, we want to show people who have been referred to the food bank that they are important and valued by giving them the best food that we can.
- All food added to the crates must have an English written list of ingredients and Use By/BBE date on each item.
  - Do not split multipack items where the above is not shown on individual items.
- Norwich Foodbank has a '3 month rule'. Do not add items to the racking if their Use By/BBE date is less than 3 months away. These items need to be separated and placed at the end of aisle 1 So that these can be redistributed.
- For the standard basics, crates are labelled '**Use first**' the **next calendar year** and the **2nd calendar** year ahead.
  - All crates must have **1 label** only. When using recycled crates, remove old labels.
  - Do not create new labels on the crates (ie specific months, mixed year 22/23). Sorted items will go into one of the 3 crates.

- Any usable out of date/ alcohol or alcohol related/ miscellaneous non food items can be added to the black shelving by the WC. Please place alcohol items out of the general public view from the window behind.