

Free of Charge

The food banks that entered the guideline (the food bank(s)) are not allowed to ask either donors or recipients for any returns for a food donation.

Right to Decide Whether to Use the Food Bank System

The food banks agree that both food donors and recipients can decide whether they use the food bank system and whether they donate or receive food to and from the food banks. However, as administrators of the guideline, the food banks retain the right to prevent troubles by mediating interests among the stakeholders regarding food donations.

Standard for Selecting Recipients

1. The food banks deliver donated food to welfare agencies by principle and work with the agencies to make sure the food donations get used and consumed properly.
2. The food banks are not allowed to select food donors and recipients based on its race, creed, sex, age, and any orientations of its members.
3. The food banks are not allowed to arrange any reciprocal transactions between limited number of food donors and recipients. The food banks are not allowed to have transactions with any anti-social groups and individuals.

Respect for Donor's Intention

The food banks acknowledge a food donation as a donor's valuable product and brand and promise that the food banks and food recipients treat the donation in accordance with intentions of and conditions by the donor.

Standard for Selecting Donations

The food banks create and publish a food receiving standard equal and fair to recipients.

Quality Control

1. The food banks receive and provide only food donations that are guaranteed to be safe by its donors.
2. The food banks acknowledge that food donors make special efforts to make sure their food donations are safe.
3. The food banks promise to comply with conditions regarding food storing by food donors and to have proper management in cooperation with its recipients to make sure the food donation get delivered in a condition that preserves the original quality.
4. The food banks collect and organize the information about food donations and provide the information in a proper manner to recipients so that the recipients can use and consume the donations properly.

Prohibition of Reselling

The food banks are not allowed to resell food donations in any markets. The food banks promise this on behalf of food recipients and consumers.

Donation Management

The food banks create and publish a rule to properly manage and keep track of food donations. When a food donor or a food recipient asks for the information about food transactions, transportations, storage, and recipients, we provide the information in advance accordingly.

Memo of Agreement

The food banks and food donors decide details about food donations in writing. This would be a contract. The matters determined in the contract are, in principle, kept private even without a particular clause to make it confidential.

Special Agreement between the Parties Concerned

The guideline does not prevent any parties concerned from creating special agreement in addition to the agreement said in the previous clause.

Information Management

The food banks are not allowed to use or publish the information about food donors, recipients, consumers, and other stakeholders. The food banks also create and publish a rule about information management so that the information about agreements with food donors, food donations, and any information that food recipients protect do not get stolen or exposed.

Social Contribution

1. The food banks comply with laws, regulations, and standards regarding food banking. The food banks publish financial reports and operational reports adequately. The food banks also publish the disadvantageous information without delay so that the public and the stakeholders can be updated.
2. The food banks strive to improve the reputation of food banking system through research activities, training sessions, food bank development, collaborations with local governments and groups.

Point of Contact

The food banks have staff persons in charge of corresponding with food recipients, consumers, and food donors regarding food donations and the staff correspond with the stakeholders sincerely.

Accidents

The food banks create and publish a rule about accidents and decide how a food bank conducts investigations, prevents expansion of the accident, rescues the victims, and reports to the public swiftly.

Assuring Implementation of the Guideline

Each food bank chooses its representative, and the representatives teach and instruct their staff members and other stakeholders about the guideline in order to assure the implementation of the guideline. The food banks conduct the following activities for the sound management of each food bank.

1. Hold training sessions and information sessions for the food bank administrative staff.
2. Create a food bank report as the food bank coalition.
3. Provide consulting programs to food banks that wish to sign the guideline.
4. Establish the quality improvement committee that consists of external experts to evaluate the said food bank report as the coalition, examine complaints from the food banks and its clients. (The details of the rules will be presented separately.)

Entering and Canceling the Guideline and Expulsion

1. Only a group that meets the eligibility requirements defined by the guideline administrator can enter the guideline. However, the food banks give instructions and advice to a group, as a guideline-preparatory group, that do not meet the eligibility requirements but wish to enter the guideline. The guideline administrator publishes the eligibility requirements.
2. The food bank can cancel the guideline anytime by notifying the guideline administrator. The food bank that canceled the guideline must inform all its stakeholders of the cancellation immediately, and the guideline office publishes the cancellation.
3. When the food bank notifies the guideline administrator that one of the food banks violated the guideline, the administrator determines whether to expel the said food bank after discussing this with the other food banks and stakeholders. Should the administrator determines to expel a food bank, the administrator publishes details of the case properly.
4. The guideline administrator publishes the names of the food banks, the cancelled groups, and expelled groups on the administrator's website and/or in other means without delay.

The Administrator, the Guideline Office, and the Point of Contact

The guideline administrator is Second Harvest Japan (2HJ) that drafted the guideline. (The 2HJ office: 4-5-1 Asakusabashi, Taito Tokyo) When one sends an inquiry to the administrator, s/he does to the 2HJ office. The food banks and their stakeholders can contact the administrator at 2HJ.

Each food bank creates, publishes, and implements its operational standard under its name based on the guideline. If a food bank is still in the process of creating such operational standard during the time of signing the guideline, the food bank can be given a grace period by setting a date by which the food bank publishes its operational standard.

This guideline became effective on October 15, 2009.

This guideline was revised and became effective on October 14, 2010.

As to revision of the guideline and setting up committees for the guideline, the guideline administrator calls a meeting to discuss it each time.