



business faq

WHERE IS THE SECOND HARVEST FOOD RESCUE APP AVAILABLE?

The Second Harvest Food Rescue App is available in every province and territory in Canada. You can register at foodrescue.secondharvest.ca and our team will reach out to help you get started. If you have questions or need support, contact our Help Desk online or by phone at 647-910-2594.

WHAT SHOULD FOOD BUSINESSES KNOW ABOUT DONATING FOOD?

It's safe, simple and secure. There is full liability protection for food donors in accordance with the Food Donation Acts that exist in every province and territory in Canada. Simply register and tell us the type of food your business would like to donate and when you need it picked up. Second Harvest connects businesses to our secure network of non-profit organizations that will pick up your donations.

You can track your donations in your account and view Key Performance Indicators (KPI) and metrics, such as meals provided to your community and greenhouse gases averted by preventing good food from going to waste. Quantify your good will and showcase the positive social and environmental impact you're making through the Second Harvest Food Rescue App.

WHO RECEIVES DONATED FOOD?

Any registered charity or non-profit organization with a business number can register. All recipient organizations on the Second Harvest Food Rescue App are in good standing with their local public health units and have staff or volunteers with safe food handling certification.

Food businesses can donate to specific organizations if there are existing community partnerships or make donations available to our network of non-profit organizations. The Second Harvest Food Rescue App matches donations to organizations based on proximity, volume, and cold storage capacity.

WHAT ABOUT MY EXISTING DONATION PARTNERSHIPS?

It is very important to Second Harvest that your existing donation partnerships are not impacted by use of this platform. By having existing partners sign up on the Second Harvest Food Rescue App we will simply be able to track all of your donations in one place. The benefit for the partners; they access more food donations from other businesses in your community! It is win-win for everyone.

WHAT TYPE OF FOOD CAN BE DONATED?

Any type of food can be donated as long as it meets food provincial and territorial safety requirements. Produce, protein and dairy especially help organizations feed our communities.

Please read on to page two for details on food that can't be donated. Download our Best Before Guide from the Resources section for more information.

ARE ANY TYPES OF FOOD NOT RESCUED?

To ensure everyone's safety, we cannot rescue:

- leftover food that has been 'plated' and served, including salad bar ingredients that are exposed to public touch
- prepared food that has been temperature abused – cannot be in the temperature danger zone for 2 hours or more
- food or drinks with alcohol and/or medicinal ingredients
- packaged food that's been opened or has a broken seal
- sushi

ARE THERE DONATION SIZE LIMITS?

There are no donation size limits. Whether it's ten pounds of food or ten thousand pounds, the Second Harvest Food Rescue App platform helps to match your donations to local charities and non-profits who can accept just the amount of food you have.

IS THERE ANYTHING ELSE OUR BUSINESS NEEDS TO DO?

Not really! Register, donate, measure. It's that easy!

You're making a difference to people and the planet — thank you!



120 The East Mall
Etobicoke, ON M8Z 5V5
Phone: (416) 408-2594

WWW.SECONDHARVEST.CA


[@SecondHarvestCA](https://www.instagram.com/SecondHarvestCA)