



Effective Date: May, 12, 2016

EFB Policy #: 1002  
Revised: April 15, 2016

**SEALED FOOD BOX POLICY**

**Purpose:**

This policy is to educate all stakeholders of Eternal Food Bank food distribution program of the need and the importance of maintaining a high-level adherence to the rules set by the Food Bank regarding the protection of the packaged foods from tampering, and potential voiding of right to hold and distribute food boxes on behalf of the Food Bank in an event of non-compliance to the Sealed Box set rules.

**Additional Authority:**

Harris county Public Health and Environmental Services (HCPHES), Texas Department of State Health Services: Food and Drug Licensing, and Salvage Brokers and Establishments. (The Foods Group and Drugs and Medical Devices Group)

**Scope:**

EFB management, Warehouse Workers and volunteers, Truck Drivers, Distribution partner’s representatives and their Clients.

**Responsible Party:**

EFB Operations manager, Dispatch coordinator(s), Delivery Drivers, Distribution Partner’s Director or Pastor.

POLICY

I. Policy Statement

The following Eternal Food Bank food box products shall be distributed AS SEALED to all clients without tampering or co-mingling with other products:

<b>PRODUCTS</b>	<b>DESCRIPTION</b>
Elijah Food Boxes (Big)	30 pounds Family Staple Food Boxes
Elijah Food Boxes (small)	20 pounds Family Staple Food Boxes
Tabitha Food Boxes	20 pounds Staple Food Boxes for the seniors
Ezekiel Food Boxes	15 pounds Special Diet Food
TCE Food Boxes	20 pounds Food Boxes Thanksgiving, Christmas, Easter
Stephen Food Boxes	7.5 pounds Outreach Events Food Boxes
Martha Food Boxes	7.5 pounds Children Outreach Food Boxes

**Procedures to ensure Food Box products are maintained in sealed package:**

1. All finished food boxes shall be sealed with EFB’s packaging tape showing the logo.
2. Each food box shall be thoroughly sealed to prevent any form of access to pests.

3. The food boxes will be handled carefully to maintain the integrity of the sealing before being handed to clients.
4. Under no condition should a box of food be opened with the intention to share it among clients or take away from the content because of the size. The food box should be used as is.

## **Exception Rules and Procedures**

### **Exception Rule 1**

1. If there is a noticeable problem with the content maybe from crushing or mishandling that cannot be addressed otherwise except through opening.

### **Exception Procedures**

- I. The distribution partner must notify the delivery driver of such occurrence and the driver can either provide a replacement box for the partner to use in case of bad damage to the box or utilize EFB's custom packaging tape to repair the box.
- II. If this is discovered when EFB's representative driver is not within reach, such food boxes should be set aside for replacement by EFB's driver after reporting the situation to EFB's agency services by filling products replacement form.

### **Exception Rule 2**

The original EFB sealing tape came off the box due to improper sealing or any other unforeseen situations, in this case the content may be examined for any form of pest activities or food deterioration.

### **Exception Procedures**

- i. The partner may re-seal the food box after examining for pest activities using any other available sealing tape to secure the food box.
- ii. In case of food quality deterioration due to exposure, product replacement form should be filled out to report the situation and initiate the replacement process.

### **Exception Rule 3**

*Client's return:* If there is a return of some food boxes from client for reasons related to contamination or quality deterioration.

### **Exception Procedures**

- I. The partner may open the box for examination and if the situation is confirmed to be true, the client will be offered an apology and a replacement.
- II. Product replacement form should be filled out to report the situation and initiate the replacement process.

### **Exception Rule 4**

*Mandatory Food Recall:* The Food Bank may issue a recall order for certain food that are contained in any food box product carried by distribution partners following any recall order from the manufacturer. The food bank may authorize partners to act on its behalf to remove certain foods from the food box products.

### **Exception Procedures**

**Mandatory Food Recall Process:** On receiving the recall notice from EFB, the distribution partner will follow the detailed process included in the recall notice.