

# Report: Surplus food handling and donation at food companies

Oxfam Hong Kong  
Policy 21 Limited  
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# Chapter 1 | Introduction

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## 1.1 Background

1.1.1 Hong Kong is a city that generates a large amount of food waste every day. According to figures from the Environmental Protection Department, in 2011<sup>1</sup>, about 3,584 tonnes of food were discarded each day, accounting for 39.8 per cent of municipal solid waste (MSW) and representing the largest MSW category in landfills. Commercial and industrial sources such as restaurants, hotels, wet markets, and food production and processing companies were large food waste producers, creating about 1,056 tonnes in 2011, almost triple that in 2002. The figures show the amount of food waste coming from the commercial and industrial sectors has risen rapidly in the past 10 years, from less than 400 tonnes per day in 2002 to over 1,000 tonnes per day in 2011.

1.1.2 The large amount of food waste has also created a negative impact on the environment. Hong Kong's three landfills are expected to reach capacity in 2014, 2016 and 2018, respectively. With so much food waste, they will fill up even faster. Additionally, food waste in landfills produces a serious negative effect on air quality as it releases significant amounts of greenhouse gases, which worsen global warming. Food waste has become a serious problem.

1.1.3 Oxfam has been concerned about this problem for many years. It launched a campaign called GROW, which aims to build a future where everyone in the world always has enough to eat. In October 2012, GROW advanced to Hong Kong. As a campaign to localise GROW, Oxfam Hong Kong decided to help people in need of food assistance in the city.

1.1.4 Poor households spend a higher proportion of their income on food. Recently, food banks have reported an increasing number of poor people asking for their help. The food banks are calling for more donations from corporations so as to meet urgent demand from poor people. Given how food industries operate, surplus food<sup>2</sup> is inevitably produced. Oxfam believes that there is great potential in the food industry, where surplus food can be collected and redistributed. Some food companies have started to donate the surplus food they produce to food banks. Oxfam wants to advocate for more companies to donate their surplus food to create a win-win situation where food waste and greenhouse gas emissions are reduced and poor people reap benefits.

1.1.5 OHK hopes to investigate how food companies and chain retailers handle surplus products as well as their donation behaviour in order to formulate its stance on food donation for its advocacy work. Against this background, in July 2013, Oxfam commissioned Policy 21 Limited to write this research report.

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<sup>1</sup> Please refer to figures from the Environmental Protection Department at the following website: [www.epd.gov.hk/epd/english/environmentinhk/waste/prob\\_solutions/food\\_waste\\_challenge.html](http://www.epd.gov.hk/epd/english/environmentinhk/waste/prob_solutions/food_waste_challenge.html)

<sup>2</sup> This report defines *surplus food* as food which has lost its commercial value but remains edible.

## **1.2**     *Survey objectives*

1.2.1     In order to explore how companies in the food production, distribution and retail sectors handle surplus food and their donation behaviour, a survey was conducted to collect data. The objectives of the survey are to:

- (i)    investigate these sectors' attitudes towards corporate social responsibility (CSR) and different methods of handling surplus food
- (ii)   explore what they currently do with the food
- (iii)  examine how they manage the food and why they choose the methods they do
- (iv)   explore their food donation behaviour
- (v)    investigate the key impetuses that motivate them to donate their food
- (vi)   examine weaknesses in current practices and potential opportunities
- (vii)  make recommendations for Oxfam's upcoming advocacy campaign on donating food.

1.2.2     This report presents findings from a questionnaire survey which was answered by a representative sample of companies. The report is divided into five sections:

- (a)    Introduction
- (b)    Survey methodology
- (c)    Surplus food handling and donation at food companies
- (d)    Surplus food handling and donation at chain retailers
- (e)    Conclusion

## Chapter 2 | Survey methodology

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### 2.1 Questionnaire design

2.1.1 Two sets of questionnaires were designed to collect information from food companies and chain retailers about their characteristics and attitudes towards CSR and surplus food handling measures. The survey explored whether and how they handled and donated surplus food. The questionnaires (in Chinese) are provided in Appendix 1 and Appendix 2.

#### Questionnaire for food companies

2.1.2 *Characteristics of the companies* Interviewers recorded the respondents' names and positions, and the nature of business, major products and number of staff at their companies.

2.1.3 *Attitudes towards CSR and surplus food handling measures* Views on CSR were gathered. Respondents were asked whether their companies regarded CSR as a core idea for modern enterprises and whether they considered using and reducing the volume of surplus food to be an obligation under it. Also, their attitudes towards different ways of using and reducing the volume of surplus food were recorded. Companies that had measures in place were asked which specific ones they used, their targets, and the difficulties they encountered during the process. Companies with no measures in place were asked why they had none and about the probability of implementing some the following year.

2.1.4 *Surplus food handling: The current situation* Information on how the companies currently handle surplus food was collected. This includes details on the categories involved (for example, grain products like noodles, flour, vermicelli, rice, cooking oil, canned food, frozen meat, vegetables and fruit), when the food would be regarded as surplus items, the amount of time between stock inspections, the proportion of the total production and procurements volume in each category that is surplus, and its value.

2.1.5 *Food donation behaviour* Information on the companies' food donation behaviour was gathered. Respondents were first asked how much they knew about donating food and whether they donated any to non-profit or social service organisations. The companies that did were asked how often they did so, which categories of food they gave away, their main reasons for doing so, the difficulties they encountered during the process, their opinions on the effectiveness of certain possible policies encouraging food donation, the condition of the products donated, what percentage of production or procurements they represented in each category, and their value. The companies that did not donate food were asked their reasons why, whether they might, and what they thought of the policies.

#### Questionnaire for chain retailers

2.1.6 *Characteristics of companies* Interviewers recorded the names and positions of the respondents representing the chain retailers, and the number of staff and hours

of operation at those businesses.

2.1.7 *Attitudes towards CSR and surplus food handling measures* Respondents were asked whether their companies regarded CSR as a core concept for modern enterprises and whether they considered using and reducing the volume of surplus food a CSR obligation. Also, their opinions on different ways of using and reducing the volume of surplus food were collected. The companies that had measures in place for such purposes were asked which specific ones they took, what their targets were, and what difficulties they encountered during the process. The companies with no such practices were asked their reasons for this and about the possibility of introducing measures the following year.

2.1.8 *Surplus food handling: The current situation* Information on how the companies currently handle surplus food was collected, including the categories involved, when the food would be regarded as surplus products, the amount of time between stock inspections, the percentage of total production or procurements that becomes surplus products in each category, and the value.

2.1.9 *Food donation behaviour* Information on the retailers' food donation behaviour was gathered. Respondents were first asked how much they knew about donating food and whether they donated any to non-profit or social service organisations. The companies that did were asked how often they did so, which categories of food they gave away, their main reasons for doing so, the difficulties they encountered during the process, their opinions on the effectiveness of certain policies encouraging food donation, the condition of the products donated, what percentage of production or procurements they represented in each category, and their value. The companies that did not donate food were asked their reasons why, whether they might, and what they thought of the policies.

## 2.2 *Data collection approach*

2.2.1 The sectors included are as follows:

(A) food retail

(B) food production and wholesale distribution in Hong Kong, including those involving the following categories of food:

- i. grain products (rice/noodles)
- ii. cooking oil
- iii. canned food
- iv. frozen meat
- v. vegetables and fruits (optional)

2.2.2 A disproportionate stratified sampling design was adopted for the survey. In all, 450 food retailers – comprising at least 14 per cent of the total and stratified by type, parent company and geographical location (i.e. district) – and 250 food companies, stratified by food category, were sampled randomly.

2.2.3 To increase the chances of finding people willing to answer the survey, interviewers contacted them multiple times and in waves. They were required to make at least five visits to potential respondents and to conduct face-to-face interviews with them.

## 2.3 Results

2.3.1 The survey was conducted from 9 September to 11 October 2013. A total of 225 food retailers and 128 food companies were successfully surveyed, representing a response rate of 50 and 51 per cent, respectively.

2.3.2 The results were analysed to determine the characteristics of the companies. The survey data were adjusted proportionally to take into account the retailers' parent company and the major types of food involved. The details are summarised below:

### *Food retailers*

Stores / Parent company	Business nature	No. of stores	Cases completed
Vango/ China Resources Vanguard (Hong Kong) Company Limited	Convenience store	77	12
Circle K/ Circle K Convenience Stores (HK) Limited	Convenience store	341	53
7-Eleven/ The Dairy Farm Company Limited	Convenience store	926	130
Hung Fook Tong/ Hung Fook Tong Holdings	Convenience store	91	14
EatEast	Convenience store	75	12
Healthworks / Healthworks Group Holdings Limited,	Convenience store	22	4
<b>Total</b>		<b>1532</b>	<b>225</b>

### ***Food companies***

Food category	No. of companies	Cases completed
Grain products (noodles/flour/vermicelli)	137	21
Grain products (rice)	40	11
Cooking oil	46	7
Canned food	111	15
Frozen meat	172	25
Vegetables	181	26
Fruit	171	23
<b>Total</b>	<b>858</b>	<b>128</b>

2.3.3 Some percentages in the descriptive figures might not add up to 100 per cent due to rounding. The total might exceed 100 per cent where respondents provided multiple answers. In addition, the sample base for each question might vary because answers to some questions were missing.

2.3.4 All values in this report are in Hong Kong dollars unless otherwise stated.

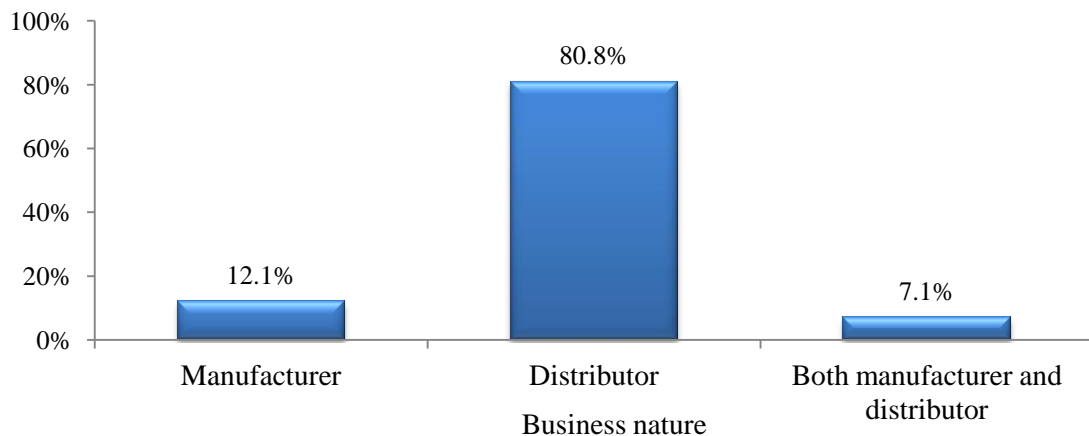
## Chapter 3 | Surplus food handling and donation at food companies

### 3.1 Characteristics of the food companies surveyed

#### Business nature

3.1.1 Among the food companies surveyed, the majority (80.8%) were distributors. About 12.1 per cent were producers and 7.1 per cent were both.

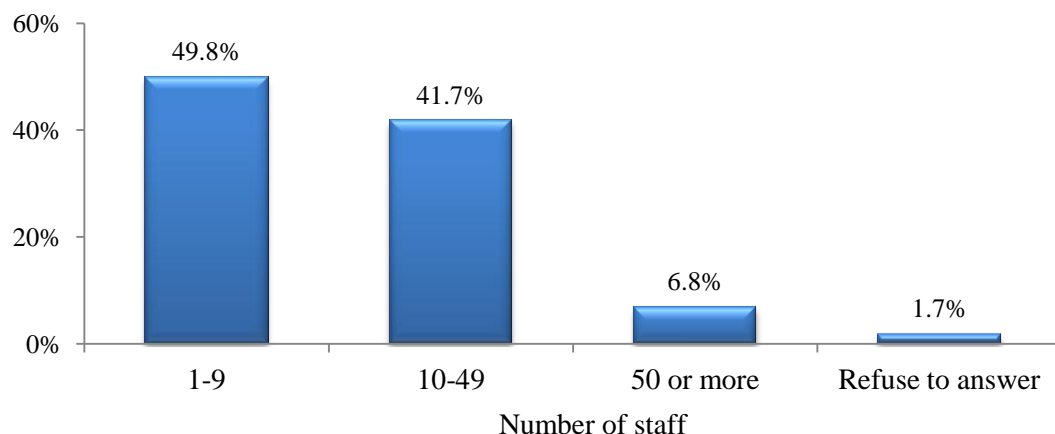
**Chart 1: Food companies by business nature (%)**



#### Number of staff

3.1.2 Nearly half of the food companies (49.8%) employed one to nine staff members; 41.7 per cent had 10 to 49; and 6.8 per cent had 50 or more.

**Chart 2: Food companies by number of staff (%)**

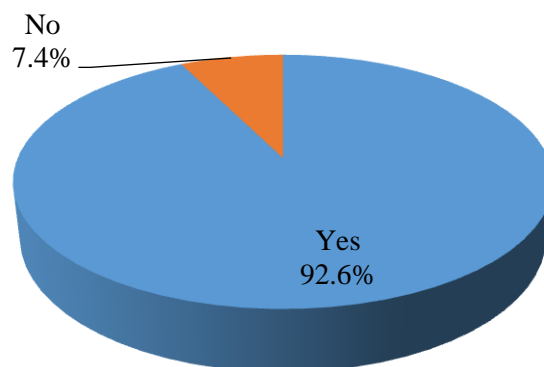


### 3.2 Attitudes towards corporate social responsibility and using and reducing the volume of surplus food

### Attitudes towards CSR

3.2.1 The vast majority (92.6%) of the food companies regarded CSR as a core idea for modern enterprises.

**Chart 3: Whether food companies regard CSR as a core idea for modern enterprises**



3.2.2 The main aspects of CSR that the food companies focused on included responsible procurements (50.2%), environmental protection (46.6%), and the rights and interests of staff (43.1%) and consumers (40.5%). It was noteworthy that 22.5 per cent of the food companies stated that they did not focus on any specific aspect of CSR.

**Table 4: Aspects of CSR on which food companies focused (multiple responses possible) (%)**

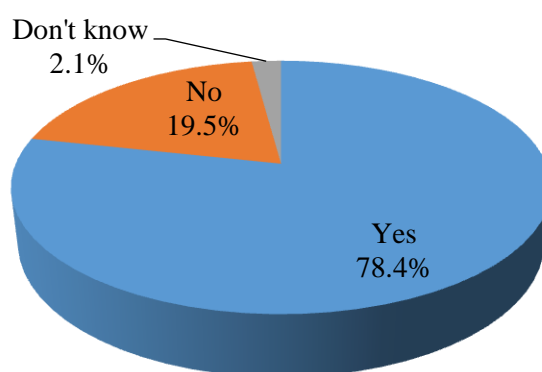
Aspects of CSR	%
Responsible procurements	50.2
Environmental protection	46.6
Staff's rights and interests	43.1
Consumer's rights and interests	40.5
Effective corporate governance	35.5
Participation in community development	31.4
Others	0.8
Did not focus on any specific aspect of CSR	22.5

### Attitudes towards using or reducing the volume of surplus food

3.2.3 Most of the food companies (78.4%) said using or reducing the volume of surplus food should be included in CSR policies.



**Chart 5: Whether food companies believe using or reducing the volume of surplus food should be included in CSR policies**



3.2.4 Most of the food companies considered helping the environment (71.3%) to be the main benefit of using or reducing the volume of surplus food. About half indicated that helping poor people (52.6%) and the effective use of resources (49.8%) were other major benefits.

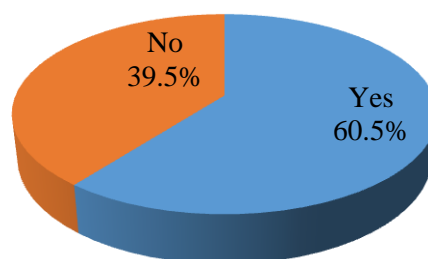
**Table 6: Perceived benefits of using or reducing the volume of surplus food (food companies) (multiple responses possible) (%)**

Benefits	%
Helping the environment	71.3
Helping poor people	53.6
Increasing profits	34.6
The effective use of resources	49.8
Increased staff morale	22.4
No benefits	3.3

### **3.3 *Attitudes towards different methods of using or reducing the volume of surplus food***

3.3.1 Some 60.5 per cent of the food companies took measures to use their surplus food or cut back on its volume.

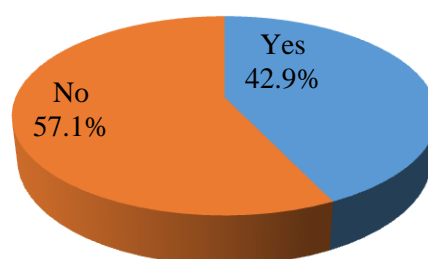
**Chart 7: Whether food companies took measures to use surplus food or reduce its volume (%)**



**Food companies which took measures to use surplus food or reduce its volume**

3.3.2 Interviewers asked the food companies that did take measures what circumstances led them to do so, their targets, and the difficulties they encountered. About two-fifths of the food companies (42.9%) included using their surplus food or reducing its volume in their CSR schemes.

**Chart 8: Whether food companies included using surplus food or reducing its volume in their CSR schemes**



3.3.3 To use surplus food or reduce its volume, the companies usually sold it at a discount (45.8%), distributed it to staff (44.1%), donated it to non-profit or social service organisations (39.3%), or reviewed and measured their production or procurements regularly (31.0%).

**Table 9: Measures taken by food companies to use surplus food or reduce its volume (multiple responses possible) (%)**

Measures	%
Discount sales	45.8
Distributing surplus food to staff	44.1
Donating surplus food to non-profit or social service organisations	39.3

Reviewing and measuring production/procurements regularly	31.0
Developing good storage practices	22.2
Providing staff with training in collecting and categorising surplus food	20.5
Developing better communication with suppliers and retailers when ordering goods	17.6
Developing an effective food labelling system	13.8
Others	2.6

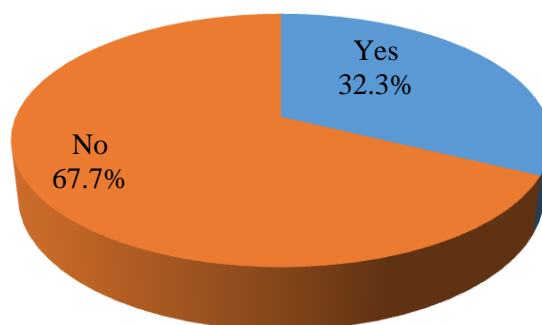
3.3.4 Only 12 per cent of the food companies indicated that they had set a goal to use their surplus food or reduce its volume. The more common goals mentioned by the food companies were: donating the food to non-profits and social service organisations (44.4%) and reducing its volume to zero (22.3%). 44.4 per cent said they had met their goals in 2012. Nevertheless, care should be taken when interpreting these figures, as a considerable percentage of the target respondents (44.6%) did not provide answers.

**Table 10: Whether the food companies set any target to use their surplus food or reduce its volume (%)**

	%
Yes	12.0
Goals:	
<i>Donating surplus food to non-profit and social service organisations</i>	<i>44.4</i>
<i>Producing no surplus food</i>	<i>22.3</i>
<i>Developing good storage practices</i>	<i>11.8</i>
<i>Helping poor people</i>	<i>11.0</i>
<i>Preserving surplus food properly</i>	<i>10.4</i>
Whether the food companies met their goals in 2012:	
<i>Yes</i>	<i>44.4</i>
<i>No</i>	<i>11.0</i>
<i>Don't know</i>	<i>44.6</i>
No	88.0
Total	100.0

3.3.5 About 32.3per cent of the food companies indicated that they had issued guidelines on how to use surplus food or reduce its volume to their staff.

**Chart 11: Whether the food companies have guidelines for their staff on using surplus food or reducing its volume (%)**



3.3.6 Only 11.6 per cent of the food companies encountered difficulties in implementing the measures. A large majority said they lacked the resources to do so effectively (76.3%). Others said their staff were not in favour of the measures (35.2%) or lacked the knowledge needed (23.7%).

**Table 12: Whether the food companies encountered any difficulties in implementing measures to use their surplus food or reduce its volume (%)**

	%
Yes	11.6
Difficulties (multiple responses possible):	
<i>The company did not have sufficient resources to implement the measures effectively.</i>	76.3
<i>The staff were not in favour of the measures.</i>	35.2
<i>The staff did not have sufficient relevant knowledge for the company to implement the measures effectively.</i>	23.7
No	88.4
Total	100.0

3.3.7 The food companies were also asked whether they would implement more measures to use their surplus food or reduce its volume in the following year. 69.5 per cent did not plan to do so. Some said they would provide staff training on how better to collect and categorise surplus food (14.7%) and review and measure their production and procurements regularly in the following year (11.9%).

**Table 13: Measures that food companies intend to adopt to use their surplus food or reduce its volume in the following year (multiple responses possible) (%)**

Measures	%
Providing staff with training in collecting and categorising surplus food	14.7
Reviewing and measuring production/procurements regularly	11.9
Developing good storage practices	7.9
Donating surplus food to non-profit or social service organisations	5.4
Developing better communication with suppliers and retailers when ordering goods	4.0
Distributing surplus food to staff	2.9
Discount sales	2.8
Developing an effective food labelling system	2.6
No plans to adopt more measures currently	69.5

**Food companies which did not take measures to use their surplus food or reduce its volume**

3.3.8 39.5 per cent of the food companies did not take measures to use their surplus food or reduce its volume. They were asked their main reasons for not doing so, the possibility of adopting measures in the following year, and what they considered feasible. Most (72.7%) indicated that they had no instructions to adopt any measures.

**Table 14: The main reasons why there were no measures in place to use surplus food or reduce its volumes (food companies) (%)**

Main reasons	%
The company did not have the relevant instructions.	72.7
The company did not have sufficient resources to implement the measures effectively.	6.4
The staff did not have sufficient relevant knowledge for the company to implement the measures effectively.	6.4
Other reasons (e.g. too little surplus food, no time, no need)	8.5
Don't know	5.9
Total	100.0

3.3.9 Among the food companies with no measures in place, the majority (65.3%) stated that it was unlikely or highly unlikely that they would adopt measures in the following year. Only 12.6 per cent said it was quite possible.

**Table 15: The possibility of the food companies adopting measures to use their surplus food or reduce its volume in the ear**

	%
Quite possible	12.6
50% chance	3.3
Quite impossible	44.6
Very impossible	20.7
Don't know	18.9
<b>Total</b>	<b>100.0</b>

3.3.10 The measures that the food companies commonly considered feasible included discount sales (53.4%), donating the items to non-profit or social service organisations (39.5%), regular production and procurements checks and reviews (39.5%) and better communication with suppliers and retailers when ordering goods (39.5%). On the other hand, 32.8 per cent said they had no plans to adopt any measures.

**Table 16: Measures that the food companies considered feasible (multiple responses possible) (%)**

Measures	%
Discount sales	53.4
Donating surplus food to non-profit or social service organisations	39.5
Reviewing and measuring production/procurements regularly	39.5
Developing better communication with suppliers and retailers when ordering goods	39.5
Distributing surplus food to staff	25.6
Developing good storage practices	25.6
Providing staff with training in collecting and categorising surplus food	25.6
Developing an effective food labelling system	25.6
Others	13.7
No plans to adopt measures currently	32.8

### 3.4 Surplus food handling: The current situation

#### Surplus food handling during food production

3.4.1 19.2 per cent of the companies surveyed were food manufacturers. Interviewers asked them how they handled the surplus food generated during production. The data were analysed by food category, namely: grain products (noodles/flour/vermicelli), rice, cooking oil, canned food, frozen meat, vegetables and fruit.

3.4.2 Table 17 shows that the three most significant categories of surplus food were grain products (noodle/ flour/ vermicelli), frozen meat and vegetables. The following paragraphs analyse how the manufacturers handle these categories.

**Table 17: Surplus food generated by manufacturers by category**

Categories of surplus food	%
Grain products (noodles/flour/vermicelli)	61.6
Frozen meat	20.9
Vegetables	12.6
Fruit	8.7
Canned food	4.5
Rice	2.2
Cooking oil	0.0

#### ***Grain products***

3.4.3 61.6 per cent of the food manufacturers indicated that one of their major surplus foods were grain products (noodle/flour/vermicelli). They vermicelli would usually consider items in this category surplus food when they looked unattractive (45.0%), represented overproduction (42.1%), or were about to expire (32.1%). The manufacturers typically disposed of them by discarding them (45.0%), selling them at a discount (32.1%) and distributing them to staff (32.1%).

#### ***Frozen meat***

3.4.4 About 20.9 per cent of the manufacturers said one of their major surplus foods was frozen meat. They would usually consider meat items surplus food when they looked unattractive (60.0%) and when its quality fell below standard (60.0%). The manufacturers typically disposed of them by discarding them (78.8%) and

distributing them to staff (49.4%).

### ***Vegetables***

3.4.5 About 12.6 per cent of the manufacturers indicated that one of their major surplus foods were vegetables. Vegetables usually were defined as surplus food when they looked unattractive (66.9%), were about to expire (66.9%), fell below quality standards (33.5%), or if there was overproduction (33.5%). The manufacturers usually disposed of them by distributing them to staff (66.9%), discarding them (66.5%) and donating them (33.5%).



**Table 18: Surplus food handling during food production (%)**

%	Grain products	Frozen meat	Vegetables
Percentage of food manufacturers indicating that they had surpluses in the following categories during production	61.6	20.9	12.6
When food in these categories would be considered surplus products (multiple responses possible):			
<i>Unattractive appearance</i>	45.0	60.0	66.9
<i>Quality below standard</i>	19.3	60.0	33.5
<i>Overproduction</i>	42.1	20.0	33.5
<i>About to expire</i>	32.1	20.0	66.9
<i>Sample products</i>	6.4	-	-
Methods of handling the surplus food (multiple responses possible):			
<i>Discarding it</i>	45.0	78.8	66.5
<i>Selling it at a discount</i>	32.1	21.2	-
<i>Distributing it to staff</i>	32.1	49.4	66.9
<i>Donating it to non-profit and social service organisations</i>	19.3	-	33.5
<i>Others (e.g. recycling it, using it as fodder and distributing it to residents nearby)</i>	16.4	0.0	33.5

### **Surplus food handling during the process of wholesale distribution**

3.4.6 Interviewers asked the food companies how they handled surplus products during the process of wholesale distribution. The data collected were analysed by food category.

3.4.7 Table 19 shows the percentages of food companies that generated each of the seven categories of surplus food. The following paragraphs analyse how the companies handled the three most significant categories.

**Table 19: The percentage of food companies which generated different categories of surplus food (%)**

<b>Categories of surplus food</b>	<b>%</b>
Fruit	27.2
Vegetables	24.5
Frozen meat	20.1
Grain products (noodles/flour/vermicelli)	16.1
Canned food	14.4
Rice	8.3
Cooking oil	7.0

#### ***Fruit***

3.4.8 About 27.2 per cent of the food companies indicated that one of their major surplus foods were fruit. The majority (65.7%) checked their fruit stocks once per day. The companies typically considered fruit surplus food when they looked unattractive (64.9%) or were about to expire (47.4%). They usually sold them at a discount (65.7%) or discarded them (53.8%).

#### ***Vegetables***

3.4.9 About 24.5 per cent of the food companies indicated that one of their major surplus foods were vegetables. The majority (83.4%) checked their vegetable inventories once per day. They typically considered vegetables surplus food when they looked unattractive (89.6%). They usually disposed of them by donating them (43.6%), distributing them to staff (33.0%) or discarding them (30.3%).

#### ***Frozen meat***

3.4.10 20.1 per cent of the companies indicated that one of their major surplus

foods was frozen meat. Of them, 43.9 per cent checked their frozen meat inventories once per day and 27.9 per cent% had no set schedule. They usually considered frozen meat surplus food when it looked unattractive (47.9%), was about to expire (44.2%) or fell below standards (32.2%). They usually discarded it (51.8%), sold it at a discount (40.2%) or distributed it to staff (36.2%).

Table 20: Surplus food handling during the process of wholesale distribution (%)

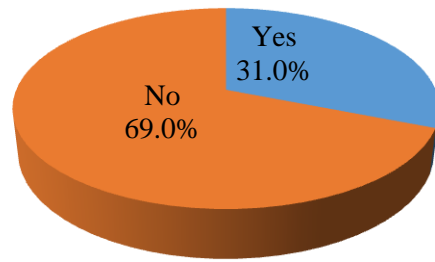
	Fruit	Vegetables	Frozen meat
Percentage of food manufacturers indicating that they had surpluses in the following categories during the process of wholesale distribution	27.2	24.5	20.1
Regularity of stock checks:			
<i>Once per day</i>	65.7	83.4	43.9
<i>Once every several days</i>	3.2	-	-
<i>Once per week</i>	12.2	13.3	4.0
<i>Once per month</i>	-	-	16.3
<i>Once every several months</i>	-	-	8.0
<i>No set schedule</i>	18.9	3.3	27.9
When the food would be considered surplus products (multiple responses possible.):			
<i>Unattractive appearance</i>	64.9	89.6	47.9
<i>Quality below standard</i>	28.1	16.4	32.2
<i>About to expire</i>	47.4	13.5	44.2
<i>Surplus inventory</i>	-	-	19.9
<i>Returned by retailers</i>	-	13.3	16.0
Methods of handling the surplus food (multiple responses possible):			
<i>Discarding it</i>	53.8	30.3	51.8
<i>Discount sales</i>	65.7	29.7	40.2
<i>Distributing it to staff</i>	24.3	33.0	36.2
<i>Donating it to non-profit and social service organisations</i>	21.9	43.6	23.9
<i>Others (e.g. distributing it to residents nearby and the elderly)</i>	-	10.0	-

### **Discarding surplus food as a standard practice**

3.4.11 In this section, the report looks at the most common method that companies use to dispose of surplus food, which is simply throwing it out. The investigation will consider how many of the companies discarded their surplus food, both overall and as a percentage of those that had measures in place to use or reduce its volume.

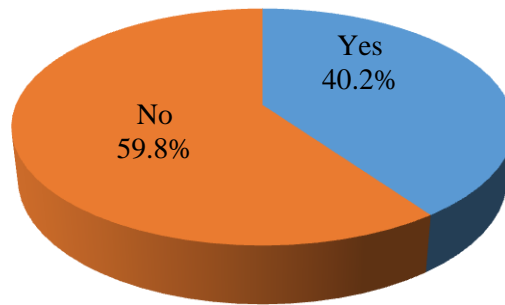
3.4.12 60.5% per cent of the food companies had measures in place (see 3.3.1). Of them, 31 per cent discarded the surplus food as a standard practice.

**Table 21: Food companies with measures in place that discarded their surplus food as a standard practice**

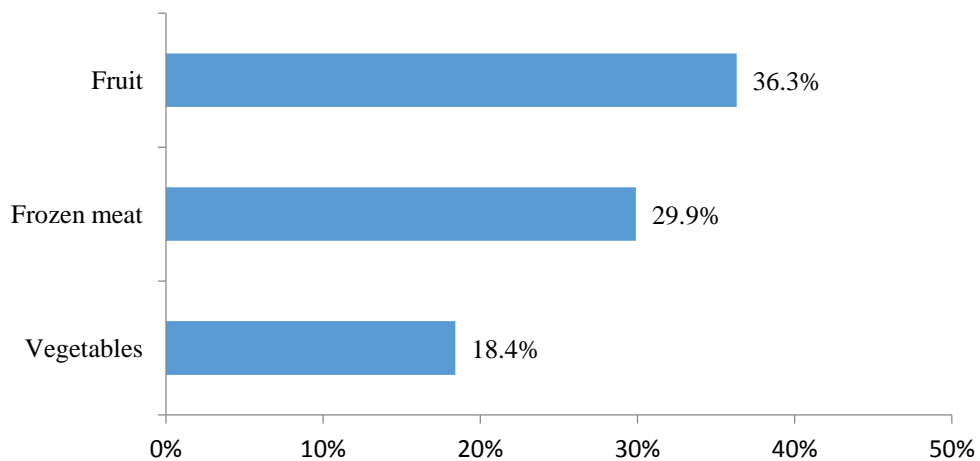


3.4.13 40.2 per cent of all the food companies surveyed discarded their surplus food as a common practice. Of those that did so, 36.3 per cent discarded fruit, 29.2 per cent frozen meat and 18.4 per cent vegetables.

**Chart 22: Whether the food companies discarded surplus items during production/wholesale distribution (%)**



**Chart 23: Major types of food being discarded by food companies (%)**



### **Surplus food as a proportion of production and wholesale volume**

3.4.14 Nearly half of the food companies indicated that their surplus food volumes amounted to less than 5 per cent of what they produced or distributed. On average, surplus food comprised 2.5 per cent of the total volume.

**Table 24: Surplus food as a percentage of annual production/wholesale volume (%)**

<b>Surpluses compared to total production or wholesale volume (%)</b>	<b>Percentage of companies surveyed</b>
Less than 5	49.8
5-9	7.2
10-14	4.2
More than 20	1.6
No information provided	37.2
<b>Total</b>	<b>100.0</b>
Average per year (excluding food companies providing no information)	2.5

### **Value of the surplus food per year**

3.4.15 38.8 per cent of the companies stated that the value of their surplus food amounted to less than \$10,000. The average annual value that the companies reported was \$26,767.

**Table 25: Value of surplus food generated by food companies per year (%)**

<b>Value (HKD)</b>	<b>%</b>
Less than 1,000	4.4
1,000-4,999	27.8
5,000 -9,999	6.6
10,000-19,999	5.3
20,000-39,999	7.3
40,000-59,999	5.6
60,000-79,999	3.1
100,000-199,999	4.8
200,000 or more	0.8
No information provided	34.3

Total	100.0
Average value per year (excluding food companies providing no information)	26,767

### 3.5 Food donation behaviour

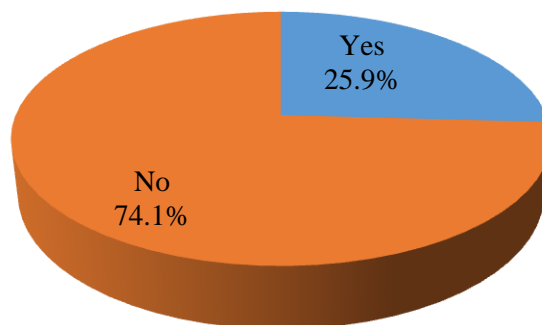
3.5.1 More than half of the food companies (56.2%) were slightly or not knowledgeable at all about donating food. Only 13.8 per cent were very or quite knowledgeable about it.

**Table 26: Knowledgeability about food donation among food companies (%)**

Degree of knowledge	%
High	3.3
Above average	10.5
Moderate	22.6
Low	43.5
Nonexistent	12.7
No information provided	7.4
Total	100.0

3.5.2 25.9 per cent of the companies said they donated food to non-profit or social service organisations.

**Chart 27: Whether the food companies donated food to non-profit or social service organisations(%)**



#### **Food companies donating food to non-profit or social service organisations**

3.5.3 25.9 per cent of the food companies donate food to non-profit or social service organisations. Of them, 34.7, 19.9 and 18 per cent donate vegetables, fruit and

grain products, respectively. The following paragraphs describe the condition of the donated food by category.

**Table 28: Categories of surplus food by the percentage of donor companies donating them to (%)**

Surplus food category	%
Vegetables	34.7
Fruit	19.9
Grain products (noodles/flour/vermicelli)	18.0
Canned food	16.7
Frozen meat	12.4
Rice	5.0
Cooking oil	2.9

### ***Vegetables***

3.5.4 34.7 per cent of the companies donated vegetables to non-profit or social service organisations. The vegetables donated were usually those that looked unattractive (72.3%) or those which were returned by retailers (36.1%) or about to expire (27.7%).

### ***Fruit***

3.5.5 34.7 per cent of the companies donated fruit. The fruit donated was usually about to expire (67.4%), represented surplus inventory (33.7%) or looked unattractive (32.6%).

### ***Grain products***

3.5.6 About 18 per cent of the companies donated grain products(noodle/ floor/ vermicelli). The grain products donated include those that were about to expire (32.6%), looked unattractive (32.6%) or represented surplus inventory (32.6%).

**Table 29: Percentage of companies by category and condition of the food donated (%)**

	Vegetables	Fruit	Grain products
Percentage of respondents donating these categories of food	34.7	34.7	18.0



Of them, the percentage reporting that the donated items were characterised by the following (multiple responses possible):			
<i>About to expire</i>	27.7	67.4	32.6
<i>Unattractive appearance</i>	72.3	32.6	32.6
<i>Surplus inventory</i>	-	33.7	32.6
<i>Quality below standards</i>	18.1	-	16.3
<i>Returned by retailers</i>	36.1	-	-
<i>Labelling error</i>	-	16.8	-

3.5.7 The majority (62.2%) donated food fewer than five times per year. However, it is noteworthy that 15.7 per cent donated food 48 times per year. The average frequency was 12 times per year.

**Table 30: Food companies by frequency of donation per year**

	%
1	5.9
2	32.1
3	18.1
4	6.1
6	3.1
10	2.9
12	3.1
40	3.1
48	15.7
No information provided	6.7
<b>Total</b>	<b>100.0</b>
Average frequency (excluding food companies providing no information)	12

3.5.8 Forty per cent of the companies indicated that they donated less than 5 per cent of their total production or wholesale volume. On average, the companies donated 3.2 per cent.

**Table 31: Donated food as a percentage of annual production/wholesale volume (%)**

<b>Donated food compared to total production or wholesale volume (%)</b>	<b>%</b>
Less than 5	40.0
5-9	3.1
10-14	6.5
20	3.1
No information provided	47.3
<b>Total</b>	<b>100.0</b>
Average (excluding food companies providing no information)	3.2

3.5.9 45.5per cent stated that the value of the donated food was less than \$10,000. The average value was \$9,615.

**Table 32: Value of food donated (%)**

<b>Value (HKD)</b>	<b>%</b>
Less than 1,000	2.9
1,000-4,999	30.1
5,000-99,99	12.5
10,000-19,999	12.3
20,000-39,999	10.0
40,000-59,999	3.1
No information provided	29.1
<b>Total</b>	<b>100.0</b>
Mean value (excluding food companies providing no information)	\$9,615

3.5.10 The majority (65.4%) considered “benefiting people in need” the main reason for donating food to non-profit and social service organisations.

**Table 33: Main reasons for donating food to non-profit or social service organisations (food companies) (%)**

<b>Reasons</b>	<b>%</b>
To benefit people in need	65.4
The company’s policymakers believe discarding food is	28.2

wasteful.	
To respond to appeals by food banks	3.3
To clear out inventory	3.1
<b>Total</b>	<b>100.0</b>

3.5.11 The majority of the food companies (67.7%) did not encounter any difficulties during the donation process. Of the 23.3 per cent that encountered difficulties, 70.3 per cent were worried about product liability and 39.4 per cent found it difficult to bear the extra transport costs.

**Table 34: Difficulties encountered by the food companies during the donation process (multiple responses possible) (%)**

<b>Reasons</b>	<b>%</b>
Encountered difficulties during the process of donating food	23.3
Difficulties (multiple responses possible)	
<i>Worries about product liability</i>	70.3
<i>Difficulties in bearing extra transport costs</i>	39.4
<i>Insufficient resources or manpower</i>	30.3
<i>Criticisms from non-profit or social service organisations about the donated food</i>	28.8
<i>A lack of familiarity with food donation methods</i>	19.2
Encountered no difficulties	67.7

3.5.12 More than half of the food companies that have donated surplus food thought four possible measures encouraging donations would be very or quite effective, including the enhancement of promotion channels (58.7%), tax deductions (57.0%), assistance in transporting the food (54.1%), and matching services to link the companies up with non-profit or social service organisations (50.8%). In addition, 9.6 per cent of these companies said the government could introduce other measures, such as setting up an independent department for food donation matters and providing a subsidy.

**Table 35: Perceived effectiveness of possible measures encouraging food donation (for food companies which donate food) (%)**

<b>Measures</b>	<b>Very effective</b>	<b>Quite effective</b>	<b>Barely effective</b>	<b>Slightly effective</b>	<b>Not effective</b>	<b>No comment</b>
Exemption clauses for food donors	3.1	31.7	15.9	33.4	3.1	12.8

A list of items that can be donated	6.3	28.5	12.5	30.3	15.9	6.5
Tax deductions	27.8	29.2	11.2	25.3	0.0	6.5
Assistance in transporting donated food	12.3	41.8	17.5	9.6	15.7	3.1
A matching service linking companies up with non-profit and social service organisations	15.5	35.3	17.7	12.7	9.4	9.4
Better promotion channels	12.4	46.3	9.6	19.2	6.3	6.3
A ban on discarding food at landfills	2.9	31.8	11.2	15.8	19.4	18.8
Levies on food waste	9.2	34.7	13.4	17.6	12.6	12.5

**Food companies which do not donate food to non-profit or social service organisations**

3.5.13 74.1 per cent of the food companies do not donate food to non-profit or social service organisations, and the most common reasons cited were their lack of knowledge about donation channels (46.0%), worries about product liability (29.7%), insufficient manpower (28.2%) and difficulties in bearing the extra transport costs (21.4%). Notably, 26.5 per cent brought up other reasons, such as their low volumes of surplus food or the fact that it was usually distributed to staff.

**Table 36: Reasons for not donating food to non-profit or social service organisations (food companies) (multiple responses possible) (%)**

Reasons	%
A lack of knowledge about food donation channels	46.0
Worries about product liability	29.7
A lack of resources and manpower	28.2
Difficulties in bearing extra transport costs	21.4
A lack of support from the government	17.4
Criticisms from non-profit or social service organisations about the donated food	10.3
Others (e.g. too little surplus food, the surplus food was distributed to staff)	26.5

3.5.14 More than half of the food companies with no practice of donating food said they thought three of the possible measures encouraging food donations could be very or quite effective, including tax deductions (57.5%), better promotion channels (56.8%) and assistance in transporting the items (52.8%).

**Table 37: Perceived effectiveness of possible measures encouraging food donations (for food companies not donating food) (%)**

Measures	%					
	Very effective	Quite effective	Barely effective	Slightly effective	Not effective	No comment
Exemption clauses for food donors	11.8	24.1	24.4	18.4	11.2	10.1
A list of items that can be donated	13.7	22.0	25.8	18.1	10.8	9.6
Tax deductions	27.8	29.7	14.0	12.0	13.3	3.3
Assistance in transporting donated food	30.1	22.7	18.9	13.8	9.0	5.5
A matching service to linking food companies up with non-profit and social service organisations	21.3	26.2	17.8	11.4	12.3	11.0
Better promotion channels	22.4	34.4	21.9	6.8	7.9	6.6
A ban on discarding food at landfills	5.0	27.1	15.7	19.2	17.4	15.6
Food waste levies	6.0	26.3	16.8	18.1	17.5	15.3

3.5.15 One-quarter of the food companies said that if the government implemented the measures mentioned above, it would be highly or quite possible that would donate their surplus food in the future.

**Table 38: Possibility of donating food to non-profit or social service organisations in the future (for food companies not donating food) (%)**

	%
Highly possible	7.7
Quite possible	17.3
50% chance	21.2
Quite impossible	20.2
Very impossible	14.1
Don't know	19.5
Total	100.0

**Opinions of all food companies surveyed on the potential effectiveness of measures encouraging the donation of food**

3.5.16 More than half of all food companies said they thought three possible measures encouraging food donation could be very or quite effective, including tax deductions (57.4%), better promotion channels (57.3%) and assistance in transporting the donated food (53.2%).

**Table 39: Perceived effectiveness of possible measures for encouraging food donations (for all food companies) (%)**

<b>Measures</b>				
	Very/quite effective	Barely effective	Slightly/not effective	No comment
Exemption clauses for food donors	35.7	22.2	31.3	10.8
A list of items that can be donated	35.5	22.4	33.3	8.8
Tax deductions	57.4	13.3	25.2	4.1
Assistance in transporting donated food	53.2	18.5	23.4	4.9
A matching service linking food companies up with non-profit and social service organisations	48.5	17.8	23.2	10.5
Better promotion channels	57.3	18.7	17.5	6.5
A ban on discarding food at landfills	32.8	14.5	36.2	16.5
Food waste levies	35.4	16.0	34.2	14.4

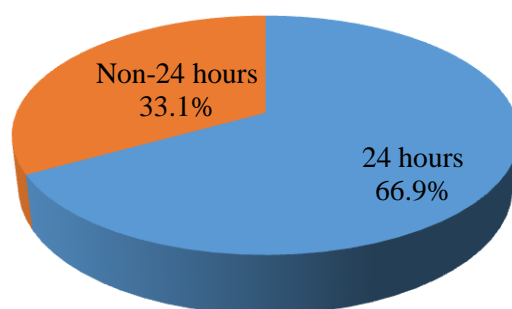
## Chapter 4 | Surplus food handling and donation at chain retailers

### 4.1 Characteristics of the chain retailers surveyed

#### Hours of operation

4.1.1 Most of the food retailers surveyed (66.9%) were open 24 hours per day.

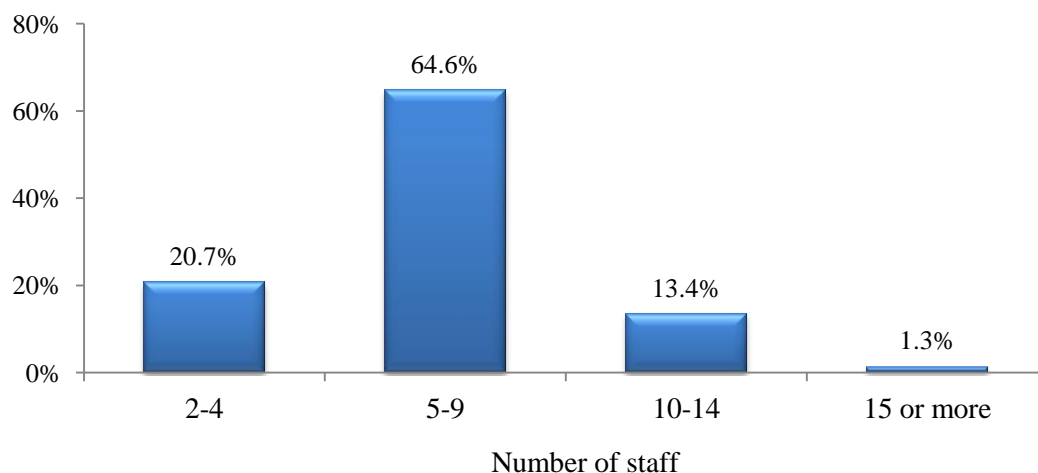
**Chart 40: Chain retailers by hours of operation (%)**



#### Number of staff

4.1.2 64.6 per cent of the retailers employed five to nine staff, 20.7 per cent had two to four and 14.7 per cent had 10 or more.

**Chart 41: Number of staff (chain retailers) (%)**

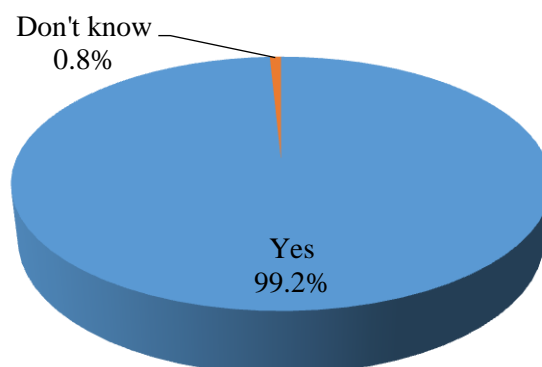


### 4.2 Attitudes towards corporate social responsibility and using and reducing the volume of surplus food

### Attitudes towards CSR

4.2.1 Almost all (99.2%) of the retailers regarded CSR as a core idea for modern enterprises.

**Chart 42: Whether chain retailers regarded CSR as a core idea for modern enterprises (%)**



4.2.2 Major aspects of CSR that the chain retailers focused on included effective corporate governance (67.6%), responsible procurements (45.3%) and consumer's rights and interests (32.1%).

**Table 43: Aspects of CSR that the food retailers focused on (multiple responses possible) (%)**

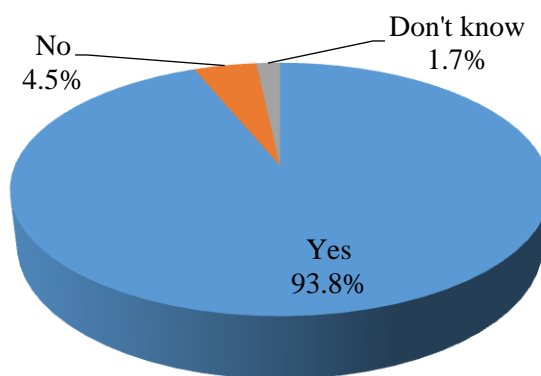
Aspect of CSR	%
Effective corporate governance	67.6
Responsible procurements	45.3
Consumer's rights and interests	32.1
Environmental protection	23.3
Staff's rights and interests	17.7
Community involvement and development	7.4
None	12.1

### Attitudes towards using or reducing the volume of surplus food

4.2.3 An overwhelming majority of chain retailers (93.8%) stated that using or reducing the amount of surplus food should be included in CSR policies.



**Chart 44: Whether using or reducing the volume of surplus food should be included in CSR policies (%)**



4.2.4 More than half of the retailers considered higher profits (63.7%) and a more efficient use of resources (57.4%) the major benefits of using or reducing the volume of surplus food. About 42.1 per cent considered helping the environmental to be a significant benefit.

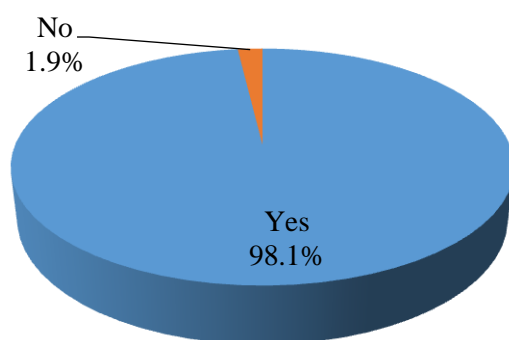
**Table 45: Benefits of using or reducing the volume of surplus food (chain food retailers) (multiple responses possible) (%)**

Benefits	
Higher profits	63.7
A more efficient use of resources	57.4
Helping the environment	42.1
Assistance for poor people	27.4
Raising staff morale	11.7
No benefits	1.3

### 4.3 Attitudes towards different methods of using or reducing the volume of surplus food

4.3.1 Almost all (98.1%) of the chain retailers took measures to use their surplus food or reduce its volume.

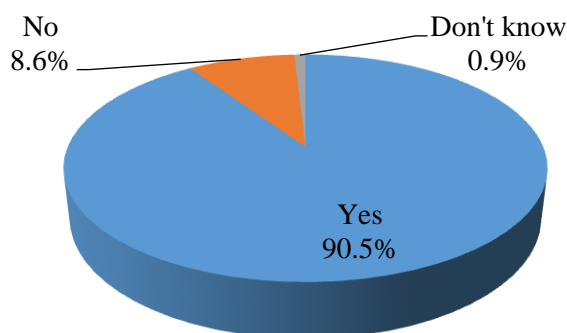
**Chart 46: Whether the food retailers have measures in place to use their surplus food or reduce its volume (%)**



#### Chain retailers with measures in place to use their surplus food or reduce its volume

4.3.2 98.1 per cent of the retailers have measures to use their surplus food or reduce its volume. Interviewers asked them about the conditions under which they would take these measures, their targets, and the difficulties they have encountered. An overwhelming majority of the chain retailers (90.5%) included using their surplus food or reducing its volume in their CSR policies.

**Chart 47: Whether chain retailers included using their surplus food or reducing its volume in their CSR policies (%)**



4.3.3 The measures commonly taken included reviewing and measuring production and procurements regularly (72.5%), discount sales (57.9%) and

developing better communication with suppliers and retailers when ordering goods (50.4%).

**Table 48: Measures taken to use surplus food or reduce its volume (chain retailers) (multiple responses possible) (%)**

Measures	%
Reviewing and measuring production/procurements regularly	72.5
Discount sales	57.9
Improving communications with suppliers and retailers when ordering goods	50.4
Developing good storage practices	28.7
Developing an effective food labelling system	18.8
Providing staff with training in collecting and categorising surplus food	7.3
Distributing surplus food to staff	6.8
Donating surplus food to non-profit or social service organisations	0.5

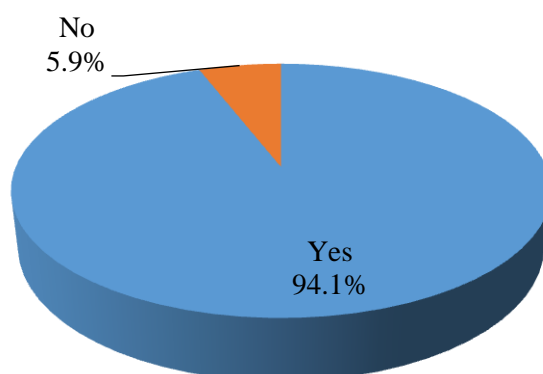
4.3.4 Only 8.6 per cent of the chain retailers indicated that they had set using their surplus food or reducing its volume as a goal. Regarding the specifics of those goals, most of them (75.1%) provided no answer. Nevertheless, 85 cent said they had met their targets in 2012.

**Table 49: Whether chain retailers have set any goals to use their surplus food or reduce its volume (%)**

	%
Yes	8.6
Targets:	
<i>Developing good storage practices</i>	15.0
<i>Reducing the amount of surplus food</i>	9.9
<i>No information provided</i>	75.1
Whether the food companies met their targets in 2012:	
<i>Yes</i>	85.0
<i>No</i>	4.9
<i>Don't know</i>	10.1
No	91.4
Total	100.0

4.3.5 The vast majority (94.1%) of chain retailers indicated that they had given their staff guidelines on using or reducing surplus food.

**Chart 50: Whether chain retailers have guidelines for their staff on using surplus food or reducing its volume (%)**



4.3.6 18.3 per cent of the retailers encountered difficulties in implementing measures to use or reduce the volume of surplus food. More than half reported that their staff lacked the knowledge (57.9%) and the company lacked the resources (50.1%) to implement the measures effectively.

**Table 51: Whether chain retailers encountered any difficulties in implementing measures to use surplus food or reduce its volume (%)**

	%
Yes	18.3
Difficulties (multiple responses possible):	
<i>The staff did not have sufficient relevant knowledge for the company to implement the measures effectively.</i>	57.9
<i>The company did not have sufficient resources to implement the measures effectively.</i>	50.1
<i>The staff were not in favour of the measures.</i>	2.6
No	81.7
Total	100.0

4.3.7 The retailers were also asked whether they would introduce more measures in the following year. Close to half (47.6%) did not plan to do so. 12.6 per cent said they would develop effective food labelling systems as a measure, while 11.4 per cent said they would establish better communication with suppliers and retailers and 11 per cent intended to review and measure their production and procurements volumes regularly.

**Table 52: Additional measures to be introduced to use surplus food or reduce its volume in the following year (chain retailers) (multiple responses possible) (%)**

<b>Measures</b>	
Developing effective food labelling systems	12.6
Developing better communication with suppliers and retailers when ordering goods	11.4
Reviewing and measuring production/procurements regularly	11.0
Promotional sales	9.7
Providing staff with training in collecting and separating surplus food	9.1
Donating surplus food to non-profit or social service organisations	5.1
Developing good storage practices	3.3
Distributing surplus food to staff	2.8
No plans	47.6

**Chain retailers with no measures in place to use their surplus food or reduce its volume**

4.3.8 1.9 per cent of the chain retailers had no measures. All of them indicated that this was mainly because they had no instructions to do so.

4.3.9 Most of them did not know whether they would adopt any measures in the following year, and one-quarter considered it highly unlikely.

## **4.4 Surplus food handling: The current situation**

**How food gets categorised as surplus product**

4.4.1 All of the retailers were asked when they would consider a product surplus food. The vast majority (96.3%) said they would consider items on the shelf that were about to expire to be surplus food. 23.9 and 13.4 per cent considered items in damaged packaging and with an unattractive appearance surplus food, respectively.

**Table 53: Conditions under which chain retailers considered items to be surplus food (%)**

<b>Conditions</b>	<b>%</b>
About to expire	96.3
Damaged packaging	23.9
Unattractive appearance	13.4
Quality below standard	6.7

Packaging design below standard	3.7
Labelling errors	2.9
Surplus inventory	2.0
Sample products	1.8
Mixture of ingredients below standard	1.3
Exceeding the promotion period	1.3

### **Surplus food handling analysed by category**

4.4.2 All of the retailers were asked how they handled the surplus food generated during production. Ten categories of surplus food were identified. Table 54 shows the proportion of retailers which generated each category of surplus food. The three most significant categories were bread (84.9%), cakes (80.9%) and microwave food (60.4%). The following paragraphs analyse how the retailers handled each of these three categories.

**Table 54: The percentage of chain retailers generating different of surplus food (%)**

<b>Food categories</b>	<b>%</b>
Bread	84.9
Cakes	80.9
Microwave food	60.4
Cooked food	14.7
Dairy products	5.3
Fruit juice/drinks	2.7
Soup	1.8
Sushi	1.3
Canned food	0.4
Biscuits	0.4

### ***Bread***

4.4.3 About 84.9per cent of the retailers indicated that one of their major surplus foods was bread. Almost all of them (99.5%) checked their bread stocks once per day. They usually discarded their surplus bread (90.1%) or sold it at a discount (30.2%).

### ***Cakes***

4.4.4 About 80 per cent of the retailers indicated that one of their major surplus

foods were cakes. All of them checked their stocks once per day. They usually discarded the surplus (91.9%) or sold it at a discount (31.2%).

### ***Microwave food***

4.4.5 About 60.4 per cent of the retailers indicated that one of the major surplus foods was microwave food, and of them, almost all (99.3%) checked their stocks in this category once per day. They usually discarded the surplus (89.6%) or sold it at a discount (34.4%).

**Table 55: Surplus food handling (chain retailers) (%)**

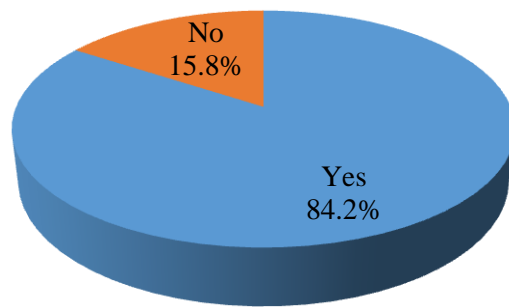
	Bread	Cakes	Microwave food
Percentage of chain retailers indicating that they had surpluses in these categories	84.9	80.9	60.4
Frequency of stock checks:			
<i>Once per day</i>	99.5	100.0	99.3
<i>Once per week</i>	0.5	-	0.7
Methods of handling the surplus food (multiple responses possible):			
<i>Discarding it</i>	90.1	91.9	89.6
<i>Selling it at a discount</i>	30.2	31.2	34.4
<i>Returning it to suppliers</i>	5.3	2.3	8.3
<i>Distributing it to staff</i>	1.1	1.1	3.5
<i>Donating it to non-profit and social service organisations</i>	0.5	0.5	0.8

### ***Discarding surplus food as a common practice***

4.4.6 This section looks at one method of handling surplus food: discarding it. In particular, it will consider what proportion of retailers have adopted this practice overall and as a percentage of those that have measures in place to use their surplus food or reduce its volume.

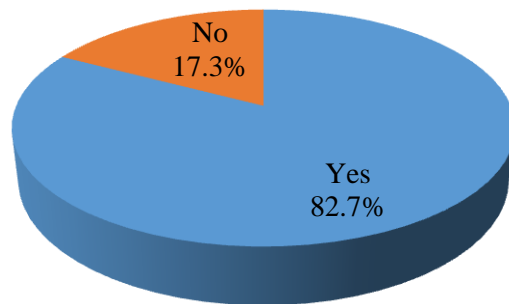
4.4.7 About 98.1 per cent of the retailers have such measures in place (see 4.3.1). Among them, 84.2 per cent discarded their surplus food as a common practice.

**Chart 56: Whether chain retailers with measures in place discarded their food as a common practice (%)**

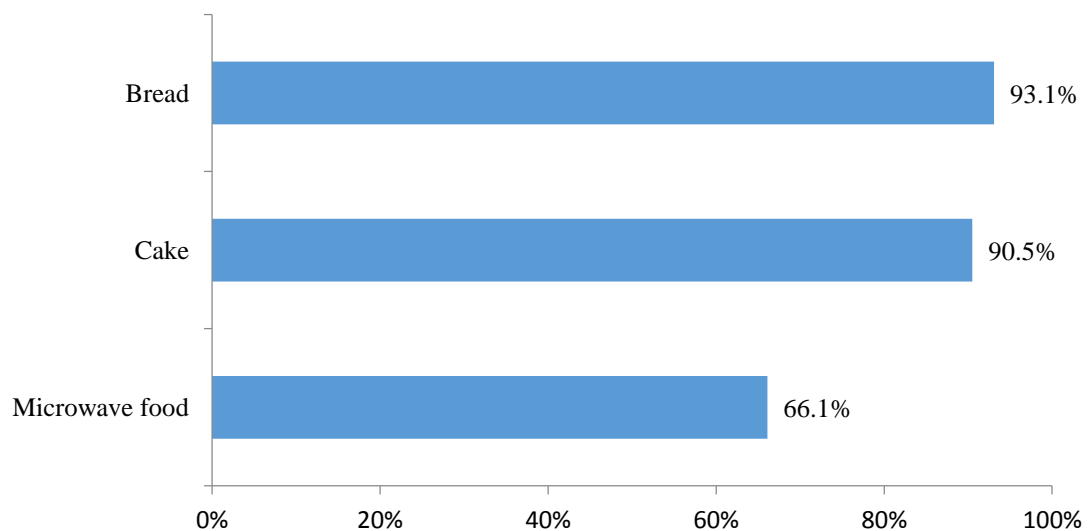


4.4.8 About 82.7 per cent of all the retailers discarded their surplus food. Of these, 93.1 per cent discarded bread, 90.5 per cent cake and 66.1 per cent microwave food.

**Chart 57: Whether chain retailers discarded surplus food (%)**



**Chart 58: Major types of food being discarded (%)**



**Value of the surplus food per week**

4.4.9 More than half (54.7%) of the retailers said the value of the surplus food per week was less than \$800. The average was \$482.



**Table 59: Value of the surplus food generated by chain retailers per week**

Value (HKD)	%
Less than 200	16.8
200-399	14.0
400-599	7.6
600-799	16.3
800-999	7.8
1,000-1,499	5.8
1,500 or more	0.9
No information provided	30.8
<b>Total</b>	<b>100.0</b>
Average per week (excluding chain retailers providing no information)	\$482

## 4.5 *Food donation behaviour*

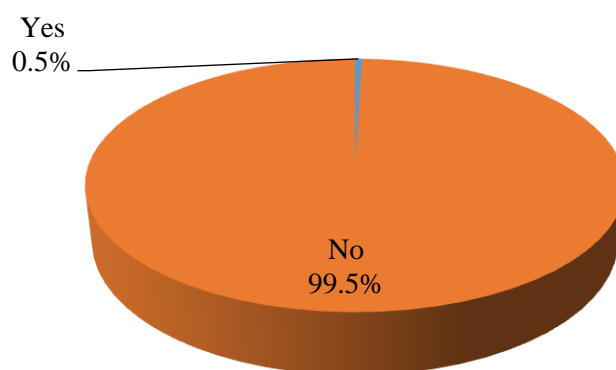
4.5.1 Most of the chain retailers (77.3%) were slightly or not knowledgeable at all about how food donations work. Only 1.4 per cent were very or quite knowledgeable.

**Table 60: Knowledgeability of chain retailers about donating food (%)**

Degree of knowledge	%
Very knowledgeable	0.5
Quite knowledgeable	0.9
Moderately knowledgeable	12.4
Slightly knowledgeable	36.8
Not knowledgeable at all	40.5
No information provided	9.0
<b>Total</b>	<b>100.0</b>

4.5.2 Almost all of the retailers (99.5%) said they did not donate food to non-profit or social service organisations.

**Chart 61: Whether chains donate food to non-profit or social service organisations (%)**



**Chain retailers not donating food to non-profit or social service organisations**

4.5.3 Of the chains not donating food to non-profit or social service organisations, the majority (82.6%) were not willing to do so as they were worried about product liability. About one-fifth (19.7%) had insufficient resources and manpower.

**Table 62: Reasons for not donating food to non-profit or social service organisations (multiple responses possible)**

Reasons	%
Worries about product liability	82.6
Insufficient resources and manpower	19.7
Difficulties in bearing extra transport costs	12.5
Lack of support from the government	9.7
Lack of familiarity with food donation channels	7.2
Criticisms from non-profit or social service organisations about the donated food	1.3
Others (e.g. too little surplus food)	12.5

4.5.4 More than half of the chains not donating food said they thought five of the possible measures encouraging food donations could be very or quite effective. These measures included the provision of a matching service to link them up with non-profit and social service organisations (61.2%), assistance in transporting the food (60.0%), tax reductions (59.0%), a list of items that can be donated (58.4%) and better promotion channels (53.8%).

**Table 63: Perceived effectiveness of possible measures to encourage food donations (for chain retailers which not donating food)**

Measures	%					
	Very effective	Quite effective	Barely effective	Slightly effective	Not effective	No comment
Exemption clauses for food donors	7.6	35.7	34.2	14.7	0.9	6.9
List of items that can be donated	25.0	33.4	22.8	9.8	2.2	6.8
Tax reductions	28.1	30.9	24.2	10.0	1.3	5.4
Assistance in transporting donated food	22.2	37.8	24.7	7.5	2.7	5.1
A matching service to link food companies up with non-profit and social service organisations	15.4	45.8	22.9	8.1	2.7	5.1
Better promotion channels	12.6	41.2	31.4	7.2	2.3	5.3
A ban on discarding food at landfills	9.1	36.4	36.4	10.6	2.2	5.2
Food waste levies	6.6	25.1	32.4	16.7	6.8	12.4

4.5.5 Only 9.8 per cent of the chain retailers stated that if the government introduced the measures above, it would be quite possible or there would be a 50 per cent chance that they would donate their surplus food in the future. More than two-thirds of the chains (68.9%) said they were unsure about this possibility.

**Table 64: Possibility of donating food to non-profit or social service organisations in the future (for chains not donating food) (%)**

Quite possible	3.1
50% chance	6.7
Quite impossible	6.2
Very impossible	15.1
Don't know	68.9

4.5.6 Only 4.9 per cent of the chains indicated that it would be quite possible or that there would be a 50 per cent chance that they would let people in need pick up the surplus food in their shops. 70.5 per cent said they were unsure about this possibility.

**Table 65: Percentage of chains by likelihood of letting people in need receive surplus food in-store**

Quite possible	1.3
----------------	-----

50% chance	3.6
Quite impossible	7.9
Very impossible	16.6
Don't know	70.5

4.5.7 Of the 4.9 per cent that indicated that they might let people in need receive surplus food in their shops, the majority took into consideration the following three factors: product liability (81.1%), the identity of the recipients (72.6%) and the space occupied by items (71.7%).

**Table 66: Factors considered in deciding whether to let people in need receive surplus food in-store**

Factors	Percentage of chains surveyed
Product liability	81.1
Identity of the recipients	72.6
Space occupied by the surplus food	71.7
Categories of food	17.7
Time needed for collection	8.3

**The perception of all the chain retailers surveyed on the effectiveness of possible measures encouraging food donation**

4.5.8 Close to two-thirds of the chains said they thought five of the possible measures encouraging food donation could be very or quite effective. These included a matching service linking the chains to non-profit or social service organisations (61.4%), assistance in transporting donated food (60.3%), tax deductions (59.3%), a list of items that can be donated (58.6%) and better promotion channels (54.0%).

**Table 67: The perceived effectiveness of possible measures to encourage food donation (for all chain retailers) (%)**

Measures	Chain retailers			
	Very/quite effective	Barely effective	Slightly/not effective	No comment
Exemption clauses for food donors	43.6	34.1	15.6	6.7
A list of items that can be donated	58.6	22.7	12.0	6.7
Tax deductions	59.3	24.1	11.3	5.3

Assistance in transporting the donated food	60.3	24.6	10.0	5.1
A matching service to link chains up with non-profit and social service organisations	61.4	22.8	10.7	5.1
Better promotion channels	54.0	31.2	9.5	5.3
A ban on discarding food at landfills	45.4	36.7	12.8	5.1
Food waste levies	31.6	32.8	23.4	12.3

### ***5.1 Surplus food handling and donation at food companies***

#### ***Attitudes towards corporate social responsibility and using or reducing the volume of surplus food***

5.1.1 The vast majority (92.6%) of the food companies regarded corporate social responsibility (CSR) as one of the core ideas of modern enterprises. Most of the food companies (78.4%) considered using surplus food and reducing its volume to be CSR obligations.

#### ***Attitudes towards measures of using and reducing the volume of surplus food among companies which had them in place***

5.1.2 Some 60.5 per cent of the food companies had measures to use their surplus food or reduce its volume. Among them, 42.9 per cent included using or reducing the volume of surplus food one of their CSR duties.

5.1.3 The companies usually used or reduced the number of surplus items by selling them at a discount (45.8%), distributing them to staff (44.1%), donating them to non-profit or social service organisations (39.3%) and reviewing and measuring their own production and procurements regularly (31.0%).

5.1.4 11.6 per cent of the food companies encountered difficulties when taking such measures, including an inadequacy of resources (76.3%) and staff knowledge (23.7%) to implement them effectively, and opposition from employees (35.2%).

5.1.5 Most of the companies (69.5%) did not plan to increase their number of measures to use or reduce surplus food in the following year.

#### ***Attitudes towards different measures of using or reducing the volume of surplus food among companies with none in place***

5.1.6 In total, 39.5 per cent of the food companies did not take measures to use or reduce the volume of surplus food. Most of them (72.7%) indicated that the main reason was because their companies had issued no instructions to do so.

5.1.7 Only 12.6 per cent of the food companies said it was quite likely that they would introduce such measures in the following year. The measures that these companies considered feasible included discount sales (53.4%), donations to non-profit or social service organisations (39.5%), regular reviews and assessments of their production and procurements (39.5%) and better communication with suppliers and retailers when ordering goods (39.5%).

**Surplus food handling during production: The current situation**

5.1.8 Of the companies, 19.2 per cent were food manufacturers which created surpluses during the production. The three most significant categories of surplus items generated by the food companies were grain products (noodles/flour/vermicelli), frozen meat and vegetables.

5.1.9 The companies usually considered the food to be surplus items when it looked unattractive, fell below quality standards, or was about to expire or the result of overproduction.

5.1.10 The companies usually discarded the surplus food or distributed it to staff.

**Surplus food handling during wholesale distribution: The current situation**

5.1.11 All of the food companies were asked how they handled surplus food during the process of wholesale distribution. The three most significant categories of surplus food generated by the companies were fruit, vegetables and frozen meat.

5.1.12 The companies usually categorised the food as surplus products when it looked unattractive, was about to expire, or fell below quality standards.

5.1.13 The companies usually handled the surplus food by discarding it or selling it at a discount. Nevertheless, a considerable proportion of the companies donated it to non-profit and social service organisations.

5.1.14 On average, surplus food accounted for 2.5 per cent of the value of all goods produced or distributed, or \$26,767.

**Discarding surplus food as a standard practice**

5.1.15 40.2 per cent of the companies surveyed and 31 per cent of those with

measures in place discarded their surplus food as a standard practice.

### **Food donation behaviour**

5.1.16 More than half (56.2%) of the food companies were slightly or not knowledgeable at all about how food donations work. Only 13.8 per cent were very or quite knowledgeable about it.

5.1.17 About 25.9 per cent of the food companies said they donated food to non-profit or social service organisations. The three most significant categories of food donated were vegetables, fruit and grain products.

5.1.18 On average, each company donated food 12 times per year, with a total volume equivalent to 3.2 per cent of their annual production or wholesale volume. The items averaged \$9,615 in value.

5.1.19 The companies usually donated the food when it looked unattractive or was about to expire. The majority (65.4%) were motivated to donate food because it meant they could help people in need.

5.1.20 The majority of companies (67.7%) did not encounter any difficulties in donating food, but 23.3 per cent did. Of those that did, 70.3 per cent were worried about product liability and 39.4 per cent found it difficult to bear the extra transport costs.

5.1.21 More than half of the companies which had donated surplus food said the thought four of the possible measures encouraging food donations could be very or quite effective, including the provision of better promotion channels (58.7%), tax deductions (57.0%), assistance in transporting donated food (54.1%) and a matching service linking them up with non-profit or social service organisations (50.8%).

5.1.22 74.1 per cent of the companies did not donate food. They usually cited their lack of familiarity with donation channels (46.0%), worries about product liability (29.7%) and a lack of resources and manpower (28.2%) as reasons.

5.1.23 More than half of the food companies which did not donate food said three possible measures encouraging food donation could be very or quite effective, including tax deductions (57.5%), better promotion channels (56.8%) and assistance in transporting the food (52.8%).



5.1.24 More than half of all the food companies surveyed thought three of the suggested measures could be very or quite effective, including tax deductions (57.4%), better promotion channels (57.3%) and assistance in transporting the food (53.2%).

## ***5.2 Surplus food handling and donation behaviour at chain retailers***

### **Attitudes towards CSR and using surplus food or reducing its volume**

5.2.1 Almost all (99.2%) of the chain retailers regarded CSR as a core idea for modern enterprises. Also, the overwhelming majority of chain retailers (93.8%) said using or reducing the volume of surplus food should be a CSR obligation.

### **Attitudes towards taking measures to use surplus food or reduce its volume at chain retailers which had them in place**

5.2.2 Almost all (98.1%) of the chain retailers had measures to in place. Of them, 90.5 per cent included using surplus food or reducing its volume in their CSR policies.

5.2.3 Methods that these chains usually turned to included reviewing and measuring their production or procurements regularly (72.5%), holding discount sales (57.9%) and developing better communication with suppliers and retailers when ordering goods (50.4%).

5.2.4 18.3 per cent of them encountered difficulties during the process. More than half of those who encountered difficulties said their staff did not have sufficient knowledge (57.9%) and the company lacked the resources (50.1%) needed to implement the measures effectively.

5.2.5 Nearly half (47.6%) of the chains did not plan to introduce more measures in the following year.

### **Attitudes towards taking measures to use surplus food or reduce its volume at chains with none in place**

5.2.6 Only 1.9per cent of the chain retailers had no measures to use or reduce the volume of surplus food. All of them indicated that the main reason was because the company had no instructions to do so. Most of them were unsure whether they would implement such measures the following year and one-quarter said it was quite

unlikely.

### **Surplus food handling: The current situation**

5.2.7 The vast majority (96.3%) of the chain retailers said they defined food in their stores as surplus products when it was about to expire or looked unattractive (13.4%), or its packaging was damaged (23.9%).

5.2.8 The three most significant categories of surplus food generated by the chain retailers were bread, cakes and microwave food.

5.2.9 The chains usually discarded or sold these at a discount.

5.2.10 The average value of the surplus food per week was \$482.

### **Discarding surplus food as a standard practice**

5.2.11 About 84.2 per cent of the chains with measures in place and 82.7 per cent of all the chains surveyed discarded their surplus food as a standard way of handling it.

### **Attitudes towards donating food**

5.2.12 Most of the chains (77.3%) were slightly or not knowledgeable at all about how food donations operate. Only 1.4 per cent were very or quite knowledgeable about it.

5.2.13 Almost all of the chains (99.5%) did not donate food to non-profit or social service organisations.

5.2.14 Of these chains, a majority (80.3%) were not willing to do so as they were worried about product liability (82.6%).

5.2.15 More than half of the chain retailers which did not donate food thought five of the possible measures encouraging food donations could be very or quite effective, including the matching service (61.2%), assistance in transporting the food (60.0%), tax deductions (59.0%), the list of items that can be donated (58.4%) and better promotion channels (53.8%). Only 9.8 per cent of the chains said it would be quite likely or that there would be a 50 per cent chance that they would donate surplus food in the future if the government implemented these measures.

5.2.16 4.9 per cent of the chains indicated that it would be quite possible or that there could be a 50 per cent chance that they would allow surplus food to be collected in-store. In looking at this possibility, the majority considered three factors, including product liability (81.1%), the identity of the recipients (72.6%) and the space required (71.1%). Hence, policies to exempt donors from product liability may be a good way to encourage chains to donate food.

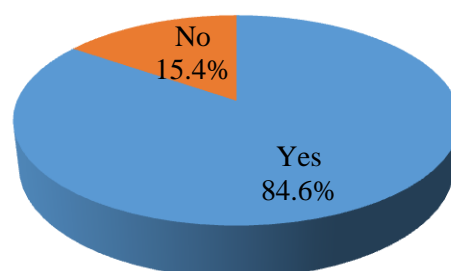
### ***5.3 Significant findings on surplus food disposal and attitudes towards donating food in both industry sectors***

5.3.1 This section fuses together and analyses the information that has been compiled on how companies in both the sectors surveyed dispose of surplus food, their attitudes towards donating it, and how effective they think different measures would be if they were implemented.

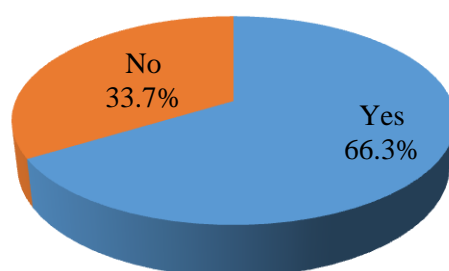
#### **Discarding food as a standard practice**

5.3.2 Most (84.6%) of the food companies and the chains had measures to use or reduce surplus food (see chart 68). Among them, about 66.3 per cent discarded their surplus food (see chart 69).

**Chart 68: Whether food companies and chain retailers took measures to use or reduce surplus food (%)**

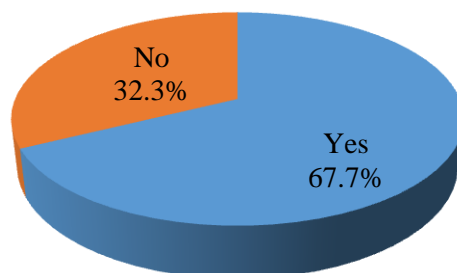


**Chart 69: Whether food companies and chain retailers with measures in place discarded their surplus food (%)**



5.3.3 About 68 per cent of the companies, regardless whether they had measures in place, discarded their food.

**Chart 70: Whether food companies and chains discarded their food (%)**



**Attitudes towards donating food**

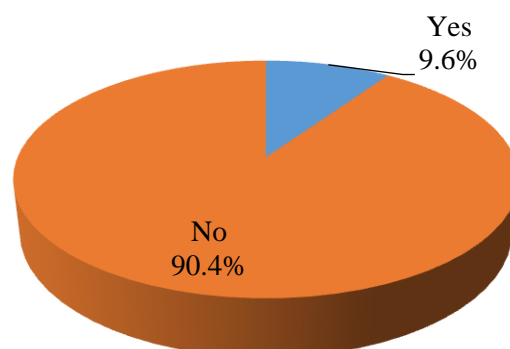
5.3.4 About seven-tenths of the companies and chains were slightly or not knowledgeable about how food donations work, while just 5.8 per cent were very or quite knowledgeable.

**Table 71: Knowledgeability about how food donations work among food companies and chains (%)**

Degree of knowledge	%
Very knowledgeable	1.5
Quite knowledgeable	4.3
Moderately knowledgeable	16.1
Slightly knowledgeable	39.2
Not knowledgeable at all	30.5
No information provided	8.4
Total	100.0

5.3.5 About one-tenth of the respondents said they were currently donating food to non-profit or social service organisations.

**Chart 72: Whether the food companies and chain retailers were currently donating food to non-profit or social service organisations (%)**



5.3.6 They did not donate food usually because they were worried about product liability (67.0%) and lacked the resources and manpower to do so (22.2%).

**Chart 73: Reasons for not donating food to non-profit or social service organisations by percentage of respondents (multiple responses possible) (%)**

Reasons	
Worries about product liability	67.0
Insufficient resources and manpower	22.2
A lack of knowledge about how food donation works	18.6
Difficulties in bearing extra transport costs	15.1
A lack of support from the government	12.0
Criticisms of the donated food by non-profit and social service organisations	4.0
Others (e.g. decision made by headquarters, too little surplus food)	16.6

**Opinions on the effectiveness of possible measures encouraging food donation**

5.3.7 Interviewers asked all the food companies and chains surveyed for their opinions on the effectiveness of several suggested methods of encouraging food donations. More than half believed five of them would be very or quite effective, including tax deductions (58.5%), and the provision of assistance in transporting the food (57.7%), a matching service to link them up with the non-profit and social service organizations(56.7%), better promotion channels (55.1%) and a list of items that can be donated (50.3%).

**Table 74: Percentage of respondents by perceived effectiveness of measures encouraging food donation (%)**

Measures	Perceived effectiveness			
	Very/quite	Barely	Slightly/not	No comment
Exemption clauses for food donors	40.7	29.8	21.3	8.3
A list of items that can be donated	50.3	22.6	19.7	7.5
Tax deductions	58.5	20.2	16.3	4.9
Assistance in transporting donated food	57.7	22.4	14.9	5.0
Matching service linking companies up with non-profit and social service organisations	56.7	20.9	15.3	7.1
Better promotion channels	55.1	26.8	12.4	5.8
Ban on food waste at landfills	40.8	28.7	21.2	9.2
Food waste levies	32.9	26.7	27.2	13.2

# Appendix 1 | Questionnaire for food companies

樂施會

香港食品公司的食品捐贈行為調查

## 研究介紹

你好，我是政策二十一有限公司的訪問員。我們受樂施會的委託，研究香港食品批發商的食品捐贈行為，現誠邀貴公司參與是次研究。在今次訪問中，閣下所提供的資料均會嚴加保密，只會作本研究之用；個別人士的資料，我們亦保證不會向任何人士透露，請放心接受訪問。

### A. 受訪者及食品公司資料

1. 受訪者個人資料：

(a) 姓名：\_\_\_\_\_

(b) 職位：\_\_\_\_\_

2. 貴公司的營商類別是：

1  食品製造商

2  食品批發商

3  兩者皆是

3. 在下列 7 類食品之中，貴公司主要製造或批發的食品是：（請按製造或批發的數量在括號內以數字排序，1 代表數量最多，2 代表第二多，3 代表第三多，如此類推）

1  穀類製品（麵條/麵粉/米粉）（ ）

2  穀類製品（米）（ ）

3  食油（ ）

4  罐頭食品（ ）

5  冷藏肉類食品（ ）

6  蔬菜（ ）

7  水果（ ）

4. 公司現時的員工人數：\_\_\_\_\_ 人

## B. 企業社會責任

1. 你是否認同企業社會責任是現代企業一項重要的經營理念？（解釋：做生意要有良心、賺錢之餘兼顧社會大眾的利益）
- 1  是 2  否
2. 貴公司現時注重以下哪方面的企業社會責任？（可選多項）
- 1  有效管治企業 2  環境保護  
3  關注員工的權益 4  訂立負責任的採購策略，減少貨品剩餘  
5  關注消費者的權益 6  參與社區的發展  
7  其他，例如：\_\_\_\_\_ 8  沒有特別注重哪一方面
3. 你認為盡用或減少剩食（解釋：未過期、仍可食用但不會出售的食品）是否應該納入企業社會責任的項目之內？
- 1  是 2  否
4. 你認為盡用或減少剩食有何好處？（可選多項）
- 1  環保 2  扶貧  
3  提高經濟利潤 4  有效運用資源  
5  提高員工士氣 6  其他：\_\_\_\_\_  
7  沒有好處
5. 貴公司現時有沒有採取措施來盡用或減少剩食？
- 1  有（回答 B1 部份） 2  沒有（回答 B2 部份）

---

### B1. 有採取措施盡用或減少剩食之公司

1. 貴公司現時採用什麼措施來盡用或減少剩食？（可選多項）
- 1  捐贈予非牟利或社會服務機構 2  定期檢討及量度生產/採購行為  
3  建立良好的存貨習慣 4  建立完善的食物標識方法  
5  分送給員工 6  減價促銷  
7  與批發商/零售商在訂貨方面建立更緊密的聯繫 8  教導員工做好剩食收集和分類工作  
9  其他，例如：\_\_\_\_\_
2. 貴公司有沒有將盡用或減少剩食納入企業的社會責任之內呢？
- 1  有 2  沒有



3. 貴公司在盡用或減少剩食方面有沒有訂立任何目標？若有，是什麼？

1  有，(a) 目標是：\_\_\_\_\_

(b) 貴公司在去年是否能夠達到上述目標？

1  是      2  否

2  沒有

4. 貴公司在盡用或減少剩食方面有沒有訂立任何員工指引？

1  有

2  沒有

5. 在實施上述的措施時，貴公司有沒有遇到任何困難？

1  有，這些困難是：（可選多項）

1  公司沒有太多資源，不能有效地實施這些措施

2  員工沒有有關知識，不能有效地實施這些措施

3  這些措施得不到員工的支持

4  其他，請說明：\_\_\_\_\_

2  沒有遇到任何困難

6. 貴公司在未來一年會考慮增加什麼方法去進一步盡用或減少剩食？（可選多項）

1  捐贈予非牟利或社會服務機構

2  定期檢討及量度生產/採購行爲

3  建立良好的存貨習慣

4  建立完善的食物標識方法

5  分送給員工

6  減價促銷

7  與批發商在訂貨方面建立更緊密的聯繫

8  教導員工做好剩食收集和分類工作

9  其他，例如：\_\_\_\_\_

10  未有考慮

---

## B2. 未有採取措施盡用或減少剩食之公司

1. 貴公司未有採取措施盡用或減少剩食的主要原因是什麼？

1  公司沒有訂立相關指引

2  公司沒有足夠資源，不能有效地制訂這些措施

3  員工缺乏相關知識，不能有效地實施這些措施

4  其他，請說明：\_\_\_\_\_

2. 貴公司在未來一年會有多大可能採取措施盡用或減少剩食的出現？

1  十分可能

2  很有可能

3  一半半

4  不大可能（跳至 C 部）

5  十分不可能（跳至 C 部）

6  不知道（跳至 C 部）

3. 若考慮採取措施盡用或減少剩食，你認為以下哪種方法較為可行？（可選多項）

1  捐贈予非牟利或社會服務機構

2  定期檢討及量度生產/採購行為

3  建立良好的存貨習慣

4  建立完善的食品標識方法

5  分送給員工

6  減價促銷

7  與批發商/零售商在訂貨方面建立更緊密的聯繫

8  教導員工做好剩食收集和分類工作

9  其他，例如：\_\_\_\_\_

10  未有考慮

### C. 剩食處理情況

1. 貴公司的營商類別是：

1  食品製造商 (回答題目 C2-C9)

2  食品批發商 (回答題目 C5-C9)

3  兩者皆是 (回答題目 C2-C9)

---

2. 在生產過程中，貴公司主要製造的食品 (即在 A3 所選的食品) 通常會在什麼情況下被劃為剩食 (提示：未過期、仍可食用但不會出售的食品)？ (可選多項)

1  外表不佳

2  品質未達標準

3  食材配搭未達標準

4  生產過量

5  試用產品

6  快將到期

7  其他，請註明：\_\_\_\_\_

3. 這些剩食多屬哪類食品 (請選出剩餘最多的三類食品，再在括號內以數字排序，1 代表最多，2 代表第二多，3 代表第三多)？ (最多選三項)

1  穀類製品 (麵條/麵粉/米粉) ( )

2  穀類製品 (米) ( )

3  食油 ( )

4  罐頭食品 ( )

5  冷藏肉類食品 ( )

6  蔬菜 ( )

7  水果 ( )

4. 貴公司通常以下列哪種方式處理這些剩食呢 (請在括號內填上數字，1 代表最多使用的方法，2 代表第二多，3 代表第三多，如此類推)？

(a) 食品一：\_\_\_\_\_

1  捐贈予非牟利或社會服務機構 ( )

2  減價促銷 ( )

3  丟棄 ( )

4  分送給員工 ( )

5  其他方式 1：\_\_\_\_\_ ( )

6  其他方式 2：\_\_\_\_\_ ( )

(b) 食品二：\_\_\_\_\_

1  捐贈予非牟利或社會服務機構 ( )

2  減價促銷 ( )

3  丟棄 ( )

4  分送給員工 ( )

5  其他方式 1：\_\_\_\_\_ ( )

6  其他方式 2：\_\_\_\_\_ ( )

(c) 食品三：\_\_\_\_\_

1  捐贈予非牟利或社會服務機構 ( )

2  減價促銷 ( )

3  丟棄 ( )

4  分送給員工 ( )

5  其他方式 1：\_\_\_\_\_ ( )

6  其他方式 2：\_\_\_\_\_ ( )

5. 在檢查存貨的過程中，貴公司**主要批發的食品**（即在 A1 所選的食品）通常會在什麼情況下被劃為剩食（提示：未過期、仍可食用但不會出售的食品）？（可選多項）

- |  |                                   |                                     |
|--|-----------------------------------|-------------------------------------|
| 1 <input type="checkbox"/> 快將到期          | 2 <input type="checkbox"/> 外表不佳   | 3 <input type="checkbox"/> 品質未達標準   |
| 4 <input type="checkbox"/> 錯誤標籤/標籤不清楚    | 5 <input type="checkbox"/> 包裝損毀   | 6 <input type="checkbox"/> 包裝設計未達標準 |
| 7 <input type="checkbox"/> 試用產品          | 8 <input type="checkbox"/> 生產過量   | 9 <input type="checkbox"/> 食材配搭未達標準 |
| 10 <input type="checkbox"/> 批發商/零售商退貨    | 11 <input type="checkbox"/> 已過推廣期 | 12 <input type="checkbox"/> 品牌停產    |
| 13 <input type="checkbox"/> 其他，請註明：_____ |                                   |                                     |

6. 這些剩食多屬哪類食品（請選出剩餘最多的三類食品，再在括號內以數字排序，1 代表最多，2 代表第二多，3 代表第三多）？（最多選三項）

- |   |  |
|---|--|
| 1 <input type="checkbox"/> 穀類製品（麵條/麵粉/米粉）（    ） | 2 <input type="checkbox"/> 穀類製品（米）（    ） |
| 3 <input type="checkbox"/> 食油（    ）             | 4 <input type="checkbox"/> 罐頭食品（    ）    |
| 5 <input type="checkbox"/> 冷藏肉類食品（    ）         | 6 <input type="checkbox"/> 蔬菜（    ）      |
| 7 <input type="checkbox"/> 水果（    ）             |  |

7. 貴公司通常每隔多久會對上述三類食品（即在 A1 所選的食品）進行存貨檢查？

(a) 食品一：\_\_\_\_\_

- |                                   |                                       |                                  |                                       |
|-----------------------------------|---------------------------------------|----------------------------------|---------------------------------------|
| 1 <input type="checkbox"/> 每天一次   | 2 <input type="checkbox"/> 每幾天一次      | 3 <input type="checkbox"/> 每星期一次 | 4 <input type="checkbox"/> 每 2-4 星期一次 |
| 5 <input type="checkbox"/> 每月一次   | 6 <input type="checkbox"/> 每 5-8 星期一次 | 7 <input type="checkbox"/> 每兩月一次 | 8 <input type="checkbox"/> 每數月一次      |
| 9 <input type="checkbox"/> 沒有固定周期 |                                       |                                  |                                       |

(b) 食品二：\_\_\_\_\_

- |                                   |                                       |                                  |                                       |
|-----------------------------------|---------------------------------------|----------------------------------|---------------------------------------|
| 1 <input type="checkbox"/> 每天一次   | 2 <input type="checkbox"/> 每幾天一次      | 3 <input type="checkbox"/> 每星期一次 | 4 <input type="checkbox"/> 每 2-4 星期一次 |
| 5 <input type="checkbox"/> 每月一次   | 6 <input type="checkbox"/> 每 5-8 星期一次 | 7 <input type="checkbox"/> 每兩月一次 | 8 <input type="checkbox"/> 每數月一次      |
| 9 <input type="checkbox"/> 沒有固定周期 |                                       |                                  |                                       |

(c) 食品三：\_\_\_\_\_

- |                                   |                                       |                                  |                                       |
|-----------------------------------|---------------------------------------|----------------------------------|---------------------------------------|
| 1 <input type="checkbox"/> 每天一次   | 2 <input type="checkbox"/> 每幾天一次      | 3 <input type="checkbox"/> 每星期一次 | 4 <input type="checkbox"/> 每 2-4 星期一次 |
| 5 <input type="checkbox"/> 每月一次   | 6 <input type="checkbox"/> 每 5-8 星期一次 | 7 <input type="checkbox"/> 每兩月一次 | 8 <input type="checkbox"/> 每數月一次      |
| 9 <input type="checkbox"/> 沒有固定周期 |                                       |                                  |                                       |

8. 貴公司通常以下列哪種方式處理這些剩食呢（請在括號內填上數字，1 代表最多使用的方法，2 代表第二多，3 代表第三多，如此類推）？

(a) 食品一：\_\_\_\_\_

1  捐贈予非牟利或社會服務機構 ( )

2  減價促銷 ( )

3  丟棄 ( )

4  分送給員工 ( )

5  其他方式 1：\_\_\_\_\_ ( )

6  其他方式 2：\_\_\_\_\_ ( )

(b) 食品二：\_\_\_\_\_

1  捐贈予非牟利或社會服務機構 ( )

2  減價促銷 ( )

3  丟棄 ( )

4  分送給員工 ( )

5  其他方式 1：\_\_\_\_\_ ( )

6  其他方式 2：\_\_\_\_\_ ( )

(c) 食品三：\_\_\_\_\_

1  捐贈予非牟利或社會服務機構 ( )

2  減價促銷 ( )

3  丟棄 ( )

4  分送給員工 ( )

5  其他方式 1：\_\_\_\_\_ ( )

6  其他方式 2：\_\_\_\_\_ ( )

9. 貴公司估計主要製造/批發食品的剩食佔該幾類食品總產量的百份之幾（以每年計）？其現金價值（指批發價）約有多少（以每年計）？

(a) 所佔總產量 / 總採購量的百份比（以每年計）：\_\_\_\_\_ %

(b) 現金價值（以每年計）：\_\_\_\_\_ 港元

## D. 食物捐贈情況

1. 目前一些企業開始進行食品捐贈，你對食品捐贈運作的了解程度是：

- 1  十分了解                      2  甚為了解                      3  尚算了解                      4  不大了解  
5  十分不了解                      6  難講 / 不知道

2. 貴公司現時有沒有將剩食捐贈給非牟利或社會服務機構？

- 1  有（回答 D1 部份）                      2  沒有（回答 D2 部份）

---

### D1. 有捐贈食品的公司對食物捐贈的意見

1. 貴公司通常會在什麼情況下將主要製造或批發的食品（即在 A1 所選的食品）捐出？（可選多項）

- 1  快將到期                      2  外表不佳                      3  品質未達標準  
4  錯誤標籤 / 標籤不清楚                      5  包裝損毀                      6  包裝設計未達標準  
7  試用產品                      8  生產過量                      9  食材配搭未達標準  
10  零售商退貨                      11  已過推廣期                      12  品牌停產  
13  其他，請註明：\_\_\_\_\_

2. 在下列 7 類食品之中，貴公司通常會捐出哪類食品？（可選多項）

- 1  穀類製品（麵條/麵粉/米粉）（    ）                      2  穀類製品（米）（    ）  
3  食油（    ）                      4  罐頭食品（    ）  
5  冷藏肉類食品（    ）                      6  蔬菜（    ）  
7  水果（    ）

3. 貴公司每年大約有多少次捐贈食品給非牟利或社會服務機構？這些食品佔主要該幾類製造或批發食品的總產量/總採購量的百份之幾（以每年計）？其現金價值（批發價）約有多少（以每年計）？

(a) 次數：\_\_\_\_\_

(b) 所佔總產量/總採購量的百份比（以每年計）：\_\_\_\_\_ %

(c) 現金價值（以每年計）：\_\_\_\_\_ 港元

4. 促使貴公司捐贈食品給非牟利或社會服務機構的主要原因是什麼？（可選多項）

- 1  惠及社會有需要的人                      2  公司決策層覺得太浪費                      3  員工覺得太浪費  
4  響應食物銀行呼籲                      5  響應其他非政府機構呼籲                      6  受到政府鼓勵  
7  需要清理貨倉  
8  其他因素，請註明：\_\_\_\_\_

5. 貴公司在捐贈食品的過程中主要遇到什麼困難？（可選多項）

- |   |  |
|---|--|
| 1 <input type="checkbox"/> 不認識捐贈食品的渠道   | 2 <input type="checkbox"/> 非牟利或社會服務機構對食品選擇挑剔 |
| 3 <input type="checkbox"/> 擔心當中的法律風險    | 4 <input type="checkbox"/> 很難負擔額外的運輸成本       |
| 5 <input type="checkbox"/> 資源及人手不足      | 6 <input type="checkbox"/> 擔心剩食的安全           |
| 7 <input type="checkbox"/> 其他，請註明：_____ | 8 <input type="checkbox"/> 沒有遇到困難            |

6. 如果政府推出下列措施以促使商業機構捐贈食品，貴公司認為這些措施有多大的效用？  
（5=十分有效，4=頗為有效，3=成效尚可，2=成效很小，1=完全無效，0=沒有意見）

	(5)	(4)	(3)	(2)	(1)	(0)
	十	頗	成	成	完	沒
	分	為	效	效	全	有
	有	有	尚	很	無	意
	效	效	可	小	效	見
a. 協助訂立捐贈者免責條款	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. 訂立可捐贈食品列表	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. 提供稅務優惠	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. 派員協助運輸事宜	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. 提供非牟利或社會服務機構配對服務	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. 增加宣傳渠道	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. 禁止在堆填區棄置可食用食品	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. 垃圾收費	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7. 除上述措施，政府可以推行什麼措施以幫助貴公司捐贈食品？

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## D2. 未有捐贈食品的公司對食物捐贈的意見

1. 為什麼貴公司不願意進行食物捐贈？(可選多項)

- |                                       |  |
|---------------------------------------|--|
| 1 <input type="checkbox"/> 不認識捐贈食品的渠道 | 2 <input type="checkbox"/> 非牟利或社會服務機構對食品選擇挑剔 |
| 3 <input type="checkbox"/> 擔心當中的法律風險  | 4 <input type="checkbox"/> 很難負擔額外的運輸成本       |
| 5 <input type="checkbox"/> 政府沒有提供協助   | 6 <input type="checkbox"/> 資源及人手不足           |
| 7 <input type="checkbox"/> 擔心剩食的安全    | 8 <input type="checkbox"/> 其他，請註明：_____      |

2. 如果政府推出下列措施以促使商業機構捐贈食品，貴公司認為這些措施有多大成效？  
(5=十分有效，4=頗為有效，3=成效尚可，2=成效很小，1=完全無效，0=沒有意見)

	(5)	(4)	(3)	(2)	(1)	(0)
	十	頗	成	成	完	沒
	分	為	效	效	全	有
	有	有	尚	很	無	意
	效	效	可	小	效	見
a. 協助訂立捐贈者免責條款	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. 訂立可捐贈食品列表	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. 提供稅務優惠	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. 派員協助運輸事宜	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. 提供非牟利或社會服務機構配對服務	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. 增加宣傳渠道	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. 禁止在堆填區棄置可食用食品	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. 垃圾收費	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3. 除上述措施，政府可以推行什麼措施以鼓勵貴公司捐贈食品？

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4. 如果政府有意推行上述的建議措施，貴公司在將來有多大可能捐贈食品予非牟利或社會服務機構？

- |                                  |                                 |                                |                                 |
|----------------------------------|---------------------------------|--------------------------------|---------------------------------|
| 1 <input type="checkbox"/> 十分可能  | 2 <input type="checkbox"/> 很有可能 | 3 <input type="checkbox"/> 一半半 | 4 <input type="checkbox"/> 不大可能 |
| 5 <input type="checkbox"/> 十分不可能 | 6 <input type="checkbox"/> 不知道  |                                |                                 |

—問卷完畢—



## Appendix 2 | Questionnaire for chains retailers

樂施會

香港連鎖便利店的食品捐贈行為調查

### 研究介紹

你好，我是政策二十一有限公司的訪問員。我們受樂施會的委託，研究香港連鎖便利店的食品捐贈行為，現誠邀貴公司參與是次研究。在今次訪問中，閣下所提供的資料均會嚴加保密，只會作本研究之用；個別人士的資料，我們亦保證不會向任何人士透露，請放心接受訪問。

### B. 受訪者及商舖資料

1. 受訪者個人資料：

(a) 姓名：\_\_\_\_\_

(b) 職位：\_\_\_\_\_

2. 商舖位處區域：

香港

1  中西區

2  南區

3  灣仔區

4  東區

九龍

5  油尖旺區

6  深水埗區

7  九龍城區

8  黃大仙區

9  觀塘區

新界

10  西貢區

11  沙田區

12  大埔區

13  北區

14  荃灣區

15  葵青區

16  屯門區

17  元朗區

18  離島區

3. 商舖現時的員工人數（包括全職及兼職）：\_\_\_\_\_ 人

4. 商舖現時的營業時間：每日 \_\_\_\_\_ 小時

## B. 企業社會責任

1. 你是否認同企業社會責任是現代企業一項重要的經營理念？（解釋：做生意要有良心、賺錢之餘兼顧社會大眾的利益）  
1  是 2  否
2. 貴店現時注重以下哪方面的企業社會責任？（可選多項）  
1  有效管治企業 2  環境保護  
3  關注員工的權益 4  訂立負責任的採購策略，減少貨品剩餘  
5  關注消費者的權益 6  參與社區的發展  
7  其他，例如：\_\_\_\_\_ 8  沒有特別注重哪一方面
3. 你認為盡用或減少剩食（解釋：未過期、仍可食用但不會出售的食品）是否應該納入企業社會責任的項目之內？  
1  是 2  否
4. 你認為盡用或減少剩食有何好處？（可選多項）  
1  環保 2  扶貧  
3  提高經濟利潤 4  有效運用資源  
5  提高員工士氣 6  其他：\_\_\_\_\_  
7  沒有好處
5. 貴店現時有沒有採取措施來盡用或減少剩食？  
1  有（回答 B1 部份） 2  沒有（回答 B2 部份）

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### B1. 有採取措施盡用或減少剩食之店舖

1. 貴店現時採用什麼措施來盡用或減少剩食？（可選多項）  
1  捐贈予非牟利或社會服務機構 2  定期量度及檢討採購分量  
3  建立良好的存貨習慣 4  建立完善的食物標識方法  
5  分送給員工 6  減價促銷  
7  與供應商在訂貨方面建立更緊密的聯繫 8  教導員工做好剩食收集和分類工作  
9  其他，例如：\_\_\_\_\_
2. 貴店有沒有將盡用或減少剩食納入企業的社會責任之內呢？  
1  有 2  沒有

3. 貴店在盡用或減少剩食方面有沒有訂立任何目標？若有，是什麼？

1  有，(a) 目標是：\_\_\_\_\_

(b) 貴店在去年是否能夠達到上述目標？

1  是      2  否

2  沒有

4. 貴店在盡用或減少剩食方面有沒有訂立任何員工指引？

1  有

2  沒有

5. 在實施盡用或減少剩食的措施時，有沒有遇到任何困難？

1  有，這些困難是：（可選多項）

1  公司沒有太多資源，不能有效地實施這些措施

2  員工沒有有關知識，不能有效地實施這些措施

3  這些措施得不到員工的支持

4  其他，請說明：\_\_\_\_\_

2  沒有遇到任何困難

6. 貴店在未來一年會考慮增加什麼方法去進一步盡用或減少剩食？（可選多項）

1  捐贈予非牟利或社會服務機構

2  定期量度及檢討採購分量

3  建立良好的存貨習慣

4  建立完善的食品標識方法

5  分送給員工

6  減價促銷

7  與供應商在訂貨方面建立更緊密的聯繫

8  教導員工做好剩食收集和分類工作

9  其他，例如：\_\_\_\_\_

10  未有考慮

---

## B2. 未有採取措施盡用或減少剩食之店舖

1. 貴店未有採取措施盡用或減少剩食的主要原因是什麼？

1  總公司/ 公司沒有相關指引

2  公司沒有足夠資源，不能有效地制訂這些措施

3  員工缺乏相關知識，不能有效地實施這些措施

4  其他，請說明：\_\_\_\_\_

2. 貴店在未來一年會有多大可能採取措施盡用或減少剩食的出現？

1  十分可能

2  很有可能

3  一半半

4  不大可能（不用答下題）

5  十分不可能（不用答下題）

6  不知道（不用答下題）

3. 若考慮採取措施盡用或減少剩食，你認為以下哪種方法較為可行？（可選多項）

1  捐贈予非牟利或社會服務機構

2  定期量度及檢討採購分量

3  建立良好的存貨習慣

4  建立完善的食品標識方法

5  分送給員工

6  減價促銷

7  與供應商在訂貨方面建立更緊密的聯繫

8  教導員工做好剩食收集和分類工作

9  其他，例如：\_\_\_\_\_

10  未有考慮

### C. 剩食處理情況

1. 貴店通常會在什麼情況將食品劃為剩食？（可選多項）

- |  |                                  |                                     |
|--|----------------------------------|-------------------------------------|
| 1 <input type="checkbox"/> 快將到期          | 2 <input type="checkbox"/> 外表不佳  | 3 <input type="checkbox"/> 品質未達標準   |
| 4 <input type="checkbox"/> 錯誤標籤/標籤不清楚    | 5 <input type="checkbox"/> 包裝損毀  | 6 <input type="checkbox"/> 包裝設計未達標準 |
| 7 <input type="checkbox"/> 試用產品          | 8 <input type="checkbox"/> 存貨過多  | 9 <input type="checkbox"/> 食材配搭未達標準 |
| 10 <input type="checkbox"/> 已過推廣期        | 11 <input type="checkbox"/> 品牌停產 |                                     |
| 12 <input type="checkbox"/> 其他，請註明：_____ |                                  |                                     |

2. 這些剩食多屬哪類食品（請選出剩餘最多的三類食品，再在括號內以數字排序，1 代表最多，2 代表第二多，3 代表第三多）？（最多選三項）

- |   |  |                                    |
|---|--|------------------------------------|
| 1 <input type="checkbox"/> 蔬菜（ ）            | 2 <input type="checkbox"/> 水果（ ）           | 3 <input type="checkbox"/> 肉類（ ）   |
| 4 <input type="checkbox"/> 水產（ ）            | 5 <input type="checkbox"/> 米包（ ）           | 6 <input type="checkbox"/> 麵/米粉（ ） |
| 7 <input type="checkbox"/> 罐頭食品（ ）          | 8 <input type="checkbox"/> 食油（ ）           | 9 <input type="checkbox"/> 餅乾（ ）   |
| 10 <input type="checkbox"/> 果汁/飲品（ ）        | 11 <input type="checkbox"/> 奶類製品（ ）        | 12 <input type="checkbox"/> 壽司（ ）  |
| 13 <input type="checkbox"/> 蛋糕（ ）           | 14 <input type="checkbox"/> 麵包（ ）          |                                    |
| 15 <input type="checkbox"/> 熟食(如燒賣/魚蛋等)（ ）  | 16 <input type="checkbox"/> 微波爐食品(如飯盒等)（ ） |                                    |
| 17 <input type="checkbox"/> 其他，請註明：_____（ ） |  |                                    |

3. 貴店通常每隔多久會對上述三類食品進行庫存檢查？

(a) 食品一：\_\_\_\_\_

- |                                 |                                   |                                  |                                   |
|---------------------------------|-----------------------------------|----------------------------------|-----------------------------------|
| 1 <input type="checkbox"/> 每日一次 | 2 <input type="checkbox"/> 每數日一次  | 3 <input type="checkbox"/> 每星期一次 | 4 <input type="checkbox"/> 每十幾日一次 |
| 5 <input type="checkbox"/> 每月一次 | 6 <input type="checkbox"/> 沒有固定規律 |                                  |                                   |

(b) 食品二：\_\_\_\_\_

- |                                 |                                   |                                  |                                   |
|---------------------------------|-----------------------------------|----------------------------------|-----------------------------------|
| 1 <input type="checkbox"/> 每日一次 | 2 <input type="checkbox"/> 每數日一次  | 3 <input type="checkbox"/> 每星期一次 | 4 <input type="checkbox"/> 每十幾日一次 |
| 5 <input type="checkbox"/> 每月一次 | 6 <input type="checkbox"/> 沒有固定規律 |                                  |                                   |

(c) 食品三：\_\_\_\_\_

- |                                 |                                   |                                  |                                   |
|---------------------------------|-----------------------------------|----------------------------------|-----------------------------------|
| 1 <input type="checkbox"/> 每日一次 | 2 <input type="checkbox"/> 每數日一次  | 3 <input type="checkbox"/> 每星期一次 | 4 <input type="checkbox"/> 每十幾日一次 |
| 5 <input type="checkbox"/> 每月一次 | 6 <input type="checkbox"/> 沒有固定規律 |                                  |                                   |

4. 貴店通常以下列哪種方式處理這三種食品的剩食（請在括號內填上數字，1 代表最多使用的方法，2 代表第二多，3 代表第三多，如此類推）？

(a) 食品一：\_\_\_\_\_

1  捐贈予非牟利或社會服務機構 ( )

2  退貨給供應商 ( )

3  減價促銷 ( )

4  丟棄 ( )

5  其他方式 1：\_\_\_\_\_ ( )

6  其他方式 2：\_\_\_\_\_ ( )

(b) 食品二：\_\_\_\_\_

1  捐贈予非牟利或社會服務機構 ( )

2  退貨給供應商 ( )

3  減價促銷 ( )

4  丟棄 ( )

5  其他方式 1：\_\_\_\_\_ ( )

6  其他方式 2：\_\_\_\_\_ ( )

(c) 食品三：\_\_\_\_\_

1  捐贈予非牟利或社會服務機構 ( )

2  退貨給供應商 ( )

3  減價促銷 ( )

4  丟棄 ( )

5  其他方式 1：\_\_\_\_\_ ( )

6  其他方式 2：\_\_\_\_\_ ( )

5. 你估計貴店每星期剩食的現金價值（指零售價）大約係幾多？

現金價值（以每星期計）：\_\_\_\_\_ 港元

## D. 食品捐贈情況

1. 目前一些企業開始進行食品捐贈，你對食物捐贈運作的了解程度是：

- 1 十分了解                      2 頗為了解                      3 尚算了解                      4 不大了解  
5 十分不了解                      6 難講 / 不知道

2. 貴店現時有沒有將剩食捐贈給非牟利或社會服務機構？

- 1 有（回答 D1 部份）                      2 沒有（回答 D2 部份）

---

### D1. 有捐贈食品的店舖對食品捐贈的意見

1. 貴店通常會在什麼情況下將食品捐出？（可選多項）

- 1 快將到期                      2 外表不佳                      3 品質未達標準  
4 錯誤標籤/標籤不清楚                      5 包裝損毀                      6 包裝設計未達標準  
7 試用產品                      8 存貨過多                      9 食材配搭未達標準  
10 已過推廣期                      11 品牌停產  
12 其他，請註明：\_\_\_\_\_

2. 貴店通常會捐出哪類食品？（可選多項）

- 1 蔬菜                      2 水果                      3 肉類  
4 水產                      5 米包                      6 麵/米粉  
7 罐頭食品                      8 食油                      9 餅乾  
10 果汁/飲品                      11 奶類製品                      12 壽司  
13 蛋糕                      14 麵包  
15 熟食(如燒賣/魚蛋等)                      16 微波爐食品 (如飯盒等)  
17 其他，請註明：\_\_\_\_\_

3. 每年大約捐贈多少次食品給非牟利或社會服務機構？其現金價值（指零售價）大約係幾多？

- (a) 次數：\_\_\_\_\_ (b) 現金價值（以每年計）：\_\_\_\_\_ 港元

4. 促使貴店捐贈食品給非牟利或社會服務機構的主要原因是什麼？

- 1 公司決策層覺得太浪費                      2 員工覺得太浪費                      3 響應食物銀行呼籲  
4 響應其他非政府機構呼籲                      5 受到政府鼓勵                      6 需要清理貨倉  
7 其他因素，請註明：\_\_\_\_\_

5. 貴店在捐贈食品的過程中主要遇到什麼困難？（可選多項）

- |   |  |
|---|--|
| 1 <input type="checkbox"/> 不清楚捐贈食物的渠道   | 2 <input type="checkbox"/> 非牟利或社會服務機構對食物選擇挑剔 |
| 3 <input type="checkbox"/> 擔心當中的法律風險    | 4 <input type="checkbox"/> 很難負擔額外的運輸成本       |
| 5 <input type="checkbox"/> 資源及人手不足      | 6 <input type="checkbox"/> 擔心剩餘食物的安全         |
| 7 <input type="checkbox"/> 其他，請註明：_____ | 8 <input type="checkbox"/> 沒有遇到困難            |

6. 如果政府推出下列措施以促使商業機構捐贈食品，你認為這些措施有多大的效用？  
（5=十分有效，4=頗為有效，3=成效尚可，2=成效很小，1=完全無效，0=沒有意見）

	(5)	(4)	(3)	(2)	(1)	(0)
	十	頗	成	成	完	沒
	分	為	效	效	全	有
	有	有	尚	很	無	意
	效	效	可	小	效	見
a. 協助訂立捐贈者免責條款	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. 訂立可捐贈食品列表	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. 提供稅務優惠	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. 派員協助運輸事宜	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. 提供非牟利或社會服務機構配對服務	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. 增加宣傳渠道	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. 禁止在堆填區棄置可食用食品	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. 垃圾收費	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7. 除上述措施，政府可以推行什麼措施以幫助貴店捐贈食品？

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8. 除捐贈食物予非牟利或社會服務機構外，貴店在將來會否考慮其他食品捐贈方式，例如讓有需要的人直接在店內領取剩食？

- |                                       |  |                                      |
|---------------------------------------|--|--------------------------------------|
| 1 <input type="checkbox"/> 十分可能       | 2 <input type="checkbox"/> 很有可能        | 3 <input type="checkbox"/> 一半半       |
| 4 <input type="checkbox"/> 不大可能（問卷完畢） | 5 <input type="checkbox"/> 十分不可能（問卷完畢） | 6 <input type="checkbox"/> 不知道（問卷完畢） |

9. 若貴店會考慮讓有需要的人直接在店內領取剩食，以下哪些是貴店考慮的因素？（可選多項）

- |  |                                    |                                    |
|--|------------------------------------|------------------------------------|
| 1 <input type="checkbox"/> 領取者的身分      | 2 <input type="checkbox"/> 領取時間    | 3 <input type="checkbox"/> 領取食品の種類 |
| 4 <input type="checkbox"/> 領取時會否佔用店內空間 | 5 <input type="checkbox"/> 食品安全的責任 |                                    |
| 6 <input type="checkbox"/> 其他：_____    |                                    |                                    |



## D2. 未有捐贈食品的店舖對食品捐贈的意見

4. 為什麼貴店不願意進行食品捐贈？(可選多項)

- |                                       |  |
|---------------------------------------|--|
| 1 <input type="checkbox"/> 不清楚捐贈食品的渠道 | 2 <input type="checkbox"/> 非牟利或社會服務機構對食物選擇挑剔 |
| 3 <input type="checkbox"/> 擔心當中的法律風險  | 4 <input type="checkbox"/> 很難負擔額外的運輸成本       |
| 5 <input type="checkbox"/> 政府沒有提供協助   | 6 <input type="checkbox"/> 資源及人手不足           |
| 7 <input type="checkbox"/> 擔心剩食的安全    | 8 <input type="checkbox"/> 其他，請註明：_____      |

5. 如果政府推出下列措施以促使商業機構捐贈食品，你認為這些措施有多大成效？

(5=十分有效，4=頗為有效，3=成效尚可，2=成效很小，1=完全無效，0=沒有意見)

	(5)	(4)	(3)	(2)	(1)	(0)
	十	頗	成	成	完	沒
	分	為	效	效	全	有
	有	有	尚	很	無	意
	效	效	可	小	效	見
a. 協助訂立捐贈者免責條款	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. 訂立可捐贈食品列表	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. 提供稅務優惠	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. 派員協助運輸事宜	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. 提供非牟利或社會服務機構配對服務	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. 增加宣傳渠道	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. 禁止在堆填區棄置可食用食品	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. 垃圾收費	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6. 除上述措施，政府可以推行什麼措施以鼓勵貴店捐贈食品？

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4. 如果政府有意推行上述的建議措施，貴店在將來有多大可能會捐贈食品予非牟利或社會服務機構？

- |                                 |                                  |                                |
|---------------------------------|----------------------------------|--------------------------------|
| 1 <input type="checkbox"/> 十分可能 | 2 <input type="checkbox"/> 很有可能  | 3 <input type="checkbox"/> 一半半 |
| 4 <input type="checkbox"/> 不大可能 | 5 <input type="checkbox"/> 十分不可能 | 6 <input type="checkbox"/> 不知道 |

5. 接上題，除捐贈食物予非牟利或社會服務機構外，貴店在將來會否考慮其他食品捐贈方式，例如讓有需要的人直接在店內領取剩食？

1  十分可能

2  很有可能

3  一半半

4  不大可能（問卷完畢）

5  十分不可能（問卷完畢）

6  不知道（問卷完畢）

6. 若貴店會考慮讓有需要的人直接在店內領取剩食，以下哪些是貴店考慮的因素？（可選多項）

1  領取者的身分

2  領取時間

3  領取食品の種類

4  領取時會否佔用店內空間

5  食品安全的責任

6  其他：\_\_\_\_\_

—問卷完畢—