

F**OOD**

FORWARD SA

Securing quality food. Nourishing lives.



Africa Incubator Conference

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Position: BO Manager

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My Responsibilities

- **Applications** – New Beneficiary Organisations (BOs) on boarded
- Beneficiary Organisation management
- Stakeholder engagement and management
- BO Monitoring
- FoodShare and Virtual Food Banking (VFB)
- Mobile Rural Depos – MRDs





Current structure for the BO Management Department

- BO Coordinators,
- 1 on maternity leave.
- 1 temporal
- 1 – Cape Town
- 1 Gauteng
- 1 KZN, NC and Mpumalanga
- 1 NW, Free State, Limpopo, Eastern Cape





Application Process

- The application is on FFSA website
- Criteria
- Decline or Pre Approved
- Vetting
- Approval of Decline
- Payment
- Scheduling & Collection
- Monitoring





How to select, onboard

- Set Criteria
- Available on the website

Criteria includes:

- Cooking 3- 5 days a week
- BO must be cooking
- NPO registration
- Demographics





Common Reasons for Decline

- Cooking less than 3 days
- Feeding less people - 50 is the minimum
- Kitchen, storage and cooking equipment
- Incorrect or untraceable address
- Address untraceable
- No organisation boards
- New organisation – less than a year
- Demographics not completed or incorrect





VETTING

Why is it important to vet?

- To see if the organisation exists
- Verify information on the application
- Confirm operations
- Check if the premises meet the standard- dedicated facility. Kitchen, storage, staff and database for beneficiaries
- Check if the place for eating is more dignified and cleaner for people to eat
- Verify the address





Monitoring

Why is Monitoring important

- Monitoring is done 4 times a year
- We do unscheduled visits
- We check if the BOs still exist and still cooking
- Verify of the donated food is reaching the beneficiaries
- Provide support
- To convey information or any updates





BO Breakdown per province

Province	No of BOs
Western Cape	337
Gauteng	302
KwaZulu Natal	149
Eastern Cape	153
North West	78
Limpopo	80
Free State	25
Mpumalanga	11
Northern Cape	17
Total	1152





BO Cooking





Non-compliance

When does a BO become Non-compliant?

- Failed monitoring - BO is not open for more than 2 visits
- Not feeding for more than 2 visits
- Failure to do the survey
- Selling and giving the food to friends and families
- BO is not feeding 3 – 5 days
- Discriminating other community members
- BO fees payment





BO QUARTELY MEETINGS

- Once a quarter
- It done virtually
- Meetings done in consultation with the warehouse
- Create a platform for sharing knowledge and experiences
- Share new information
- Welcome and introduce new BOs
- Give BOs a platform to rate our services by communicating challenges and good things about FFSA





BO Meeting agenda

- BO fees
- Monitoring visits
- MOUs
- Communication and Surveys
- Virtual Food Banking Process
- Scheduling and Collection
- MRD's
- Corvid 19 protocols





MOBILE RURAL DEPOs

- Area identification
- The area is rural and far from the warehouse
- FFSA delivers food to the BOs
- Coordination of the process with the branches
- Identify the depo – space for the truck, BOs and safety
- Decide on the date
- NPO invitations - marketing







MRD Presentation



THANK
YOU



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