
**2019-2020
MEMBER
MANUAL**

PHILABUNDANCE

Driving hunger from our communities

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SECTION 1: MEMBERSHIP

Information for New Members

Agency Eligibility

- Be a tax-exempt 501(c)(3) organization, that is not a private foundation, and have filed an annual 990 form with the IRS to maintain nonprofit status or religious exception;
- Be incorporated with the purpose of serving the ill, food insecure or infants (minor children) in a defined un-or under-served population area, which is not being served by another agency of Philabundance;
- Not be a Foster Parent Association;
- Have been distributing food for at least three months with records to show distribution numbers;
- Serve at least 25 households per month if distributing groceries or serve 500 meals per month.

Program Eligibility

- A partnering organization that does not meet the above criteria that supports Philabundance by storing product, distributing product to clients, or providing other services to clients.

Membership Requirements

To apply for Philabundance membership, all organizations must meet the following criteria:

- Provide services without regard to race, color, citizenship, religion, gender, national origin, ancestry, age, marital status, disability, sexual orientation including gender identity or expression, unfavorable discharge from the military or status as a protected veteran;
- Not require any person to attend a religious service or pledge money or membership in exchange for product received. Clients who attend a religious service or pledge money or membership must receive product in the same manner and amount as those who do not;
- Ensure the safe and proper handling of product; maintain clean and safe facilities for storage and distribution of the product received and meet local, state and Federal health requirements. Maintain clearly marked storage for food kept in a shared space or facility with another operation;
- Operate out of a space that is zoned appropriately within their jurisdiction- cannot be a private home or residential building;
- Maintain a valid email address and internet access;
- Treat all clients, Philabundance employees, and fellow member representatives in a courteous and professional manner;
- If the partner prepares food on-site, they must maintain at least one staff member on-site who holds a current commercial food safety manager certificate conforming to local regulations;
- If member the distributes groceries, they must have at least one staff member on-site with ServSafe for Food Bankers (training provided by Philabundance)

Applications for membership are processed year-round. All new organizations gaining membership will be charged a one-time fee of \$150 for processing and a \$100 annual membership fee. Prospective members can contact Recruitment at membership@philabundance.org or 215-339-0900 to discuss eligibility for membership and application materials. This information is also available at www.philabundance.org/member-agencies/.

New Member Orientation

All potential partners must attend a new member orientation prior to gaining membership. Orientations are held on a regular basis. Please reach out to membership@philabundance.org to register for a session.

Initial 90-Day Review Period

All new members fall under an initial 90-day review period upon signing the Philabundance Member Agreement. During this time, members must begin acquiring food from Philabundance and remain in good standing. At the end of your 90-day review period, Recruitment staff will determine whether a successful relationship can be established. Recruitment staff will only reach out if your organization is denied continued membership. Any partner that is denied continued membership will receive a refund of their \$100 annual membership fee. The \$150 new member fee will not be refunded.

Information for Existing Members

Annual Requirements

To gain and maintain membership with Philabundance, all members must meet the above criteria in addition to:

- Provide all product from Philabundance to clients free of charge; product from Philabundance cannot be transferred for money, property, or services, this includes storage or handling fees;
- Pay all handling fees assessed;
- Assume responsibility for distribution of all product received. Product from Philabundance can be used only for approved programs, and cannot be stored in or distributed from private homes or obtained for personal consumption;
- Willingly adhere to additional donor stipulations;
- Understand that all product must be accepted in as-is condition if not returned in accordance with the return policy;
- Cooperate with Philabundance in allowing it to conduct biennial monitoring visits to any food distribution site;
- Maintain a defined method of distribution;
- Notify Philabundance immediately, on organizational letterhead, of any changes in program address, contact person, phone number, and hours of operation, size, or program activity status;
- Willingly abide by the policies, procedures, and record keeping requirements of Philabundance;
- Keep all Philabundance invoices for a minimum of one year;
- Ensure that all member representatives and volunteers comply with the ground rules for receiving food from Philabundance;
- Refrain from using the name of Philabundance, or any variation thereof in any promotional event, news story, solicitation, or any other activity without prior written or verbal consent of the Philabundance Communications department;
- Reasonably accommodate Philabundance and/or the Pennsylvania or New Jersey Departments of Agriculture personnel for site visits; including but not limited to for the purposes of inspecting the facilities and auditing and duplicating member records;
- Receive a minimum of 12,000 pounds of food from Philabundance annually

Philabundance reserves the right to refuse services to any organization that does not meet the minimum requirements set out in our application packet, does not correlate with the mission statement, or does not abide by the Philabundance policies and procedures as listed in this Member Manual.

Annual Membership Renewal

All agencies must pay an annual membership fee of \$100. Upon receiving the renewal form, Philabundance will invoice the organization for the fee, due 30 days from the invoice date. Membership renewal forms are due by October 1st and members that have not renewed will not be able to receive product from Philabundance until we receive the form. To receive a renewal form, agencies must have received at least 12,000 pounds from Philabundance in the previous 12-month period (August through July). The renewal period closes on January 1st. Members that miss the renewal deadline may contact us for a renewal the following October; however, if your membership is dormant for two years or more you will have to reapply for membership. Members will be unable to renew if their Safe Food Handling certification has expired. (See Section 5, page 8 for further information.)

SECTION 2: PHILABUNDANCE PROGRAMMING

As a Philabundance member, your organization has a variety of options for accessing food. General Distributions are geared toward members that serve all who come to their doors for food assistance. We also offer several programs that target specific populations like senior citizens or families with young children. All these products and programs count toward the annual pound requirement.

Food for General Distribution

Agency Express—For more information about Agency Express please look at Appendix I or reach out to Agency Relations:

- Access to order dry and frozen product, additional fees may apply
- Free bimonthly delivery for orders over 500 pounds
- Pick-up options for orders of any size at our North Philadelphia warehouse

Grocers Against Hunger (GAH)—For more information about GAH please look at Appendix II or reach out to Sustainability:

- Grocery partners donate produce, meat, dairy, and dry goods to local members for free
- Members pick up product directly from grocery stores
- Members report on products received

Emerging Retail—For more information, please reach out to Sustainability:

- Restaurants, caterers and other small retail locations donate small variable amounts of perishable, ready-to-eat product for free
 - Ex. Sandwiches and salads from Starbucks, Philadelphia Airport, Reading Terminal Market, etc.
- Product is often delivered to members through external partnerships with Food Connect and Sharing Excess

Perishable Food Hubs—For more information about attending a hub reach out to Agency Relations:

- Free perishable products
- Weekly pickup for large quantities of product
- Multiple pickup locations throughout Philabundance’s service area

Produce Deliveries—For additional information about receiving a produce delivery reach out to Agency Relations:

- Tailored weight for organizational programming
- Free access to produce and perishable goods

The Emergency Food Assistance Program (TEFAP), a government supported program—For more information about TEFAP reach out to Agency Relations:

- Provides free, fresh or dry product
- Clients who receive TEFAP foods to complete a short form for indicating household size and income annually
- Members who receive TEFAP foods to obtain and maintain client’s TEFAP forms and abide by program rules

Programs to Host

CSFP Senior Boxes, government supported distributions—For more information about CSFP reach out to Agency Relations:

- A 30-pound pre-packaged box of dry product and refrigerated cheese to eligible seniors
- Delivered monthly to members
- Requires members to verify senior eligibility based on program criteria

BackPack—For more information about Backpack reach out to Agency Relations:

- Pre-packaged approximately 5-pound bags of dry-food, plus 1 pound of fresh produce
- Available for enrolled children at participating schools or after-school programs
- Program runs from October through May

Grant Opportunities

Philabundance is committed to building the capacity of our network through grants that fund necessary equipment for member operations. When grant opportunities become available, Requests for Proposals (RFPs) are sent via email to members that meet the minimum requirements to apply.

SECTION 3: POLICIES AND GUIDELINES

To remain in good standing with Philabundance, members must comply with the following policies and guidelines:

Receiving Product

Pick-Up Guidelines

- When picking up an order make sure to bring enough people to help load your vehicle. Back the vehicle up to the dock door for loading, taking only one space at a time if loading more than one vehicle.
- For Agency Express orders, if you are unable to make your scheduled pick-up day, the order will only be held for 24 hours. Please contact the Order Help Line (215-739-7221) to reschedule an appointment for the following day or you are subject to a \$15 restocking fee and will have to place a new order. Members needing to cancel a pick-up must do so before the cut-off time of 12:00 PM, two business days prior to the pick-up day.

Delivery Guidelines

- Philabundance Agency Express deliveries are made on a twice-monthly schedule, with a designated delivery day for each member according to ZIP code
- Philabundance produce deliveries are made on a tailored schedule, preferably weekly
- There is no fee for receiving a delivery, but must weigh at least 500 pounds to qualify for delivery
- Agency Express deliveries will be dropped off inside your door upon request if there is space inside the door for the pallet(s) of product you have ordered; Transportation's schedule allows for 15 minutes at each stop
- Produce deliveries will be dropped off curbside; Transportation's schedule allows for 15 minutes at each stop
- Due to possible issues with weather damage and pest contamination, Philabundance is unable to pick up pallets that have been stored outside. Member receiving deliveries need to adhere to one of the following options:
 - At the time of the delivery, have volunteers unload and break down pallets for the driver to take back to the warehouse
 - Store pallets indoors to be returned with the driver at the next delivery
 - Arrange to dispose of pallets

Returning Product

- When picking up an order, or receiving a delivery, you must carefully inspect your order prior to signing the invoices:
 - For Agency Express orders, please see Appendix I for policies.
 - For produce deliveries, if there is any damaged or spoiled product, indicate it on your invoice and return it to the driver. Please note that you must return entire cases. The driver will take the product back on the truck. However, if you do not notice until after the driver leaves, your organization is responsible for the disposal of the product. If this occurs, please inform Philabundance of the damaged or spoiled product. Members should email Inventory and Quality Control at Inventory_QualityControl@philabundance.org. Please send along details and pictures, whenever possible, ensuring that food does not get added to other orders.
 - Most of Philabundance's product is donated, and because of the variable nature of rescued donations, please allow for up to 30% of produce and 15% of Grocers Against Hunger or Emerging Retail product to need to be discarded. If you regularly experience more waste than the above for produce, please reach out to Inventory and Quality Control. If experiencing more waste than the above for Grocers Against Hunger and Emerging Retail product, please reach out to Sustainability and see Appendix II for further information.

Cancellations

- Members needing to cancel a delivery must do so before the cutoff time of 12:00 PM, two business days prior to the delivery day
- Cancellations of Agency Express deliveries can be made in the "Order Management" section of Agency Express.
- Pick-up cancellations after the cutoff time are subject to a \$15 restocking fee. Delivery cancellations after the cutoff time are subject to a \$25 restocking fee
- For produce delivery cancellations, call the cancellation line at 267-908-9159. Delivery cancellations after the cutoff time are subject to a \$25 restocking fee.
- If no one is on-site to receive a scheduled delivery, your organization is subject to a \$25 restocking fee. For Agency Express, the order will not be held and you will have to place a new order. For produce deliveries, you will have to wait until your next scheduled delivery to receive food.

Distribution Restrictions

Not permitted:

- Product from Philabundance cannot be sold or traded to clients or other parties
- Product from Philabundance cannot be given to clients who are not food insecure

Permitted with restrictions:

- Beverages can be given to volunteers
 - Beverages only, no other items, for on-site consumption only; a written policy is required if you do this
- Beverages can be used for member meetings
 - Beverages only, no other items; must be conducting member business; never allowed for fundraising meetings; a written policy is required if you do this
- Non-food products can be used for member operations
 - Items such as paper products or cleaning supplies; a written policy is required if you do this
- Items can be distributed to eligible volunteers
 - Volunteers must receive products in the same amount and same manner as everyone else
- A religious service can be conducted before or after a food distribution
 - Attendance at the service cannot be required to get food and clients should not feel embarrassed or pressured into attending the service
- Clients can donate money if donations are clearly voluntary and anonymous
 - This practice is permitted but highly discouraged
 - Clients must very clearly understand that donations are never required to get food
- Staff or volunteers can taste or test foods
 - For instance, to have staff or volunteers try a new or unfamiliar item

If you have any questions regarding the policies surrounding distribution of product, please contact Agency Relations at 215-339-0900.

Staff and Information Changes

Contact information:

Members must inform Philabundance in writing, on organizational letterhead, of any changes to your contact information. Failure to inform Philabundance of changes in a timely manner may result in suspension of services. If your member's contact names or phone numbers change at any point during the year, do not wait until renewal to inform Philabundance. We need to be able to reach someone at your organization by phone or email always. If your address changes, Philabundance will schedule a site assessment to inspect the new location prior to you receiving product at the new location. Bringing Philabundance product to an unauthorized or uninspected site will lead to probation or termination. When updating contact information please send updates to Agency Relations.

Safe Food Handling Certificate Holders:

When the only staff member holding the certificate leaves your organization, or their certificate expires, you must notify Philabundance immediately. If you fail to notify Philabundance, and the absence of a certified staff member is discovered, your organization will be issued a violation warning, which will lead to probation and eventual termination if not corrected.

Authorized Shoppers

To protect both members and Philabundance, any person who picks up a member's order must be on the list of authorized shoppers for that organization. If the authorized shopper leaves your organization, you must notify Philabundance in writing, on organizational letterhead. If you do not notify Philabundance of changes, your organization will be responsible if individual purchases product on your member account. Your organization is responsible for the actions of your representatives. If you want to add an authorized shopper to your member's list or remove a name from the list, you must advise Agency Relations in writing on organizational letterhead.

Member Violations Procedure

Philabundance appreciates the work and collaboration of our members to drive hunger from our community. We rely on our members to protect the health, access to services, and the civil rights of the people we serve. To ensure our continued service, Philabundance created the following procedure for membership violations. Compliance to membership policies is mandatory and essential to maintaining the level of service and respect to which we are committed.

Please review and keep in mind the following procedure to ensure you understand how Philabundance handles violations and how to make an appeal.

Written Warning

After the discovery of a violation, Agency Relations issues a verbal warning. Philabundance will then send a written warning to the primary contact in charge of your program(s), instructing them to correct the violation within 60 days. During this time the member continues to have access Philabundance food, programming, grants, and equipment.

Probation

Probation is a period of 30 additional days after the written warning is received, during which time a member may no longer access food from Philabundance. A member's status will move to probation if it has not made corrective action within 60 days after receiving written notice of violations with instructions to correct violations.

Termination

Termination is the permanent loss of membership privileges. A member will be terminated following 30 days probation if the member does not rectify the violations outlined in the written warning from Philabundance.

Immediate probation or termination could be rendered if discovered and proven that a member is:

- Selling Philabundance food for money or requiring donations to receive food
- Requiring client attendance at religious service to receive food
- Discriminating against clients, volunteers or staff (refer to member requirements for details)
- Taking food to any location an unauthorized location
- Moving locations without notifying Philabundance
- Holding 501(C)(3) which has lapsed or been revoked
- Storing food at unsafe temperatures (above 41⁰F for refrigerated product and above 0⁰F for frozen product)
- Thawing food improperly
- Preparing and/or serving meals without a Safe Food Handling Manager's certificate holder on-site (applies to on-site feeding programs only)

Appeals Process

Philabundance will accept appeals to its determinations of a member's termination. The appeal must be in writing, either by hardcopy or email, and should outline the reasons you believe that Philabundance is in error, providing evidence wherever possible.

The membership review team will review the appeal submission and reply to the member with its determination within 30 days.

Return Member Organization Policy

Once a member organization's status is changed to terminated, it is not eligible to re-apply for Philabundance membership, regardless of changes in staffing. For member organizations who were not renewed, Philabundance will review return on a case-by-case basis.

Return Representative Policy

Persons listed as representatives or contacts for a terminated member at the time of termination are also considered terminated. This policy also applies to representatives or contacts associated with members who have unpaid past due balances. These representatives or contacts may volunteer with another Philabundance member in the future, but they may not be listed as Philabundance representatives, contacts or shoppers for any other member organization.

SECTION 4: RECORD KEEPING AND MONITORING

Member Record Keeping Requirements

All members must:

- Keep Philabundance invoices on file for at least one year. Invoices can be stored digitally or hardcopies. Invoices must be kept to:
 - Identify or confirm receipt of products in the event of a recall from a manufacturer
 - Serve as an audit trail for donors who are only able to take accelerated tax deduction if their products are transferred among qualified organizations for the eventual receipt of ill, food insecure or infant
 - Serve as a business document for member audits as well as Philabundance audits. This may apply to financial audits as well as inventory control audits
- Provide Philabundance with a description of your procedure for determining that the final recipient of the product is ill, food insecure or an infant (minor child) upon request.
- Promptly notify Philabundance, on organizational letterhead, about any changes in program size, program activity status, address, contact phone numbers and hours of operation.
- Maintain a temperature log for all freezers or refrigerators holding Philabundance product. Temperatures must be logged weekly and can be stored digitally or hardcopies.

Member Monitoring

Philabundance monitors schedule a mandatory site visit with your organization at minimum every two years. If we are unable to schedule a site visit after several attempts, a warning letter will be sent. Philabundance does investigate reports of unsafe or unsanitary conditions as well as other policy violations, and additional site visits may be either scheduled or unannounced.

During the site visit, Philabundance will review your member's operations in three general areas:

- 1) Member maintains site in accordance with standard health and safety guidelines (refer to [Section 5](#) for requirements)
- 2) Member contact and other general information on file is correct (refer to [Section 3](#) for requirements)
- 3) Member maintains required records (refer to [Section 4](#) for requirements)

SECTION 5: SAFE FOOD HANDLING REQUIREMENTS & PRACTICES

Safe Food Handling Requirements

Certification for On-site Feeding Programs

On-site feeding programs prepare and serve meals for their clients. All members must be in compliance with local, state and Federal Health Department regulations; failure to do so will lead to probation and eventual termination if not corrected. All members serving meals on-site must have at least one staff member who holds a commercial food safety manager certificate. This person must be on-site during meal preparation and serving. ServSafe Manager Certification is a standard, but Philabundance will review other certificates to ensure they are compliant with local, state and Federal regulations. Organizations must keep your commercial food safety manager certificate current to remain active with Philabundance.

Certification for Off-site Feeding Programs

Off-site feeding programs provide grocery items for clients to take home and prepare themselves. All members must be in compliance with local, state and Federal Health Department regulations; failure to do so will lead to probation and eventual termination if not corrected. To remain active with Philabundance, Members that operate off-site feeding programs must have at least one representative who has attended a ServSafe for Food Bankers training presented by Philabundance.

Questions about this requirement should be directed to Agency Relations at 215-339-0900.

SECTION 6: COMMUNICATIONS

Quarterly Newsletter

Each quarter, members will receive the newsletter via email. It will also be available via Philabundance's website. It is important to review the newsletter each quarter, as it contains important information regarding any closures as well as community news, grants, and class opportunities, and more.

Agency Express Quick Reference Chart

ORDER WEB SITE (Agency Express)	www.agencyexpress3.org
ORDER HELP LINE	215-739-7221 or toll free 1-888-722-4732
HELP WITH ORDERS	Monday–Friday 8:30-4:30: Call orderline or Agency Relations
ORDER PICK-UP	Must come during scheduled pick-up time slot
DELIVERY	Scheduled days for ZIP code, 500 lb. minimum Delivery time available the day before delivery from Dispatch

Who to Contact with a Change or a Question

CANCEL AN AGENCY EXPRESS ORDER PICK-UP OR DELIVERY prior to 12:00 PM, two business days in advance, no fee	Order Management section on Agency Express	www.agencyexpress3.org
CANCEL AN AGENCY EXPRESS ORDER PICK-UP OR DELIVERY after 12:00 PM, two business days in advance, fee applies	Cancellation Line	267-908-9159
CANCEL A PRODUCE DELIVERY	Order Help Line	267-908-9159
DELIVERY TIME	Dispatch	215-339-0900 ext. 5000
ITEM RETURNS	Agency Relations	215-339-0900
BILLING QUESTIONS	Agency Relations	215-339-0900
PROBLEM WITH PRODUCE FOOD QUALITY OR QUANTITY	Inventory and Quality Control	215-339-0900
COMMODITY SUPPLEMENTAL FOOD PROGRAM (CSFP) QUESTIONS	Agency Relations	215-339-0900
GROCCERS AGAINST HUNGER (GAH) or EMERGING RETAIL (ER) QUESTIONS	Sustainability	Sustainability@philabundance.org

SECTION 7: APPENDICES

AGENCY EXPRESS GUIDELINES

Overview - Placing and Receiving an Order

Orders for dry and frozen product can be placed 24 hours per day, seven days per week through Agency Express. Contact Agency Relations for login information and the Agency Express user guide.

Orders can be placed either for pick-up at the Berks warehouse or for delivery. Members must be able to receive a delivery on a day when the truck is scheduled to be in your area. If you pick up the order you will need to schedule a pick-up appointment time in Agency Express. Philabundance offers pick-up appointments available at 20-minute intervals between 8:00 AM and 11:40 AM, Monday through Friday.

When checking out, members receive two invoices to sign that list the items on the order, the weight and dollar amount payable. Members are given a copy for your records. Once checked out, organizations may load vehicles. If receiving a delivery, members will sign the two invoices after checking the order and will keep one copy and return the other to the driver. Members are required to keep Philabundance invoices on file for at least one year.

Credit and Return Policies for Agency Express Orders

By signing the invoice for your order means that you've checked the order and you agree the information is correct. Members receiving deliveries should make sure that everyone on staff knows not to sign the invoice until someone has checked the order.

- If an item is missing from an order
 - If we have made a mistake in putting your order together, it is important that you catch this before you leave the warehouse or before the delivery driver leaves your organization. If you find that an item is missing on a delivery order, be sure to note this on the invoice you sign and you will receive a credit. You will not be able to receive a credit for a missing item if you tell us after you leave the warehouse or after the driver leaves.
- If an item is not what was ordered
 - If the wrong item was put in your order, it is important that you catch this before you leave the warehouse or before the delivery driver leaves your organization. If your order was delivered, the driver will take the wrong item back and you should be sure to note this on the invoice you sign and you will receive a credit. If you discover that you received the wrong item after you leave the warehouse or after the delivery driver leaves, you may be able to return the item for a credit if it is unopened and in good condition. If you call Agency Relations at 215-339-0900 within three business days, we will help you with the return process. In some cases, an item may be returnable but you will be charged a restocking fee.
- If an item is damaged or spoiled
 - If you receive an item that is damaged or spoiled, it is important that you catch this before you leave the warehouse or before the delivery driver leaves your organization. If your order was delivered, the driver will take the damaged/spoiled item back and you should be sure to note this on the invoice you sign and you will receive a credit. If you discover that an item is damaged or spoiled after you leave the warehouse or after the delivery driver leaves, call Agency Relations at 215-339-0900 within three business days –in many cases you can still receive a credit for the item.

PAYMENT POLICY AND GRANTS

Credit Terms

Agency Express fees are due within 30 days from the invoice date. If an invoice is past due, your organization will not be able to order additional items until all past due amounts are paid. Payments can be made by check, money order or credit card. Cash payments cannot be accepted.

Returned Checks Policy

If a member's check is returned by the bank, Philabundance will automatically resubmit the check to the bank after the first time it is returned. If the check is returned a second time, the member will be charged a \$35 fee that is due immediately. This will mean that the member cannot place another order until the returned check is replaced. The balance being paid by the returned check will still be due on the invoice 30-day due date.

To clear an account quickly, a cashier's check or money order will be required.

Grocers Against Hunger Manual for Agencies

Section 1: Program Overview

Agencies who are partnered with a participating retail grocery store must be able to pick-up from the store at least once a week, have adequate refrigeration and distribution volume to handle the food the store donates (on average this is 500-600 pounds per week, per store-agency pair, assuming the store is only serviced by one agency), and consistently report donations to Philabundance on a weekly basis.

In return, the agency receives a variety of desirable meat, dairy, bakery, dry goods, and produce at no cost every week. In some cases, we have seen a relationship develop between the store and the agency that results in other contributions or collaborations.

The staff at the retail grocery store is very happy to see good food that they can no longer sell go to help families and individuals in our community instead of being thrown out. When your agency reports the pounds received to Philabundance, we in turn report that information to grocery store banner headquarters. This is a tax benefit for them, reduces their waste cost, and enables them to say that they are giving back to their communities.

The Grocers Against Hunger (GAH) program has two ways donations are provided to agencies. Direct link partnerships are when agencies pick-up donations from the store(s) they are assigned on a weekly basis, which is more fully described in the remaining sections of this manual. 80% of agencies have direct link partnerships. Due to limited capacity, only a small minority of agencies have Retail Delivery partnerships where a Philabundance truck or a partnering entity (i.e. Sharing Excess) picks-up the donations from your assigned store(s) and delivers the donations to your agency on a weekly basis. NOTE: Agencies receiving GAH donations via Retail Delivery do not need to submit pounds reports through MealConnect.

Section 2: Basic Agreement

Agency Responsibilities:

- Pick up from the assigned store a minimum of once a week and do your best to accommodate store requests to pick up more than once a week.
 - More pick-up days usually leads to more food.
- Be prepared to accept meat, dairy, dry goods, bakery, and produce.
- Accept all product donations from the partnered store. If the product exceeds the agency's storage or distribution capacity, the agency is **able to share** the product with other certified Philabundance member agencies. The primary partnered agency will remain in charge of reporting the total pounds unless the other agency is interested in reporting their portion of pounds recovered to meet annual compliance goals or for some other reason.
 - Agencies receiving Retail Delivery donations must accept all donations provided by the store and are not permitted to sort through the Philabundance truck or delivery vehicle.
 - If there are concerns of significant food spoilage or excessive donation past your agency's capacity, please discuss any questions with the Sustainability department.
- Use Safe Food Handling practices in transporting perishable food. *(See Section 5 for further information)*
- Collaborate with Philabundance on store grand opening and other promotions, if requested by the grocery store corporate team.
- Attend a meeting with store management and Philabundance before starting to pick-up donations. *(See Section 3 for further information)*
- Cultivate good partner relationships with store managers and key personnel.
- Be on time for donation pick-ups and wear a Grocers Against Hunger badge to verify that you are participating in the program. Let your store partner and Philabundance know if you are unable to make a pickup as far in advance as possible.
- Keep the store staff informed of any schedule changes.
- Meet deadlines for reporting donated pounds every week. *(See Section 4 for further information)*
- Communicate with Philabundance regarding issues needing store corporate office clarification.
- Provide 30 days' notice to Philabundance and store management if any changes or terminations of the partnership should occur.
- Before approaching a new store on your own, coordinate with Philabundance to ensure that store is not already partnered with another agency.

Agencies that are not able to meet these requirements will no longer be authorized to pick up retail store donations.

Philabundance Responsibilities:

- Develop and implement consistent corporate standards and agreements.
- Cultivate active relationships with head office and district managers.
- Facilitate addition of new stores and ensure compliance with program standards.
- Provide training and program materials to participating agencies.
- Provide safe food handling equipment to agencies.
- Receive and compile donation information for monthly corporate reports.
- Facilitate resolution of issues involving district and regional corporate staff.
- Track and analyze donation patterns for all stores and identify opportunities to improve donation levels.
- Communicate relevant program changes and updates to partner agencies.
- Do our best to offer additional donation pick-ups at existing store partners to their existing agency partners first.
- Advocate program changes as needed to improve program.

Section 3: Agency/Store Orientation

Once you agree to pick-up donations at a retail grocer, Philabundance staff will coordinate an orientation meeting between your agency and the store staff responsible for gathering donations.

At this meeting, be prepared to talk about your mission, your agency, and to answer specific questions from the store staff about your facility, such as days and hours you are open and what kind of refrigeration you have for storage. You may also invite store staff to visit your agency to see your food distribution in operation. The pick-up days and schedule will be discussed so be ready to share how many days a week you can pick up donations, which days of the week are best for your agency, and your desired time of day.

Meeting topics will also include:

- The type of items you will get and what will be fresh vs. frozen. These items include the product categories of produce, dairy, meat, dry goods, and bakery.
- The donation guidelines Philabundance asks the store to follow so that you are not receiving products that you must throw away. You will receive a written copy of these guidelines.
- Identifying the designated store area for pick-up.
- An exchange of agency and store contact names and numbers. If possible Philabundance will put this together before the meeting.
- Confirming the donation pick-up schedule

Section 4: Donation Reporting

All agencies picking up at retail stores must report the weekly weight of what they receive, broken down into the following product categories: meat, dairy, mix/dry goods, bakery, produce, and perishable/prepared foods. A scale will be provided to your agency to help you accurately record this data.

You will enter this information via the web at <http://mealconnect.org>. Philabundance will provide you with a username and password. Philabundance will use this data to create donation reports for the stores.

Please report all donations recovered for the current week by end of day Friday.

The final reports for the month are due by 5pm on the second business day of the month.

For example, you will submit all October reports by 5pm on the second business day in November.

- This deadline is important as it allows us to correctly track and analyze donations across stores.
- If the month ends mid-week, please don't wait until Friday to report. Instead, be sure to enter any reports from the earlier part of the week by 5pm on the second business day of the next month.

Section 5: Safe Food Handling Practices

As a member of Philabundance, your agency has already received ServSafe for Food Bankers or may be required to hold a ServSafe Certificate for an on-site feeding program.

Because most agencies will be picking up donations in passenger vehicles, Philabundance will provide your agency with a thermal blanket to cover the food during transport and an infrared thermometer to check the temperature of the food before and after transport. The retail stores providing these donations are very aware of safe food handling practices for their store and are concerned that the food they donate is handled properly.

Safe food handling practices that pertain to transporting and storing retail grocery donations:

- Vehicle must be free of pests, garbage, construction debris and related materials.
- Vehicle does not contain chemicals or hazardous materials such as paint, wiper fluid, oil, antifreeze, cleaning products, home improvements products, etc.
- There are no pets in the vehicle at the pickup time.
- Check all donations for temperature, sanitation, pests, etc., and reject donations that have problems. Log temps for at least one box in each product category.
- Agency understands that because this is a rescue program the variety, quantity and even quality of product can vary
- To increase donation opportunities at the store level, we understand that up to 15% of product donated through the Grocers Against Hunger program may need to be discarded. All donated Grocers Against Hunger product not meeting the program's delineated food safety standards will be discarded. Agency will notify their store partner for minor issues and/or Philabundance for major concerns including if discarded product repeatedly exceeds 15% of total donation.
 - For a first-time issue, please only decline product at store/ delivery when discarded product exceeds 50%.
 - When reporting issues to Philabundance, please provide store, date and percent discarded
 - Sorting and Storage guidelines can be found in the folder you were given during your in-store meeting/training.
- Immediately wrap refrigerated or frozen foods with thermal blankets after loading into your vehicle.
- Transportation time of Grocers Against Hunger donated product from donor location to agency location will not exceed 30 minutes unless in a refrigerated vehicle.
- Refrigerated and frozen product will be immediately placed in freezers or refrigerators upon delivery to partner agency location. Refrigerated and frozen products will not be left out of temperature for more than 2 hours at a time, or 4 hours total. This includes products stored under a thermal blanket, in a cooler, or insulated pallet cover.

Section 6: Equipment

Your agency will be provided with identification badges, a scale, an infrared thermometer, and one or more thermal blankets, depending on how many store partners you have.

If any of this equipment wears out or stops working, it may be returned to Philabundance and exchanged for a new item.

If any of this equipment is lost, your agency will be responsible for the cost of replacing it, either through Philabundance, or on your own.

Section 7: Partnership Challenges

Please note that many partnerships take 4-6 weeks to begin functioning smoothly. Donation amounts and types can vary greatly, but we notice that donations improve the longer a consistent partnership has been established. We ask for your patience as the partnership gets started.

If, after this period, you are experiencing issues with the food quality, pickup times, or quantity of donations, we ask that you first discuss the problem with your store contacts.

If the issue persists, please contact either Steve Montgomery at 215-339-0900 Ext 1258 or Kate Colyer 215-339-0900 Ext 2050 to explore ways to address your concerns.

If at any time, you wish to terminate a partnership, you must give Philabundance 30-day's notice, for our department to find an alternative means of servicing the store without a lapse in pickups.

Section 8: Contacts

It is a requirement of membership to inform Philabundance of any changes to your contact information.

If your agency's contact names or phone numbers change at any point during the year, please let Philabundance and your store donor know right away. We need to be able to reach someone at your agency by phone or email always. This is important in the case of weather events, Philabundance route changes or immediate needs at the store level.

Call Agency Services or Sustainability with information updates at 215-339-0900. Contact your store representatives directly to update them of any changes.