



2019-2020 Retail Partner Agency Program Agreement

Retail Partner Agencies who are a part of the Lowcountry Food Bank (LCFB) Retail Partner Agency Program are required to exhibit the highest level of food safety, accountability and integrity to their clients, Retail Donation Partners (RDP) and the LCFB. Listed below are the Retail Partner Agency (RPA) requirements that must be abided by in order to maintain compliance with the Retail Partner Agency Program.

Retail Partner Agency Responsibilities

1. RPA's are required to have identification badges with them each time they pick up from a retail donor. These cards are issued by the LCFB. In the event that your agency is no longer assigned to pick up at a retail store(s), you must return your badge(s) to the LCFB. You should have a written policy in place to reclaim badges from staff and/or volunteers that are no longer picking up from an assigned retailer. **RPA's are responsible for notifying the LCFB when key staff changes (volunteer leadership) occur.**
2. RPA's assigned to a store(s) must provide a contact person to the store management to call for pickup, scheduling or other needs. RPA's will follow the RDP's guidelines regarding pickup timing and logistics. Appropriate dress is required (i.e. no open toed shoes or anything that could pose a safety hazard). RPA's should contact the LCFB's Food Resource Manager regarding any issues that arise with the retail donor. RPA's must comply with all policies, rules and regulations cited by the RDP including parking, entering the store and restricted access areas.
3. RPA's picking up refrigerated or frozen items such as meat, produce, dairy and deli items must utilize approved passive temperature control devices such as insulated coolers, thermal blankets or active temperature devices (i.e. refrigerated truck/unit.) RPA's are responsible for acquiring and maintaining these devices.
4. RPA's will be responsible for documenting the weight of each donation received from retailer, by category/department, and report this poundage to the LCFB by the 5th of the following month. These pounds must be reported on the LCFB's retail pounds report online platform. **If you fail to report poundage for two months in a 12-month period, you will lose the privilege of retail pickup.**
5. All products must be used strictly for the sole purpose of serving those that experience hunger. Donated items may not be used for personal use, funerals, agency anniversaries, weddings, picnics, bible study, etc., (anything inconsistent with exclusively feeding those experiencing hunger in your community is prohibited). No food will be sold, bartered, traded or otherwise exchanged for cash, goods or services per IRC Section 170 (e) (3).
6. Donations may not be used for onsite feeding programs unless the ServSafe Manager Certificate is current and on file with the LCFB. The agency must be on file as an onsite feeding program.
7. Each RPA will provide the LCFB with updated contact information including an email address that is checked daily, and a phone number that allows us to leave a message. **Agencies will respond to all emails and phone calls within two business days. Should contact information change during the course of the year, agencies are required to update the LCFB immediately.**
8. RPA's must remain in good standing as a member of the LCFB with all balances being paid on a monthly basis. If you fail to pay balances in full and on time your retail privileges may be suspended.
9. RPA's agree to pay the appropriate Retail Partner Program Fee as part of their annual renewal.
10. RPA pickup schedules and status in the Retail Partner Agency Program may be changed at the discretion of the LCFB.
11. RPA's MUST abide strictly by the pickup schedule approved by the LCFB. If RPA's are going to miss a scheduled pickup, they must notify the retail donor with as much notice as possible. "No Show No Calls" may lead to losing your store(s).



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12. RPA's must attend the Retail Partner Agency Program meeting each year.
13. The Retail Partner Agency Program Agreement must be renewed each year.

Retail Partner Agency agrees to abide by the responsibilities outlined in this agreement.