



# Grocery Recovery Program Partner Organization Contract

The Redwood Empire Food Bank (REFB), in partnership with Feeding America’s retail store donation program, works with local Partner Organizations in an effort to recover non-marketable but wholesome, perishable and non-perishable items from our local and national retailers, while maintaining the highest standards in safe food handling. Partner Organizations enabled for grocery/retail store pick-up by REFB must agree to the following:

### Partner Organization Responsibilities

1. The Partner Organization assigned to a retail store will provide a contact for store management to call to schedule donation pick-ups and for additional “as needed” pick-ups. For pick-ups outside of a regular schedule, the Partner Organization must make pick-up arrangements within 24 hours.
2. If the Partner Organization is picking up refrigerated or frozen items such as meat, produce, dairy and deli items, the Partner Organization is required to refrigerate these items during transport. Approved devices include temperature-controlled coolers, thermal blankets, or active temperature devices (i.e. refrigerated truck/unit). The Partner Organization is responsible for acquiring and maintaining these devices. The retailer may refuse to provide the donation if these devices are not available for use. If the Partner Organization is unable to obtain these devices, please contact Colin or Kim at REFB for assistance.
3. The Partner Organization must have sufficient cooler and freezer space.
4. The Partner Organization must have sufficient dry storage space with good ventilation.
5. Partner Organization representatives must be trained in food safety, and must pass certification prior to retail pick-up. Please list representatives (staff and volunteers) on the next page.
6. The Partner Organization must agree to accept all offered donations from the retail partner. Partner Organization will contact Colin at REFB if this is an issue. Refusal to accept all donations may be cause for dismissal from the program and we strive to find a solution together prior to this occurrence.
7. The Partner Organization is responsible for documenting the weight of each donation received by category. Categories are: Produce (Fresh Fruits/Vegetables), Bread/Bakery, Meat/Fish/Poultry, Dairy, Beverages, Mixed/Asst. These amounts must be reported to Colin at REFB monthly (via MealConnect or PWW). REFB is responsible for ensuring that donations are reported to Feeding America.
8. The Partner Organization will contact Colin at REFB if any issues with the retailer arise. REFB is responsible for managing the relationship with our retailers and with Feeding America and will advocate for resolving issues, and improving levels of service.
9. Partner Organization is responsible for updating Colin at REFB if any of the information included below and on the next page changes.

**Contract agreed to by REFB Enabled Partner Organization: Name (print)** \_\_\_\_\_

**Name (signature):** \_\_\_\_\_ **Title:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Partner Organization Grocery Recovery Primary Contact Name:** \_\_\_\_\_

**Phone:** \_\_\_\_\_ **Email:** \_\_\_\_\_



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**GROCERY RECOVERY PARTNER ORGANIZATION PICK UP INFORMATION**

Store/Retailer Name	Store #/Location (street/city)	Pick-up Schedule (circle the applicable days)							Feeding America Partner (Y/N)
		M	T	W	TH	F	Sa	Su	
		M	T	W	TH	F	Sa	Su	
		M	T	W	TH	F	Sa	Su	
		M	T	W	TH	F	Sa	Su	
		M	T	W	TH	F	Sa	Su	
		M	T	W	TH	F	Sa	Su	
		M	T	W	TH	F	Sa	Su	
		M	T	W	TH	F	Sa	Su	
		M	T	W	TH	F	Sa	Su	
		M	T	W	TH	F	Sa	Su	
		M	T	W	TH	F	Sa	Su	
		M	T	W	TH	F	Sa	Su	

Grocery Recovery Pick-up Staff/Volunteer Name*	Grocery Recovery Phone Number or Email Address	Food Safety Certification Expiration Date

\*Please remember to submit a safe food handling certificate for each pick-up staff/volunteer

[Field for REFB use]