Managing Your Retail Relationship

**Develop Relationships.** Know your department heads by name. Thank them and any staff you see for their participation in the Food Rescue Program.

**Identify Yourself.** Wear a nametag to show all grocery staff and customers you are representing your hunger relief organization.

**Shop Separately.** If you need to visit the store as a customer, do so separately from your collection visits.

**Be Prompt.** Call the store if you are going to be late or are unable to collect.

**Communicate Changes.** If your agency will be closed for a holiday or any other reason, please notify your store, in writing, 1-2 weeks prior. Paper notices can be pinned up for all staff to read. Please contact your Food Rescue Specialist if you are unable to maintain your regularly scheduled collections.

**Park Courteously.** Know where to park your vehicle. Ask if you are uncertain.

**Return Equipment.** If you use borrowed milk crates, return them on your next trip. If you use a cart, return it to the location you found it.

**Be Aware.** Try not to interrupt regular business or customer activities and interactions. If product needs to be repacked, do it on the dock, instead of in the business areas of the store.

**Collect Carefully.** Always ask if you are unsure if product is meant for donation. Leave the areas as neat and clean as you found them.

**Resolve Issues.** If you have a concern, contact your Food Rescue Specialist, remembering to respect the ongoing relationship with the retailer.

**Play It Safe.** Clean your vehicle prior to collection, and remove all environmental hazards, such as antifreeze, motor oil and other chemical or physical hazards.

**Control Temperature:** Using a thermometer, record a sample temperature of each refrigerated and frozen pallet once at the store and again at the destination site. Always use a freezer blanket or coolers with ice packs. Never transport food more than 30 minutes in a non-refrigerated vehicle.

**Refuse Graciously.** Any food that does not meet the donation standards may be refused at the store as per the donation guidelines the donor has agreed upon, including out-of-range temperatures, food not fit for human consumption, broken internal packaging and otherwise ineligible product. Thank them very much for setting the product aside, and explain why you cannot accept it. Report recurring issues to your Food Rescue Specialist at Second Harvest Heartland. Utilize Leave Behind Notice in the Appendix.