MEMBER AGENCY AGREEMENT

This Member Agency Agreement (“Agreement”) is between Gleaners Community Food Bank of Southeastern Michigan (“Gleaners”) and _________________________________ (“Agency”) located at _________________________________ (Agency Address). This Agreement is effective _____________, 20__.

Recitals

Gleaners’ mission is feeding hungry people and nourishing its communities. To effectuate that mission, Gleaners collects, purchases and distributes food and other related consumer products received by Gleaners (referred to as “Products”) to entities referred to as “member agencies” to be served or distributed to individuals who are needy, ill, or children.

Agency wishes to participate as a member agency to assist Gleaners in the distribution of Products under the terms and conditions stated in this Agreement.

Accordingly, Gleaners and Agency enter into this Agreement to serve the purpose of fulfilling Gleaners’ mission.

Agreement

The parties agree to the terms and conditions stated in this Agreement.

1. **Member Agency Status.** The Agency desires to become a member agency of Gleaners, which will allow it to purchase and use Products in accordance with the requirements established by Gleaners for its member agencies. Agency has submitted a membership application, including all required materials, and has met all other conditions for member agency status. Gleaners has reviewed the application and has determined that Agency is eligible to become a member agency. Upon Gleaners’ acceptance and starting on the date designated by Gleaners, the Agency shall become a member agency.

   a. **Membership Fee.** The Agency shall pay Gleaners an annual membership fee of $75. This fee will be billed to the Agency each January or February and be paid under normal payment procedures. Payment of the membership fee is a condition of continued status as a member agency.

   b. **Active/Inactive Agency Designation.** The Agency agrees that it will obtain Products from Gleaners at least seven (7) times a year to be deemed an Active Agency. If the Agency becomes inactive, then the Agency will not be allowed to obtain Products from Gleaners. The Agency agrees that it will complete the agency application process again, prior to being reinstated as an Active Agency and allowed to obtain Products from Gleaners again.
2. **Relationship between the Parties.** This Agreement does not create and is not intended to create any agency, partnership, or joint venture relationship between Gleaners and the Agency. The parties are independent entities that are not responsible for the acts or actions of the other party. If the member agency is referred to as a “partner,” it is used only as a colloquial “term-of-endearment” and such a reference in no way denotes a legal arrangement.

   a. This Agreement does not create an employment relationship between Gleaners and any employee of Agency or any other individual acting for or on behalf of Agency. Agency is solely responsible for complying with all federal, state, and local laws related to any individuals, employees, or volunteers acting for or on behalf of Agency.

3. **Term/Renewal.** The initial term of this Agreement shall be through the end of the first full calendar year following the effective date. Unless this Agreement is terminated by either party or Gleaners does not renew this Agreement, this Agreement shall, with the Agency’s timely remittance of the required fees, be automatically extended for successive terms of one (1) year each (each period of the Agreement referred to a “Term”).

4. **Termination of Agreement.** The Agency or Gleaners can terminate this Agreement, with or without cause, at any time by providing verbal or written notice to the designated contact for the other party. The terminating party will confirm termination of the Agreement by providing written notice to the other party within three (3) business days of the initial notice, if verbal; however, the initial notice will serve as the formal notice of termination and shall be effective when provided (or on the date designated by the terminating party). If Agency provides Gleaners with notice of termination, Gleaners may, in its discretion, accept that notice effective immediately.

5. **Policy and Procedure Compliance.** The Agency agrees to abide by the policies, procedures, and record keeping requirements established and implemented by Gleaners from time to time through the Term of this Agreement.

   a. **Operational Requirements Policy for Member Agencies.** The Agency agrees to execute and submit to Gleaners a signed copy of the Policy on Operational Requirements Policy for Member Agencies, which attached to this Agreement.

6. **IRS Eligibility Requirements.** The Agency affirms that it is incorporated as a 501(c)(3) non-profit corporation or is considered a church as defined by the IRS and meets all of the criteria for an eligible organization. The Agency affirms and agrees that it meets the IRS eligibility requirements for the receipt, transfer, and use of donated Products (food and non-food) under Section 170(e)(3) of the Internal Revenue Service (“IRS”) Code.

7. **Purpose of Incorporation and Service.** The Agency agrees that it is incorporated to serve the ill, needy and/or infants (minor children 0-18 years old) and not for a purpose unrelated to serving the ill, needy and/or infants (such as publication of a non-profit periodical providing information to members).

   a. The Agency promises to serve the needy, ill, and/or infants (minor children), without discrimination based upon race, color, citizenship, religion, sex, gender, national origin, ancestry, age, marital status, familial status, disability, sexual orientation, gender identity, unfavorable discharge from the military, or status as a protected veteran. Whenever there is ambiguity or confusion as to the serviceability of a presenting client, as an absolute minimum, the Agency shall in good faith and with good intention, advise such clients who present themselves to the Agency regarding alternative agencies and resources which the Agency believes could assist such persons.
b. The Agency shall have and present written guidelines for determining eligible clients, and furnish these to anyone who asks to review them.

8. **Recipients of Distributed Products.** The Agency agrees that it will only distribute Products to recipients who qualify as ill, needy and/or infants (minor children 0-18 years old) as defined in IRS code section 170(e)(3). The Agency also agrees that it will not distribute Products to people who do not qualify to receive the Products as defined in IRS Code section 170(e)(3).

9. **Distribution without Charge.** The Agency agrees that it will distribute Products (food and non-food items) obtained from Gleaners free of charge (monetary, volunteer hours, services or otherwise) to eligible clients. The Agency will not charge or solicit membership dues or fees for Products from eligible clients.

   a. The Agency will not require eligible clients to perform work services or become a part of or a witness to, religious teachings or worship services, to obtain Products. All are welcome to join a worship service, offer a donation, or volunteer, but they shall receive the same food as those who simply identify themselves and have nothing more to give and give nothing more.

10. **Use of Products.** The Agency agrees that it will not sell or use Products in exchange for money, other property or services, including using Products for the purpose of fundraising programs and events. The Agency also agrees that it will comply with the restrictions on the use and transfer of Products, as described in IRS Code §170(e)(3) and any amendments to the IRS Code (See the Federal Register/Vol. 47, No.21/Monday, February 1982/Rules and Regulations, pp. 4509-4512).

   a. **Unused Products.** In the event that the Agency is not able to use Products as required under this Agreement, the Agency shall notify Gleaners of this; Gleaners will instruct Agency how to proceed with unused Products.

   b. **Bartering, Selling and Fundraising.** The Agency agrees that it will not barter, sell or use for fundraising purposes any Products obtained from Gleaners.

   c. **Donor Stipulations.** The Agency agrees that it will adhere to any additional donor stipulations placed on Products.

   d. **Purchased Product.** The Agency agrees that if it should choose to purchase Product (“Co-Agency Products”) then it may pay extra charges and costs associated with such Product and that it is solely responsible for those extra charges and costs.

11. **Area of Distribution.** The Agency agrees that it will only distribute Products received from Gleaners in Southeastern Michigan (the counties of Wayne, Oakland, Livingston, Macomb and Monroe). The Agency will not distribute any Products outside of the United States and Puerto Rico.

12. **Maintain Records.** The Agency shall maintain accurate, up-to-date books and records which will allow it to satisfy the informational requirement established by Gleaners. In particular, records should accurately reflect the total amount of Product received and distributed (or used) from Gleaners and other sources and a description of
the Products and the date of its receipt. The Agency also agrees to outline its procedure for determining that the final recipient of the Product is ill, needy or infants (minor children 0-18 years old).

a. **Availability of Records.** The Agency agrees to make its books and records related to the terms of this Agreement, including but not limited to those which track the receipt and distribution of Products obtained from Gleaners and financial record keeping books available to Gleaners, with or without notice.

13. **Local, State and Federal Regulations.** The Agency shall observe all federal, state, and local laws, statutes, rules, and all other regulations applicable to it. The Agency agrees that it will ensure the Product conforms to any applicable provisions of the Federal Food, Drug and Cosmetic Act and any regulations that follow. The Agency also agrees that it will handle Products in a manner consistent with all local, state and federal regulations and will maintain current licenses as required by local, state and federal regulations. The Agency shall have and will maintain, all state and local licenses required of food service establishments in its location, according to the services it provides, including without limitation all credentials required by the food bank. This specifically includes but is not limited to, maintaining all required food handling certifications.

14. **Operating Requirements.**

a. **Storage and Handling of Products.** The Agency shall maintain its facilities in good repair and in a manner necessary to ensure sanitary food handling and storage. The Agency will abide by Gleaner’s policy on Food Storage Guidelines and, if applicable, Food Preparation Guidelines for on-site feeding programs. The Agency agrees that it will store, handle and distribute Products consistent with the Federal Food, Drug and Cosmetic Act and related regulations.

b. **Food Safety.** The Agency agrees that at least one staff person be trained in food safety from a food safety training course approved by Gleaners. Approved trainings are ServSafe Certification, National Restaurant Association Certification and Food Handlers Card, or other approved safety training curriculums. The Agency also agrees that if it utilizes food provided by Gleaners to make meals, their key food service program staff is required to meet local commercial food safety standards, including obtaining managerial level food safety certification.

c. **Shared Maintenance, Transportation and Value Added Processing Fees.** The Agency agrees to pay any applicable Shared Maintenance and/or handling fees (Value Added Processing, Delivery Charges, Transportation fees) for the Products received from Gleaners.

d. **Inspection Obligations.** The Agency understands and agrees that it is responsible for choosing, inspecting and storing all Products received from Gleaners.

e. **“As Is” Condition.** All Products obtained through Gleaners are accepted by the Agency “as is”, without any warranties, express or implied, including without limitation any implied warranties of merchantability or fitness for a particular use. The Agency agrees that it will accept all Products received from Gleaners in “as is” condition.

f. **Multiple Locations and Sub-distribution.** The Agency agrees that it will only receive and store Product from Gleaners at multiple locations if:  a) All locations individually meet the requirements of this Agreement; b) have been inspected; and  c) are approved by Gleaners prior to receiving and distributing food. The Agency is not allowed to sub-distribute Product to any organization, agency, partner, or entity other than a qualifying client.
15. **Inspecting Agency Facilities.** The Agency agrees to allow representatives of Gleaners, donors and government agencies to inspect and audit all facilities and vehicles where Products received from Gleaners are received, stored and distributed, with or without notice. The Agency shall make its personnel available to Gleaners to respond to questions and to assist Gleaners personnel in reviewing the facilities and shall otherwise cooperate with any inspections.

16. **Authorized Agent.** The Agency agrees to have only an authorized agent(s) pick-up or receive Products from Gleaners. The Agency also agrees to make known to Gleaners a list of authorized agents and to contact Gleaners when a change is made to that list.

17. **Continued Cooperation.** Agencies occasionally are located close to each other or are serving eligible clients who are similar to those serviced by another member agency. If requested by Gleaners, the Agency agrees that it will review in good faith and consider any suggestions by Gleaners to cooperate or combine operations or facilities with a specific designated agency in order to avoid or minimize geographic duplication or increase the efficiency of delivering Products to eligible persons.

18. **Notice of Developments.** Not more than three days after the Agency becomes aware of any of the following events, the Agency shall notify Gleaners, describing the event and the action which the Agency has taken and proposes to take:  a) The Agency violates any provision of this Agreement; or  b) The Agency no longer maintains its qualification as a tax-exempt organization or it files for bankruptcy or becomes insolvent; or c) Any fire, flood, or other natural or physical disaster that occurs and could materially affect the Agency or its ability to serve its clients; or  d) The Agency changes its location, administrative officers, or affiliation with its sponsoring organization, if any; or  e) Any other event occurs which could materially affect the Agency or its ability to uphold its obligations under this agreement or serve its clients.

19. **Release and Indemnification.** The Agency will select and carefully and completely inspect all Products received by it from Gleaners before using the Products. The Agency releases Feeding America, Gleaners, and each original donor of Products from any liability resulting from the condition of any Products. The Agency indemnifies, and will defend and hold harmless, Feeding America, Gleaners and each original donor of Products, and any parent, subsidiary, or affiliate thereof, and all directors, officers, employees, agents, representatives, consultants, and advisors of each of the foregoing (the “Indemnified Parties”) from and against all demands, claims, actions or causes of action, assessments, losses, damages, liabilities (whether absolute, accrued, contingent or otherwise), costs, and expenses asserted against or incurred by any Indemnified Party directly or indirectly, by reason of or resulting from or relating to any Product obtained from Gleaners by the Agency under this Agreement. The Bill Emerson Good Samaritan Food Donation Act of 1996 establishes a uniform national law to protect organizations and individuals while donating food in good faith.

20. **Assignment.** The Agency may not assign its rights and duties under this Agreement. By notifying the Agency at least ten (10) days in advance, Gleaners may assign its rights and duties under this Agreement to any organization which acquires all or substantially all of Gleaners’ assets and operations, and to a non-profit organization established or sponsored by Gleaners for the purpose of collecting and distributing Products to individuals who are needy, ill, or children.

21. **Entire Agreement, Amends and Severability:** This Agreement represents the entire agreement between Gleaners and the Agency and supersedes and replaces all prior agreements and understandings, whether oral or written, between the parties. This Agreement can be amended only in a writing executed by the Agency and
acknowledged by Gleaners. If a court determines that any portion of this Agreement is unenforceable, the rest of this Agreement will remain valid.

22. **Governing Law.** This Agreement is governed by and is to be construed under the terms of the laws of the State of Michigan.

The Agency’s authorized representative’s signature below confirms that the Agency is accepting and agrees to abide by all terms of this agreement.

**Agency Signatures:**

_________________________________________
Print Agency Name

_________________________________________
Agency’s Federal Tax Identification (EIN) Number

_________________________________________
Agency’s Signature
(must be signed by the highest authority in the organization, who is responsible for any and all actions of the organization)

_________________________________________
Print Name and Title of Agency Representative who signed this agreement

**Gleaners Community Food Bank Signatures:**

_________________________________________
Authorized GCFB Signature

_________________________________________
Date

**Attached Policies:**

- General Gleaners Policies and Procedures
- Operational Requirements Policy for Member Agencies
- Food Storage Guidelines
- Policy on No Pray-Pay-Work
Gleaners Policies & Procedures
Member Agency Orientation

Placing Orders

- Designate one or more persons who will be given permission to place and pickup orders.
  - Should there be a change in staff or volunteers, Gleaners requires updated contact information for that individual(s) before he or she is allowed to place or pickup orders.
  - Only individuals listed in our database will be able to access information about the agency account or take any action for that agency.
- Orders must be placed in advance to allow sufficient time for your order to be pulled/prepared.
  - Detroit Warehouse: 2 business days prior to scheduled pick-up/delivery
  - Warren, Pontiac, Taylor & Livingston Warehouses: 3 business days prior
- You are allowed to order at most once a week and you must order at least 7 times annually.
  - Ordering fewer than 7 times a year will trigger an account suspension and could potentially lead to being inactivated as a member agency.
  - Additional orders may be deleted at Gleaners’ discretion.
- There is a 10-case limit for each item until greater need is established.
  - You may request to increase the amount of food you are able to order.
- Gleaners’ staff will provide you login credentials and training to order via our online platform, or you may place your orders in person, over the phone, via fax or email.
- When placing your order, REMEMBER:
  - Read your shopping list carefully. Ask us any product or procedural questions.
  - Don’t forget your 4-digit Agency Reference number; you will need this to place orders.
  - Ask your Gleaners representative how to become eligible to receive USDA items which are priced at 0.18 cents/lb or less.
  - Mixed and Assorted Foods are miscellaneous boxes of dry goods from Food Drives.
  - # 10 cans are the large, restaurant-size cans.
  - # 300 cans are the regular-size soup cans that most people buy in retail stores.

Paying for Orders

- You are expected to pay C.O.D. (Cash on Delivery); payment with a check or money order will be required at pickup.
  - Please make sure your Agency Reference number is on the check or money order.
  - We prefer checks with the member agency name printed on the check.
- If paying C.O.D. is difficult, you can establish a credit account with advance payments held at the food bank. When orders are placed, the amount is deducted from your account.

Picking-up Orders

- Please make sure your vehicle is clean, with sufficient available space before arriving.
- Agencies have approximately 20 minutes to pick up orders.
- Sign-in when you arrive at Gleaners and wait for Gleaners staff member to pull your order.
- When instructed, carefully back your vehicle into the warehouse.
- Only Gleaners staff members are allowed to open the roll-up warehouse doors.
- Load your vehicle with purchased items from your invoice first; load your free food last.
- Agencies are allowed up to 2 carts of free food from our ‘free aisle’ for each paid order.
  - Use one of the flat bed carts to select your free items.
  - Place the loaded cart onto the scale and weigh the order.
Print the receipt by pressing the print button.
Record your free items on the Green Sheet near the scale.

✓ Before leaving the warehouse, pay, sign your invoice and turn in your Green Sheet at the office.
✓ Failure to pick up a confirmed order within 2 weeks may result a $25 re-stocking fee.
✓ Eating, drinking, gum, open-toe shoes and talking on cell phones is not allowed in the warehouse.
✓ All Gleaners facilities are weapons-free zones.

Receiving Deliveries
✓ Deliveries are for orders of 2,500 (paid) pounds or more and must be scheduled with our staff.
✓ Make sure Gleaners has the contact information of the person(s) on site receiving deliveries.
✓ Make sure to check that your order is complete upon receiving your Gleaners delivery.

Returning Items
✓ If you find that you are unable to use ordered items, contact Gleaners immediately. Gleaners will let you know what to do with the items.
✓ Once you are in possession of any frozen goods, Gleaners will not accept returns (unless you request to return them immediately on the delivery truck; re-stocking fees may apply).

Submitting Statistics (Exhibit B’s)
✓ You must submit Statistics by the 10th of each month by email, fax, or our online ordering platform.
  o Failure to submit statistics on a regular basis will result in an account suspension until overdue statistics have been submitted.

Communication with Gleaners
✓ On a monthly basis, you will receive a statement in the mail summarizing what, if any amount, is owed to Gleaners, or your remaining balance.
✓ Each year (around January), your account will be charged the Annual Membership Fee of $75.
✓ Every two years (at a minimum) you will be contacted by a Gleaners Agency Relations staff member to conduct a required site visit.
  o The purpose of the visit is to identify needs, challenges, lessons learned, opportunities, etc. that your agency has experienced, as well as for Gleaners to share helpful resources/materials.
  o The Gleaners staff will also review a monitoring form to ensure that your agency is abiding by Feeding America and/or USDA regulations for food storage and distribution.
  o These visits are an opportunity to continue the dialogue between your agency and Gleaners to support one another in our mission to better serve and positively impact our hungry neighbors.
✓ Your Agency may be called upon to participate in Mock (practice) Recalls, so that we can all be prepared in case of an actual food recall.
  o This will entail letting Gleaners know how much a product you still have in inventory, and having a plan for notifying your clients if they have received a recalled product.
✓ Keep an eye out for our monthly ‘Spreading the News’ newsletter with updates, reminders and tips.
✓ Feel free to call or email us with any questions or concerns!

A Gleaners Representative has discussed the above items with us and we feel prepared to order, pay and receive our Gleaners orders and communicate with Gleaners staff.

Agency Representative (print) ___________________________________________________________

Agency Representative (sign) ___________________________________________________________

Agency Ref. # _______________ Date _____________ Gleaners Staff Initials _____________
Gleaners Operational Requirements Policy for Member Agencies

Gleaners approves member agencies to purchase and use food and other related consumer products (“Products”) received by Gleaners in its discretion and in accordance with the requirements established by Gleaners for its member agencies. Status as a member agency can be modified, suspended or terminated by Gleaners in its discretion.

Gleaners expects member agencies to comply with its policies and procedures for operation, product distribution, and conduct that may be in effect and modified from time to time. Gleaners expects member agencies to treat all recipients with respect, courtesy, and civility.

To assist member agencies in understanding our expectations, Gleaners has detailed below conduct and actions that Gleaners considers to be operational deficiencies or violations or infractions of Gleaners’ policies and rules. This list is not exhaustive and Gleaners may take the actions that it considers appropriate whether detailed in this policy or not.

Operational deficiencies or violations or infractions of Gleaners’ policies include, but are not limited to:

- Exchanging donated food or other products for money, goods, property, services, or benefits of any kind.
- Using donated food or other products in a manner that is not related to the tax-exempt purposes of Gleaners. Exchanging food or other products for money, goods. Property, services, benefits of any kind, or using food and other products for fundraising or similar events held by the agency is not allowed.
- Removal of donated food or other products from an on-site program for private use.
- Donated food or other products that are improperly stored, refrigerated, or transported.
- Donated food or other products that are improperly stockpiled.
- Delinquency in submitting monthly agency statistics by the 10th of the month.
- Delinquency in payment of shared-maintenance, membership fees or other fees. Agency accounts 60 days past due are subject to suspension.
- Agency places fewer than 7 paid orders a year and/or does not reliably distribute food.
- Agency refuses or does not cooperate in Gleaners inspection of agency facility.
- Agency is in violation of any state or local statute, ordinance, code or regulation.
- Agency creates or allows a hostile work environment for Gleaners’ customers, staff or volunteers, or their own customers, staff or volunteers.
- Agency otherwise violates the Agency Agreement between itself and Gleaners, or any other Gleaners’ policies, procedures or requirements.

Operational Procedures

Gleaners may evaluate compliance with operational requirements during annual (or more frequent) site visits. Gleaners may also receive information about the member agency from third parties and outside sources. Gleaners’ staff will review all information, complaints or tips regarding a member agency’s conduct as it determines necessary and appropriate. Gleaners will verbally or in writing notify a member agency of the outcome of a review or investigation.
If necessary, Gleaners will advise the member agency of any remedial actions or consequences of Gleaners’ review or investigation. Gleaners may deliver this information verbally or in writing. If the notice involves a suspension or termination, Gleaners will confirm that notice in writing within five (5) business days of the initial notice, if verbal; however, the initial notice will serve as the formal notice and shall be effective when provided.

Possible outcomes related to review of operational requirements are detailed below. These actions are not progressive. Gleaners may implement the outcome(s) that it determines appropriate at any time.

- **No action necessary.** The member agency is meeting operational requirements and no remedial action is necessary.

- **Remedial Action.** Gleaners’ review of operational procedures may identify deficiencies in operational requirements that Gleaners believes the member agency can promptly remedy by specific actions recommended by Gleaners. Gleaners will advise the member agency of those actions.

- **Suspension.** A member agency may be suspended if found in violation of Gleaners’ operational requirements. Upon suspension, the member agency loses all the rights and privileges of a member agency. A member agency that remedies prior violations to Gleaners’ satisfaction may be considered for re-instatement to active status. All decisions about re-instatement are in Gleaners’ sole discretion.

- **Termination.** Gleaners may terminate a member agency if Gleaners determines that a serious violation has occurred or because of repeated violations. Upon termination, the member agency shall not be entitled to obtain Products from Gleaners. Any agency whose membership is terminated under this provision may not become a member agency of Gleaners for at least one (1) year after the termination and only after submitting a new membership application and satisfying all Gleaners’ requirements for member agency status.

- **Resolution of Disputes.** A member agency may request review of a suspension or termination by submitting a detailed written statement appealing the suspension or termination decision to the Gleaners Agency Relations Operations Manager within ten (10) business days of the notification of suspension or termination. The Gleaners’ Agency Relations Operation Manager will review timely submitted documentation from the member agency. The determination of the Gleaners Agency Relations Operation Manager is final and binding.

- **Other Remedies.** In addition to the remedies provided above, Gleaners may exercise any other rights available to it, whether arising under the Agency Agreement, under applicable law, or otherwise, in any manner it determines is appropriate. Gleaners may instruct a member agency to return all Products received from Gleaners. Gleaners shall take any action available to it, and may exercise or not exercise rights as it determines is appropriate under the circumstances.

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**Print Name and Title of Agency Representative**

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Gleaners Food Storage Guidelines

Member Agencies agree to adhere to the following standards:

1. Have regular, established days and hours for food service (Example: Monday and Wednesday 10:00 a.m. to 1:00 p.m.); this information should be posted and visible.

2. Store food in secure, well-lit area.

3. Keep food stored away from clothing and furniture.

4. Store food in clean, dry, rodent and insect free area. Have a pest control plan.

5. Store food 6 inches off the floor on pallets or shelves.

6. Store loose packaged food (cornmeal, rice, beans, etc.) in pest resistant containers.

7. Refrigerators should not have a temperature above 40 degrees. Freezers should be maintained between –10 and 0 degrees. Each cold storage unit should have a visible thermometer indicating temperature of the unit. Keep an accurate thermometer to regularly check and log the temperatures.

8. Rotate all stock. Food should be used on the first-in, first-out basis to prevent spoilage.

9. Protect food by storing chemical products (shampoo, bleach, laundry soap, etc.) away from food.

10. Have a certified/licensed food handler present on-site at all times when food is being received, prepared or served as required by law.

Food Preparation Guidelines for On-Site Feeding Programs

If preparing or serving meals, the Member Agencies agree to adhere to the following standards:

1. Have a certified/licensed managerial level food handler present on-site at all times when food is being received, prepared or served as required by law.

2. Maintain an up-to-date food handling license through the city or county Department of Health.

3. Post sanitation, food handling, storage, and temperature charts in food preparation areas.

4. Use a three-step hot water washing system for dishes or cookware or power-heated industrial-type dishwasher.
Gleaners engages in strong, collaborative relationships with like-minded partners to create and deliver measurable, relevant, sustainable and integrated programs. Please help Gleaners uphold the shared mission of feeding the hungry and nourishing our communities!

Member Agencies distributing Gleaners groceries are expected to serve those in need with dignity, respect and integrity. No one is required to **pay, pray or work** to receive food from our Member Agencies.

All are welcome to join a worship service, offer a donation or volunteer, but they shall receive the same food as those who simply identify themselves, express a need for the food, and have nothing more to give!

**Ø Pay**
Clients must never be required to pay or asked to donate money in exchange for food.

**Ø Pray**
Clients must never be required to participate in prayer or attend religious services in exchange for food.

**Ø Work**
Clients must never be required to work in exchange for food. We understand that staff and volunteers are often in need of food as well. To avoid the appearance of requiring work in exchange for food, and to maintain a fair and just distribution, needy volunteers or staff must meet the same eligibility requirements and follow the same process as other clients.

Do you have questions in regards to this policy or other Gleaners policies, rules or best practices? Contact a member of our Agency Relations Team:

**Phone: 313-923-3535    Fax: 313-924-6313**

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<th>Alma Perez</th>
<th>Ann Marie Reed</th>
<th>Barbara Thomas</th>
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