

FOOD Share, Inc.
WAREHOUSE PROCEDURES
FOR PICKING UP FOOD
Shopping Hours – 8:00am –1:30pm
Effective 8-1- 08

Basic Guidelines

General

1. Partnering agencies are responsible for knowing and observing all FOOD Share policies and warehouse procedures. Agency orientation sessions are available for new volunteers and staff by appointment only.
2. Each agency is assigned a set pickup day and time. Please arrive on time for your scheduled appointment. The Food bank is obligated to first serve those agencies that keep their scheduled appointment. If your agency wishes to change its designated pick-up time or day, arrangements can be made with the Agency Relations Coordinator or Warehouse Manager. If you are unable to keep your scheduled appointment please notify the Food bank as soon as possible. If you arrive late, you may be asked to reschedule your appointment for another day.
3. Because of space limitations, we ask that only three (3) people per agency come to pick up food. We must have the name of at least one “authorized” representative from your agency on file. If the authorized shopper needs to be changed, please do so by submitting the representative(s) name(s) on the agency letterhead to the Agency Relations Coordinator.

Safety Requirements

1. Smoking, drinking and eating are not permitted in the warehouse or dock area.
2. No children under the age of 12 are allowed in the Distribution Area. Do not leave children or pets unattended by an adult in vehicles in the loading zone.
3. Proper lifting techniques must be used by all shoppers.
4. Carts must be loaded in a safe manner. Agencies with large orders may be trained to use the pallet jack.
5. Do not climb in or on pallet racks – ask a staff member for help.
6. Please park your vehicles in designated parking spaces.
7. Loading of your agency vehicle is the responsibility of the agency. Please bring appropriate number of vehicles and personnel needed to load and transport your product.
8. Agency representatives are expected to exercise good judgment and to refrain from any activity that would pose a hazard to themselves or others.
9. Although we strive to provide error free paperwork, occasionally there are discrepancies. Please review your invoice before signing it.
10. Notify FOOD Share staff immediately of any hazardous or unsanitary conditions.
11. Please return your banana boxes, crates and pallets to designated area in a neat and orderly manner.

Warehouse Manager 805-983-7100 ext. 141

Agency Relations Coordinator 805-983-7100 ext. 134

(warehouse procedures for picking up food)

6/25/2009