

## **SLO Food Bank Warehouse Rules for Agency Partners**

1. Authorized shoppers are the only individuals allowed to pick-up orders from the warehouse. Any non-authorized individuals may be asked to leave. To add a new authorized shopper, an official correspondence by email or on letterhead, or an official email from the registered “Main” contact on the account must be received by the SLO Food Bank prior to allowance into the warehouse.
2. Only three authorized shoppers per Agency Partner are permitted in the warehouse- at a time.
3. Each Agency Partner is only permitted in the warehouse during their 30-minute appointment time. This 30-minute appointment includes the time required for check-out and self-loading. Please refer to the Partner Policy & Procedure Handbook for more details.
4. Agency Partners must pick up an order in its entirety and plan accordingly to ensure they have enough vehicle space and supplies to transport the entire order. If an agency re-organizes or sorts food items for their specific food programming, the sorting and organizing must be done at the Agency’s Partner location, and is not allowed at the SLO Food Bank agency door, warehouse, or in the SLO Food Bank parking lot. If an Agency Partner needs to make two trips for a one-time special order, such as picking up special allocations such as holiday proteins or Breakfast Bags, the agency must communicate this adjustment to the Partner Services Manager and Warehouse Coordinator at least 24 hours before their pickup appointment.
5. Agency Partners order from the PWW/Primarius system before their appointment and SLO Food Bank staff will prepare the order for pick-up. Authorized shoppers are allowed to shop from designated areas only. Self-curation of SLO Food Bank inventory is never allowed for reasons of safety and program integrity.
6. Agency Partners are only permitted in the designated Partner Services area of the warehouse.
7. Agency Partners are responsible for loading their own vehicles.

## Agency Partners

8. Anyone in the warehouse is required to always wear closed-toe shoes.
9. No outside food or drink is permitted inside the warehouse except water.
10. Children under 16 years of age are not permitted in the warehouse during the appointment.
11. No pets are allowed in the warehouse, except for service animals.
12. All Agency Partner representatives must be courteous and respectful to SLO Food Bank staff, volunteers, and other Agency Partner representatives.
13. Agency Partners are responsible for supplying their own boxes, bags, and coolers when transporting food. If an Agency Partner uses any SLO Food Bank banana boxes, crates, or pallets, the Partner is responsible for facilitating the return of these items.