

Non-Compliance Policies

Definitions

- Active: A Food Bank partner agency that is currently in good standing, able to order through Agency Express, and may participate in additional programs (see definition below).
- Hold: This is a temporary action. Agencies on hold are not able to order through Agency Express. Once the matter in question is resolved, the agency will be taken off hold within 3 business days.
- Probation: An agency that is on a disciplinary period. Agencies are still able to order food through agency express, but may not be eligible for any additional programs.
- Inactivated: Agencies that are no longer partnered with the Food Bank.
- Additional Programs: As referenced above, this refers to Fresh Rescue connections with grocery stores, grant eligibility, or any other additional resources that may become available.

Policies

Food Safety: Violations can cause immediate hold and/or inactivation depending on severity. The matter must be addressed and repaired by the agency and the site will be re-inspected by an agency relations coordinator within 1 month. If the matter is not addressed during this period, the agency will automatically be inactivated.

Lack of Activity: If the minimum weight requirement for the year (minimum of 3,000 lbs.) is not met, the agency may be inactivated. An agency who suspects they will not reach the minimum in a certain year should reach out to the Agency Relations team by September to discuss the situation.

Late Quarterly Reports (QSR): Quarterly reports are sent out at the start of the next month following the end of a quarter, and are due at the end of that month. If a QSR is not turned in by the end of that month, the agency will be put on hold. Upon receipt of report, the agency will be taken off hold. Agencies that fail to submit 2 or more consecutive quarterly reports will be inactivated.

Late Fresh Rescue Reports: Fresh Rescue reports are due monthly (weekly submission is preferred, but not required). Reports are due by the 15th of the month for the prior month. If a report is late, the agency will be placed on hold. Upon receipt of report, the agencies will be taken off hold. Agencies that fail to submit 6 or more consecutive monthly reports will be inactivated and will lose their Fresh Rescue privileges.

- All other reporting: Any other occasional reporting requirements (relating to grants, etc.) should be submitted by the due date posted. A report more than 5 days late will result in a hold on the agency's account until the report is submitted.
- Probation: Agencies with repeated non-compliance issues or late reports may not be eligible for grants or new Fresh Rescue connections.
- Holds: Agencies will be placed on hold for non-compliance and/or NHFB discretion. Seasonal programs will be placed on hold when they are not active.
- Inactivation: An agency that has been on hold for 6 or more consecutive months (not including holds for seasonal programs) will be inactivated. Agencies are also subject to inactivation for violations of NHFB policies.
- Re-application: An agency inactivated by NHFB must wait one year to reapply as a partner agency. An agency that voluntarily inactivates may reapply after six months.
- Communication: All holds/inactivations/probations will be communicated via email to the contact person at the agency.

I have read and agree to the above policies set forth by the NH Food Bank.

Agency name: _____

Printed name: _____

Signature: _____ *(pen signatures only)*

Position: _____

Date: _____