

## **DISTRIBUTION PARTNER AGREEMENT**

This agreement outlines the shared expectations between Hope & Comfort Hygiene Hub (“HCHH”), and our valued distribution partner (“Partner”), as we work together to expand access to essential hygiene products across Massachusetts.

### ***Purpose***

Together, we aim to ensure that individuals and families experiencing hygiene insecurity can access free, high-quality hygiene products with dignity, consistency, and care.

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## **PARTNER QUALIFICATIONS**

- H&C Hygiene Hub provides hygiene products free of charge to organizations serving communities in Massachusetts. Unfortunately, at this time we are unable to support requests from organizations outside the state of Massachusetts.
- To remain active, the partner must pick up at least one time per calendar year. Organizations that do not meet this threshold will be considered inactive, and subsequently will allow for H&C Hygiene Hub to make a waitlist partner active.
- H&C Hygiene Hub does not distribute products directly to individuals
- Organizations requesting products must serve low-income populations and be registered non-profit organizations.

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## **PARTNER EXPECTATIONS**

### ***Product Use & Distribution***

- All products provided by HCHH must be distributed free of charge to the people you serve.
- Products may not be sold, bundled for sale, or used for fundraising activities.
- Partners must distribute products in ways that preserve dignity and ensure accessibility.

### ***Monthly Pickups***

- Product pickups occur once per month (this excludes special, one-off distribution events)
- Pickup times:
  - Tuesdays & Thursdays
  - 10:00 AM to 1:00 PM

- Location: Hope & Comfort Hygiene Hub Warehouse, 33 Fourth Ave, Needham, MA
- Partners agree to use the online [Product Ordering Portal \(POP\)](#) to request products and schedule a pick-up time.
- Partners agree to pick up products at their scheduled appointment time or notify HCHH of any scheduling changes.

### ***Program Integrity***

- Partners agree to use products only within their organization's programs and not redistribute them to other organizations unless approved by HCHH.
- Partners agree to report unusual needs, distribution issues, or concerns so we can best support our shared communities.

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## **HOPE & COMFORT HYGIENE HUB COMMITMENTS**

### ***Consistent Access to Hygiene Products***

HCHH commits to providing high-quality hygiene essentials at no cost, based on availability and need.

### ***Support & Communication***

#### **HCHH will provide:**

- Regular communications related to distribution events & product pick-ups
- Annual partner surveys
- Training or support as needed

### ***Shared Promotion & Awareness***

#### **HCHH will:**

- Add and maintain Partner organization's listing in the [HCHH Partner Directory](#)
  - Partner directory list will include: Partner's name, address, website, and impact areas

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## **BRANDING & VISIBILITY**

### **We invite partners to:**

- Display the Hope & Comfort Hygiene Hub partner sign (provided by HCHH)

- Tag HCHH in relevant social posts
- Add a link to [hchhygienehub.org](https://hchhygienehub.org) on your website

**Additional details provided in the Partner Branding Toolkit.**

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