

## SECTION 2 - OPERATIONAL STANDARDS

### OS/02: Receipt of food

#### 1.0 Delivery checks

- 1.1 All products must be examined upon receipt of a delivery, any goods not meeting food safety requirements should be rejected at point of delivery.
- 1.2 Any food item that carries an expired or an inadequate shelf life must be returned to the supplier, at point of delivery or isolated from stock ready to be picked up by the supplier.
- 1.3 Upon delivery of goods the following checks must be undertaken, wherever applicable:
- shelf life of foods: 'use-by' and 'best before' dates;
  - temperature of food: chilled and frozen;
  - integrity of packaging: bags, boxes, cartons, glass etc.;
  - quality and freshness: sensory checks;
  - temperature of vehicle: if appropriate;
  - condition of vehicle: appropriate for job, in good repair, clean; and
  - delivery personnel: cleanliness and appropriateness of uniform
- 1.4 Sample temperatures must be recorded on the appropriate control sheet. Refer to **TM/03: Receipt of food**.

#### 2.0 Fruit, vegetables and salad items

- 2.1 On delivery, visual checks can be carried out by using the natural senses, for example smell, sight, touch etc. for evidence of:
- damage, over-ripeness or discoloured produce;
  - spoilage and/or mould; and
  - insect and/or rodent damage.
- 2.2 Produce that does not meet food safety requirements must be rejected at the point of delivery.

#### 3.0 Dried, bottled and canned goods

- 3.1 Physical defects in a product that warrant returning to the supplier are as follows:
- dented, rusty, leaking or blown cans;
  - cracked bottles or jars;
  - damaged inner packaging e.g. split bags, torn boxes:
  - no labels;
  - evidence of mould; and
  - evidence of insect or rodent damage;

## SECTION 2 - OPERATIONAL STANDARDS

3.2 Products carrying a 'use-by or 'best-before' date must be checked to ensure that dates have not expired and that there is an adequate shelf life intact to enable the product to be sold or used under normal operating conditions.

3.3 Any food item that carries an expired date or does not have an adequate shelf life must be returned to the supplier, at point of delivery.

### 4.0 Frozen foods

4.1 The legal requirement for the delivery of frozen foods is -18°C; however a tolerance of -15°C is permissible at point of delivery.

4.2 The temperature of frozen foods must be checked at the point of delivery by using either an in-between pack probe and/or digital laser probe; however the latter will only provide a surface temperature.

4.3 Where appropriate a printed temperature record shall be obtained directly from the delivery vehicle and subsequently recorded on to the appropriate control sheet.

4.4 If food has started to defrost or appears to have defrosted at some point prior to receipt it must be rejected at point of delivery.

4.5 Frozen foods must be placed into frozen storage within 15 minutes upon receipt.

### 5.0 Chilled foods

5.1 All chilled food must be delivered at 8°C; however some manufacturers/ suppliers may indicate that certain foods need to be stored < 8°C to ensure product safety.

5.2 Chilled foods to which temperature control legislation applies must be checked at the point of delivery by using either a hand-held food probe and/or digital laser probe, the latter will only provide a surface temperature.

5.3 If applicable a printed temperature record maybe obtained directly from the delivery vehicle and subsequently recorded on the appropriate control sheet.

5.4 In the event that chilled foods do not comply with the above-mentioned requirements then they must be rejected at point of delivery.

5.5 Chilled foods must be placed into the appropriate storage with immediate effect and in any event within 15 minutes upon receipt.

### 6.0 Hot food

6.1 The legal temperature requirement for the delivery of hot food is > 63°C.

6.2 Hot food must be effectively covered, contained and kept separate to raw food.

### 7.0 Food allergens

7.1 Allergenic ingredients must not give rise to cross-contact with other foods and where appropriate, must be delivered separate to other foods.

7.2 Where there is contact from and/or spillage of allergenic ingredients and it is reasonable to believe that other foods have been affected then the affected food must be rejected at point of delivery. Refer to **FA/03: Control of allergenic ingredients.**

## SECTION 2 - OPERATIONAL STANDARDS

### 8.0 Rejection of goods

- 8.1 In the event that food/goods do not comply with food safety requirements at the point of delivery they must be rejected.
- 8.2 In the event that goods do not comply with food safety requirements after delivery they must be clearly identified and effectively isolated, ready for return to the supplier.
- 8.3 Goods awaiting return must not be reintroduced into current stock levels or the food chain.
- 8.4 Where a food supplier repeatedly fails to meet the requirements of this procedure then this must be taken forward to Procurement (CCSG).
- 8.5 Where a food supplier is not meeting its legal obligations in respect to food safety then this must be reported to the appropriate Health & Safety Adviser (CCSG).

Version	Date of issue	Author	Endorsed by
V3	June 2019	Graham Day; Health & Safety Adviser	Graham Hakes; Senior Health & Safety Adviser