



WHAT WOULD YOU DO?

MANAGING SUPPLIERS & DELIVERIES SAFELY

Imagine you are the manager or supervisor. One of your team has notified you that a delivery has just been received from one of your suppliers. Upon inspection, they've noticed that some items are mouldy, a couple of other items past their use-by date and foods which should be chilled are at 11°C. What do you do first?

Inspect the product further and check its temperature.

Chilled, perishable foods are above the legal limit of 8°C. The foods past the use-by date and the mouldy foods raise concerns about food safety.

What should you do next?

Accept the delivery without further inspection.

Outcome:

Accepting the delivery could risk food safety and put your customers and business at risk. If issues are found, you have a duty to take action and ensure food safety.

Reject the delivery.

And...

Accept the delivery and note the issue for future reference.

Outcome:

Accepting the delivery without addressing the problem can immediately risk food safety and make your customers ill.

It's better to act promptly by rejecting the delivery, informing your supplier and documenting the issue to ensure food safety and comply with the law.

Document the issue, then contact the supplier to notify them.

Simply reject the delivery without documenting it.

Outcome:

This could cause problems later, as you won't have a record of the rejected delivery. Without documentation, it may be difficult to address recurring issues with the supplier or to track patterns of poor performance. It's also a legal requirement to keep a record of when things go wrong and what corrective action you've taken.

Outcome:

Good decision! By rejecting the delivery you have ensured food safety and kept your customers safe. By keeping a record, you protect your business and maintain a clear audit trail.

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