

<i>HACCP</i> Europa.com	<b>QUALITY SYSTEMS MANUAL</b>	<i>Issue: 1</i>	<i>Ref No:</i>
		<i>Issued by:</i>	
	<b>Transportation Management</b>	<i>Approved by:</i>	
		<i>Issue date:</i>	
		<i>Approval date:</i>	
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**SCOPE:** This procedure applies to employees who are responsible for food transportation.

**PURPOSE:** To ensure that the correct product, quantity and in correct temperature is dispatched and delivered as required by the customer.

**RESPONSIBILITY:** It is the responsibility of the management to ensure that the following procedures are adhered to and understood by all relevant personnel and the personnel follow State or local health department requirements.

The operations and warehouse managers are responsible for ensuring the required product and quantities are dispatched to the customer. The Warehouse Manager is responsible for ensuring all loads are dispatched in required temperature.

Transporting High Risk Food without proper temperature control can allow bacteria to multiply while the food is being transferred from one place to another. The temperature and condition of the food transport vehicle is important in keeping food safe.

**INSTRUCTIONS:**

1. When loading the vehicle, ensure every pallet must be checked against the customers order requirement to ensure the correct amount is loaded.
2. Warehouse operative will ensure that the labeling is correct for product and that the temperature of the product is within the required range.
3. The refrigeration unit of the vehicle is to be set and checked that it is operational by the loader before loading commences.
4. Regularly check that the food transport vehicle can maintain the correct temperatures for the type of food it carries.
5. Check that cold food is transported at 5°C or colder.
6. Check that frozen food is transported at -15°C or colder (or frozen hard).
7. Check that hot food is transported at 63°C or hotter, or that it can be delivered within two hours from cooking.
8. Make sure that the delivery vehicle and transport boxes are clean and food is packaged properly.
9. Make sure that the food is transported away from any chemicals which might contaminate the food.
10. Check temperature of food on delivery to ensure systems are working.

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11. If the internal temperature is above the acceptable range of the set point, the vehicle is not to be loaded until the internal temperature shows either a reduction or increase in temperature depending on set point. Should a vehicle fail to reach the required set point, it is the duty of the transport manager to arrange an alternative vehicle. The faulty vehicle is to be unloaded and product stored at the correct temperature regime until the replacement vehicle is made available.
12. The transport manager will inform the customer of the issue and give regular updates regarding delivery of product,
13. Prior to loading the vehicle the warehouse manager records the status of the trailers hygiene and records it on Dispatch Log.
14. If the trailer hygiene is found at an unacceptable standard and there is evidence of smell or taint, the trailer will not be loaded.
15. The Transport manager informs the Operations Manager and an alternative replacement trailer will be arranged.

#### **Vehicle Hygiene**

1. All vehicles must be kept clean at all times
2. Vehicles must be swept as required before loading or at least on a weekly basis
3. All vehicles must be washed on a monthly basis.
4. Vehicle floor must be washed using water and a suitable food grade detergent.
5. Where a spillage of food occurs vehicles must be swept and washed out prior to re-use.
6. Outside of all vehicles must be washed on a weekly basis or more often if required based on usage and weather conditions.

#### **Product security and integrity**

1. All products being transported must be secure at all times.
2. It is the loaders responsibility to ensure all products are secure.
3. Trailer doors are to be opened immediately prior to loading and must be securely closed immediately after loading.
4. All refrigeration units must be checked prior to loading and upon arrival to customer to ensure correct temperature as per requirements. Loading temperature is recorded on Dispatch Log. Delivery temperature is recorded for products at random to verify temperature in transport due to delivery times being short.
5. Where delivery times are over 4 hours the temperature must be verified in every 4 hours through the delivery time and at delivery also.
6. All products are to be unloaded and loaded at secure loading bays using dock leveler.

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If a vehicle breaks down in transit, the following guidelines are to be adhered to:

1. If the vehicle breaks down but the fridge is operating correctly, drivers are to contact the Transport Manager immediately, who should then inform the relevant customer depot.
2. The Transport Manager is to contact the approved vendor for vehicle breakdown assistance, or a replacement vehicle.
3. In the event of the vehicle fridge breaking down, the doors are to remain closed. This will retain the required temperature. Drivers are to contact the Transport Manager immediately.
4. If the vehicle breaks down but the doors have been opened, drivers are to contact the Transport Manager immediately. The Manager is to arrange for food temperatures to be taken from the front, middle, and back of the vehicle on arrival at the customer. If the temperatures are out the required range the corrective action to be followed.

**MONITORING:**

1. A designated employee will inspect that each employee is following this SOP.

**CORRECTIVE ACTION:**

1. Any foodservice employee found not following the procedures in this SOP to be retrained
2. High Risk Food which has been in the Temperature Danger Zone of between 5°C and 63°C for four (4) hours or longer must be discarded.
3. The way people transport food if High Risk Food is left in the Temperature Danger Zone of between 5°C and 63°C for four (4) hours or longer must be reviewed.
4. Food that has not been kept at the correct temperature by the delivery system must be discarded.
5. Ready to eat food which has been contaminated by raw food must be discarded.
6. Hot High Risk Food which has been in the Temperature Danger Zone for less than two (2) hours may be reheated, but hot High Risk Food which has been in the Temperature Danger Zone of between 5°C and 63°C for more than four (4) hours must be discarded
7. Individual meals if packaging has not remained intact must be discarded.

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**VERIFICATION AND RECORD KEEPING:**

1. The manager will verify that employees are following this SOP by visually observing the employees during all hours of operation.
2. The manager will verify Dispatch Log daily by initialing them.
3. The manager will verify Vehicle Hygiene Log weekly.
4. The manager will audit vehicle hygiene during Daily Hygiene Audits.

**RECORDS APPLIED TO THIS PROCEDURE:**

- Hygiene Checklist
- Dispatch Log
- Vehicle Hygiene Log

**DOCUMENTATION RETENTION:**

The records applied to this procedure are to be kept on file for a minimum of 3 years.