



Subject :	<b>RECEIVING DELIVERIES</b>		
Dept :	Operations	Revision(s):	Published
Version Dated :	June 15th, 2020	Pages:	7

## Purpose

This policy identifies the critical points of potential risk while receiving, processing, and storing delivered food, beverage, and other products. The goal is to eliminate chances of contamination and threats to employee safety.

## Policy

1. Vendor Communication & Compliance
  - a. Liability & Assurance
    - i. Restaurants should request letters of assurances from their vendors stating that their distribution facilities abide by enhanced health & safety precautions.
    - ii. Restaurants should share their modified receiving SOP with vendors and their delivery personnel must accept and acknowledge the new procedure.
    - iii. If vendors do not agree to following the enhanced safety procedures, then restaurant operators should search for an alternate vendor and terminate the relationship with the vendor who is refusing to abide by enhanced health & safety precautions.
      1. In the event that there is a written contract with the vendor, please immediately reach out to the Operations and Legal teams for guidance on terminating the written contract.
  - b. Safety Equipment and Apparel
    - i. Delivery personnel should arrive on site with appropriate safety equipment and apparel.
    - ii. If delivery personnel arrive without a mask and gloves, the Receiver should offer a mask and pair of disposable gloves after the delivery personnel washes their hands.
  - c. Vendors should arrive during a mutually agreed upon delivery time and provide ample notice of delays.
2. Received Product Quality Check
  - a. All received product should be checked for the following:
    - < 41°F for meat, fish, poultry
    - < 45°F for Eggs and Milk
    - Check expiration dates on packaged goods, eggs, dairy products.
    - Reject cans with dents, rust or compromised structure:
      - Bloated cans



- Exposed or stripped off seams
  - No label
  - Reject packages with tears, signs of moisture absorption, leakage:
    - Wet cases
    - Broken bags
    - Leaking cartons, bottles or packages
    - Broken seals on bottles
  - Cans or packages should still have their labels attached.
  - Vacuum packed food should not be bloated or show signs of leakage.
  - Frozen food should not show signs of thawing or excess ice crystal formation.
3. Storing & Putting Away Product
- a. With the exception of full cases of wine, all original cardboard packaging must be eliminated from storage.
    - i. Full cases of wine must be disinfected and left to dry before being moved into storage.

### **Equipment/Tools Needed**

Consider new equipment/changes to the physical space that may need to be procured, such as:

- Dunnage racks
- Box tying string roll
- Single-Use Gloves
- Sliding ramp (for those with basement kitchens/prep areas)
- BOH Clipboard (delivery and personnel log)
- FOH Clipboard (delivery and personnel log)
- Thermometer (temping products)
- Lexans, Cambro containers, Hotel pans, plastic crates for wine bottles
- Sanitizer solution
- EPA-approved disinfectant

### **Procedure**

1. Pre-Delivery Preparation
  - a. Place Orders
    - i. Place orders before cut off time to ensure timely delivery of goods.
    - ii. Pre-determine delivery timing with vendor(s) and set a schedule with the Receiver for the following day.
  - b. Organize Paperwork
    - i. Create Purchase Orders (POs) for all deliveries expected to be arriving the following day.



- ii. Print out POs and attach them to the BOH/FOH clipboard, with a fresh copy of Delivery Log.
  - c. Prepare the Physical Receiving Location
    - i. Ensure floor tape is placed to clearly outline the Delivery Drop-off Area.
    - ii. Allocate secondary area for rainy weather situations.
    - iii. Have available storage containers ready the night before or next morning before delivery timings.
2. Vendor Compliance Guidelines for Delivery Personnel
  - a. Vendors need to come to a mutually agreed upon timeline of delivery prior to day of delivery with the purchaser.
  - b. Time frame should be between 30-60 minutes.
  - c. Both parties should call ahead if there are any changes to the delivery schedule.
  - d. Call the designated number within 5-10 minutes of arrival for better efficiency of dropping off products.
  - e. Driver/delivery personnel will need to drop off product at pre-assigned location. It will be clearly designated with marking tape.
  - f. Delivery personnel should always be wearing face masks, covering nose and mouth, and be using fresh disposable gloves while unloading goods.
  - g. Unloading of goods will be completed with the invoice tucked under the top box/case, kept visible for the Receiver to check through.
    - i. Request invoice to be sent, as early as the day when order is placed, or to be sent early next day before delivery is made.
  - h. Delivery personnel will move away from goods and staff to a minimum of 6 feet until checking of goods is completed by the Receiver.
  - i. The Receiver will be given a reasonable amount of time to go through the product based on the size of the delivery.
  - j. Any "shorts" or missing items will be clearly documented on the initial invoice. Any credit memo could be issued at that moment from the delivery personnel or obtained from the Vendor's office / Sales Representative.
  - k. Delivery person will need to provide his/her full name in order for us the restaurant to log delivery entries and better trace back any issues that might be encountered. If the delivery person must enter the restaurant, they will need to have their temperature checked per the [Temperature Taking SOP](#).
  - l. Receiver will complete the receiving of goods and sign off on the invoice.
  - m. Receiver could hand off the signed invoice back to the delivery person. Alternatively, a scanned copy can be sent back to Vendor's office/ Sales Representative.
3. Delivery Protocol



- a. Preparing to Receive a Delivery
  - i. Confirm that appropriate storage containers are set aside close to the delivery hatch or receiving area to repack or transport product back to the restaurant.
  - ii. Await communication that the delivery driver has arrived on site.
  - iii. Put on a new set of gloves and bring containers and clipboard with the Delivery Log and printed POs to the delivery area.
- b. Upon Vendor Arrival
  - i. Ensure delivery person is wearing a new set of gloves and has a face mask on at all times during the delivery.
  - ii. Allow driver/ delivery personnel to unload products into the assigned delivery drop off area. Stay at least 6 feet away from any personnel at all times.
  - iii. During this time, record on the log:
    1. name of delivery personnel involved
    2. time of delivery
    3. time of assigned delivery time
  - iv. Please record any abnormalities during the delivery process:
    1. Driver not wearing masks or new gloves
    2. Delivery personnel shows signs of being sick
    3. Delivery personnel not cooperating with Receiver
    4. Anyone coming too close to one another
    5. Any part of the process that looks like its been contaminated with human fluids (blood, snot, saliva, spit etc)
    6. Inform your manager immediately and stay away from the delivery area and personnel.
  - v. Request that the invoice should be left under the highest case for visibility and the delivery personnel should stay clear for the Receiver to approach.
  - vi. Receiver should inspect the delivered products under regular guidelines (see Policy 2 - "Received Product Quality Check") and mark down any product quality deficiencies on the invoice.
  - vii. Any shorted or missing items should be clearly marked on the invoice.
  - viii. Sign and return invoice to delivery personnel, ideally placing on a nearby surface for them to grab.
- c. Putting Away Product
  - i. Any product in cases or cardboard boxes should be removed from the boxes and repacked into clean in-house storage containers.
    1. Transfer packs from cases and into lexans and then onto shelves.



2. Transfer portioned steaks from the case into hotel pans then into the walk-in.
      3. Transfer bottles of dry goods & condiments from the case into lexans then onto shelves.
    - ii. Any product that has been repacked or comes without packaging or cases should be disinfected before putting away for use. For example:
      1. 5 gallon pail of soy sauce
      2. Momolab Hozon
      3. Loose bottles of soy sauce from vendors
      4. Bags of rice, etc
  - d. Clean Up
    - i. Tie up flattened, broken down boxes and set aside for garbage pickup in designated area.
      1. If recycling/box pick up is not on delivery day, designate a separate area away from regular usage areas to hold broken down boxes.
      2. At this point, another person could be assigned to help with bringing products back into the restaurant, while maintaining 6 feet of distance.
    - ii. Remove gloves and wash your hands.
    - iii. Put on a clean pair of gloves.
    - iv. Place products into appropriate storage locations.
    - v. Label accordingly with product name and date.
    - vi. Organize products using First In First Out (FIFO).
    - vii. Bring used storage containers to be washed.
    - viii. Remove and dispose of gloves
    - ix. Wash your hands and move onto your next task.
4. Beverage Delivery
  - a. Greet the vendor as described in Procedure Step 3b above.
  - b. Putting Away Delivery
    - i. Full Cases
      1. Note: Bottles in a full case should be kept in the original box.
        - a. Disinfect full cases using appropriate cleaning chemicals and leave the case to dry for 2 minutes.
    - ii. Loose Bottles (Spirits, Wine, Beer, NA Beverages)
      1. Remove loose bottles/cans from opened case and disinfect thoroughly, leaving to air dry.
        - a. Spray down bottles with Peroxide disinfectant.
        - b. Do not spray onto cans or exposed lip on packaging.
        - c. Peroxide disinfectant is not food contact safe.
      2. Store loose bottles in allocated storage containers.



- a. These storage containers can be final storage solution, or be used to transport bottles and cans into the restaurant to be stored on a rack/shelf.
  - c. Clean Up
    - i. Tie up flattened, broken down boxes and set aside for garbage pickup in designated area.
    - ii. Discard used gloves, wash hands and put on new gloves.
    - iii. Bring disinfected products out onto the floor for bar use or keep in storage.
5. Receiving & Organizing To-Go Supplies
- a. Greet the vendor as described in Procedure Step 3b above.
  - b. Putting Away Delivery
    - i. Receiver should remove all materials from packaging/cardboard immediately and organize in the designated area.
    - ii. Mark packages with "received" date/ time so that operators can track life of and avoid exposure to virus (24 hours on cardboard, 72 hours on plastic, 5 days on glass).
    - iii. Supplies should be organized and easily accessible in clear or labeled containers to avoid any unnecessary opening of containers or points of contact by staff when stocking stations.
  - c. Clean Up
    - i. Tie up flattened, broken down boxes and set aside for garbage pickup in designated area.
    - ii. Discard used gloves, wash hands and put on new gloves.
    - iii. Bring disinfected products out onto the floor for bar use or keep in storage.

### **Supporting Materials (Logs, Signage, Training & Locations, etc)**

- Modified protocol confirmation from vendors
- [External Vendor Sign In](#) Log

### **Accountability (how the SOP will be enforced/managed)**

- There will be designated Receivers trained according to this protocol.
- Manager should note down any observations of deviation from the protocol and retrain if necessary.
- Multiple occurrences of deviating from the protocol after retraining will result in disciplinary action.

### **Sources**

- [CDC on Hydrogen Peroxide](#)
- [Ecolab SDS on Peroxide Disinfectant](#)



- [MIT](#) review
- New England Journal of Medicine [Surface](#) study