

Store Operations Manual

Receiving - Cold Chain Integrity Policy

Primary Contact: Operations

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- The Store Manager is responsible that a qualified associate be trained in the handling of perishables anytime a perishable load is expected to arrive.
 - The associate assigned the duty of receiving perishable loads must have a heightened sense of urgency in order to maintain the cold chain during receiving. They must understand that these loads need to be received quickly and broken down immediately in the proper temperature zones.
- Perishable product deliveries are not to be staged in the backroom outside of refrigeration for longer than 60 minutes.

Standard Operating Procedures:

1. Stage pallets inside the store and sign out the driver.
2. If possible, stage the pallets inside the Deli or Freezer to help protect the cold chain. The time between signing out the driver and staging the load in the cold chain must be less than 60 minutes.
3. When it is impossible to stage full pallets inside the walk-in; the loads must be broken down onto a U-boat upon receipt and placed into the Deli or Freezer.
4. Ice cream and frozen bakery items defrost very quickly, so these items must have priority to be broken out of the load and sent to the freezer first.
5. While receiving produce loads there are certain items that need special attention. Bananas cannot be refrigerated and should be stored in a cool dry area of the store. Packaged salads lose shelf life quickly when not refrigerated at the proper temperature.