

# SUPPLIERS AND CONTRACTORS



How you handle suppliers and contractors is important to food safety.

You are required by food law to take reasonable precautions and do all that is needed to protect your customers. If you do not do this, your business and reputation could suffer.

WHAT TO DO	WHY?	HOW DO YOU DO THIS?
Choose suppliers very carefully.	It is important that you have reputable suppliers that you can trust to supply and handle food safely, as well as deliver on time etc.	<ul style="list-style-type: none"> <li>• Make sure you choose reputable suppliers you can trust.</li> <li>• Ask the following questions:               <ul style="list-style-type: none"> <li>– Is the supplier registered with the local authority?</li> <li>– Does the supplier store, transport and pack their goods in a hygienic way?</li> <li>– Does the supplier provide allergen information?</li> <li>– Do they have any certification or quality assurance?</li> <li>– Does the supplier/contractor supply fully referenced invoices?</li> </ul> </li> <li>• Ask other businesses for trusted recommendations.</li> </ul>
Make sure that your raw ingredients have been handled safely.	The starting point for making food safely is to be confident about the safety of your raw ingredients and any ready-made products you buy in.	<ul style="list-style-type: none"> <li>• Check that the supplier has a food safety management system.</li> <li>• Carry out regular delivery time, temperature and quality spot checks.</li> <li>• If you buy goods from a cash and carry, make sure that the vehicle you use to transport them is clean and that you bring chilled and frozen food back as soon as possible and put it straight into a fridge or freezer.</li> </ul>
Keep a record of what food products you have bought, who you bought them from, the quantity and the date.	<p>This is a legal requirement and is so that you or an enforcement officer can check back to see where a food came from.</p> <p>Ideally, you should keep these records until you are sure that the food they refer to has been consumed without any problems.</p>	<ul style="list-style-type: none"> <li>• Usually the easiest way to do this is to keep all your invoices and receipts. Or you might want to record the information in a different way, for example keeping a record of the batch number and other details.</li> <li>• Keep these records in a way that makes it easy for you or an enforcement officer to check them.</li> </ul>
Choose contractors carefully.	Services such as pest control can be valuable in helping you to make food safely. It is important to have contractors you can trust to deliver these services effectively.	<ul style="list-style-type: none"> <li>• Use the same checks you would use to choose suppliers (see top box).</li> </ul>

## WHAT TO DO IF THINGS GO WRONG

If you are contacted by an unknown food supplier, check with your local authority to see if they are a registered and reputable business; they could be fraudulent.

If you do not think that the food a supplier delivers has been handled safely (for example, if you think it has not been kept cold enough) reject the delivery, contact your supplier immediately and write the details in the diary.

If you have repeated problems, you can do the following things:

1. Contact the supplier/contractor by phone.
2. Write a formal letter of complaint.
3. Change supplier/contractor.
4. Contact your local authority.