



# Woolworths at Work

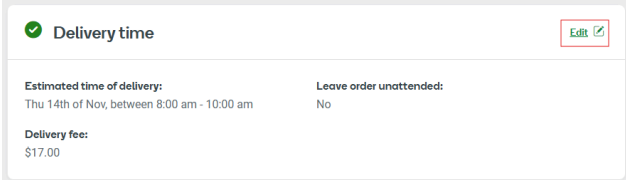
## Temperature Checks - deliveries via refrigerated fleet vehicles

The Food Standards Code (Standard 3.2.2a) may require you to perform and record temperature checks on potentially hazardous foods prior to accepting delivery. Examples of potentially hazardous foods are raw and cooked meat, dairy products such as milk & custard and ready to eat foods like sandwiches.

For chilled products, these temperatures are to be no warmer than 5°C, and for frozen products, they are to be hard frozen (solid to touch with no signs of thawing).

In order to assist in streamlining this process we have put together these guidelines for your teams.

*Please note: For the best delivery experience for potentially hazardous foods, we recommend you choose delivery via a Woolworths fleet refrigerated truck rather than via a Woolworths partner delivery or delivery now options.*

Step	Action	Image
1	<p><b>Add delivery instructions</b> - delivery instructions assist our drivers to understand the expectations of customers.</p> <p>For Temp checks please be specific and state <i>“Temp check is required on chilled/frozen items - please leave all groceries in the truck and notify a member of staff on your arrival. Our staff will come out to complete the temp check”</i></p>	<p>At checkout select 'edit':</p>  <p>Scroll to the bottom and enter instructions:</p> <p><b>Notes for your driver</b></p> <p>e.g. Please ring the door bell only once Temperature check is required on chilled/frozen items - please leave all groceries in the truck and notify a member of staff on your arrival. Our staff will come out to complete the temp check</p> <p>193/20</p>



# Woolworths at Work

2

**Thermometer selection** - this Safe Food Australia [fact sheet](#) has some handy tips:

- A digital probe thermometer is best for measuring food - it can be used in between packages for packaged chilled food
- An infrared (IR) device is useful for quick checks of packaged food but only measures the surface temp, not the core - to be sure of the actual food's temperature you should use a probe thermometer
- Keep your thermometer in good condition - have it calibrated regularly, replace flat batteries, repair or replace it if it is damaged.
- We may request you provide a calibration certificate if you are finding that your thermometer is facing issues and this is reflecting in the temperatures you are recording.

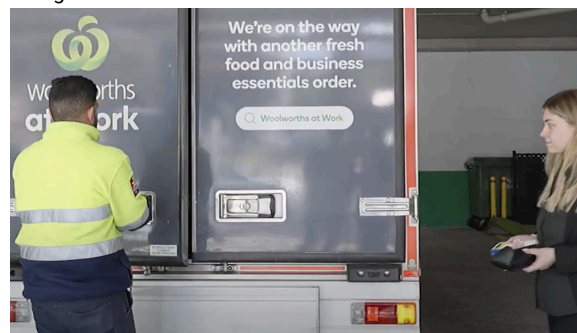


3

**Temp Check** - As per your instructions, the driver will notify staff on arrival:

- Ensure that the staff member responsible for temperature testing is available and ready to test during the allotted delivery time slot
- Temp checks must be completed at the vehicle. Goods will be placed at the door of the truck. Assess traffic and only approach the truck if safe to do so.
- Probe - place the thermometer lengthwise along or between packages where food is in direct contact with the packaging (waiting for the reading to stabilise before recording)

Meeting the driver at the vehicle:



Using a probe thermometer in between packages:



# Woolworths at Work

- Infrared (IR) device - hold the device 15cm from the rear of a product and where product is in contact with the packaging, avoiding directing the probe at any condensate on the packing or reflective surfaces as this can return an inaccurate temperature
- Both these methods are only measuring surface temperatures. If the surface temp reading is above 5°C a core temp reading should be taken using a probe before rejecting any goods due to temperature (see photo)



Doing a core temperature reading:



- 5 **Over Temp** - If any Potentially Hazardous Foods are found to have a core temperature above 5°C using a probe thermometer:
- Inform the driver and they will return them for disposal
  - Contact our business hub team for a refund or re-issue on 1300 390 971
  - Our team will escalate and investigate this incident



- 6 **Delivery** - Our driver will proceed to deliver the order into your premises

