



Best wishes,

Louise Birchall

Sales Director

Welcome to this special food safety issue of our customer newsletter. We're often asked about the procedures we have in place to ensure the products we deliver to you are in optimum condition when they arrive.

It's a complex process and one which involves close management and scrutiny on our part. With this in mind, we employ a dedicated full-time member of staff to oversee the whole operation, as you'll discover below...



In safe hands

We have always recognised the importance of food safety in our business, and put a huge amount of time and attention into ensuring that the products reach you in a good and safe condition. So much so that we have a full-time Quality & Compliance Safety Manager, who oversees all aspects of safety and hygiene.

Lynne Weyer celebrates her 20th anniversary working for Birchall Foodservice this month (April), having started as a member of our telesales team and being promoted to telesales manager, before taking on her present role nearly four years ago.

It's a role Lynne has fully embraced and customers are reassured to know that she is working hard in the background to ensure the continued safety of all of our operations.

"It's rare for a foodservice business to employ a full-time safety manager but we view it as crucial," says Lynne. "Recent news headlines have highlighted what can go wrong when such matters are not being constantly monitored and audited. Our customers know they are in safe hands."

Lynne is a qualified internal auditor (certified by the Chartered Quality Institute International Register of Certified Auditors - CQI Irca) and is also NEBOSH qualified. The National Examination Board in Occupational Safety and



Pictured is Lynne Weyer.

Health is a UK-based independent examination board delivering vocational qualifications in health, safety and environmental practice and management. There is no legal obligation to be a qualified auditor but we value the knowledge that this standard provides.

The most important food hygiene regulations for our business are "The Food Hygiene Regulations 2006" which set out the basic hygiene requirements for all aspects of a business, from our premises and facilities to the personal hygiene of our employees.

One of the key requirements of the law is that we must be able to visually show what we do to ensure food is distributed safely to our customers. This is called HACCP (Hazard Analysis Critical Control Point).

The role of a Quality & Compliance Safety Manager

- **Company auditor, carrying out an annual audit of every department to ensure they continue to comply with standards**
- **STS (Safety Training Standards) certification**
- **Food safety and hygiene**
- **Overseeing environmental health inspections by the local council**
- **Risk assessments**
- **Employee training**
- **Document and record control**
- **Managing the company's service record and calendar**
- **Temperature control. Maintaining the cold chain from the supplier > goods in > storage > transport > customer**
- **First aid**
- **Fire warden**



Keeping it fresh

Our Fresh produce division is a key area where food safety and hygiene are concerned, and it is imperative that products are stored correctly to ensure optimum quality.

Our butchery and fruit & vegetables departments are rigorously scrutinized on a regular basis to ensure our high standards are always maintained.



All wagons should be able to provide temperature print-outs with readings every two hours. Customers can also request a temperature reading on delivery.

We use handheld probes to obtain accurate readings of the temperature inside all wagons.

Wagons are chilled down for two hours prior to loading to ensure they are at the correct temperature. Chilled and frozen products are transferred in a continuous operation between temperature-controlled areas.



What safety and hygiene procedures are in place when a food delivery arrives at the warehouse?

We have to comply with the law and regulations to ensure all procedures are in place to ensure the food we sell is safe for customers. On arrival at our depot, every single chilled and frozen wagon is inspected for the following:

- **Date control**
- **Overall cleanliness of the vehicle**
- **Temperature control**
- **Print outs of daily temperature records**
- **Pallet safety**
- **Pest control**



If you would like to see a copy of our STS accreditation or have any other queries relating to safety and compliance, please contact Lynne via email lynne.weyer@birchallfoodservice.co.uk

Coming in from the cold

Maintaining the cold chain is the law and local authorities are responsible for enforcing food hygiene laws. This is achieved by carrying out regular inspections.



WE ACHIEVED A 5 STAR FOOD HYGIENE RATING FOR OUR TED DEMONSTRATION KITCHEN AND TRAINING FACILITY.



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Newsletter contact: **Joe Moulton** Email: marketing@birchallfoodservice.co.uk
T 01282 429446 **Birchall Foodservice** Cobalt House, Magnesium Way, Burnley Bridge Business Park, Hapton, Burnley, Lancashire BB12 7BF www.birchallfoodservice.co.uk

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