

RWS Restricted

Food Safety Requirements for Vendors

1. All food products supplied must be fit for human consumption, free from contamination and compliant with all AVA/NEA food safety criteria, including relevant microbiological standards. Vendor will be liable for RWS' service recovery expenses arising from food product contamination of any kind that is found to have originated from manufacturers'/suppliers' premises or equipment.
2. Food vendor's premises must be 'A' grading with AVA/NEA. **In the event that a vendor is not 'A' grading, RWS may grant a waiver on this requirement, however, this will be on a case by case basis.**
3. All food products must have a minimum of 50% shelf life remaining on date of delivery, production and expiry dates must be clearly indicated on the packaging and on the delivery note/invoice.
4. In circumstances where a vendor imports, stores and supplies a food product on request specifically for RWS, then the minimum 50% shelf life requirement may be waived. However, this will be considered on a case by case basis.
5. Manufacturers and food product suppliers must hold HACCP certification, or be working towards HACCP certification with completion by latest 30 June 2017. **In the event that a vendor has not reached HACCP certification by 30 June 2017, RWS may grant a waiver on this requirement, however, this will be on a case by case basis.**
6. In circumstances where a vendor outsources any food item(s) that they do not produce, then this must be declared to RWS. In addition, the food products must be sourced from vendors holding HACCP certification, or be working towards HACCP certification with completion by latest 30 June 2017.
7. Chilled product must be transported in a refrigerated vehicle at 1-4°C, maximum food temperature 7°C; otherwise the consignment will be rejected.
The delivery vehicle must be fitted with a temperature display gauge.
8. Frozen product must be transported in a freezer truck at -18°C, maximum food temperature of -12°C; otherwise the consignment will be rejected.
The delivery vehicle must be fitted with a temperature display gauge.
9. All food delivery vehicles must be clean, well maintained and meet all food safety requirements.
10. RWS has received a number of foreign body food complaints from guests that have on investigation been found to have originated from manufacturers'/suppliers' premises. In these circumstances, any service recovery expenses incurred by RWS will be charged to the vendor.