

REFILLS: INFORMATION ABOUT HYGIENE & LIABILITY

HYGIENE GUIDELINES

- Dispensers and food storage containers need to be cleaned and dried between batches
- It is very important to ensure strict batch rotation of products - using up older batches before newer ones. The older stock gets, the more likely it is to become infested.
- Spills, especially under racking or shelving, must be cleaned up and not left to accumulate.
- Shops should employ a reputable pest controller who has experience of food outlets and dried food products.
- Pest control must actively include food pests like moths, mites, weevils, not just rodents and flies.
- Customers should ensure strict stock rotation using oldest stock first. The older stock gets the more likely to be infested.
- Out of date stock should be disposed of responsibly.
- Stock should not be left undisturbed and unchecked for long periods as this would allow any infestation to go undetected – staff should visually check stock on arrival, when decanting or dispensing, and occasionally if left undisturbed for long periods.

ORGANIC FOOD PRODUCTS

Organic food products have not been treated with any pesticides to kill insects – therefore organic produce is not unlikely to contain a small amount of insect life. As such, extra care should be taken if stocking organic products including extra visual inspections, additional care in keeping products segregated, sealed, careful temperature control including keeping ambient products out of direct sunlight and away from heat sources, additional pest control visits, etc.

The main causes of food infestations in stored foodstuffs in the UK include the following:

- Sugar mites. Very small mites not visible to the naked eye, which build up on dried fruit and some seeds like a white to white-brown dust.
- Moths. The Indian Meal Moth or Warehouse Moth can sometimes be found in rice, nuts, fruits and cereals. The Flour Mill Moth can be found in flours.
- Beetles and Weevils. There are many species. Beetles are probably the only food pest that can live in dried pulses but can also be found in rice and large dried fruits such as figs. Grains are very popular with weevils – particularly wheat grain.

More information on storage pests can be obtained from Suma. Please email qc@suma.coop.

LIABILITY

PLEASE NOTE: If Suma supplies goods which transpire to be infested we will, of course, credit customers for such goods. However, retailers and food handlers must practice good hygiene, segregation, traceability, pest control and stock rotation in their business.

Poor hygiene, stock rotation, pest control or segregation would allow an infestation in one product to spread to others unnoticed. As such Suma will not consider customer claims for shop infestations as they are likely to be the result of the customer's negligence rather than of every product Suma has sold being infested.

WE ARE SUMA

We're a co-operative of ordinary people built on integrity and equality for more than 40 years. We deliver over 7,000 vegetarian, natural, responsibly sourced products to businesses and communities across the UK and internationally. We're committed to selling only the most delicious and sustainable products, inspiring change for good.

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