



STANDARD OPERATING PROCEDURES for VENDORS

Last Updated: February 21, 2018

As an element of our vendors' food establishment, Market Wagon has a duty to help our vendor maintain their own compliance with safe food handling requirements. In HACCP terms, the delivery service that Market Wagon offers is a critical control point in each of our vendors' plans where hazards must be mitigated. We do so as follows:

1. Sealed Food Only. No Food Contact Surfaces.

Market Wagon operates in a clean, dry warehouse with sanitary standards, pest control, and access control. It is not, however, a facility suitable for exposed food. With the exception of raw, uncut fruits and vegetables that would be washed before consumption, all vendors utilizing Market Wagon's delivery service must deliver their products sealed and labeled.

2. Cross-Contamination Prevention / Stacking Order.

Deliveries combine product from multiple vendors across multiple product types. Cross-contamination risks exist if eggs, meat, or other raw products leak onto ready-to-eat foods which may not otherwise be cooked or washed before consumption. To avoid potential contamination:

- a. Meat, poultry, fish, and eggs must be placed in the lowest portion of the delivery tote, BELOW ready-to-eat foods such as breads, produce, or snacks.
- b. Meat, poultry, and fish must be delivered:
 - i. Solid-Chilled ¹ to minimize fluid; and
 - ii. Sealed with vacuum packaging or securely wrapped in plastic.
- c. Eggs must be carefully inspected before fulfillment to ensure no eggs are cracked and packed:

¹ Solid-Chilled is defined as below 32 degrees Fahrenheit *and* at a temperature which any water in the product is in a solid state. The degree will vary based on factors such as acidity and water content.

- d. In the lowest portion of the delivery tote, BELOW ready-to-eat foods such as breads, produce, or snacks; or
- e. Securely wrapped in plastic.

3. Refrigeration Requirements.

Many of the foods that our vendors sell are potentially hazardous foods (PHF) and require refrigeration. Market Wagon's responsibility is to deliver all such foods to the end consumer at or below 40 degrees Fahrenheit, and eggs at or below 45 degrees Fahrenheit². These temperatures are maintained using a combination of Market Wagon's insulated delivery totes and ice packs, together with one or more of these vendor-required measures:

- a. PHF's Fulfilled from Frozen. Potentially hazardous foods such as meat, poultry, and heat-and-eat entrees should be pulled from the Vendor's storage frozen and may be placed into insulated delivery totes in a Solid-Chilled³ state at Market Wagon's facility no earlier than 6 hours before scheduled arrival at the customer's delivery location. Frozen foods arriving at Market Wagon's facility earlier than 6 hours before anticipated delivery will be stored in Market Wagon's freezer at 0 degrees Fahrenheit, the temperature of which will be verified by appropriate monitoring⁴, waiting to be placed into insulated delivery totes at the appropriate time. PHF's that are delivered under this method will be delivered at or below 40 degrees thawed or "slacked."⁵
- b. Chilled Foods with Adjacent Ice Packs. Potentially hazardous foods such as dairy products and heat-and-eat entrees for which freezing would negatively affect the product quality may be placed into insulated delivery totes in a chilled⁶ state at Market Wagon's facility no earlier than 5 hours before scheduled arrival at the customer's delivery location. Vendors are advised that an additional frozen gel pack equaling no less than 50% of the product's mass should be placed adjacent to each chilled product in addition to the ice pack(s) provided by Market Wagon. Such additional ice packs are the responsibility of the vendor.

² 370 IAC 1-2-2

³ Solid-Chilled is defined as below 32 degrees Fahrenheit *and* at a temperature which any water in the product is in a solid state. The degree will vary based on factors such as acidity and water content.

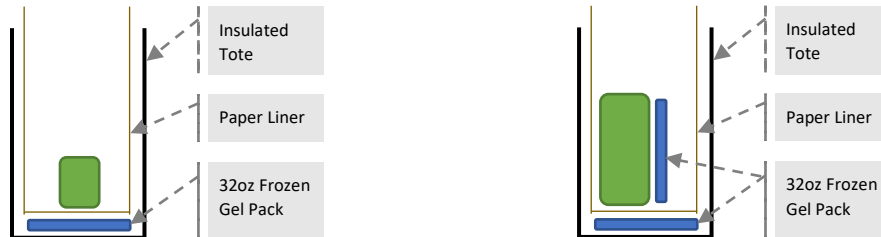
⁴ 410 IAC 7-15.5-30(h)

⁵ A process called "slacking" defined in 410 IAC 7-24-198

⁶ Chilled is defined as below 34 degrees Fahrenheit *without* the water in the product forming ice crystals. The degree will vary based on factors such as acidity and water content.

Effective Refrigeration Study

The following temperature studies were used to determine safe refrigeration methods order staging and delivery. These two scenarios represent the most common potentially hazardous foods that Market Wagon delivers, and the packing guidelines we follow for each.



	12oz. Solid-Chilled Meat vacuumed sealed	64oz Chilled Dairy in Sealed Plastic Container	Ambient
8:00a	22°	-- (a)	77°
8:30a	25°	-- (a)	78°
9:00a	28°	34°	78°
9:30a	29°	34°	78°
10:00a	29°	37°	78°
Totes Closed (lid zipped) at 10:00am			
10:30a	29°	39°	78°
11:00a	29°	39°	79°
11:30a	29°	39°	79°
12:00p	30°	39°	79°
12:30p	30°	39°	80°
1:00p	30°	39°	80°
1:30p	30°	40°	80°
2:00p	30°	40°	81°
Deliveries Complete by 2:00pm – Customer Responsibility Thereafter – FSIS Recommends 2 hours⁷			
2:30p	31°	41°	81°
3:00p	31°	42°	82°
3:30p	32°	44°	82°
4:00p	32°	45°	82°

- (a) Chilled PHF's are not to be placed into the delivery totes until after 9am.
All temperatures Fahrenheit.

⁷ "Kitchen Companion." USDA FSIS (February 2008).