

# **CONTAMINATED/ DAMAGED FOOD PRODUCT REJECTION PROCEDURE**

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## **1 INTRODUCTION**

### **1.1 PURPOSE**

To ensure that any contaminated food products are promptly identified, isolated, and potentially rejected to maintain the safety and integrity of food stored in GWSI facilities.

## **2 IDENTIFICATION OF CONTAMINATED OR DAMAGED FOOD PRODUCTS**

Once a van or container has been backed to a door, a GWSI operator will inspect the shipment for signs of potential contamination and report any exceptions immediately to the warehouse manager. In conjunction with the Food Safety Team (FST), the warehouse manager will determine the appropriate action and notify the proper parties.

### **2.1 VISUAL & SENSORY INSPECTION**

The operator will perform a visual inspection of the van/container for any signs of contamination, including but not limited to:

- Pests
- Mold
- Damaged packaging
- Damaged van/container
- Signs of moisture
- Unusual odors
- Discoloration
- Expired goods
- Lot discrepancy
- Unusual textures

Any food product exhibiting visible contamination or abnormal characteristics should be documented with pictures and submitted to the facility manager for review and potential escalation. The manager will report to the FST as required to determine the next steps and notifications to be made.

### **3 IMMEDIATE HAZARD ACTION RESPONSES**

The hazards listed below require immediate rejection of the contaminated or damaged product to preserve the integrity of the other cargo in the facility.

#### **3.1 PESTS**

- If evidence of bugs, rodents, or other pests is present, the operator will promptly photograph the visible evidence and submit the pictures to their facility manager.
- The van or container is immediately removed from the dock and sealed to prevent the infestation from spreading to the warehouse.
- The facility manager will submit a full report, including pictures, to the FST for review. The FST will then determine which notifications need to be made and what the next steps should be.

#### **3.2 MOLD**

- If evidence of mold is observed, the operator will cease unloading the product, photograph the mold, and submit the pictures to the facility manager.
- If any units have been unloaded, they will be moved to the warehouse's designated segregation area for quarantine and inspection.
- The facility manager will submit a full report, including pictures, to the FST for review. The FST will then determine which notifications need to be made and what the next steps should be.

#### **3.3 UNUSUAL ODORS**

- Upon opening the van or container, the operator must immediately notify the facility manager if an unusual or foul odor is strongly present. After the facility manager has validated the presence of the odor, the van or trailer must be removed from the dock and resealed.
- The facility manager will submit a full report to the FST for review. The FST will then determine which notifications need to be made and what the next steps should be.

## **4 NON-HAZARD RESPONSES**

Non-hazard exceptions do not require immediate rejection of the contaminated or damaged cargo but do require thorough documentation and segregation until the cargo owner provides disposition.

### **4.1 DOCUMENTATION**

- For all evidence of contamination, excluding pests, mold, and unusual odors, the operator will document the exception with photographs (when possible) and report to their facility manager.
- The operator will note the quantity, unit, and nature of the exception on both the driver and GWSI copies of the BOL for record-keeping purposes.
- The freight will be segregated in a designated quarantine location while the facility manager prepares a report for the FST.
- The facility manager will submit a full report, including pictures, to the FST for review. The FST will determine the notifications that need to be made and the next steps.

## **5 INVENTORY UPDATE**

### **5.1 ADJUST STOCK RECORDS**

- For all exceptions that do not require immediate rejection of the cargo, the report must document the quantity, nature of the exception, and SKU of all cargo impacted, including pictures to be uploaded to the WMS.
- All damaged or contaminated cargo will be placed on hold while the FST and facility manager complete and submit a report to the cargo owner.
- The FST will follow up with the cargo owner to determine the next steps.

All documentation, including pictures pertaining to an exception, will be uploaded to the WMS transaction. If the cargo owner requires disposal, the FST will be responsible for ensuring that the task is carried out following all local and federal regulations for the commodity. Disposal documentation, including written records, pictures/video, and/or signed bill of lading or disposal certification, will also be retained and attached to the transaction in the system.

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