

Storage guidelines

| Maintaining the cold chain to ensure consumers receive a quality, safe food product | | | | | | | | | |
|--|--|------------------|---|--|--------|------------|--------|---------------------|--------|
| Receival | The product should be hard frozen upon receipt of delivery. Product must be transferred to a freezer without delay. | | | | | | | | |
| Storage In Freezer | Product should be stored in a freezer that maintains temperature at -18°C or less and MUST remain hard frozen at all times during frozen storage. Products are to be stored in their outer carton when in the freezer. | | | | | | | | |
| Thawing Instructions | When a required product needs to be removed from the freezer, take it out of the carton and thaw it individually in a temperature-monitored refrigerator at 5°C or below. Thawing may take up to 12 hours; we recommend doing this the day before you need the product. The shelf life begins once the thaw time is complete. Products should not be displayed for sale until thawing is completed. The Handmade Food Co does not recommend thawing products at room temperature. Once thawed, products must NOT be refrozen. | | | | | | | | |
| Date Coding Information | <p>Once removed from the freezer, products must be labelled with a date or coded USE BY label sticker which must be placed on all The Handmade Food Co products that are displayed for sale.</p> <p>Once thawed the product must be stored in a display cabinet or refrigerator that is operating at 5°C or below for the duration of the shelf life.</p> <p>After thawing, the shelf life is as follows:</p> <table border="1"> <thead> <tr> <th>PRODUCT CATEGORY</th> <th>SHELF LIFE PERIOD - USE BY DATE to use instore*</th> </tr> </thead> <tbody> <tr> <td>Pocket Wraps, Toasties, Croque Toasties, Wraps, Turkish Breads & Ciabattas, Rolls and Croissants</td> <td>3 days</td> </tr> <tr> <td>Sandwiches</td> <td>4 days</td> </tr> <tr> <td>Heat & Go - Hot Dog</td> <td>5 days</td> </tr> </tbody> </table> <p>*Example: 3 days shelf life — if you take the product out of the freezer at 10pm on Monday and it has fully thawed by 10am Tuesday, the shelf life will expire at 10am on Friday!</p> <p>Products must be SOLD on or before the USE BY date expires.</p> <p>If you choose to sell products frozen to customers, there are some important steps to follow to ensure food safety requirements are met:</p> <ul style="list-style-type: none"> • Keep products hard frozen at -18°C or below to protect quality and ensure food safety. • Once removed from the carton a sticker must be placed on the individual sandwiches with the best before date from the carton label. • Always display products in their original packaging. • Do not thaw or partially thaw products and put them back into freezer conditions. If a product thaws, it must be treated as chilled stock and used within its thawed shelf life. | PRODUCT CATEGORY | SHELF LIFE PERIOD - USE BY DATE to use instore* | Pocket Wraps, Toasties, Croque Toasties, Wraps, Turkish Breads & Ciabattas, Rolls and Croissants | 3 days | Sandwiches | 4 days | Heat & Go - Hot Dog | 5 days |
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| Pocket Wraps, Toasties, Croque Toasties, Wraps, Turkish Breads & Ciabattas, Rolls and Croissants | 3 days | | | | | | | | |
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| Heat & Go - Hot Dog | 5 days | | | | | | | | |
| Traceability | Each product has a manufacturing (batch) code. Should you have any concerns with any of our products please ensure you quote this code. It is advisable to keep packaging so we can ensure traceability of product. | | | | | | | | |

Heating guidelines

| Product | Method | Key Steps | Notes |
|--|----------------------|--|---|
| Croque Toasties | Oven then Pie Warmer | Thaw. Heat in packaging at 170°C for 10 minutes. Transfer to hot hold equipment or serve. | Hold in pie warmer for max 4 hours. |
| | Speed Oven | Thaw. Remove packaging. Use programmed settings. | — |
| | Sandwich Press | Thaw. Remove packaging. Wrap in non-stick greaseproof paper. Press 2 mins, then heat for further 1-2 mins with lid up. | Times vary by appliance |
| Ciabattas Turkish Toasties Pocket Wraps | Sandwich Press | Thaw. Remove packaging. Press 4-6 mins until golden brown or until product is above 60°C. | Times vary by appliance. |
| | Speed Oven | Thaw. Remove packaging. Use programmed settings. | — |
| Croissants | Pie Warmer | Thaw. Heat in packaging at 165°C for 7 mins. Transfer to hot hold equipment or serve. | Hold in pie warmer for max 2 hrs once at core temp. |
| | Sandwich Press | Thaw. Press 2-4 mins until golden and product is above 60°C. | — |
| | Speed Oven | Thaw. Remove packaging. Use programmed settings. | — |
| Hot Dog | Speed Oven | Thaw. Remove packaging. Use programmed settings. | — |
| | Microwave (1000W) | Open one end of wrapper and place product in microwave. Heat on high for 45-50 secs in a 1000W machine. | Times vary by appliance. |
| Bacon & Egg Roll | Pie Warmer | Heat from thawed in packaging, to 60°C before transferring to hot hold equipment | Hold in pie warmer for max 4 hours once at core temp. |
| | Sandwich Press | Thaw. Press 2-4 mins until golden and product is above 60°C. | — |
| | Speed Oven | Thaw. Remove packaging. Use programmed settings. | — |
| | Microwave (1000W) | Open one end of wrapper and place product in microwave. Heat on high for 45-50 secs in a 1000W machine. | Times vary by appliance. |