



DISTRIBUTOR CHARTER

The objective of the charter is to highlight best practice in the supply chain to ensure that there are the highest levels of service standards, thus ensuring beer is delivered in prime condition.

- ✓ *The warehouse should have a refrigerated area for the storage of cask ale with temperatures maintained between 12°C - 14°C. This will ensure the beer, when delivered to the licensee, is in the best possible condition.*
- ✓ *Always operate a first-in, first-out stocking policy.*
- ✓ *Goods received into Primary Warehouse should be a maximum seven days from rack to give the supply chain the best opportunity to fulfil the date requirements.*
- ✓ *Delivery to outlet must be at least 14 days before "best before" / "sell by" date to ensure the licensee has adequate time to condition and dispense.*
- ✓ *No fining on premises ensuring no contamination can take place.*
- ✓ *Maximum number of movements between warehouses is three – ensuring finings are at their most effective.*
- ✓ *Ideally you should load on the day of delivery to ensure no heat pick-up.*
- ✓ *To have a quality control procedure that enables both suppliers and customers to audit.*
- ✓ *To make all deliveries within Health & Safety standards, all draymen should be appropriately trained in the handling of cask ale.*
- ✓ *To ensure, on uplift, all casks are properly sealed and have available for the licensee key stones, corks and spiles.*
- ✓ *To ensure the brewer's ullage procedures are adhered to so that quality problems can quickly be identified and addressed.*
- ✓ *Draymen should stillage casks when appropriate.*

THE SIGN OF A GREAT PINT

Don't let our customers become our quality control