

STANDARD OPERATING PROCEDURE (SOP)
EXPIRED ITEMS POLICY & PROCEDURE

Food Safety | Stock Control | Operations Compliance



Company Name	Darat Al-Qahwa 1970	SOP No.	OPS-FS-EXP-001
Department	Operations	Version	1.0
Effective Date	___ / ___ / ____	Review Date	___ / ___ / ____
Prepared By	Training Department	Approved By	Management

Company Policy: Any expired item must be stopped immediately, separated, labelled, reported, and kept aside. The final decision for disposal, supplier return, investigation, cost responsibility, or corrective action will be taken only by the company management / authorized team.

1. Purpose

To ensure that expired and near-expiry items are controlled, reported, and handled in a safe and consistent way, in order to protect customers, product quality, food safety, and company standards.

2. Scope

This SOP applies to all stores, branches, kitchens, warehouses, and any team member involved in receiving, storing, preparing, selling, transferring, or handling products and materials.

3. Definitions

Term	Definition
Expired Item	Any item that has passed the supplier expiry date, internal shelf-life date, or opened-product expiry label.
Near-Expiry Item	Any item close to expiry and requiring priority use, monitoring, or reporting based on company standards.
FEFO	First Expired, First Out - items with the earliest expiry date must be used first.
Quarantine Area	A clearly separated area used to hold blocked, expired, damaged, or rejected items until company decision.

4. Responsibilities

Position	Responsibility
All Team Members	Check expiry dates during daily work and report any expired or suspicious item immediately.
Shift Supervisor / Store Manager	Stop use of expired item, separate it, label it, take photos, and complete the Expired Items Report.
Area Manager / Operations Team	Review the case, validate the report, and ensure the company decision is followed.
Quality / Management / Authorized Team	Take the final decision regarding disposal, supplier return, investigation, cost responsibility, or corrective action.

5. Procedure

5.1 Daily Expiry Check

Each branch must check expiry dates daily as part of opening, closing, receiving, and stock rotation activities. The check must include:

- Food items and ingredients
- Beverages, sauces, syrups, powders, and toppings
- Dairy products and chilled items
- Bakery and pastry items
- Packaging or consumables that have expiry dates
- Opened items with internal shelf-life labels

5.2 Stock Rotation

All stock must be arranged and used according to FEFO. Items with the closest expiry date must be placed in front and used first, while later expiry items must remain behind.

5.3 When an Expired Item is Found

- Stop using the item immediately.
- Remove the item from the selling, preparation, and production area.
- Place the item in the quarantine / designated hold area.
- Label the item clearly as: EXPIRED - DO NOT USE.
- Inform the Store Manager, Area Manager, and Operations Team immediately.
- Take clear photos of the item, expiry date, batch number if available, and quantity.
- Record the item in the Expired Items Report.
- Keep the item aside until the company gives the final decision.

5.4 Strictly Not Allowed

- Selling expired items
- Using expired items in production or preparation
- Serving expired items to customers
- Transferring expired items to another branch
- Mixing expired items with active stock
- Disposing of expired items without company approval
- Changing or removing expiry labels to hide the issue

6. Reporting Requirements

The Expired Items Report must include the following information:

Required Information	Details
Branch / Location	Name of store, branch, kitchen, or warehouse
Date Found	Date and time the expired item was identified
Item Name	Full product name and description
Quantity	Number of units, packs, kilograms, liters, or pieces
Expiry Date	Expiry date printed on the item or internal label
Batch Number	Batch / lot number if available
Reason / Notes	Possible reason such as slow moving, over-ordering, poor rotation, receiving issue, or supplier issue
Photos	Clear photos of item, expiry date, and quantity
Reported By	Name and position of the person who reported the item

7. Company Decision / Policy Action

After reviewing the report and evidence, the company management / authorized team will decide the required action. No employee is allowed to take final action without approval.

- Approve safe disposal and stock adjustment
- Return or claim from supplier if applicable
- Start internal investigation if negligence is suspected
- Assign cost responsibility based on company policy
- Request branch corrective action and retraining
- Conduct additional inventory or food safety audit
- Issue disciplinary action if expired items were used, sold, hidden, or not reported

8. Corrective and Preventive Action

To reduce repeated expiry cases, the operation team must implement the following controls:

- Daily expiry checks and proper documentation
- FEFO stock arrangement at all times
- Weekly review of slow-moving items
- Controlled ordering based on actual sales movement
- Immediate reporting of near-expiry items
- Team retraining when stock rotation issues are found
- Management review for repeated expiry cases

9. Records and Retention

All expired item reports, photos, disposal approvals, supplier return documents, investigation notes, and corrective action records must be kept according to company document control requirements.

10. Acknowledgment

All operation team members must read, understand, and follow this SOP. Failure to follow this SOP may result in corrective or disciplinary action according to company policy.

Name	Position	Signature	Date