

How to keep your fresh food safe for you & your pets

From Delivery to Dish

'The future of assuring fresh pet food excellence around the world'



Receiving or collecting your food



Receiving Your Food

- It's important to place your pet's food in your freezer as soon as possible after you obtain it
- Deliveries should come well insulated, with ice packs or dry ice in any spare space
- Packages should be undamaged. If any damage is noted, please don't use that pack and immediately inform the supplier



Collecting Your Food

- It's important to place your pet's food in your freezer as soon as possible after you obtain it
- We advise taking a cool box or bag with some ice packs for the return journey
- Keep the heating off in the car if possible and use the air con in hot weather (if available)



Safe defrosting for their next meal

The 'Salad Drawer' is a raw feeders best friend and should be renamed the 'Raw Drawer'. Place the food, sealed in its original packaging, in the bottom drawer of the fridge.



Defrosting Tips

- Check individual manufacturers guidance
- Don't keep frozen for longer than 3 months - check and follow Best Before dates
- Do not refreeze
- 12 hours to defrost in the fridge at 2°C-4°C
- Food will keep for 3-4 days in the fridge once defrosted

Keeping your pet bowls safe



The Feeding Bowl or Board

Always use a bowl or board which can be easily cleaned and are made of materials which can be washed repeatedly in hot soapy water, or a dishwasher.

The Quantity



Offer appropriate quantities of food which your pet will finish in one sitting.

- Cats are best fed mouse size meals at dawn and dusk in a raised area away from disturbances by passing humans or other pets.
- Dogs may be fed one to four meals a day dependent on their age and preference.

If food is not eaten and they walk away from the bowl, it should be lifted up.

These approaches prevent small children playing with food, and minimise the possibility of attracting flies and multiplication of environmental bacteria, which are common risks with any foods left out for long periods.



The Clean Up

As with human crockery, cleaning the pet's food bowls after a meal is important. A hot dishwasher cycle or soaking in hot soapy water for 5-10 minutes after removing any food debris are both suitable options.

Effective Hand Washing

These 7 Steps should take 60 seconds

World Health Organisation



- 1** Wet hands and apply soap



- 2** Rub the palms together



- 3** Rub the back of hands with interlaced fingers



- 4** Palm to palm with interlaced fingers



- 5** Rub and clean the tips of the fingers



- 6** Rotational rubbing of the thumbs



- 7** Rinse the hands