MEMO

DATE: 19.03.2020
DISTRIBUTION: Joule's Taphouses

<u>UPDATED POLICY – COVID 19</u>

During this challenging time, Joule's Brewery has confirmed they will credit all stock from the Brewery and Molson Coors that has gone out of date due to unforeseen trading patterns. All credits will be agreed directly with your Operations Manager. Please note that any beer from external suppliers for guest beer provision is exempt.

<u>Re: Beer Quality Concern Reporting</u>

Hello everyone,

I thought a reminder may be helpful of our Beer Quality Concern System. We hope never, but.. should you ever have a concern please log the information below and contact us asap so we can best try and help:-

1. What's the problem, what doesn't seem right to you

2. Brand Name

3. Gyle Number

4. Container Size

5. Best Before Date

6. Journey Number (the six-digit number below the bar code)

7. Date the Container was tapped and Vented

8. How many Gallons left in the container (if it's a keg..best guess)

Should an uplift be necessary and we have all the information required, this will be actioned on your next Dray delivery day. Please be aware the Draymen will only be able to uplift once all the details above have been confirmed, then the returns paperwork can be prepared for your dray route if an uplift is necessary.

After testing here at the brewery in the lab we will notify you as soon as possible as to the credit agreement. Obviously, problems due to 'age on sale' will not be credited, if needed a meeting with your Business Manager about stocking policy and volume throughput can be arranged.

If you have any queries, please do ask.

Vicky Colclough - Brand and Communications Manager

<u>BEER QUALITY CONCERN</u>

Please call the Brewery on
01630 654 400

With the following information…

1. What seems to be wrong
2. Brand Name
3. Gyle Number
4. Container Size
5. Best Before Date
6. Journey Number
   (6-digit number) below bar code
7. Date container was tapped & vented
8. How many Gallons left in container
   (if it's a keg…your best guess)