



Name of business:

# Food Control Plan

## Food Service and Food Retail

### Template – March 2017

### Basics Pack

For all food service and food retail businesses.



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		<input type="checkbox"/>	<input type="checkbox"/>
			March 2017

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Introduction			
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# Amendment record

(To be used with hard copy only.)

It is the owner's responsibility to make sure they are meeting current law at all times. This is particularly important for requirements that are subject to regular change such as those in the Food Standards Code. Business owners are advised that MPI will update the template as soon as practicable after relevant changes in food law have been made. From time to time MPI will also make other changes to the template to make it clearer or easier to use after considering feedback from businesses.

## Updating your Food Control Plan

When you receive an amendment:

- remove the appropriate outdated pages and replace them with the new issue pages supplied;
- mark as "outdated" the removed pages (keep them at the back of your plan or file them safely – they need to be kept for at least four years and made available on request);
- file the information that accompanies the new issue at the back of your Food Control Plan;
- sign off and date the Amendment record (this page).

Complete instructions will be given with the information that accompanies the amendment.

If you have any queries, please ask your verifier or registration authority.

Amendment No.	Date	Initials
1		
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Amendment No.	Date	Initials
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# Getting started with the template

## Is this template for me?

This template has been developed by the Ministry for Primary Industries (MPI) to help food retail, food service and catering businesses meet requirements under the Food Act 2014 (the Act) and the Australia New Zealand Food Standards Code (the Code). It provides a set of procedures that can be tailored by an operator to become the business' food control plan (FCP). It identifies hazards to food and how they are managed at the business. It also contains pre-printed forms for records and a diary that a business can use when it checks that FCP is being followed.

It is important that your FCP fits your business. You will need to think about the types of food, and the processing and handling that your business does. You will need to make sure that your plan covers the types of things you do, wherever you do them.

### What types of businesses does this template apply to?

This template is written for businesses that operate in the following food sectors identified in Schedule 1 of the Food Act 2014:

**Food retail sector** where food businesses prepare or manufacture and sell food - such as a butcher, a fishmonger, a retail baker, or a business that combines one or more of these activities such as a delicatessen or supermarket; and

**Food Service Sector** – such as a restaurant, cafe, takeaway or caterer, including those providing catering to schools. The template may also be used by operators of residential care facilities.

The template does not cover:

- businesses in food sectors subject to a food control plan for which there is no MPI template;
- any business required to operate with a Risk Management Programme registered under the Animal Products Act 1999, or a Wine Standards Management Plan registered under the Wine Act 2003;
- Businesses subject to a national programme.

You may change the order of pages in the template FCP, use your own record sheets if they capture the same required information as the record sheets in the template, or place pages that are not relevant at the back of the template. There's more information on this in the *Documents and reporting* page. Speak to your local council before you make any changes to your FCP and find out what you will need to do.

**Significant amendments:** If your business makes a food or carries out production, processing and handling activities that are not covered by, or are different to what MPI has written in this template FCP, you need to stop the activities that are not covered by the template. If you wish to re-introduce the activities you will need to develop a custom procedure to cover those particular activities. If you choose to develop a custom procedure to add to your template FCP it will need to be evaluated by a recognised evaluator then be registered with MPI as this will become a custom FCP. Alternatively, you may develop a fully custom FCP that covers the full scope of your business operations and requires evaluation by a recognised evaluator instead of using the template FCP.

**It is illegal to sell home kill and recreationally caught fish. It is also illegal to sell recreationally caught meat or meat products, such as venison shot in the wild that has not then gone through the regulated system.**

## What's in the plan?

The template FCP consists of a number of parts. All food service and retail businesses need to use the Basics Pack. All retail businesses also need to use the Retail Pack. Businesses then select which additional specialist packs also apply to their business.

### Basics Pack – for all food service and retail businesses

**1.0 Introduction** – provides information about how to turn the template into your FCP and integrate it into your business. All businesses should have this section.

**2.0 Management** – contains your business details, document control requirements and training and supervision requirements. All businesses need this section to provide information required by the Act.

**3.0 Places Basic** – includes the procedures that are needed to ensure that the place where the food business operates from is suitable before food is prepared, handled and sold. All businesses need this section to meet requirements of the Act.

**4.0 People Basic** – includes the procedures that need to be in place for the people at the business, before food is prepared, handled and sold. All businesses need this section to meet requirements of the Act.

**5.0 Food Basic** – includes the procedures that need to be in place for food preparation, handling and sale. All businesses need this section to meet requirements of the Act.

**6.0 Records Basic** – provides records for use by all businesses to meet requirements of the Act. Alternative records may be used so long as they capture the same information.

**7.0 Diary** – contains pre-printed pages that the business completes to confirm that important tasks have been carried out and to record what action was taken if something went wrong.

### Retail Pack – for retail businesses

**8.0 Retail Basics** – includes the additional procedures that need to be in place for food retailing. All retail businesses need this section to meet requirements of the Act.

**9.0 Records – Retail Basics** – provides additional records for use by retail businesses to meet requirements of the Act. Alternative records may be used so long as they capture the same information.

## What's in the plan?

### Specialist Packs - use those that apply

10 to 19 Specialist sections – a range of specialist food business sections with procedures for the safe handling and processing of food for sale. An operator selects the section(s) that cover the scope of their business food activities, adds them to the first two sections and moves each “Contents” page to the front of the plan. All businesses will need some procedures from these specialist sections to meet requirements of the Act.

## How does it work?

Simply put: the plan doesn't work, unless you do! The plan provides you with a system to help you meet Food Act requirements and produce safe food for your customers.

The key to success is **leadership**. If management is committed to following the plan and producing safe food then staff will be more likely to take their responsibility seriously.

## Making it yours

The first step in making the template into your plan is to take the Introduction and Management and Basics sections and add the specialist section(s) for the types of food(s) you sell. Your plan will need to include all your food activities.

Take time to read through the template. Some procedures require you to identify the way you do things in your business (this is referred to as “tailoring the plan”). It is important that you take time to do this because you have a duty under the Food Act to ensure that you operate your business in the ways you've identified in your Plan. You may do something very similar to, but not exactly as described by, a procedure in the template. This may be okay, provided it achieves the same outcome that is intended by the procedure – see the “goal” of the procedure. Talk it through with your verifier.

You may find procedures in specialist sections that don't apply to your business; for example the *Transporting food* procedure if you don't transport food. You can remove this procedure and any pre-printed records associated with it and put it at the back of the Plan (in case you later decided to transport food), or you can leave the page in your Plan but mark it as “not applicable,” Update the Plan Contents page so that it is clear that this activity is not a part of your business. If in doubt, check with your local council.

You may find that it helps to do just a few procedures at a time, and to involve staff in the process. This can help them become familiar with the Plan and develop a sense of ownership.

Once the Plan has been tailored make sure the people who work in the business are familiar with the procedures that relate to their job (see the *Training, Supervision and Competence* procedure).

Use the *Getting started* checklist to assist in implementing the Food Control Plan.

# How to use the plan

All of the procedures contained in the *Basics* and *Specialist Safe* sections are formatted in the same way.

## Key for Food Control Plan



Important information. It helps to identify why things need to be done. It is not a requirement of your plan



Helpful explanation. You don't have to do this, it is just a suggestion. It is not a requirement of your plan.

### Goal

This box contains a statement about the aim of the procedure and the relevant requirements of the Act.

### How this is done

This section provides requirements and procedures you must follow to comply with the Act, Regulations and Notices.

### Tailor the procedure

Some procedures will require you to write down what you do, or to tick a box to indicate what option applies to you.

#### The Basics

## Hand hygiene

### Goal

To prevent food and food contact surfaces from becoming contaminated by unclean hands through effective hand washing and drying.

### Why?

- Hand washing and drying is one of the best ways to prevent harmful microbes from getting onto food.
- Harmful microbes carried on hands (or gloves) can be passed onto food by either touching food directly or by touching other things that the food comes into contact with (e.g. benches, knives, chopping boards etc).

### How this is done

Everyone (including contractors) follows good hand hygiene practices by washing and drying their hands, especially:

- when entering any area where unwrapped ready-to-eat food is handled;
- before touching unwrapped ready-to-eat foods;
- after touching raw food (meat, vegetables etc);
- before putting on gloves and after removing them;
- after coughing and sneezing;
- after using the toilet.

#### Hand washing

**Step 1:** Clean under each fingernail using warm running water, soap and a nail brush.

**Step 2:** Wash hands with warm running water and soap, rubbing vigorously (front, back and between fingers).



*It can be hard to judge time, so it is recommended you develop a habit that will help you measure the required washing time (e.g. try singing twice through the "happy birthday" song).*

**Step 3:** Dry hands thoroughly (front, back and between fingers) by using: [tick option]

☐ **single-use cloth (roller) towel**

Rub hands on two sections of towel.

☐ **single-use paper towel**

Rub hands on two paper towels.

☐ **air blower**

Rub hands whilst air blower operating.

#### Using gloves

Using gloves is not a substitute for hand washing.

Gloves are changed between tasks (e.g. after handling uncooked food and before handling ready-to-eat foods etc).



Gloves do not protect food from cross-contamination (e.g. passing microbes from raw food to cooked food). Gloves, just like hands, can transfer microbes from raw food, equipment, utensils and surfaces to ready-to-eat food. Hands need to be washed when dirty gloves are removed and before clean gloves are put on.

### How this is done

Gloves are only worn for the following tasks:


#### Hand jewellery and finger nails

To enable good hand hygiene, fingernails should be kept short. Hand jewellery should not be worn, if the food handler is working with unwrapped food.

### What if there is a problem?

When a staff member doesn't follow correct hand hygiene discuss the issue straight away with the person to find out why.

You may need to:

- demonstrate the correct procedure to them;
- provide a hand washbasin at a more convenient location;
- change the type of hand cleaning materials;
- provide information, e.g. on a poster above the basin.

If there is not a supply of soap and hand towels, renew supply. Review restocking practice.

### Write it down

*Write down in the Diary when employees are noticed not following good hand hygiene and what was done to correct them.*

### Why?

This box explains why the goal is important.

### What if there is a problem?

This box contains examples of the types of things you might need to do in the event that something goes wrong.

### Write it down

If there is anything that you need to write down, you will find instructions here.

# How to use the plan

Pages that look like this provide guidance and information for operators of Food Control Plans.

## Guidance

## Customer complaints

### Complaints about food

If a customer is the first to identify a problem with food, the information that they provide can be vital in identifying what went wrong. An unusual taste or foreign object might be a "one-off," but it could be the first warning of a batch-wide problem.

Investigating a complaint will help determine the scope of the issue, what needs to be done and ensure that other customers aren't compromised. Foreign objects in food can sometimes be dangerous if they are small enough to be swallowed or are sharp.

### Receiving customer complaints

If a customer makes a complaint about a food sold by the business the following action is taken:

Obtain as much information about the food from the customer as possible including:

- what the customer believes is wrong (if possible see the food and what the problem is) e.g.:
  - a foreign object and what it's made of (metal, plastic, glass, wood, insect/pest etc.);
  - an unusual taste (describe);
- when it was sold (if possible see the till receipt);
- how the food was packaged;
- information provided with the food (e.g. batch details, date code) to help identify other food that may be affected);
- how the customer has kept and handled the food since purchase.

Guidance on investigating customer complaints:

- Complaints about foreign objects in food are investigated to find the cause and to identify action needed to prevent it happening again.
- Identify the likely source of the object – could it have come from your business or from somewhere else? Consider:
  - ingredients – talk to suppliers;
  - staff – jewelry, clothing, hair, Band-Aids;
  - environment – walls, windows, overhead lights, wooden pallets;
  - packaging – when product was opened or when product was packaged.
- Identify what went wrong and what might need to change.

The complaint is investigated to determine the likely cause.

- If it related to food that wasn't made or packaged by your business, notify the manufacturer/supplier with the details.
- If food was processed or packaged by your business, find out whether the complaint has arisen from these activities:
  - If it has, identify what went wrong, how it happened and what can be done to stop it happening again;
  - If it hasn't, notify the supplier/manufacturer with the details.

### Complaint about a foodborne illness

If illness has been caused by a food certain facts need to be

known that may not be available to the business, such as:

- what type of harmful organism caused the illness;
- the symptoms and when they started;
- a history of food consumed and other matters that could have caused illness.

If a customer suspects that they have a foodborne illness advise them to contact the local public health service: phone number:

Contact the local public health service as soon as possible to advise them of the suspected foodborne illness and seek further advice.

If a customer has concerns about their health advise them to see their doctor.

### Following up complaints

If someone with a complaint is not satisfied with your investigation and answer, advise them to contact their local council.

If a problem is traced to food processed and handled by your business you must take the necessary steps to ensure that it does not happen again.

Let a customer know about what you have done to investigate their complaint and what you found.

- record in the Diary the date and time that the complaint is made;
- customer details (name, address, telephone number – so that the business can contact them after investigating the problem);
- what the complaint is about (the product, what the customer is concerned about);
- date/time the item was purchased (so that the business can identify what batch/ delivery/supplier might be involved).

You should write down in the Diary what you did to investigate the issue, what you found and what you did to prevent the problem from happening again.

# How to use the diary

The Diary contains records of checks made during the week. Each week is presented on two pages. The Diary is also used to record any food safety problems that arise and show how they are dealt with. Every four weeks there is a page to review the activities of the previous month and confirm that any changes at the business are in accordance with the plan.

The Diary can also be used to keep other day-to-day records that you use to follow your plan. You can download the Diary and replacements from [www.mpi.govt.nz](http://www.mpi.govt.nz)

**Week one** **Week commencing** / /

**1 Date**  
Write Monday's date here

**2 Problems or changes**  
Write down in the Diary anything that went wrong that day and what you did to put things right.

**3 Once a week checks**  
Tick the boxes after completing the tasks.

**4 Sign off**  
At the end of each week, the day-to-day manager should sign the Diary to confirm that the plan has been followed.

**Monday** (Any problem or changes – what were they and what did you do?)

**Tuesday** (Any problem or changes – what were they and what did you do?)

**Wednesday** (Any problem or changes – what were they and what did you do?)

**Thursday** (Any problem or changes – what were they and what did you do?)

**Friday** (Any problem or changes – what were they and what did you do?)

**Saturday** (Any problem or changes – what were they and what did you do?)

**Sunday** (Any problem or changes – what were they and what did you do?)

**Once a week checks**

☐ Weekly and monthly cleaning tasks completed


☐ Weekly and fortnightly maintenance tasks completed

Signs of pest activity: ☐ No ☐ Yes  
(If yes, write down what you did above)

The procedures in our Food Control Plan were followed and effectively supervised this week.

Name: \_\_\_\_\_ Signed: \_\_\_\_\_

**Are there plenty of hand washing materials at the hand washbasins?**



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# How to use the diary

The Diary contains records of checks made during the week. Each week is presented on two pages. The Diary is also used to record any food safety problems that arise and show how they are dealt with. Every four weeks there is a page to review the activities of the previous month and confirm that any changes at the business are in accordance with the plan.

The Diary can also be used to keep other day-to-day records that you use to follow your plan. You can download the Diary and replacements from [www.mpi.govt.nz](http://www.mpi.govt.nz)

These numbers refer to the numbers you assigned to your chiller units on page one.

Every business day, record the "food" temperature in each unit along with the time that you did the check.

This section is only used if you serve dishes that contain poultry.

**Diary** **Week 2 commencing** / /

**Daily chilled and food checks**

- Each day, write the food temperature (see *Checking temp procedure*) within each unit used to hold either hot or chilled food

Unit	Tue	Wed	Thu	Fri	Sat	Sun
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						

Temperature Time temperature taken

**Weekly temperature checks (+meat and poultry if a butcher, deli or baker)**

**Cooking poultry – checking a proven cooking procedure**

- Select one poultry item or dish that you cook using a proven time and temperature setting – see *Proving that a time/temperature setting cooks poultry or +validating a meat and poultry cooking process*. Check its cooked temperature to confirm that it is cooked by either:
  - reaching at least 75°C; or
  - meeting the time/temperature combinations in *Cooking poultry*.
- If you cook more than one item or dish that contains poultry, select a different item or dish each week.

Day:	+ Poultry item:	Time started cooking	1st probe*		2nd probe		Action taken if temperature not reached
Method (How was the meat and poultry cooked?)	Select cooking time/temperature setting used:		time	temp	time	temp	
	<input type="checkbox"/> Cooked to 75°C <input type="checkbox"/> Cooked at _____ °C for _____ seconds/minutes						

\*If the core temperature of the food when it is first probed is above 75°C, it isn't necessary to probe it a second time.

**Reheating poultry +**

- Select one poultry + item or dish that is reheated and check that its **reheated** temperature is at least 75°C. Complete the table below.
- If you reheat more than one item or dish that contains poultry+, select a different item or dish each week.

Day	Poultry item	Reheating				Action taken if temperature not reached
		Method (How was the poultry reheated?)	Time started reheating	Time finished reheating	Finished core temp**	

\*\*The core temperature of the food should be **75°C or above**. If the food has not reached this temperature, keep reheating it until it does.

**Cooling potentially hazardous food (only required if food has been cooked or heated and then cooled)**

Day	Food item	Cooling				Action taken if temperature not reached
		Method (How was the food cooled?)	Time started cooling	Temp after 2 hours	Temp after 4 hours	



# Getting started checklist

Use the following checklist to assist you to tailor and introduce the Food Control Plan to your business.

1	Start with the <i>Basics</i> section and add the specialist section(s) that cover the scope of your retail and/or food service activities.	Done
2	Read through all the pages in each section of the template and where there are blanks or tick boxes fill them in to show what happens in your business. Complete the site plan of your business.	Done
3	If there are things you do that you think are not covered by the template, stop and contact your local council for advice to see if the plan is appropriate for your business.	Done
4	Remove any pages or mark as 'not appropriate' any that do not apply to your business (keep them at the back of your plan in case you change what you do and need them later) or mark them as "not appropriate." Update the Contents pages and keep these at the front of the plan.	Done
5	Complete the cleaning and maintenance schedules. You may want to keep these with your Diary.	Done
6	Write in the diary the equipment used for cold storage and holding food and write the opening and closing checks carried out each day.	Done
7	If you use a particular time and temperature setting for cooking poultry, complete the <i>Proving that a time/temperature setting cooks poultry</i> procedure.	Done
8	Make sure that everyone who works in the business is trained and is familiar with your Plan and start a training record for each member of staff.	Done
9	Register your completed Food Control Plan and arrange for a verification visit.	Done
10	<b>Follow the procedures contained in your Food Control Plan.</b>	
11	Review your plan when things change (to ensure that your FCP still fits your business) or go wrong (to prevent them happening in the future), and make amendments as required. Refer to <i>significant amendments</i> on page 1.3.	Done

After your FCP is registered your business will be regularly checked (verified/audited) against the Plan. The verifier will want to confirm that your Plan reflects your business activities, that you are meeting Food Act requirements, see your Diary and other completed records and discuss with you and your staff what you do to ensure that the food you sell is safe.



*Helpful stuff - Contact your registration authority if you need further guidance on how to complete and register your plan.*



# Summary of requirements for a food control plan applied to this template

S. 36 in Food Act 2014	Where this is found in template
<p>A food control plan is a plan designed for a particular food business to identify, control, manage, and eliminate or minimise hazards or other relevant factors for the purpose of achieving safe and suitable food, taking into account—</p> <ul style="list-style-type: none"> <li>(a) each type of food that the food business trades in; and</li> <li>(b) each type of process or operation that is applied to the food; and</li> <li>(c) each place in which the food business trades in food.</li> </ul>	<p>The template recognises the range of foods and operations that are within the general scope of businesses operating in the sector.</p> <p>The <i>Basics</i> sections 3 to 6 cover matters relation to places, people and food that are relevant to the business. The Retail Basics section covers matters common to retailers.</p> <p>Specialist sections 10–19 cover matters specific to particular businesses, activities, foods or processes.</p> <p>This allows a business operator to tailor the template to recognise the range of operations at their business.</p>
S. 39 Food control plan: chief executive's power to issue official template or model	
<p>(1) The chief executive may, by notice under section 405, issue a template or model for different types of food sectors or food businesses.</p>	<p>This template is issued by the Food Notice – Official Template Food Control Plan for Schedule 1 Food Businesses: Food Service and Food Retail, December 2015. See <a href="http://www.mpi.govt.nz">www.mpi.govt.nz</a></p>
S. 41 Food control plan: form	
<p>A food control plan must be in writing in a form acceptable to the appropriate registration authority.</p>	<p>This template is issued by Notice. When it has been correctly completed by a food business it will become acceptable for registration.</p>
S. 42 Food control plan content	
<p>A food control plan must set out:</p> <ul style="list-style-type: none"> <li>(a) the name, trading name, and business address (including the electronic address, if available) of— <ul style="list-style-type: none"> <li>(i) the food business or businesses covered by the plan; and</li> <li>(ii) if the plan applies to only one food business, the operator of the food business; and</li> <li>(iii) if the plan applies to more than one food business, the operator of the plan and the operator of each food business covered by the plan;</li> </ul> </li> </ul>	<p>This is in the <i>Business and Management</i> details: Section 2 of this template.</p>
<p>(b) the operators' physical and electronic addresses for the purposes of section 378(3)(a);</p>	<p>This is in the <i>Business and Management</i> details.</p>
<p>(c) the physical address or, if appropriate, the location of the food business or its nominated home base;</p>	<p>This is in the <i>Business and Management</i> details.</p>
<p>(d) the name, or the position or designation, and the area of responsibility (if appropriate) of the person who is responsible for the day-to-day management of the plan, as nominated by the person in control of the food business or businesses</p>	<p>This is in the <i>Business and Management</i> details.</p>
<p>(e) the scope of the plan, including (without limitation)—</p> <ul style="list-style-type: none"> <li>(i) the type of food to which it applies; and</li> <li>(ii) the nature of the food business or businesses covered by the plan; and</li> <li>(iii) the trading operations under the plan.</li> </ul>	<ul style="list-style-type: none"> <li>(i) Template title provides the scope, e.g. Food Service and Retail Food Control Plan;</li> <li>(ii) The scope of the plan is also identified in the Plan Introduction Section 1.0– 1.7;</li> <li>(iii) The scope of trading is also identified by the elements of the FCP that are ticked as relevant on the contents page by the business operator.</li> </ul>

S. 42 Food control plan content cont...	Where this is found in template
(f) how the applicable requirements of this Act (as defined in section 8(1)) will be met under the plan	The template enables a business operator to meet the applicable requirements of the Act when they tailor the template to become their food control plan by ticking relevant boxes on the contents page and filling out other pages as indicated in the template.
(g) a description of the hazards and other factors that are reasonably likely to occur or arise	Procedures in the template identify and describe particular hazards that can arise, for example in the “why?” section
(h) procedures to achieve the safety and suitability of food, including (without limitation)— (i) good operating practice; and (ii) control of all relevant hazards and other factors that are reasonably likely to occur or arise; and (iii) monitoring of appropriate parameters and limits; and (iv) preventative actions; and (v) corrective actions; and (vi) operator verification activities; and (vii) document control and record keeping	Procedures in the template are set out in each respective section (3 - 19) of the template covering a particular topic: (i) describe good operating practices to control, eliminate or reduce the risk that particular hazards will occur or arise, for example in the “how this is done” section; (ii) identify where checks are needed; (iii) identify preventative actions. Good operating practices can be, in themselves, preventative actions. Highlighted information contained in the ‘important information’ boxes may also identify preventative actions; (iv) describe corrective actions should a hazard occur, for example in the ‘what if there is a problem?’ section; (v) incorporates verification checks for the operator such as equipment calibration, confirming cleaning has been carried out; making sure that the plan is up to date/new staff have been trained; (vi) identifies what needs to be written, such as in the ‘write it down’ section. The template also includes pre-printed forms for keeping records and provides for document control – such as with version numbers; contents pages and an amendment record.
(i) any validation information as appropriate	Where the template includes practices that may require validation, procedures provide a validation process, such as to confirm that a temperature setting for a particular length of time will consistently meet a cooking parameter identified in the template.  Where MPI has specified particular times, temperatures and other measurable requirements, these have been based on relevant science.  <a href="http://www.foodsafety.govt.nz/elibrary/industry/Technical_Guidance-Explains_Been.htm">http://www.foodsafety.govt.nz/elibrary/industry/Technical_Guidance-Explains_Been.htm</a>
(j) any other matters that may be specified in regulations or in Notices under section 405	Elements in the template take into account requirements set in regulations (and Notices) – see below.
S.45 amendment to a Food Control Plan based on a template	
(2) if the amendment to the Food Control Plan is not a significant amendment, the operator must give written notice of the amendment to the registration authority	Information about amending the plan is included in the introduction section 1.0 - 1.7.
(3) If the amendment is a significant amendment, the operator must apply to the registration authority for the plan to be registered	Information about amending the plan is included in the introduction.  Also note – Significant amendments are define in Part 3 of the Food Notice – Food Control Plans and National Programmes.
S.50 Duties of operators of registered food control plans	Information about the duties of operators is incorporated in the introduction included in section 2.3 <i>Documents, records and reporting</i> .

<b>Introduction</b>	
<b>S.51 Operator of a registered FCP must notify registration authority of significant change in circumstances</b>	Information about significant change in circumstances is included in Section 2.3 <i>Documents, records and reporting</i> .
<b>R. 6 Additional contents of a food control plan</b>	
<p>6(2) A FCP must:</p> <ul style="list-style-type: none"> <li>describe the physical boundaries and layout of the place in which the food business is operating by providing a diagram or site plan; and</li> <li>describe the activities of the food business that are carried out within those physical boundaries; and</li> <li>describe any activities carried out within those physical boundaries that are not activities of the food business; and               <ul style="list-style-type: none"> <li>(ii) how those activities pose a risk to food safety and suitability; and</li> <li>(iii) how any such risk to food safety and suitability will be managed to ensure that food safety and suitability is not compromised;</li> </ul> </li> <li>describe the activities that are carried out in neighbouring premises that pose a risk to the safety and suitability of food.</li> </ul>	This is in the <i>Business and Management</i> details section reference 2.1 - 2.8.
<b>R1-6,12-38,83-85,88,90</b>	
<p>The Food Regulations 2015 provide the details of things that businesses subject to food control plans need to take into account and do. These matters include:</p> <ul style="list-style-type: none"> <li>interpretation;</li> <li>the design, construction and location of food business places, and facilities, equipment and essential services;</li> <li>supporting activities such as pest control, waste management, cleaning and maintenance;</li> <li>sourcing and receiving food;</li> <li>protecting food from contamination by people and during production, processing and handling;</li> <li>competency and training;</li> <li>corrective action;</li> <li>record keeping and reporting;</li> <li>verification and frequency.</li> </ul>	<p>Some parts in various sections of the template, for example, <i>Design, location and use of food places, Training, supervision and competence</i> and <i>Water supply</i> are included as these are required by the regulations.</p> <p>Verification is in <i>Business and Management</i> details.</p>
<b>Food Standards Code (The Code)</b>	
<p>The Food Standard Code provides requirements for things such as composition, labelling, substances added to food and microbiological limits.</p> <p>Note that the Code is regularly amended and it is the food business's responsibility to refer to the current code for the latest requirements.</p> <p>See <a href="http://www.foodstandard.gov.au">www.foodstandard.gov.au</a></p>	<p>References to the Code are scattered throughout the template to assist businesses about where they are relevant.</p> <p>It is not intended or advised that a food business place reliance on this guidance material to ensure legal obligations with Code requirements are fully met. A food business must know and ensure all relevant standards in the Code as enacted are complied with. Code changes or amendments may not be reflected in the template. If a food business is unsure about what Code standards apply or their interpretation, it is recommended that the food business seek independent legal advice.</p>



# **Food Service and Retail Food Control Plan**

## **Management**





# Business management details

## Business details

Legal name	
Trading name	
Legal status <small>[tick as appropriate]</small>	sole trader      partnership      limited liability company other [specify]:
Type of business <small>[tick as appropriate]</small>	single outlet      managed branch of company      franchise other [specify]:
Activity <small>[tick as appropriate]</small>	<b>Food Service:</b> dine in      takeaway      on-site catering      off-site catering other [specify]: <b>Food Retail:</b> butcher      delicatessen      bakery      fishmonger      fresh produce      grocery transport/delivery supply other businesses      transport/logistics      other (specify): mobile food service or retail
Postal address	
Telephone	
Fax	
Email	

## Location(s)

Street address (1) (premises where food business operates)	
Water supply	
<b>Additional sites</b> <small>[continue on a separate sheet if needed and attach]</small> List below any other premises that are used in connection with the food business (e.g. premises used for storage or pre-preparation of food). These activities and sites will also be covered by this FCP. If water is used for food purposes, identify the source of the water supply.	
Street address (2)	
Activities/water supply source	
Street address (3)	
Activities/water supply source	
Street address (4)	
Activities/water supply	

# Business management details

## Management

### Operator

The operator is the owner or other person in control of the food business. If the food control plan applies to more than one food business, the operator is the person responsible for the food control plan\*

Name	
Physical address (Business or Residential)	
Electronic address	
Telephone	

**\*Operator of each food business** (if plan applies to more than one food business)  
Add additional rows as necessary.

Name	
Physical address (Business or Residential)	
Electronic address	
Telephone	

### Day-to-day manager

[write 'as above' if the day-to-day manager is the operator]

The day-to-day manager is the person who has the overall responsibility to make sure that the FCP is being followed and the appropriate checks and records are completed.

Name and/or position	
Telephone	

### Delegated responsibilities

In some cases, specific tasks maybe undertaken by someone other than the day-to-day manager. Delegated tasks and the people responsible are identified below (unless otherwise stated, the back-up person for these tasks is the day-to-day manager).

Name and/or position	
Delegated duty [write name of procedure or task that is delegated]	
Name and/or position	
Delegated duty [write name of procedure or task that is delegated]	
Name and/or position	
Delegated duty [write name of procedure or task that is delegated]	
Name and/or position	
Delegated duty [write name of procedure or task that is delegated]	

**Registration authority** (this will be your local council unless your FCP covers premises situated in more than one council jurisdiction or you have a third-party verifier in which case it will be MPI)

Registration authority	
Contact person	
Address	
Telephone	
Fax	
Email	

### Verifier (if not local council)

Verifier (agency)	
Contact person	
Address	
Telephone	
Fax	
Email	

# Documents, records and reporting

## Record keeping

Keeping accurate records is a requirement of the Act (section 50) and regulations (regulations 35 - 38).

This template includes important record-keeping documents your business may require depending on your food business including:

- a list of suppliers;
- staff training;
- sickness record;
- pest control;
- cleaning.

Completing the Diary is an important part of record keeping. It helps to show how you correct things that go wrong and could affect the safety or suitability of food. You can use the diary to:

- write down anything that goes wrong;
- write down what was done to correct the problem and prevent customers from being affected;
- write down what was done to prevent a problem from happening again;
- confirm that the procedures in the FCP have been followed.

The Diary also contains space for keeping records of temperatures of cooked, stored and displayed food and thermometer calibrations.

There's more information on how to use the Diary in the introduction and in the Diary itself.

Pre-printed documents for recording other checks are also provided for specific activities, for example:

- recording the shelf life of foods;
- checking meat is cooked;
- re-using food.



*You might find it useful to keep your Cleaning and Maintenance schedules in the Diary so that you can easily confirm that they are being followed*

## Making changes

If you carry out any food activities that aren't identified in this plan, they may require evaluating and approval before you can incorporate them into the plan. Changes that will require evaluation and approval are set out in Part 3 of the *Food Control Plans and National Programmes Notice 2015: What constitutes a significant amendment to a food control plan*. They include major alterations of processing facilities; processing food not covered by the plan; setting up a new process not covered by the plan; making changes that introduce new hazards; and other activities that are not covered by the procedures in this template. If you make a significant amendment your plan becomes a custom FCP and must be registered with MPI.

Changes that are not likely to require evaluation and approval include:

- using your own record sheets as long as they contain at least the same information as those provided in the template;
- changing the order of procedures;
- removing or marking as "not applicable" parts of the template that do not apply to your business (e.g. removing *Transporting food* if you don't transport food).

If you make a significant change to your plan (see above), make sure that the contents pages and procedures in your FCP are updated with the date the change was made and a new version number. If you update your plan with an Amendment issued by MPI, also update the Amendment record.

If you change any Business management details in section 2.1 or the information that accompanied your application for registration, you must notify your registration authority. This includes details on the death of the owner or operator, bankruptcy, liquidation, receivership etc.

All documents, including versions that are no longer used, and all records must be kept for at least four years and made available on request (e.g. by a Verifier or Food Safety Officer).

If you're unsure whether a proposed change may require approval, contact your registration authority for advice.

## Reporting

If something goes wrong at your business that either results in food that is not safe and suitable, or food that may not be safe or suitable and the situation could make people sick you must report this to your verifier.

# Design, location and use of food places

## Goal

Places used for food are located, designed and constructed appropriately, so they can be used to prepare and/or serve food that is safe and suitable.

Act requirements:

- The design must exclude, where possible, dirt, dust, fumes, smoke, pests and other contaminants.
- The design, construction and location of the place of food business must enable food to be safe and suitable.
- Any risk posed to food safety and suitability relating to the location of the place (e.g. from previous use; or proximity to activities that could result in food becoming contaminated) must be identified and managed.
- A place must have adequate space for processing and handling activities, fixtures and fittings.
- The design must provide for easy access for effective cleaning and maintenance.

## Why?

- Food may be contaminated and customers made ill from:
  - toxic materials left over from previous uses of places;
  - contaminants such as dust, fumes, spray-drift;
  - materials unsuitable for contact with food that are used in construction of places.
- Good design and layout of places provides sufficient space for:
  - people to work in ways that won't contaminate food;
  - effective cleaning and maintenance.

## How this is done

The places used by the business must be appropriate for producing safe and suitable food.

The following matters must be considered and managed in the design, location and use of places to prevent or minimise contamination or cross-contamination of food:

- external environmental factors (including dust, pests, dirt, fumes, smoke);
- internal environmental factors (including transfer of contaminants from surfaces and between foods, dust from overhead fittings);
- the build-up of dirt, mould, condensation and the shedding of particles;
- size of food places is sufficient in regard to the number of people working there, the nature of the business, the potential patronage and the volume and range of food prepared and served;
- working conditions facilitate good operating practices and ensure cross-contamination and deterioration of food is minimised;
- allows for the easy movement of people involved with preparing/serving food and provides good access to areas for cleaning, checking and maintenance;
- materials used in the construction of structures and surfaces must not be a source of contamination for the food (e.g. they should not impart chemicals or toxic matter to the food) and can be easily cleaned.

In addition, places used for food are exclusively used for the purpose of food business activities while the business is operating.

# Facilities, equipment and essential services

## Goal

To ensure that facilities, equipment and essential services are designed, constructed and located so that they may be operated in ways that that keeps food safe and suitable.

Act requirements:

- The design, construction and location of facilities, equipment and essential services at a business must enable food to be safe and suitable.
- Facilities, equipment and essential services must not be operated beyond their capacity or capability.

## Why?

- Food may be contaminated and customers made ill from:
  - poorly designed equipment that can't be adequately cleaned;
  - equipment constructed of unsuitable materials for contact with food;
  - facilities, equipment and essential services operated beyond their designed capacity and capability.

## How this is done

The location, design, construction and operation of facilities, equipment and essential services must prevent or minimise contamination or cross-contamination of food:

- appliances and food containers are not a source of contamination of the food (e.g. they should not impart chemicals to the food or easily break i.e. glass), and are made of materials that can be easily cleaned, sanitised and sterilised (as appropriate to their use);
- adequate lighting that gives sufficient natural or artificial light for all activities including cleaning;
- sufficient natural or mechanical ventilation to effectively remove fumes, smoke, steam and vapours, and in the case of a mechanically assisted air flow the intake must be positioned to draw clean air;
- adequate self-drainage of floors to minimise water ponding;
- provision of adequate supply of suitable water;
- an adequate hot water capacity for the nature of the business;
- suitable facilities that can meet temperature control requirements for the hygienic preparation and storage of food (e.g. chillers, freezers, ovens);
- an adequate number of hand washbasins with warm running water and supplies for hygienic cleaning, sanitising and drying of hands or another suitable means of cleaning, sanitising and drying hands;
- adequate facilities and appliances for cleaning and sanitising the premises, facilities and appliances;
- adequate storage for cleaning materials and staff personal items that cannot be taken into work areas.

# Training, supervision, competence

## Goal

To ensure that all staff have a good understanding of the Plan's requirements and food safety matters related to their area of work.

Visitors to processing and handling areas, such as maintenance or delivery personnel, understand what they must do to keep food safe and suitable.

Appropriate training and supervision is provided.

Act requirements:

- The instruction, training and supervision of staff to achieve the safety and suitability of food must be adequately implemented and resourced.
- Any person who can affect the safety or suitability of food or carries out any activities in relation to food must have the competency required to carry out their tasks.
- Staff and visitors (such as delivery or maintenance personnel), must understand what they must do while at the place of business to keep food safe and suitable.

## Why?

- Food may be contaminated and customers made ill if people do not understand and put in place practices that keep food safe.
- Some staff may need supervision due to inexperience, ability, size of operation etc.
- Staff need to be competent in what they do if the plan is to be successfully implemented.

## How this is done

The day-to-day manager must be familiar with and understand all of the procedures in the FCP.

The day-to-day manager must ensure that each member of staff is skilled and has the competency required to carry out each safe practice and procedure relevant to their work.

All staff and visitors where appropriate must be trained in the following practice and procedures before they can work:

- hand hygiene;
- personal hygiene;
- health and sickness;
- potentially hazardous food;
- cleaning and sanitising;
- food allergens;

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

Staff must also be trained in other procedures appropriate to the tasks before they are expected to carry them out.

When to train staff:

- before new staff start working;
- when introducing new procedures;
- when existing procedures are changed;
- whenever something goes wrong due to staff failing to follow procedures.



Unless a staff member has received training in a specific task, then they are not allowed to perform that activity.

## What if there is a problem?

Retrain staff if necessary.

You should also consider:

- reviewing staff training to see if it can be improved;
- improving staff knowledge of why it's important to follow safe food practices;
- making sure staff have access to the relevant procedures from the Plan;
- the need to increase supervision.

## Write it down

You must:

Complete a Staff training record for each person who works in the business.

Sign off each task on an employee's Staff training record when he or she has received training in a task, has demonstrated a good understanding and has been observed consistently following the correct procedures.

Record any retraining or refresher training in an employee's Staff training record.

Write down in the Diary if something went wrong that was caused by inadequate training, supervision or lack of skill. Identify what went wrong, why it happened and what you have done to help prevent it from happening again.

# Managing *Listeria*

## Goal

To prevent ready-to-eat (RTE) food becoming contaminated with the bacterium *Listeria monocytogenes*.

### Act requirements:

- All food that is produced or processed and handled must be handled in a way that minimises contamination or deterioration.
- There must be procedures in place that prevent, eliminate or reduce hazards during the production, processing and handling of food.

## Why?

- To prevent ready-to-eat (RTE) food becoming contaminated with the bacterium *Listeria monocytogenes*.
- *Listeria* bacteria can be found everywhere and will grow in food processing and storage areas
- *Listeria monocytogenes* causes the foodborne illness listeriosis. A significant proportion of people who get listeriosis die, including babies who can become infected by their mothers.
- Consumers with lower immunity, have a greater risk of getting sick from food than other people. These people include the very young and the elderly; people who are ill, those either recovering from illness or on medication and women during pregnancy.
- *Listeria* is particularly associated with long shelf life, refrigerated RTE processed foods.
- *Listeria monocytogenes* is considered the most dangerous pathogen of chilled processed foods as it can grow under refrigerated temperatures, in air, in no air (e.g. a vacuum pack), and under relatively acidic conditions.

## How this is done

Special care must be taken when handling foods that are potentially hazardous – see *Potentially hazardous foods*. Follow the instructions below carefully. This is because they are foods that:

- will support growth of *Listeria monocytogenes*;
- may not be processed further to make them safe to eat;
- are stored refrigerated; and
- can be stored for long periods.

You must thoroughly clean, and if necessary, sanitise processing areas and equipment.

It is important that if potentially hazardous foods are taken out of their packaging, they are handled hygienically to prevent them becoming contaminated.

In the rest of this template, the “important information” box below is used for procedures where it is particularly important to control the spread of *Listeria*.



Controlling *Listeria monocytogenes* is an important part of this process.

## How this is done

### People and places

All handlers of potentially hazardous foods must follow good hygiene practices when they are in the food preparation area. This includes washing and drying hands thoroughly before handling food and after touching nose, hair and other surfaces where harmful organisms are likely to be present. Food surfaces and equipment must be cleaned and sanitised before starting preparation. All handlers must wear clothing that is dedicated to food handling activities.

- Self-service areas must be kept clean.
- Used utensils must be regularly replaced with clean ones;

Food spillages must be dealt with promptly.

To prevent a build-up of food waste discard food scraps often.

### Cleaning and sanitising

To control the presence, spread, and growth of *Listeria monocytogenes* you must:

- keep processing areas clean; and
- clean and sanitise equipment that comes into contact with potentially hazardous processed food.

Equipment where food can accumulate, such as slicers and can openers, must be cleaned and sanitised before and after use and between different food types. This may require taking the equipment apart to get at hidden areas where small particles of food have lodged.

## How this is done

### Storing food

You must keep cooked and ready-to-eat foods separate from other foods so that they don't accidentally become contaminated. Potentially hazardous foods must be stored chilled below 5°C, or kept hot above 60°C.

All foods must be stored and used according to instructions provided on the original labelling, or within two days of opening. Once their original packaging is opened, they must be stored covered until used.

Frozen food must be thoroughly defrosted before cooking, or cooking times extended to ensure they are cooked right through.

Check that stored food is still within its "Use-by" or "Best- Before" date. If the date has passed, or the storage conditions have not been met, throw the food away.

Bulk food containers e.g. containers of jams, pickles, sauces must be emptied and cleaned and sanitised before re-use.

You must regularly check that fridges and chillers are keeping the food stored in them at or below 5°C.

### Cooking food

When cooking potentially hazardous food, it must be cooked thoroughly. Use a probe thermometer to measure the temperature in the thickest part of the food has reached 70°C for three minutes or 75°C for 30 seconds. After cooking, serve high-risk food promptly.

### Serving food

Take extra care when preparing and serving salads (e.g. pasta, rice, tabbouleh, and cold meat salads), cold cuts, pies, quiches etc and sandwiches – especially those containing salad ingredients.

Check the labelling on salad packaging and unless it clearly states that the salad ingredients are ready to eat, wash them in clean water.

Prepare these foods as close to meal time as practical and store them chilled until needed. If any of these foods are left at room temperature they must be eaten within four hours – otherwise the food must be thrown away.

If cold cuts are on the menu, slice and serve them as close to meal time as possible.



Further information on the control of *Listeria monocytogenes* in ready-to-eat foods can be found at [www.mpi.govt.nz](http://www.mpi.govt.nz) including:

- *Listeria* management;
- Good operating practices;
- Microbiological testing for verification of the control of *Listeria monocytogenes*;
- Guidance for the Control of *Listeria monocytogenes* in ready-to-eat foods;
- Fact sheet on Managing *Listeria* in the Care Sector.



# Managing *Listeria* in the care sector

For those catering for the elderly, very young and other vulnerable people *Listeria monocytogenes* (*Listeria*) causes the foodborne illness listeriosis. Those who are at greater risk from severe/invasive listeriosis are people with lower immunity (either because of an illness or medication), the very young, frail older people and pregnant women. *Listeria* can also cause miscarriage, stillbirth or premature birth, and serious illness or even death to newborn babies. Although invasive listeriosis affects very few people each year in New Zealand, it is a very serious illness and a significant proportion of these people will die.

*Listeria* bacteria are naturally found in the environment and on raw food products and the bacteria are easily introduced into food preparation, processing and storage areas. Listeriosis is most likely to be associated with foods that are ready-to-eat (processed) and are stored chilled. This is because these foods are often contaminated after processing, e.g. after cooking, and unlike most other organisms that cause foodborne illness *Listeria monocytogenes* can grow under refrigeration temperatures, in air, in no air (e.g. a vacuum-pack), and under relatively acidic conditions.

See Food Standards Australia New Zealand Standard 1.6.1. Microbiological Limits for Food.

## Food and *Listeria*

It is vital that you and your staff understand the risk from *Listeria* and know how to prevent its spread when serving food to vulnerable consumers. Make sure that this is included as part of your staff training programme.

Cooked and ready-to-eat foods, that are stored chilled and have a long shelf-life are of particular concern. They are among a group of foods termed “high risk” foods. This is because they are foods that may contain the harmful organisms that can cause illness and may support the growth of *Listeria monocytogenes* if not kept under temperature control. See the list of common high risk foods on this page.

To reduce the risk of listeriosis you may wish to use foods that have been heat processed in their final container, such as retort-processed foods, canned foods and some pouched foods. These foods will have been cooked or processed to remove harmful organisms.

## Purchasing food

Make sure you source food from a supplier who has processes to ensure their food is safe and suitable, and who will consistently supply food in clean and undamaged packaging. The food should have a “Use-by” or “Best-Before” date. It is a good idea to order quantities that you will use straight away to avoid the risk of your stored food becoming out-of-date. You should also check that the manufacturer has a *Listeria*

Management Plan<sup>1</sup> in place.

## Cleaning and sanitising

Regular and thorough cleaning and drying of food preparation areas and equipment will help prevent *Listeria* becoming established.

Even if you can't see dirt *Listeria* may be present. You won't know if it is there unless you test for it. *Listeria* is particularly at home in slicers and other areas that are hard to clean, also wet places, such as drains, drainage channels and wet areas around waste containers from where it can easily be spread to other places. Dirty cloths and damaged hoses are great hiding places for *Listeria*.

You can develop a cleaning schedule that identifies specific areas and equipment for cleaning, when it needs to be done, how it is to be cleaned (and if necessary sanitised) and who is to make sure it is done. This will help to make sure that nothing is missed out.

You can also develop a sampling programme to check key places and identify whether *Listeria* is in the food environment.

Take particular care with these common high risk foods:

- fresh produce which is difficult to wash e.g. seed sprouts,
- pre-cut bagged salads, raspberries;
- pre-prepared ready to serve packaged fruit and vegetables;
- ready-to-eat foods that may contain cooked and uncooked ingredients such as sushi, dips, hummus and mixed vegetable and protein salads;
- cooked meats, uncooked ready-to-eat meats such as salami or jerky, cold cooked chicken;
- vegetable pates, pastes and terrines unless sealed in jars or cans;
- soft cheeses, blue cheeses and grated cheese (unless it is going to be cooked before serving);
- raw or unpasteurised milk, or dairy products made from raw or unpasteurised milk;
- fish and other seafood that is going to be served raw or lightly cooked;
- processed chilled seafood (e.g. hot and cold smoked fish and shellfish, pre-cooked prawns and crab, surimi); and
- processed foods, especially meat and fish where the salt or acid have been reduced or the moisture increased compared to traditional shelf-stable product.

<sup>1</sup> Information on *Listeria* Management Plans can be found at <http://www.foodsafety.govt.nz/science-risk/programmes/hazard-risk-management/listeria.htm>

# **Food Service and Retail Food Control Plan**

## **Places Basics**



# Preventing cross-contamination

## Goal

To prevent foods becoming contaminated from contact with people, dirty surfaces and other foods.

The Act requires:

- Food must be processed and handled in ways that minimise the contamination or deterioration of food and prevents food from containing any biological or chemical agents or other substance that would be unexpected and unreasonable in food.

## Why?

- Food that becomes contaminated by harmful microbes, chemicals and dirt can make people ill.
- An allergen-free product could become contaminated with an allergen.

## How this is done

Everyone involved with processing and handling food must carry out good hygiene practices before handling foods – see *Hand hygiene* and *Personal hygiene*.

Cleaning practices must manage the presence of harmful microbes (like *Listeria monocytogenes*) in processing areas, to prevent the contamination of ready-to-eat (RTE) food – see *Cleaning*. Cleaning practices must also be followed to make sure allergen free foods do not become contaminated with small amounts of allergens.

One of the following methods must be used to minimise the contamination of food during processing and handling:

### Method 1. Physical separation using different places and equipment

Cross-contamination is prevented by keeping RTE foods and raw foods, or allergen free/allergen containing foods, totally separate from one another by using different:

- rooms;
- people;
- refrigerators and freezers;
- preparation/handling areas;
- display cabinets;
- equipment and utensils (including cleaning equipment) dedicated to each type of food.

If it isn't possible for different people to handle and process raw and RTE food or allergen free/allergen containing foods, anyone processing and handling these foods must carry out good hygiene practices before handling them. For example, hand washing (and hand sanitising where appropriate); or changing overclothing between tasks involving raw and RTE foods, or allergen free/allergen containing foods are options. See the *People Basics* and *Food Allergens* sections of the Plan.

### Method 2. Separation using different areas and equipment

Cross-contamination is prevented by keeping RTE foods and raw foods, or allergen free/allergen containing foods, separate from one another, even though they may be handled in the same place and at the same time. They are kept apart by using:

- dedicated, clearly defined handling areas for each product;
- storage on different sides of the same refrigerator or freezer;
- partitioned-off parts of the same display cabinet;
- staff dedicated to either raw or RTE food; and
- equipment and utensils (including cleaning equipment) dedicated to each type of food.

## How this is done

### Method 3. Separation by time and cleaning

Cross-contamination is prevented by keeping RTE foods and raw foods, or allergen free/allergen containing foods, separate from one another, even though they may be handled in the same place and using the same equipment. They are kept apart by:

- carrying out different tasks at different times – e.g. handling and preparing RTE foods before raw foods, or allergen free foods first;
- thoroughly cleaning and sanitising surfaces, equipment and utensils before they are used for RTE foods or allergen free foods (using dedicated cleaning equipment).

Anyone processing and handling both raw and RTE foods or allergen free and allergen containing foods must carry out good hygiene practices before handling foods e.g. hand washing (and hand sanitising where appropriate); changing overclothing between tasks involving raw and RTE foods. See the *People Basics* and *Food Allergens* sections of the Plan.

## What if there is a problem?

If foods that need to be kept apart are not properly separated, stop activities until they are.

If you cannot use one of the three available methods to keep RTE food apart from raw food, do not handle unwrapped RTE foods.

RTE or allergen free food that has been cross-contaminated must not be sold unless it can be made safe and suitable. If in doubt, throw it away.

Find out what happened and take action to prevent it happening again.

Review staff training.

## Write it down

You must:

- tailor the parts of the plan that require you to identify how you separate raw from cooked/ready-to-eat foods, and allergen free from allergen containing foods

Write down in the Diary:

- what you did if foods needing separation were not kept apart;
- what you did if cleaning and sanitising has not been carried out correctly.



Food can become contaminated from touching other foods and unhygienic surfaces and hands during storage, preparation, handling, packaging, transport and display for sale.

It is particularly important to keep cooked and ready-to-eat foods (RTE) apart or from contact with surfaces used for raw products as RTE foods will not be cooked/processed further to make them safe to eat.



*Using different surfaces – such as dedicated cutting boards that can be readily identified with a particular food e.g. by colour – will also help reduce the risk of cross-contamination. Let everyone in the business*

*know which colour is used with which food, and why.*

### **Cross-contamination by types of food**

*It's good practice when handling/packaging a range of raw foods to not mix types. Always clean surfaces and equipment between meat species and between different foods.*

# Water supply

## Goal

To ensure water is kept clean and safe for making food, for personal hygiene such as hand washing, for cleaning and for serving to customers.

Act requirements:

- To ensure that water is suitable for the purpose for which it is used and does not adversely affect the safety and suitability of food.
- To ensure that the capacity of the water supply is adequate for the operations of the food business

## Why?

- Water may carry harmful microbes and chemicals that can cause illness.
- Water can be contaminated during on-site storage and distribution around food premises.
- Insufficient amount of water can mean cleaning and hygiene tasks aren't carried out and food gets contaminated.
- Water systems need to be able to cope with times of high demand.

## How this is done

**Water is sourced from: [tick as appropriate]**

**Registered supplier (e.g. council supply)**

**Name of supplier**

**Surface or ground water**

**Roof water**

If you ticked registered supplier, this page and the extra information overleaf will give you the information you need. If you ticked "Surface or ground water" or "Roof water", there are other pages in this FCP covering them and you will need to meet the requirements set in a Food Act Notice for self-supplied water in order to operate with this FCP. More information is available from the food safety website ([www.mpi.govt.nz](http://www.mpi.govt.nz)) or your local council.

As an operator, you are responsible for the safety of supplied water from the point at which it enters your business.

**Water pipes must:**

- be kept in a sound condition to prevent contaminants entering the system;
- flushed after repairs or maintenance to clean the system;
- flushed to remove stagnant water, if they're not used for more than seven days.

**Water tanks must be:**

- kept clean and in good repair to prevent any build up of sediment (see Cleaning schedule);
- have covered and screened openings to protect against access by animals, birds and debris.

**Lower quality water**

Water tanks, pipes and outlet taps of any water supplies on site that are not suitable for food processing, or personal hygiene, or cleaning must be clearly identified (e.g. grey water for irrigation).

These water supplies must not be used for food processing, or personal hygiene, or cleaning.

**Backflow devices**

Backflow devices must be maintained in accordance with the manufacturer's instructions to prevent contamination of clean water.

## What if there is a problem?

If you suspect your water supply is not safe, don't use it unless it has been:

- boiled for one minute; or
- disinfected by adding chlorine.

Alternatively, use a temporary supply of safe water (e.g. bottled water or water from a registered water supplier).

- Throw away any food that could have become contaminated.
- Clean any contaminated surfaces used for food preparation.

**Water contaminated on site**

If water could have become contaminated from something that happened on site, identify the problem, arrange for its repair and don't use the water until you're notified that it's safe to do so.

**Notification of contamination by supplier**

If the water supplier gives notice that the water supply might not be safe, follow their instructions until the supply is safe again.

Contact your verifier and advise them of the action you've taken.

## Write it down

You must write down:

- the annual checks for backflow devices and tanks in your Maintenance schedule.
- any problem with the water supply and what you did about it, (e.g. in the appropriate day in the Diary.)



*Helpful information. Backflow is the unplanned reversal of flow of water or mixtures of water and contaminants into the water supply.*

*Backflow devices like valves or an air gap are used to prevent this reverse flow occurring. In a food business, you will usually find a backflow device either on individual equipment (e.g. dishwashers, glass washers, drink dispensers with carbonators, some ovens) or in the reticulation line covering several equipment items or processing areas.*

## What is it?

### Extra information about keeping water safe

#### Definitions

Cross-connection	Connections between pipe work that can result in different water flows mixing
Dead end	Unused pipe ends within a reticulation system

#### Systems that are not routinely flushed with normal use

When you provide drinking water or sell food as part of your business you have a responsibility to make sure that the water you use will not harm your customers. The relevant legislation that applies is the Food Act 2014 and associated regulations. Legislation requires any water used for processing, producing and handling food, personal hygiene, cleaning or any other purpose to be suitable for use and to not adversely alter the safety and suitability of food.

The Ministry of Health Drinking-water Standards for New Zealand 2005 (Revised 2008) contain a series of maximum acceptable values for:

- *Escherichia coli* (less than one in 100mL of sample);
- total pathogenic protozoa (less than one infectious oocyst per 100L of sample);
- chemicals.

#### Useful pamphlets provided by the Ministry of Health include:

##### Water Collection Tanks and Safe Household Water

[www.healthed.govt.nz/resource/water-collection-tanks-and-safe-household-water](http://www.healthed.govt.nz/resource/water-collection-tanks-and-safe-household-water)

##### Household Water Supplies

[www.healthed.govt.nz/resource/household-water-supplies](http://www.healthed.govt.nz/resource/household-water-supplies)

##### Secure Groundwater Bores and Wells for Safe Household Water

[www.healthed.govt.nz/resource/secure-groundwater-bores-and-wells-safe-household-water](http://www.healthed.govt.nz/resource/secure-groundwater-bores-and-wells-safe-household-water)

#### Water pipes, equipment and tanks

The pipes, pumps and storage tanks that deliver the water from its source to the tap are collectively called the reticulation system. It's important your business's water system doesn't contaminate any water and is kept clean and in good repair. Pipes and outlet taps from an unsuitable water source should be clearly identified to prevent this water being used (cross-connected) for any food-related activity.

#### How to flush your business's water system

Open taps to allow a substantial water flow. The length of time the water will need to flow will depend on the size of your building and water system. Enough water should be run through the taps to ensure pipes end up with fresh water in them.

#### Design and construction

##### Your water system

Ensure your water system is or has been designed and installed to prevent cross-connections, dead ends, unused pipes and backflow.

##### Tanks

Ensure all overflow, blow-off, clean-out or vent pipes are turned downwards to prevent rain entering the water system. Screen the tanks with removable, fine-mesh screens to keep out vermin and other contamination.

Ensure all inlet and outlet pipes of storage tanks are properly supported and located to minimise the effects of settling, i.e. they don't allow sediment that has settled at the bottom of the tank to enter the pipes.

Use a cover on treated water storage tanks. Covers should be watertight, constructed of permanent materials (i.e. not wood), provided with handles and locks, and designed to drain freely, i.e. they don't encourage pooling and they prevent the contamination of the stored water.

#### Maintenance of the water system

Disinfect all tanks before they're put into service and after extensive repairs or cleaning. Develop a schedule of regular maintenance and inspection. Parts of your water system that need to have checks (at least annually) include backflow devices to make sure they are working correctly and water storage tanks to ensure they are clean and in good repair.

Complete the *Maintenance schedule* to identify the checks and when they need to be carried out.

Focus cleaning on removing accumulated sediments, leaf litter and other objects, such as insects and animals, that may have got into the tank.

Sediment can build up in the bottom of tanks and this might need to be removed. You can do this by either using tank cleaning contractors or installing a tank vacuum. For more details on how to clean out your tank, refer to the Ministry of Health information pamphlet *Water Collection Tanks and Safe Household Water*.

If you repair or change your water system, make sure you flush it with clean water before using the water for food processing.



#### Warning!

If you need to enter the tank to clean it, make sure the tank has adequate ventilation and that someone else is present.



# Roof water supply

## Goal

To ensure water is kept clean and safe for making food, for personal hygiene such as hand washing, for cleaning and for serving to customers.

Act requirements:

- To ensure that water is suitable for the purpose for which it is used and does not adversely affect the safety and suitability of food.
- To ensure that the capacity of the water supply is adequate for the operations of the food business.

## How this is done

Self-supplied water (water that isn't provided by a drinking water supplier) must be safe to use with food and meet requirements for clean water.

Clean water must be provided in sufficient quantities to enable food activities identified in the Plan to be carried out hygienically.

### Initial assessment and treatment of a water supply

An operator supplying clean water for use at the place of food business must ensure that chemical and physical hazards from the water source are identified and managed and water at point of use meets the criteria in Table 1:

Table 1: Testing requirements for a self-supply source

Criteria for Clean Water from a Self-supply Water Source	
Measurement	Criteria
<i>Escherichia coli</i>	Less than 1 in any 100 ml sample
Turbidity	Must not exceed 5 Nephelometric Turbidity Units (NTU)
Chlorine (when chlorinated)	Not less than 0.2 mg/l (ppm) free available chlorine with a minimum of 20 minutes contact time
pH (when chlorinated)	6.5–8.0

### Reassessment of water supply

The operator must ensure that tests are carried out to determine that water meets the criteria in Table 1 –

- whenever an operator obtains water from a new source; and
- as soon as practicable and not later than within one week of the operator becoming aware of a change to the environment or activities in or around a water source that may affect the safety and suitability of water from that source.

### Water collection

- Water must be collected only from roofs and gutters that have been made from safe substances (e.g. no lead-based paint, bitumen, exposed timber, or copper guttering).
- Contamination from birds, animals, and leaves must be reduced by screening guttering, removing overhanging branches and vegetation.
- Aerials and satellite dishes must be mounted away from the roof to reduce contamination from birds.
- A first flush device must be installed and used to divert the first flush of water when it rains.

### Water treatment

A water treatment system must be able to provide clean water at point of use.

The water treatment system used is: (tick appropriate box/es)

filtration

chlorination

UV disinfection

other

## Why?

- Roof water can carry harmful microbes and chemicals that can cause illness.
- Clean water used with food doesn't contain *E. coli* or harmful organisms that could make people ill.
- Insufficient supply of clean water can mean cleaning and hygiene tasks aren't carried out and food gets contaminated.

## How this is done

The water treatment system must be installed and maintained in accordance with the manufacturer's instructions. See also *Design and use of food premises and Maintenance* sections.

### Checking the treatment system is working

The water treatment system must be regularly checked against the manufacturer's instructions to ensure it's working effectively.

## What if there is a problem?

If you suspect your water supply is not safe, don't use it unless it has been:

- boiled for one minute; or
- disinfected by adding chlorine.

Alternatively, use a temporary supply of safe water (e.g., bottled water or water from a registered water tanker).

Throw away any food that could have become contaminated.

Clean any food preparation surfaces that could have become contaminated.

### Water contaminated on-site

If water could have become contaminated from something that happened on-site, identify the problem, arrange for its repair and don't use the water until you're notified that it's safe to do so (see *Maintenance* section)

Dispose of contaminated water or arrange treatment to remove the contaminant – don't use this water until it has been treated and the contaminant removed.

### Treatment system is not working

If the treatment system isn't working, arrange for repairs to be carried out and checks to be made to ensure the treatment system is operating properly. Use an alternative clean water supply until this work has been completed.

### Water shortage

Before you're affected by a water shortage, identify a safe alternative water source. Transport the water using a registered water tanker.

Record any action taken in the Maintenance schedule. Consult your water specialist for advice about undertaking any repairs. Contact your verifier and advise them of the action you have taken.

Refer Places Basic – *Roof water supply* above.

## Write it down

You must write down in the "Maintenance schedule" regular inspection and maintenance identified for the water treatment system (e.g. changing filters). Include in your "Cleaning schedule" any regular cleaning of water treatment equipment (e.g. UV light equipment). You must write down (e.g. in the Diary) the results of regular checks of your water supply and equipment and any water testing (e.g. for Free Available Chlorine (FAC), other chemicals or microbes) that you or your local council carries out. You must write down (e.g. in the Diary) any problems you had with the water supply and what you did about it. You must keep a record of checks made that the water treatment system is working effectively and produce clean water at point of use.



# Roof water supply

## What is it?

### Extra information about managing your roof water supply

#### Identifying possible microbial or chemical contamination

Identify anything that could contaminate your water source. Your local council is a good source of information for likely naturally occurring chemicals in the area. Discuss any potential issues with your verifier.

To confirm whether contamination has affected your water source it might be necessary to test for the microbial or chemical contamination of concern. Testing should be carried out by accredited laboratory. MPI doesn't expect food business operators to test their water for all possible microbes or chemicals found in water, but to concentrate on the microbes or chemicals that are most likely to be an issue for your water source and could be a possible risk to food.

If the water source has become contaminated with microbes or chemicals, stop using the water and take immediate action. Consider measures to protect the water source from contaminants or schedule routine water treatment. (See above -What if there is a problem)

#### Treating your roof water supply

A roof water supply is unlikely to be safe for consumers unless it's filtered and disinfected before use.

A range of treatment processes is available, but the effectiveness of each type depends on the contaminants that require control. A water treatment professional will be able to assist you select and design a water treatment system that best suits your particular water supply and business needs. (e.g. look in the "Yellow Pages" under "Water treatment".)

Treatment processes include:

- Filtration
- Chlorine disinfection
- UV disinfection

#### 1. Filtration

Filtration can remove particles, chemicals, algal toxins and parasites.

You'll need a filtration system if your water supply:

- Is turbid or contains a lot of suspended particles (above 1NTU – defined below). Filtering the water first will help ensure further treatment (chlorination and UV) is successful;
- Is at risk of contamination with sewage, farm run-off, animals that may contain parasites such as *Cryptosporidium* and *Giardia*; or
- Contains chemical contaminants or is at risk of chemical contamination

#### Topics to discuss with your water professional

Factors determining a filter's ability to remove specific types of contaminants include the material the filter is made from, the filter grade (how fine the filter is) and the flow rate of water through the filter.

- Filters are usually installed in the reticulation system between the water source (e.g. tank, bore, dam, and creek) and other treatment steps (e.g. chlorine disinfection, UV light disinfection)
- Cloudy or dirty-looking water will require filtration before it can be disinfected. Particles and dirt in the water make disinfection less effective. Filtering water with a high sediment load can be made more effective by adding a coagulation chemical before the water is filtered. Coagulation chemicals cause small particles in the water to clump together.
- Types of filters include cartridge filters, filters containing sand or silica, ceramic filters, activated carbon filters and reverse osmosis filtration. The choice of filter and filtration method will be determined by the contaminants that need to be removed.

#### Maintenance

All equipment used with food (including water equipment) must be maintained so that it doesn't make food unsafe. You need to ensure filters are regularly replaced or cleaned (in accordance with the manufacturer's instructions) in order to remain effective. Filters should allow a steady flow of clean water to pass through them. Dirty filters enable bacteria to grow which can then be released and re-contaminate the filtered water. Clogged filters can also lead to more wear on the pump and the need for more maintenance. The manufacturer's operating and maintenance instructions must be carefully followed.

#### Monitoring

Water quality needs to be regularly checked after filtration. If the flow-rate decreases or the water becomes turbid (dirty or cloudy), the filter may need replacing more frequently than scheduled. Some filter systems include a pressure gauge that indicates when filters need replacing.

#### Proving your water supply is safe

You might need to consider testing the effectiveness of your treatment (e.g. by turbidity testing). Ask your water professional for advice.

#### What if there is a problem?

Refer *Places Basics – Roof water supply* above.

#### 2. Chlorine disinfection

Chlorine controls many harmful microbes, but is not very effective in controlling parasites such as *Giardia* and *Cryptosporidium*, or treating water with a high sediment load. Parasites and sediment are better dealt with by filtering the water before adding chlorine (see above).

#### Topics to discuss with your water professional

- Chlorine can be manually dosed directly into the tank (a good method for emergency disinfection) but treatment is better carried out using an automated system to regularly inject and maintain a suitable level of chlorine.
- Chlorine is an accessible, economical and effective means of treating a large volume of water.

## What is it?

### Maintenance

You must maintain the chlorine dosing equipment so the correct amount of chlorine is used. It's important to make sure there is enough chlorine in the water.

### Monitoring

If checking for free chlorine and an online chlorine meter is not incorporated into the treatment system, a suitable test kit (such as a swimming pool chlorine kit) must be used. This will measure and monitor levels of chlorine and pH in the system and identify whether your chlorine dosing needs adjusting. You should regularly (e.g. weekly) monitor the amount of chlorine in the water as it leaves the taps, to check the level of disinfectant – especially if the treatment system has not been used for a while. It is desirable to have at least 0.2 mg/L free chlorine in water used for drinking, hand washing and food preparation.

For chlorine to work effectively, the pH of the water must be 6.5 - 8.0. A pH of greater than 8 can decrease the efficiency of chlorine disinfection.

### Proving your water supply is safe

It is recommended that the water is tested weekly for checks on the level of free available chlorine (FAC) or regularly for *E.coli* (at least every three months). Ask your water professional for advice.

### What if there is a problem?

Refer Places Basic – *Roof water supply* above.

## 3. Ultraviolet (UV) light disinfection

Ultraviolet (UV) light kills many kinds of harmful microbes. Some UV light systems are effective against *Giardia* and *Cryptosporidium*. You'll need to check this with your water professional.

### Topics to discuss with your water professional

- UV light can't penetrate dirty or cloudy water so filtration is often necessary (see Filtration above).
- In a power outage alternative disinfection (e.g. chlorination) will be needed.

### Maintenance

A UV light system needs a reliable power source, regular inspection, and careful maintenance to ensure it remains effective. Always follow the manufacturer's instructions. UV lamps have a limited effective life span and need to be replaced regularly in accordance with the manufacturer's instructions, or every six months whichever is the most often.

A UV light system needs regular checking to ensure:

- It has a stable power supply and the system is switched on.
- The lamps are intact, operating and free from a build-up of scum.

Any repairs or replacement identified should be carried out promptly.

### Proving your water supply is safe

It is recommended that the water is tested regularly for *E.coli* (at least every three months). Ask your water professional for advice.

### What if there is a problem?

Refer Places Basic – *Roof water supply* above.



*It is recommended that you get a water specialist to review your water treatment to ensure that it is suitable.*

# Surface water or groundwater supply

## Goal

To ensure water from surface (streams, creeks, lakes) or underground (bore) sources is clean and safe for making food, for cleaning food areas and for serving to customers.

### Act requirements:

- To ensure that water is suitable for the purpose for which it is used.
- To ensure that the capacity of the water supply is adequate for the operations of the food business.

## Why?

- Water taken from surface or groundwater sources can carry harmful microbes and chemicals that can cause illness.
- Clean water used with food doesn't contain *E.coli* or harmful organisms that could make people ill.
- Insufficient supply of clean water can mean cleaning and hygiene tasks aren't carried out and food gets contaminated.
- To ensure that self-supplied water is clean water.

## How this is done

Self-supplied water (water that isn't provided by a drinking water supplier) must be safe to use with food and meet requirements for clean water.

Clean water must be provided in sufficient quantities to enable food activities identified in the Plan to be carried out hygienically.

### Initial assessment and treatment of a water supply

An operator supplying clean water for use at the place of food business must ensure that chemical and biological hazards from the water source are identified and managed and water at point of use meets the criteria in Table 1:

Table 1: Testing requirements for a self-supply source

Criteria for Clean Water from a Self-supply Water Source	
Measurement	Criteria
<i>Escherichia coli</i>	Less than 1 in any 100 ml sample
Turbidity	Must not exceed 5 Nephelometric Turbidity Units (NTU)
Chlorine (when chlorinated)	Not less than 0.2 mg/l (ppm) free available chlorine with a minimum of 20 minutes contact time
pH (when chlorinated)	6.5–8.0

### Reassessment of water supply

The operator must ensure that tests are carried out to determine that water meets the criteria in Table 1 –

- whenever an operator obtains water from a new source; and
- as soon as practicable and not later than within one week of the operator becoming aware of a change to the environment or activities in or around a water source that may affect the safety and suitability of water from that source.

### Water is sourced from: [tick as appropriate]

surface or insecure groundwater (follow instructions on this page)

secure groundwater (a supply that meets the definition of "secure" in the Drinking Water Standards for New Zealand, *(while you continue to meet this definition you need to do nothing further.)*)

a supply that is currently subject to a Public Health Risk Management Programme. *(While you continue to follow this programme you need do nothing further.)*

### Surface or insecure groundwater

Wherever possible on-site water intakes must be protected from:

- Livestock – fenced-off from access to the water source (e.g. stream, lake, bore).
- Animal effluent – manure spreading does not take place on pastures near the water source.

## How this is done

- Silage – is not stored near the water source.
- Human waste – there is clear space (buffer zone) between the water source and land used for human effluent disposal (e.g. septic tank drainage fields, long drop toilets).

The local council must be contacted to determine naturally occurring chemicals that are likely to be present in source water.

These are:

Checks have been carried out for activities that may cause chemical contamination of the water supply (e.g. industry, landfills, and chemical storage areas) upstream of, and surrounding, the water source.

The following activities/contaminants might be of concern to the water supply:

The potential hazards identified above must be taken into account in water treatment.

Regular checks are made to identify any new sources of hazards or changes to hazards (see Maintenance section).

### Groundwater sources

The bore head must be designed correctly and maintained so that it is protected against surface contamination (see extra information on next page).

### Water treatment

A water treatment system must be able to provide water that meets the Notice at point of use.

The water treatment system used is: (tick appropriate box/es)

- ☐ filtration
- ☐ chlorination
- ☐ UV disinfection
- ☐ other

The water treatment system must be installed and maintained in accordance with the manufacturer's instructions.

### Checking the treatment system is working:

The treatment system must be regularly checked against the manufacturer's instructions to ensure it's working effectively.

# Surface water or groundwater supply

## What if there is a problem?

If you suspect your water supply is not safe, don't use it unless it has been:

- boiled for one minute; or
- disinfected by adding chlorine.

Alternatively, use a temporary supply of safe water (e.g., bottled water or water from a registered water tanker).

Throw away any food that could have become contaminated. Clean any food preparation surfaces that could have become contaminated.

### Water contaminated on-site

If water could have become contaminated from something that happened on-site, identify the problem, arrange for its repair and don't use the water until you're notified that it's safe to do so (see *Maintenance* section).

Dispose of contaminated water or arrange treatment to remove the contaminant – don't use this water until it has been treated and the contaminant removed.

### Treatment system is not working

If the treatment system isn't working, arrange for repairs to be carried out and checks to be made to ensure the treatment system is operating properly. Use an alternative clean water supply until this work has been completed.

### Water shortage

Before you're affected by a water shortage, identify a safe alternative water source. Transport the water using a registered water tanker.

Record any action taken in the Maintenance schedule

Consult your water specialist for advice about undertaking any repairs.

Contact your verifier and advise them of the action you have taken.

## Write it down

You must write down in the "Maintenance schedule" regular inspection and maintenance identified for the water treatment system (e.g. changing filters)

Include in your "Cleaning schedule" any regular cleaning of water treatment equipment (e.g. UV light equipment). You must write down (e.g. in the Diary) the results of regular checks of your water supply and equipment and any water testing (e.g. for Free Available Chlorine (FAC), other chemicals or microbes) that you or your local council carries out. You must write down (e.g. in the Diary) any problems you had with the water supply and what you did about it. You must keep a record of checks made that the water treatment system is working effectively to produce clean water at point of use.



*It is recommended that you get a water specialist to review your water treatment to ensure that it is suitable.*

## What is it?

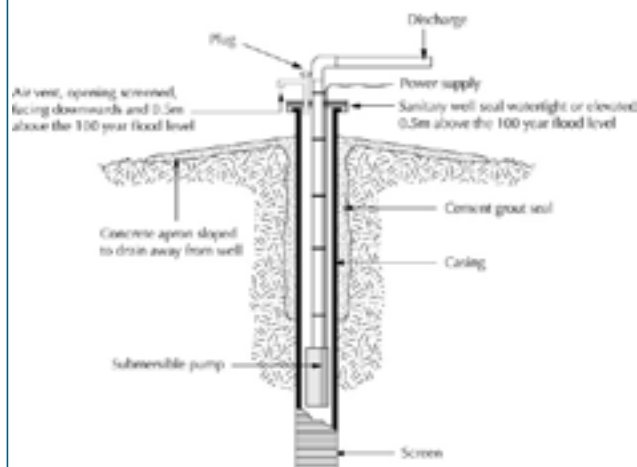
### Extra information about managing your surface or groundwater supply

#### Bore head security for groundwater supplies

Poorly constructed and maintained well bore heads can introduce contamination into the groundwater.

- Seal the area between the casing and the surrounding ground with concrete to stop rain or surface water carrying contaminants into the well.
- Seal between the casing and any hoses or cables going down the well shaft.
- Lock a protector cap on an unused well.
- Keep rubbish, pesticides, fertiliser, animals and compost away from the well bore head.
- Seal any free-flowing wells.
- Regularly check that the well bore head is protected from surface contamination

#### Sanitary protection of a typical bore



Source: Ministry of Health (2005), *Source Waters, The Guidelines for Drinking-water Quality Management for New Zealand*, pg 22

#### Identifying possible microbial contamination

Identify anything that could contaminate your water source.

You can do this by inspecting the intake point or bore head and the area within 50 metres of your water source. Things to be concerned about include a faulty bore head, offtake pits/soak holes or effluent discharge (see above for more examples).

To confirm whether contamination has affected your water source it might be necessary to test for *Escherichia coli* (*E. coli*). Testing should be carried out by an accredited laboratory. *E. coli* is found in human and animal faeces, so its presence in the water sample indicates contamination and possibly disease causing microbes like *Campylobacter* and *Salmonella*.

If the water source has become contaminated with *E. coli*, and you don't have a treatment system to manage *E. coli*, stop using the water and take immediate action. Consider measures to protect the water source from contaminants, alternative supplies of clean water, and water treatment. (See previous page – *What if there is a problem*).

#### Identifying possible chemical contamination

Identify anything that could contaminate your water source. You can do this by inspecting the intake point or bore head and the area within 50 metres of your source. Things to be concerned about include local agricultural activity, mining operations or geothermal activity (see above for more examples). Your local council is a good source of information for likely naturally occurring chemicals in the area. Discuss any potential issues with your verifier.

To confirm whether contamination has affected your water source it might be necessary to test for the chemical of concern. Testing should be carried out by an accredited laboratory. MPI doesn't expect food business operators to test their water for all possible chemicals found in water, but to concentrate on the chemicals that are most likely to be an issue for your water source and could be a possible risk to food.

If the water source has become contaminated with chemicals, stop using the water and take immediate action. Consider measures to protect the water source from contaminants, alternative supplies of clean water, and water treatment. (See previous page – *What if there is a problem*).

#### Treating your surface or groundwater

A water supply is unlikely to be safe for consumers unless it's filtered and disinfected before use. However, if you have a secure well bore head, as defined in the Ministry of Health Drinking Water Standards ([www.moh.govt.nz](http://www.moh.govt.nz)), disinfection won't be necessary.

A range of treatment processes is available, to treat non-secure water sources, but the effectiveness of each treatment depends on the contaminants that require control. A water treatment professional will be able to assist you select and design a water treatment system that best suits your particular water supply and business needs. (e.g. look in the *Yellow Pages* under "Water treatment".)

Treatment processes include:

1. Filtration
2. Chlorine disinfection
3. UV disinfection

#### Filtration

Filtration can remove particles, chemicals, algal toxins and parasites.

You'll need a filtration system if your water supply:

- Is turbid or contains a lot of suspended particles (above 1NTU – defined below). Filtering the water first will help ensure further treatment (chlorination and UV) is successful.
- Is at risk of contamination with sewage, farm run-off, or from animals that may contain parasites such as *Cryptosporidium* and *Giardia*.
- Contains chemical contaminants or is at risk of chemical contamination.



## What is it?

### Topics to discuss with your water professional

- Factors determining a filter's ability to remove specific types of contaminants include the material the filter is made from, the filter grade (how fine the filter is) and the flow rate of water through the filter.
- Filters are usually installed in the reticulation system between the water source (e.g. tank, bore, dam, and creek) and other treatment steps (e.g. chlorine disinfection, UV light disinfection).
- Cloudy or dirty-looking water will require filtration before it can be disinfected. Particles and dirt in the water make disinfection less effective. Filtering water with a high sediment load can be made more effective by adding a coagulation chemical before the water is filtered. Coagulation chemicals cause small particles in the water to clump together.
- Types of filters include cartridge filters, filters containing sand or silica, ceramic filters, activated carbon filters and reverse osmosis filtration. The choice of filter and filtration method will be determined by the contaminants that need to be removed.
- Turbidity suspended particles in water can be measured and expressed as nephelometric turbidity units (or NTU). Water filtered for disinfection should measure 1 NTU or less.

### Maintenance

All equipment used with food (including water equipment) must be maintained so that it doesn't make food unsafe. You need to ensure filters are regularly replaced or cleaned (in accordance with the manufacturer's instructions) in order to remain effective. Filters should allow a steady flow of clean water to pass through them. Dirty filters enable bacteria to grow which can then be released and re-contaminate the filtered water. Clogged filters can also lead to more wear on the pump and the need for more maintenance. The manufacturer's operating and maintenance instructions must be carefully followed.

### Monitoring

Water quality must be regularly checked after filtration. If the flow-rate decreases or the water becomes turbid (dirty or cloudy), the filter might need replacing. Some filter systems include a pressure gauge that indicates when filters need replacing.

### Proving your water supply is safe

You might need to consider testing the effectiveness of your treatment (e.g. by turbidity testing). Ask your water professional for advice.

### 2. Chlorine disinfection

Chlorine controls many harmful microbes, but is not very effective in controlling parasites such as *Giardia* and *Cryptosporidium*, or treating water with a high sediment load. Parasites and sediment are better dealt with by filtering the water before adding chlorine (see above).

### Topics to discuss with your water professional

- Chlorine can be manually dosed directly into the tank (a good method for emergency disinfection) but treatment is better carried out using an automated system to regularly inject and maintain a suitable level of chlorine.
- Chlorine is an accessible, economical and effective means of treating a large volume of water.

### Maintenance

You must maintain the chlorine dosing equipment so the correct amount of chlorine is used. It's important to make sure there is enough chlorine in the water.

### Monitoring

If checking for free chlorine and an online chlorine meter is not incorporated into the treatment system, a suitable test kit (such as a swimming pool chlorine kit) must be used. This will measure and monitor levels of chlorine and pH in the system and identify whether your chlorine dosing needs adjusting. You should regularly (e.g. weekly) monitor the amount of chlorine in the water as it leaves the taps, to check the level of disinfectant – especially if the treatment system has not been used for a while. It is desirable to have at least 0.2 mg/L free chlorine in water used for drinking, hand washing and food preparation.

For chlorine to work effectively, the pH of the water must be 6.5 - 8.0. A pH of greater than 8 can decrease the efficiency of chlorine disinfection.

### Proving your water supply is safe

It is recommended that the water is tested weekly for checks on the level of free available chlorine (FAC) or regularly for *E.coli* (at least every three months). Ask your water professional for advice.

### What if there is a problem?

Refer Places Basic – *Roof water supply*.

### 3. Ultraviolet (UV) light disinfection

Ultraviolet (UV) light kills many kinds of harmful microbes. Some UV light systems are effective against *Giardia* and *Cryptosporidium*. You'll need to check this with your water professional.

### Topics to discuss with your water professional

- UV light can't penetrate dirty or cloudy water so filtration is often necessary (see Filtration on previous page).
- In a power outage alternative disinfection (e.g. chlorination) will be needed.

### Maintenance

A UV light system needs a reliable power source, regular inspection, and careful maintenance to ensure it remains effective. Always follow the manufacturer's instructions. UV lamps have a limited effective life span and need to be replaced regularly in accordance with the manufacturer's instructions, or every six months whichever is the most often.

A UV light system needs regular checking to ensure:

- It has a stable power supply and the system is switched on.
- The lamps are intact, operating and free from a build-up of scum.

Any repairs or replacement identified should be carried out promptly.

### Proving your water supply is safe

It is recommended that the water is tested regularly for *E.coli* (at least every three months). Ask your water professional for advice.

### What if there is a problem?

Refer Places Basic – *Roof water supply*.

# Cleaning

## Goal

To ensure places, facilities and equipment are kept clean.

### Act requirements:

- To establish and carry out procedures for cleaning and sanitising places, facilities and equipment.
- To ensure that cleaning equipment and cleaning compounds are appropriate for the task and used in accordance with the manufacturer's instructions.
- To ensure that food is produced or processed and handled in a way that minimises the contamination or deterioration of the food.

## How this is done

Places, (e.g. the kitchen or food processing space) facilities, (e.g. storage areas, amenities) and equipment (e.g. chopping boards, work surfaces, containers, machinery) must be cleaned in accordance with a documented cleaning schedule.

Other items that may contaminate food indirectly (e.g. by contaminating a food worker's hands) must also be regularly cleaned and sanitised. For example, handles of doors and refrigerators; taps, hand washbasins.

This is done by identifying what needs to be cleaned, and where necessary sanitised, and the frequency with which this is to be carried out. Information about how to do this is in *Designing a cleaning schedule*.

The manufacturer's instructions must be followed when using chemicals and cleaning equipment.

Food must be appropriately protected or removed before cleaning or sanitising.

### General cleaning requirements

- Cleaning must occur between tasks ("clean as you go").
- Items must be left to air dry.
- Cloths must be changed daily or more frequently if needed.
- Used towels (e.g. ones used for floor cleaning) must be stowed for laundering and not mixed with in-use cloths.

### Dishwasher

Where dishwashers are used they must be operated and serviced according to the manufacturer's instructions.

### For items that can't be put through the dishwasher

1. Pre-clean – remove visible dirt and food residue.
2. Main clean – wash with hot water and the correct amount of detergent.
3. Rinse with clean, hot water.
4. Air dry or use a single-use drying cloth.

### For clean surfaces that will come into contact with ready-to-eat food:

1. Sanitise -with a food-safe sanitiser.
2. Rinse (if sanitiser instructions require).
3. Air dry or use a single-use drying cloth.

### Using cloths

- Single-use cloths are used whenever possible and thrown away after each task.
- When using reusable cloths they must be thoroughly washed, sanitised and dried between tasks.

## Why?

- Cleaning removes dirt and grease. Sanitising kills harmful microbes on surfaces.
- Unclean premises and equipment will enable microbes to grow, which, if they contaminate food, can make people sick.
- Dirty premises can attract pests, like mice, rats and cockroaches, that can spread disease.

## How this is done

- A new or freshly cleaned cloth must always be used to wipe surfaces that come into contact with ready-to-eat food.
- Outside tables etc must be cleaned using cloths designated for these tasks only (and are not to be used for other cleaning).
- A re-usable cloth must be identified, (e.g. by its colour) with a type of cleaning activity to prevent cross-contamination (e.g. a cloth used in the toilet can't be used in a food preparation area).

### Equipment used for cleaning

- Cleaning materials must be clearly identified and away from food.
- Cleaning equipment must be kept in good repair and not used for any other purpose.
- Cleaning equipment must be regularly cleaned and sanitised.
- Chemicals must be clearly labelled.
- Chemicals must never be stored in a food container.
- Staff using cleaning chemicals must be trained how to use chemicals safely.

## What if there is a problem?

If an area, equipment or utensils etc are dirty, clean them. Discuss the problem with staff members involved and find out why the cleaning wasn't effective. Take the action needed to reduce the likelihood of it happening again.

The solution might include:

- providing more training or assistance;
- changing the type of cleaning chemicals and materials used;
- replacing the item to be cleaned with something that is easier to clean.

Throw out any ready-to-eat food that may have become contaminated.

## Write it down

You must write down:

- in the Cleaning schedule what items need to be cleaned, how they are to be cleaned and, if necessary, sanitised, how often and who will do it.
- in the Diary when weekly cleaning tasks have been satisfactorily completed.



*When operating correctly, items in the dishwasher will be too hot to handle immediately after the rinse cycle.*



#### **Cleaning and Listeria**

When you process and handle foods that support the growth of Listeria you will need to take particular care with your cleaning. Further information about dealing with Listeria will be found throughout the plan.



# Designing a cleaning schedule

## Goal

To ensure that places, facilities, equipment and utensils are cleaned on a regular basis.

The Act requires that:

- To establish and carry out procedures for cleaning and sanitising places, facilities and equipment.
- Cleaning facilities and equipment must be maintained and otherwise kept in a state of repair and condition that facilitates cleaning and sanitising; and prevents the contamination of food.

## Why?

- Cleaning removes dirt and grease. Sanitising kills harmful microbes on surfaces.
- Unclean premises and equipment will enable microbes to grow, which, if they contaminate food, can make people sick.
- Dirty premises can attract pests, like mice, rats and cockroaches, that can spread disease.

## How this is done

Identify all:

- surfaces that must be cleaned; and
- surfaces that must be cleaned and sanitised.

Identify how they must be cleaned (the cleaning method), and how often this must be done out in order to keep food safe and suitable, and who is responsible for doing this.

### Guidance on designing your cleaning schedule

Walk through your business and make a list of everything that needs cleaning. You may find it helpful to go through the examples opposite.

### High-priority cleaning:

- Items that come into contact with food, including slicers;
- work surfaces and chopping boards;
- utensils, e.g. knives, scoops, tongs;
- interior of 'fridges, display cabinets;
- equipment with moving parts, e.g. food mixers, slicers and processors;
- sinks and soap dispensers;
- reusable cloths and work clothes;
- ice machines
- vacuum-packing equipment

### Frequently touched items:

- rubbish bins, broom and mop handles;
- door handles, taps, switches and controls;
- can openers, telephones.

### Other cleaning:

- floors, walls, ceilings;
- storage areas and freezers;
- waste areas, drains, grease traps;
- microwaves, ovens, dishwashers,
- places where customers handle food.
- Toilets and staff facilities.

For each item, or group of items, write down what should be done to clean them (and sanitise where appropriate).

Make sure that food is protected from contamination (e.g. from water sprays/aerosols) during cleaning.

### Include details on:

- how to clean the item(s) including dismantling where necessary to get to all surfaces that touch food or could get a build up of food;
- how to sanitise items;
- what chemicals to use (and in what dilutions);
- what equipment to use; how often to clean the item(s).
- how to clean without affecting any food being prepared

Review your schedule regularly and check that all cleaning is being done properly.

Let staff know what is on the cleaning schedule, so they know what they have to do and when. Supervise cleaning.

A template cleaning schedule is included in this FCP, or you can create your own. Complete it when you tailor your plan – see the *Getting started* checklist – and keep it handy for referring to, e.g. in the Diary.

# Cleaning schedule

Items and areas to be cleaned	Frequency of cleaning [tick]					Method of cleaning (including manufacturers instructions for dilution of chemicals)	Who is responsible e.g. kitchenhand
	After use	Every shift	Daily	Weekly	Other		

# Waste management

## Goal

To effectively manage the hygienic collection, storage and disposal of waste and recyclable material.

Act requirements:

- Waste must be managed in a way that ensures the safety and suitability of food.
- Waste must be collected, stored and disposed of in ways that prevents it from becoming a source of contamination, or being mistaken for food for sale and attracting or harbouring pests.

## Why?

Rubbish and recyclable material that is not stored appropriately and collected regularly can:

- prevent effective cleaning;
- encourage pests;
- contaminate food and food-handling areas.

Waste food that is used in food for sale may make people ill.

## How this is done

Waste and recycling material must be stored so that it is clearly identifiable and cannot be mistaken as usable.

Bins and other equipment used for waste and recyclable material must not be used for any other purpose.

### Food preparation areas

- An adequate number of watertight waste bins must be provided.
- Where appropriate, bins with foot-operated lid openers are used.
- Bins must be emptied when full, and at least daily.

### External storage areas

External waste bins must be pest proof and easy to clean.

### Cleaning

Rubbish bins and other receptacles must be cleaned regularly as part of the cleaning schedule.

### Grease traps and converters

Grease traps and converters must be used in accordance with the manufacturer's instructions and cleaned regularly. Waste from grease traps is collected every

\_\_\_\_\_ (specify when) and as needed by:

Contractor \_\_\_\_\_

Phone \_\_\_\_\_

### Rubbish and recycling collection

Waste is collected and removed from the site every \_\_\_\_\_ (specify when)

and as needed by:

Contractor \_\_\_\_\_

Phone \_\_\_\_\_

### Waste liquids

The sewage and waste-water system must be adequate for the volume of liquid at the place, and operates so that it doesn't contaminate food.



## How this is done

### Supplying food waste for feeding pigs -Guidance

If you supply food waste to someone else for feeding to pigs, the *Biosecurity (Meat and Food Waste for Pigs) Regulations 2005* apply to you. One way to ensure you meet your obligations under the regulations is to seek written assurance from the person who you supply the food waste to that it will be treated according to the regulations. (NOTE: seeking written assurance is not a regulatory requirement).

MPI has a template you can use for the written assurance. The template and additional information on the regulations are available at: [www.biosecurity.govt.nz/foodwaste](http://www.biosecurity.govt.nz/foodwaste), or you can email any queries to [foodwaste@mpi.govt.nz](mailto:foodwaste@mpi.govt.nz).

Contact details of pig waste collector(s) used (if any):


## What if there is a problem?

If rubbish and recyclable material is not being stored appropriately, check to make sure there are enough bins and that they are located appropriately.

Review staff work habits and refresh staff training as necessary.

Resolve any problems with the waste collector as they arise. If problems persist and can't be fixed use another, more reliable waste collector.

## Write it down

You must:

- write down the cleaning instructions for bins and areas used to store waste and recyclable material in the Cleaning schedule.
- include the grease traps and converters in the Maintenance schedule.

Keep any written assurances from your food waste collectors with your other records.

# Pest and animal control

## Goal

To remove conditions that attract pests (e.g. birds, insects, other animals) and prevent pests from entering premises.

To ensure that animals do not contaminate food on site.

Act requirements:

- To establish and carry out procedures to control pests including carrying out regular checks for pests, removing sites where pests could breed, and taking action to eradicate pests where found.
- To dispose of food or any food-related accessory, that has been contaminated by pests.
- Food must be processed and handled in a way that minimises the contamination of the food.

## Why?

- Pests, such as mice, rats, birds, cockroaches and flies, carry microbes that can cause illness if these microbes come into contact with food.
- Faeces and urine from pests, such as rats and mice, can contaminate food and cause illness.
- Pests can damage stock.

## How this is done

### Remove things that attract pests

**Rubbish** – bins must be kept covered and rubbish removed regularly (see Waste management).

**Cleaning** – clearing and cleaning must be carried out regularly (“clean as you go”). Spills etc are cleaned up straight away. Cleaning schedule tasks are completed. Outdoor dining areas are cleaned and cleared frequently, and used tableware, waste etc is not left to build up.

**Food storage** – open and/or unpackaged food must be stored in pest-proof containers.

### Keep pests out

**Maintenance** – gaps and holes that could allow pest entry must be repaired in a timely manner (e.g. holes in fly screens etc).

**Incoming goods** – must be checked to make sure pests are not inside the packaging.

### Keep a look out for pest activity

Places must be checked at least weekly for signs of pests.

Traps and bait stations etc must be looked at as part of regular checks.

Our pest control contractor is (if any):

Company

Phone

Email

The pest control contractor's records are kept:

### Pesticides and pest control equipment

Pest control equipment, such as bait stations, electric insect killers, traps etc, must be installed and located so that it doesn't cause contamination.

### Using pesticides

All food must be removed before treating the premises with insecticides or chemical sprays. Food-contact surfaces (e.g. benches) must be cleaned to remove the chemical before using them again.

## How this is done

### Animals such as pets and disability assist animals

Animals must not be allowed in any area used for the processing and handling of food.

Sight- and hearing-assistance animals must be allowed in customer areas, provided food on display is protected from contamination (in accordance with the Dog Control Act 1996).

Other pet animals may – at the discretion of the business – be allowed in customer areas provided food on display is protected from contamination.

## What if there is a problem?

If you see pests or evidence of pest activity (e.g. droppings, damaged goods etc) take action to:

- throw out any food that looks like it has been damaged by pests;
- clean down the affected areas and clean and sanitise areas where unwrapped food is prepared or handled;
- eliminate the pests and ensure that access routes are removed.

In the case of a severe pest infestation, or an infestation of cockroaches, call in a pest control company.

## Write it down

You must:

- write in the Diary any sightings of pests or pest activity (including type of pest and extent of infestation) and what action you have taken to fix the problem.
- note in the Diary if, when you do your regular checks, there is no evidence of any pests.

If you are not using a pest control contractor, you must write down where and what pesticides and/or traps are in use (keep this information in the FCP with this procedure).

# Maintenance

## Goal

To ensure that places, facilities and equipment enable good hygiene practices, including protecting food from contamination.

To maintain places, facilities and equipment in good working condition.

Act requirements:

- To make sure that places, facilities and equipment are maintained in a way that:
  - provides easy access for the effective maintenance and cleaning of the fixtures, fittings and equipment used; and
  - excludes dirt, dust, fumes, smoke, other contaminants and pests entering and remaining.
- Ensures that construction materials and materials used for the surfaces of the fixtures, fittings and equipment that are likely to come into contact with food are not capable of contaminating food. To make sure that maintenance compounds are appropriate for the task and used in a way that maintains the safety and suitability of food.
- To minimise the contamination or deterioration of food.

## Why?

- Places, facilities and equipment need to be in good condition to enable the safe preparation and storage of food.
- Facilities and equipment that doesn't operate efficiently may affect food safety (e.g. fridge not keeping food cold enough thereby allowing harmful microbes to grow; toilets not working).
- Surfaces that get worn or damaged can become hard to clean or sanitise resulting in a build up

## How this is done

### Planned maintenance

Planned maintenance is based on the operator's knowledge of the places and facilities used for the business, and the recommendation of equipment manufacturers or service persons, and the level of use.

- All equipment must be serviced and, if appropriate, calibrated periodically. See *Designing a maintenance schedule*.
- The *Maintenance schedule* is used to check, on a regular basis, that the premises and equipment are in good working condition.

### Unplanned maintenance or repairs

When damage occurs or equipment breaks down, repairs must be done in a timely manner.

### Whenever maintenance or repairs are carried out

- Maintenance and service personnel must follow all relevant procedures (including *personal hygiene*). They should not use tools that have been used in contaminated areas.
- Whenever possible, work is done outside food preparation times.
- Food that could become contaminated must be covered or removed before maintenance tasks are carried out.
- Following maintenance, any surfaces that could have become contaminated must be cleaned (and sanitised if necessary).

### Maintenance equipment and Maintenance compounds

- Food-grade lubricant etc must be used where necessary.
- Maintenance compounds, chemicals, tools and associated things must be stored in a designated area away from food-handling areas.

## How this is done

- Compounds and chemicals:
  - must be fully labelled, stored, sealed and used in accordance with the manufacturer's instructions;
  - must not be stored in food containers or containers that could be mistaken for food containers;
  - must not be stored or transported using packing material that has, or is likely to be, used for storing or transporting food.

### General housekeeping

All unused and/or broken equipment must be removed from food-handling areas.

## What if there is a problem?

If cracked, broken or damaged surfaces or equipment are noticed, repair or replace as appropriate.

Identify whether the *Maintenance schedule* needs updating.

Throw away any food that may have become contaminated.

Ensure that staff know what to do if something breaks down when you are not present.

## Write it down

You must write down:

- regular maintenance tasks in the *Maintenance schedule*.
- unplanned maintenance carried out in the appropriate day in the *Diary*.



The frequency with which places and equipment need regular maintenance will depend on a range of factors such as the type of the place or equipment, its age and frequency of use.

It is the operator's responsibility to identify the maintenance frequency. This can be based on the information provided by the manufacturer on servicing their equipment or may need to be varied depending on the above factors.

Sometimes things get damaged, go wrong or break (unplanned maintenance) so it is also important to be able to have repairs carried out quickly.

# Designing a maintenance schedule

## Goal

To develop and implement a regular maintenance programme so that the places, facilities and equipment stay in good working condition.

Act requirements:

- To make sure that places, facilities and equipment are maintained in a way that:
  - provides easy access for the effective maintenance and cleaning of the fixtures, fittings and equipment used; and
  - excludes dirt, dust, fumes, smoke, other contaminants and pests entering and remaining.

## Why?

Regular maintenance of places and equipment:

- can identify that things are starting to go wrong before they become an issue that affects the safety of food;
- enables alternative action to be taken in advance of an issue arising that could affect the safety of food;
- will help to prevent a situation arising – such as fire – that could affect staff and customers and close the business.

## How this is done

Identify all things that need regular maintenance:

Identify what maintenance is to be done, how often maintenance must be carried out in order to keep food safe and suitable, and who is responsible for doing this.

### Guidance on designing your maintenance schedule

Walk through your business and make a list of everything that needs regular (scheduled) maintenance. You may find it helpful to go through the examples in the opposite column.

You are likely to have other things that are not on this list.

### Mechanical/electrical equipment

- Ovens
- Fridges
- Freezers
- Dishwashers
- Ice machines
- Air extraction equipment
- Hot/cold holding equipment
- Vacuum-packers
- Slicers
- Mixers
- Lighting

### Non-mechanical

- Cutting/chopping blocks
- Fly screens
- Surface claddings
- Hand tools – knives etc
- Waste bins

For each item write down the frequency that it should be checked. (Your manufacturer may give you some guidance relating to this in the manual or when they install it).

How often you plan maintenance may vary and depend on the manufacturer's information, frequency of use, age of item and its importance to your business.

For each item of equipment or area of your premises write down who will carry out the maintenance and their contact details.

Keep this record up to date in case something breaks down when you are not on site. You may want staff to contact you first to confirm what action to take.

Write down a description of what work is to be undertaken.

This might be a general service by a service engineer or work a staff member can carry out, such as checking for damage or removing a build up of material around fridge motors and fans.

Keep a record to confirm that your planned maintenance has been carried out, noting the date that it occurred.

In the Diary, make a note of the maintenance work carried out. You can use the Diary to work out when the next maintenance is due. Increasingly frequent (and costly) maintenance can indicate that it is time to consider replacing a piece of equipment.

Review your maintenance schedule at least annually or when you purchase new equipment or no longer use a piece of equipment.

Regularly reviewing your maintenance schedule identifies whether you have included new equipment and whether some checks are either too frequent or not frequent enough.

A template maintenance schedule is included in this FCP, or you can create your own. Complete it when you tailor your plan – see the *Getting started checklist* – and keep it handy for referring to – e.g. in the Diary.

# Maintenance schedule

You must tick the boxes in the Diary to confirm when scheduled maintenance tasks have been carried out.  
Use the Diary to plan when the next maintenance task needs doing.

Equipment/item	Frequency (e.g. daily, weekly, fortnightly, monthly, six monthly, annually)	Contractor/ person responsible	Description of maintenance activity



# **Food Service and Retail Food Control Plan**

## **People Basics**

# Sickness

## Goal

To prevent anyone who is carrying a communicable disease from contaminating food.

### Act requirements:

- The operator must have procedures to ensure that any staff member or visitor at the place of food business who is known to be, or suspected of being, sick does not contaminate food or food-related accessories.
- The operator must ensure that the procedures are complied with.
- Sick means being infected by or being a carrier of a disease or illness (including a notifiable infectious disease listed in section A of Part 1 of Schedule 1 of the Health Act 1956) that is likely to be transmitted through food.

## Why?

- Food can become contaminated by people who are unwell with certain infections or are carrying the organisms in or on their body.
- Harmful microbes can be transmitted through a sick person's faeces (poo), vomit and in some cases other body fluids.

## How this is done

1. No one (including a contractor, visitor, etc) is permitted in a food-handling area if suffering from vomiting<sup>‡</sup> or diarrhoea<sup>†</sup>.

Anyone who has vomited or had diarrhoea in the 48 hours before entering the food premises must report it to \_\_\_\_\_.

2. Any food handler who has had diarrhoea two or more times, or any vomiting within 48 hours must seek medical advice and have a faecal specimen tested to identify the cause of illness.

\_\_\_\_\_ must ensure the food handler is excluded from the premises until they meet the appropriate clearance criteria (see *Exclusion of infected persons guidance*).

\_\_\_\_\_ is to determine whether a sick food handler is to be given safe alternative work that does not involve direct contact with open food or surfaces and equipment in any food area.

3. Any vomiting at work must be reported immediately to \_\_\_\_\_.
- The food handler must be excluded immediately from all food-handling areas.
  - The affected area and all contaminated surfaces, including equipment and utensils, must be cleaned and sanitised.
  - Any food that may have become contaminated must be disposed of.

\_\_\_\_\_ will ensure that this is done.

4. Anyone with jaundice (yellowing of the skin) who is suspected of, or has, hepatitis A, must not be allowed in a food-handling area.



*Keep a vomit kit (disposable apron, gloves, bleach etc) handy to safely clean up any vomiting that may occur.*

## How this is done

### Notes for "How this is done"

‡ **Vomiting** in the absence of other obvious causes, e.g. morning sickness or alcohol poisoning.

† **Diarrhoea** other than that associated with conditions such as irritable bowel syndrome, Crohn's disease or ulcerative colitis.

□ **Food handler** any person who comes into direct contact with food or the equipment or utensils used to prepare food (e.g. cooks, waitresses etc).

## What if there is a problem?

If staff are not following this procedure you must find out why and retrain them if necessary.

If someone vomits on the premises, you must clean and sanitise the area (including the cleaning equipment). Throw out any food that might have been infected and send the person home.

## Write it down

You must write down in the Staff sickness record (see Records section) when employees or others who visit the premises are unwell and what action has been taken.



### Excluding food handlers

See the *Exclusion of infected persons* guidance for further information and clearance requirements.

If you are uncertain whether a food handler may pose a risk, seek advice from MPI or an Environmental Health Officer at your local council.

# Exclusion of infected persons

## 1. Exclusion controls for unspecified vomiting and diarrhoea

Vomiting is an important symptom of a viral or bacterial infection. A food handler who has vomited (in the absence of other obvious causes, e.g. alcohol poisoning, morning sickness etc) in the 48 hours before starting work must be excluded, and the ill person must seek medical advice. The person must tell the doctor that they work as a food handler (the doctor should then arrange for faecal testing).

Diarrhoea other than that associated with conditions such as irritable bowel syndrome, Crohn's disease or ulcerative colitis may also indicate the presence of an infection – see also section 6 below: Factors not associated with microbiological contamination of food. Anyone suffering from diarrhoea must cease work immediately. If there is only one episode of diarrhoea and no other symptoms, such as ongoing nausea, abdominal cramps or fever, the person may resume food-handling duties again after 48 hours of being symptom free. They should be reminded of the importance of good hand hygiene practice, particularly hand washing and thorough drying. If symptoms persist, the person should seek medical advice. The person must tell the doctor that they work as a food handler (the doctor should then arrange for faecal testing).





### Faecal (poo) testing



It is important that faecal specimens of food handlers who have been ill are tested if they have vomited or have had two or more episodes of diarrhoea.

There are also some specific illnesses where clearance with faecal specimens is required, so it is important to know the identity of the cause of the illness (see next section). Clearance with faecal specimens can be arranged by a doctor or through the local public health unit.

## 2. Exclusion controls for specific illnesses

Organism (Hazard)	Action to be taken (Control)
<i>Campylobacter</i>	Exclude from work until well and without diarrhoea for a period of 48 hours.
<i>Cryptosporidium</i>	Exclude from work until well and without diarrhoea for a period of 48 hours.
<i>Giardia</i>	Exclude from work until well and without diarrhoea for a period of 48 hours.
<i>Hepatitis A</i>	Exclude from work until cleared by the Medical Officer of Health.   See section 3 below: Illnesses requiring special consideration for further control measures.
<i>Shigella</i>	Exclude from work until two consecutive negative faecal specimens (taken 48 hours apart) have been confirmed.*
<i>Salmonella</i>	Exclude from work until two consecutive negative faecal specimens (taken 48 hours apart) have been confirmed.*
<i>Organisms causing Typhoid, Paratyphoid and Cholera</i>	Exclude from work until clearance is given by a Medical Officer of Health.   See section 3 below: Illnesses requiring special consideration for further control measures.
<i>VTEC (such as E.coli O157:H7)</i>	Exclude from work until two consecutive negative faecal specimens (taken 48 hours apart) have been confirmed.*   The number of organisms needed to cause infection is low and the health implications for high-risk groups, such as the elderly, young, pregnant and immuno-compromised, can be serious, with some cases resulting in death.
<i>Yersinia</i>	Exclude from work until well and without diarrhoea for a period of 48 hours.
<i>Viruses (such as Norovirus)</i> <small>(presenting as gastrointestinal illness consisting of diarrhoea, nausea or vomiting)</small>	Exclude from work until well and without diarrhoea for a period of 48 hours.   Highly infective. Virus particles survive in the environment for long periods. Seek immediate advice from the public health unit regarding disinfecting work areas and disposal of potentially contaminated food.

\* Illness that requires medical clearance before returning to work. Specimens should be collected at least 48 hours after the last dose of any antibiotic treatment. Negative faecal specimens are required, as the organism may still be excreted even after the symptoms have stopped.

# Exclusion of infected persons

## 3. Illnesses requiring special consideration

### Hepatitis A

Anyone either infected, or suspected of being infected, with hepatitis A must be excluded from food handling for at least seven days after the onset of symptoms. Most adults will experience the sudden onset of an influenza-like illness followed by muscle aches, headache, loss of appetite, abdominal discomfort, fever and jaundice (yellowing of the skin). Advice in all cases should be sought from the public health unit.



A food handler who is a close personal contact (household, sexual etc) of a person who has hepatitis A must notify their manager. In such cases, the food handler should not handle unwrapped food until advice is sought from the Medical Officer of Health at the public health unit.

The period of highest infectivity is just before and after the onset of symptoms. This presents a risk, as a person will not normally be diagnosed until after the onset of symptoms. In such cases, the public health unit will need to assess whether other corrective action may need to be taken in addition to excluding the food handler (e.g. sanitising work areas and communal facilities, disposing of food where there has been a risk of contamination and immunising other food handlers or food consumers to reduce their risk of illness). There is often a short time frame to offer protection, so early notification is essential.

### Typhoid and paratyphoid



Anyone suffering from typhoid, paratyphoid or cholera must be excluded from working with food.

Investigation and management of people with typhoid, paratyphoid or cholera will normally be carried out by the local public health unit, which will usually require people to be excluded from food-handling work until faecal tests indicate that the infecting organism is no longer being excreted.

If food handlers are found to have typhoid, paratyphoid or cholera they should be excluded from all food-handling activities and the local public health unit should be contacted immediately.

## 4. Skin conditions



Food handlers with lesions on exposed skin (hands, face, neck or scalp) that are actively weeping or discharging must be excluded from work until the lesions have healed.

An infection of the fingernail-bed or boil on the face or other exposed skin, even if covered with a suitable waterproof dressing, will be considered grounds for exclusion as a food handler.

In contrast, infected lesions on non-exposed skin, e.g. the back of the legs, are not an impediment to food-handling duties; however, the importance of meticulous hand hygiene should be emphasised.

Clean wounds must be totally covered with a distinctively coloured waterproof dressing but there is no need to discontinue food handling.

### 5. Infections of the eyes, ears, mouth and throat

Any food handler whose eyes, ears, mouth or gums are weeping or discharging must be excluded from food handling until they are better. Those with a persistent sore throat and no other respiratory symptoms, such as a runny nose or cough, may have a streptococcal throat infection and should be referred to a doctor for assessment.

### 6. Factors not associated with microbiological contamination of food

#### Non-infective gastrointestinal disorders

Disorders such as irritable bowel syndrome, Crohn's disease or ulcerative colitis are not a barrier to employment as a food handler, even though they may result in diarrhoea. Workers with these disorders must be aware of the need to seek medical advice and notify the manager if any change from their normal bowel habit occurs, as this must be assumed to be infectious until proven otherwise.

#### Chest and long-term respiratory diseases

Tuberculosis is not spread through food handling. However, the disease may affect a person's general health so as to make them unfit for work or they pose a risk of infection to others in the workplace. Contact the public health unit for more information on this.

#### Bloodborne infections

Infections such as HIV, hepatitis B or C do not themselves present a risk of food contamination. As long as workers are well, there is no reason why people with these infections should not be employed as food handlers.

All blood spills should be treated as if infected, and the affected area should be suitably cleaned and sanitised (e.g. with a diluted bleach solution) and any affected food discarded.

# Hand hygiene

## Goal

To prevent food and food contact surfaces from becoming contaminated by unclean hands through effective hand washing and drying.

Act requirements:

- All staff and visitors must follow appropriate personal hygiene routines to make sure that the safety and suitability of food is not compromised.

## How this is done

Everyone (including contractors) must follow good hand hygiene practices by washing and drying their hands, as described in the steps below especially:

- when entering any area where unwrapped ready-to-eat food is handled;
- before touching unwrapped ready-to-eat foods;
- after touching raw food (meat, vegetables etc);
- before putting on gloves and after removing them;
- after coughing and sneezing;
- after using the toilet.

### Hand washing

**Step 1:** Clean under each fingernail using running water, soap and a nail brush.

**Step 2:** Wash hands with running water and soap, rubbing vigorously (front, back and between fingers).



*It can be hard to judge time, so it is recommended you develop a habit that will help you measure the required washing time (e.g. try singing twice through the "happy birthday" song).*

**Step 3:** Dry hands thoroughly (front, back and between fingers) by using: [tick option]

single-use cloth (roller) towel

Rub hands on two sections of towel.

single-use paper towel

Rub hands on two paper towels.

air blower

Rub hands whilst air blower operating.

### Using gloves

Gloves must be changed between tasks (e.g. after handling uncooked food and before handling ready-to-eat foods etc).

When gloves are first used and whenever they are changed hands must be washed – see *hand washing* (above)

Gloves are only worn for the following tasks:


## Why?

- Hand washing and drying is one of the best ways to prevent harmful microbes from getting onto food.
- Harmful microbes carried on hands (or gloves) can be passed onto food by either touching food directly or by touching other things that the food comes into contact with (e.g. benches, knives, chopping boards etc).
- Gloves are not a substitute for hand hygiene.

## How this is done

### Hand jewellery and finger nails

To enable good hand hygiene, fingernails should be kept short. Hand jewellery should not be worn, if the food handler is working with unwrapped food.

## What if there is a problem?

When a staff member doesn't follow correct hand hygiene discuss the issue straight away with the person to find out why.

You may need to:

- demonstrate the correct procedure to them;
- provide a hand washbasin at a more convenient location;
- change the type of hand cleaning materials;
- provide information, e.g. on a poster above the basin.

If there is not a supply of soap and hand towels, you must renew supply. Review restocking practice.

## Write it down

You must write down in the Diary when employees are noticed not following good hand hygiene and what was done to correct them.



Gloves do not protect food from cross-contamination (e.g. passing microbes from raw food to cooked food). Gloves, just like hands, can transfer microbes from raw food, equipment, utensils and surfaces to ready-to-eat food. Change gloves frequently. Hands need to be washed when dirty gloves are removed and before clean gloves are put on.



*Staff that do tasks that don't involve unwrapped food may be able to keep hands clean by using other cleaning methods, such as hand wipes or gels. Hand sanitisers are not effective unless hands are cleaned first.*

# Personal hygiene

## Goal

To prevent contamination of food and food contact surfaces from clothing and inappropriate food safety behaviour.

Act requirements:

- All staff and visitors must follow appropriate personal hygiene routines to make sure that the safety and suitability of food is not compromised.
- Where a person's presence or action may contaminate food they must wear clothing that prevents or, if this is not possible, minimises contamination.

## Why?

- Customers can become sick if they eat food that has been contaminated with harmful microbes carried by dirty food handlers.
- Dirty or inappropriate clothing can contaminate food.

## How this is done

### Clothing

Appropriate clean clothing is worn when handling unpackaged food to protect it from contamination.

The following standards of dress apply:

Job/position

Clothing (dress standard)

Job/position

Clothing (dress standard)

Job/position

Clothing (dress standard)

Outer protective clothes (e.g. aprons etc) must be removed when a food handler leaves food preparation areas (e.g. to go to the toilet, lunch room, going home etc).

### Personal conduct

- Food handlers touching nose, mouth, hair and skin during food preparation must wash their hands before handling food or touching food contact surfaces.
- Food handlers must not spit, sneeze or cough over food.
- Disposable tissues should be used to blow nose; hands must be washed afterwards.
- Smoking is not permitted in the food preparation area.
- Food handlers must not eat when handling food in food preparation areas.

### Cuts and sores

- All cuts and sores on hands and arms must be covered with a sticking plaster to stop microbes from the wound contaminating food.
- Brightly coloured waterproof sticking plasters are used that can be easily seen if they fall off. A disposable glove is used to cover sticking plasters if they are on the hand.
- If a cut or sore is weeping or infected and cannot be totally covered, the person **must not** handle food.

## What if there is a problem?

If staff are not following this procedure you must find out why and retrain them if necessary.

If someone is handling food and has an uncovered weeping sore on their hand, you must stop the person and dispose of any food that might have been infected.

You must not allow the person to handle food until appropriate steps have been taken to ensure they will not infect the food (e.g. retraining, sore is covered etc).



Anyone (including a contractor, visitor etc) entering a food preparation area must wear appropriate clean clothing.

## Write it down

You must write down in the Diary what action you took if something goes wrong (e.g. a food handler is observed working with an uncovered open sore on their hand or not wearing clothing that protects food from contamination).



# **Food Service and Retail Food Control Plan**

## **Food Basics**



# Potentially hazardous food

## What is it?



Important information. Potentially hazardous food is food that must be kept at certain temperatures (at or below 5°C or above 60°C) to minimise the growth of harmful microbes that can be present in the food or to prevent toxins (poisons) forming in the food.

Potentially hazardous food must meet the temperature requirements contained in this FCP.

### What food is potentially hazardous?

For the purposes of this FCP, food that meets all of the following criteria is considered potentially hazardous:

- the food **may** contain microbes that need to multiply in order to cause illness; and
- the food **will** support the growth of harmful microbes; and
- the food **will** be made unsafe or unsuitable if it is kept at temperatures that allow harmful microbes to grow.

Food that must be kept under temperature control to prevent toxins forming is also considered potentially hazardous. For example, scombroid fish (such as kahawai, tuna, mackerel etc.) need to be kept chilled from shortly after capture to when they are cooked to minimise the formation of histamine.

### Examples of foods considered potentially hazardous

- raw and cooked meat or foods containing raw or cooked meat, e.g. a tray of boneless chicken, casseroles, curries, lasagne and meat pies;
- dairy products or foods containing dairy products, e.g. yoghurt, custard and dairy-based desserts;
- raw and cooked seafood (excluding live seafood) or foods containing seafood, e.g. filleted fish, seafood chowder;
- processed fruits and vegetables, e.g. salads and unpasteurised juices;
- cooked rice and pasta, e.g. pasta salads;
- processed foods containing eggs, beans, nuts or other protein-rich food, e.g. quiche and soya bean products;
- foods that contain any of the above foods, e.g. sandwiches and wraps.

### What food is not defined as potentially hazardous?

Many foods do not rely on temperature control for safety because they have been processed to ensure that harmful microbes are not present in the food or the food can't support their growth. These foods are not considered potentially hazardous. Food manufacturers usually achieve food safety by one of the following methods:

- destroying any harmful microbes and packaging the food so it cannot be contaminated, e.g. canned and bottled food;
- creating an environment in the food that does not support the growth of harmful microbes (this is usually done by making the food too acidic for microbes to grow, reducing the available water in the food by drying the food and/or adding salt and sugar, using food additives that inhibit bacterial growth or a combination of these things, e.g. dried fruit, salted dried meats and fermented dried meats);
- destroying or reducing the number of harmful microbes in the food and creating an environment that will minimise or prevent the growth of any harmful microbes that are still present and could multiply in the food, e.g. cheeses, spreads, sauces, dried pasta, pasteurised juices, breads, dried milk and dried custard powder etc.



Although the above foods are not considered potentially hazardous they may become so when the food package is opened or the food is altered in some way. For example, a canned beef stew should be considered potentially hazardous once it is opened, and custard powder should be considered potentially hazardous once milk or water is added.

Many raw unprocessed or semi-processed foods are also not potentially hazardous because they either do not support the growth of foodborne pathogens (e.g. raw whole fruits and vegetables, uncooked rice, flour and sugar) or do not contain harmful microbes (e.g. nuts in the shell).





# Checking temperatures

## Goal

To accurately measure food temperatures.

Act requirements:

- All food that is produced or processed and handled must be handled in a way that minimises deterioration.
- There must be procedures in place that prevent, eliminate or reduce hazards during the production, processing and handling of food along with the criteria and reason for each criterion.

## Why?

- Potentially hazardous food must be kept at temperatures that prevent the growth of harmful microbes, or people will be made ill.
- Regular temperature checks of potentially hazardous food will check whether or not it is being kept at a safe temperature.
- A thermometer that is not correctly calibrated may provide inaccurate temperature readings.
- A dirty thermometer can transfer microbes onto food that could make people ill.

## How this is done

### Using the thermometer

The probe thermometer must be sanitised before probing foods and between probing different items. This is done by: [tick method used]

using sterile wipes

washing the thermometer in hot soapy water, then sanitising

other method

Probe is dried with: [tick method used]

paper towel

air dry.

### Checking chilled food temperatures

The temperature of potentially hazardous refrigerated food must be checked. This is best done by checking the internal temperature of the fridge using: [tick process used]

a probe thermometer to measure the inside temperature of:

container of water

cube of jelly

food

other

an infrared (IR) thermometer to check surface temperature of food

an automated system that monitors the internal or surface temperature.

### Checking cooked food and hot-held food temperatures

The temperature at the centre of potentially hazardous cooked and hot-held food must be checked. This is done using a probe thermometer.

When cooking batches of food, a sample of items may be probed rather than each one. Items must be probed from different parts of the oven to check that heat is being distributed evenly and that all foods have been cooked properly – see *Checking poultry is cooked*.

### Calibrating the thermometer

This must be done every 12 weeks to check that the thermometer is working correctly (see the procedure in the Diary).

## How this is done

### Automated temperature monitoring system

Any automated system must be commissioned, operated and maintained according to the manufacturer's instructions.

## What if there is a problem?

If the thermometer doesn't reach 0°C (plus or minus 1°C) in the ice point check or 100°C (plus or minus 1°C) in the boiling point check, then the thermometer must be either replaced or sent for servicing to:

Use another thermometer until the original has been recalibrated.

If the alarm on an automated system does not activate at the correct temperature, the system must be checked by service personnel and reset.

## Write it down

You must write down in the Management section who is responsible for responding to a temperature alarm

You must write down in the Diary.

- the date of calibration, method used and calibration results on the Thermometer calibration record.
- the date of configuration and calibration checks of automatic systems and retain a copy of the certificates used.
- what happened if an automated system was not set at the correct alarm temperature and what was done to put it right.
- what was done to check any affected food was still safe.



*It's good practice to regularly check that an automated monitoring system is set correctly by checking food temperatures using an accurate probe or IR thermometer.*

# Purchasing and receiving goods

## Goal

To take all reasonable steps to assess and confirm that the food received from a supplier, or otherwise sourced by the food business, is safe and suitable.

### Act requirements:

- Food is produced or processed and handled in a way that minimises the contamination or deterioration of the food and prevents the food from containing anything which would be unexpected and unreasonable in that food.
- There must be procedures for controlling hazards at each processing and handling step where it is essential to eliminate or reduce a hazard to an acceptable level.

## Why?

- Food may be contaminated with harmful microbes, chemicals or physical objects during growing, handling, processing or delivery.
- Harmful microbes can grow if potentially hazardous food is not kept cold (or hot) during delivery.
- Pests may have contaminated food that has been poorly stored or handled.
- It is illegal to sell certain foods, e.g. home killed meat or recreationally caught seafood.
- Sufficient information about received goods must be provided to enable you to accurately label food and identify food in the event of a recall.

## How this is done

### Food suppliers

The operator must take steps to ensure that food is sourced from suppliers who produce, process and handle it in a way that minimises contamination and deterioration of the food.

### Other factors to consider when choosing a food supplier

How quickly do they respond to your concerns?

Do they seem responsible in the way they store, transport and pack their goods?

Can you rely on them to supply the goods you've specified, such as when you sell products that need to meet a composition standard?

### Receiving incoming goods

The following checks must be made when food is delivered:

- packages are free of damage;
- fresh produce shows no sign of damage, mould, blight etc.;
- packages are properly labelled with the name and address of the manufacturer or supplier/importer and have a batch code or date mark;
- food is not past its expiry date;
- food has been transported hygienically and food has not been exposed to any hazards (chemicals, machinery etc.) during transportation;
- frozen food is frozen solid when delivered with no sign of thawing or refreezing;
- chilled seafood (not live seafood) is no more than 5°C, and other potentially hazardous food is delivered chilled (cold to touch) or at a temperature recommended by a manufacturer – if in any doubt, the temperature is checked using a thermometer to confirm it's at 5°C or below;
- live shellfish are clean, alive and not damaged with information allowing traceability;
- hot deliveries of potentially hazardous food are at 60°C or above.

Food that does not meet the above requirements must be rejected and sent back to the supplier unless it can be used according to the FCP.

Chilled, frozen or hot food that's accepted by the business must be put under the appropriate temperature control straight away, unless it is to be used directly – see *Chilled and frozen food storage*.

## How this is done

Goods that are delivered outside operating hours must be protected from contamination and temperature abuse. This is achieved by the person delivering the goods storing them: [specify how, where].

## What if there is a problem?

Reject or return goods to the supplier if any of the following happens:

- frozen products are completely thawed;
- frozen products are partially thawed unless they will be used straight away;
- chilled potentially hazardous and ready-to-eat food is too warm (above 5°C), unless confident that it has been held at more than 7°C for less than 2 hours;
- hot, potentially hazardous food is delivered below 60°C, unless confident that it has been held between 20°C and 60°C for less than two hours;
- fresh produce is damaged or mouldy;
- date marks have expired;
- goods have been transported or handled in a manner that exposes them to risk of contamination;
- packaging/seals are damaged;
- there is insufficient information to enable food to be accurately labeled, unless confident that the supplier will provide it.

Food that is not safe and suitable, and food that is not intended to be sold or used, must be stored separately from other food and clearly marked **Not for sale or use**.

Contact the supplier to resolve any problems as soon as they arise. If problems persist and can't be fixed, use a different supplier.

## Write it down

You must write down the information of all suppliers in the Food suppliers record.

Keep a record of deliveries (e.g. dispatch notes, invoices) and note the delivery temperature of chilled and hot foods (e.g. in the Diary or on dispatch notes, invoices).

You must write down in the Diary when goods are received that do not meet the requirements and what you did to address the problem (include time, condition of goods, supplier, batch numbers and a description of products).

## Goal

To store and display perishable and shelf-stable food safely and appropriately.

### Act requirements:

- Food must be produced or processed and handled in a way that minimises the contamination or deterioration of the food and prevents the food from containing anything which would be unexpected and unreasonable in that food.
- There must be procedures for controlling hazards at each processing and handling step where it is essential to eliminate or reduce a hazard to a level at which a hazard will not prevent food from being safe or suitable.
- All staff and visitors must follow appropriate personal hygiene routines to make sure that the safety and suitability of food is not compromised

## Why?

- Food can become contaminated if not correctly stored.
- Poor handling practices can damage packaging and contaminate food.
- Stock that is not sold before its “use-by” date can result in customers becoming ill.

## How this is done

All food must be stored to protect it from contamination.

Food that is not safe and suitable, and food that is not intended to be sold or used must be stored separately from other food and clearly marked “not for sale or use”.

See also *Chilled/frozen food storage*.

### Storage and display

Areas used for perishable and shelf-stable foods must be kept clean and operated hygienically. See – *Cleaning and sanitising, Pest control*.

Products must be stored off the floor (this helps with cleaning and prevents them from picking up dirt that could be transferred to work surfaces).

Toilet areas, wash rooms and changing areas must not be used to store food or packaging.

Storage practices prevent or minimise damage to packaging. Food is stored so that its shelf life can be easily identified.

### Produce

Fresh produce is stored cool, or chilled or according to type.

### Stock checks/stock rotation

- Packaged foods must be checked for:
  - clear labelling;
  - damage to packaging that exposes food;
  - corroded, damaged, leaking or bulging containers.
- the oldest within-date stock is used first;
- Food is thrown away at its “use-by” date;
- Food is regularly checked to make sure it is within its “best-before” date.

### Food in opened packaging

Food that has been opened/taken out of the manufacturer's original packaging must be stored covered and labelled with a date by which it must be used. See *Labelling and Calculating shelf life*.

### Eggs – recommended storage times from date of lay

Eggs held at or below 15°C throughout the supply chain – maximum 35 days.

Eggs held at temperatures higher than 15°C anywhere in supply chain – maximum 21 days.

## What if there is a problem?

If food is found that has passed its “use-by” date throw it away.

Identify why this happened, and review staff training as needed.

Food that has been contaminated by pests (e.g. droppings, eggs, webs etc.) or is in damaged packaging that exposes the food is thrown away.

Review your pest control procedure and take appropriate action to control pests.

Cans that are bulging, corroded or damaged close to the edges or joints are thrown away.

Food that shows signs of mould is thrown away

Find out how any damage to packaging occurred and review handling practices as appropriate.

If chilled perishable food is too warm (i.e. above 5°C) follow the practices in *Chilled/frozen food storage*.

Food that is not safe and suitable, and food that is not intended to be sold or used, must be stored separately from other food and clearly marked “not for sale or use”.

## Write it down

You must write down in the Diary what action you have taken if food has not been stored correctly.

Keep a record in the Diary of any maintenance that was undertaken as a result of something going wrong with food storage.



### Helpful stuff 1

#### **Perishable food**

*Perishable food is unprocessed or processed food that can be kept at room temperature but may have a relatively short shelf life before showing signs of deterioration or spoilage (such as mould or fur on fruit or bread).*

*Spoiled food should be removed from storage or display as soon as possible. See also Potentially hazardous food. Keeping perishable foods cool or cold can extend the time before they deteriorate or spoil.*

#### **Shelf-stable food**

*Food that is shelf stable has usually been processed so that it can be safely stored in a sealed container at room temperature for a usefully long shelf life; for example, canned meat, bottled jams and sauces and dried foods such as spices, pasta, flour.*



### Helpful stuff 2

#### **What to look for when checking cans**

**Blown** – one or both ends of the can bulge outwards from gases caused by reactions (bacterial or chemical) in the can.

**Springer** – one end bulges outwards when the other end is pushed.

**Leaking** – can or seal damage causing contents to leak.

**Rusting** – indicates can is old or has been exposed to damp conditions. Rust weakens can, may cause pin holes and contaminate contents.

**Dented** – damage/bad dents around rim or seals could have broken the integrity of the can leading to contamination of contents.

# Chilled and frozen food storage

## Goal

To protect chilled and frozen food from contamination and prevent microbes growing to harmful levels

Act requirements:

- Food must be processed and handled in ways that minimise its contamination or deterioration.
- Measuring equipment needed to ensure that food is safe and suitable must be provided and used.
- Food that is not safe or suitable must be identified and stored in a way that prevents it being used or contaminating food.

## Why?

- Storing potentially hazardous foods in the temperature danger zone (5°C to 60°C) will allow harmful microbes to grow;
- Stock that is not sold before its “use-by” date could result in customers becoming ill.
- It is illegal to sell food beyond its “use-by” date;

## How this is done

All food must be stored to protect it from contamination. When not being prepared or used chilled and frozen food is kept covered.

Equipment used to hold chilled and frozen food must always be operated within its design capacity and capability – see *Equipment*.

### Chilled food

Chilled fish and seafood (excluding live fish and seafood) must be stored at no more than 5°C.

Potentially hazardous food must be stored at or below 5°C unless otherwise directed by the manufacturer's instructions. Chilled food should only be out of chilled storage if it is being prepared or used or when re-stocking equipment.

Potentially hazardous food that is prepared on site for later use (e.g. a fish pie) and food that has been taken from the manufacturers packaging (e.g. a block of ham, food out of a can) must be marked with the date that it needs to be used by – see Calculating shelf life.

Chilled and frozen food is stored so that its shelf life can be easily identified.

Uncooked, raw food must be separated from cooked or ready-to-eat food. This is done by: [tick method used]

- storing cooked and ready-to-eat food above raw, uncooked food in the chiller or fridge;
- storing cooked and ready-to-eat food in different areas (e.g on different sides) of the chiller or fridge from raw, uncooked food;
- using separate chillers for storing cooked, ready-to-eat food and raw uncooked food.

Raw poultry must be stored so that it can't touch or drip juices onto other foods. Where possible, it is stored in a separate refrigerator.

### Frozen food

Frozen food must be stored frozen solid or at a temperature recommended by the manufacturer.

Frozen food should only be out of a freezer if it is being thawed, prepared or used or when re-stocking equipment – see *Thawing food*.

## How this is done

### Stock checks/stock rotation

- Packaged foods are checked for:
  - clear labelling;
  - damage to packaging that exposes food;
  - corroded, damaged, leaking or bulging containers.
- The oldest within-date stock is used first.
- Food is thrown away at the end of its “use-by” date.
- Food is regularly checked to make sure it is within its “best-before” date.

## What if there is a problem?

If ready-to-eat food has become contaminated by raw food throw it away.

Throw away food that has passed its “use-by” date. Find out why this happened.

### Chilled food above 5°C

Ready-to-eat potentially hazardous foods that have been stored at temperatures between 5°C and 60°C for a total of:

- less than two hours must be refrigerated or used immediately;
- between two and four hours must be used immediately;
- longer than four hours must be thrown out.

### Freezer is not working properly

If food is still frozen solid, move it to another freezer. If this can't be done, keep the freezer door closed. Arrange for the appliance to be repaired.

If potentially hazardous food has thawed to the point of being soft to the touch, it must be defrosted and used within its normal refrigeration storage time.

If frozen ready-to-eat potentially hazardous food has defrosted and has been above 5°C for more than four hours, it must be thrown out.

Part-defrosted or fully defrosted food that has not been processed further to make it safe and suitable must not be refrozen.

Food that is not safe and suitable, and food that is not intended to be sold or used, must be stored separately from other food and clearly marked “not for sale or use”.

## Write it down

Each day, note in the Diary the food temperature in each chiller or display used for potentially hazardous food.

You must write down

- in the Diary what action you took if food has not been stored correctly.
- in the Maintenance schedule when chillers and freezers need to be serviced/checked

Keep a record in the Diary of any maintenance that has been undertaken of chillers and freezers.



### **Helpful stuff**

#### ***Foods that must be kept cold***

*Certain foods need to be chilled or frozen to help slow the growth of harmful microbes. These include raw and cooked meat, poultry, seafood and dairy products. See Potentially hazardous food.*



# Fruit and vegetables

## Goal

To ensure the hygienic processing and handling of produce.

Act requirements:

- Food must be produced or processed and handled in ways that minimise the contamination or deterioration of food and prevent food containing substances that are unexpected or unreasonable.
- There must be procedures for controlling hazards at each production and processing and handling step where it is essential to eliminate or reduce a hazard to an acceptable level.
- Food must be safe and suitable.

## Why?

- Fruit and vegetable produce may be contaminated by dirty hands equipment and surfaces.
- Pre-packaged produce that has become contaminated during growing or processing needs to be stored under refrigeration or harmful microbes will grow.
- Poorly stored produce can form toxins that can make people ill.

## How this is done

To make ready-to-eat (RTE) salads, such as leafy greens, pasta, rice etc. see the *Delicatessen* specialist section of the plan.

Surfaces and equipment used for preparing food must be in sound condition and clean before use. Surfaces in contact with ready-to-eat foods must be sanitised before use - see *Cleaning and Equipment, packaging and other items, Food Allergens*.

Good hand hygiene and personal hygiene practices must be followed – see *Hand hygiene and Personal hygiene*.

### Storage and display

Fresh produce must be:

- stored, processed and handled so that they are protected from contamination;
- kept under conditions that maintain its suitability for use, according to type, (e.g. the type of produce is best-kept chilled, cool, at ambient temperatures, in humid conditions, in dry conditions, away from sunlight etc);
- removed from sale if they may no longer be safe or suitable (e.g. slimy, mouldy, badly damaged produce; green potatoes).

### Preparation for sale

- Produce must be checked for bruising, damage, mould etc. Anything that can't be used must be thrown away.
- Cutting surfaces and utensils must be [identify which applies]:  
dedicated for either raw produce or ready-to-eat (RTE) produce, or  
used for raw and RTE produce but cleaned and sanitised before being used for RTE produce
- Produce must be processed and handled (e.g. cut/trimmed) hygienically.
- Clean water must be used to rinse or moisten produce – see *Water*.
- Packaging must completely enclose cut surfaces of RTE produce – see *Equipment, packaging and items in contact with food*.
- Produce is date coded and subject to good stock rotation practices – see *Perishable and shelf-stable foods*.

## How this is done

### Manufacturer pre-packaged RTE salads and sprouts

Pre-packaged RTE foods must be stored and handled according to manufacturers' instructions.

### Fruit and vegetables prepared as ingredients

Raw fruit and vegetables used as ingredients in other foods must be rinsed in clean running water before use (unless received pre-washed or pre-peeled and ready-to-use).

## What if there is a problem?

If equipment or preparation surfaces are not clean, thoroughly clean before using. Review cleaning practices for fruit and vegetable processing and handling.

If produce that is not suitable for sale (e.g. excessively damaged, mouldy, slimy), or food is beyond its 'Use-by' date and has not been removed from sale, find out why and take action to prevent it from happening again.

Retrain staff as appropriate.

## Write it down

You must write down (in the *Cleaning schedule*) the surfaces and equipment that need to be cleaned and sanitised, when and how this is done, and by whom.

You must write down (e.g. in the *Diary*) any problems that occurred and what you did to prevent them from happening again. Also write down any matters that might need following up (e.g. training, review cleaning schedule etc).

Write (e.g. in the *Diary*) any items that you have had to throw away, and why.



## Write it down

When you take other manufacturers RTE products from the packaging and you don't use them straight away, list them with their opened shelf-life in the Ready-to-eat foods list.

Use the Ready-to-eat foods - batch list to show how RTE products used/made/sold by the business meet their shelf-life



It is important to understand the range of matters that can affect the shelf life of the foods you make, such as:

- changes that may occur during processing and storage
- changing the storage conditions or repackaging
- factors in or around food that affect shelf-life
- the likely causes of deterioration and spoilage of the types of foods you make
- Information about these issues can be found at: <http://www.foodsafety.govt.nz/elibrary/industry/determine-shelf-life-of-food/how-to-determine-the-shelf-life-of-food-revision.pdf>

# Food allergens

## Goal

To make and handle foods that are not intended to contain allergens, so that allergens are not present.

### Act requirements:

- Food must be produced or processed and handled in ways that minimise the contamination of food and prevents food containing unexpected or unreasonable substances.
- There must be procedures for controlling hazards at each processing and handling step where it is essential to eliminate or reduce a hazard to an acceptable level.
- The Australia New Zealand Food Standards Code (the Code) (Standard 1.2.3) requires a business to provide information to customers about allergens.

## Why?

- Food that doesn't contain allergens can become contaminated by allergens when being made, handled, displayed or transported from contact with;
  - other foods that contain allergens
  - surfaces (preparation surfaces, hands, utensils) that have been in contact with foods containing allergens
- Customers must be able to make informed choices about the food they, and people in their care, eat.
- Food allergies can result in life-threatening reactions that affect the whole body, often within minutes of eating the food.

## How this is done

If a customer tells you that they have a food allergy, the following staff member must be told:

day-to-day manager

head chef

other

The person identified above must be responsible for providing information to the customer on what allergens could be present in the food.



If you are told by a customer that they suffer from an allergy, talk to them about what food you have that may be appropriate for them to order. If you are not confident that you can produce food for them safely don't. It is better for them to buy food elsewhere than risk an allergic reaction.

If there is any doubt about whether a food contains even a small amount of an allergen, tell the customer – never guess!

## Know what's in the food

Someone who has a food allergy needs to know the exact ingredients of the food that they eat.

- Be aware of all ingredients used in the food to be served to customers with a food allergy.
- Check all the ingredients in the food, as well as what is used to cook the food (e.g. oils etc) as well as sauces and garnishes served with, or added to, the food.



To help you assess the potential impact of allergen cross contact use the Voluntary Incidental Trace Allergen Labelling system (VITAL®). VITAL® also provides guidance on appropriate precautionary allergen labelling. <http://allergenbureau.net/>

## Common allergens

Foods that most frequently cause allergic reactions include cereals, shellfish, eggs, fish, milk, nuts, sesame seeds, peanuts, soybeans, sulphites, wheat, and bee products such as royal jelly, pollen and propolis. These foods are responsible for over 90 percent of serious reactions.

## How this is done

### Unwrapped food

Details of all the ingredients must be available (e.g. information provided on the packaging or by the supplier, in:

- foods that are made on-site (e.g. pies) – also check what is in manufactured ingredients (e.g. sauce mix);
- bulk foods that are sold loose or re-packaged (e.g. coatings).

### Avoid cross-contact

Food that is sold as not containing an allergen must not be contaminated with an allergen from surfaces, utensils and equipment that have been used to prepare other foods – see *Cross-contamination*. Clothing and hands must be clean before handling foods that don't contain allergens – see *Hand hygiene, Personal hygiene*.

You must prepare food containing different allergens in separate areas using separate equipment and utensils unless this is not possible.

If not possible, then all equipment and utensils to be used must be thoroughly cleaned and dried before preparing the food.

You must not fry non-allergen food in oil that has previously been used to fry food containing an allergen.

## What if there is a problem?

If you think a customer is having a severe allergic reaction:

- **immediately ring 111 and ask for an ambulance with a paramedic straight away;**
- immediately explain that your customer could be having an allergic reaction.

Identify what led to the customer's allergic reaction.

Inform your verifier of a customer's allergic reaction.

Review ingredient labels and recipes to ensure all allergens are known.

Review the way staff prepare food for someone with a food allergy; make changes as appropriate.

Retrain staff to ensure that they understand how important it is to provide accurate information to food allergic customers.



### Important information

Before any in-store demonstrations or tastings make sure that promoters understand business requirements for allergens.

## Write it down

Keep details of the ingredients (and what they contain) for all food intended to be served or sold to customers with a food-related allergy.

You must write down in the Diary any action taken in the event that someone has an allergic reaction.

# Food composition

## Goal

To ensure foods you are selling meet any requirements for composition and food additives.

Act requirements:

- Food must be safe and suitable.

## Why?

- Food sold in New Zealand (and Australia) must meet the requirements of the Australia New Zealand Food Standards Code (the Code).

## What if there is a problem?

If a food doesn't meet a standard required by the Code it must not be sold.

Find out why this happened and take action to prevent it happening again. If necessary retrain staff.

## Write it down

Keep a record of your composition calculations with your recipes.

Keep a record of supplier confirmation that the Code requirements have been met for products

## Guidance

### Food additive requirements

A food additive is a substance not normally consumed as a food itself but is added to the food to perform a particular function, such as:

- colouring;
- emulsifier;
- flavour enhancer (e.g. MSG);
- flavouring;
- intense sweetener;
- preservative;
- raising agent;
- stabiliser;
- thickener.

The Code Standard 1.3.1 contains a list of the foods that are permitted to contain food additives, and the permitted food additives. Food additives must not be added to food unless they are permitted by the Code.

The Australia New Zealand Food Standards Code can be found at: [www.foodstandards.govt.nz](http://www.foodstandards.govt.nz)

### Processing aids requirements

A processing aid is a substance that is added to carry out a technological function during processing, but not in the finished product. For example:

- Antifoam agent;
- Lubricant;
- Catalyst;
- Desiccator;
- Bleaching agent;
- Ion exchange resin;
- Release agent;
- Washing agent;
- Extraction solvent.

The Code Standard 1.3.3 permits certain processing aids. Processing aids that are not permitted by the Code must not be added to food.

### Food composition requirements

The Code provides specific definitions, composition and labelling requirements for certain foods. For example:

- a pie must contain at least 250g/kg of meat flesh to be called a meat pie;
- food marketed to a specific consumer group must not mislead (e.g. if sold as a "vegan" product it must not contain any food of animal origin).

The Code can also specify the amount of an ingredient that must be present, and an ingredient that must be declared, such as:

- sausage must contain no less than 500g/kg of fat-free meat; and the proportion of fat in sausage must be no more than 500g/kg of the fat-free meat content;
- iodised salt must be used for making bread.

## Guidance

The Code Chapter 2 details the range of foods to which compositional standards apply.

### Microbiological limits - requirements

The Code Standard 1.6.1 sets the maximum permissible levels of harmful organisms (if any) that may be present in certain foods; for example, sprouted seeds must not contain any *Salmonella* organisms.

Some foods are required to be regularly sampled and tested.

Check what requirements the products that you make or sell are subject to at: <http://www.foodstandards.gov.au/code>

Sourcing ingredients of the right quality for making products will help in meeting the Code requirements – see *Purchasing and receiving food*.

There is more information about food composition and microbiological limits in the specialist food sections of the Plan.

### Pre-packaged foods

Before purchasing pre-packaged foods a check is made with the supplier that it complies with the Code. See also *Food labelling* and *Allergens* sections.

Check the Code to see if products you are making or selling have composition requirements. See also *Food allergens* and *Food labelling*.



It's important to know there is legislation covering what is allowed to be put in food when you sell it – whether you made it or someone else did. The Code contains all this information and provides lists of, for example, permitted food colourings.



#### Helpful stuff:

##### When making food:

- Calculate the composition of food at the point of mixing your ingredients (you will also need to allow for any losses on cooking, if appropriate);
- Check that your descriptions of food are correct, for example:
  - pies containing offal are correctly identified e.g. steak and kidney pie;
  - use of the words "cream" or "mock crème" where appropriate.

# Equipment, packaging and other items in contact with food

## Goal

To prevent food becoming contaminated from food equipment (e.g. slicers, vacuum-packers), utensils, packaging (e.g. shrink wrap, food containers), tableware (plates, platters etc.) and other items that come into contact with food (e.g. display labels or tags) and ensure that they are appropriate and meet industry standards.

Act requirements:

- Equipment must be designed, constructed and located in a way that enables food to be safe and suitable.
- Equipment must not be operated beyond its capacity.
- Packaging and anything else in contact with food must be able to maintain food safety and suitability.

## Why?

- Equipment, packaging, tableware and items in contact with food that don't meet industry standards may contaminate food (e.g. chemicals and other substances may migrate from packaging into food).
- Equipment, packaging, tableware and items in contact with food that are not stored and used correctly, could result in food becoming contaminated (e.g. by transferring dirt to food and food contact surfaces).
- Packaging equipment that is not operated correctly could cross-contaminate food (e.g. by transferring juices from raw to cooked food).

## How this is done

Equipment, packaging materials, tableware and items that come into contact with food, such as labels and tags, must be:

- suitable for their intended use and not able to contaminate or taint food;
- capable of being thoroughly cleaned;
- protected from contamination when not in use.

See also Storage of perishable and shelf-stable food.

Before purchasing equipment for processing and handling food, a check is made with the supplier that it can be operated in ways that meet the procedures in the Plan.

Before purchasing packaging and other items that come into contact with food (e.g. display trays, containers, plastic bags, disposable drink cups, takeaway trays etc.) a check is made with the supplier that it complies with either:

- current requirements specified in the Australian and New Zealand Food Standards Code (the Code) for articles and materials in contact with food; or
- requirements specified in the current US Code of Federal Regulations; or
- any other appropriate international standard recognised as acceptable by MPI.

### Packaging equipment

Equipment used for wrapping and packaging must be capable of being kept clean.

### Tableware

All tableware must be suitable for use and not capable of contaminating food, or imparting lead, antimony, arsenic, cadmium or any other hazardous substance to the food.

### Misuse of food articles and packaging

Any utensil or equipment used to measure, store or pour chemicals must be clearly identifiable and must not be used for any other purpose.

Food must not be put or stored in any container or package that is commonly used for medicine or chemicals.

## What if there is a problem?

You must reject packaging, tableware or food contact items that do not meet the required standard.

If packaging is not being used appropriately find out why, fix the problem and retrain staff if necessary.

## Write it down

Write down how you know that packaging, and other items that come into contact with food, are OK to use. For example, confirmation from the supplier, packaging labels, manufacturers information etc.



When sourcing new equipment, make sure that you will be able to thoroughly clean it, and it won't harbour food scraps and dirt in hard-to-reach parts that could contaminate food.

If you supply packaging materials and utensils for customers to pack their own selections (e.g. "pick and mix") make sure that re-usable utensils are regularly cleaned. If customers are permitted to use containers that they provide themselves, these should be visibly clean.



"Food safe" is a term that is sometimes applied to articles likely to come into contact with food that won't have a detrimental effect on, or taint, the food in any way.

# Transporting food

## Goal

To transport food safely including:

- from a supplier;
- to customers;
- to an off-site venue for service at an event.

### Act requirements

- All food that is produced or processed and handled must be handled in a way that minimises deterioration.
- There must be procedures in place that prevent, eliminate or reduce hazards during the production, processing and handling of food.

## Why?

- Dust, dirt, chemicals, pests and other foreign objects can contaminate unprotected food.
- Harmful microbes can multiply if potentially hazardous food is transported at temperatures between 5°C and 60°C.
- Harmful microbes can be transferred from raw to ready-to-eat food if transported together without adequate separation.

## How this is done

All food must be transported in a way that protects it from contamination.

- The parts of the vehicle where food and food equipment is carried are clean.
- Ready-to-eat food is separated from raw food.
- Food is kept separate from non-food retail goods (e.g. household chemicals, pet food).
- Food and food equipment is not transported with anything that could contaminate the food or equipment (e.g. tools, chemicals etc).
- Animals are not allowed access to the parts of a vehicle used to transport food or food equipment.

### Potentially hazardous food

Potentially hazardous food must be transported and delivered at the correct temperature and regular checks made.

- Frozen food must be transported so it stays frozen solid;
- Potentially hazardous food must only be delivered at temperatures between 5°C and 60°C if it is going to be used or eaten within four hours of being at this temperature.

Potentially hazardous food that will not be used or eaten within four hours must either be transported cold at or below 5°C; or hot above 60°C by using: [tick box]

insulated boxes to maintain food at safe temperatures;  
portable chillers or hot holding equipment;  
other [state method] shaded area for writing.

See also:

- *Hot holding prepared food;*
- *Cooling prepared food;*
- *Reheating prepared food.*

## What if there is a problem?

If parts of a vehicle used for transporting food are dirty, clean them before use.

Throw away food that becomes contaminated.

Throw away potentially hazardous food that has been kept between 5°C and 60°C for longer than four hours.

If there has been an equipment breakdown or failure, make arrangements to replace or repair equipment. Review the adequacy of the maintenance schedule and make changes as appropriate.

Retrain transport staff.

## Write it down

You must:

- record checks made of temperatures of potentially hazardous on the Transporting potentially hazardous food record.
- write in the diary what you did if there was a problem with transported food temperatures, and what action you took to ensure that these did not happen again.
- write down in the Cleaning schedule transport equipment cleaning requirements



# Customer complaints

## Goal

To receive and investigate complaints from dissatisfied customers.

Act requirements:

- A breach of the food control plan must be reported and records must be kept.
- Corrective action requirements must be complied with.

## Why?

- Investigating complaints made by customers will help identify whether there are food safety problems that need putting right.

## How this is done

### Investigating customer complaints

The person responsible for dealing with customer complaints is:

Name/position:

Customer complaints must be investigated to determine the cause of the complaint. Where a problem is identified, action is taken to prevent it happening again.

For information on complaints about allergens and food intolerances refer to *Food Allergens*.

Complaints about foreign objects in food are investigated to find the cause and to identify action needed to prevent it happening again.

- Identify the object. What is it made of (e.g. metal, plastic, glass, insects/pests)?
- Identify the likely source. Consider:
  - ingredients – talk to suppliers;
  - staff – jewellery, clothing, hair, band-aids;
  - environment – walls, windows, overhead lights, wooden pallets;
  - packaging – when product is opened or final product packaged.
- Identify what went wrong and what might need to change.

## Write it down

### Recalls

Keep a copy of the recall notice in the Diary and details of the quantity of affected product found, and action taken.

### Customer complaints

Record in the Diary at the time that the complaint is made:

- customer details (name, address, telephone number so that the business can contact them after investigating the problem);
- what the complaint is about (the product, what the customer is concerned about);
- date/time the item was purchased (so that the business can identify what batch/delivery/supplier might be involved).

You may also want to write down in the Diary what you did to investigate the issue, what you found and what you did to prevent the problem from happening again.

## What if there is a problem?

If a customer has further concerns:

If someone has a complaint that relates to an object in the food, such as metal or glass, advise them to contact their local council Environmental Health Officer.

If someone suspects that they have a foodborne illness, advise them to contact the local public health service [phone number]. Advise them to see their doctor if they have any concerns regarding their health.

Contact the local public health service as soon as possible to advise them of the suspected foodborne illness and seek further advice.

If an investigation finds that a food is not safe or suitable to eat, action must be taken to prevent people eating it. See *Recall of food and recall of items in contact with food*.

If a complaint is traced to something that has happened at the business, take steps to ensure it doesn't happen again, such as staff training, repair or replace equipment, review or add item to maintenance schedule, change suppliers.



Foreign objects in food can be offensive and sometimes dangerous if they are small enough to be swallowed or are sharp.



# Customer complaints

## Complaints about food

If a customer is the first to identify a problem with food, the information that they provide can be vital in identifying what went wrong. An unusual taste or foreign object might be a “one-off,” but it could be the first warning of a batch-wide problem.

Investigating a complaint will help determine the scope of the issue, what needs to be done and ensure that other customers aren't compromised. Foreign objects in food can sometimes be dangerous if they are small enough to be swallowed or are sharp.

### Receiving customer complaints

If a customer makes a complaint about a food sold by the business the following action is taken:

Obtain as much information about the food from the customer as possible including:

- what the customer believes is wrong (if possible see the food and what the problem is) e.g.:
  - a foreign object and what it's made of (metal, plastic, glass, wood, insect/pest etc.);
  - an unusual taste (describe);
- when it was sold (if possible see the till receipt);
- how the food was packaged;
- information provided with the food (e.g. batch details, date code) to help identify other food that may be affected);
- how the customer has kept and handled the food since purchase.

Guidance on investigating customer complaints:

- Complaints about foreign objects in food are investigated to find the cause and to identify action needed to prevent it happening again.
- Identify the likely source of the object – could it have come from your business or from somewhere else? Consider:
  - ingredients – talk to suppliers;
  - staff – jewelry, clothing, hair, Band-Aids;
  - environment – walls, windows, overhead lights, wooden pallets;
  - packaging – when product was opened or when product was packaged.
- Identify what went wrong and what might need to change.

The complaint is investigated to determine the likely cause.

- If it related to food that wasn't made or packaged by your business, notify the manufacturer/supplier with the details.
- If food was processed or packaged by your business, find out whether the complaint has arisen from these activities:
  - If it has, identify what went wrong, how it happened and what can be done to stop it happening again;
  - If it hasn't, notify the supplier/manufacturer with the details.

### Complaint about a foodborne illness

If illness has been caused by a food certain facts need to be

known that may not be available to the business, such as:

- what type of harmful organism caused the illness;
- the symptoms and when they started;
- a history of food consumed and other matters that could have caused illness.

If a customer suspects that they have a foodborne illness advise them to contact the local public health service: phone number:

If a customer has concerns about their health advise them to see their doctor.

### Following up complaints

If someone with a complaint is not satisfied with your investigation and answer, advise them to contact their local council.

If a problem is traced to food processed and handled by your business you must take the necessary steps to ensure that it does not happen again.

Let a customer know about what you have done to investigate their complaint and what you found.

- record in the Diary the date and time that the complaint is made;
- customer details (name, address, telephone number – so that the business can contact them after investigating the problem);
- what the complaint is about (the product, what the customer is concerned about);
- date/time the item was purchased (so that the business can identify what batch/ delivery/supplier might be involved).

You should write down in the Diary what you did to investigate the issue, what you found and what you did to prevent the problem from happening again.

# Supplying (wholesaling) and tracing food

## Goal

To ensure that food supplied to other businesses is safe and suitable.

To be able to successfully trace food:

- back to a supplier (e.g. ingredients);
- within the business (e.g. stock in hand, used in products);
- Supplied to other businesses.

Act requirements:

- There must be procedures for identifying food and tracing the movement of food from the supplier to the food business; within the food business, and from the food business to the next recipient (other than the final consumer) in the supply chain.

## Why?

- A business that supplies food to another business must meet the requirements of the Australia and New Zealand Food Standards Code (the Code):
- Food that may not be safe or suitable can be identified and traced so that it is not sold or used in products that may make people ill.

## How this is done

### Supplying food

Food supplied to other businesses:

- must be processed and handled according to the procedures identified in the plan;
- must meet requirements in the Code including for:
  - composition requirements – see also Food composition – general and food composition procedures for specific foods and Food Allergens;
  - shelf-life – see Calculating shelf-life;
  - labelling – so that food is supplied either:
    - accurately labelled for sale by another business (as agreed with that business); or
    - is accompanied by information that enables the seller to accurately label it. (see important information about labelling food).

### Tracing food

Incoming food and ingredients in food supplied to businesses must be able to be:

- traced to a supplier – see *Purchasing and receiving food*;
- identified when stored at the business;
- identified in products made by the business.

Batches of food and the amounts supplied, must be able to be traced to business customers.

See also *Recalling food*.

## What if there is a problem?

Products that don't meet compositional requirements but which are safe to eat may be reworked using a process shown to make the product safe for use.

Review practices to identify how this happened and work out how to prevent it happening again.

## Write it down

You must write down information about suppliers to the business – see *Purchasing and receiving food* and *Supplier record*.

When you make food that you supply, write down details of the source of ingredients used.

Keep a record of the businesses that you supply, the type of food and the date and quantity supplied. You can use the *Notes* page in your *Diary* for this.

You must write down in the *Diary* if you needed to trace food (and why), what you did to trace it, what you did with the food once you traced it, and what action you took to prevent this happening again.



### Labelling food

A person selling food is responsible for ensuring that it is accurately labelled.

When food is supplied to other businesses there will be different labelling requirements. The Food Standards Code, (the Code) Standard 1.2.1 states requirements for labelling and information provided with food. Standard 1.2.1 sets provisions for:

- food for retail sale – see *Labelling*;
- food for catering purposes;
- food transferred within a company;
- food that is not for any of these purposes – e.g. it is supplied to make another food.

Labelling exemptions for retail food that is sold from the place where it is made will not apply when the same food is sold elsewhere.

A business that sells food wholesale will need to provide sufficient information with the food to enable another business to either use it or to accurately label it before sale.

Check the Code for the requirements for the products that you make or sell at: <http://www.foodstandards.govt.nz/code/Pages/Food-Standards-Code-from-1-March-2016.aspx>

Information to help you calculate shelf life is at: <http://www.foodsafety.govt.nz/elibrary/industry/determine-shelf-life-of-food/how-to-determine-the-shelf-life-of-food-revision.pdf>



*Retail businesses prepare and/or make food and sell it directly to consumers.*

*Supply or wholesale businesses prepare or manufacture food that another business sells, or uses.*



### Tracing food

Traceability is the ability of a business to track a food through all stages of production, processing and distribution; e.g. to trace a food or ingredient back to a supplier ("one step back"), identify where it is in the production and processing chain within the business ('stock in hand'), and to know which business customers have received it ("one step forward").

If each business in the supply chain can trace a product received and forwarded, then should a problem later arise with the product it will be possible to identify where it is and stop it being sold.

It is only necessary to be able to trace food supplied to other businesses and not food sold to individual consumers.

# **Food Service and Retail Food Control Plan**

## **Basics Records**

# Staff training

Name:	Telephone:
Position:	Start date:
Address:	

Topic	Relevant	Employee signed*	Supervisor signed†	Date
<b>Essential training</b>				
<i>Sickness</i>	<input checked="" type="checkbox"/>			
<i>Hand hygiene</i>	<input checked="" type="checkbox"/>			
<i>Personal hygiene</i>	<input checked="" type="checkbox"/>			
<i>Cleaning</i>	<input checked="" type="checkbox"/>			
<i>Food allergens</i>	<input checked="" type="checkbox"/>			
<i>Potentially hazardous food</i>	<input checked="" type="checkbox"/>			
<b>Training as needed</b>				
Preventing cross-contamination				
Using shared places for commercial food				
Water supply				
Waste management				
Pest and animal control				
Maintenance				
Checking temperatures and calibrating thermometers				
Purchasing and receiving goods				
Perishable and shelf-stable food storage				
Chilled and frozen food storage				
Fruit and vegetables				
Food stalls, promotions & tastings				
Food vending machines				
Making and selling ice				
Customers reheating food				
Food composition				
Equipment, packaging and other items in contact with food				
Food labelling				
Transporting food				
Customer complaints				
Supplying (wholesaling) and tracing food				
Recalling food				
<i>Listeria</i>				
Importing food				

\* I acknowledge that I have received training in the procedure and agree to follow it.

† The employee has been trained and has demonstrated a good understanding of the procedure and has been observed consistently following it.

## Other training

Date	Details

# Sickness

Name	Symptoms (state if vomited at work)	Date of symptom onset	Date notified	Action taken	Faecal result (if any)	Date excluded from work	Date returned to work

# Suppliers

Food should be sourced from suppliers that the business is confident can provide safe and suitable food. These are recorded here as the business's approved suppliers.

Approved supplier
Business name:
Contact person:
Phone:
Fax:
Address:
Lead time for placing an order (e.g. Mon for Wed)
Delivery day(s): <div> <div>Mon</div> <div>Tue</div> <div>Wed</div> <div>Thu</div> <div>Fri</div> <div>Sat</div> <div>Sun</div> </div>
Goods supplied
Comments

Approved supplier
Business name:
Contact person:
Phone:
Fax:
Address:
Lead time for placing an order (e.g. Mon for Wed)
Delivery day(s): <div> <div>Mon</div> <div>Tue</div> <div>Wed</div> <div>Thu</div> <div>Fri</div> <div>Sat</div> <div>Sun</div> </div>
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Goods supplied	Goods supplied
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Goods supplied	Goods supplied
Comments	Comments