NSW COLD STORE
FOOD SAFETY PROGRAM

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Introduction

This **Cold Store Food Safety Program** has been prepared by the NSW Food Authority to help provide information and guidance to cold store businesses on how to meet their regulatory requirements.

Typical activities carried out by a cold store business have been added to this document, which is designed to be used as the basis for determining and resolving most day to day operational issues faced by your food business, and to assist with compliance during the audit or inspection process.

The format of this document is separated into key areas including:

- Documentation
- Keep it clean
- Safe handling / protecting food
- The facility

For each key area, there are specific 'Outcomes' for activities including:

- Cleaning and sanitising
- Temperature control
- Design and construction of premises
- Skills and knowledge of staff
- Pest control

The 'Outcomes' are set out in a format that allows your business to determine what outcome is required, how to achieve the required outcome, and provides further information relating to the specific outcome.

The information in this document is a general summary and can't cover all situations. All cold store businesses (including meat) are required to comply with all provisions of the *Food Act 2003* (NSW).

For cold stores that store products including raw red meat products, you are also required to comply with relevant sections of the Australian Standard for *Hygienic production and transportation of meat and meat products for human consumption (AS4696:2007)*

For cold stores that store other food products including dairy, seafood, plant products, etc, you are only required to comply with the Food Standards Code.

It is the responsibility of the licensee to ensure that a **Food Safety Program** is maintained and updated as required to remain compliant with their legal requirements.

Documentation

1. Food Safety Programs

> **OUTCOME REQUIRED**
>
> **The business has and uses an appropriate Food Safety Program and monitoring records that are kept on-site at all times**

> **TO REACH THIS OUTCOME**
> - The Food Safety Program (FSP) and monitoring records must be available on site at all times when the business is operating
> - The FSP reflects all the procedures and practices carried out by the business and accurately reflects the products made and sold by the business. This outcome can be achieved by modifying this FSP or by writing your own. See APPENDIX 1
> - The Manager Responsibility statement located in APPENDIX 4 must be signed
> - Monitoring forms are found in the cold store diary and need to be filled in for each calendar day that the business operates (including weekends and half, or part days)

> **GUIDANCE INFORMATION**
>
> The FSP is the document where you identify how you control the risks with food in your business. It contains information and procedures about:
> - cleaning and sanitising
> - design and construction
> - health and hygiene requirements
> - temperature control
> - labelling
> - skills and knowledge
> - food recall
> - pest control
> - calibration
> - allergen control
> - monitoring records
>
> Completed monitoring records can also be stored electronically but must be available for review at all times by an Authorised Officer (AO).

Keep it clean

2. Cleaning and sanitising

OUTCOME REQUIRED
The premises are kept clean

TO REACH THIS OUTCOME
- The food premises which includes, fixtures, fittings and equipment, must be kept clean
- Food contact surfaces may need to be sanitised after cleaning, to control potential contamination
- Vehicles used to transport food must be kept clean

GUIDANCE INFORMATION

'Clean' means clean to touch and free of visible matter and objectionable odour

Keeping a cold store premises clean means all floors, walls, ceiling, fixtures, fittings and equipment, are free of:
- garbage, except in garbage containers
- recycled matter, except in containers
- food waste
- dirt
- grease, and
- other visible matter

When cleaning, you should use hot water or chemicals or a combination of both. Make sure you do not contaminate food or food contact surfaces during cleaning (by chemicals or water splash, etc.)

'Sanitise' means to apply heat and/or chemicals, or other processes, to a surface so that the number of microorganisms on the surface is reduced to a level that:
- does not compromise the safety of the food with which it may come into contact, and
- does not permit the transmission of infectious disease

Sanitising or sterilising food contact surfaces can be achieved by:
- rinsing or dipping in hot water (e.g. 82°C)
- using chemical sanitisers (e.g. QUAT, Diluted hypochlorite)

Chemicals that are used for cleaning and sanitising must be from approved suppliers and be fit for use in a food business. Additional information can be found in the **'Cleaning and sanitising in food businesses'** factsheet on our website

Manufacturer's instructions for diluting and using chemicals must be followed

Your approved chemical supplier should provide information on the types of chemicals appropriate for your business practices

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3. Health and hygiene requirements

OUTCOME REQUIRED

Contamination of food from people and animals is prevented

TO REACH THIS OUTCOME

A food business must take all practicable measures to ensure all people on the premises do not contaminate food

To reduce the risk of contaminating food, food handlers must:
- be free from infectious diseases or skin conditions
- not have any exposed open wound or sore, with any dressing or bandage worn to be clean, waterproof, detectable and secure
- not cough or sneeze near exposed food or food contact surfaces
- only commence work if all clothing and all exposed parts of the body are clean
- thoroughly clean hands immediately before commencing work as well as at any time they might become contaminated
- not engage in any activities which may contaminate food, such as spitting, smoking, eating or drinking in storage areas
- prevent contamination of food and food contact surfaces from cosmetics, personal effects, chemicals, and telecommunication devices by storing them away from food

Animals are not allowed in a cold store business, other than guide dogs which are permitted in customer areas only

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GUIDANCE INFORMATION

To reduce contamination, protective clothing and personal equipment must be:
- durable (i.e. able to withstand wear, pressure, or damage)
- non-toxic
- corrosion resistant (i.e. does not rust)
- easily cleaned
- resistant to flaking or fraying
- designed in a way which allows any contamination to be clearly visible

When a food handler displays signs or symptoms, or is suspected of having an infectious disease or skin condition, the food handler should obtain medical clearance before returning to work. Medical clearance can be in the form of a medical certificate or letter issued by a doctor

Personal effects (e.g. jewellery, wallets, bags, keys, lighters), chemicals (e.g. tobacco or similar substances), telecommunication devices (e.g. mobile phones, chargers) should not be stored or used in food storage areas. Facilities such as lockers, drawers, cupboards etc. should be made available for storing these items

Customers, friends and/or family should not be permitted in storage areas unless authorised by management and must follow health and hygiene practices above (i.e. hand washing and wearing protective clothing)

Safe Handling / protecting food

4. Temperature control

OUTCOME REQUIRED

Receive, store, handle, display and transport food under temperature control

TO REACH THIS OUTCOME
- You need to be able to check the temperature of food by using an accurate thermometer or temperature measurement device
- Packaged meat must not exceed 5°C
- Red meat carcases and quarters must not exceed 7°C on the surface
- Frozen foods are hard frozen

GUIDANCE INFORMATION

Keeping food at the correct temperature is one of the most important things a food business can do to make sure food is safe. The most important times to check and control temperature are:

1. **At receival and during storage, the critical temperatures are:**
   - packaged food must not exceed 5°C
   - red meat carcases and quarters must not exceed 7 °C on the surface
   - frozen foods must be hard frozen (some foods need to be frozen for achieving shelf life)

When receiving food, if the temperature is up to 2°C above the critical temperature, the product should be immediately transferred to a cool room or refrigerator and re-chilled to the critical limit within four hours. If the food is more than 2°C above the critical temperature, the food should not be accepted by the business

2. **During transportation**

During transportation, the critical temperatures of product(s) are:
   - packaged food must not exceed 5°C
   - red meat carcases and quarters must not exceed 7 °C on the surface
   - frozen foods must be hard frozen (some foods need specific freezer temperatures for ensuring and maintaining shelf life)

All licensed transport vehicles must be refrigerated if used to distribute food (for trips over 30 minutes travelling time). This time is calculated from first product loaded in, to the last product loaded out.

If using a non-refrigerated vehicle, food must still be kept at the critical temperatures stated above. To ensure food is kept at the correct temperature, you need to be able to check the temperature of food. To do this, you must have an **accurate** thermometer or temperature measurement device (e.g. data logger):
   - on site
   - available, and
   - working
   - for every day that you operate

A digital thermometer must be readily available in every vehicle and accurate to ± 1°C.

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The temperature of food products must be monitored regularly and recorded. This can be achieved by recording temperature of food products at point of delivery (e.g. in a delivery book, on a copy of the tax invoice, in your monitoring records etc.). These records must be made available upon request by an AO

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5. Handling food

OUTCOME REQUIRED
The business will handle food safely

TO REACH THIS OUTCOME

Ensure that food is safe and suitable during all stages of the process.

Receival

All food received by the business must be checked. When checking food make sure it is:

- at the right temperature. **Refer to Outcome 4 for additional information**
- in good condition, with no damage to packaging and with no signs of contamination
- from suppliers written on the **Approved Supplier Register located in APPENDIX 3**
- only sourced from licensed businesses and is traceable. This applies to meat, seafood, plant and dairy products
- received from a licensed vehicle where required (current NSW Food Authority sticker observed on vehicle)

Storage

All food is:

- kept at the right temperature. **Refer to Outcome 4 for additional information**
- stored so it does not become contaminated by biological, chemical, or physical hazards

Packaging

When packaging food, the packaging should be fit for purpose and should not cause contamination

Hazardous substances

Hazardous substances are used and stored to prevent contamination of food

GUIDANCE INFORMATION

Receival of food

- Dry goods, chemicals, packaging at room temperature
- All meat, seafood, dairy and plant products sourced from outside of NSW should only be sourced from a business that holds an equivalent licence or accreditation from that jurisdiction

Storage of food and ingredients

- Keep unpackaged ready-to-eat (RTE) food separate from raw foods. RTE foods stored above raw foods can help prevent contamination from things such as blood drip
- Make sure no food is in direct contact with the floor
- Keep all food away from chemicals, damaged equipment or areas of the premises which require maintenance (e.g. flaking paint)
- Clean up spills or breakages (e.g. glass) as soon as possible

General Food Safety

Examples of how to keep food safe include:

- protecting food from contamination from splashing, drips, other foods, allergens, or odours
- pet meat is labelled and stored separately from food for human consumption
- any food that is unsafe or unsuitable that has been recalled, or that needs to be returned to the supplier, must be labelled and stored separately from other foods

Hazardous substances

- Hazardous substances such as cleaning and pest control chemicals are fully labelled
- Hazardous substances do not leave residues, odours or flavours

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6. Labelling

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OUTCOME REQUIRED

All food is correctly labelled, identifiable and traceable

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TO REACH THIS OUTCOME
- All food must be correctly labelled. There are specific requirements for different products (e.g. packaged product, country of origin, ingredients, allergen declaration)
- All food labelling must comply with requirements of the Food Standards Code
- All food must be correctly identified
- All signage and labelling must be true and not mislead the customer
- All food must be traceable from the approved supplier through your supply chain (e.g. wholesaler to your cold store)

GUIDANCE INFORMATION

Packaged food, such as cartons must be labelled with the following information:
- The name of the business
- Any allergens present in the product must be identified
- Traceability information

Packaged food may also need to be labelled with the following information:
- the street address of the premises in which the food was packed
- the trade name or the description of the food or food products contained in the package
- the weight, and
- one or more of the following:
  - date of packaging and a statement of the shelf life of the food
  - use-by date OR
  - best before date

If the food contains added ingredients (e.g. crumbs, marinates), the following must also be on the label:
- a Nutrition Information Panel (NIP)
- an ingredient list of all added ingredients, and
- any labelling issues identified with incoming goods should be reported back to the supplier

When de-cartoning packaged products, ensure that inner packaging is labelled and traceable. If relabelling is required, information listed above should be included or this information supplied on accompanying documentation.

The facility

7. Design and construction

OUTCOME REQUIRED
Premises, equipment, and transportation vehicles are constructed and maintained to ensure food is not contaminated

TO REACH THIS OUTCOME

Design and construction

The design and layout of premises, and equipment, must allow for the safe handling and storage of food by:
- providing adequate space for the fixtures, fittings and equipment used
- preventing access by and harbourage of pests
- keeping out dust, dirt, fumes, smoke and other contaminants

Construction must:
- use materials that will not become a potential source of contamination
- allow for safe handling (e.g. food does not contact surfaces, such as walls or floors) and effective cleaning (e.g. no unsealed joints, rough surfaces, angled corners)

Floors

Floors must:
- not absorb water, food or grease or allow liquids to accumulate or pool
- allow liquids to drain naturally or be physically removed (i.e. mopped or squeegeed)
- be kept free from sawdust, shell grit, cardboard or other similar materials
- have adequate drainage and prevents odours, vermin, any objectionable material or storm water from entering the premises

Walls, ceilings, fixtures, fittings and equipment

All surfaces and equipment used in your facility must be:
- smooth surfaced
- impervious
- easily cleaned and, where necessary, capable of being dismantled for cleaning
- corrosion resistant or capable of being maintained free of corrosion

Hand washing facilities
- A cold store must have adequate hand washing facilities accessible and in working order

Transportation vehicles
- The vehicle used to transport food must have a compartment that is clean, free from damage, is well sealed, and must prevent food from being contaminated
- All vehicles must be refrigerated if used to distribute food products on trips in excess of 30 minutes travelling time. This time is calculated from first product loaded in to the last product loaded out

Maintenance
- Fixtures, fittings and equipment must be maintained in good condition, free of damage and potential contamination such as rust or flaking paint
- If areas of the premises, fixtures, fittings and equipment do not comply with requirements, the business must:

1. Identify the defects and write them down
2. Plan to repair or replace the defective items or area
3. Write down the plans to repair/replace, and the estimated time frames

GUIDANCE INFORMATION

Floors

- Floor coatings such as epoxy resin, vinyl sheets/tiles, ceramic or quarry tiles (with non-absorbent grout) are examples of coatings which comply if correctly installed. Floors with unsealed concrete, exposed aggregate, cracks, and damage do not comply. Excessively worn floors can also create pooling of water which has the potential to contaminate food
- If your floor does not comply, document your plans to have it repaired or replaced and ensure those plans are updated regularly and are available for auditing

Walls, ceilings, fixtures, fittings and equipment

All surfaces and equipment used in your facility must be:

- smooth surfaced, impervious, easily cleaned and corrosion resistant; but also
- durable
- non-toxic
- resistant to chipping or flaking or fraying
- of a finish that makes contamination clearly visible
- constructed so that joints are effectively sealed
- constructed to minimise accumulation of dust, water, litter or waste materials on ledges, sills, etc.;and
- for wall to floor junctions, coved to enable effective cleaning

Materials that comply with this include:

- ✓ coated cool room panels
- ✓ stainless steel (shelves, benches, panels)
- ✓ plastic (boards, tubs, panels, shelves)
- ✓ sealed timber (panels, shelves)
- ✓ sealed cement render

Materials and equipment that don't comply include;

- ✗ exposed timber and particle board
- ✗ foam
- ✗ uncoated mild steel
- ✗ unsealed plasterboard
- ✗ 'checker plate' type material
- ✗ shopping trolleys

Hand washing facilities

To be considered adequate, hand washing facilities must have:

- warm running water
- an effective cleaning agent (e.g. liquid soap)
- taps which are hands free operated
- hand drying facilities that do not contaminate washed hands or the surrounding area (such as paper towels and a bin, or a dryer); and
- a connection directly to the drainage system

Hand washing facilities must also be:

- readily accessible
- only used for the washing of hands, arms and face, and,
- placed in appropriate locations for use during handling.
- hand wash basins cannot be used for washing utensils and equipment and cannot be used to store other items

Lighting

- Lighting, either natural or artificial, must be adequate to enable hygienic handling, inspection and auditing. For guidance on sufficient lighting, refer to Australian Standard 1680.1-2006 Interior and workplace lighting: General principles and recommendations
- To make sure lights do not become a source of contamination, they must have a shatterproof protective cover/shield. Check lights and fittings regularly to ensure they are free of insects, water, mould, or damage, etc. If these are present, take immediate action or document plans to address the defect

Water supply

- Water must be from a supply, and used, so it does not contaminate food. If you have a reticulated water supply, or 'town water', you are complying with potability requirements. If you use a different water supply system, such as bore or tank water, you may need to test or treat the water to ensure it is potable
- You must also have enough water, both hot and cold, and at the right pressure, to be able to clean the facility, equipment, fittings and fixtures

Storage facilities

Storage facilities need to be provided for certain items. These facilities can be grouped and treated differently, depending of the items and areas stored.

- **Food, including packaging materials:** These items need the highest care and protection from contamination. When storing these items, you are trying to protect them from all potential sources of contamination and in general, need to be kept separate from other groups
- **Clean equipment:** including shelving, pallet stanks, tubs, trolleys. These items need a high level of care and protection from contamination because they are used in contact with food
- **Protective clothing**: These items may not come in direct contact with food but need to be protected from contamination because they are used near food or food contact items and can transfer contamination from the source to food
- **Cleaning equipment and chemicals:** including cloths, mops, buckets, squeegees, sanitising products. These can be a source of contamination for food and equipment and need to be stored in a way to prevent contamination
- **Personal belongings:** including clothing not worn during working hours, wallets, mobile phones, and bags. These can also be a source of contamination for food and equipment and need to be stored in a way to prevent contamination

Toilet facilities

- a cold store facility must have adequate toilet facilities that are available for the use of staff
- toilet facilities must be accessible at all times when staff are working
- location of toilet facilities must be adequate for the purpose and not jeopardise hygienic handling and storage and must not:
  - open directly into food handling or storage areas
  - be used to store high care items listed above, such as packaging or ingredients. Cleaning chemicals and non-food handling equipment may be stored in these areas if they do not become a risk to food safety
  - amenities must be maintained in a clean condition and be in a good state of repair

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Solid and liquid waste disposal

Liquid and solid waste material must be handled, stored, treated and disposed of in a manner that:

- does not contaminate the water supply
- does not affect the safety and suitability of food
- does not become food or a breeding place for pests
- does not create odours

This can be achieved by putting solid waste in appropriate receptacles (e.g. bins), and emptying these regularly (at least daily). When emptying receptacles, it is best to have the waste stored in a separate area such as in a 'skip' outside the facility. When storing garbage or recyclable matter, ensure the facilities are:

- adequate for the volume and type of garbage and recyclable matter
- are enclosed so they do not provide a breeding ground for pests
- designed and constructed so that they may be effectively cleaned
- liquid waste may be disposed of in the wastewater system. If grease traps are used, ensure they are emptied and maintained as needed. You may need to contact your council or waste water disposal organisation for further information and ensure you are complying with other relevant state legislation relating to waste water disposal

Maintenance

To ensure effective maintenance in your premises:

- Identify the defects and write them down
- plan to repair or replace the defective items or area
- write down the plans to repair/replace, and the estimated time frames

When addressing maintenance issues, ensure that the contamination of food is prevented. Prioritise defects based on the risk to food safety/contamination. This may include addressing the defect in two stages:

- address the immediate risk
- plan and carry out long term repairs/replacement

For example, if a ceiling above exposed product is found to have flaking paint, removing the flaking paint straight away addresses the immediate food contamination risk. Planning to, and re-painting the ceiling in a few weeks addresses the long term risks and ensures the ceiling complies with the standard. Documenting the process demonstrates to the Food Authority that you are managing the risks with this maintenance issue

Supporting safe handling

8. Skills and knowledge of staff

> **OUTCOME REQUIRED**
>
> **All people handling food in the business must have appropriate skills and knowledge**

> **TO REACH THIS OUTCOME**
> - All staff need to know how to do their job according to the practices in the business to ensure food is safe at all times
> - **Evidence of all training** undertaken by staff, and accompanied by the relevant staff members signature, should be **documented in the FSP training register in APPENDIX 2**

> **GUIDANCE INFORMATION**
>
> All staff need to know how to do their job according to the practices in the business to ensure food is safe at all times. These include:
> - cleaning and sanitation
> - temperature control
> - cross contamination risks
>
> Staff that carry out duties in these areas require specific training:
> - calibration
> - monitoring records
> - internal audit
>
> Evidence of all training undertaken by staff, and accompanied by the relevant staff members signature, should be documented in the FSP training register in **APPENDIX 2**
>
> By signing the register, you and your staff are stating that they are competent, know how to do their job safely, and are committed to food safety

9. Food recall

OUTCOME REQUIRED
The business must have a system for the recall of unsafe or unsuitable food

TO REACH THIS OUTCOME

A retail meat premises that wholesales, manufactures or imports food must:
- have in place a written system to recall unsafe food
- comply with this system when recalling unsafe food

GUIDANCE INFORMATION

Unsafe product that has been distributed to other businesses and/or the consumer will need to be withdrawn from sale to protect the consumer.

Product may need to be recalled if it is:
- not fully or correctly labelled
- contaminated with harmful microorganisms
- contaminated with harmful chemicals
- contaminated with physical matter such as glass or wood; or,
- has been tampered with

The Food Recall Action Plan below can be used to determine if you need to do a recall, and the recall process.

In the event of a product recall, the system as defined in the Food Industry Recall Protocol prepared by Food Standards Australia New Zealand (FSANZ) will be used. A copy of this document is accessible on the FSANZ website www.foodstandards.gov.au.

In the event of a product recall, the program will be controlled by the manager or delegated employee of the business. The NSW Food Authority is to be contacted in the event of a recall on 1300 552 406.

Food Recall Action Plan

Business name will use this recall plan to remove unsafe product from the market.

Recalls will be coordinated by First name Last name, Job description,

Step 1 – Decide whether a recall is required because there is a risk to public health and safety		
	What:	First name Last name will decide whether the product is a risk to public health and safety.
	How:	– Identify the defect in the product – Identify the lot codes of the defective product – Find out whether the product poses a risk to public health or safety – Decide whether a recall is required.
	Notes:	If the product **does not** pose a risk to public health or safety or the food safety risk has not yet been confirmed a recall **is not** required. First name Last name will decide whether to withdraw the product as a precaution. If the product **does** pose a risk to public health or safety **a recall is required**.
Step 2 – Decide what type of recall is required		
	What:	First name Last name will decide whether to conduct a withdrawal, a trade level recall or a consumer level recall. Where necessary, First name Last name will contact the NSW Food Authority or FSANZ for assistance.
	How:	First name Last name may withdraw the product as a precaution if there is no food safety risk or the food safety risk has not yet been confirmed. First name Last name will conduct a **trade level recall** if the product has not been available directly to the public, such as food sold to wholesalers and caterers only. First name Last name will conduct a **consumer level recall** if the product has been available for retail sale.
	Notes:	First name Last name will discuss the type of recall required with FSANZ or the NSW Food Authority.
Step 3 – Create a distribution list		
	What:	First name Last name will identify who the product was distributed to.
	How:	First name Last name will write or print off a list of customers using records such as customer orders, delivery dockets and invoices.

	Notes:	Keep the list simple. The name of the customer, their address, their contact number and details of how much of the affected product has been sold to them is what is needed.
Step 4 – Conduct the recall		
	What:	First name Last name will conduct the recall.
	How:	First name Last name will contact all customers who may have received the unsafe product and tell them to: – remove the product from sale immediately, and – either destroy or return the unsafe product. First name Last name will contact FSANZ and provide details of the recall. If a consumer level recall is to be conducted, First name Last name provide details of: – where consumers can return the product, and – how the recall will be advertised.
	Notes:	FSANZ can help advertise the recall.
Step 5 – Assess and report		
	What:	First name Last name will identify possible causes of the risk (what caused the problem) and implement changes to address the risk.
	How:	First name Last name will make a list of possible causes and look at what can be done to prevent the problem re-occurring. First name Last name will contact FSANZ to file a post recall report.
	Notes:	Information about recall reporting is available at http://www.foodstandards.gov.au/industry/foodrecalls/conduct/Pages/default.aspx

Contact numbers and information

NSW Food Authority: Phone – 1300 552 406

Food Standards Australia New Zealand (FSANZ):   Phone – 02 6271 2610

FSANZ recall information: http://www.foodstandards.gov.au/industry/foodrecalls/conduct/pages/default.aspx

NSW Food Authority recall information: http://www.foodauthority.nsw.gov.au/industry/recalls

10. Pest control

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The business is maintained free of insects and pests</td></tr>
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TO REACH THIS OUTCOME

Controlling pests includes:
- ensuring the building and equipment are well maintained
- keeping the premises and equipment clean
- using pest control devices and chemicals
- pest control measures are documented
- identifying if control measures are working

GUIDANCE INFORMATION

Ensuring the building and equipment are well maintained:
- This helps prevent pests from entering the premises and from harbouring in equipment
- Examples of how this can be achieved include; sealing cracks or holes in walls, sealing gaps around doors, restricting entry through windows, or removing old or unused pieces of equipment

Keeping the premises and equipment clean:
- This can also reduce areas for pests to be harboured, by reducing food availability which can attract pests
- Examples include cleaning up spills in dry goods storage areas or discarding used cardboard boxes

Using pest control devices and chemicals:
- These devices and chemicals control pests that may have found their way into the facility before they can find harbourage or become an infestation
- Examples may include getting a professional pest control technician to carry out a treatment.
- If using a professional, ensure they provide you with a documented report outlining the devices/chemicals used, the pest(s) targeted and the areas where these measures were used
- Alternatively, you can use these measures yourself, which may include traps, baits, sticky boards or chemicals
- However, always follow manufacturer's instructions for use and safety, and ensure chemical treatments are used in a way that they will not contaminate food

Documenting pest control activities:
- When using these measures, either by yourself or by a professional, document these measures. This may include a floor plan/map of your facility, and can be as simple as a hand drawn plan/map on a page. Maintain this plan/map with your FSP and/or attach a copy of any pest control report in a pest control file/folder

Identifying if control measures are working:
- Keep an eye out for pests especially during pre-operational checks, and ask your staff to notify you when pests are identified. Make a judgement as to whether the pest control measures you undertake are working, and take action if you think they are not

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11. Calibration

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OUTCOME REQUIRED

A business must have and use a calibrated and working thermometer on site
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TO REACH THIS OUTCOME

To be able to keep food at the right temperature, you and your staff need to be able to check the temperature of food. Therefore:

- the business must have a thermometer on-site
- this thermometer must work properly
- you and your staff must be able to use this thermometer correctly
- this thermometer must be regularly calibrated by ice point or according to manufacturer's instructions
- calibration results must be recorded

GUIDANCE INFORMATION

Ice point calibration (0°C)

To calibrate the handheld thermometer:

1. Fill a small container with crushed ice
2. Add a little water to the container to make an ice slurry
3. Place the thermometer in the centre of the container and mix the slurry with the probe
4. After approximately 1-2 minutes read the temperature on the probe (e.g. your probe might display a number between -0.2°C or + 0.5°C)

If your probe displays between – 1.0°C or + 1.0°C your probe is within calibration

5. Record the temperature displayed on your probe thermometer. You have completed the calibration

If your probe does not display between – 1.0°C or + 1.0°C you may need to replace the thermometer

A calibrated probe can be used to check other thermometers, gauges, equipment in your facility (e.g. display cabinet, chillers, cool room etc.). This can be done by placing the probe next to the device probe and comparing the temperatures. If the compared temperatures are outside of ±1°C, adjust, repair, or replace the device.

If you are calibrating a thermometer at an altitude above sea level, calibration results may not be accurate if following the above procedure. Refer to the '**calibration of thermometers in varied altitudes**' factsheet on our website for further information:

http://www.foodauthority.nsw.gov.au/_Documents/industry/calibration_of_thermometers_in_varied_altitudes.pdf

12. Controlling allergens

OUTCOME REQUIRED
A business must control the risk associated with allergens

TO REACH THIS OUTCOME

Potential allergens include:

1.	peanuts	2.	tree nuts (e.g. almonds, cashews)
3.	eggs	4.	milk
5.	fish	6.	crustacean (shellfish e.g. prawns, lobster)
7.	sesame seeds	8.	soybeans
9.	gluten (e.g. wheat, bread crumbs)	10.	lupin

Businesses must declare the above allergens (and sulphites (>10mg/kg)), and their products, in the ingredient lists or if a customer asks if they are present in the food

GUIDANCE INFORMATION

Food allergies can be life threatening and are a growing concern in Australia. In fact, Australia has one of the highest allergy prevalence rates in the world.

If a customer asks if any food contains allergens, you must be able to provide information on all allergens in that food. This can be achieved by:

- **keeping packaging with all ingredients and allergens labelled on packaging**

Contamination from allergens must be prevented during storage. Food with allergens will be stored below food not containing allergens.

If food is packaged, the food must display a label with ingredients and allergen warning statement. The most common food allergens (above) and sulphites must always be listed in the ingredients list or in a separate advisory statement. Products containing royal jelly must also provide a warning statement on the food label.

Allergens can be identified in three ways:

1. In brackets	2. In bold	3. In a separate declaration
wheat flour, sugar, margarine (contains milk), salt, flavour (contains wheat starch)	**wheat** flour, sugar, margarine (contains **milk**), salt, flavour (contains **wheat** starch)	wheat flour, sugar, margarine (contains milk), salt, flavour (contains wheat starch). Contains wheat and milk

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Definitions

Amenities	includes changing rooms, dining rooms, toilets, hand wash basins and showers
Audit	a programmed and clearly defined system of verifying that a quality system is operating to standards defined in the Food Safety Program.
Authorised Officer	A person appointed under division 3, part 9
Clean	in relation to: a) equipment, utensils and clothing means free of visible contamination, washed, sanitised and free of objectionable odours; and b) premises mean surfaces of floors, walls, ceilings free of visible contamination, washed, and free of objectionable odours; and c) clothing, means free of visible contamination.
Cold Store including meat	cold and frozen storage of fresh meat and meat products. Required to implement and comply with a food safety program.
Construction	the design, construction, equipment and maintenance of cold store premises.
Contamination	the presence of objectionable matter, including substances or microorganisms, that makes meat and meat products unsafe or unsuitable for human consumption.
Coving	a curved junction at two surfaces (e.g. floor and wall) to enable effective cleaning.
Dairy Cold Store	dairy cold stores include businesses that deal in the storage of any dairy product.
Edible	safe and suitable for human consumption.
Food Business	"food business" means a business, enterprise or activity that involves: (a) the handling of food intended for sale, or (b) the sale of food,
Food Safety Program	a documented program which identifies any steps in the activities of a retail meat business which are critical to ensuring food safety and ensures that adequate food safety measures are identified, implemented, maintained and reviewed.
HACCP	a Hazard Analysis Critical Control Point approach comprising a structured system for the analysis of hazards and identification of methods for monitoring of hazard and the implementation of control measures for each hazard.
Handling	any activity in the storage and sale of food products.
Hazard	a biological, physical or chemical agent in, or condition of, food that has the potential to cause an adverse heath effect in humans.
Hazardous Substances	any substance which, if it comes into contact with food or food contact surfaces, will jeopardise the safety and suitability of potentially hazardous foods.
Inedible	unsafe or unsuitable for human consumption
Licensed	a premises licensed with the New South Wales Food Authority (or equivalent interstate / overseas jurisdiction)

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Meat	the edible part of any abattoir animal and edible offal intended for human consumption
NIP	Nutritional Information Panel
Pathogenic bacteria	bacteria capable of causing disease in humans
Plant Products	Pre-packaged ready to eat fruit and vegetables including unpasteurised juices.
Potable water	means water that is acceptable for human consumption[1]
Premises	a building or structure, where food is handled or stored for human consumption
Protective Clothing	items of clothing such as aprons, head covering, capes and smocks that prevent food contact surfaces from ordinarily coming into contact with any portion of a person's body or ordinary clothing
RTE (ready-to-eat)	means food products intended to be consumed without further heating or cooking
Seafood Cold Store	The storage of fresh or ready to eat seafood products for human consumption
Sanitise	apply heat and/or chemicals, or other processes, to a surface so that the number of microorganisms on the surface is reduced to a level that: a) does not compromise the safety of the food with which it may come into contact; and b) does not permit the transmission of infectious disease
Shelf Stable	Processed meat products that do not require chilling or freezing to maintain food safety and safety and suitability
Sterilise	In relation to equipment or utensils used in the hygienic processing of food, means cleaned and immersed in water heated to not less than 82 °C until sterilisation is effected, or treated by other effective means. For the purposes of this Standard it means "make commercially sterile"
Wholesome	food that has been passed as safe and suitable for human consumption on the basis that such food: a) will not cause foodborne infection or intoxication when properly handled and prepared with respect to the intended use; and b) does not contain residues in excess of established limits; and c) is free of obvious contamination; and d) is free of defects that are generally recognised as objectionable to customers

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[1] the NHMRC *Australian Drinking Water Guidelines* 2004 may be used for guidance concerning what constitutes acceptable water

References

Australian Standard for the Hygienic Production and Transportation of Meat and Meat Products for Human Consumption. (AS *4696*:2007)

Australian Standard for workplace lighting (*AS 1680.*1: 2006)

Food Act 2003

Food Regulation 2015

Food Standards Australia New Zealand (FSANZ) – Food Industry Recall Protocol

Food Standards Code

NHMRC *Australian Drinking Water Guidelines* 2004

Appendices

APPENDIX 1: Record keeping

RECORD KEEPING REGISTER

Record keeping for food safety monitoring/checks

Record	Food Safety Diary	My own recording method		Description
		Electronic	Paper based	
Pre-operational hygiene assessment	No	Yes	No	Saved on John's computer
Storage temperatures				
Receival temperatures				
Dispatch temperatures				
Six-monthly internal facility audit				
Six-monthly internal vehicle audit				
Six-monthly calibration				

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APPENDIX 2: Food Safety Program Training Register

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STAFF TRAINING REGISTER

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Record **ALL** training conducted or undertaken by **ALL staff** involved in the business. Training records must be documented and recorded in the table below.

Person being trained to fill in below:						Trainer to fill in below:		
Name (Of person being trained)	**Position** (e.g. Owner, Butcher, Apprentice, Cleaner)	**Type of training** (e.g. FSP, TAFE course, Consultant, On the job)	**Evidence of Training** (e.g. Certificate, Diploma, Tested by trainer)	**Signature** (Of person being trained)	**Employment start date** (dd/mm/yyyy)	**Trained by** (Insert name of trainer e.g. Food Authority, Manager)	**Signature** (of trainer)	**Date of training** (dd/mm/yyyy)

Person being trained to fill in below:						Trainer to fill in below:		
Name (Of person being trained)	**Position** (e.g. Owner, Butcher, Apprentice, Cleaner)	**Type of training** (e.g. FSP, TAFE course, Consultant, On the job)	**Evidence of Training** (e.g. Certificate, Diploma, Tested by trainer)	**Signature** (Of person being trained)	**Employment start date** (dd/mm/yyyy)	**Trained by** (Insert name of trainer e.g. Food Authority, Manager)	**Signature** (of trainer)	**Date of training** (dd/mm/yyyy)

APPENDIX 3: Approved supplier register

Approved Supplier Register

All supplies that are received by this business are purchased only from approved suppliers. Meat, dairy, plant products, and seafood supplied from NSW premises are licensed with the NSW Food Authority.

- All approved suppliers of these food products and other supplies are recorded below
- All approved suppliers are located in_____

All ingredients that may contain allergens are to be separated on receival. These products should be clearly labelled to ensure there is no cross-contamination.

Supplier	Goods supplied	Contact details	Other details (e.g. NSWFA licence #)

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APPENDIX 4: Manager Responsibility Statement

Manager Responsibility Statement

Food safety statement

_____ is committed to maintaining this Food Safety Program so that:
(Business entity as it appears on your Food Authority licence)

- the end product is fit for human consumption, and
- the business complies with the requirements of the *Food Act 2003*, Food Regulation 2015 and the relevant standards we are required to comply with at all times.

Scope and purpose of the Food Safety Program

Scope   This Food Safety Program covers:
- receival, handling, storage, dispatch and transport of food for sale.

Purpose   The Food Safety Program is being implemented to minimise the risk of hazards during the handling of the food whilst in the businesses' control ensuring that products meet regulatory requirements of the NSW Food Authority pertaining to the Food Regulation 2015.

Food safety program team

This team is responsible for maintaining the Food Safety Program, reviewing and improving procedures and implementing effective controls to manage food safety risks.

The team includes:

Name	Position within Business	Date	Signature
	Director / Owner		
	Manager and QA Manager		

Notes