

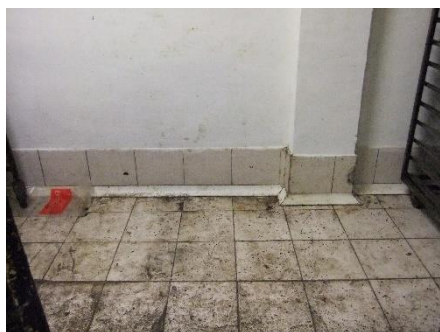
# WHOLESALE BAKERY

## HYGIENE CASE STUDY

### Incident summary

The NSW Food Authority received a complaint from a local council of pest activity at a wholesale bakery.

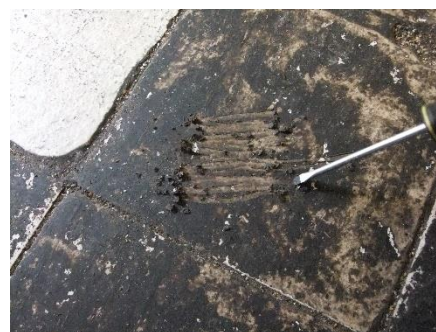
A grossly unclean premises which attracts rodents and other pests is a significant risk to public health regarding disease transmission.



### Investigation summary

The wholesale bakery complaint was investigated by an unannounced inspection with the following findings:

- Multiple areas of dense rodent excreta were found and there were multiple rodent bait boxes around the facility. During preliminary discussion with the owner he stated that a pest inspection occurred every 3 months. No live rodents were sighted, despite the significant amount of rodent excreta.
- Multiple sites of cockroach activity were sighted. A source appeared to be behind one of the ovens. There were numerous dead cockroaches throughout the facility. Live cockroaches were sighted at the time of inspection.
- There were a large number of flies in the facility. Some had drowned in an egg wash used as a glaze on bakery products and vegetable oil containers. There was visible fly excreta on the walls behind the dough making equipment.
- Fitting, fixtures and equipment were also displaying the same type of accumulated visible matter throughout the facility. All food processing equipment had large deposits of old food residue, grime and dirt on all the surfaces.
- There were numerous construction defects including a hole in the ceiling, a hole in the floor of the office area, damaged floor surfaces accumulating dirt, cracked wall tiles.
- There was no sanitiser on the premises.
- There was no hot water to the food handler's toilets.
- There was no soap and paper towel at the food handler's hand wash basin in the processing area and the toilet hand wash basin.



- There were numerous examples of unsealed wood throughout the facility.
- The floor drain leading to the grease trap room was full of putrid matter. The grease trap room had a door on it which was not on the hinges allowing pest entry from unsealed holes in the grease trap walls.

An immediate application for a Prohibition Order was emailed from the premises and approved in the field, resulting in the entire premises being closed for 6 weeks to rectify the identified issues.



The business received 4 penalty notices for construction, hygiene, pest, and equipment problems and was placed on the NSW Food Authority Name & Shame list.

In addition, the business was charged for several inspections resulting from failed attempts to have their Prohibition Order lifted.

All defects need to be rectified and businesses need to demonstrate appropriate skills & knowledge before they can resume trading.

### Food safety implication

The owner of the business admitted that he bought the premises, equipment, fixtures, and fittings in the condition mentioned above.

Further to this admission the owner also indicated that he wasn't aware of the regulatory requirements for a food business such as regular cleaning and sanitising. This complaint emphasises the importance of having appropriate skills and knowledge before starting a food business.

The unhygienic state of the premises and equipment emphasises the importance of regular effective cleaning and where appropriate proper sanitising.

This case study also demonstrates the need for regular maintenance of the premises and equipment.

Pest control is an ongoing activity and may require periods of intense management activity to prevent harbourage and/or eradication of vermin.

### More information

Cleaning and sanitising in food businesses fact sheet

[http://www.foodauthority.nsw.gov.au/Documents/industry/cleaning\\_sanitising\\_food\\_businesses.pdf](http://www.foodauthority.nsw.gov.au/Documents/industry/cleaning_sanitising_food_businesses.pdf)

Pest control in food businesses fact sheet

[http://www.foodauthority.nsw.gov.au/Documents/retailfactsheets/pest\\_control.pdf](http://www.foodauthority.nsw.gov.au/Documents/retailfactsheets/pest_control.pdf)

About the NSW Food Authority: The NSW Food Authority is the government organisation that helps ensure NSW food is safe and correctly labelled. It works with consumers, industry and other government organisations to minimise food poisoning by providing information about and regulating the safe production, storage, transport, promotion and preparation of food.

Note: This information is a general summary and cannot cover all situations. Food businesses are required to comply with all of the provisions of the Food Standards Code and the *Food Act 2003* (NSW).



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