

FOOD SAFETY PROGRAM

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FOOD SAFETY PROGRAM

Note: This Food Safety Program was compiled in conjunction with Wolfgang Kessler, Food Safety Auditor, Certificate NO. 021736; QSA International RAB / Accredited to ISO/17024:2003 / JASA ACC No. P1321292A

1. INTRODUCTION

This Food Safety Program describes the current procedures and practices by Peter Rowland Group to ensure our customers are provided with safe food and as part of our quality service.

Food Handlers and other relevant staff employed at Peter Rowland Group are to be inducted to this food safety program and are required to always comply with the procedures within this program during their employment.

All staff must obtain the certification of Food Allergen Training as a mandatory part of employment. <https://foodallergytraining.org.au>

When employees have completed this induction, they should be able to:

- Define and identify the causes of food poisoning.
- Comply with the personal hygiene standards outlined in this Food Safety Program
- Have an understanding of the food hygiene legislation and its application.
- Outline ways to prevent food poisoning.
- Have a full understanding of this HACCP based Food Safety program.
- Apply all Standard operating procedures in relation to all steps (Critical Control Points) in Food production across:
 - ✓ Purchasing & Receiving
 - ✓ Storing
 - ✓ Defrosting/Thawing
 - ✓ Preparing
 - ✓ Cooking
 - ✓ Cooling
 - ✓ Freezing (where applicable)
 - ✓ Re-heating
 - ✓ Hot and cold holding
 - ✓ Serving
- Apply the correct Standard operating procedures in relation to maintaining plant and equipment outlined in this Food Safety Program.
- To be able to correctly **monitor** refrigeration and heating equipment and **maintain temperature log as described in the Food Safety documentation section in this manual.**
- Apply the correct Standard operating procedures in relation to **Environmental Hygiene:**
 - ✓ Apply correct cleaning procedures.
 - ✓ Properly dispose of rubbish
 - ✓ Apply pest control principles.

Employees will be required to complete a questionnaire after reading this manual to prove awareness of the policies outlined within this manual. An on-site practical examination will also be conducted during the trial employment period by Site and Operational Management to ensure competency in the correct food safety procedures.

FOOD SAFETY PROGRAM

2. FOOD SAFETY POLICY STATEMENT

Our commitment to food safety is essential to our business. We acknowledge our responsibility to provide safe and wholesome food for our clients and our staff. We are committed to developing and enhancing food safety systems within the company.

Peter Rowland Group has produced this Food Safety Program based upon the ***Hazard Analysis Critical Control Points (HACCP) principles*** and the ***Australia New Zealand Food Standards Code***.

Hygiene Laws & Regulations / Staff Responsibility

Peter Rowland Group is committed to high standards to ensure of food is safe to serve. Everyone is responsible.

We are adhering in following procedures, to identify & report food safety hazards to the best in our given roles and our individual abilities. We assist each other in all matters of Food Safety operations and again report all non-compliance to management.

We, at Peter Rowland Group are aware of our legal responsibilities.

HACCP – Hazard Analysis & Critical Control Points

HACCP is an internationally recognised method of identifying and managing risk and, when central to an active food safety program, can provide vendors, the public and government sector bodies with a high degree of comfort that food safety is being taken seriously and is well managed.

Through analysis of hazards and where they can occur, systems and procedures can be implemented to minimise the risk of failure. Critical control points can be managed by appropriately trained in-house staff, providing for a truly hands-on quality management system at each operation.

Client Groups

Peter Rowland Group recognises that the following groups of people are more vulnerable to food poisoning:

- Infants and children
- Elderly
- The sick and immune-suppressed
- Pregnant women

Peter Rowland Group also pays attention to other groups that need to be specially provided for:

- Vegetarians/vegans
- People with low-fat requirements
- Allergy sufferers
- Diabetics

Food Safety Auditing

Peter Rowland Group commits to engage an independent auditor annually, to assess its compliance in accordance with the Food Act and associated regulations.

FOOD SAFETY PROGRAM

2. FOOD SAFETY POLICY STATEMENT Continued

Quality monitoring and improvement procedures

Peter Rowland Group will apply the following quality monitoring and improvement procedures to ensure that safe food & beverage service is provided at any time.

- ✓ Personal hygiene checklist
- ✓ Regular inspections of personal hygiene
- ✓ Audit of food handling practices
- ✓ Audit of hand washing facilities
- ✓ Visual check of safe food handling procedures
- ✓ Chilled food temperature audit during storage
- ✓ Time-temperature audit during preparation
- ✓ Time-temperature audit during cooking
- ✓ Time-temperature audit during bulk portioning
- ✓ Food temperature audit during chilling
- ✓ Critical Control Point monitoring as in the HACCP plan
- ✓ Monitor temperature of bulk food before and after reheating
- ✓ Cross contamination inspection
- ✓ Monitor temperature of hot and cold foods at plating
- ✓ Monitor the temperature of cool rooms used to hold bulk cooked food or chilled plated meals.

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3. HACCP & TEAM	
Malcolm Hurst	COO
Matt Haigh	Consultant Chef
Edwina Machado	Group Sales & Planning General Manager
Jane Adams	Regional General Manager
Istvan Ulmann	Head Chef
Ashlee Shearer	Warehouse & Operations Manager

HAZARD ANALYSIS OVERVIEW

Contamination & Cross-Contamination

All Foods consumed can be potentially hazardous, meaning that the food has come in contact with Food Safety Hazards.

When food has come in contact with Food Safety Hazards as part is original growth, can be described as Contamination. (E.g.: Sand or soil on lettuce and the application of insecticides and pesticides.)

The term **Cross-Contamination** is used when Food Safety Hazards have been introduced to food and or ingredients that are either to be prepared or ready to eat.

The “P” – factors of Contamination & Cross-Contamination

The 5 P’s referenced in Hazard Analysis are intended for guidance in determining potential inputs and in general refer to the following issues. (This is a guide only and is not intended to be limiting.)

Products	Food Safety Hazards as part of growth or environmental impact Non - compliant use of agriculture chemicals (Pesticides, insecticides & residues etc.) Non - compliant product storage and or transport Non - compliant use of food additives
Process	Non - compliant storage temperatures & procedures Incorrect processing temperatures Uneven cooking processes Poor stock rotation The use of un-clean or damaged equipment Raw food has come in contact with food being ready to eat
Premises	Pest control – pests have come in contact with food Overheads structures Unprotected glass Rust or flaking paint Water quality

FOOD SAFETY PROGRAM

3. HACCP CONTINUED	
People	Poor personal hygiene practices Poor product handling practices Personal effects Deficient skills/knowledge/training
Procedure	Poor observation skills during throughout production processes Inadequate mixing Ineffective methods in Cleaning & Sanitation Inappropriate storage of cleaning chemicals

Food Safety Hazards

In performing the Hazard Analysis, the following hazards should be considered.
(This list is a guide only and is not intended to be limiting.)

There are four main types of food contamination better known as Food Safety Hazards that can endanger human health:

- 1. Physical**
- 2. Microbiological**
- 3. Chemical**
- 4. Allergens**

Physical

These are parts of food & non-food related items that can be found in meals/food. They are also called foreign objects, even though they could be part of the food.

Examples can include:

- Non-food objects:
- Hair, Jewellery.
- Plastic, Glass, Metal.
- Insects, Rodent droppings.

Food related objects:

- Bones & Bone splinters.
- Fish bones.
- Nut shells.
- Cartilage.
- Chemical

These are substances which are not a natural part of food.

They can be poisonous.

They can enter food through equipment, poor handling, and carelessness.

Examples of chemical poisoning can include:

- Disinfectants, detergents and sanitisers.
- Greases and oil
- Mercury, zinc, and lead.
- Pesticides, fertiliser, and insecticides used under agricultural practices.

Uncontrolled or improper use of food additives

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3. HACCP CONTINUED (MICROBIOLOGICAL)

It is the responsibility of the individual suppliers to manage and monitor the potential presence of agricultural chemicals.

Cleaning procedures and service agreements for refrigeration and other equipment adequately control potential chemical contamination from cleaning chemicals and food grade lubricants.

But there are some naturally occurring poisons/toxins can be found in:

- Plants (Rhubarb leaf's & green potatoes);
- Fungi (Mushrooms);
- Seafood (Ciguatera is a food borne illness caused by eating certain reef fishes whose flesh is contaminated with toxins originally produced by dinoflagellates which is a type of seaweed).

Microbiological

Pathogen is any microorganism which can cause disease, often called germs:

There are different types of microorganisms, and many are beneficial to humans or useful in food and beverage preparation.

- **These are living, single celled organisms;**
- **They are not visible to the naked eye;**

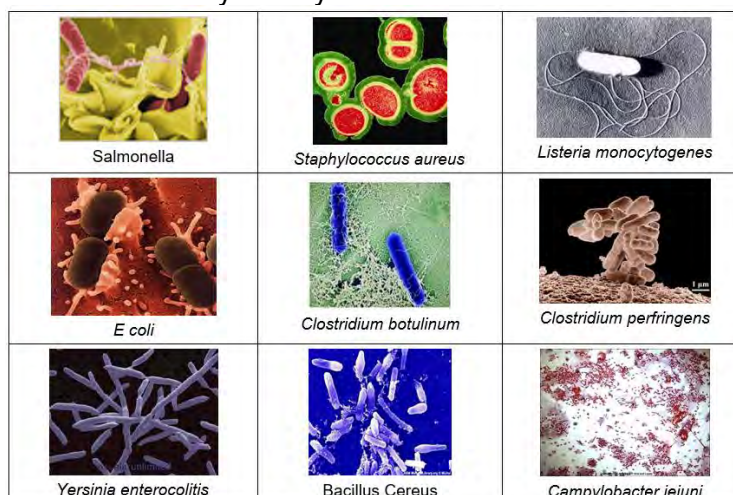
They can enter food through poor hygiene, the environment or the handling of food.

Types of these microorganism or germs are:

- Bacteria.
- Yeasts.
- Moulds.
- Viruses.

Bacteria:

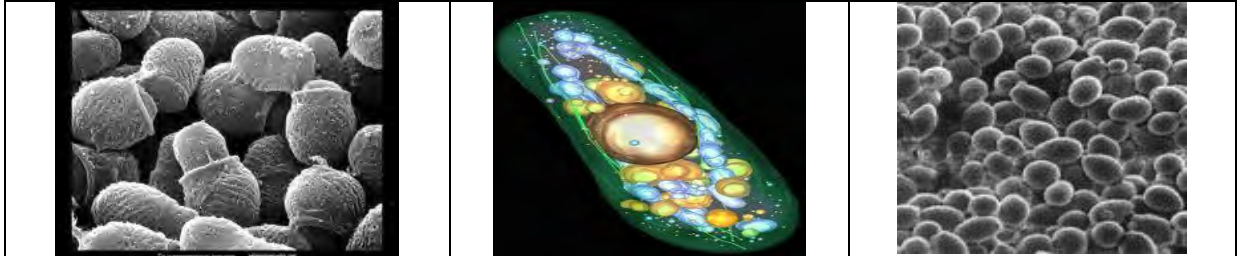
- Bacteria are one cell organisms which split in two to reproduce.
- This is called mitosis; each half carries all the genetic material of the older generation.
- Some bacteria are spore-formers.
- When conditions are too hot, cold or dry to reproduce, bacteria shed spores which can revive given the right conditions.
- Most bacteria are aerobic; they need air to grow.
- Some are anaerobic; they can't grow in the presence of oxygen. Facultative bacteria survive any conditions.
- Protozoa are tiny amoeba, or one cell animals living in unclean water supplies and transferred through the gut of mammals.
- They can cause diarrhea and dysentery



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3. HACCP CONTINUED (FUNGAS , YEAST, MOULD)

The Fungus Group



- Yeasts & moulds are part of the fungus group called eukaryotic organisms.
- Both of which have helpful and harmful types.
- Yeast is used in bread making and fermentation processes and commonly packaged as yeast extract or tablets.
- Yeasts ferment bread, wine, vinegar, and beer but can spoil foods quickly. Sugary juices left out attract wild yeasts and go sour. Bubbles of gas and scum may collect on top.
- Wild yeast can cause food spoilage by gas development noted as bubbles, alcoholic smells and tastes and slime formation on products such as fruit juice.
- Yeast is readily destroyed by heating above 60°C for 12-15 minutes.

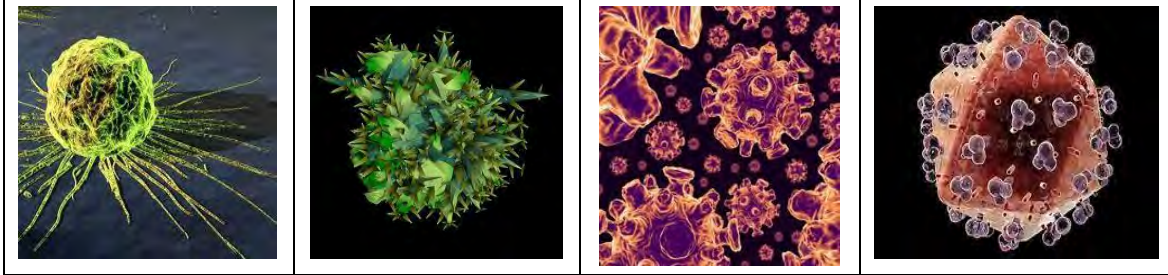


- Moulds grow in moist conditions. Some are antibiotic (penicillin), or flavor cheese. But threads grow into food and can make poisonous mycotoxins, like aflatoxin in peanuts.
- Moulds can cause spoilage of foods by growth on surfaces and within foods often noted by the fuzzy growth.
- Foods commonly susceptible to mould include cheese, breads, cakes, crumpets and citrus fruits and juices.

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3. HACCP CONTINUED (VIRUSES, FOOD POISONING)

Viruses:



- A cell is a stand-alone living entity able to eat, grow and reproduce.
- Viruses are nothing like that.
- If you could look at a virus, you would see that a virus is a tiny particle.
- Viruses are about a thousand times smaller than bacteria, and bacteria are much smaller than most human cells.
- Unlike human cells or bacteria, viruses do not contain the chemical machinery or enzymes needed to carry out the chemical reactions for life. Instead, viruses carry only one or two enzymes that decode their genetic instructions.
- So, a virus must have a host cell (bacteria, plant or animal) in which to live and make more viruses.
- Outside of a host cell, viruses cannot function.
- For this reason, viruses tread the fine line that separates living things from nonliving things. Most scientists agree that viruses are alive because of what happens when they infect a host cell.
-

What is food poisoning?

Food poisoning is the general term used for a food borne illness or disease resulting from having consumed food that was contaminated by infectious **bacteria**, **viruses** and **parasites**. Other forms of poisoning can be a reaction to chemicals, natural poisons or toxins and allergens.

Food poisoning can involve one or more of the following:

- Diarrhoea;
- Abdominal pains;
- Vomiting;
- Headaches;
- Nausea;
- Fever / Dehydration

Dehydration is the main danger, particularly with the more vulnerable people in the community such as:

- The elderly;
- The sick;
- Young children.

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3. HACCP CONTINUED (FOOD POISONING)

Most cases of food poisoning are mild.

They last for only 1-2 days.

There have been more serious cases requiring hospitalisation and even causing death.

The severity of food poisoning depends largely on the type of bacteria taken consumed, for example:

Food borne infestation → illness caused by consuming a large number of live bacteria

Food borne intoxication → illness caused by consuming a poisonous residue or toxin in food that has been produced by bacteria:

- *Staphylococcus aureus*;
- *Bacillus cereus*;
- *Clostridium perfringens*;
- *Clostridium botulinum*;
- *Escherichia coli*
- *Listeria monocytogenes*
- *Yersinia enterocolitis*
- *Campylobacter jejuni*
- *Salmonella*

Summary:

Salmonella:

- They are widespread in animals, especially poultry and swine. Environmental sources can include water, soil, insects, factory surfaces, kitchen surfaces and animal faeces. They have been known to grow at temperature ranging from 7 to 47°, and pH values of between 4.0 and 9.5. They are easily destroyed by heating.
- The ingestion of live cells of Salmonella can cause gastroenteritis. The micro-organism will adhere to the walls of the small intestine and grow. The disease is often referred to as Salmonellosis.
- Symptoms include abdominal pains, nausea and watery diarrhoea, sometimes with mild fever, vomiting and headaches.
- Onset time: The illness usually occurs 8 to 72 hours after the ingestion of the contaminated food.
- Infective dose: The number of Salmonella required to cause an illness varies according to the individual and food material. Generally around 10⁵ Salmonella per gram of food is enough to cause illness, although outbreaks have occurred where 1 to 10 cells per gram of food were detected.

Staphylococcus aureus:

- Can be found in the air, dust, water and human faeces, and can be present on clothing and utensils handled by man. They can grow at temperature ranging from 6 to 46°C, pH values ranging from 4.2 to 9.3 and water activity values of between 0.83 and 0.99. Staph.aureus are fairly heat sensitive, however heat can not be relied on to make food safe as a heat stable toxin is produced in the food. It is the toxin that causes the illness.
- **Symptoms** are nausea, vomiting, diarrhoea and abdominal cramping. In more severe cases, headache, muscle cramping, and transient changes in blood pressure may occur.
- **The onset time** of symptoms is usually 1-6 hours. The onset and severity of the illness is usually dependent on the individual's susceptibility to the toxin, the amount of contaminated food eaten, and the amount of toxin in the food ingested.

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3. HACCP CONTINUED (POISONING)

- **Infective dose:** It is thought that as little as 1.0 microgram of the toxin in contaminated food will produce symptoms of the illness. This toxin level has been seen in foods where *S. aureus* is present at 10^5 cells per gram of food.
- Death from staphylococcal food poisoning is very rare, although such cases have occurred among the elderly, infants, and severely debilitated persons.

Foods: Many food have been incriminated in staphylococcal food poisoning include meat and meat products, including ham; poultry and egg products; salads such as egg, tuna, chicken, potato, and pasta; bakery products such as cream-filled pastries and cakes; sandwich fillings; and milk and dairy products.

Bacillus cereus and other bacillus species:

- Optimum growth temperatures range from 30 to 50°C, although some psychotropic strains can grow in 4 to 5°C. They can grow at pH values of between 4.3 and 9.3. The organism produces heat resistant spores and these may germinate if cooling is too slow. There are two illness associated with *B. cereus*: emetic and diarrhoeal illness.
- The emetic illness is caused by the ingestion of a heat-stable toxin produced by the microorganisms in the food. The diarrhoeal illness is caused by the ingestion of moderate to high number of *B. cereus* and their subsequent production of toxin in the stomach.
- Onset of Illness: An Onset time for the emetic illness is usually ½ to 6 hours after consumption of contaminated foods. For the diarrheal illness onset times are usually 6 to 15 hours, and for other *Bacillus* species varies from ½ hour to 14 hours

Clostridium perfringens

- Are widely distributed in the environment and frequently occurs in the intestines of humans and many domestic and feral animals. The spores are capable of surviving in soil, sediments and areas subject to faecal contamination. The spores are also extremely heat resistant and have been reported to survive boiling for several hours.
- *C. perfringens* can grow at temperatures ranging from 15 to 50°C, and pH values of between 5.0 and 8.0.
- The illness caused by *C. perfringens* is sometimes referred to as Perfringens food poisoning. This illness is caused by toxin being produced in the stomach by large numbers of the microorganisms.
- A more serious but rare illness is also caused by a certain strain of *C. perfringens*.

Clostridium botulinum:

- Botulism is a rare but potentially life-threatening bacterial illness. *Clostridium Botulinum* bacteria grows on food and produces toxins that, when ingested, cause paralysis. Botulism poisoning is extremely rare, but so dangerous that each case is considered a public health emergency. Studies have shown that there is a 35 to 65 percent chance of death for patients who are not treated immediately and effectively with botulism antitoxin.
- Symptoms: Botulism neurotoxins prevent neurotransmitters from functioning properly. This means that they inhibit motor control. As botulism progresses, the patient experiences paralysis from top to bottom, starting with the eyes and face and moving to the throat, chest, and extremities. When paralysis reaches the chest, death from inability to breathe results unless the patient is ventilated. Symptoms of botulism generally appear 12 to 72 hours after eating contaminated food. With treatment, illness lasts from 1 to 10 days. Full recovery from botulism poisoning can take weeks to months. Some people never fully recover.

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3. HACCP CONTINUED (POISONING)

Escherichia coli:

- Many strains of E. coli are harmless and are found naturally in the gut of humans and animals. Traditionally its presence in foods has been an indication of faecal contamination however, a number of serotypes are now known to be pathogens. Humans are known to be the major if not the only source of some strains. Other strains can be present in the intestinal tract of cattle and sheep. They have also been detected in pigs, buffalo, goat, deer and various birds and dogs and cats.

These strains are described by their pathogenicity action:

- EIEC Enteroinvasive E coli
- ETEC Enterotoxigenic E coli
- EPEC Enteropathogenic E coli
- EHEC Enterohaemorrhagic E coli

- The infective dose varies however, for some serotypes this appears to be very low.
- Dairy products, vegetables, salads and contaminated water have all been implicated in human illness.
- These organisms may enter the kitchen on raw meats and also from domestic pets. If animal manures are used for fertilization this can also result in the transfer of these organisms to vegetable and fruit tissues. Similarly contaminated water can become a vehicle for transfer of the organism from a faecal source to other foods.
- Human and animal faecal material is the primary source and a point of entry of E. coli into the food chain. It is important to note that vegetables and fruits may be contaminated internally and externally. If the organisms attach to the internal tissues during development or through damaged tissue, it is difficult to remove these by washing.
- E. coli are not heat resistant and will be destroyed by normal cooking temperatures. Mincing meat increases the surface area and also increases the bacterial load. Therefore, it is very important that mince meat is thoroughly cooked prior to consumption. Improperly cooked hamburgers have been implicated in a number of food poisoning outbreaks.
- It is also important to keep foods properly chilled below 5°C.
- Many foods will support the growth of these strains of E. coli. So good hygienic practices should be adopted to minimize the possibility of cross-contamination.

Description

- E. coli are facultative anaerobic Gram-negative non-sporing rods that ferment lactose. They are catalase positive, oxidase negative and indole positive. They can grow at a temperature ranging from 7 to 46°C and can grow at a minimum water activity of 0.95. They are fairly acid tolerant and can grow at pH values ranging from 4.4 to 10. Most strains are motile however there are some non motile strains. E. coli is easily killed by adequate heating.

Outbreaks:

- In the USA in 1993, up to 500 became ill with the main symptom being bloody diarrhoea. The source of the outbreak was traced to rare cooked hamburger patties. A similar outbreak occurred in the USA in 1996 with 10 people having symptoms consisting of bloody diarrhoea and abdominal cramps. Again in 1997 frozen hamburger patties were implicated in an outbreak which affected at least 15 people. This outbreak resulted in the recall of 25 million pounds of patties.

FOOD SAFETY PROGRAM

3. HACCP CONTINUED (POISONING)

- Two outbreaks in the USA caused by E. coli O157 occurred with unpasteurised apple cider/juice being implicated food. Approximately 74 people were affected with one fatality. The source of the outbreak was traced to practices on the farm, where apples that had dropped onto the ground became contaminated and were then used to manufacture the juice/cider. Since no kill step was including in the manufacture, the E. coli survived.
- In Japan in 1996, 9500 people became ill after eating contaminated radish sprouts. 12 people died.
- In Scotland in 1996 400 people became ill after consuming contaminated cold and cooked meats. Symptoms included diarrhoea, vomiting and HUS. There were 21 fatalities. Poor practices in the butcher shop were thought to be responsible for the contamination.

Prevention:

- Obtain food from safe sources and ensure as far as possible that unprocessed animal manures are not used on fruits and vegetables.
- Store perishable foods either chilled or frozen.
- In the refrigerator store cooked foods above raw foods.
- Wash vegetables and fruit well and do not use vegetables and fruits showing obvious tissue damage.
- Cook mince meat to an internal temperature of 75°C for 2 minutes.
- If cooked food is not eaten immediately cool rapidly to 5°C.
- Prevent cross-contamination from raw to cooked foods.
- Ensure that cleaning equipment such as sponges and dishcloths are disinfected.
- Wipe up meat juices with disposable paper towel.
- Wash your hands with soap after visiting the toilet, handling raw food and storing raw foods.

Listeria monocytogenes:

- Listeria monocytogenes has been known for at least 60 years, but it has only been linked with foodborne disease since the early 1980s. Since this time it has become recognised as an important food poisoning bacteria. The organism is widespread in the environment and is carried by a number of domestic and wild animals. There are several species however, L. monocytogenes is the most common and is pathogenic for both animals and humans. Transmission can be by person to person by the faecal-oral route as well as from the environment and from aerosols. However, foodborne transfer is considered the most significant. The organism is very good at establishing itself on food contact surfaces and survives well in the refrigerator.
- While normal healthy individuals can become infected by L. monocytogenes those most at risk are the elderly, the young and those who are immune-compromised or pregnant. The organism can cause serious illness in these groups of people.
- The foods commonly implicated in foodborne outbreaks include cold deli meats, cold cooked chicken, soft cheeses, salads, smoked salmon and trout
- The organism is not heat resistant however, it is very tolerant of cold and can grow at refrigeration temperatures lower than 1°C although growth at these temperatures is slow.
- Consumer education has concentrated primarily on the "at risk" groups and a number of health authorities have published guidelines for foods served in hospitals, aged care facilities and food consumed during pregnancy. These guidelines should also be adopted in the home for food prepared for at risk individuals
- The infective dose of L. monocytogenes is unknown but is believed to vary with the strain and susceptibility of the victim. In some cases the infective dose was found to be very low, 100 to 1000 cells.

FOOD SAFETY PROGRAM

3. HACCP CONTINUED

- The onset time can range from 1 to 90 days, although the average is usually 30 days.
- The symptoms of listeriosis are variable and are dependent on the susceptibility of the person affected. Some people experience flu-like symptoms such as fever, convulsions, chills, backache, headache, diarrhoea and vomiting. Susceptible people may experience pyrexia, meningitis and septicaemia. In immune-compromised individuals and during pregnancy the disease can be more serious. Infection in late pregnancy can result in spontaneous abortion, foetal death and stillbirth. The mother may be asymptomatic.
- Duration of Illness – Unknown

Outbreaks

- In Australia, there have been two reported outbreaks of Listeriosis. In 1990 six stillborn were reported. The same subtype of *L. monocytogenes* was isolated from the stillbirth autopsies and a particular brand of pâté.
- An episode occurred in 1991 where three people became ill after eating smoked mussels. The mussels were tested and they were found to contain 107 cells per gram.
- Sporadic cases occur yearly, with round 40 being reported each year. Overseas there have been much larger outbreaks of listeriosis. In the USA, 86 to 314 cases of listeriosis were linked to the consumption of a Mexican-style fresh cheese. There was a 30% mortality rate. The *L. monocytogenes* was traced to the cheese factory where raw milk was added to the pasteurised cheese as it was believed that it enhanced the flavour of the cheese.
- In France in 1992, 270 cases of listeriosis were reported, resulting in 63 deaths and 22 abortions. The illness was linked to the consumption of pork tongue in jelly.

○

Prevention

- Keep food out of the Temperature Danger Zone (5°C to 60°C).
- Ensure food is reheated to 75°C.
- Store raw and cooked food separately to Prevent cross contamination.
- Use clean utensils and equipment to prepare food.
- For ready to eat foods strict temperature control is important. Vegetables should be stored at <4°C. A shelf life of no more than 7 days is recommended. The UK Guidelines for Cook Chill products recommends storage for no longer than 3 days at <4°C
- Practice good personal hygiene making sure that hands are washed regularly with soap, particularly after going to the toilet and after handling raw foods.
- Wipe up meat and vegetable residue with disposable paper towels.
- Ensure that kitchen sponges and clothes are disinfected and replaced regularly.
- Susceptible individuals should avoid high risk foods such as pates, soft cheeses, unpasteurised dairy products and uncooked seafood.
- Foods most at risk of containing *Listeria* should be stored for no more than the recommended shelf life.
- Refrigerators should be kept in a clean and hygienic condition and the temperature kept as cold as possible. Foods should be placed in containers and covered. Cooked foods should always be stored above raw foods.
- Cleaning clothes must be disinfected and paper towel used where possible to wipe up residues from raw meats, fish and vegetables.

FOOD SAFETY PROGRAM

3. HACCP CONTINUED

Yersinia enterocolitis

- Has been recognized as an important cause of foodborne disease since the late 1980s. It is found in the general environment as well as the gut of various animals, and is associated more with the temperate regions of the world.
- Many foods have been implicated as a vehicle or source of infection. While *Y. enterocolitica* has been isolated from a wide range of domestic and wild animals and birds as well as from environmental sources, pigs are directly or indirectly the main primary source of the pathogenic serotypes that cause infections in man.
- Contaminated food or water is regarded as the main source of human infections and there is a close association with consumption of raw or undercooked pork.
- Water vegetables and fresh herbs have been linked to sporadic cases.
- *Yersinia enterocolitica* is a cold tolerant organism and will survive frozen for extended periods and grow at refrigeration temperatures. Growth is slowed below 5°C. It is not heat resistant and is destroyed by pasteurization 72°C for 18 seconds.
- The organism will most likely come into the kitchen environment on pork and pork products. The following measures are important in controlling this organism in the kitchen environment:
 - All pork should be adequately cooked prior to consumption.
 - Raw pork should be covered and refrigerated below cooked foods. Any drip should be promptly cleaned up.
 - Prevent cross-contamination from raw to cooked foods.
 - Ensure that cleaning equipment like sponges and dishcloths are disinfected.
 - Wipe up meat juices with disposable paper towels.
 - Wash hands thoroughly frequently and particularly after handling raw meats.
- *Y. enterocolitica* can cause gastroenteritis mainly in young children, with the most common symptoms being fever, abdominal pain and diarrhoea. In older children the bacteria can cause mesenteric adenitis (pseudo appendicitis). Arthritis and erythema nodosum have been known to occur in adults.
- Illness onset is usually between 24 and 48 hours after ingestion.
- Symptoms may last over 1-2 days. Infective Dose is Unknown

Campylobacter jejuni:

- *Campylobacter* was not recognised as a cause of foodborne disease until the 1970s, and is now thought to be the main cause of foodborne disease in Australia. It is naturally present in the intestines of a number of different domestic animals and birds. It can be frequently isolated from the surface of poultry and also on the surface of cuts of raw meats. It has also been isolated from raw milk
- The organism is sensitive to heat. Adequate cooking, reheating and control of cross contamination from raw foods to cooked foods are the primary control mechanisms in the kitchen. There have been a number of case investigations where salads have been implicated as the source of the organism. Transfer of the organisms to the salad vegetables from surfaces or implements used for raw meats being the most likely cause.
- *Campylobacter* species are slender spirally curved Gram-negative rods. The rods may have one or more spirals. They are non sporing and can form spherical bodies in stationary phase cultures. *Campylobacter* species are highly motile with a cork-screw motion by means of polar flagella at one or both ends.
- They are oxidase and catalase positive and most species reduce nitrate. They grow under microaerophilic conditions and *C. jejuni* grows best in an oxygen concentration of 5-6% and 10% carbon dioxide. They are thermophilic organisms growing at temperatures ranging from 32°C to 45°C, with the optimum temperature 42°C. They can grow at pH values between 5.5 and 8.0. and one strain was capable of growth in the range pH 4.9-9.5

FOOD SAFETY PROGRAM

3. HACCP CONTINUED

- The organism is quite heat sensitive and treatments designed to kill salmonellae should destroy Campylobacter.
- Campylobacteriosis is the name of the illness caused by *C. jejuni*, and is also known as campylobacter enteritis or gastroenteritis. It is caused by the bacterial cells adhering to the walls of the intestinal tract. There may be acute inflammatory enterocolitis and blood in the stools of patients caused by attachment of the organism to the cells of the intestinal wall and production of cytotoxin.
- Infective dose - A dose of 500 cells of *C. jejuni* has been found to cause infection.
- Time of Onset time - Illness usually occurs 2 to 7 days after ingestion of the contaminated food or water.
- *C. jejuni* infection causes diarrhoea, which may be watery or sticky and sometimes bloody. Other symptoms may follow such as fever and abdominal pains.
- Duration of symptoms - Illness generally lasts 7-10 days and is generally self limiting, but relapses may occur in about 25% of cases.

Illnesses caused by Viruses

Food can also be contaminated by viruses whereby viruses don't grow/multiply on food items, more as food items are the carrier of such viruses. In most cases the virus has been introduced onto the food by a food handler which is certainly the case of the **Hepatitis, Norwalk & Epidemic gastroenteritis Viruses.**

Hepatitis

An inflammation or swelling of the liver,

- Is usually transmitted when virus from an infected person is swallowed by another person;
- Eating food that has been handled by an infectious person;
- Drinking water contaminated with sewage;
- Eating food (contaminated with sewage) such as shellfish;
- Eating food contaminated by infectious food handlers.

Norwalk Virus Infection

- Norwalk-like viruses are found worldwide;
- Humans are the only known hosts;
- Norwalk virus infection is an intestinal illness that is increasingly being recognized as a leading cause of food borne disease;
- People get Norwalk Virus Infection by swallowing food or water that has been contaminated with stool from an infected person.

Epidemic viral gastroenteritis

- Gastroenteritis means inflammation of the stomach including small and large intestines. Viral Gastroenteritis is an infection caused by a variety of viruses which results in vomiting and/or diarrhoea;
- Viral **gastroenteritis** is contagious. The viruses which cause gastroenteritis are spread through close contact with an infected person, e.g. by sharing food, water, or eating utensils. Individuals may also become infected by eating or drinking contaminated foods or beverages;
- Food may be contaminated by food preparers or handlers who have Viral Gastroenteritis, especially if they do not wash their hands regularly after using the bathroom. Shellfish may be contaminated and persons eating raw or undercooked shellfish may get diarrhoea

FOOD SAFETY PROGRAM

3. HACCP CONTINUED (ALLERGENS)

ALLERGENS

The fourth category identified as a Hazard is Allergens.

What are allergens and food intolerances?

Allergens are foods known to cause reactions in allergic people due to an immune response. These must be clearly communicated to customers. In addition to food allergies, some people experience intolerance to certain foods. The most common causes of food allergic reactions or food intolerances are:

- cereals containing gluten and their products (i.e. wheat, rye, barley, oats and spelt and their hybridised strains) – as described in FSANZ Food Standards Code, Standards 2.7.2 and 2.7.5
- shellfish, crustaceans and their products
- eggs and egg products
- fish and fish products
- milk and milk products
- peanuts and soybeans, and their products
- added sulphites in concentrations of 10 mg/kg or more
- Tree nuts and sesame seeds and their products any prepared foods that contain these ingredients.

Signs and symptoms

The symptoms of a **mild to moderate allergic reaction** can include:

- swelling of the lips, face and eyes
- hives or welts
- abdominal pain and/or vomiting.

Symptoms of anaphylaxis (**a severe allergic reaction**) can include:

- difficulty breathing or noisy breathing
- swelling of the tongue
- swelling/tightness in the throat
- difficulty talking and/or a hoarse voice
- wheezing or persistent coughing
- loss of consciousness and/or collapse
- young children may appear pale and floppy.

Symptoms usually develop within 10 minutes to one hour of exposure to an allergen but can appear within a few minutes

FOOD SAFETY PROGRAM

4. PERSONAL HYGIENE

In the hospitality and food handling industry, personal hygiene is of the utmost importance. To ensure staff and visitors do not contaminate food with pathogens, foreign matter or chemicals, personal hygiene and sanitation practices are followed by all people present during food handling activities in each respective food preparation and service area.

Remember – most people are unaware of subconscious bad habits:

- Scratching the head or other body parts;
- Picking teeth, nose and ears;
- Tasting food with fingers;
- Licking fingers to separate serving bags;
- Biting fingernails;
- Playing with beards or hair while in the production area;
- Wearing dirty protective clothing;
- Touching open cuts, pimples and sores;
- Wiping hands on protective clothing;
- Not washing hands properly;
- Testing food temperature with hands;
- Coughing and sneezing over food;
- Spitting in kitchen;
- Playing with jewelry;
- Not wearing detectable band aids.

Personal hygiene practices

Staff who handle food:

- **It is RCC policy for *Class 1 Food premises*, that Food Handlers must wear a protective hair covering when ever engaging in food preparation**
- **Wear gloves when handling ready to eat food items and when preparing food in general**
- Use disposable tissues and/or handkerchief to blow their nose;
- Maintain, trim and clean their fingernails;
- Avoid touching their nose, mouth, hair and skin during food preparation;
- Do not cough, sneeze, spit or blow directly onto food;
- Do not eat in the food preparation area;
- Do not put any utensils used for the preparation of food in their mouth;
- Do not smoke in a food service area.

FOOD SAFETY PROGRAM

4. PERSONAL HYGIENE CONTINUED

Hands

Hands are the major contact between food and food handlers. There are always bacteria on our hands especially under jewelry (if worn) and under the fingernails. Some of these bacteria can be harmful.

- Touching open cuts, pimples and soars
- Wiping hands on protective clothing
- Not washing hands properly
- Testing food temperature with hands
- Not wearing detectable band aids

Hand washing

Hand washing protocols vary depending on facilities provided, and in the absence of running water, use disposable sanitising/cleansing wipes and antibacterial gels.

Hand washing facilities, where provided for food handling activities, are separate from those associated with toilets.



sneezing on food



not washing hands
after going to the toilet



not washing hands
before handling food



not washing hands
after taking out the rubbish

Where hand wash facilities are available, staff will normally clean their hands using the following steps – (see overleaf – ‘Keep Hands Clean and Food Safe’)

FOOD SAFETY PROGRAM

Keep Hands Clean and Food Safe

Hand hygiene Washing your hands



1. Hands are only washed in the basin provided.



2. Use soap to work up a lather.



3. Wash palms, fingers, thumbs, nails and wrists (use a nail brush if necessary).



4. Rinse off soap by washing hands under running hot water.



5. Dry with paper towel.

Staff must wash their hands **before**:



- Starting or re-commencing food handling (for example, starting a shift, returning from a break)



- Handling food



- Wearing disposable gloves



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Staff must wash their hands **after**:



- Attending the toilet



- Handling raw ingredients



- Eating or drinking



- Habits that may cause contamination, such as licking fingers, biting nails, smudging, touching pimples or sores



- Coughing, sneezing, using a handkerchief or disposable tissue



- Disposing of or handling waste



- Handling animals



- Handling anything else other than the food (for example, money, cleaning cloths, cleaning equipment)

- Handling any food that may potentially contaminate other food products.

Department of Human Services

For more information call 1300 364 352
www.health.vic.gov.au/foodsafety

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FOOD SAFETY PROGRAM

4. PERSONAL HYGIENE CONTINUED

Cuts & sores

Staffs with cuts and sores on their hands cover the area with a noticeably coloured (blue) waterproof band aid or dressing and wear rubber gloves over the dressing to avoid infective material contaminating the food products.

If staff members cut themselves while handling food, any contaminated food is disposed of. Equipment and surfaces in the affected area are cleaned and sanitised.

Staff members do not return to food production until the wound has been treated, the wound dressed and the dressing covered with a rubber glove.

Staffs suffering from an injury are to report to the Site Manager/Food Safety Supervisor before returning to work.

Jewellery

Food Handlers do not wear loose jewelry or jewelry which may present a physical or microbiological hazard in food handling areas.

- Physical hazards refer to items such as securing clips, inset gem stones, linkages etc.;
- Microbiological hazards refer to the overall clean-ability of the jewelry items and in particular; those worn on the hands and or wrists such as bangles, bracelets, rings and wristwatches etc.

All items worn on the hand or wrist with the exception of one plain-banded wedding ring are removed or if not capable of being removed the item is cleaned and covered completely with a glove.

Other body ornaments/jewelry (excluding name badges) must be of singular construction or alternatively not pose a risk to food safety. The final decision in regard to meeting jewelry standards or where disagreements arise is made by the Site / Operations Manager or onsite Food Safety supervisor.

FOOD SAFETY PROGRAM

4. PERSONAL HYGIENE CONTINUED

Staff illness

Staffs do not work in food preparation or service areas while suffering from illnesses such as infectious disease, infectious skin conditions or suffering gastro-enteritis symptoms.


Common Symptoms of reportable illness include:

- Diarrhoea, vomiting or (either food borne or of viral origin)
- Abdominal pains, Fever, headaches and Nausea
- Fever; and/or sore throat with fever
- Infective illness like jaundice
- infected skin injuries (boils, cuts, etc.); or
- discharges from the ear, eye or nose
- have been overseas or have made contact with someone returning from overseas who has developed an illness;

Staff suffering from one of these symptoms referenced above, and where there is a possibility of contaminating food, is not permitted to engage in any food handling activities.

Staff suffering from an illness – report to the Site Manager/Food Safety Supervisor who in turn notify the HR Department. Depending on the nature of the illness (as described above) the employee may be required to have a doctor clearance certificate before recommencing work/duty.

Updated records sheet with doctor’s clearance.

<p>Record sheet 10 – Staff Illness Register</p>	<p>The Food Safety Supervisor is Observe the personal hygiene and food handling practices of all staff. Be alert for symptoms of any food poisoning or gastroenteritis-type illness (gastro) or food borne disease. Food handlers who have symptoms such as diarrhoea, vomiting, sore throat with fever, fever or jaundice should be excluded from the food handling business for up to 48 hours after their symptoms cease and provide a medical certificate to clear them to return to work</p>			
<p>Date & Time dd/mm/yy</p>	<p>Staff Member</p>	<p>Possible Illness or Symptoms thereof</p>	<p>Medical Certificate Required ✓ Yes No</p>	<p>Action applied / Medical Certificate Viewed (please check)</p>

FOOD SAFETY PROGRAM

4. PERSONAL HYGIENE CONTINUED

Visitors

Delivery staff and visitors are only permitted to enter the food preparation areas if they wear clean clothing, remove or otherwise control potential sources of physical contamination) and do not touch food or behave in a manner that may contaminate the food.

Details relating to unscheduled visitations by invited guests entering food processing areas are recorded in the site diary.



FOOD SAFETY PROGRAM

4. PERSONAL HYGIENE CONTINUED

Clothing

The dress code for staff while working in a food preparation and service area is:

- a clean uniform (self provided: minimum standard visually clean, short sleeve, closed toed shoes);
- must wear a protective hair covering as per Section – Personal Hygiene.
- clean aprons are worn at the commencement of the day and changed when they become obviously soiled.

Aprons used by staff in food preparation areas are not to be worn during activities which are likely to cause contamination of the apron and in particular aprons are not to be worn:

- in toilet areas;
- in lunch rooms;
- in waste disposal areas;
- outside of the food preparation area.

Note: At the discretion of the Food Safety Supervisor, Operations Manager or Head chef, and depending on the nature of work being carried out, staff with obvious excessive body hair such as on arms and or beards maybe required to wear appropriate covering. Special exceptions exist for the various religious groups.

Gloves

Wearing gloves is not a specific requirement but is preferred when directly handling or preparing:

- **ready to eat foods during plating activities;**
- **buffet areas for service;**
- **Bulk preparation activities where excessive direct contact is likely.**

Gloves are avoided during hot food preparation activities where potential OH&S risks are evident.

Gloves intended for food handling use are not to be worn outside of food preparation/service areas.

In general, gloves are changed:

- whenever they become contaminated;
- between working with various food types i.e.: raw meat, poultry, vegetables etc.;
- after handling raw food that could result in contamination of other food;
- between handling cooked and uncooked product or processing operations;
- after handling raw product, gloves must be changed or another barrier provided before handling 'ready to eat' foods (e.g. cooked prawns, oysters, smoked fish);
- after touching ears, nose, hair, mouth or other parts of the body;
- after carrying out any cleaning duties or handling garbage.

FOOD SAFETY PROGRAM

5. HIGH RISK FOODS

What are 'high-risk' foods?

High risk foods are foods which:

- Will support the growth of food poisoning bacteria (or the formation of toxins) – these food are in general rich in sugar, protein, fat. – *Meat, seafood, poultry, eggs, dairy products and smallgoods, or foods that contain these items, for example: sandwiches, quiche and prepared salads*



- Some foods become high risk after they are cooked, such as noodles, rice, pasta and similar foods



- Are ready to eat, or have undergone most, if not all, steps in their preparation process which might control such food poisoning hazards.



FOOD SAFETY PROGRAM

6. TEXTURE MODIFIED “VITAMISED” FOOD

Texture Modified “Vitamised” Food:

Following points are to be considered when providing texture modified “vitamised” food. Most of the vitamised foods are essentially ‘ready to foods’, these food items have been prepared, as to the likes of cream and fruit based desserts and / or cooked like vegetables and meats including seafood.

But what makes this type of food even more “risky”?

The additional step of texturing such meals increase the risk of cross contamination and following causes could be applicable:

- The use of unclean equipment and utensils
- The additional time it take for the procedure and the food entering the Temperature Danger Zone
- The aeration of the food increases the surface for bacteria can contact.
- Food handlers are not following stringent food safety procedures
- Raw ingredients are present when ‘ready to foods’ are being textured.
- Hot textured foods have not been reheated to 75°C core temperature before being served.

Following procedures can ensure that food safety risks applicable to texture modified “vitamised” food are eliminated or reduced to an acceptable level.

- Ensure that the equipment used for texturing of food is cleaned & sanitised between uses in general and between ingredients as part of the same meal/or dish.
- Ensure that cooked foods are at least at 75°C core temperature before any texture modification process is carried out.
- Ensure that cooked foods that are intended to be processed are stored at 5°C or preferably at 3°C or below, before further processing or if it is to be processed hot are held at least 65°C or above.
- Ensure that food handlers wash their hands thoroughly before carrying out any processes of texturing food.
- Ensure that raw foods are being kept well away from ‘ready to foods’ which are about to be processed.
- Ensure that hot textured foods are reheated to 75°C core temperature before being served.
- Ensure that texture modified “vitamised” foods that have been allowed to cool are consumed within 4 hours. (2-4 hour rule applies).

FOOD SAFETY PROGRAM

7. ALLERGY AWARENESS & INGREDIENTS

As already outlined in our **Food Safety Policy statement** Peter Rowland Group recognises that the following groups of people are more vulnerable to food / ingredients related reactions:

- Infants and children
 - Elderly
 - The sick and immune-suppressed
 - Pregnant women
-
- In addition to actively participating in Food Allergy Awareness Week throughout our school contracts, our staffs working in class1 food premises is able to give advice if a particular food item can be safely consumed or if unsure is able to outline potential risk with a client/customer.

 - Our staff is aware that some foods and food ingredients or their components can cause severe allergic reactions including anaphylaxis.
 - Most food allergies are caused by peanuts, tree nuts, milk, eggs, sesame seeds, fish and shellfish, soy and wheat, and these must be declared on the food label however small the amount added.
 - Gluten, also an allergen, needs to be declared on the label so people with Celiac Disease or wheat allergy can identify these products.

 - There is also the additional awareness by our staff in relation to some food labels say 'may contain' certain allergens, such as 'may contain nuts'.
 - This is because the manufacturer is concerned that traces of nuts might be present in the food unintentionally, if, for example, the food is prepared on the same equipment as products that contain nuts.
 - Allergy consumer support groups are working with industry to make these labels more helpful to allergy sufferers.

FOOD SAFETY PROGRAM

8. FOOD ALLERGY ADVISORY STATEMENT



FOOD ALLERGY ADVISORY STATEMENT

We are unable to guarantee that any food produced or served at this site is free of allergenic material.

By law we must provide to you on request:

- Details of the ingredients of a product or food, if we have such information;
- If we do not have the information, notify you of that fact

Please be aware that at this site we prepare, cook and serve food that includes (without limitation) the following common allergens:

- **Cereals gluten (i.e. wheat, rye, barley, oats, spelt)** - contained in products such as thickened soups and sauces, crumbed food, meatloaf, beef and chicken burgers, tarts and bakery items.
- **Eggs and egg products, some of which may be unpasteurised** – contained in products such as egg sandwiches, mayonnaise, hollandaise sauce, deserts and bakery items, meat loaf and burgers and crumbed food items.
- **Fish and fish products** - contained in products such as sushi, seafood soups and sauces. Anchovies in salads, pasta sauces and pizza and Worcestershire sauce.
- **Crustacean and their products** – contained in products such as oyster sauce, fish sauce, seafood soup and other sauces.
- **Peanuts** - contained in products such as bakery items, satay sauce, nut mixes, breakfast cereals and confectionary.
- **Other nuts, soybeans and seeds** - contained in products such as breads, bakery items and confectionary items.
- **Milk and milk products** – contained in products such as bakery items, deserts, crumbed foods, soups and sauces.

If you have any questions regarding the ingredients of any food served please contact a staff member.

FOOD SAFETY PROGRAM

9. FOOD POISONING

What is food poisoning?

Food poisoning the general term used for a food borne illness or disease resulting from having consumed food that was contaminated by infectious **bacteria**, **viruses** and **parasites**. Other forms of poisoning can be a reaction to chemicals, natural poisons or toxins and allergens.

Food poisoning can involve one or more of the following:

- Diarrhoea;
- Abdominal pains;
- Vomiting;
- Headaches;
- Nausea;
- Fever
- Dehydration

Dehydration is the main danger, particularly with the more vulnerable people in the community such as:

- The elderly;
- The sick;
- Young children.

Most cases of food poisoning are mild. They last for only 1-2 days. There have been more serious cases requiring hospitalisation and even causing death.

The severity of food poisoning depends largely on the type of bacteria taken consumed, for example:

Food borne infestation → illness caused by consuming a large numbers of live bacteria

- *Salmonella*

Food borne intoxication → illness caused by consuming a poisonous residue or toxin in food that has been produced by bacteria:

- *Staphylococcus aureus*;
- *Bacillus cereus*;
- *Clostridium perfringens*;
- *Clostridium botulinum*;
- *Escherichia coli*
- *Listeria monocytogenes*
- *Yersinia enterocolitis*
- *Campylobacter jejuni*

FOOD SAFETY PROGRAM

10. FOOD HANDLING PROCESSES & FOOD SAFETY PROCEDURES

Good Food Hygiene Practices can be defined as workplace procedures or if strictly documented as **Standard Operating Procedures. (SOPs)**

SOPs aim to protect food from risk of contamination at following steps through out the handling processes:

- Purchasing & Receiving
- Storage;
- Defrosting/Thawing
- Preparation;
- Cooking;
- Cooling;
- Freezing
- Thawing
- Reheating
- Hot and cold holding
- Serving

In every food premise, in every food production, but depending on the individual product or dish produced the steps above are applicable and are defined as: Critical Control Points - (CCPs)

The HACCP system states that: a CCP is a point, step or procedure, at which a control can be applied so that the Food Safety Hazards can be prevented, eliminated or reduced to an acceptable level.

Essentially HACCP is a systematic approach for:

- Identification;
- Assessment; and
- Control

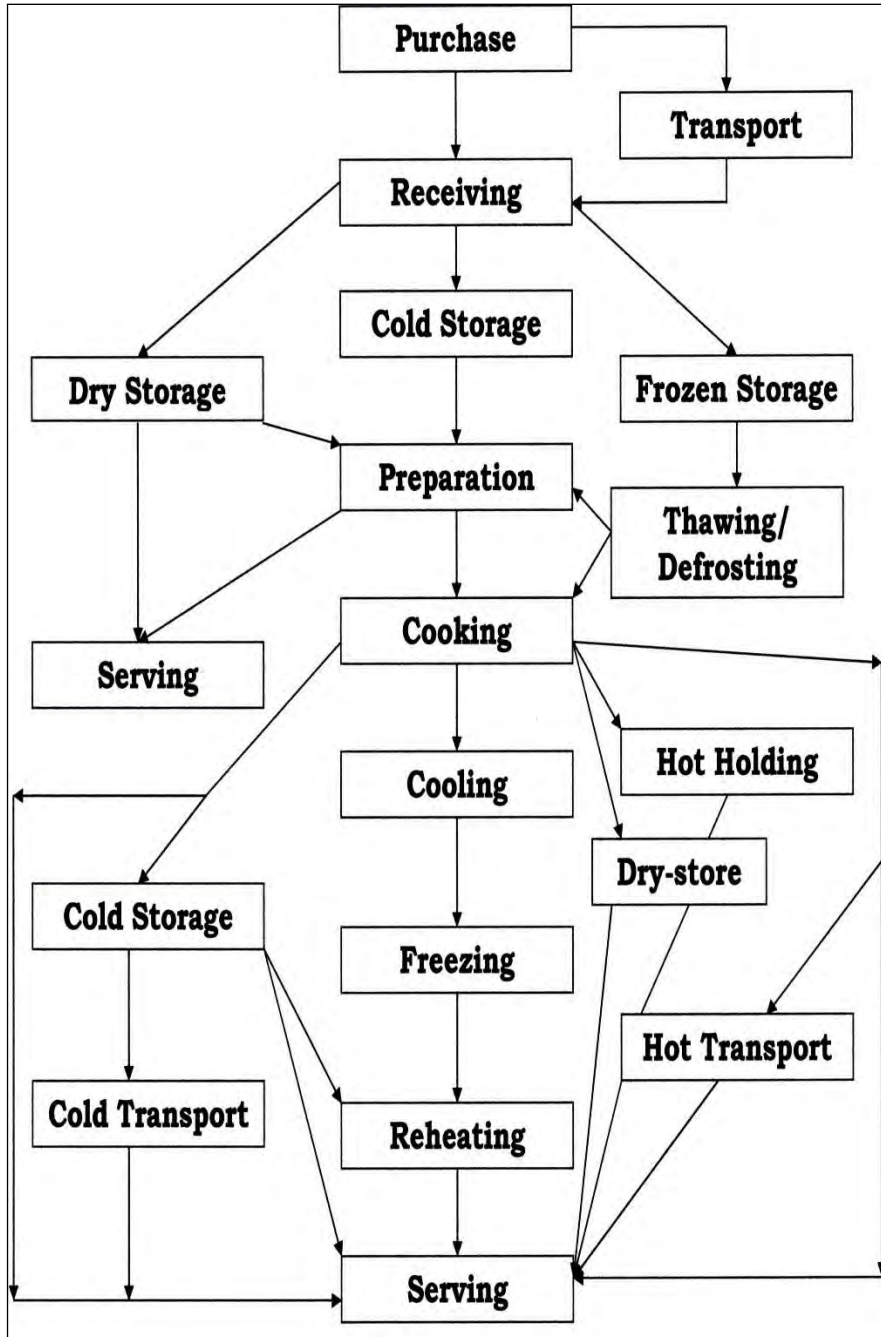
of various hazards. When properly applied, HACCP concentrates on the prevention methods of various identified hazards and the risk of them occurring at specific points in the process. This can ensure that food is safely produced and provided/served and/or sold.

	HAZARD ANALYSIS CRITICAL CONTROL POINT (HACCP)
PRINCIPLE 1:	<u>Identification of hazards</u> and assessment of their seriousness and risk.
PRINCIPLE 2:	<u>Establishing critical control points</u> required to control these hazards
PRINCIPLE 3:	<u>Setting critical limits</u> to ensure an operation is under control at a particular control point
PRINCIPLE 4:	<u>Establishment of monitoring systems</u> for critical limits
PRINCIPLE 5:	<u>Corrective action</u> if critical limits are not met.
PRINCIPLE 6:	<u>Verification</u> that the system is operating correctly.
PRINCIPLE 7:	<u>Keeping a record</u> of each HACCP system.

FOOD SAFETY PROGRAM

10. FOOD HANDLING PROCESSES & FOOD SAFETY PROCEDURES CONT....

Critical Control Point - Graph:



FOOD SAFETY PROGRAM

10. FOOD HANDLING PROCESSES & FOOD SAFETY PROCEDURES CONT....

The Critical Control Points explained:

Purchasing, Receiving & Storage

The increasing cost of food has resulted in narrowing of profit margins and a number of food businesses are not able to increase their menu prices without losing their competitiveness. For those businesses as well as those which hope to achieve better margins, the temptation is to purchase food either discounted, or close to the 'best before date' resulting in potentially unsafe food.

From a food safety point of view, the risk to the business outweighs the (minor) increased profitability.

Avoid buying discounted, close to the 'best before date' or unsafe food;

- Always buy and receive food from a registered and company approved supplier;
- Audit your supplier on a regular basis.



Receiving

To produce good food for your customers, the raw materials must be free from contamination, i.e. not rotten, discolored, damaged or otherwise of poor quality. This includes the delivery.

Following Delivery Standards should apply:

- Driver handles food safely and is wearing clean protective clothing related to food transport;
- Delivery vehicle is appropriate, clean, well maintained and registered as a Food Transport vehicle;
- Specific Delivery times may apply according to business needs.

<p>Record sheet 1 - Goods Receiving Form</p> <p>Catering Site: _____</p> <p>Food Safety Supervisor: _____</p>	<p>It is RCC policy that every delivery is to be checked and documented.</p> <p>High-risk foods should be delivered at 5°C or colder, unless you are confident that the food has been in the temperature danger zone between 5°C and 60°C for less than 2 hours.</p> <p>Hot food to be delivered at or above 60°C.</p> <p>Frozen foods should always be delivered frozen hard.</p> <p>If food packaging is damaged, reject the delivery and if this is a re-occurring issue with a particular supplier, the supplier is to be reported to RCC Food safety auditor & purchasing department.</p>	<div style="border: 1px solid black; padding: 5px; display: inline-block;"> <p>PETER ROWLAND</p> </div>
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Date dd/mm/yy	Time	Supplier	Only High Risk Food and Food within the Temperature Danger Zone is to be checked – Dairy, Meat, Poultry, Seafood,	Food Core Temperature (High Risk Foods)	Best before/ Use by date	Accept (A) or Reject (R)	Initials	Problems and corrective actions

FOOD SAFETY PROGRAM

10. FOOD HANDLING PROCESSES & FOOD SAFETY PROCEDURES CONT....

Storage

As most raw materials are not used immediately, appropriate, clean and well maintained storage areas are essential to ensure food safety.

Storage will be divided into the following categories:

- a. Dry storage (pantry or dry stores);
- b. Cold & frozen storage (refrigerators, cool rooms, freezers)



shelves are

Maintenance of storage facilities & areas:

- Ensure that all surfaces such as walls, floors, ceilings and thoroughly cleaned and well maintained;
- Ensure that storage facilities are included in the Cleaning Schedule;
- Cold storage facilities such as fridges, cold display unit and freezers are regularly calibrated and serviced.

Visual inspection & temperature check procedures are as following:

- Supplies should be of the quality and specifications ordered;
- Check on 'use by' or 'packaged on' dates which guarantee freshness;
- Packaging not to be damaged;
- Check that foods are free from pests, insects or other physical hazards;
- Frozen foods should carry no signs of partial thawing or ice formation within the package which may indicate thawing and refreezing;
- Frozen food is still solid, (temperature check between two frozen items, give it a knock or try to bend it, to check if frozen right through!!);
- High risk foods to be below 5°C (temperature check);
- Raw foods are separated from cooked and ready to eat foods.
- Store foods, after checking, in appropriate, designated storage facilities;

Storage Principles & Standard Operating Procedures:

- Rotate stock upon receipt using the 'first-in, first-out' In accordance with the foods 'use-by date';
- Check for foods beyond their 'use-by date', or foods showing signs of deterioration or even spoilage and remove them;
- Ensure that storage containers are food grade and not damaged;
- Store foods in original, sealable containers or cover them for protection from contamination;
- Date and label foods that are not in their original packaging, so all food handlers know the content and age of the food.

FOOD SAFETY PROGRAM

10. FOOD HANDLING PROCESSES & FOOD SAFETY PROCEDURES CONT....

Dry Storage (pantry or dry stores)

Usually these products have a longer shelf life than refrigerated products. Rice, pasta, flour, cereals, dried fruit and nuts are all examples of products that can be kept in dry store, without deterioration, if packaged correctly.

Most dry storage areas are kept at a temperature between 15°C and 25°C with a mild humidity. Optimum conditions for bacteria growth exist if the storage area is not kept clean free of vermin and pests. Light also needs to be controlled as it can cause chemical changes in the food.

- ***Do not store dry goods in direct sunlight as this can cause reactions in the food***
- ***Don't put old equipment and stuff that might never get used again in the dry store;***
- ***Dry store is a good area to store food packaging, provided that the items are packaged and protected from contamination.***

Cold & Frozen Storage (Refrigerators, Cool rooms, Freezers)

Following **Standard Operating Procedures (SOP's)** will apply:

SOP's relating to equipment:

Regularly check temperature of foods and equipment:

- Refrigerators/cool room → ~ 0°C and 4°C;
- Freezers → below -18°C;
- Keep doors closed to avoid cold air escaping;
- Ensure that doors seal properly;
- Door seals should be kept clean to avoid early deterioration undamaged;
- Defrost fridges and freezers regularly to improve the efficiency;
- Schedule servicing regularly by authorized personnel;
- Do not overload/overfill fridges or freezers as this will affect the temperature of the food - limiting air flow throughout the unit.

SOP's relating to Food

High-risk foods (perishable and semi-perishable) are stored in a refrigerator/cool room as soon as they are received. They are generally stored between 1°C and 4°C.

Care must be taken to separate food groups when storing. The following rules apply:

- Store cooked food above raw food (as the blood/other liquid from raw food can drip onto cooked food and cause contamination);
- Meat should be separated from seafood and fruits/vegetables;
- Cover all food stored in the cool room (this will prevent contamination, reduce the possibility of food absorbing the odours of other food and prevents food from drying out)
- Cool cooked food rapidly (never place hot food directly into the cool room as it can raise the temperature into the danger zone);
- Do not store food in opened cans as the food can oxidise with the metal especially with high acid foods like tomato or juices;
- Store foods which are still warm in shallow containers for faster cooling.

FOOD SAFETY PROGRAM

10. FOOD HANDLING PROCESSES & FOOD SAFETY PROCEDURES CONT....

General Food Storage Conditions

These are important in preventing infestation by pests and rodents and keeping products in an optimum environment:

- Food products must be stored off the floor, away from corners and walls;
- Dry conditions – mop up any spillages promptly;
- Storage bins must be cleaned and have close-fitting lids. The use of garbage type bins should not be used in food production, but as it is common practice it is recommended those storage bins are of different colour to the garbage bins used;
- Regular rotation of stock items;
- Regular moving of shelving to allow for proper cleaning;
- Well lit area;
- Remove empty containers;
- All products are stored in sealed containers or covered;
- Regularly check the temperature of the food whilst it is in the refrigerator or freezer.

<p>Record sheet 2a - Storage Units Temperature Log</p> <p>Catering Site: _____</p> <p>Food Safety Supervisor: _____</p> <p>For the week/month/year starting / /</p>	<p>Check Temperature of all units at least twice a day.</p> <p>Correct Temperature:</p> <ul style="list-style-type: none"> • Freezers should be -18°C or colder • Cool holding units should be 5°C or colder • Hot holding units should be 75°C or hotter 	<div style="border: 1px solid black; padding: 5px; display: inline-block;"> PETER ROWLAND </div>
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Unit	Monday		Tuesday		Wednesday		Thursday		Friday		Saturday		Sunday	
	Time	Temp	Time	Temp	Time	Temp	Time	Temp	Time	Temp	Time	Temp	Time	Temp
	am/pm		am/pm		am/pm		am/pm		am/pm		am/pm		am/pm	

Corrective Actions (date and action taken)

FOOD SAFETY PROGRAM

11. HACCP TABLES

Critical Control Point	Hazard	Critical Limit	Monitoring	Corrective Action	Applicable Record Sheet
Purchasing	Cross contamination	Pos must be separated for cross contamination of products including Allergen risk products.	Write or speak to your suppliers detailing the conditions you want the food to be delivered in.	Conduct frequent Supplier Audits.	Record sheet 7 – Approved Food Suppliers List
	Allergens	Suppliers may change ingredients of products from time to time which may contain allergens which did not previously.	Review Supplier agreements and SOP to ensure that any changes to products supplied containing allergens is always updated. Notify suppliers of the required communication		N/A

FOOD SAFETY PROGRAM

11. HACCP TABLES

Critical Control Point	Hazard	Critical Limit	Monitoring	Corrective Action	Applicable Record Sheet
Receiving	Contamination of food with bacteria, chemicals or other non-food material, such as pests or physical items.	Frozen Food to arrive at -18°C or below chilled food between 1-4°C and hot food above 65°C. <i>If food is delivered in the temperature danger zone of 5°C to 60°C, ask the delivery person to show you evidence of the food's temperature for the previous two hours.</i>	Observe whether the driver and the truck are clean and check that the vehicle is not carrying any animal(s) or chemicals in the same area as the food.	Move good into the applicable storage as soon as possible.	Record sheet 1 – Goods Receiving Form Record sheet 2 – Storage Units Temperature Log Record sheet 3 – Equipment Calibration Log Record Sheet 4 - Allergen Ordered Products Record Sheet 5 - Received Labelled Allergens Record sheet 6 –Pest sighting & Reporting Log Record sheet 8 – Cleaning Schedule
	Growth of bacteria in food that spends too long in the temperature danger zone of 5°C to 60°C.		Temperature check on delivery, packaging, signs of thawing of frozen items. Make sure that all products are properly labelled, including the product name, address of manufacturer, a batch code or date code, an ingredient list and allergen information. All products should be within their 'best before' or 'use-by' dates.	Reject products in damaged packaging.	
	Allergens		All Allergen products to be receipted separately against the event order number together with the PO.	Products are to be receipted in accordance with the colour coded items identified as allergens. Products must be clearly labelled containing allergens. Products must have no damaged packaging. All products must be labelled with the correct "best before" or "use by dates".	
			Reject the delivery of any products containing allergens if : Packaging is torn, damaged or not sealed. The ingredients list is not clearly marked as containing allergens where allergens are known. No ingredients list is labelled on the packaging. Ingredients or products do not clearly show "best before" or "used by dates". any signs of cross contamination with the delivery of other products; and any signs of contamination in general.		

FOOD SAFETY PROGRAM

11. HACCP TABLES

Critical Control Point	Hazard	Critical Limit	Monitoring	Corrective Action	Applicable Record Sheet
Storage	Food poisoning	Store cold between 1-4°C Store frozen food at -18°C or below.	Make sure all stored food is adequately labelled so you can be sure of its ingredients (e.g. to identify any possible allergens).	Store food away from chemicals and protect from pests. Regularly check that stored foods are not at risk of contamination. Identify any unlabelled food and either use immediately or dispose of it.	Record sheet 1 – Goods Receiving Form Record sheet 2 – Storage Units Temperature Log Record sheet 3 – Equipment Calibration Log Record Sheet 4 - Allergen Ordered Products Record Sheet 5 - Receipted Labelled Allergens Record sheet 6 –Pest sighting & Reporting Log Record Sheet 7 - Allergen Storage Container Record sheet 8 – Cleaning Schedule
	bacteria can grow in high-risk foods if they are not stored at the correct temperature.	Dry goods in ventilated areas with low humidity.	Regularly check stored food to see that it is not at risk. Make sure that water and condensation from one food can not drip onto other food.	Dispose of any food you can not identify.	
	Dry goods can be affected by non food contaminants (chemicals, pests, other physical items) or allergens.		Ensure that ready-to-eat food is stored separately from raw food by providing a separate refrigerator or freezer. If this is not possible, store ready-to-eat food: • above raw food • above raw food • in a separate part of the refrigerator/freezer • in covered containers	Dispose of any ready-to-eat food if you think it might have been contaminated.	
	Allergens	Must be isolated to avoid cross contamination	Regularly check that products which contain allergens are labelled correctly and stored separately and isolated to avoid any cross contamination	<p>Dispose immediately any products/ingredients containing allergens if :</p> Packaging is torn, damaged or not sealed. The ingredients list is not clearly marked as containing allergens where allergens are known. Ingredients list label has been removed. Label showing "best before" or "used by dates" is missing. Products are not stored correctly in the allergens area. Any identified cross contamination with other products; and any signs of contamination in general.	

FOOD SAFETY PROGRAM

11. HACCP TABLES

Critical Control Point	Hazard	Critical Limit	Monitoring	Corrective Action	Applicable Record Sheet
Defrosting/ Thawing	Growth of food	Keep defrosting food separate from cooked and ready-to-eat foods.	Regularly check separation of defrosting foods from potential cross contamination	Dispose of ready-to-eat foods that might be contaminated.	Record Sheet 9 - Disposal of foods (IN DATE) Record sheet 4 – Internal Review – Process Temperature Log
	Allergens	Keep defrosting allergen food separate from cooked and ready-to-eat foods.		Dispose of any foods which contain allergens that may be identified as cross contaminated	
	Poisoning bacteria	Thawing should take place in a refrigerated environment over the predicted timeframe in temperatures from 1-4°C.	Ensure that foods are fully defrosted by: checking for ice in the food using a skewer or a probe thermometer, especially poultry, large joints of processed meat are thoroughly defrosted before cooking.	Throw away thawed food if uncovered or in damaged packaging.	
	Defrosting raw meat can cross contaminate cooked and ready-to-eat foods				
	Cross contamination	Make sure the time high-risk food spends in the temperature danger zone of 5°C to 60°C is as short as possible – up to a cumulative total of 4 hours.	Identify any products being defrosted / thawed which have cross contamination including products which contain allergens and the location of where they have been stored/thawed/defrosted	Clean and disinfect contaminated areas.	

FOOD SAFETY PROGRAM

11. HACCP TABLES

Critical Control Point	Hazard	Critical Limit	Monitoring	Corrective Action	Applicable Record Sheet
Preparing	Cross contamination of ready-to-eat food with food poisoning bacteria from hands, utensils, cloths, surfaces, raw food or other items	Cross contamination	Regularly look at how food is being prepared and Measure the amount of time that preparation processes take.	<p>Only take from the refrigerator the amount of food you can prepare within a safe time frame and place in correct preparation area. (Usage of allergenic food space separately)</p> <p>Dispose of food if you are not confident that it has been safely handled.</p> <p>Replace with clean equipment, utensils and cloths. Return food to the refrigerator if there are delays.</p> <p>Review cleaning schedules and practices.</p> <p>Repair or replace equipment that cannot be properly cleaned.</p> <p>Wash thoroughly or throw out.</p> <p>Dispose of any ingredients/products which have been cross contaminated with allergenic food.</p>	Record Sheet 9 - Disposal of foods (IN DATE)
	Cross-contamination of non-allergenic foods with allergens from other foods, cooking equipment and surfaces that have been in contact with allergens.		Inspect equipment, utensils and cloths regularly to see if they are clean. Inspect the worktop, chopping board and bench space areas used for ready-to-eat food and ensure it is only used for that purpose.		
	Cross contamination of ready-to-eat fruit and vegetables with food poisoning bacteria found in soil		Monitor records to make sure equipment, utensils and cloths are being sanitised.		
	Cross-contamination of allergenic foods with allergens from other foods, cooking equipment and surfaces that have been in contact with allergens.		Monitor that the colour code chart for chopping boards being followed?		Colour code chart for chopping boards

FOOD SAFETY PROGRAM

11. HACCP TABLES

Critical Control Point	Hazard	Critical Limit	Monitoring	Corrective Action	Applicable Record Sheet
Cooking	Food poisoning bacteria can survive if food is not properly cooked	<p>Cook food thoroughly to kill most food poisoning bacteria, ensuring the food reaches 75°C or hotter.</p> <p>The exemption is when cooking fish or solid pieces of red meat (cutlets, steaks and roasts) the internal temperature does not have to reach 75°C, but can be cooked to customer preference (e.g. rare, medium-rare steaks, tuna & salmon).</p>	<p>Ensure that a probe thermometer is used to measure the temperature of the thickest part or centre of the food.</p> <p>Monitor how it is being cooked:</p> <p>Liquids should bubble rapidly when stirred.</p> <p>Ensure the largest piece of meat in stews and curries is cooked through.</p> <p>Combination dishes (e.g. shepherd's pie) should be steaming in the centre.</p> <p>Processed meat products (e.g. sausages and burgers) should be hot through with no pink or red in the centre.</p> <p>Poultry should be fully cooked in the thickest part of the leg.</p> <p>Poultry should be fully cooked in the thickest part of the leg.</p> <p>All outside surfaces of whole fish, whole joints of meat or steaks should be fully cooked (e.g. by sealing in a pan or cooking in the oven).</p> <p>Shellfish such as prawns and crabs should have changed colour and texture.</p> <p>The shells of shellfish (e.g. mussels and clams) should open and the flesh inside should have shrunk.</p>	<p>Review your cooking method.</p> <p>Increase the time or temperature, use different equipment or reduce portion sizes.</p> <p>Repair or replace equipment.</p>	<p>Record sheet 4 – Internal Review – Process Temperature Log</p> <p>Record Sheet 9 - Disposal of foods (IN DATE)</p>
	Allergens	<p>Separation of the cooking of foods containing allergens.</p> <p>Cooking allergen-free and nut-containing foods in the same area without adequate separation.</p>	<p>Designate specific cooking areas and equipment for allergen-free food preparation.</p> <p>If separate areas are not feasible, thoroughly clean and sanitize all equipment and surfaces between usage</p>	<p>Disposal of all foods cooked using a preparation area which has NOT been thoroughly cleaned and sanitised which "may" have caused cross contamination with allergenic food items.</p> <p>Clean thoroughly any areas where the placement of prepared foods prior to cooking have been placed to eliminate any risk of cross contamination.</p> <p>Dispose of any food items which have been cooked using shared equipment which has not been thoroughly cleaned and sanitised.</p>	

FOOD SAFETY PROGRAM

11. HACCP TABLES

Critical Control Point	Hazard	Critical Limit	Monitoring	Corrective Action	Applicable Record Sheet
Cooling	Growth of food poisoning bacteria	Cool high-risk food from 60°C to 21°C within 2 hours, and then to 5°C or colder within the next 4 hours	Monitor that the temperature of cooked food is reduced to below 5°C as quickly as possible after cooking.	If food is greater than 21°C after 2 hours, place on top of an ice tray. Discard high-risk food if the cooling time exceeds 2 hours from 60°C to 21°C or exceeds 4 hours to 5°C. Discard any cooled food if you think it might have been contaminated. Improve cooling procedures and facilities.	Record sheet 4 – Internal Review – Process Temperature Log Record Sheet 9 - Disposal of foods (IN DATE)
Food Containing Allergens			Ensure that cooked food is treated as ready – to eat food, and that safe food handling practises are followed.		
			Ensure food containing allergens are placed in the correct cool room for food containing allergens and labelled correctly		
Critical Control Point	Hazard	Critical Limit	Monitoring	Corrective Action	Applicable Record Sheet
Freezing	Pathogens that cause food spoilage are killed or do not grow very rapidly at reduced temperatures	Food has retain temperature of 18°C or below. RCC frozen storage times.	Monitor food items in frozen storage.	Dispose of ready-to-eat foods that might be contaminated.	Record sheet 4 – Internal Review – Process Temperature Log Record Sheet 9 - Disposal of foods (IN DATE)
			Apply stock rotation procedures.	Throw away thawed food if uncovered or in damaged packaging. Throw away any foods which may contain allergens if any cross contamination has occurred	

FOOD SAFETY PROGRAM

11. HACCP TABLES

Critical Control Point	Hazard	Critical Limit	Monitoring	Corrective Action	Applicable Record Sheet
Thawing of prepared foods	Re-growth of food poisoning bacteria	Thawing should take place in a refrigerated environment over the predicted timeframe in temperatures from 1-4°C.	Keep defrosting food separate from cooked and ready-to-eat foods.	Dispose of ready-to-eat foods that might be contaminated.	Record sheet 4 – Internal Review – Process Temperature Log Record Sheet 9 - Disposal of foods (IN DATE) Record Sheet 7 - Allergen Storage Area Table List
	Re-contamination through inappropriate handling		Ensure that foods are fully defrosted by: checking for ice in the food using a skewer or a probe thermometer, especially poultry, large joints of processed meat are thoroughly defrosted before cooking.	Throw away thawed food if uncovered or in damaged packaging.	
	Food poisoning bacteria can survive if food is not properly reheated.		Keep foods containing allergens away from foods to avoid cross contamination	Throw away any thawed foods which contain allergens if left uncovered, damaged packaging or left outside of a food allergen dedicated area.	

Critical Control Point	Hazard	Critical Limit	Monitoring	Corrective Action	Applicable Record Sheet
Re-heating	Cross-contamination of food through poor personal hygiene or from raw food to reheated food and allergenic to non-allergenic product.	Ensure that food reaches a core temperature of 75°C or hotter as fast as possible, or no longer than one hour or is re-heated according to manufacturer's instructions.	Use a probe thermometer to regularly measure the temperature of the thickest part of the food. Check that: Ø reheated food is hot (steaming) all the way through Ø Liquids bubble rapidly when stirred.	Review your cooking method. Any foods which have not met temperature must be disposed off. Any food containing allergens, which may have been cross contaminated or stored after re-heating not in an isolated location must be disposed off. Increase the time or temperature, use different equipment or reduce portion sizes.	Record sheet 4 – Internal Review – Process Temperature Log Record Sheet 9 - Disposal of foods (IN DATE) Record Sheet 7 - Allergen Storage Area Table List
	Cross-contamination of food containing allergens must be reheated separately to ensure that is no cross contamination through poor personal hygiene or from raw food to reheated food and allergenic to non-allergenic product.				

FOOD SAFETY PROGRAM

11. HACCP TABLES

Critical Control Point	Hazard	Critical Limit	Monitoring	Corrective Action	Applicable Record Sheet
Hot & Cold Holding	Food poisoning bacteria can grow over time, if the hot holding units break down or if they are not turned on or set to the correct temperature.	Keep hot food at 60°C or hotter.	<p>Ensure that the display or holding equipment is at the required temperature before displaying or storing food. Measure the food's temperature in the display unit by measuring the core or surface temperatures of food on display. Monitor that clean equipment, utensils and cloths are used.</p> <p>Make sure food is protected and/or covered where appropriate (e.g. sneeze guards or covers).</p> <p>Encourage customers to use tongs or other utensils as appropriate.</p> <p>Supervise food areas with trained staff. Inspect equipment, utensils and cloths regularly to see if they are clean and sanitised.</p> <p>Regularly check that areas are actively supervised.</p>	<p>If the food's temperature is less than 60°C for less than 2 hours: Ø reheat to 75°C or hotter, serve immediately and discard any leftovers or Ø reheat to 75°C or hotter, maintain at 60°C or above during service and discard any leftovers or Ø cool to 5°C or colder and refrigerate (remember you should only reheat food once).</p> <p>If the food's temperature is less than 60°C for more than 4 hours, discard the food.</p> <p>If the food's temperature is greater than 5°C for: Ø less than 2 hours, use food immediately or return to refrigerated storage Ø more than 2 hours and less than 4 hours, use food immediately Ø more than 4 hours, discard food.</p> <p>Discard ready-to-eat food if you think it might have been contaminated.</p>	<p>Record sheet 4 – Internal Review – Process Temperature Log</p> <p>Record Sheet 9 - Disposal of foods (IN DATE)</p> <p>Record Sheet 7 - Allergen Storage Area Table List</p>
	Growth of food poisoning bacteria in ready-to-eat food, if the cold holding units break down or are not turned on or at the correct temperature.	Display at 5°C or below.	<p>Encourage customers to use tongs or other utensils as appropriate.</p> <p>Supervise food areas with trained staff. Inspect equipment, utensils and cloths regularly to see if they are clean and sanitised.</p> <p>Regularly check that areas are actively supervised.</p>		
	Food containing allergens must be held in Hot or Cold Holding separate to those foods which do not.	Cross contamination	<p>Any foods containing allergens which have been identified as been cross contaminated must be disposed off immediately</p>		
	Labelling	Labels must be clearly placed on any storage of Hot and Cold Holding units identifying that foods contain or do not contain foods which may contain allergens.			

FOOD SAFETY PROGRAM

11. HACCP TABLES

Critical Control Point	Hazard	Critical Limit	Monitoring	Corrective Action	Applicable Record Sheet
Serving by Server or "Self Service"	Contamination of food by staff or customers using self-service.	<p>All high risk food items are to be served outside the in the temperature danger zone of 5°C to 60°C.</p> <p>Ensure any foods containing allergens are labelled and isolated from any areas containing non allergenic foods where self serving is in place.</p> <p>Servers need to identify clients who have pre-nominated "allergen" sensitive by way of the placement of colour coded table numbers.</p> <p>Servers ask each client, prior to plating the dish if they are allergic to any food items.</p> <p>Event manager to ensure dietary requirements of all guests have been identified in the Event Order, so placement of Allergen Table Identifiers are placed.</p>	Monitor the time between preparing, cooking, plating and serving of food.	<p>The ANZFA states: The '4-hour/2-hour rule':</p> <p>Any ready-to-eat potentially hazardous food, if it has been at temperatures between 5°C and 60°C:</p> <ul style="list-style-type: none"> • for a total of less than 2 hours, must be refrigerated or used immediately; • for a total of longer than 2 hours but less than 4 hours, must be used immediately; or • for a total of 4 hours or longer, must be thrown out. <p>RCC recommends that in its Class1 Food premises, the time food spends in the temperature danger zone of 5°C to 60°C. be kept to the absolute minimum.</p> <p>Disposal of any items placed on table which contains allergens for dietary required client; and replacement of all cutlery, dishes and any items which may have been contaminated including napkins, table clothes, cups, glasses etc..</p>	<p>Record sheet 4 – Internal Review – Process Temperature Log</p> <p>Record Sheet 9 - Disposal of foods (IN DATE)</p> <p>Record Sheet 7 - Allergen Storage Area Table List</p> <p>PETER ROWLAND DOES NOT SUPPORT NOR USE "SELF SERVING" OPTIONS</p>
	Cross contamination of foods containing allergens	<p>Regularly check that products which contain allergens are labelled correctly and stored separately and isolated to avoid any cross contamination including equipment which is being used to serve products.</p> <p>Ensure correct placement of dietary requirements are place on tables.</p> <p>Plates containing dietary requirements including Allergen Free are clearly identified.</p>	<p>Regularly check that products which contain allergens are labelled correctly and stored separately and isolated to avoid any cross contamination including equipment which is being used to serve products.</p> <p>Ensure correct placement of dietary requirements are place on tables.</p> <p>Plates containing dietary requirements including Allergen Free are clearly identified.</p>		

FOOD SAFETY PROGRAM

11. HACCP TABLES

Example of : Production Flow Chart – Chicken & Mayonnaise Sandwich

Ingredients: Chicken fillet (fresh), Mayonnaise (Hellmann's – purchased), Margarine, Toast/Bread – Glenroy Bakery, Salt, Pepper, Parsley

Critical Control Point	Hazard	Critical Limit	Monitoring	Corrective Action	Applicable Record Sheet
Purchasing	All ingredients purchased from an approved supplier.	HACCP or Food business registration number listed	Frequent supplier and delivery vehicle audit	Advise supplier of the outcome of the audit and discuss rectification	Record sheet 7 – Approved Food Suppliers List
Receiving	<p>Chicken fillet contaminated with bacteria, chemicals or other non-food material, such as pests or physical items.</p> <p>Additional growth of bacteria (salmonella) if too long in the temperature danger zone.</p> <p>Mayonnaise & Margarine contaminated with bacteria, chemicals or other non-food material, such as pests or physical items if packaging is broken or beyond the use-by-date.</p> <p>Parsley fillet contaminated with bacteria, chemicals or other non-food material, such as pests or physical items.</p> <p>Toast/Bread contaminated with bacteria/mould, chemicals or other non-food material, such as pests or physical items if packaging is broken or beyond the use-by-date.</p> <p>Dry goods contaminated with non-food material, such as pests or physical items.</p>	<p>All fresh ingredients delivered at temperature of 1-4°C.</p> <p>Dry goods delivered</p>	<p>Temperature check on all fresh items.</p> <p>Visual inspection – packaging, use-by-date, physical contamination, appearance and general quality</p>	<p>Move good into the applicable storage as soon as possible.</p> <p>Reject products in damaged packaging.</p> <p>Reject food items that are significantly outside the temperature range of 1-4°C.</p> <p>Reject pre-packaged foods that don't have the name and address of the supplier, a batch code or date code, and an ingredient list on the label. Reject packaged food if the supplier cannot provide product information on allergens.</p> <p>Reject any product if it appears to be contaminated.</p>	<p>Record sheet 1 - Goods Receiving Form</p> <p>Record sheet 2 - Storage Units Temperature Log</p> <p>Record sheet 3 - Equipment Calibration Log</p> <p>Record sheet 6 –Pest sighting & Reporting Log</p> <p>Record sheet 8 – Cleaning Schedule</p>

FOOD SAFETY PROGRAM

11. HACCP TABLES

Storing	<p>Chicken fillet cross-contaminated with bacteria, chemicals or other non-food material or physical items.</p> <p>Additional growth of bacteria (salmonella) if too long in the temperature danger zone.</p> <p>Mayonnaise & Margarine contaminated with bacteria, chemicals or other non-food material, such as physical items if packaging is broken or beyond the use-by-date.</p> <p>Parsley fillet contaminated with bacteria, chemicals or other non-food material, or physical items.</p> <p>Toast/Bread contaminated with bacteria/mould, chemicals or other non-food material, and physical items if packaging is broken or beyond the use-by-date.</p> <p>Dry goods contaminated with non-food material, such as pests or physical items.</p>	<p>Storage temperature of 1-4°C it to be maintained.</p> <p>Dry good to be stored at ambient room temperature and low humidity.</p>	<p>Daily temperature check of equipment and food.</p> <p>Visual inspection – labelling, packaging, use-by-date, physical contamination, appearance and general quality</p> <p>Apply stock rotation principles.</p>	<p>Ensure that all food items are covered / packaged.</p> <p>Identify any unlabelled food and either use immediately or dispose of it.</p> <p>Dispose of any food you can not identify.</p> <p>Dispose of any ready-to-eat food that might have been contaminated.</p>	<p>Record sheet 2 - Storage Units Temperature Log</p> <p>Record sheet 3 - Equipment Calibration Log</p> <p>Record sheet 6 – Pest sighting & Reporting Log</p> <p>Record sheet 8 – Cleaning Schedule</p>
Preparing	<p>Chicken fillet cross-contaminated with bacteria, chemicals or other non-food material or physical items. And additional growth of bacteria (salmonella) if too long in the temperature danger zone.</p>	<p>Ensure the time that chicken spends in the temperature danger zone of 5°C to 60°C is as short as possible – up to a cumulative total of 4 hours.</p>	<p>Temperature check on all fresh items.</p> <p>Visual inspection – during preparation process</p>	<p>Use colour coded cutting boards to minimise cross-contamination.</p> <p>Ensure equipment used is clean & sanitised.</p>	<p>Record sheet 4 - Internal Review - Process Temperature Log</p> <p>Record sheet 8 – Cleaning Schedule</p> <p>Colour code chart for chopping boards</p>
Cooking	<p>Chicken fillet cross-contaminated with bacteria, chemicals or other non-food material or physical items.</p> <p>Additional growth of bacteria (salmonella) if chicken fillet is not cooked according to SOPs.</p>	<p>Chicken to be cooked to the core temperature of 75°C</p>	<p>Core temperature check and visual inspection – during cooking period</p>	<p>Extent cooking period if core temperature of 75°C is not reach after the anticipated time</p>	<p>Record sheet 4 - Internal Review - Process Temperature Log</p> <p>Record sheet 8 – Cleaning Schedule</p>

FOOD SAFETY PROGRAM

11. HACCP TABLES

Cooling	Re-contamination of chicken with bacteria, chemicals or other non-food material or physical items.	Cool chicken from 60°C to 21°C within 2 hours, and then to 5°C or colder within the next 4 hours.	Visual inspection – during cooling process,	Place chicken briefly into freezer if the 2/4 hour rule cooling period can't be achieved.	Record sheet 4 - Internal Review - Process Temperature Log Record sheet 8 – Cleaning Schedule
Preparing	Re-contamination of all ingredients with bacteria, chemicals or other non-food material or physical items. Mayonnaise, Margarine & Parsley is cross-contaminated with bacteria, chemicals or other non-food material, such as physical items if left opened/not cover and unsupervised or SOPs are not followed correctly. Toast/Bread is cross-contaminated with bacteria/mould, chemicals or other non-food material, and physical items if packaging is broken or beyond the use-by-date.	Ensure the time that chicken, mayonnaise & margarine spends in the temperature danger zone of 5°C to 60°C is as short as possible – up to a cumulative total of 4 hours.	Visual inspection – during preparation process	Dispose of any ingredients /ready-to-eat food that might have been contaminated. Parsley is to be washed to minimise the risk of contamination through bacteria, chemicals or other non-food material or physical items. Use colour coded cutting boards to minimise cross-contamination. Ensure equipment used is clean & sanitised.	Record sheet 4 - Internal Review - Process Temperature Log Record sheet 8 – Cleaning Schedule
Serving	Re-contamination of the sandwich with bacteria, chemicals or other non-food material or physical items.	Ensure food is served within the temperature range 1-4°C	Visual inspection – Temperature check at the point of service	Dispose of the sandwich if cross or re-contamination has occurred. Food handlers to follow strict hygiene procedures	Record sheet 4 - Internal Review - Process Temperature Log Record sheet 5 – <u>Point of Service</u> Temperature Log Record sheet 8 – Cleaning Schedule

FOOD SAFETY PROGRAM

12. PURCHASING, RECEIVING & STORAGE

The increasing cost of food has resulted in narrowing of profit margins and a number of food businesses are not able to increase their menu prices without losing their competitiveness.

For those businesses as well as those which hope to achieve better margins, the temptation is to purchase food either discounted, or close to the 'best before date' resulting in potentially unsafe food.

From a food safety point of view, the risk to the business outweighs the (minor) increased profitability.

- Avoid buying discounted, close to the 'best before date' or unsafe food;
- Always buy and receive food from a registered and company approved supplier;
- Audit your supplier on a regular basis.

Receiving

To produce good food for your customers, the raw materials must be free from contamination, i.e. not rotten, discoloured, damaged or otherwise of poor quality. This includes the delivery.

Following Delivery Standards should apply:

- Driver handles food safely and is wearing clean protective clothing related to food transport;
- Delivery vehicle is appropriate, clean, well maintained and registered as a Food Transport vehicle;
- Specific Delivery times may apply according to business needs.

Storage

As most raw materials are not used immediately, appropriate, clean and well maintained storage areas are essential to ensure food safety.

Storage will be divided into the following categories:

- c. Dry storage (pantry or dry stores);
- d. Cold & frozen storage (refrigerators, cool rooms, freezers)

Maintenance of storage facilities & areas:

- Ensure that all surfaces such as walls, floors, ceilings and shelves are thoroughly cleaned and well maintained;
- Ensure that storage facilities are included in the Cleaning Schedule;
- Cold storage facilities such as fridges, cold display unit and freezers are regularly calibrated and serviced.

FOOD SAFETY PROGRAM

12. PURCHASING, RECEIVING & STORAGE CONT..

Visual inspection & temperature check procedures are as following:

- Supplies should be of the quality and specifications ordered;
- Check on ‘use by’ or ‘packaged on’ dates which guarantee freshness;
- Packaging not to be damaged;
- Check that foods are free from pests, insects or other physical hazards;
- Frozen foods should carry no signs of partial thawing or ice formation within the package which may indicate thawing and refreezing;
- Frozen food is still solid, (temperature check between two frozen items, give it a knock or try to bend it, to check if frozen right through!!);
- High risk foods to be below 5°C (temperature check);
- Raw foods are separated from cooked and ready to eat foods.
- Store foods, after checking, in appropriate, designated storage facilities;

<p>Record sheet 1 - Goods Receiving Form</p> <p>Catering Site: _____</p> <p>Food Safety _____</p> <p>Supervisor: _____</p>	
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Date	Time	Supplier	Food Type – Dry Dairy, Meat, Poultry, Seafood,	Food Temperature (High Risk Foods)	Best before/ Use by date	Accept (A) or Reject (R)	Initials	Problems and corrective actions

Storage Principles & Standard Operating Procedures:

- Rotate stock upon receipt using the ‘first-in, first-out’ In accordance with the foods ‘use-by date’;
- Check for foods beyond their ‘use-by date’, or foods showing signs of deterioration or even spoilage and remove them;

FOOD SAFETY PROGRAM

12. PURCHASING, RECEIVING & STORAGE CONT..

- Ensure that storage containers are food grade and not damaged;
- Store foods in original, sealable containers or cover them for protection from contamination;
- Date and label foods that are not in their original packaging, so all food handlers know the content and age of the food.

Dry Storage (pantry or dry stores)

Usually these products have a longer shelf life than refrigerated products. Rice, pasta, flour, cereals, dried fruit and nuts are all examples of products that can be kept in dry store, without deterioration, if packaged correctly.

Most dry storage areas are kept at a temperature between 15°C and 25°C with a mild humidity. Optimum conditions for bacteria growth exist if the storage area is not kept clean free of vermin and pests. Light also needs to be controlled as it can cause chemical changes in the food.

- ***Do not store dry goods in direct sunlight as this can cause reactions in the food***
- ***Don't put old equipment and stuff that might never get used again in the dry store;***
- ***Dry store is a good area to store food packaging, provided that the items are packaged and protected from contamination.***

Cold & Frozen Storage -(Refrigerators, Cool rooms, Freezers)

Following **Standard Operating Procedures (SOP's)** will apply:

SOP's relating to equipment:

Regularly check temperature of foods and equipment:

- Refrigerators/cool room → ~ 0°C and 4°C;
- Freezers → below -18°C;
- Keep doors closed to avoid cold air escaping;
- Ensure that doors seal properly;
- Door seals should be kept clean to avoid early deterioration undamaged;
- Defrost fridges and freezers regularly to improve the efficiency;
- Schedule servicing regularly by authorized personnel;
- Do not overload/overfill fridges or freezers as this will affect the temperature of the food – limiting air flow throughout the unit.

SOP's relating to Food

High-risk foods (perishable and semi-perishable) are stored in a refrigerator/cool room as soon as they are received. They are generally stored between 1°C and 4°C.

Care must be taken to separate food groups when storing. The following rules apply:

- Store cooked food above raw food (as the blood/other liquid from raw food can drip onto cooked food and cause contamination);

FOOD SAFETY PROGRAM


12. PURCHASING, RECEIVING & STORAGE CONT..

- Meat should be separated from seafood and fruits/vegetables;
- Cover all food stored in the cool room (this will prevent contamination, reduce the possibility of food absorbing the odours of other food and prevents food from drying out)
- Cool cooked food rapidly (never place hot food directly into the cool room as it can raise the temperature into the danger zone);
- Do not store food in opened cans as the food can oxidise with the metal especially with high acid foods like tomato or juices;
- Store foods which are still warm in shallow containers for faster cooling.

General Food Storage Conditions

These are important in preventing infestation by pests and rodents and keeping products in an optimum environment:

- Food products must be stored off the floor, away from corners and walls;
- Dry conditions – mop up any spillages promptly;
- Storage bins must be cleaned and have close-fitting lids. The use of garbage type bins should not be used in food production, but as it is common practice it is recommended those storage bins are of different colour to the garbage bins used;
- Regular rotation of stock items;
- Regular moving of shelving to allow for proper cleaning;
- Well lit area;
- Remove empty containers;
- All products are stored in sealed containers or covered;
- Regularly check the temperature of the food whilst it is in the refrigerator or freezer.

<p>Record sheet 2 - Storage Units Temperature Log</p> <p>Catering Site: _____</p> <p>Food Safety Supervisor: _____</p> <p>For the week starting / /</p>	<p>Check Temperature of all units at least twice a day.</p> <p>Correct Temperature:</p> <ul style="list-style-type: none"> • Freezers should be -18°C or colder • Cool holding units should be 5°C or colder • Hot holding units should be 75°C or hotter 	
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Unit	Monday		Tuesday		Wednesday		Thursday		Friday		Saturday		Sunday	
	Time	Temp	Time	Temp	Time	Temp	Time	Temp	Time	Temp	Time	Temp	Time	Temp
Big Fridge	11:00am	3°C	10:30am	4°C	10:20am	4.5°C	11:10am	2°C	9:30am	5°C	11:30am	4°C	N/A	N/A
	8:30pm	4.5°C												

FOOD SAFETY PROGRAM

12. PURCHASING, RECEIVING & STORAGE CONT..

Thawing/Defrosting & Preparing

The process of *Thawing/Defrosting of Food*, is used in our kitchens on daily basis.

Following SOPs should apply:



Do:

- When thawing frozen food, it must be done in the fridge at below 5°C which is where most food poisoning bacteria have their slowest rate of bacterial growth;
- Make sure that frozen foods – especially poultry, large joints of meat (legs of pork or lamb even when it's boned & rolled – are thoroughly defrost before cooking.
- Remember: this can take up to two days or more depending on the item to be thawed;
- A turkey can take up to 3 days or more to defrost in the fridge.
- Keep defrosting food separate from cooked and ready-to-eat foods. (If possible defrost foods on a different shelf or at least **follow the rule: Raw food below cooked or ready to eat food!!**)
- Dispose of ready-to-eat foods that might become contaminated.



Don't:

- Defrost more than you need;
- Defrost food at room temperature → food will defrost unevenly allowing micro-organisms to increase whilst in the **Danger Zone**.
- Refreeze defrosted or partially cooked food. Date code and refrigerate it.

Microwave Thawing:

- A Microwave oven can be used to quickly defrost small food items: however, food thawed this way should be cooked immediately.

Thawing under running warm water:

- **This method of defrosting could be potential dangerous as high risk food items can be exposed to temperature ranges within the Danger Zone.**

FOOD SAFETY PROGRAM

12. PURCHASING, RECEIVING & STORAGE CONT..

Food preparation covers a broad spectrum of procedures including:

- Washing, peeling, chopping;
- Slicing, dicing, mixing, sorting;
- Kneading and decorating.

Care must be taken to protect the food from cross-contamination by all three Food Safety Hazards, i.e.:

- Physical;
- Chemical;
- Microbiological.

SOPs for the preparation of food are divided in following sections:

- a) SOPs relating to food handlers;
- b) SOPs relating to food handling;
- c) SOPs relating to equipment used in the process

Food Handlers should abide following SOPs in relation to Personal Hygiene:


- Staff to strictly follow hand washing procedures;
- Follow your business policies & operations procedures;
- Report all illness to your employer, if you are not sure about the hygiene hazard. There are similar symptoms between common illnesses and potentially hazardous ones in a food handling environment;
- No Smoking in & around food production areas;
- All staff are to maintain high standards of personal hygiene, including cleanliness of their personal protective clothing, e.g. chef's uniform;
- Utensils used for tasting are to be washed thoroughly between tastings i.e. not to be passed to fellow colleagues.
- ***No Smoking while wearing personal protective clothing***

FOOD SAFETY PROGRAM

12. PURCHASING, RECEIVING & STORAGE CONT..

SOPs relating to Food handling:

- Use separate utensils, e.g. knives, when preparing raw and ready-to-eat food;
- Use separate chopping boards etc. when preparing raw and ready-to-eat food. It is recommended that colour coded chopping boards be used to minimise the risk of cross contamination;
- The preparation time for high risk food when the food is within the **Danger Zone 5-60°C** especially, is to be kept to a time limit of 1hour if possible. Take only that amount of food from the cooling facility you could safety handle in the given time frame.
- The use of gloves is mandatory when handling ready to eat food with hands.

<p>Record sheet 4 - Internal Review - Process Temperature Log</p> <p>Catering Site: _____</p> <p>Food Safety Supervisor: _____</p> <p>For the month / /</p>	<p>This record is to be used by the Food Safety Supervisor once a month. (Recommended some time in the middle)</p> <p>The record verifies that your food making processes are meeting the time and temperature controls.</p> <p>You should complete this record by logging the processes of at least two menu items or products on a set date, once a month. Photocopy the record sheet before using it.</p>	
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Menu Item	Process	Date											
		Start	Finish	Start	Finish	Start	Finish	Start	Finish	Start	Finish	Start	Finish
	Time												
	Temp												
	Time												
	Temp												
Comments:													
Corrective Action:										Signed by FSS:			

Menu Item	Process	Date											
		Start	Finish	Start	Finish	Start	Finish	Start	Finish	Start	Finish	Start	Finish
	Time												
	Temp												
	Time												
	Temp												
Comments:													
Corrective Action:										Signed by FSS:			

FOOD SAFETY PROGRAM

12. PURCHASING, RECEIVING & STORAGE CONT..

Ready to eat foods

- Foods that have been prepared and are served cold e.g. salads, desserts etc.;
- Foods that have been cooked and are ready to serve;
- Foods that have been cooked then chilled and are to be served;
- Wash fruits and vegetables in clean water before preparation to remove all soil, insects to reduce any chemical residue and bacteria.



SOPs relating to Equipment used in the process

- Thoroughly clean and sanitise all equipment, food contact surfaces after preparation of raw foods and between different food types;
- Utensils carry bacteria if not cleaned and sanitised properly, and contributing to cross contamination;
- Cooking vessels should be cleaned and well maintained
- Stainless steel pots & black steel pans are recommended as there is no deterioration as is more common with aluminum equipment.



FOOD SAFETY PROGRAM

12. PURCHASING, RECEIVING & STORAGE CONT..

The use of cutting boards throughout food production

The use of cutting boards goes hand in hand with the use of knives. This is not only in a food production area such as the kitchen, but also in a bar area where cutting boards are in use.

- Cutting fruits for garnishes such as those required by certain cocktails;
- Slices of lemon in a G 'n T, or in a Corona beer etc.

In the kitchen – almost every bit of prepared food will pass over a cutting or chopping boards on its way to the customer.

- Fish & Seafood;
- Poultry;
- Raw Meat;
- Dairy Products;
- Cooked Foods;
- Fruit & Vegetable.

In the past cutting boards have been linked to food safety incidents such as cross contamination which resulting in food poisoning outbreaks. Not through use of the cutting boards themselves but rather through incorrect treatment of the boards by food handlers.

Such as:

- Not cleaning and sanitising the boards properly;
- Not planning the boards after they deep cuts or other gashes were inflicted;
- Not being repaired after damage through extreme heat.

To raise the awareness against cross contamination, internationally recognised colour coded cutting boards have been introduced throughout food handing & producing establishments.

Special attention should be given to the green board, as it is used for vegetable & herbs with strong favours such as onion, garlic, fresh basil as well as fruits; clashes of these food items can cause food poisoning through spores, especially when ready to eat food is to be prepared.

FOOD SAFETY PROGRAM

12. PURCHASING, RECEIVING & STORAGE CONT..

Colour Codes for Cutting boards

White
All Dairy Foods



Red
Raw meat



blue
Fish
Seafood



Yellow
Poultry



Brown
Cooked Foods



Green
Fruit and
Vegetables



FOOD SAFETY PROGRAM

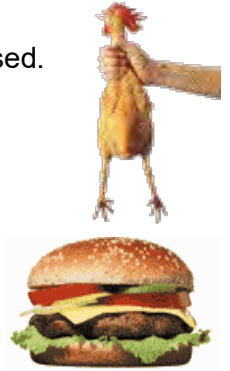
13. COOKING

Cooking:

Ideally high-risk food should be cooked without interruption to the cooking process. But in some restaurants and other food service establishments this is often not the case. Food items have to be prepared and pre-cooked to ease the pressure during busy service times.

Establishments that rely on above procedures must be aware that by undercooking certain high risk food items, the risk of food contamination and or poisoning is increased. Following SOPs should apply:

- All high-risk foods must be reheated/cooked to a core temperature of 75°C especially chicken and other poultry items
- Processes meats such as mince, pies etc.
- Temperatures of cooked food should be checked with a thermometer at the centre of the meat item.



Some restaurants serve fish dishes such as salmon cooked to rare or med-rare. Research for information on the internet has found no significant cases of food contamination caused by this particular cooking process.

Food Contamination that may arise includes:

- Food poisoning bacteria may be present in undercooked food;
- Physical contamination can occur from damaged equipment;
- Contamination from poor hygiene (equipment & food handler) and through cleaning chemicals and other products can occur.

(Poultry & formed minced meats are the biggest contributor to salmonella poisoning. In most cases the food was undercooked)

Regularly measure the temperature of the thickest part of the food using a probe thermometer. Look at how it is being cooked:

- Liquids should bubble rapidly when stirred.
- Ensure the largest piece of meat in stews and curries is cooked through.
- Combination dishes (e.g. shepherd's pie) should be steaming in the centre.
- Processed meat products (e.g. sausages and burgers) should be hot through with no pink or red in the centre.
- Poultry should be fully cooked in the thickest part of the leg or cut of meat
- All outside surfaces of whole fish, whole joints of meat or steaks should be fully cooked (e.g. by sealing in a pan).
- Colour and texture of fish should change at the centre or near the bone.
- Shellfish such as prawns and crabs should have changed colour and texture.
- The shells of shellfish (e.g. mussels and clams) should open and the flesh inside should have slightly shrunk.

Exemptions to the 75°C core temperature rule

When cooking fish or solid pieces of red meat (cutlets, steaks, roasts also salmon & tuna) the internal temperature does not have to reach 75°C, but can be cooked to customer preference (e.g. rare, medium-rare steaks).

FOOD SAFETY PROGRAM

14. COOLING

- Cooked high-risk food that is not intended for immediate use should be cooled.
- To keep food safe and minimise the time it spends in the temperature **Danger Zone**

‘Australia & New Zealand Food Safety Standards’ recommend that:


- **Hot food shall not be allowed to cool at room temperature for more than one hour.**

Food should be cooled in following Steps:

- **From 65°C or higher to below 21°C in the first 2 hours,**
- **Then from 21°C to below 5°C within a further maximum of 4 hours**

To achieve those cooling process:

- Use shallow trays no deeper than 10cm or divided into small portions
- Foods must be protected from cross-contamination when cooling
- Temperature of foods must be checked within the time frame
- Stir hot liquid while it is being chilled.
- Containers of hot food in cold or ice water.
- Use a clean and sanitised thermometer to check the temperature at the centre of food.
- Don't move hot food straight from the oven or stove into the refrigerator, cool room or freezer as it raises the temperature in the unit.
- If, after five hours, the food has not reached a temperature of below 5°C, speed up the cooling process by placing the food in the freezer.
- Cool food in appropriate clean containers.
- Cover, label and date food before placing it in the refrigerator, cool room or freezer.

<p>Record sheet 4 - Internal Review - Process Temperature Log</p> <p>Catering Site: _____</p> <p>Food Safety Supervisor: _____</p> <p>For the month / /</p>	<p>This record is to be used by the Food Safety Supervisor once a month. (Recommended some time in the middle)</p> <p>The record verifies that your food making processes are meeting the time and temperature controls.</p> <p>You should complete this record by logging the processes of at least two menu items or products on a set date, once a month. Photocopy the record sheet before using it.</p>	
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Menu Item	Process	Date											
		Start	Finish	Start	Finish	Start	Finish	Start	Finish	Start	Finish	Start	Finish
	Time												
	Temp												
	Time												
	Temp												
Comments:													
Corrective Action:										Signed by FSS:			

Menu Item	Process	Date											
		Start	Finish	Start	Finish	Start	Finish	Start	Finish	Start	Finish	Start	Finish
	Time												
	Temp												
	Time												
	Temp												
Comments:													
Corrective Action:										Signed by FSS:			

FOOD SAFETY PROGRAM

15. REHEATING

Any food that has been pre-prepared and refrigerated must be reheated quickly to the correct temperature to avoid bacteria growth. Food poisoning bacteria can survive if food is not properly reheated. Points to remember:

- Use cooking time and cooking equipment temperatures to ensure food reaches 75°C or hotter and is cooked according to manufacturer’s instructions – check temperature using a probe thermometer
- Divide large batches of food into smaller containers to reheat more quickly;
- Check that reheated food is hot (steaming) all the way through and liquids bubble rapidly when stirred.
- Discard leftovers after reheated – do not re store.
- Do not use bains-marie to reheat food because they cannot achieve a food temperature of 75°C within one hour.
- Where possible, stir or mix food to make sure there are no cold spots and the food is evenly reheated.
- Preheat equipment such as ovens and grills before use; otherwise, food will take longer to reheat and recommended reheating times in recipes or manufacturer’s instructions might not be long enough to kill bacteria.
- If you are reheating food in a microwave, follow the manufacturer’s instructions, including advice on standing and stirring. The manufacturer has tested their instructions to make sure that foods will be properly reheated. When food is micro waved, it can be very hot at the edges and still be cold in the centre – regular stirring helps to prevent this.
- Protect food from cross-contamination by using clean utensils and equipment during any handling.
- Check your activity log records to ensure that food is reheated safely. Adjust recipe cards or equipment settings if necessary.

FSANZ indicates that the reheating process should not take longer than 2 hours. Further more reheated foods should be held at 70-75°C for more than 2 minutes.

Record sheet 4b - Internal Review - Process Temperature Log (Batch production to serving) Rylands Site: _____ Food Safety Supervisor: _____	This record is to be used by the Food Safety Supervisor EVERY TIME that an item is prepared, cooked and cooled down and reheated at a later time and or date. Please Ensure that the temperate process log record each batch reheat if applicable The record verifies that your food making processes are meeting the time and temperature controls.									
Menu Item	Process	Preparing	Cooking	Cooling	Freezing (if applicable)	Thawing (if applicable)	Reheating	Reheating	Reheating	Reheating
Date	/ /	/ /	/ /	/ /	/ /	/ /	/ /	/ /	/ /	/ /
Time	/	/	/	/	/	/	/	/	/	/
Temp	/	/	/	/	/	/	/	/	/	/
Date	/ /	/ /	/ /	/ /	/ /	/ /	/ /	/ /	/ /	/ /
Time	/	/	/	/	/	/	/	/	/	/
Temp	/	/	/	/	/	/	/	/	/	/
Date	/ /	/ /	/ /	/ /	/ /	/ /	/ /	/ /	/ /	/ /
Time	/	/	/	/	/	/	/	/	/	/
Temp	/	/	/	/	/	/	/	/	/	/
Date	/ /	/ /	/ /	/ /	/ /	/ /	/ /	/ /	/ /	/ /
Time	/	/	/	/	/	/	/	/	/	/
Temp	/	/	/	/	/	/	/	/	/	/

Comments:

Corrective Action: _____ Signed by FSS: _____


FOOD SAFETY PROGRAM

16. SERVING FOOD

Serving food starts when:

Food items are to be placed on a plate, in a bowl, in take away container or even into paper bag or plastic sleeve.

- Staff must practice high standards of personal hygiene;
- All utensils and equipment should be clean and sanitised;
- Separate utensils for each food/food type should be provided.
- Staff should be trained in serving procedures.
- All unpackaged ready-to-eat foods should be handled by barriers e.g., scoops, gloves, inverted back (deli meats), tongs, spoons, ladles;
- Do not use cracked, broken, chipped, utensils and plates;
- Staff must wash hands after handling soiled cutlery, crockery and glassware.
- Food containers for take away should be of food-grade material and stored so that they are not subject to cross-contamination;
- They are designed for single-use and not suitable for cleaning and re-using.
- Where staff is required to serve customers food as well as handle money, the One Glove Technique must be followed.
- Single-use items: e.g. straws, cups, plates etc.,
- Are initially stored safely, away from chemicals and other substances and free from likelihood of contamination through out the service process

<p>Record sheet 5 – Point of Service Temperature Log</p> <p>Catering Site: _____</p> <p>Food Safety Supervisor: _____</p> <p>For the week starting / /</p>	<p>Point of service specifies, when food items have been prepared/cooked & have become a ready-to eat food item for service, either for plating, hot or cold holding in a display equipment.</p> <p>In general : Cold High Risk ready to eat food should be served at 5°C and Hot High Risk ready to eat food should be served at 60°C or hotter (even that food at 60°C would be perceived as been cold, if not specified otherwise)</p> <p>Two items per day, one hot & one cold item - document different items each day.</p>	
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Day & Date (e.g. Mon – 29/2/11)	Food Item	Core Temperature	Status	Required Temperature	Corrective action taken (if any)
Mon – 29/2/11	Cajun Chicken fillet	61°C	unsafe	75°C	Extended cooking time and re-checked
	Pasta salad	4.5°C	safe		

FOOD SAFETY PROGRAM

16. SERVING FOOD CONT...

Possible Risks when serving food is:

Food in the Danger Zone

It is inevitable that in every kitchen food will be standing in the Danger Zone, It's part of the preparation to help speeding up times used during service or in busy production.

The two / four hour rule applies for Food in the Danger Zone between 5°C and 60°C

- **For a total of less than 2 hours – must be refrigerated or used immediately**
- **For a total of more than 2 hours, but less than 4 hours – must be used immediately**
- **For a total of 4 hours or longer – must be disposed**

These are total times, of food remained in the Danger Zone, special attention is necessary were food premises are running Spit-shifts, and food item are prepared for double shifts.

<p>Record sheet 4 - Internal Review - Process Temperature Log</p> <p>Catering Site: _____</p> <p>Food Safety Supervisor: _____</p> <p>For the month / /</p>	<p>This record is to be used by the Food Safety Supervisor once a month. (Recommended some time in the middle)</p> <p>The record verifies that your food making processes are meeting the time and temperature controls.</p> <p>You should complete this record by logging the processes of at least two menu items or products on a set date, once a month. Photocopy the record sheet before using it.</p>	<div style="border: 1px solid black; padding: 5px; margin: 0 auto; width: 80%;"> <p style="margin: 0;">ROWLAND</p> <p style="margin: 0; font-size: small;">COMMERCIAL CATERING</p> </div>
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Menu Item	Process	Date											
		Start	Finish	Start	Finish	Start	Finish	Start	Finish	Start	Finish	Start	Finish
	Time												
	Temp												
	Time												
	Temp												
Comments:													
Corrective Action:										Signed by FSS:			

Menu Item	Process	Date											
		Start	Finish	Start	Finish	Start	Finish	Start	Finish	Start	Finish	Start	Finish
	Time												
	Temp												
	Time												
	Temp												
Comments:													
Corrective Action:										Signed by FSS:			

FOOD SAFETY PROGRAM

17. DISPLAYED FOODS

Hot Food Storage/Display:

- Heat food to at least 75°C internal temperature and maintain food at a temperature of at least 60°C – use a probe thermometer to check temperatures;
- When food is held in an oven or Bain-marie, the internal temperature of the food must be kept above 60°C;
- Discard food if the temperature (internal and external) drops below 60°C for longer than 2 hrs.;
- Check the temperature (internal) of the food regularly using a probe thermometer. Clean and sanitise the probe after use;
- Never use a Bain-marie or food warmer to reheat food;
- Discard any food, or replace utensils, which have been contaminated;
- Food in Bain-maries should be placed directly into the proper Bain-marie dishes;
- Do not 'top up' food batches. Replace the whole tray;
- Do not overload trays in Bain-marie;
- Check that foreign objects do not contaminate uncovered food.

Observe not only temperatures, which you are required by law, but also note that food left in a Bain-marie for long periods, will look dried out and not appetizing.

Who would want to buy it???



FOOD SAFETY PROGRAM

17. DISPLAYED FOODS CONT...

Cold Food Storage/Display:

- Refrigeration unit must be switched on and pre-chilled ahead of time;
- Temperature of high risk food must be maintained at below 5°C;
- Use thermometer to check temperature of unit and of food;
- Do not over-stack food. Freezers and chillers have a load line, a level which indicates the point to where food should be stacked;
- Raw and ready-to-eat foods must be kept separated. Plastic partitions can be used;
- Meats should be stored separately from salads, e.g. separate food groups;
- Cover foods where possible to prevent cross contamination;
- Do not top up food batches. Replace whole tray with fresh items;
- Frozen items should be kept frozen solid at -15°C;
- Discard any food or replace utensils which may have been contaminated. Separate utensils for each food type;
- Cold air should be able to circulate around food to maintain temperature;
- Keep all surfaces within cold displays clean and well maintained;
- Check for foreign matter contamination of uncovered food.

FOOD SAFETY PROGRAM

18. TRANSPORTATION & STORAGE

Transportation of food is often a neglected link in food handling. The same food safety procedures that apply in a food premises apply in the transportation of food.

Food is often transported from suppliers to food premises or from kitchen to venue or the customer, e.g. boardroom lunches, functions, catering, etc.

Food businesses, when transporting high-risk foods MUST:

- Transport Food under temperature control;
- Protect it from the likelihood of contamination;
- Only use a dedicated vehicle (vehicles specifically designed for food transport) or container for transporting food;
- Containers should have a lid which can be fastened to keep out dust and other forms of contamination;
- Avoid using second-hand foam or other cardboard containers (including the repeated use of foam eskies) as they are not durable and cannot be easily cleaned and sanitised.

Food Storage during Transportation

When transporting food, the following practices must be adhered to:

- Cold food must be transported at less than 5°C in a refrigerated vehicle or in insulated boxes with ice bricks;
- Hot food must be transported in insulated boxes and temperatures must not fall below 60°C;
- Frozen food must be kept FROZEN hard (-15°C);
- High risk foods can be out of temperature control (in the danger zone) however, during transport they should not be in the danger zone for more than one hour;
- Utensils, crockery, cutlery and packaging need protection from contamination and transportation of such items should be similar to that of food;
- Doors of refrigerated vehicles must not be left open during delivery as the storage area temperature may rise above 5°C. Plastic fly strips can be fitted so that cold can't escape when doors are left open;
- All refrigerated food transport vehicles must have a thermometer which constantly measures the temperature within the vehicle;
- Food should be transported in a manner that protects it from contamination;
- Food is to be transported in a clean, well maintained vehicle; Food should not be transported with hazardous chemicals.

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FOOD SAFETY PROGRAM

18. TRANSPORTATION & STORAGE CONT

<p>Record sheet 14 – <i>Transport</i> – Departure Temperature Log</p> <p>Catering Site: Food Safety Supervisor: _____</p>	<p>These food items could be <u>Cold High Risk ready to eat foods</u> such as sandwiches, fruit platters or partially thawed pastry items like sausage rolls or party pies.</p> <p>In general: Cold High Risk and ready to eat food should be transported between 1- 4°C and or should not remain in the Temperature Danger Zone for more than 2 hours.</p>	<div style="border: 1px solid black; padding: 5px; display: inline-block;">PETER ROWLAND</div>
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Day & Date <small>(e.g. Mon – 29/2/11)</small>	Food Items	Core Temperature	Time of Departure	Destination	Corrective action taken <small>(if applicable)</small>

FOOD SAFETY PROGRAM

19. FOOD LABELLING & USE BY DATES

It is vital that all food items retain its original labelling, or is to be re-labelled if it is decanted or containers are changed for various reasons.

“Day dots” colour codes are to be used for labelling all:

- Prepared foods: An estimated use-by-date is given to food items that have been prepared in any way – washed, cut, blanched but are not yet ready to eat foods. The time span of “use-be-dates” depends as to the nature of the food – different meats, seafood, poultry or vegetables and if the food has been vacuum-packed, wrapped or in container with fitting lids as well as storage temperatures.

In general follow time frames are Rowland Commercial guidelines;

Food items	Packaging	Time frame
Red meat	Wrapped/container	3-5 days
Red meat (repacked)	vacuum-packed	14 days
Fish & Seafood	Wrapped/container	2 days
Vegetables fresh/cut	Wrapped/container	2 days
Vegetables pre-blanched	Container	36 hours

- **Ready to eat foods:**

Food items	Packaging	Time frame
Salads (cooked foods – and mayonnaise based)	Container	3-4 days
Baked dessert items	Wrapped	4 days
Fruit salad fresh /cut	Wrapped/container	2 days
Soup & stews cooked	Container	3 days
Meats cooked	Wrapped/container	4 days

FOOD SAFETY PROGRAM

20. ENVIRONMENTAL HYGIENE

This broad term refers to the need to keep your workplace free of clutter or conditions that allow bacteria and vermin to thrive.

Housekeeping should be planned in a systematic way. Regular inspections need to be scheduled and monitoring them and the work undertaken needs to be documented as required by legislation. (Australia & New Zealand Food Standards Code Standard 3.2.3 - Food Premises and Equipment)

There are 5 components of good Environmental Hygiene:

1. Cleaning and Sanitising;
2. Cleaning Schedule;
3. Premises and Equipment Maintenance;
4. Pest Control;
5. Waste Disposal

Cleaning & Sanitising

All cleaning tasks should be scheduled on a daily, weekly or longer, but regular basis and incorporated into an overall plan. It will identify all areas of the premises and documents a schedule for all cleaning. The RCC cleaning schedule is designed to cover all 5 components that need to be addressed:

- What area, fixed and non-fixed equipment/utensil is to be cleaned?
- What cleaning materials and equipment are used?
- When should cleaning take place?
- Who is responsible for cleaning?
- Who checks the job after cleaning?

Cleaning schedules should be placed on a wall or made readily available to all staff to ensure compliance and consistency.

FOOD SAFETY PROGRAM

20. ENVIRONMENTAL HYGIENE CONT...

Cleaning Schedule: Example

Item to be cleaned	Process (how it is cleaned)	Frequency	Responsibility	Completion Check, Supervisor
Cutlery, crockery	Dishwasher, sink washing with hot water and detergent, <u>dry</u> <u>eg cloth, K-San or other dishwashing powder/liquid</u>	after use	Occupation/name or everyone	
Utensils	Dishwasher, sink washing with hot water and detergent, <u>dry</u> <u>eg cloth, K-San or other dishwashing powder/liquid</u>	after use	Occupation/name or everyone	
Pots, pans, bowls	Dishwasher, sink washing with hot water and detergent, dry	after use	Occupation/name or everyone	
Chopping boards	Dishwasher, sink washing with hot water and detergent, dry. Soak in bleach every two weeks and rinse.	after use	Occupation/name or everyone	
Processing equipment	Dishwasher or sink washing for detachable pieces. Stationary equipment to be washed with hot soapy water and sanitised weekly.	after use	Occupation/name or everyone	
Work benches/co unter	Remove food scraps, <u>spray</u> and wipe with sanitiser using a clean cloth or paper towel	after use	Occupation/name or everyone	
Oven, grill, hotplates	Apply oven cleaner/degreaser or cream cleanser to surface, wait for it to act, scrub and rinse	end of day/week	Occupation/name or everyone	
Bain <u>marie</u> , warmer	Food holding dishes to be washed in the dishwasher or the sink with hot water and detergent. Spray edges with sanitiser at the end of each day. Empty water weekly and clean inside with hot soapy water.	end of day/week	Occupation/name or everyone	

FOOD SAFETY PROGRAM

20. ENVIRONMENTAL HYGIENE CONT...

Cleaning Schedule Record Sheet Example.

Record sheet 8 – Cleaning Schedule		PETER ROWLAND
Catering Site: _____	Food Safety Supervisor: _____	
Week starting: <u> </u> / <u> </u> / <u> </u> (dd/mm/yy)		

Item to be cleaned	Cleaning process & chemical used	Every use/Day/Week/Month	Chef / Catering Staff	Mon	Tues	Wed	Thurs.	Fri.	Sat.	Sun.	Supervisor Check Sign.
Cutlery, crockery	Dishwasher in kitchen. Chlor-Det in dishwasher via automated dispenser. Ensuring that detergent and Rinse Aid are not running out, to avoid having to prime the detergent lines.	Daily									
Utensils	Dishwasher, or sink washing with hot water and detergent. Spray with RTU sanitiser and air dry. Chlor-Det in dishwasher via automated dispenser.	After every use									
Pots, pans, bowls	Dishwasher, or sink washing with hot water and detergent. Spray with RTU sanitiser and air dry. Chlor-Det in dishwasher via automated dispenser.	After every use									
Chopping boards	Dishwasher, or sink washing with hot water and detergent. Spray with RTU sanitiser and air dry. Chlor-Det in dishwasher via automated dispenser.	After every use									
Processing equipment detachable parts	Dishwasher, or sink washing with hot water and detergent. Spray with RTU sanitiser and air dry. Chlor-Det in dishwasher via automated dispenser.	After every use									
Processing equipment	Apply Multi Purpose Cleaner RTU and wipe clean with paper towel. Spray with RTU sanitiser and air dry.	After every use									
Oven, grill, hotplates	Non-caustic oven cleaner RTU. Squirt onto surfaces mat, leaving 10-20min, agitate and rinse with clean hot water. Air dry.	Daily									

Microwave	Apply Multi Purpose Cleaner RTU let soak for about 30 sec. and wipe clean with paper towel. Spray with RTU sanitiser and air dry.	Daily									
Cool room (Shelfs)	Apply Multi Purpose Cleaner RTU and wipe clean with paper towel. Spray with RTU sanitiser and air dry. If possible remove shelving and clean via dishwasher.	Weekly or when spillage occurred									
Cool room (Floor)	Scrub or mop floor using hot water and cleaner degreaser. For general cleaning & mopping 1:40 parts water.	Weekly or when spillage occurred									
Fridges (upright)	Apply Multi Purpose Cleaner RTU and wipe clean with paper towel. Spray with RTU sanitiser and air dry.	Weekly or when spillage occurred									
Fridges (under bench)	Apply Multi Purpose Cleaner RTU and wipe clean with paper towel. Spray with RTU sanitiser and air dry.	Weekly or when spillage occurred									
Freezer	Scrub and mop floor using hot water and cleaner degreaser. For general cleaning & mopping 1:40 parts water, be aware of ice build up after cleaning.	Weekly or when spillage occurred									
Exhaust canopy	Cleaned by contractor	Monthly	Contractor								
Hand wash Basin	Apply hot water and detergent, rinse with hot water. Spray with RTU sanitiser and air dry. Natural Detergent using 2-5ml per litre of hot water RTU sanitiser.	Daily									
Vegetable Basin	Apply hot water and detergent, rinse with hot water. Spray with RTU sanitiser and air dry. Natural Detergent using 2-5ml per litre of hot water.	Daily									
Rubbish bins	Apply hot water and detergent, rinse with hot water. Spray with RTU sanitiser and air dry. Natural Detergent using 2-5ml per litre of hot water.	Daily									
Deep fryer		weekly	Cleaned by contractor, cleaned & filtered weekly and oil replaced fortnightly								

20. ENVIRONMENTAL PROGRAM/CONT...

A guide to thorough cleaning – commonly missed items/areas

Equipment	Commonly missed areas	How to clean
Meat slicers	Between the blade and the blade guard, crevices, gaps and other hard to reach areas	<ul style="list-style-type: none"> ➤ Dismantle. Wash the blade guard in a dishwasher or sink. Spray the blade guard with sanitiser and remove food matter; ➤ Using a toothbrush or similar brush clean all hard to reach areas with hot water and detergent and sanitise.
Exhaust canopy	Filters	<ul style="list-style-type: none"> ➤ Remove filters and soak in a degreaser or hot water and detergent; ➤ Or engage a contractor for cleaning the filters & canopy.
	Gutter	<ul style="list-style-type: none"> ➤ Check gutters regularly and remove any build up of grease. This can be done by using paper towel to wipe the gutter. ➤ Check regularly to avoid build up.
Coolrooms/fridges	Fan guards	<ul style="list-style-type: none"> ➤ Turn off the coolroom. You may wish to remove the fan guard so that it is easier to clean. ➤ Use a strong bristled brush or a damp cloth to remove the build up dirt / dust / mould. ➤ Take care to ensure that dust does not fall into any food.
	Door seals	<ul style="list-style-type: none"> ➤ Clean with a toothbrush or other similar brush, wipe with a clean cloth. Check regularly.
	Shelving	<ul style="list-style-type: none"> ➤ Check and clean shelves regularly with hot soapy water or sanitiser. Do not allow food to build up.
	Floors/coving	<ul style="list-style-type: none"> ➤ Check and clean regularly and ensure that all floor surfaces including floor to wall junctions are accessible. Use a broom or mop and floor cleaner.
Floors	Behind/beneath equipment eg fridges	<ul style="list-style-type: none"> ➤ Check under fridges, freezers, ovens, sinks and benches and clean where necessary. Check weekly.
	Floor to wall junction	<ul style="list-style-type: none"> ➤ Floors are often clean but the wall junction or coving is often forgotten. In some cases this leads to mould growth. ➤ Use a mop or hard bristled broom to remove build up of food matter.
	Drains	<ul style="list-style-type: none"> ➤ Remove the cover and clean.
Rubbish bins	No liner in the bin	<ul style="list-style-type: none"> ➤ Use liners at all times.
	External surface of bins	<ul style="list-style-type: none"> ➤ Clean bins at least weekly, monitor cleanliness.

FOOD SAFETY PROGRAM

21. PREMISES & EQUIPMENT MAINTENANCE

The FSANZ Food Safety Standards state that a food business must maintain the food premises, fixtures, fittings, equipment and those parts of vehicles that are used to transport foods in a good state of repair and working order in regard to their use.

Fixtures, fittings and equipment include:

- Benches, shelves, sinks;
- Hand basins;
- Refrigerators;
- Cupboards;
- Light fittings;
- Mixers;
- Ventilation;
- Processing equipment.

The premises fixtures, fittings, equipment and those parts of vehicles used to transport food need to be properly maintained to:

- Prevent contamination from flaking paint, plaster, timber, broken glass, leaking pipes, rusting and degraded, corroded surfaces;
- Enable effective cleaning and sanitising;
- Ensure pests cannot gain access to the premises via cracks, gaps, holes, etc.;
- Ensure the equipment works as intended.

A good state of repair is defined as not being broken, split, chipped, extensively worn or rusted.

In addition to the above legal requirement, a food business must not use any chipped, broken or cracked eating or drinking ware and utensils for handling food.

Should there be Premises and Equipment Maintenance issues as mentioned above, those should be addressed to your Operations manager in order to be rectified by the site

FOOD SAFETY PROGRAM

21. PREMISES & EQUIPMENT MAINTENANCE CONT...

A guide to common maintenance/structural problems

Equipment	Common Maintenance Items	How to Repair
Exhaust canopy	Missing filters Damaged filters	Replace missing or damaged filters. Filters will only work if they are regularly cleaned. Check that the area behind the filters is free from grease build-up.
Coolrooms/fridges/freezers	Rusted/Insufficient shelving Plastic coated shelving chipped and rusted Damaged flooring Broken/split door seals	Remove rust and provide enough shelving so that food is not stored on the floor. Remove plastic covered shelving and replace with solid plastic or non-rust metal shelving. Alternatively, the plastic shelving can be re-coated. Repair damaged floor. Replace damaged door seals. Defrost freezers/fridges regularly.
Floors	Missing/damaged coving Split vinyl Cracked or broken tiles Inappropriate surface	Repair/replace damaged coving. Repair damaged floor surfaces. Provide an appropriate surface type. Provide an appropriate surface type.
Walls	Peeling paint/holes/cracks Damaged/missing tiles Damaged corners and edges	Seal all holes and gaps. Repair any damaged surfaces. Place 'bump barriers' on corners or edges.
Storage containers	Cracked or damaged No lids	Take care not to damage containers and replace any that become damaged. Provide lids to all storage containers or keep them covered.
Handwash basins	Handwash basin not working or not turned on. Sensor not working properly. Missing paper towel and/or dispenser. Missing soap. Incorrect water temperature, eg too hot or too cold Mildewed or missing sealer around edges	Ensure that hand wash basins are working at all times. Contact an electrician for problems with sensors. Check that paper towel and soap are always available. Include items in checklist for staff and/or cleaners. Adjust water temperature gauge so that it is constantly warm. Both hot and cold water must be connected. Remove mildewed sealer and reseal.

FOOD SAFETY PROGRAM

21. PREMISES & EQUIPMENT MAINTENANCE CONT...

A guide to common maintenance/structural problems

Equipment	Common Maintenance Items	How to Repair
Shelving/dish racks	Laminate chipped, cracked or missing	Repair any damaged laminate.
	Metal shelving rusted	Repair or replace rusted shelving.
	Wooden shelving not sealed	Wooden shelving must be fully sealed so that it is waterproof. Preferably wooden shelving should not be used in a food premises.
	Plastic coated shelves chipped and cracked.	Replace or repair plastic coated shelving.
Ventilation	Insufficient ventilation in kitchens, dry goods areas and above cool rooms.	Ventilation must be provided so as to remove steam, fumes, smoke, excessive heat etc. This can be provided by mechanical means or by using natural ventilation such as opening windows.
Equipment (mixers, slicers, strainers, chopping boards)	Chipped paint	Remove chipping paint and leave bare surface or repaint. Chipped paint may fall into food.
	Rusted/damaged parts	Any damaged items need to be repaired or replaced.
	Stained/chipped/worn chopping boards	Replace chopping boards when they are showing signs of wear.
Benches	Laminate/melamine chipped, cracked or missing	Repair any damaged laminate.
	Rusting metal benches	Repair or replace rusting benches and replace with material such as stainless steel, laminate or melamine.
	Wooden benches not sealed	Wooden benches must be fully sealed and made waterproof. They must not be used where exposed food is handled.
Lights	Lights not covered	Fit covers to exposed lights where, if they were to shatter, they could contaminate food, eg lights above food preparation/storage areas.
Toilets	No hand wash basin, No hot water, No hand drying facilities, No soap	Hand wash basins with warm water, soap and hand drying facilities must be provided at all toilets.
Utensils	Worn or damaged	Any badly worn or damaged utensils must be replaced.
	Made from incorrect material	Where possible wooden utensils should be avoided.

FOOD SAFETY PROGRAM

21. PREMISES & EQUIPMENT MAINTENANCE CONT...

A guide to common maintenance/structural problems

Equipment	Common Maintenance Items	How to Repair
Pest proofing	Damaged or poorly fitted fly screens, fly wire doors, fly strips	Fly screens and fly wire doors must be securely fitted and repaired or replaced if damaged. Missing fly strips need to be replaced.
Gaps	Gaps in walls, benches, floors and ceilings not properly sealed	All gaps in walls, floors, benches, ceilings etc must be fully sealed to prevent pest entrance and to prevent food gathering in these areas.
Cutlery/crockery	Chipped and damaged	Replace any chipped or damaged cutlery, crockery, pots, pans, bowls etc.
Plumbing	Leaking plumbing Wall fixtures not sealed	Engage a plumber to fix or seal any leaks. Fill and seal wall fixtures where plumbing runs through the wall.
Sealing	Areas left unsealed or sealing has come loose	Remove any sealant and reseal with an appropriate sealer for the area, eg waterproof sealer for a sink.
Door frames/door seals	Doors will often have a gap at the base of the door or sides	Provide a pest or weather strip to the base of the door and repair damaged or ill-fitting door frames.

FOOD SAFETY PROGRAM

22. PEST CONTROL

Pests are animals that can contaminate or spoil food. They leave behind hair, body parts, droppings, saliva eggs and larvae and are responsible for spreading food-borne illness.

Pests are unwanted – they carry disease, compromising the hygiene or cleanliness of the food premises and scare off customers.

The most common types of pests found in hospitality establishments are:

- **Rodents** – rats and mice. They have an uncanny knack of getting in through very tight openings and setting up camp. They are attracted by any kind of dirt, garbage, food scraps, grime or even healthy food. They cause contamination by transferring bacteria to the surfaces they come in contact with, including food.
- **Flies** – no matter what precautions are taken, flies will gain access. Never leave food exposed or uncovered for any length of time. Flies cause contamination a number of ways. They feed on rubbish and pick up bacteria on their feet, when they land, they transfer bacteria to food; they also vomit their digestive juices over the food and then suck up the digested food together with any bacteria lying on the surface – these are then transferred to the next item of food the fly lands on. Flies lay eggs on food which then hatch into larvae.
- **Cockroaches** – are like rodents, they are nocturnal and gain entry in the same way. Their preference is for moisture and a constant temperature of 25-30°C. They carry bacteria from infected material and transfer them by walking on food

Prevention and control

Prohibit vermin's from entering the food production area:

- Keep doors closed at all times or provide self-closing doors;
- Provide plastic strips to minimise access;
- Provide pest seals for the bottom of doors;
- Seal any entry points such as holes, wall and floor fixtures, cracks and ceilings;
- Provide fly screens to doors and windows; and
- Provide air curtains to food premise entrances.

Do not provide vermin's with food sources:

- Deny pests access to food and water;
- Place all opened foods in pest-proof sealable containers;
- Remove all food scraps from premises by thorough cleaning;
- Clean all food spills immediately;
- Remove waste as soon as waste bin is full and at the end of each day; keep internal and external bins clean.

FOOD SAFETY PROGRAM

22. PEST CONTROL CONT...

Apply external pest control measures:

- Contact a licensed pest controller to assist in pest removal.

<p>Record sheet 6 – Pest sighting & Reporting Log</p>	<p>This control log is to report pests such as mice, rats, ants, cockroaches, beetles and weevils in RCC food production areas. Watch out for pests 24/7., and</p> <ul style="list-style-type: none"> ➤ Record the Area ➤ Type of Pests ➤ Record the Action applied ➤ Ensure you obtain a report from the pest control contractor 	<div style="border: 1px solid black; padding: 2px; display: inline-block;"> <p>ROWLAND</p> <p>COMMERCIAL CATERING</p> </div>		
Date & Time	Area where Pests sighted	Type of Pests (If identifiable)	Action applied	Pest control report obtained from the pest control contractor

FOOD SAFETY PROGRAM

23. WASTE CONTROL

Every business generates some type of waste. For a food production business this is a very important issue as the waste disposal area can attract pests' incl neighbours' pets, bad smells around the business, and certainly encourages bacterial growth right outside your back door.

Following are examples of measures to be taken:

- All waste bins are to have bin liners & are to be emptied when full, or before getting to heavy (OH&S issue). In case of disposing of stock or soup bones a double bin liner should be used as such bones are often hot or have sharp edges;
- Bins are also to be taken out after every shift as part of the close down procedure even in case of a split shift operation;
- Bin liners are to be tied and placed into the dump master;
- Ensure that all staff wash their hands after touching rubbish even when they're using appropriate gloves;
- All rubbish bins should be washed and sanitised as part of the daily cleaning schedule - in an area separate from food production;
- A sufficient number of rubbish bins should be provided, and are to be covered when not in use;
- It is not appropriate to use waste bins as food bins especially for food items like flour, sugar, rice and other similar dry goods. Confusion can occur resulting in food contamination;
- Waste bins should be durable, pest proof, non leaking and easily cleaned;
- Large dump masters should be kept closed when the food production business is also closed and are to be collected regularly by council or contractor. They should be cleaned and sanitised regularly;
- Different councils may have different regulations regarding recycling;
- The area around the dump master should also be cleaned as part of the cleaning schedule, cleaned by sweeping, hosing or even sanitising.

FOOD SAFETY PROGRAM

24. THERMOMETER CALIBRATION & TEMPERATURE CHECKS

A guide for Food Safety Supervisors

The Food Standards Australia and New Zealand (FSSANZ) states that every food business which handles high-risk food must have a temperature measuring device that is readily available and can accurately measure food temperatures to +/- 1°C.

Temperature measuring devices are commonly known as thermometers and should be used in the food industry to measure both food and equipment temperatures.

Types of Thermometers

There are various kinds of thermometer types on the market. Some are used for measuring oven temperature, others can be hung in the fridge to check the air temperature.

Thermometers which use infra-red rays to measure temperature are not recommended by Food Safety Auditors, as these thermometers are only measuring the surface temperature of the particular item.

In most food businesses the thermometer must be capable of taking both hot and cold temperatures of food and equipment. Digital probe thermometers are generally used for this purpose.

Thermometers are also used to measure the temperature of equipment such as freezers, fridges, displays, cool rooms and Bain maries to ensure that they are able to store foods at correct temperatures.

They are also useful for identifying hot and cold areas within individual equipment. Cool rooms for instance may be warmer where the doors are opened but cooler directly in front of the cooling unit. Perishable high-risk foods should be placed in the colder area to ensure they reach their use-by date and to reduce the growth rate of food poisoning bacteria.

A can of coke stored at 8°C is not going to cause food poisoning, however a ham stored at this temperature may.

Care of thermometers

Do not leave thermometers in freezers or ovens/warmers as extreme temperature can damage them. While probes can withstand extreme temperature, the face of the thermometer cannot as it is usually made of plastic and contains the electronics. Most thermometers are NOT waterproof.

FOOD SAFETY PROGRAM

24. THERMOMETER CALIBRATION & TEMPERATURE CHECKS CONT...

Checking Thermometer Accuracy

Thermometers are constantly used to measure equipment and food temperatures. As such it is important that they are accurate. Thermometers can be easily checked for accuracy by using iced and boiling water.

This method should be used at least once a month.

Iced water (0°C)

- Fill a container with 50% water and 50% ice; Wait for 5-10 minutes;
- Stir, and place the thermometer in the container for three minutes;
- Take a reading from the thermometer once it has stabilised and record it;
- Repeat process and record;
- If both readings are below -1°C or above 1°C the thermometer will need to be sent to the supplier for repair or replaced. If sent to the supplier another thermometer will need to be used while the inaccurate thermometer is being repaired;
- If the ice has completely melted extra ice needs to be added before taking a reading.

Boiling water (100°C)

- Bring a container of water to the boil. Keep it boiling;
- Place the thermometer in the water and wait for at least 30 seconds;
- Do not allow the thermometer to touch the bottom of the container;
- Take a reading from the thermometer once it has stabilised and record it;
- Repeat process and record;
- If both readings are below 99°C or above 101°C the thermometer will need to be sent to the supplier for repair or replaced. If sent to the supplier another thermometer will need to be used while the inaccurate thermometer is being repaired.


FOOD SAFETY PROGRAM

24. THERMOMETER CALIBRATION & TEMPERATURE CHECKS CONT...

Taking Temperatures

Using thermometers to measure food and equipment temperatures is critical in maintaining the safety and suitability of food. This can only be effective if you use an accurate thermometer and if you take temperatures correctly. These basic guidelines should be followed to ensure this is achieved.

- Temperature readings are not instant and time must be taken to ensure the temperature has stabilised before noting the reading.
- The thermometer probe must be sanitized before use and in between measurements. This is best done using alcohol swabs to wipe the probe. Paper towel may be used to remove food matter before using an alcohol swab. Alcohol swabs can be purchased from a chemist or medical supply store.
- Probes can also be sanitized by placing in hot water (80°C or above for 60 seconds) or by placing in a sanitizing solution and rinsing.
- Food temperatures may not be even and as such temperatures should be taken in 2-3 different areas e.g. casseroles, cooling rice and freezers.
- All parts of the food must be at the specified temperature.
- When taking core or internal temperatures of food such as pies, roasts, chickens and foods in Bain Maries, place the thermometer into the centre of the food. This applies for both heating and cooling.
- When taking surface temperatures of sealed or packaged food such as vacuum sealed foods, cheese, milk cartons and frozen foods place the probe between the foods being measured.

Record sheet 3 - Equipment Calibration Log (Required once a month) Catering Site: _____ Food Safety Supervisor: _____	Ice water check: Fill a container with 50% water and 50% ice. Wait for 5-10 minutes; Stir, and place the thermometer in the container for three minutes; Take a reading from the thermometer once it has stabilised and record it. Boiling water: Bring a container of water to the boil. Keep it boiling; Place the thermometer in the water and wait for at least 30 seconds; Do not allow the thermometer to touch the bottom of the container; Take a reading from the thermometer once it has stabilised and record it in the Actual Temperature Variation column below, and tag the thermometer with the variance recorded.	
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Piece of equipment	Name of calibration contractor (Write 'Self' if doing own check)	Date of Service dd/mm/yy	Ice Water	Boiling Water	Check cold water in fridge	Check oil bottle in freezer	Pass or fail	Actual Temperature Variation	Comment or Corrective action taken (if any)
Probe Thermometer	Thermometers R Us	12/3/11	✓	✓	✓	✓	Fail		Batteries replaced
Probe Thermometer	Self	12/3/11	✓	✓	✓	✓	Pass		Not required

FOOD SAFETY PROGRAM

25. EXAMPLE OF FORMS USED IN CONJUNCTION WITH THE FOOD SAFETY PROGRAM CONT...
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POINT OF SERVICE TEMPERATURE LOG

<p>Record sheet 5 – <u>Point of Service Temperature Log</u></p> <p>Site: _____</p> <p>Food Safety Supervisor: _____</p> <p>For the week starting / /</p>	<p>Point of service specifies, when food items have been prepared/cooked & have become a ready-to eat food item for service, either for plating, hot or cold holding in a display equipment.</p> <p>In <u>general</u> ; Cold High Risk ready to eat food should be served at 5°C and Hot High Risk ready to eat food should be served at 60°C or hotter (even that food at 60°C would be perceived as been cold, if not specified otherwise)</p> <p>One item per SERVICE period, one hot & one cold item - document different items and indicate if lunch or dinner service</p>	
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Day & Date (e.g. Mon – 29/2/11)	Food Item	Core Temperature	Status Safe/ UNSAFE	Required Temperature	Corrective action taken (if any)

PEST SIGHTING & REPORTING LOG

<p>Record sheet 6 – Pest sighting & Reporting Log</p>	<p>This control log is to report pests such as mice, rats, <u>ants</u> cockroaches, beetles and weevils in RCC food production areas. Watch out for pests 24/7., and</p> <ul style="list-style-type: none"> ➤ Record the Area ➤ Type of Pests ➤ Record the Action applied. ➤ Ensure you obtain a report from the pest control contractor 	
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Date & Time	Area where Pests sighted	Type of Pests (If identifiable)	Action applied	Pest control report obtained from the pest control contractor

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FOOD SAFETY PROGRAM

25. EXAMPLE OF FORMS USED IN CONJUNCTION WITH THE FOOD SAFETY PROGRAM CONT...

STAFF ILLNESS REGISTER

Record sheet 10 – Staff Illness Register	<p>The Food Safety Supervisor is to observe the personal hygiene and food handling practices of all staff.</p> <p>Be alert for symptoms of any food poisoning or gastroenteritis-type illness (gastro) or food borne disease.</p> <p>Food handlers who have symptoms such as diarrhoea, vomiting, sore throat with fever, fever or jaundice should be excluded from the food handling business for up to 48 hours after their symptoms cease and provide a medical certificate to clear them to return to work</p>				
Date & Time <u>dd/mm/yy</u>	Staff Member	Possible Illness or Symptoms thereof	Medical Certificate Required <input checked="" type="checkbox"/>		Action applied / Medical Certificate Viewed (please check)
			Yes	No	

FOOD RECALL SHEET

Record sheet 11 – Food Recall	<p>Complete this record if a Supplier sells a product to your site or if your site has produced food or has used ingredients that are part of a supplier recall, contact your:</p> <ul style="list-style-type: none"> > Operations Manager > Head chef. > Or the Rowland Commercial Office - immediately 				
Date: <u>dd/mm/yy</u>			Date: <u>dd/mm/yy</u>		
Name of Supplier/ Manufacturer			Name of Supplier/ Manufacturer		
Reason for Recall			Reason for Recall		
Product Name			Product Name		
Batch Number			Batch Number		
Used by date			Used by date		
Number of Units in Stock			Number of Units in Stock		
Method of Disposal			Method of Disposal		
Disposed by (Name of Food Safety Supervisor)			Disposed by (Name of Food Safety Supervisor)		

FOOD SAFETY PROGRAM

25. EXAMPLE OF FORMS USED IN CONJUNCTION WITH THE FOOD SAFETY PROGRAM CONT...

STAFF TRAINING NEEDS REGISTER

Record sheet 13 – Staff Training Needs Register	The Food Safety Supervisor is to observe the food handling practices of staff at all times. Please note in this Staff Training Needs Register , incidents to which additional training should be arranged. This should be completed in conjunction with the applicable Operational manager.				
Staff Member	Date & Time dd/mm/yy	Training needs identified	Type of training to be applied. (In-house refresher or accredited course)	Date scheduled	Date completed

26. QUARTERLY FOOD SAFETY & HYGIENE AUDIT

QUARTERLY FOOD SAFETY & HYGIENE AUDIT

Name of Auditor		Date of Audit	
Site		Site Manager	

Rating Score	Rating definition
1	Unacceptable needs urgent attention
2	Poor needs attention
3	Acceptable
4	Exceptional

Area	Food Safety & Hygiene Aspect	Score	Comments
Receiving	Attended to as soon as arrived		
	Check:		
	Temperature		
	Packaging		
	Use by date		
	Colour & Texture		
	General Quality		
	FS.doc completed		
	Temperature monitored & recorded?		
Storage & Facilities Main fridge	Food items:		
	Covered, named & dated		
	Evidence of food rotation		
	Segregated into areas to prevent cross		
	Food stored off the ground and to FS procedures		
	Cleanliness:		
	Shelving		
	Walls, floors & ceiling		
	Fridge / Door seals		
	Food storage container		
	General condition – ice build up in unit		
	Temperature monitored & recorded?		

FOOD SAFETY PROGRAM

26. QUARTERLY FOOD SAFETY & HYGIENE AUDIT CONT...

Storage & Facilities Second fridge	Food items:		
	<u>Covered, named & dated</u>		
	Evidence of food rotation		
	Segregated into areas to prevent cross		
	Cleanliness:		
	Shelving		
	Walls, floors & ceiling		
	Fridge / Door seals		
	Food storage container		
	General condition – ice build up in unit		
Temperature monitored & recorded?			
Storage & Facilities Dry store	Food items:		
	<u>Covered, named & dated</u>		
	Evidence of food rotation		
	Segregated into areas		
	Cleanliness:		
	Shelving		
	Walls, floors & ceiling		
	Fridge / Door seals		
	Food storage container clean		
Food preparation	Process Temperature Log in place?		
	Use of clean and maintained equipment & utensils, surfaces		
	Cooked & raw foods are separated		
	Staff awareness of High Risk Foods		
	Staff is using gloves when ready to eat foods		
	Use of correct cutting boards		
	Evidence of food being thawed – to FS procedures		
	Staff applying good hand wash & sanitising procedures		
	Waste bins clean & emptied when necessary		
Cooking & cooling	Process Temperature Log in place?		
	Use of clean and maintained equipment & utensils		
	Cooked & raw foods are separated		
	Staff monitoring cooking times & temperatures		
	Staff applying safe food handling practises		
	Cooking and cooling temperatures in place?		
Food is safe from cross contamination			

FOOD SAFETY PROGRAM

26. QUARTERLY FOOD SAFETY & HYGIENE AUDIT CONT...

Food Service	Process Temperature Log in place?		
	Use of clean and maintained equipment, utensils and food service ware (crockery, take away containers etc.)		
	Staff applying safe food handling practises, use of gloves and or clean food service utensils		
	Food is served at the correct temperature.		
Food Display	Process Temperature Log in place?		
	Is the equipment clean & working properly?		
	Is the equipment temperature recorded?		
	Food is safe from cross contamination		
Staff	Staff is wearing clean protective <u>clothing</u>		
	Staff is aware of Personal Hygiene requirements <u>in regards to</u>		
	Staff as good Hygiene knowledge		
	Staff as good Food Safety knowledge		
Cleaning	Cleaning schedule in place and completed?		
	Cleaning undertaken effectively		
	Cleaning equipment clean and in working order		
Chemical Storage	Use of approved Chemicals		
	Chemicals bottles are labelled		
	Chemical storage areas are clean and ventilated		
Maintenance	Reported to Operations Manager:		
	Equipment maintenance		
	Premises maintenance		
	Broken /Chipped Crockery		
Pest control	Pest control log <u>completed</u>		
	Are pest control procedures in place		
	Pest control monitoring incorporates areas outside the food production areas		
Waste	Internal waste bins are clean and lined		
	External waste bins are covered		
	External <u>waste</u> are clean and show no signs of pest infestation		

CORRECTIVE ACTIONS IDENTIFIED DURING AUDIT

Hazard	Description of Hazard	Corrective actions	Person responsible	Completion Date.