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| --- |
| SA Health |
| **Food Safety Program Template****Food Service to Vulnerable Persons**Business Name:Release Date: |
| Template for SA BusinessesOctober 2022 |

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# Introduction to the SA Health Food Safety Program Template

This template isdesigned to be modified into your own site-specific document. A food safety program is your own working document that must be specific to your operations and must be reviewed and updated regularly. A food safety program is never static. The program evolves as there are changes to systems, processes, procedures and/or requirements. The most current program must be available to all staff responsible for the program to ensure the most up-to-date information is communicated to all staff. Text that is written in orange brackets throughout the document [for example] provides instructions on what is required to be added or modified by the business.

## Legislative Requirements

Standard 3.3.1 identifies food businesses that are required to implement food safety programs. The requirements of a food safety program are detailed in Food Safety Standard 3.2.1.

## Scope of this Document

This template aims to assist SA food businesses that are required to comply with Standard 3.3.1 to develop a food safety program.

Food safety programs are individual to the business: it is your organisation’s operations, and resulting food safety hazards, that will ultimately determine its content. This template aims to include food safety program requirements for the average facility. Some facilities may not require all components in the template, and some may require additional components. In addition, the records provided in the template are a guide only and can be altered to suit food service processes and support programs within the facility. Throughout this document references to relevant clauses of the Food Safety Standards appear in brackets, for example, (3.2.2 c7) refers to Standard 3.2.2 clause 7.

## Disclaimers

While care has been taken in producing this food safety program template, the SA Government gives no warranty that the information contained in this template is correct or complete for individual business operations. The SA Government shall not be liable for any incidental or consequential damages resulting from any loss whether due to negligence or otherwise arising from the use of or reliance on this food safety program template. If you are unsure about the application of any aspect of this template, please seek advice from your Council Environmental Health Officer or an appropriate food safety advisor.

## Further Information

Further information on food safety and food safety programs is available from:

* SA Health, telephone: (08) 8226 7100 or online
	+ Food safety information: <http://www.sahealth.sa.gov.au/foodsafety>
	+ Food Standards information: <http://www.sahealth.sa.gov.au/foodstandards>
* Your local council’s Environmental Health Officer
* Food Standards Australia New Zealand <http://www.foodstandards.gov.au/Pages/default.aspx>

# Glossary

| **TERM** | **DEFINITION** |
| --- | --- |
| **≥** | Greater than or equal to |
| **≤** | Less than or equal to |
| **‘2-hour / 4-hour Rule’****(as summarised by FSANZ)** | As a general rule, ready-to-eat potentially hazardous food which has been kept 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 thrown out.These times are cumulative: each period in the Temperature Danger Zone (5˚C – 60˚ C) has to be added up to reach a total time |
| **Allergens** | Food allergens are typically naturally occurring proteins in foods or derivatives of them that cause abnormal immune responses. The key food allergens are peanuts; tree nuts; soy; milk, egg; cereals; fish; crustacea; molluscs; sesame and lupin. ([www.allergenbureau.net](http://www.allergenbureau.net) ) |
| **Approved Supplier**  | A person or company whom has been approved and listed by an organisation to provide products and services. Approval would generally require demonstration that the supplier meets with particular specifications or standards, including any legal requirements relating to the service or product they provide. Approvedfoodsuppliers include suppliers of food ingredients, prepared foods or ready to eat food who meet the specifications outlined by the purchasing organisation. |
| **Bacteria**  | Microorganisms that are found in or on food, people, surfaces, untreated water, dirt, faeces, soil, plants, animals and pests.  |
| **Best Before Date** | A Best-Before date can be applied by the manufacturer when the food cannot become unsafe over time. Such foods might become stale, sour, soggy, or in some way spoiled after their Best-Before date, but should not cause illness if consumed. |
| **Calibration**  | The process of checking the accuracy of measuring equipment against a known standard. E.g. for a temperature measuring device, it is making sure that it is measuring temperatures within +/- 1°C. |
| **Clean** | Means clean to touch, free from visible foreign matter, and free from objectionable odour. |
| **Control measure**  | Any action and activity that can be used to prevent or eliminate a food safety hazard or reduce it to an acceptable level.  |
| **Corrective action**  | Any action to be taken when the results of monitoring at the Critical Control Point (CCP) or Support Program indicate a loss of control.  |
| **Cook Chill Foods with Short Life**  | Perishable foods that have undergone a mild heat or pasteurisation process and which, to extend the time during which they remain wholesome (usually maximum 5 days), are intended to be kept in the temperature range of 0 – 5˚ C (depending on food and processes). Typically, these foods are cooked, blast chilled and stored in covered gastronome trays and are reheated before consumption.  |
| **Cook Fresh Foods**  | These are foods that are intended for consumption on the day that they are prepared. Sometimes referred to as Cook Serve, meals are prepared and then served without deliberate delay and therefore usually would have no chilling or reheating steps.*It is noted that healthcare providers offering a predominantly cook fresh service occasionally cool and reheat food for next day consumption using conventional cooling, storing and reheating methods. Some facilities also freeze foods (scones, sauces, soups) for future use.*  |
| **Cook Freeze Foods** | Foods that are prepared and cooked, snap frozen and held under controlled frozen storage at -15 / -22˚C until reheated for consumption. |
| **Core Temperature**  | The temperature measured in the part of the food which heats more slowly or cools less quickly (usually the centre of the food, or the breast in chicken).  |
| **Cross contamination**  | The introduction or occurrence of a contaminant in food. Usually the transfer of the contaminant from a contaminated source to the food or food-contact surface. E.g. biological contamination from a food handler’s hands directly to a ready to eat food. |
| **Process Flow Diagram**  | A systematic representation of the sequence of steps or operations used in the production or manufacture of a particular food item or a group of similar items.  |
| **Food handler** | A person who engages in the handling of food, or who handles surfaces likely to come into contact with food. |
| **Foodborne Illness**  | Illness from consuming food which contains pathogenic microorganisms, harmful chemicals or other foreign substances.  |
| **Food hygiene requirements**  | The mandatory requirements for compliance with regards to the preparation, transportation and handling of food. It also incorporates the structure and maintenance of a food premises.  |
| **Food process step**  | A point, procedure, operation or stage in the production of food from receipt of raw foods to service of meals.  |
| **Food recall**  | Action taken to retrieve and dispose of foods that are likely to pose a safety hazard to consumers. Some food manufacturers conduct recalls based on quality issues alone.  |
| **Food safety auditor**  | A person approved as a food safety auditor under the Food Act 2001 (the Act) as a person competent to audit the relevant class of food business. |
| **Food safety program (FSP)** | A written document that systematically identifies food safety hazards, controls, means of monitoring controls and corrective actions. Records demonstrate program compliance. Refer Australia New Zealand Food Standards Code, Standard 3.2.1, Food Safety Programs. |
| **Food Standards Code**  | The principal piece of legislation for regulating food in Australia. The code provides standards for the labelling and composition of food products, food additives, contaminants and residues, microbiological and processing requirements and standards governing the safe production for foods. |
| **Food Safety Standards**  | Standards contained in Chapter 3 of the FSANZ Food Standards Code.  |
| **FSANZ**  | “Food Standards Australia New Zealand” is the authority that develops and coordinates Food Safety legislation. |
| **HACCP**  | Codex Alimentarius based Hazard Analysis and Critical Control Point (HACCP) system is a system which identifies, evaluates, and controls hazards which are significant for food safety. |
| **Hazard**  | A biological, chemical or physical agent in, or condition of, food with the potential to cause an adverse health effect.  |
| **Hazard analysis**  | The process of collecting and evaluating information on hazards and conditions leading to their presence to decide which are significant for food safety and therefore should be addressed in the HACCP plan (or Food Safety Program).  |
| **High risk food**  | See Potentially Hazardous Foods (PHF).  |
| **Microbes;** **Microorganisms** | Any living organism that can survive as a single cell. This includes bacteria, viruses, yeasts and moulds. |
| **Monitoring procedures**  | A procedure of scheduled checking and recording of food safety activities by staff.  |
| **Pasteurised egg products** | Egg products that have been heat treated using controlled time and temperature to destroy pathogenic organisms that might be present.  |
| **Pathogen** | Any microorganism that is able to cause disease in humans.  |
| **Pest Control**  | The elimination of pests (including birds, rodents, insects and arachnids) from a food premises and the prevention of pests from entering the premises.  |
| **Potential hazard**  | Is any chemical, biological or physical condition that could make food unsafe but has not yet done so. |
| **Potentially** **Hazardous Food****(PHF)** | Any food that must be temperature controlled (generally below 5°C or above 60°C) to prevent the growth of micro-organisms or the formation of toxins. Generally, potentially hazardous foods include dairy products, ready-to-eat prepared fruit, vegetables, sprouts, cooked grain products, meats, poultry, fish and shellfish, and any food made up of these foods. |
| **Probe thermometer**  | An instrument used to measure the internal core temperature of food.  |
| **Process validation** | Obtaining documented evidence that demonstrates that a specific process will consistently provide safe food (e.g. published scientific findings or in-house trials). |
| **Ready to eat food****(RTE)** | Food that is ready for consumption and will not undergo further processing. |
| **Records**  | Documentation made and kept by the food business demonstrating action taken in relation to, or in compliance with, the Food Safety Program.  |
| **Sanitise** | The process of destroying disease producing micro-organisms or reducing them to a safe level. |
| **Standard Operating Procedure (SOP)** | Established method for staff to follow which ensure food and food processes remain safe.  |
| **Stock Rotation**  | Rotation of stored foods so that the most recent stock is place behind older existing stock, ensuring existing stock will be consumed or used first, prior to the expiration of the use by date or best before date. Often known as First In First Out (FIFO).  |
| **Supplier/s**  | Any company that delivers foods to a food business (e.g. fruit and vegetables, meat, dairy etc.).  |
| **Support Programs (SP)** | Activities that provide an environment for the safe production and service of food. They are sometimes called Standard Operating Procedures (SOPs) or Good Catering Practices (GCP).  |
| **System review**  | A systematic review of the food safety program and procedures to ensure all requirements are being met.  |
| **Temperature Danger Zone** | 5°C- 60°C Bacteria in PHF food can grow rapidly if held at a temperature between 5°C and 60°C. Food poisoning bacteria grow at the fastest rate at around 40°C. |
| **Temperature measuring device** | A device to accurately monitor temperature, accurate to +/-1°C. |
| **Texture Modified Foods (TMF)** | Foods that have undergone texture modification such as blending, mincing, pureeing or vitamising. |
| **Toxins** | Toxins are poisonous substances formed by some micro-organisms and may not be destroyed by cooking. |
| **Transport**  | To take or deliver food from one location to another e.g. main kitchen to satellite kitchen.  |
| **Use-by Date** | A Use-By date indicates the last date on which the food may be consumed safely. |
| **Verification** | Gather evidence to prove that the requirements of the food safety program are being fulfilled. e.g. reviewing of records or internal assessment. |
| **Vulnerable population**  | Refer Food Safety Standard 3.3.1 for detailed definition applicable to this standard. |

# Section 1 - FOOD SAFETY MANAGEMENT RESPONSIBILITY

## Business Details

|  |  |
| --- | --- |
| **Business name** |  |
| **Name of proprietor/s** |  |
| **Business site address** |  |
| **Postal address** |  |
| **Phone/Fax** | Ph. | Fax. |
| **Email** |  |
| **Position & contact details of person responsible for the FSP** | Name:Position title:Contact details: |
| **Local Government contact details** |  |

## Food Service Details

|  |  |
| --- | --- |
| **Type of business and****intended customers** |  |
| **Description of food****served** |  |
| **Scope of the food****safety program** | The food safety program covers the following operations & functions: For example, the food safety program covers food prepared and/or served by the hospital food service department. The food safety program does not cover the following:For example, it does not cover events where food is prepared by others for supply to patients or the general public, for example, the annual fete, women’s auxiliary cake stall, relatives bringing food in for clients etc. |
|  |  |

## Duties and Responsibilities

The food safety team are responsible for developing, implementing, reviewing and managing the food safety program so that it is adequate and effectively manages the food safety risks of the business.

Staff responsible for implementing the food safety program (FSP) and position requirements:

|  |  |  |
| --- | --- | --- |
| **Name** | **Position** | **Responsibilities** |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

## Purpose

The program is implemented to meet the regulatory requirements of:

* Food Act 2001
* Chapter 3 - Food Standards Code; including:
	+ 3.2.1 – Food Safety Programs
	+ 3.2.2 – Food Safety Practices and General Requirements
	+ 3.2.3 – Food Premises and Equipment
	+ 3.3.1 – Food Safety Programs for Food Service to Vulnerable Persons

## 1.5 Management Responsibilities

Management are responsible and committed to the following legislative requirements:

* notification of the food business to the local authority;
* complying with the requirements of the Food Standards Code;
* complying with this food safety program (FSP);
* ensuring only safe and suitable food is served to customers;
* ensuring procedures in relation to customers with specific diets are strictly adhered to;
* modifying the FSP (following the review procedure) so that it continues to accurately reflect the food handling operations of the business and controls the potential hazards of these operations;
* informing employees what their responsibilities are within the FSP;
* training employees in how to follow the FSP (skills & knowledge requirement 3.2.2 Div. 2 c 3);
* supervising employees as necessary to make sure they follow the FSP;
* providing the necessary equipment so that the program can be followed;
* ensure the FSP is audited by a food safety auditor at the applicable frequency (at least annually);
* ensure the FSP and appropriate records (any records demonstrating action taken in relation to, or in compliance with, the FSP) are made available to any food safety auditor who has been requested to conduct an audit of the FSP;
* retain copies of all written reports of the results of all audits within the last 4 years, for inspection upon request by a food safety auditor or an authorised officer.

## 1.6 Document Management

All documents, forms and records that form part of the food safety program should be recorded on **Record 1 Document Register.**  The document register must be updated as changes are made to keep it current. Completed monitoring records must be maintained and available as evidence of compliance at external audits and during food safety incidents.

## 1.7 Food Safety Program Review

Procedure

The review of the food safety program is performed before implementation and at minimum, on an annual basis as per ***1.7.1******Review and Verification Schedule.***

The results of the review are recorded on **Record 2 Review & Amendment Register** which documents when the review took place, what was reviewed (entire program or certain parts), the outcome and any action taken, if any, as a result of the review. All changes to the food safety program documentation, including procedures and record forms must be recorded.

The below table demonstrates what minimum topics are covered in the FSP Review, but is not limited to these areas only:

|  |
| --- |
| **FSP Review Checklist** |
| * Have all potential hazards that are reasonably expected to occur been identified?
* Has a new product, process or menu item been added since the last review?
* Has the supplier, customer, equipment or facility changed since the last review?
* Has any change been validated?
 |
|
| * Are the controls in place effective? (Are they capable of preventing, eliminating or reducing a food safety hazard to an acceptable level)?
* Are the existing controls correctly identified?
* Are the existing critical limits (CLs) appropriate to control each hazard?
* Do the existing monitoring procedures ensure that the critical limits are met?
* Do existing corrective actions (CAs) ensure that no unsafe or unsuitable food is served or purchased?
 |
|
|
|
| * Do the existing ongoing verification activities ensure that the food safety system is adequate to control hazards and is consistently followed?
 |
| * Does the existing record keeping system provide adequate documentation that the critical limits and support programs are met and corrective actions are taken when needed?
 |
| * Are the existing support programs still adequate and current?
 |
| * Are the existing record forms still accurate and current?
 |

Responsibilities

Food safety team

Food safety manager

Records

**Record 2 Review & Amendment Register**

Related Documentation

1.7.1 Review and Verification Schedule

### 1.7.1 Review and Verification Schedule

*Business to complete their requirements*

|  |
| --- |
|  |
| **Verification Activity** | **Min. Frequency** | **Scheduled** | **Record** | **Responsible** | **Date & signed** |
| *Mandatory Food Safety Program Review (entire program)* | *Annually and as required* | *March* | *Record 2 Review & Amendment Register* | *FS Manager/FS Team* |  |
| *Internal Food Safety Audit (including check of completed and reviewed records)*  | *Quarterly* | *Feb, May, Aug, Nov* | *Record 4 Internal Food Safety Audit* | *FS Supervisor* |  |
| *External regulatory food safety audit* | *Annually or more frequent as per external auditor* | *June 19* | *External food safety audit report* | *FS Manager* |  |
| *Preventative Maintenance Inspection* | *Annual* | *May (with internal audit)* | *Record 3 Preventative Maintenance Inspection* | *FS Supervisor* |  |
| *Food safety team meetings* | *Quarterly* | *Mar, Jun, Sept, Dec* | *Meeting minutes. CA’s recorded on Record 5* | *FS Manager* |  |
| *Food services staff meetings* | *Monthly* | *-* | *Meeting minutes. CA’s recorded on Record 5* | *FS Manager & Supervisor* |  |
| *Microbiological food testing* | *Quarterly* | *Jan, Apr, Jul, Oct* | *Lab reports filed in ‘Food Micro’ folder* | *FS Supervisor* |  |
| *Environmental swabbing* | *Quarterly* | *Feb, May, Aug, Nov* | *Laboratory reports & filed in in ‘Food Micro’ folder* | *FS Supervisor* |  |

## 1.8 Verification and Internal Food Safety Audit

Procedure

Verification activities are conducted on an ongoing basis at the frequency specified in ***1.7.1 Review and Verification Schedule.***

The people responsible for conducting verification activities are independent of those that have completed the records. This is to make sure the business is performing the activities as described in the food safety program. It includes checking that control measures (including support programs), monitoring activities, corrective actions and record keeping are actually happening in practice.

#### Internal Audit

The following actions will be taken to verify the food safety program:

* observing whether food handlers are complying with measures in the food safety program, for example by following the personal hygiene requirements
* confirming record review process has identified any deviations from control limits and corrective action taken
* reviewing records generated by external departments or contractors to ensure they have performed the work for which they were engaged and that the appropriate corrective actions were taken if required
* confirming that all food handling activities occurring are covered within the FSP
* record findings on **Record 3 Internal Food Safety Audit**.

Note: this involves physically walking around the kitchen and premises to check and observe compliance with the FSP.

#### Record Review

* examining the records to ensure that food handlers are completing them correctly, including the recording of any non-conformances and the subsequent corrective action taken
* verify the records by signing each record at the bottom of the page in the Manager/ Supervisor verification space and identify non-compliance on relevant monitoring record forms.

Corrective Action

* if non-compliance has been identified in the internal audit that requires action, follow corrective actions that relate to the specific controls and complete **Record 4 Corrective Action Register**
* if records have not been completed in accordance with the FSP or contractor reports are not adequate, follow corrective actions that relate to specific controls / follow-up with contractors and complete **Record 4 Corrective Action Register**
* relevant training provided to staff and details are recorded on **Record 15 Staff Training Register**.

Responsibilities

Food safety manager/supervisor

Records

Record 3 Internal Food Safety Audit

Record 4 Corrective Action Register

Related Documentation

1.7.1 Review and Verification Schedule

Record 15 Staff Training Register

## 1.9 Corrective Action

Procedure

Corrective actions are required to be carried out in a timely manner in the event of a breakdown or failure identified with the products or food safety program. This includes:

* customer complaints
* non-conforming products
* when critical limits are not met
* non-conforming supporting programs
* non-conformances identified through internal or external audits.

Corrective action records of both the process and product is maintained by completing the allocated corrective action space on the appropriate record form and/or on **Record 4 Corrective Action Register**.

Corrective actions for ongoing or major non-conformance with the FSP should always be recorded on **Record 4 Corrective Action Register**.

|  |
| --- |
| **Corrective action checklist of what must be recorded** |
| * The time, date and reason for taking the corrective action (identified problem or non-conformance)
 |
|
| * What actions were taken, including detailed information of:
* What was done with the food (e.g. disposed, moved to cool room#2 etc.)
* What was done with the equipment (e.g. ‘out of service’ label placed on cool room #1 door and maintenance manager advised of the fault)
* Who you spoke to (e.g. manager, maintenance, contractor etc.)
* Any other action taken to resolve the issue
 |
|
|
|
| * Time, date the problem was resolved/signed-off
 |
| * All action must indicate the staff member taking the action
* If a staff member is unaware of what the appropriate corrective action is to take, they must report to the manager/supervisor.
 |

Corrective Action

If record review identifies no corrective action or inappropriate corrective action has been taken, corrective action is recorded on the applicable monitoring record and/or on **Record 4 Corrective Action Register**.

Responsibilities

Food handlers - responsible for completing the monitoring record.

Manager/supervisor - responsible for reviewing completed records in the internal inspection/record review.

Records

**Record 4 Corrective Action Register**

Related Documentation

Record 3 Internal Food Safety Audit

All relevant record forms

# Section 2 - PROCESS CONTROL

This section contains the following sections to demonstrate compliance with the requirements of *Food Safety Standard 3.2.1*.

**Flow Diagram**

Systematically examines all food handling operations at the food business (what we do & how we do it).

**Menu Design**

Considers risks in the development of the menu including high risk and potentially hazardous foods.

**Hazard Identification**

Identifies the various types of food safety hazards including physical, biological and chemical hazards.

**Hazard Control Table**

Hazards can be controlled by support programs or at the specific food handling step. These controls must be effective in preventing, eliminating or reducing the hazard to a safe, acceptable level. The business must ensure these controls are effective i.e. ‘validated’.

Monitoring includes checking, observing or supervising in order to maintain control. The aim of monitoring is to assess whether the control to manage a hazard is occurring in practice.

The hazard control table:

* systematically identifies the potential hazards that may be reasonably expected to occur in all food handling operations (what can go wrong at each step)
* identifies where, in a food handling operation, each hazard identified can be controlled and the means of control (how we prevent something going wrong at each step)
* provides for the systematic monitoring of those controls (how we check everything is going right & under control)
* provides for appropriate corrective action (CA) when hazards are found not to be under control (what we do if something goes wrong).

**Food Handling Controls – Standard operating procedures (SOPs)**

Purchase & receipt

Dry goods storage

Cold & frozen storage

Thawing

Preparation

Cooking

Cooling

Reheating

Hot holding

Texture modification

Plating and service

Food transport

## 2.1 Process Flow Diagram

[Modify FSP to reflect site-specific processes] If the facility conducts any other processes such as texture modification, overnight cooking etc. insert the process in the appropriate section of the flow diagram. Alternatively, these processes can form a separate process flow diagram specific to that process.

**LEGEND:**

Received/ prepared food

Cold & frozen food

Hot food

Food out of temp control (2hr/4hr)

Unclean surfaces

Hot holding

Reheating

Transport to customer

Cleaning & sanitation of facilities & used equipment

Thawing

Frozen storage

Plating/service

Cold storage

Menu Design

Reheating

Cooling

Cooking

Thawing

Preparation

Cold storage

Dry storage

Frozen storage

Receiving

Purchasing

## 2.2 Menu Design

The menu has been designed to ensure that safe food is served to all residents/clients/customers.

The food safety risks have been considered in the development of the menu and control measures have been implemented to address the risks.

All higher risk/potentially hazardous foods are received through approved suppliers (refer approved suppliers support program).

## 2.3 Hazard Identification

### 2.3.1 Types of Hazards

A hazard is a substance or foreign agent that has the potential to cause food to be unsafe and can lead to illness, injury or death. The table below identifies each potential hazard commonly identified in food businesses, the nature of the hazard and the food process step at which it is likely to occur.

**Physical hazards**

Physical hazards are any objects that are foreign to the food or naturally occurring in the food and which have the potential to cause harm if consumed. Physical hazards and their likely sources include:

| **Physical hazard** | **Likely source** |
| --- | --- |
| Hair, jewellery, personal items, band aids etc. | Food handlers, contractors, service or delivery people with access to food handling areas |
| Stones, grit and soil | Dried fruit, nuts, vegetables, leafy salads |
| Wood | Skewers, toothpicks, splinters from damaged or worn equipment including chopping boards, wooden spoons, pallets |
| Bone | Chopped meat especially chicken, fish |
| Insulation tape, wire, nails, screws etc. | Repairs, servicing and maintenance of equipment and facilities |
| Faecal droppings & pests | Rats, mice, cockroaches |
| Insects | Inefficient fly proofing, lack of pest control contractor, dry goods already infested at receipt |
| Glass | Unprotected light fixtures, glass containers |
| Fibres | Frayed cleaning cloths & tea towels |
| Metal | Equipment/machinery in poor repair, metal scourers, paper clips, burrs from opening cans & metal twist ties |
| Plastic | Packaging, containers, seals |
| Stationary pins | Pin boards |

**Biological hazards**

Biological hazards are microbiological in nature, and include bacteria, viruses, moulds and yeasts. The most likely biological hazard is illness producing bacteria and these are associated with the foods in the table below.

Consumption of food poisoning microbes (bacteria, viruses and parasites), also known as pathogens, can result in food-borne illness.

Microbiological hazards are the most significant food safety hazards because microbes:

* are not easily detected
* are widely present on, and transfer easily between, humans, animals, pests and raw produce
* may be able to grow rapidly at ambient temperatures
* can in some cases survive or regenerate following control steps such as cooking
* can result in illness even in small numbers.

| **Associated foods** | **Bacteria** |
| --- | --- |
| Fresh meats & poultry | *Salmonella, Staphylococcus aureus, Clostridium perfringens, Escherichia coli, Campylobacter* |
| Smallgoods | *Salmonella, Staphylococcus aureus, Clostridium perfringens, Escherichia coli, Listeria monocytogenes* (esp. meat patés) |
| Dairy products | *Staphylococcus aureus, Salmonella,* *Listeria monocytogenes* (esp. soft cheeses) |
| Eggs | *Salmonella* |
| Fish & seafood | *Staphylococcus aureus, Salmonella, Clostridium perfringens, Escherichia coli, Vibrio parahaemolyticus* (imported seafood)*Listeria monocytogenes* (esp. ready to eat seafood) |
| Raw/ uncooked frozen vegetables & fruits | *Escherichia coli, Salmonella, Listeria monocytogenes,* Hepatitis A (virus) |
| Cooked rice & other cereal based foods | *Bacillus cereus* |
| Extended Life Cook Chill Foods | *Clostridium perfringens, Bacillus cereus, Clostridium botulinum* |
| Desserts, including custard and/or cream | *Salmonella, Clostridium perfringens, Bacillus cereus, Staphylococcus aureus* |
| Sauces & dressings, including coleslaw | *Salmonella,* *Listeria monocytogenes, Clostridium perfringens, Bacillus cereus, Staphylococcus aureus* |

**Chemical hazards**

Chemical hazards include any chemical that may be toxic to the consumer whether they arise from natural sources, are inadvertently added to the food during processing, or are acceptable food chemicals present in unacceptably high amounts. The chemical hazards most likely to occur include:

|  |  |
| --- | --- |
| **Chemical hazard** | **Likely source** |
| Naturally occurring chemicals | Green potatoes, rhubarb leaves, some mushrooms |
| Agricultural chemicals | Pesticides, fungicides, fertilisers, insecticides, growth hormones |
| Food additives | Preservatives, flavour enhancers, colouring etc. |
| Chemicals | Cleaning chemicals e.g. detergents, sanitisers, disinfectants etc.Pest control chemicals e.g. insecticides, fungicides etc.Maintenance chemicals e.g. oils, lubricants, coatings, paint etc. |

**Allergens**

Certain foods, listed below, can cause some people to have an allergic reaction which can vary in severity from mild upsets to severe anaphylactic reactions. Allergenic hazards should be managed through the implementation of control measures. Control measures should also consider cross contact that can occur when an allergen is transferred from a food containing an allergen to a food that does not contain the allergen.

Businesses must be able to identify and declare the presence of allergens in their products either on the label (if the food is packaged) or in another way such as on a menu or verbally upon request if providing allergen free meals.

## Allergens that must be identified and controlled under the Food Standards Code

|  |
| --- |
| Cereals and their products, containing gluten, namely, wheat, rye, barley, oats and spelt and their hybridised strains other than:* where these substances are present in beer and spirits
* glucose syrups that are made from wheat starch and that:
	+ have been subject to a refining process that has removed gluten protein content to the lowest level that is reasonably achievable;
	+ have a gluten protein content that does not exceed 20 mg/kg.
* alcohol distilled from wheat
 |
| Crustacea  |
| Mollusc |
| Fish and fish products except for isinglass derived from swim bladders and used as a clarifying agent in beer or wine |
| Egg and egg products |
| Added sulphites in concentrations of 10 mg/kg or more |
| Peanuts and their products |
| Tree nuts and their products, other than coconut from the fruit of the palm Cocos nucifera |
| Sesame seeds |
| Soybeans and their products, other than:* soybean oil that has been degummed, neutralised, bleached and deodorised; or
* soybean derivatives that are a tocopherol or a phytosterol
 |
| Milk and milk products, other than alcohol distilled from whey  |
| Lupin |

Adapted from the Food Standards Code –Standard 1.2.3 Mandatory Warning and Advisory Statements and Declarations for the most recent version. Refer to Food Standards Code – Schedule 9 for full list of details on Allergens, including mandatory advisory statements and declarations.

### 2.3.2 Potentially Hazardous Food (PHF)

Particular care should always be taken with ‘potentially hazardous foods’ because:

* they may contain food poisoning microbes that can cause food-borne illness if allowed to multiply to large numbers
* they provide a suitable environment (that is moist, but not acidic, salty or high in sugar) to support the growth of food poisoning bacteria.

Potentially hazardous foods include:

* raw and cooked meats/poultry and foods containing raw and cooked meats/poultry
* smallgoods
* dairy products and products that contain egg, custard and fresh cream
* seafood and products containing seafood and fish stocks
* processed fresh fruits and salad vegetables such as pre-prepared salad and pre-cut fruit or fruit salad (where the product has a shelf life >24 hours)
* cooked rice, pasta and vegetables
* foods containing protein rich products such as eggs, beans and nuts
* foods that contain the above foods such as pizza and sandwiches.

Non-potentially hazardous foods include:

* any fully processed foods such as canned and bottled foods, dried fruit, salted and fermented dried meats
* acidic foods such as yoghurt and orange juice, shelf-stable sauces such as tomato sauce, uncooked rice, bread, dried pasta and other dry products
* butter, margarine and similar oil-based spreads
* hard cheeses and yoghurt
* raw whole fruit and vegetables and freshly cut fruit and vegetables (used within 24 hours of being cut)
* uncracked eggs in their shell.

## 2.4 Higher-Risk Food

Particular care is required when preparing food for vulnerable people. In Standard 3.3.1, a vulnerable person means a person who is in care in a facility listed in the Schedule or a client of a delivered meals organisation. Vulnerable people are considered more susceptible to microbiological infection than the average healthy adult and the symptoms and consequences of food-borne illness can be more severe. Generally, vulnerable people have weaker immune systems and it is easier for harmful microbes to get through their digestive system and invade their bodies.

Certain foods present a higher risk to vulnerable people due to increased potential for these foods to cause food poisoning. Specific control measures therefore need to be implemented and monitored. This may result in avoiding or imposing additional precautions for certain foods to minimise potential risks. Please refer to Part 2 (Table 1) of the **SA Health *Guidelines for Food Service to Vulnerable Persons*** *for guidance on developing site-specific* control measures for high-risk foods, including Listeria & Salmonella.

### 2.4.1 Salmonella Control

Lightly cooked egg products such as custards, scrambled eggs etc. should be cooked to a minimum of 75°C or equivalent time/temperature.

### 2.4.2 Listeria Control

Listeria is not considered a specific hazard to be controlled by childcare businesses. Those most at-risk for Listeria infection include pregnant women and their unborn babies, newborn babies, the elderly, people of all ages with immune systems weakened by disease or illness and anyone prescribed medication that can suppress the immune system.

Specific management of high-risk Listeria foods should be considered by the business - Refer to the SA Health *Guideline for the Control of Listeria in Food Service to Vulnerable Persons (Appendix 5 of the* SA Health *Food Safety Guidelines for Food Service to Vulnerable Persons).*

[Insert site-specific Listeria & high-risk food policies here]

## 2.5 Hazard Control Table

Summary of identified hazards, control measures & monitoring at each food handling step

| **Food Handling Step** | **Hazards**(what can go wrong?) | **Control Measures**(preventing hazards) | **Monitoring of Controls**(what, who & when + records) | **Corrective Actions**(if control measures are not met) |
| --- | --- | --- | --- | --- |
| **Step 1****Menu Design** | * Microbiological, chemical & physical contamination associated with foods or packaging materials.
* Allergens
 | **Support Programs:*** 2.2 Menu design
* 3.1 Approved suppliers
* 3.2 Allergens & intolerances
 | * Assess foods & ingredients for microbiological & allergen risks and document in FSP
* Follow *3.1 Approved Suppliers* including product specifications if required
 | * Record corrective actions (CA) on **Record 4 Corrective Action Register**
 |
| **Step 2****Purchase and Receipt***Raw materials and ingredients* | * Chemical contamination

*Pesticides, herbicides & natural toxins etc.** Physical contamination

*Stones, pests, dirt etc.** Microbiological contamination & growth

*Salmonella, Campylobacter, Clostridium perfringens, Clostridium botulinum, Escherichia coli & Listeria monocytogenes** Allergens
 | **Critical Limits (CL):*** Cold food **≤5°C**
* Hot food **≥60°C**
* Frozen food: **hard frozen**

**Standard Operating Procedures (SOP):*** **2.6.1 Receiving Food**

**Support Programs:*** 3.1 Approved suppliers
* 3.2 Allergens & intolerances
* 3.3 Food disposal & recall
* 3.7 Use of thermometers
 | * Conduct a visual inspection of allproducts for compliance with *2.6.1 Receiving Food*

(e.g. PHF’s, dry goods, fresh produce & food packaging)* Measure the temperature of potentially hazardous food (PHF) with a clean & sanitised [type e.g. probe or infra-red gun] thermometer

**Frequency:** Every delivery**Responsibility:** Food handlers**Records: Record 5 Food Receipt** | * If surface temperature is above 5°C, check internal temperature of cold PHF with an accurate, clean and sanitised probe thermometer
* Reject or discard deliveries that do not meet with the critical limit or control measures as per SOP
* Notify supplier and request replacement
* Change supplier if food is repeatedly delivered out of specifications &/or contract
* Follow *3.3 Food Disposal and Recall* & record details of food withdrawn or disposed of on **Record 18 Food Disposal & Recall**
* Record corrective actions on relevant record form/s &/or **Record 4 Corrective Action Register**
 |
| **Step 3****Dry Goods** **Storage***Dry foods & packaging materials* | * Chemical contamination *Cleaning, maintenance & pest control chemicals*
* Physical contamination

*Pests, insects, dust, elastic bands & cleaning equipment** Microbiological contamination & growth of moulds & spoilage organisms
* Allergen cross contamination
 | **Standard Operating Procedures:*** **2.6.2 Storage**

**Support Programs:*** 3.5 Cleaning & sanitising
* 3.10 Pest control
* 3.3 Food disposal & recall
 | * Follow *2.6.2 Storage*
* Record any issues identified

**Frequency:** During daily routine**Responsibility:** Food handlers | * Discard food if evidence or likelihood of contamination
* If dry goods become moist or contaminated, discard immediately
* Discard any goods showing signs of pest infestation and clean & sanitise shelving/containers
* Record evidence of pests on **Record 17 Pest Sighting Register** and contact approved pest control contractor
* Discard goods that are past their use-by date
* Refer to SOP for other corrective actions
* Record corrective actions on relevant record form/s &/or **Record 4 Corrective Action Register**
* Record disposed food on **Record 18 Food Disposal & Recall**
 |
| **Step 3****Cold & Frozen Storage***Refrigerator, cool room or freezer & cold holding* | * Chemical contamination
* Physical cross contamination

*Dirt, food debris etc.** Microbiological growth & cross-contamination

*Salmonella, Campylobacter, Clostridium perfringens, Escherichia coli, Listeria monocytogenes** Allergen cross contamination
 | **Critical Limits:*** Cold food **≤5°C**
* Frozen food: **hard frozen**

**Standard Operating Procedures:*** **2.6.2 Storage**

**Support Programs:*** 3.5 Cleaning & sanitising
* 3.3 Food disposal & recall
* 3.7 Use of thermometers
 | * Follow *2.6.2 Storage*
* Check the temperature of refrigeration & cold holding/display units by: [e.g. reading the temperature from calibrated external & internal temperature display gauges or internal food temperature with a probe thermometer]
* Check frozen food is hard frozen

**Frequency:** Once daily (minimum)**Responsibility:** Food handlers**Records: Record 6 Cold & Frozen Storage** | * If ambient air temperature is above 5°C, check internal temperature of refrigerated food with an accurate, clean and sanitised probe thermometer
* If the internal food temperature is above 5°C, lower the thermostat & re-check within 30 min
* Move food to alternate unit
* If food is not hard frozen & showing signs of thawing, move to a refrigeration unit and use within 24 hours; and discard any remaining food after this time
* If PHF is above 5°C for 2 hours or longer, use immediately or discard
* If PHF is above 5°C for 4 hours or longer, discard
* If refrigeration/freezer is faulty, make immediate arrangements to repair or replace refrigeration unit
* Record all discarded food on **Record 18 Food Disposal & Recall**
* Retrain staff who have demonstrated non-compliance with the FSP requirements
* Refer to SOP for other corrective actions
* Record corrective actions on relevant record form/s &/or **Record 4 Corrective Action Register**
 |
| **Step 4****Thawing** | * Chemical contamination
* Physical cross contamination

*Dirt, food debris etc.** Microbiological growth & cross-contamination

*Salmonella, Campylobacter, Listeria monocytogenes** Allergen cross contamination
 | **Critical Limits:*** Under refrigeration ≤5°C
* Rapidly in the microwave and cook or consume within 4 hours
* **Step 3 Cold & Frozen Storage**

**Standard Operating Procedures:*** **2.6.3 Thawing**
* **2.6.2 Storage**

**Support Programs:*** 3.5 Cleaning & sanitising
* 3.3 Food disposal & recall
 | * Follow *2.6.3 Thawing*
* PHF thawed under refrigeration will be controlled & monitored under *Step 3 Cold & Frozen Storage*

**Frequency:** each time food is thawed**Responsibility:** food handlers**Records:****Record 6 Cold & Frozen Storage**Record 7 - 2hr/4hr Guide Log *(optional)* | * Discard PHF thawed out of temperature control and not cooked or consumed within 4 hours
* Refer to SOP for other corrective actions
* Record corrective actions on relevant record form/s &/or **Record 4 Corrective Action Register**
 |
| **Step 5****Preparation**  | * Chemical contamination

*Cleaning chemicals** Physical cross contamination

*band aids, hair etc.** Microbiological growth & cross-contamination

*Salmonella, Campylobacter, Escherichia coli, Staphylococcus aureus, Listeria monocytogenes & Norovirus** Allergen cross contamination
 | **Standard Operating Procedures:*** **2.6.4 Preparation**

**Support Programs:*** 3.2 Allergens & intolerances
* 3.5 Cleaning & sanitising
* 3.4 Health & hygiene requirements
* 3.9 Maintenance
 | * Follow *2.6.4 Food Preparation*

**Frequency:** each time food is prepared**Responsibility:** food handlers**Records:****Record 7 - 2hr/4hr Guide Log** *(optional for facilities that have extensive preparation time frames).* | * PHF that has been kept between 5°C and 60°C for less than two hours (cumulative time) must be refrigerated or used immediately;
* PHF that has been kept between 5°C and 60°C for longer than two hours (cumulative time) but less than four hours must be used immediately;
* PHF that has been kept between 5°C and 60°C for longer than four hours (cumulative time) must be thrown out.
* Discard food if it has become contaminated
* Retrain staff who have demonstrated non-compliance with the FSP requirements
* Record corrective actions on relevant record form/s &/or **Record 4 Corrective Action Register**
 |
| **Step 6****Cooking** | * Chemical contamination
* Physical cross contamination

*band aids, pens, screws etc.** Microbiological survival

*Salmonella, Campylobacter, Escherichia coli, Listeria monocytogenes* | **Critical Limits:*** Internal food temperature **≥75°C** (or equivalent time / temp)

**Standard Operating Procedures:*** **2.6.5 Cooking**

**Support Programs:*** 3.2 Allergens & Intolerances
* 3.5 Cleaning & sanitising
* 3.4 Health & hygiene requirements
* 3.7 Use of thermometers
 | * Follow *2.6.5 Cooking*
* Measure the internal temperature of cooked PHF with a clean & sanitised probe thermometer to ensure the CL is met
* Foods that are boiled or steamed (e.g. stews, casseroles, rice, soup, gravy etc.) do not require monitoring

**Frequency:** each batch of cooked potentially hazardous food**Responsibilities:** food handlers**Records:****Record 8a Cooking & Cooling****Record 8b Cooking & Cooling (SVP)****Record 9 Cooking/Reheating & Service** | * If the internal food temperature (critical limit) is not reached or the food is not cooked thoroughly then:
* Continue cooking and recheck the temperature until the CL is achieved and the food is thoroughly cooked
* Check equipment is operating correctly
* Do not serve PHF that has not reached the critical limit
* Record corrective actions on relevant record form/s &/or **Record 4 Corrective Action Register**
 |
| **Step 7****Cooling** | * Chemical contamination
* Physical cross contamination
* Microbiological growth / survival of spores
* *Salmonella, Campylobacter, Escherichia coli, Listeria monocytogenes*

*Spore-formers: Clostridium perfringens, Clostridium botulinum & Bacillus cereus* | **Critical Limits:*** Internal food temperature **60°C to 21°C within 2 hours,** and
* **Within a further 4 hours from 21°C to 5°C.**

**Standard Operating Procedures:*** **2.6.6 Cooling**

**Support Programs:*** 3.5 Cleaning & sanitising
* 3.4 Health & hygiene requirements
* 3.7 Use of thermometers
 | * Follow 2.6.6 *Cooling*
* Use a clean and sanitised probe thermometer to measure the internal temperature of PHF being cooled relative to time when:
* the food is 60°C (or above) – this is the start of the cooling process;

then within 2 hours (60°C - <21°C)* then within a further 4 hours (21°C - 5°C).

**Frequency:** each batch of cooled potentially hazardous foods**Responsibility:** food handlers**Records:****Record 8a Cooking & Cooling** | * Discard PHF that is not cooled within the timeframes of the cooling requirements
* For future batches divide food into small portions and stir occasionally to assist heat to dissipate
* Record corrective action on the relevant record form/s &/or **Record 4 Corrective Action Register**
 |
| **Step 8****Reheating,****Hot Holding & Storage** | * Chemical contamination
* Physical cross contamination
* Microbiological contamination & growth
* *Salmonella, Campylobacter, Escherichia coli, Listeria monocytogenes, Staphylococcus aureus*
* *Spore-formers: Clostridium perfringens, Clostridium botulinum & Bacillus cereus*
 | **Critical Limits:*** Internal food temperature **≥60°C within 2 hours**

**Standard Operating Procedures:*** **2.6.7 Reheating & hot holding / Storage**

**Support Programs:*** 3.5 Cleaning & sanitising
* 3.4 Health & hygiene requirements
* 3.7 Use of thermometers
* 3.9 Maintenance
 | * Follow *2.6.7 Reheating & hot holding / Storage*
* Measure the internal temperature of reheated PHF that will be hot held with a clean and sanitised probe thermometer
* Foods that are reheated (warmed) for immediate service are not required to meet the critical limit
* Measure internal temperature of PHF that is hot held for ≥2 hours with a clean and sanitised probe thermometer

**Frequency:** each batch of reheated potentially hazardous foods that will be hot held**Responsibility:** food handlers**Records:****Record 9 Cooking/Reheating & Service** | * Discard if food has not reheated to ≥60°C in 2 hours
* PHF that has been kept between 5°C and 60°C for longer than two hours (cumulative time) but less than four hours must be used immediately
* PHF that has been kept between 5°C and 60°C for longer than four hours (cumulative time) must be thrown out
* Discard leftover reheated PHF
* Discard food if it has become contaminated
* Check equipment is operating correctly
* Record corrective actions on relevant record form/s &/or **Record 4 Corrective Action Register**
 |
| **Step 9****Texture Modification** | * Chemical contamination
* Physical cross contamination
* Microbiological growth & cross-contamination

*Salmonella, Campylobacter, Escherichia coli, Listeria** Allergen cross contamination
 | **Critical Limits:*** Refer relevant process control steps

**Standard Operating Procedures:*** **2.6.8 Texture Modification**

**Support Programs:*** 3.2 Allergens & intolerances
* 3.5 Cleaning & sanitising
* 3.4 Health & hygiene requirements
* 3.7 Use of thermometers
 | * Follow *2.6.8 Texture Modification*
* Measure internal temperature of **texture modified PHF** with a clean and sanitised probe thermometer

**Frequency:** each batch of texture modified food**Responsibilities:** food handlers**Records:*** Documented on normal process records
* Mechanical equipment on cleaning & sanitising records
 | * PHF that has been kept between 5°C and 60°C for less than two hours (cumulative time) must be refrigerated or used immediately;
* PHF that has been kept between 5°C and 60°C for longer than two hours (cumulative time) but less than four hours must be used immediately;
* PHF that has been kept between 5°C and 60°C for longer than four hours (cumulative time) must be thrown out.
* Discard food if it has become contaminated
* Retrain staff who have demonstrated non-compliance with the FSP requirements

Record corrective actions on relevant record form/s &/or **Record 4 Corrective Action Register** |
| **Step 10****Plating & Service** | * Chemical contamination
* Physical cross contamination
* Microbiological growth & cross-contamination

*Salmonella, Campylobacter, Escherichia coli, Listeria, Staphylococcus aureus** Allergen cross contamination
 | **Critical Limits:*** Internal food temperature **≥60°C** and/or
* Within a specified time period

**Standard Operating Procedures:*** **2.6.9 Plating & Service**

**Support Programs:*** 3.2 Allergens & intolerances
* 3.7 Use of thermometers
 | * Follow *2.6.9 Plating & Service*
* Measure internal temperature of **PHF** for plating/service with a clean and sanitised probe thermometer and/or monitor the time

**Frequency:** each time food is plated & served**Responsibilities:** food handlers**Records:****Record 9 Cooking/Reheating & Service** | * PHF that has been kept between 5°C and 60°C for less than two hours (cumulative time) must be refrigerated or used immediately;
* PHF that has been kept between 5°C and 60°C for longer than two hours (cumulative time) but less than four hours must be used immediately;
* PHF that has been kept between 5°C and 60°C for longer than four hours (cumulative time) must be thrown out.
* Discard food if it has become contaminated
* Replace soiled serving utensils with clean ones if there has been any possibility of misuse
* Retrain staff who have demonstrated non-compliance with the FSP requirements
* Record corrective actions on relevant record form/s &/or **Record 4 Corrective Action Register**
 |
| **Step 11****Food Transport****(Offsite)** | * Chemical contamination
* Physical cross contamination
* Microbiological growth & cross-contamination

*Salmonella, Campylobacter, Escherichia coli, Listeria, Clostridium perfringens, Bacillus cereus** Allergen cross contamination
 | **Critical Limits:*** Internal food temperature **≥60°C** and or
* Within a specified time period

**Standard Operating Procedures:*** **2.6.10 Food Transport**

**Support Programs:*** 3.2 Allergens & intolerances
* 3.7 Use of thermometers
 | * Follow *2.6.10 Food Transport*
* Measure internal temperature of **PHF** for transport with a clean and sanitised probe thermometer and/or monitor the time

**Frequency:** each time food is delivered**Responsibilities:** food handlers**Records:****Record 11 Food Transport** | * Throw away food that has become contaminated (e.g. foreign objects, chemicals);
* Throw away ready-to-eat food that has been contaminated by raw food;
* PHF that has been kept between 5°C and 60°C for less than two hours (cumulative time) must be refrigerated or used immediately;
* PHF that has been kept between 5°C and 60°C for longer than two hours but less than four hours (cumulative time) must be used immediately;
* PHF that has been kept between 5°C and 60°C for longer than four hours (cumulative time) must be thrown out; and
* Review the food transport procedures.
* Record corrective actions on relevant record form/s &/or **Record 4 Corrective Action Register**
 |

## 2.6 Food Handling Controls – Standard Operating Procedures (SOPs)

### 2.6.1 Standard Operating Procedure Receiving Food

Critical Limit

* Cold food: **≤5°C**
* Hot food: **≥60°C**
* Frozen food: **hard frozen**

Procedure

All foods, ingredients and food packaging (e.g. potentially hazardous foods, dry goods, fresh produce & food packaging).

For each delivery:

* Ensure a staff member is present to visually inspect deliveries and record receipt of deliveries on **Record 5 Food Receipt**
* Check products are purchased from suppliers only from those listed on **Record 13 Approved Supplier List** and match the invoice (other products may not have been approved by the food safety team)
* Check the products are clearly identified and labelled with the name & address of the manufacturer for traceability purposes
* Check that packaging is intact and damage-free & there are no signs of contamination
* Check products are free from contamination and no off odours or chemical taints detected
* Check products are within expiry dates e.g. ‘use-by’ and ‘best-before’ dates
* Check eggs are stamped and are not cracked or dirty.

**Potentially hazardous foods**

For each delivery:

* Using a probe thermometer, monitor the temperature of potentially hazardous foods to ensure the critical limits are met and record on **Record 5 Food Receipt**
* Check that frozen food is hard frozen and does not show signs of thawing. If food show signs of thawing, product can then be used as a chilled product rather than discarded/rejected
* Choose PHFs that are higher risk than others, for example monitor the temperature of smallgoods, meats, processed salads and vegetables over milk, cheese or yoghurt
* In circumstances where packaging cannot be damaged, packaged foods may be measured by placing the probe in-between two packaged products or using an infrared-type thermometer. If the surface temperature is not compliant with the critical limit, immediately use a probe thermometer to measure the internal temperature of the food
* Place delivered foods in the appropriate storage area (freezer, cool room or dry storage area) as soon as possible after receipt
* Conduct and record corrective actions when the above control measures are not met.

Corrective Action

* Reject or discard deliveries that do not meet the control measures, including food or packaging, including:
	+ potentially hazardous food does not meet temperature critical limits unless the supplier can demonstrate the food safety has not been adversely affected
	+ damaged packaging or evidence/likelihood of contamination
	+ expired use-by dates
	+ eggs not stamped or which are cracked / dirty
* Notify supplier and request replacement
* Change supplier if food is repeatedly delivered out of specifications &/or contract
* If non-complying products are not taken immediately by the driver, label and isolate products in accordance with ***3.3* *Food Disposal & Recall***and *c*omplete **Record 18 Food Disposal & Recall**
* Retrain staff who have demonstrated non-compliance with the FSP requirements
* Record all corrective action taken on **Record 5 Food Receipt**
* Record ongoing corrective actions on **Record 4 Corrective Action Register**.

Responsibilities

Food handlers – cooks, store person

Records

**Record 5 Food Receipt**

Record 4 Corrective Action Register

Record 13 Approved Supplier List

Record 18 Food Disposal & Recall

Related Documentation

2.5 Hazard Control Table – *Step 2 – Purchase & Receipt*

3.1 Approved Suppliers Program

3.3 Food Disposal and Recall

3.4 Health and Hygiene Requirements

Supplier certificates/contract

### 2.6.2 Standard Operating Procedure Storage

Critical Limit

* Cold food: **≤5°C**
* Frozen food: **hard frozen**

Procedure

**Protection & segregation**

* Store food in accordance with the manufacturer’s specifications
* All stock is rotated to ensure the oldest stock is used first (first in, first out principle)
* Cover all food during storage to prevent contamination - products should be either stored in the original packaging or transferred to food grade, waterproof, pest-proof packaging or containers with well-fitting lids and labelled
* Store food on shelves, off the floor, to reduce potential contamination and facilitate effective cleaning of floors
* Store raw food on separate shelves or below ready-to-eat food to prevent cross-contamination
* Store staff food in the staff room refrigerator or clearly label a segregated area
* Never top up food containers with new batches – use new container or clean & sanitise container in between use
* Look for signs of pest infestation (e.g. droppings, eggs, webs, feathers & odours)
* Chemicals (e.g. cleaning, maintenance, pest control) must be clearly labelled and stored separately from food and packaging by storing them in designated cupboards or rooms
* Food for recall or disposal must be stored in accordance with *3.3 Food Disposal & Recall.*

**Shelf life & labelling**

* Do not use food past its ‘use-by’ date and check food that is past its ‘best before’ date to ensure it is not damaged or deteriorated
* **For opened products** - transfer manufacturer’s details, product name, batch and date codes to the containers (for tracing if product recalled)
* **For foods produced** - label with the product, date of production and use-by date
* Any instructions included on the label by the manufacturer must be followed (e.g. use within 2 days of opening)
* Preserved and acidified foods which need refrigeration after opening should be kept according to the manufacturer’s recommendation for shelf life and storage conditions.

**Temperature control**

* Food thawed in a refrigerator maintained at 5°C or below is monitored as per Hazard Control Table
* Store PHFs in equipment capable of maintaining the product temperature in accordance with critical limits
* Do not overstock equipment
* Check the ambient air temperature of equipment daily and record results on **Record 6 Cold & Frozen Storage**
* Check frozen food is hard frozen daily and record results.

Corrective Action

* If ambient air temperature is above 5°C, check internal temperature of refrigerated food with an accurate, clean and sanitised probe thermometer and record results on **Record 4 Corrective Action Register** and;
* If the internal food temperature is above 5°C - lower the thermostat and re-check within 30 minutes and record.
* If PHF is above 5°C for less than 2 hours - use immediately or move to another refrigeration unit
* If PHF is above 5°C for 2 to 4 hours - use immediately or discard
* If PHF is above 5°C for longer than 4 hours- discard immediately
* If frozen food is not hard frozen & showing signs of thawing, move to a refrigeration unit and use within 24 hours; and discard any remaining food after this time
* If equipment is faulty, make immediate arrangements to repair or replace the equipment
* Discard food if evidence or likelihood of contamination
* If dry goods become moist or contaminated, discard immediately
* Discard any goods showing signs of pest infestation and clean and sanitise shelving/containers
* Record evidence of pests on **Record 17 Pest Sighting Register** and follow ***3.10 Pest Control***
* Discard goods that are past their use-by date
* Retrain staff who have demonstrated non-compliance with the FSP requirements
	+ If control measures are not met or issues have been identified, record corrective actions on the appropriate record **form** and/or **Record 4 Corrective Action Register**
* Record disposed food on **Record 18 Food Disposal & Recall**

Responsibilities

Food handlers – cooks, store person

Records

**Record 6 Cold & Frozen Storage**

Record 18 Food Disposal & Recall

Record 17 Pest Sighting Register

Record 4 Corrective Action Register

Related Documentation

2.5 Hazard Control Table *– Step 3 – Dry Goods Storage & Cold & Frozen Storage*

3.5 Cleaning and Sanitising

3.10 Pest Control

3.3 Food Disposal and Recall

3.9 Maintenance

3.4 Health and Hygiene Requirements

### 2.6.3 Standard Operating Procedure Thawing

Critical Limit

* Under refrigeration ≤**5°C**
* Rapidly in the microwave and cook or consume within 4 hours
* Using another validated method [specify other methods].

Procedure

* Food thawed in a refrigerator maintained at 5°C or below is monitored as per Hazard Control Table
* If thawed in a microwave, must cook or consume within 4 hours
* If potentially hazardous food (PHF) is thawed using another method, record time out of temperature control on **Record 7 2hr/4hr Guide Log**
* Plan ahead and allow sufficient time to thaw potentially hazardous food (PHF) in the refrigerator or cool room
* Thaw raw frozen food on the bottom shelf or below ready-to-eat (RTE) food to prevent cross-contamination (juices from the thawing food dripping into RTE food)
* Keep all food protected, covered, wrapped or in food-grade containers while thawing
* Ensure all food is labelled with a ‘frozen on’ and ‘defrosted on’ date
* Ensure large portions of food are completely thawed before cooking (unless they can be cooked without thawing according to manufacturer’s instructions)
* PHF thawed under refrigeration can be stored in the cool room for up to 48 hours once thawed (unless a shorter period is specified by the manufacturer) [or specify another validated shelf life]
* Do not re-freeze thawed food.

Corrective Action

* PHF that has been kept between 5°C and 60°C for less than two hours(cumulative time) must be refrigerated or used immediately;
* PHF that has been kept between 5°C and 60°C for longer than twohours (cumulative time) but less than four hours must be used immediately;
* PHF that has been kept between 5°C and 60°C for longer than fourhours (cumulative time) must be thrown out.
* Discard food if it has become contaminated
* Retrain staff who have demonstrated non-compliance with the FSP requirements
* Record corrective actions on **Record 4 Corrective Action Register**

Responsibilities

Food handlers – cooks, specify another position/s.

Records

**Record 7 2hr/4hr Guide Log** (if required)

Record 4 Corrective Action Register

Related Documentation

2.5 Hazard Control Table *– Step 4 – Thawing*

### 2.6.4 Standard Operating Procedure Preparation

*General preparation of foods, including preparation of ready-to-eat (RTE) foods that are not cooked (e.g. sandwiches & salads).*

Procedure

* Check that food preparation surfaces, equipment and utensils are cleaned and sanitised before you use them
* Practice good personal hygiene before and during preparation as per the ***3.4.3 Health & Hygiene Requirements of Food Handlers - Employee Handout***
* Consider allergens and intolerances before preparation to prevent cross contamination (refer *3.2 Allergens & Intolerances*)
* Wash whole fruits, vegetables and salad vegetables that will be eaten raw (and do not require peeling) under running water before use
* Only remove food from refrigeration when ready to prepare, cook or serve.

**Prepare and keep RTE foods separate to raw foods to prevent cross-contamination by:**

* Dedicated preparation area for RTE foods that is in a separate area to raw food preparation; or
* At a different time to preparing raw meats and eggs, with food contact surfaces cleaned and sanitised in between.
* Minimise the time potentially hazardous food (PHF) is out of temperature control by preparing RTE food in small batches (e.g. less than 1 hour) and return food to the refrigerator during any break in preparation.

**Once preparation is finished, all RTE food is:**

* Served immediately, or
* Labelled with the date and placed under refrigeration and served within 48 hours (unless a shorter period is specified by the manufacturer) [or specify another validated shelf life]
* Correctly clean and sanitise all utensils, equipment and preparation boards/ benches after every task, and always between use for raw and ready to eat foods
* Use disposable cleaning cloths or regularly change, launder & sanitise reusable cloths.

Corrective Action

* PHF that has been kept between 5°C and 60°C for less than two hours(cumulative time) must be refrigerated or used immediately;
* PHF that has been kept between 5°C and 60°C for longer than twohours (cumulative time) but less than four hours must be used immediately;
* PHF that has been kept between 5°C and 60°C for longer than fourhours (cumulative time) must be thrown out.
* Discard food if it has become contaminated
* Retrain staff who have demonstrated non-compliance with the FSP requirements
* Record corrective actions on **Record 4 Corrective Action Register**

Responsibilities

Food handlers – cooks, specify another position/s

Records

**Record 7 2hr/4hr Guide Log (optional)**

Record 4 Corrective Action Register

Related Documentation

2.5 Hazard Control Table *– Step 5 – Preparation*

3.2 Allergens and Intolerances

3.4 Health and Hygiene Requirements

3.4.3 Health and Hygiene Requirements of Food Handlers - Employee Handout

3.5 Cleaning and Sanitising

### 2.6.5 Standard Operating Procedure Cooking

Critical Limit

* Internal food temperature **≥75°C** or equivalent time/temperature [or specify other validated method].

Procedure

* Cook potentially hazardous foods (PHF) to a minimum internal temperature of 75°C or equivalent time/temperature
* At the end of cooking each batch, use a calibrated, clean and sanitised probe thermometer to measure the internal temperature of food at the thickest part to ensure the critical limit is met and record the temperature on the appropriate cooking **Record 8a Cooking & Cooling or Record 9 Cooking/Reheating & Service** [specify site-specific cooking record/s]
* Foods that are boiled or steamed must be visually checked to confirm process (e.g. stews, casseroles, soup etc.) i.e. they do not require temperature monitoring
* Non-potentially hazardous foods do not require monitoring (e.g. bread, scones, cake, stewed fruit)
* Thoroughly cook any poultry and minced meat products - chicken, hamburgers and sausages must be cooked through, never rare or pink in the centre
* Ensure manufacturer’s cooking instructions are followed for all frozen products (e.g. frozen vegetables)
* Always use a clean utensil for taste testing and never reuse
* Place cooked food on a clean plate or surface, never return cooked food to the same plate or surface which held the raw food
* For foods that are cooked and held hot for greater than 2 hours refer to **2.6.7 Standard Operating Procedure for hot holding**.

Corrective Action

* + If the internal temperature of the food is less than critical limit, continue cooking until the limit is reached
	+ Discard food if evidence or likelihood of contamination
	+ Retrain staff who have demonstrated non-compliance with the FSP requirements
	+ Record corrective actions on the appropriate cooking recordand/or **Record 4 Corrective Action Register**.

Responsibilities

Food handlers – cooks

Records

**Record 8a Cooking & Cooling**

**Record 9 Cooking/Reheating & Service**

Record 4 Corrective Action Register

Related Documentation

2.5 Hazard Control Table *– Step 6 – Cooking*

3.2 Allergens and Intolerances

3.4 Health and Hygiene Requirements

3.5 Cleaning and Sanitising

3.7 Use of Thermometers

### 2.6.6 Standard Operating Procedure Cooling

Critical Limit

* Internal food temperature **60°C to 21°C within 2 hours**, and
* within a **further 4 hours from 21°C to 5°C**.

Procedure

* Place potentially hazardous food (PHF) being cooled for later use in an appropriate clean, uncontaminated storage container
* Where required divide PHF into smaller batches and use shallow containers (for example less than 10cm deep) to help it cool quicker
* PHF should be placed under temperature control (refrigeration/freezer/blast chiller) to commence the cooling process as soon as possible, however a cooling process must be commenced before the food reaches 60°C
* Protect storage containers from contamination during and after cooling
* Label food before placing into the cool room, refrigerator or freezer as per ***2.6.2* *Storage***
* Make sure there is adequate air circulation around containers by not overloading refrigerators, cool rooms or freezers
* Never mix left-overs with a new batch of cooled food
* All cooled foods that have not been consumed after reheating and serving must be discarded
* All cooled foods should be consumed within the stated shelf life (including both the day of cooking and the day of consumption).

**Temperature Monitoring**

Using a calibrated, cleaned and sanitised probe thermometer, measure the internal food temperature of food being cooled for later use and record the time & temperature on **Record 8a Cooking & Cooling** at the following times during the cooling process:

* When the food has reached 60°C (or above) - this is the start of the cooling process; and
* Return within 2 hours and check the food has reduced from ***60°C to 21°C within 2 hours***; and
* Return within a further 4 hours and check the food has reduced from ***21°C to 5°C within a further 4 hours****.*

**Standard Validated Procedures (Optional)**

The use of a standard validated procedure is an optional method that may be used to demonstrate that the requirements have been complied with when cooling PHF. To validate the cooling process:

* A standard procedure should be written outlining the complete cooling process
* Initial validation of the standard cooling procedure should be conducted to validate that the process achieves the cooling requirements with time and temperature monitoring recorded on **Record 8b Cooking & Cooling – Standard Validated Procedures** (SVP)
* Ongoing validation of the standard cooling procedure should be conducted at regular specified intervals to validate that the process continues to achieve the cooling requirements with temperature monitoring recorded on **Record 8b Cooking & Cooling – Standard Validated Procedures**
* If there are any changes to the process (e.g. volume of food, type of food, cooling equipment etc.) then a new standard validated procedure needs to be developed.

[Specify site-specific standard validated procedures and frequencies]

Corrective Actions

* Discard PHF that is not cooled within the cooling requirements
* For future batches, divide food into small portions and stir occasionally to assist heat to dissipate
* Retrain staff who have demonstrated non-compliance with the FSP requirements
* Revalidate standard procedures if PHF not cooled within the cooling requirements
* Record corrective actions on the appropriate record form and/oron **Record 4 Corrective Action Register**.

Responsibilities

Food Handlers – cooks

Records

**Record 8a Cooking & Cooling**

**Record 8b Cooking & Cooling – Standard Validated Procedures**

Record 4 Corrective Action Register

Related Documentation

2.5 Hazard Control Table *– Step 7 – Cooling*

2.6.2 Storage

3.4 Health and Hygiene Requirements

3.5 Cleaning and Sanitising

3.7 Use of Thermometers

### 2.6.7 Standard Operating Procedure Reheating & Hot Holding/Storage

Critical Limit

Internal food temperature **≥60°C within 2 hours** for reheated potentially hazardous food that will be held hot

Internal food temperature maintained at **≥60°C** for hot holding or storage of foods delivered hot.

**NB:** foods that are reheated (warmed) for immediate service are not required to meet the critical limit

Procedure

* Reheat potentially hazardous food (PHF) that will be held hot to an internal temperature of ≥60°C within 2 hours before placing into hot holding equipment (e.g. Bain Marie)
* At the end of reheating and every 2 hours after, use an accurate clean and sanitised probe thermometer to measure the internal temperature of food at the thickest part to ensure the critical limit is met with the timeframe and record the time and temperature on **Record 9 Cooking/Reheating & Service**
* Stir/turn PHF during reheating and hot holding to ensure even heating throughout the food
* Use clean utensils and equipment when handling food
* Ensure hot holding equipment is clean and pre-heated before placing food in it
* Never mix or top-up old batches with fresh batches of food
* Clean hot holding equipment in accordance with *3.5 Cleaning and Sanitising*.

Corrective Actions

* Discard if food has not reheated to ≥60°C in 2 hours
* PHF that has been kept between 5°C and 60°C for less than two hours(cumulative time) must be refrigerated or used immediately;
* PHF that has been kept between 5°C and 60°C for longer than twohours (cumulative time) but less than four hours must be used immediately;
* PHF that has been kept between 5°C and 60°C for longer than fourhours (cumulative time) must be thrown out
* discard leftover reheated PHF.
* Discard food if it has become contaminated
* Check equipment is operating correctly
* Retrain staff who have demonstrated non-compliance with the FSP requirements
* Record corrective actions on the appropriate record formand/or on **Record 4 Corrective Action Register**.

Responsibilities

Food handlers - cooks

Records

**Record 9 Cooking/Reheating & Service**

Record 4 Corrective Action Register

Related Documentation

2.5 Hazard Control Table *– Step 8 – Reheating, Hot Holding/Storage*

3.4 Health and Hygiene Requirements

3.5 Cleaning and Sanitising

3.7 Use of Thermometers

### 2.6.8 Standard Operating Procedure Texture Modification

Purpose

Texture modified meals and fluids are provided for residents or patients that have difficulty swallowing/chewing and may be thickened, minced or puréed. Good hygienic practice is required during the preparation of texture modified and puréed foods because the extra handling increases the potential for cross contamination.

Texture modification equipment such as vitamisers, blenders, stab mixers etc. must be maintained in a good condition and able to be dismantled for adequate cleaning and sanitising after use.

Procedure

**Preparation of Texture Modified (TM) and Puréed Foods**

Food handlers must:

* Follow all requirements in ***3.4 Health and Hygiene Requirements***
* Wash hands with soap and warm running water and dry thoroughly before texture modification - clean gloves may be used as an additional barrier
* Before vitamising, visually check to ensure that the vitamiser is clean and the blades and rubber seals are intact and in a good condition prior to and after the preparation process
* TM foods should be prepared and stored according to the directions for use and shelf-life of the thickening agent or the recipe
* Consider allergens and intolerances before beginning the TM process to prevent cross contamination (refer ***3.2 Allergens & Intolerances***)
* Equipment such as blenders and stab mixers must be dismantled to enable thorough and effective cleaning and sanitising after and in between uses (refer to manufacturer’s specifications for directions and ***3.5 Cleaning and Sanitising***).

**Texture Modified before Cooking**

* Minimise the amount of time between texture modification and cooking (e.g. less than 1 hour)
* Thoroughly cook food to a temperature of ≥75°C (or equivalent time/temperature) refer ***2.6.5* *Cooking***
* Ensure texture modified food remains at 60°C or above if hot holding before serving.

**Modified Ready-to-Eat (RTE) Foods**

There is greater risk of microbiological growth and contamination of RTE foods as they will not undergo any further thermal processing (e.g. cooking) before being consumed.

* Designate a processing area for modifying RTE foods to prevent cross contamination from raw or unwashed foods
* Ensure all equipment and work surfaces are clean and sanitised prior to modifying/puréeing
* If equipment cannot be dedicated to RTE foods only, then ensure these foods are processed before other foods that need to be cooked, or else the equipment is cleaned and sanitised in between uses (e.g. modify RTE foods such as cream, shakes or fruit before modifying raw eggs)
* Ensure containers and moulds are cleaned and sanitised before placing TM food in them
* Ensure ingredients added during the TM process do not introduce contaminants into RTE products, e.g. seasoning, liquid, starch etc.
* Texture modify the food immediately after cooking in compliance with ***2.6.5 Cooking*** or
* Ensure the food is cooled in compliance with ***2.6.6 Cooling*** and then modify after cooling
* During modification the food may be exposed to contamination, so it is recommended that time and temperature controls are strictly monitored (i.e. minimise the amount of time to texture modify the food before chilling commences)
* If not served immediately, ensure hot or cold TM foods are placed under temperature control (≤5°C or ≥60°C) immediately
* Do not use food that has gone into service and has been returned to the kitchen.

**Nutritional Supplements and Milkshakes**

The preparation of nutritional supplements and milkshakes requires special attention. These items are able to support the rapid growth of pathogenic bacteria. The following steps need to be taken to make sure you reconstitute, prepare and handle these items safely. Staff hygiene, in particular hand washing, is extremely important in ensuring the safety of in-house prepared nutritional supplements and milkshakes. The SOP also applies to commercial shelf-stable reconstituted products once they have been opened.

**Preparation of nutritional supplements and milkshakes:**

* Follow the steps above under the heading **Preparation of texture modified (TM) and puréed foods**
* Minimise the time that prepared items are left on the bench during preparation and dispensing (e.g. serve immediately or place in cool room as soon as possible)
* Never save any hydrated unfinished items—discard them
* Where nutritional supplements are produced in batches, ensure they are refrigerated at 5°C or below and used within 48 hours or in accordance with the manufacturer’s instructions.

**Preparation of infant formula**

Staff hygiene and storage temperature of prepared formula are the two main elements to ensure the safety of infant formula from pathogenic bacteria such as Salmonella and *Cronobacter sakazakii.*

When rehydrating and preparing infant formula, food handlers must:

* Follow all requirements in ***3.4 Health and Hygiene Requirement***
* Wash hands with soap and warm running water and dry thoroughly
* Make infant formula in an area dedicated to preparation [specify where]
* Prepare infant formula according to the manufacturer’s instructions and ensure all equipment is cleaned and sanitised prior to use as per ***3.5 Cleaning & Sanitising***
* Add the formula powder to sterile water (e.g. pre-boiled cooled water hot water urns may not produce water at a temperature suitable to sterilise bottles or to produce boiled water) [specify details]
* Use sterilised bottles, teats and other utensils
* As much as possible, avoid storing prepared formula by preparing formula as needed and using promptly, especially after warming [specify details]
* When infant formula needs to be stored after preparation, it should be kept at a temperature of 5°C or less for no longer than 24 hours (WHO), unless more stringent controls are specified in sector/site policies or standards [specify details]
* discard any unfinished feeds.

Corrective Action

* PHF that has been kept between 5°C and 60°C for less than two hours(cumulative time) must be refrigerated or used immediately;
* PHF that has been kept between 5°C and 60°C for longer than twohours (cumulative time) but less than four hours must be used immediately;
* PHF that has been kept between 5°C and 60°C for longer than fourhours (cumulative time) must be thrown out.
* If the condition of equipment shows signs of breaking, splitting or cracking etc. advise manager and remove from service in compliance with **3.9 *Maintenance***
* Ensure TM equipment is on the***3.9.3 Preventative Maintenance Schedule***
* Retrain staff who have demonstrated non-compliance with the FSP requirements
* Record corrective actions on the appropriate record form and/or **Record 4 Corrective Action Register**.

Responsibilities

Food handlers, cooks

Records

Record 8a Cooking & Cooling

Record 9 Cooking/Reheating & Service

Record 7 2hr/4hr Guide Log (optional)

Record 20 Maintenance

Record 4 Corrective Action Register

Related Documentation

2.5 Hazard Control Table *– Step 9 – Texture Modification*

2.6.5 Cooking

2.6.6 Cooling

3.2 Allergens and Intolerances

3.4 Health and Hygiene Requirements

3.5 Cleaning and Sanitising

3.9 Maintenance

3.9.3 Preventative Maintenance Schedule

Product/infant formula directions of use

TM equipment manufacturer’s specifications

### 2.6.9 Standard Operating Procedure Plating & Service

Critical Limit

* Hot food internal temperature **≥60°C**
* Cold food internal temperature **≤5°C**
* or time controls using the 2hr/4hr rule.

Procedure

* Ensure that people who serve food or supervise self-service food displays have appropriateskills and knowledge for the tasks that they do
* Ensure that if staff serving food are using gloves that they understand how to use glovessafely
* Use separate serving utensils for different types of foods and batches
* Maintain temperatures of potentially hazardous foods ≤5°C or ≥60°C and monitor the internal food temperature with a calibrated probe thermometer (or demonstrate compliance with the 2hr/4hr rule)
* Throw away single use items after using them, including straws, paper towels, cups andplates
* Never mix old food with freshbatches in the bain marie
* Never reuse any self-serve food left over from the previous day on the following day
* Ensure that menus highlight allergenic ingredients in dishes if not apparent from the name ofthe dish, and advise staff so they may be able to assist customers with queries.

Corrective Action

* Potentially hazardous food that has been kept between 5°C and 60°C for less than two hours(cumulative time) must be refrigerated or used immediately;
* Potentially hazardous food that has been kept between 5°C and 60°C for longer than twohours (cumulative time) but less than four hours must be used immediately;
* Potentially hazardous food that has been kept between 5°C and 60°C for longer than fourhours (cumulative time) must be thrown out.
* Discard food if it has become contaminated
* Replace soiled serving utensils with clean ones if there has been any possibility of misuse
* Retrain staff who have demonstrated non-compliance with the FSP requirements
* Record corrective actions on **Record 4 Corrective Action Register**.

Responsibilities

Food handlers, cooks

Records

**Record 9 Cooking/Reheating & Service**

Record 4 Corrective Action Register

Related Documentation

2.5 Hazard Control Table *– Step 10 – Plating & Service*

3.4 Health and Hygiene Requirements

3.5 Cleaning and Sanitising

### 2.6.10 Standard Operating Procedure Food Transport

Critical Limit

* Internal food temperature ≥60°C or ≤5°C
* OR within a specified time period (e.g. 1hour).

Procedure

* All food for transport must be covered or packed to protect the food from becoming contaminated
* Ensure that the food transport vehicles/trollies/insulated containers can maintain the correct temperatures for the type of food it carries
* Check that cold food is transported at 5°C or colder
* Check that frozen food is transported frozen hard (not partially thawed)
* Check that hot food is transported at 60°C or above
* If food is transported between 5°C and 60°C, use the 2hr/4hr rule
* Ensure the food is transported away from any chemicals that might contaminate the food
* Ensure the food transport vehicles/trollies/insulated containers are clean and food is packaged correctly.

Corrective Action

* Discard food that has become contaminated (e.g. foreign objects, chemicals)
* Potentially hazardous food (PHF) that has been kept between 5°C and 60°C for less than two hours (cumulative time) must be refrigerated or used immediately;
* PHF that has been kept between 5°C and 60°C for longer than two hours but less than four hours (cumulative time) must be used immediately;
* PHF that has been kept between 5°C and 60°C for longer than four hours (cumulative time) must be discarded.
* Record corrective actions on **Record 4 Corrective Action Register.**

Responsibilities

Food handlers

Records

**Record 11 Food Transport**

Record 4 Corrective Action Register

Related Documentation

2.5 Hazard Control Table *– Step 11 – Food Transport*

2.6.2 Storage

3.4 Health and Hygiene Requirements

3.9 Maintenance

# Section 3 - SUPPORT PROGRAMS

## 3.1 Approved Supplier Program

Purpose

The Approved Supplier Program has been implemented to control the quality and safety of food purchased from food and beverage suppliers. Food and beverages are only purchased from suppliers nominated on the ***Approved Supplier List***. When purchasing foods and beverages from a supplier the following procedure is to be adhered to at all times.

Procedure

### 3.1.1 Approving Suppliers

The Food Service Manager will:

* Ensure evidence of supplier approval is kept on site, e.g. current certificate of registration/licence/food safety system certification or Food Business Notification reference number or council food inspection
* Consider implementing **Record 12 Approved Supplier Agreement** and collect the supplier’s signed acceptance of the specification, if additional evidence is required
* Suppliers will be listed on **Record 13 Approved Supplier List,**including their name, address, contact details, details on what food products the business receives from the approved supplier, the reason why the supplier was approved and the date approved
* Ensure suppliers maintain compliance with the Food Safety Standards*;* if the food supplied is not within specification, goods will be refused on delivery and corrective action taken
* Prior to using any new or ‘emergency’ suppliers, new or alternate suppliers will be approved and their details added to **Record 13 Approved Supplier List,**including the supplier approval date
* Ensure that any complaints against suppliers are documented and kept on the suppliers file, and reviewed regularly
* Keep records up to date
* Outline and include suppliers’ criteria and scope [Business to insert criteria used].

### 3.1.2 Food Donations

[State your business’s requirements]

### 3.1.3 Food Brought in from Home/Relatives

The policy should ensure that:

* The vulnerable person in care and their friends and relatives are made aware of the types of higher risk foods that are excluded from food service and the reasons why
* Recommendations are included regarding appropriate lower risk foods that may be brought into the facility and common controls that should be followed to ensure the safety of the food.

[State your business’s requirements]

Corrective Action

If food is delivered in an unsatisfactory condition or vehicle;

* Record the details and corrective action on **Record 5 Food Receipt** and ensure the goods are returned to the supplier or segregated for return
* The food services manager will contact the supplier to notify them of the non-conforming delivery and the reason why the delivery was rejected

* A new supplier will be chosen and approved in the event an existing supplier is unable to comply with the Food Safety Standards or is unable to continue to supply the required goods.

Responsibilities

Food Service Manager

Records

Record 5 Food Receipt

Record 12 Approved Supplier Agreements

Record 13 Approved Supplier List

Related Documentation

Supplier certificates/contracts

## 3.2 Allergens and Intolerances

Purpose

Food businesses must ensure that food served to persons is safe and suitable, where food is specifically requested and supplied to persons with allergies or intolerances.

Procedure

[Business to customise procedures with site-specific details where allergen free meals are prepared]

* Have a system in place for identifying persons with any food-related allergies upon admission to the facility
* Have a system in place to enable identification of allergens that may be present or pose a risk of cross contamination to meals being prepared and served. This includes those products that are labelled with an allergen declaration or allergen warning
* Design the menu to reduce the risk of allergens and, where possible, have an allergen-free alternative meal
* Store products that contain allergens in a manner that will not contaminate allergen- free products
* Have a system in place to identify and control allergen spills.

**Cross contact of allergens should be controlled by:**

* Washing hands thoroughly with soap and warm water and drying thoroughly before preparing allergen-free meals, clean gloves may be used as an additional barrier
* Use separate cookware (including frying oil), equipment and utensils for preparing and serving meals containing allergens and allergen-free meals
* Thoroughly washing, rinsing and sanitising all cookware, utensils and equipment in between meal times
* Ensure the area used for preparation of special meals is clean and sanitary before starting and during work
* Covering allergen-free meals to avoid cross contact with other meals containing allergens
* Where practical, running production schedules so that allergen-free food is produced before those that contain allergens
* Providing adequate cleaning/flushing between batches of food containing allergens.

Corrective actions

* Update menus to identify foods containing allergens
* Contact supplier or manufacturer of packaging material if packaging material is damaged orcontaminated and replace
* Revise cleaning and sanitising procedures if they are inadequate
* Throw out food that has been contaminated by packaging or during packaging process
* Recall incorrectly labelled products or possibly contaminated products that have beendistributed
* Record customer complaints on **Record 19 Customer Complaints**
* Record corrective actions on **Record 4 Corrective Action Register**.

Responsibilities

Food Service Manager [define specific responsibilities for each position]

Food handlers

Records

Record 19 Customer Complaints

Record 4 Corrective Action Register

Documented on normal process records

Business to develop their own site-specific record for client’s identified with allergens

Related Documentation

2.2 Menu Design

3.3 Food Disposal and Recall

3.4 Health and Hygiene Requirements

3.5 Cleaning and Sanitising

All *Food Handling Control SOPs*

## 3.3 Food Disposal and Recall

Purpose

*Food Safety Standard 3.2.2 Division 3, clause 11* requires food businesses to ensure food for disposal (food that is subject to recall, has been returned, is not/suspected of not being safe or suitable) is held and kept separate and clearly identified until it is destroyed, disposed of, returned to its supplier, further processed or ascertained to be safe and suitable.

*Food Safety Standard 3.2.2 Division 3, clause 12* requires food businesses that engage in the wholesale supply or manufacture of food to have in place a documented food recall plan in accordance with the FSANZ Food Industry Recall Protocol.

Procedure

### 3.3.1 Food Disposal

Foods for disposal are classified as food that:

* Is subject to recall – upon receipt of a food recall notification, check if stocked
* Has been returned
* Is not safe or suitable (e.g. past it’s use-by or expiry date; has become contaminated)
* Is suspected of not being safe or suitable
* Is not compliant with ***3.1 Approved Supplier Program*** for foods donated or delivered from suppliers that are not on **Record 13 Approved Supplier List** or foods that were incorrectly delivered.

These foods will be held and kept separate in accordance with the following procedure until it is destroyed, disposed of, returned to its supplier, further processed or ascertained to be safe and suitable.

### 3.3.2 Food for Disposal Holding Procedure

1. Label the food: ‘For Recall/Disposal – Do Not Use’
2. Keep the food separate by placing it in the ‘Food Recall/Disposal Container in the dry store, cool room or freezer
3. Destroy, dispose, return to supplier or ascertain the product’s safety
4. Record all actions on **Record 18 Food Disposal & Recall** and retain a copy of the recall notice (if a recall)
5. For ongoing corrective actions, record on **Record 4 Corrective Action Register**.

### 3.3.3 Food Recall

[State your business’s requirements]

Corrective Action

* Retrain staff if evidence demonstrates the procedure has not been followed
* Review suppliers for ongoing problems with products.

Responsibility

Food Service Manager [define specific responsibilities for each position]

Food handlers

Records

**Record 18 Food Disposal & Recall**

Record 4 Corrective Action Register

Record 13 Approved Supplier List

Related Documentation

3.1 Approved Supplier Program

Food recall notices

Supplier’s instructions

Food Recall Plan (if required)

## 3.4 Health and Hygiene Requirements

Purpose

Health and hygiene requirements of food handlers and businesses is specified in *Food Safety Standard 3.2.2; Division 4; Subdivision 1- Requirements for food handlers and Subdivision 2- Requirements for food businesses;*

* *clause 14 Health of food handlers*
* *clause 15 Hygiene of food handlers*
* *clause 16 Health of persons who handle food – duties of food businesses*
* *clause 17 Hygiene of food handlers – duties of food businesses* and
* *clause 18 General duties of food businesses*.

Procedure

### 3.4.1 Health & Hygiene Requirements of Food Businesses

The food business will ensure above food safety standard requirements are met by:

* Providing food handlers with food safety training as per the food safety program and associated procedures
* Informing food handlers of their health and hygiene obligations by providing each food handler with a copy of this procedure & ***3.4.3 Health & Hygiene Requirements of Food Handlers - Employee Handout***
* Excluding food handlers from handling food once they have notified their supervisor, they are a carrier of or suffering from symptoms of a food borne disease, and record this on**Record 14 Staff Illness Register**
* Not permitting food handlers to return to the handling of food until at least 48 hours after their symptoms cease or upon receiving advice from a medical practitioner that the person no longer is suffering from, or is a carrier of a food-borne disease
* Recording evidence to demonstrate that all of the above measures have been implemented.

The food business will ensure the following measures are implemented for the hygiene of food handlers:

* Maintain easily accessible hand washing facilities that are designated for washing hands, arms and face only
* Provide at each hand washing facility a supply of warm-running water, soap, single-use towels for hand-drying and a container for used towels.

### 3.4.2 Health & Hygiene Requirements of Food Handlers

Food handlers will:

* Read and follow ***3.4.3 Health & Hygiene Requirements of Food Handlers - Employee Handout*** outlining their legal obligations
* Notify a supervisor that they are suffering from or are a carrier of a food borne disease or have symptoms of a food borne disease as specified in the procedure
* Take all practical measures to ensure food is not contaminated as a result of their disease.

Corrective Action

* Food handlers must inform their supervisor if they have or suspect they have contaminated food
* Dispose food that has been contaminated
* Retrain food handlers if demonstrated non-compliance with the FSP requirements.

Responsibilities

Management & all food handlers

Records

Record 14 Staff Illness Register

Record 15 Staff Training Register

Record 3 Internal Food Safety Audit

Related Documentation

3.4.3 Health & Hygiene Requirements of Food Handlers - Employee Handout

3.6 Training

Training records

Training Programs

### 3.4.3 Health & Hygiene Requirements of Food Handlers – Employee Handout

*A food handler is a person who directly engages in the handling of food or food-contact surfaces. It includes staff or volunteers that receive, store, prepare, process, package, serve and deliver food and includes care staff. Food handlers also include staff or volunteers that clean the kitchen, utensils and equipment.*

**Health of food handlers**

Food handlers must:

* Take all reasonable measures not to handle food or food-contact surfaces (e.g. benches, kitchen equipment, eating utensils etc.) in a way that is likely to compromise the safety and suitability of food
* If at work, you must report to your supervisor if you have a symptom that indicates you may be suffering from a food-borne disease, or know you’re suffering from a food-borne disease, or if you’re a carrier of a food-borne disease (common symptoms include vomiting, diarrhoea, abdominal cramps, nausea and fever); and
* Not engage in any handling of food where there is a reasonable likelihood of food contamination as a result of the condition; and
* If continuing to engage in other work on the food premises – take all practicable measures to prevent food from being contaminated as a result of the condition.
* If at work, you must report to your supervisor if you are suffering from a condition where there is a reasonable likelihood of food contamination as a result of suffering the condition; and
* Notify your supervisor if you know or suspect that you have contaminated food whilst handling food.

**Hygiene of food handlers**

When engaging in any food handling operation, food handlers must:

* Take reasonable measures to ensure your body, anything from your body or what you’re wearing does not contaminate food or food-contact surfaces
* Avoid touching nose, mouth, hair and skin during food preparation
* Keep fingernails trimmed, clean and free from nail polish
* Wear minimal jewellery (a plain wedding band is acceptable)
* Tie back long hair or wear head gear (such as hats and disposable hair nets) to prevent hair getting into food
* Take reasonable measures to prevent unnecessary contact with ready-to-eat food ; use utensils or wear disposable gloves where possible
* Ensure outer clothing is clean
* Aprons should be removed when leaving food processing areas and changed/laundered daily
* Cover cuts and sores with a bright coloured adhesive bandage/dressing and completely cover with a waterproof covering (e.g. disposable gloves)
* Not eat over unprotected food or food-contact surfaces
* Not sneeze, blow or cough over unprotected food or food-contact surfaces
* Not spit, smoke or use tobacco or similar preparations in areas in which food is handled
* Not urinate or defecate except in a toilet
* Wash your hands when engaging in food handling operations as specified below.

**Hand washing**

**Where & how food handlers must wash their hands, food handlers must:**

* Wash their hands using the hand washing facilities provided
* Thoroughly clean their hands using soap and warm running water
* Thoroughly dry their hands on a single-use towel.

**When should food handlers wash their hands?**

* Whenever their hands are likely to be a source of contamination of food
* Immediately **BEFORE:**
* commencing or re-commencing handling food
* working with ready-to-eat food after handling raw food
* putting on disposable gloves.
* Immediately **AFTER:**
* using the toilet
* smoking
* coughing
* sneezing, using a handkerchief or disposable tissue
* eating or drinking
* using tobacco or similar substances
* touching hair, scalp or a body opening
* handling raw foods
* handling rubbish
* working with patients/children, changing nappies.

**Four steps for effective hand washing:**

1. Use soap to work up a lather
2. Wash palms, fingers, thumbs, nails and wrists. Use a clean nail brush if necessary
3. Rinse off soap by washing hands under warm running water for at least 20 seconds
4. Dry with paper towel then air dry. Never wipe wet hands on clothes, uniforms, aprons or tea towels to dry them.

Gloves and hand sanitiser may be used in addition to adequate hand washing but must **never** replace the above hand washing procedures.

## 3.5 Cleaning and Sanitising

Purpose

*Food Safety Standard (FSS) 3.2.2 clause 19* requires food businesses to maintain food premises, fixtures, fittings, equipment and those parts of food transport vehicles to a standard of cleanliness where there is no accumulation of garbage, recycled matter, food waste, dirt, grease or other visible matter.

*FSS 3.2.2 Clause 20* requires specific equipment to be cleaned and sanitised. Eating and drinking utensils must be cleaned and sanitised immediately before each use and for the food contact surfaces of equipment – whenever food that will come into contact with the surface is likely to be contaminated.

A clean and sanitary surface means the condition of the utensil or surface is clean and has applied to it heat or/and chemicals or other processes, so that the number of microorganisms has been reduced to a level that does not compromise the safety of the food with which it may come into contact with and does not permit the transmission of infectious disease.

Effective cleaning and sanitising reduces the potential for food poisoning bacteria to grow, the attraction of pests and cross contamination.

Procedure

### 3.5.1 Cleaning & Sanitising Scheduling

***3.5.5* *Cleaning and Sanitising Schedule***outlines the premises and equipment that require cleaning and sanitising, the frequency, method, products used and staff responsibility.

Staff responsible for the cleaning and sanitising tasks must sign off on the relevant **Cleaning** **Records - 10a, b & c** once they have completed each task.

**Elements of a cleaning schedule:**

* Frequency of cleaning and sanitising for various items/surfaces:
	+ after use - food contact surfaces, all equipment that comes in contact with food (refer *‘Items that must be sanitised’* listed below)
	+ daily - floors, dishwasher, plating line, kitchen food trolleys, high-touch points
	+ weekly - refrigerators and cool rooms, food delivery trolleys
	+ monthly - dry store, freezer, drains, delivery area
	+ other
* Method/s of cleaning & sanitising based on section *3.5.2 Methods for Cleaning & Sanitising* [SOPs may be required to be developed for specific equipment].
* Chemical products used based on below Table *‘Chemical sanitisers and specific details of products and their use’*
* Responsibility/who will undertake the activity - specify the position/s accountable for each task.

**Items that must be sanitised:**

* Eating and drinking utensils, including cutlery, crockery, cups and glasses
* Surfaces that will come into contact with food and are likely to contaminate it, including cutting boards, mixing bowls, storage containers, thermometers, bench surfaces and similar equipment
* Equipment does not need to be sanitised if it will exceed 75°C during use, including pots and pans, ovens and oven trays, and other similar items, however, these items must be adequately cleaned and if used for cold preparation, must also be sanitised.

### 3.5.2 Methods for Cleaning & Sanitising

METHOD 1: Heat - Dishwasher

All items listed in ***3.5.4 Cleaning and* Sanitising *Schedule*** are put through the dishwasher and sanitised using the methods specified in the table below.

**Dishwashers used at this facility for cleaning and sanitising of food-contact surfaces of equipment:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Location** | **DW1 – Main Kitchen** | **DW2 – Hostel** | **DW3 – Lifestyle room** |
| **Machine (make/model)** | XY Commercial brand | ZZ Commercial brand | Domestic XX brand |
| **Critical Limit** | ≥82°C | ≥82°C | N/A – longest setting (setting 4) |
| **What to Monitor** | Rinse temperature | Rinse temperature | - |
| **Frequency** | Once daily | Once daily | - |
| **When** | Morning | Morning | Every use |
| **Who** | Cooks | Service staff | Lifestyle coordinator |
| **Record** | 10c Dishwasher Rinse Temperatures | 10c Dishwasher Rinse Temperatures | 10c Dishwasher Rinse Temperatures |
| **Corrective Action** | Refer to ‘Dishwasher Failure Procedure’ | Refer to ‘Dishwasher Failure Procedure’ | Refer to ‘Dishwasher Failure Procedure’ |

**Dishwasher Failure Procedure**

In the event the rinse temperature Critical Limit (CL) is not met or dishwasher is not working (e.g. due to breakdown, fault or power failure):

[Consult manufacturer’s instructions & add site-specific action if required]

1. In the first instance, wait for a few minutes and re-run the dishes through the dishwasher and re-check the CL
2. If the rinse temperature CL is still not met or the dishwasher is not working, place ‘out-of-order’ signage on the dishwasher and report to manger/supervisor
3. Run unclean dishes and equipment through another working dishwasher at the facility; or
4. Activate method 2 or 3 (or another documented validated method)
5. Record all actions taken on **Record 4 Corrective Action Register.**

METHOD 2: Chemical Sanitiser - Immersion

Refer to the ***3.5.4 Cleaning and Sanitising Schedule*** for a list of equipment and surfaces required to be cleaned and sanitised using this method:

1. Dismantle kitchen equipment as per the manufacturer’s instructions for cleaning
2. Pre-clean by removing dirt and food by scraping, wiping, rinsing with warm water
3. Wash with warm water and detergent
4. Rinse off detergents and remaining food or dirt
5. Sanitise by immersing item in a chemical sanitiser to reduce microorganisms to safe levels (refer below table for each product) [Add site-specific instruction for the products you use for chemical sanitising into the table below, please refer to manufacturer’s instructions]
6. Rinse with clean potable water (if required)
7. Air dry or use a single-use or task specific towel to dry the item
8. Inspect to ensure it is clean then store in a dry, protected area.

METHOD 3: Chemical Sanitiser - Surface Spray

Refer to the ***3.5.4 Cleaning and Sanitising Schedule*** for a list of kitchen equipment and surfaces required to be cleaned and sanitised using this method:

1. Pre-clean by removing dirt and food by scraping, wiping, rinsing with warm water
2. Wash with warm water and detergent
3. Rinse off detergents and remaining food or dirt
4. Sanitise by spraying surface with the chemical sanitiser to reduce microorganisms to safe levels [Add site-specific instruction for the products you use for chemical sanitising into the table below, please refer to manufacturer’s instructions]
5. Rinse with clean potable water (if required)
6. Air dry or use a single-use or task specific towel to dry the item.

**Chemical sanitisers and specific details of products and their use:**

Cleaning and sanitising chemicals used for specific purposes outlined in the associated cleaning and sanitising procedures should only be purchased from reputable suppliers.

|  |  |  |
| --- | --- | --- |
| **Product name**(Approved food-grade sanitiser) | Product 1: | Product 2: |
| **Usage** (Immersion &/or Spray) |  |  |
| **Dilution rate/s (required concentration)**Note: dilution rates may differ for immersion & surface spraying – consult manufacturer’s instructions |  |  |
| **Shelf-life of solution** (after dilution) |  |  |
| **Contact time** |  |  |
| **Temperature of use** (if relevant) |  |  |
| **Location** - where to conduct this step (e.g. designated cleaning sink or labelled container) |  |  |
| **Rinse after with clean water?** (Yes/No) |  |  |

### 3.5.3 Verification of Cleaning

All food handlers should inspect utensils and equipment (including food processors, blenders, meat slicers) before storing/using them to ensure the standard of cleanliness is acceptable and corrective action can be taken if necessary.

The cleanliness of premises, fittings, fixtures, utensils and equipment will be inspected during the *Internal Food Safety Audit* and records verified during the *Record Review.*

Corrective Action

* In the event the dishwasher rinse temperature Critical Limit (CL) is not met or dishwasher is not working (e.g. due to breakdown, fault or power failure), follow the ‘Dishwasher Failure Procedure’ above
* Rewash and/or sanitise utensils and equipment that are not visibly clean before reusing
* Retrain staff when evidence demonstrates the cleaning and sanitising procedures are not met.

Responsibility

Food handlers – follow cleaning and sanitising procedures

Cook – monitor dishwasher rinse temperatures

Food Service Manager – verify compliance with cleaning and sanitising procedures, coordinate corrective actions with maintenance provider

Records

**Record 10a Cleaning & Sanitising (Daily/Weekly)**

**Record 10b Cleaning & Sanitising (Monthly/Quarterly/Annual)**

**Record 10c Dishwasher Rinse Temperatures**

Record 4 Corrective Action Register

Record 3 Internal Food Safety Audit

Related Documentation

*3.5.4 Cleaning and Sanitising Schedule*

Chemicals - manufacturer’s instruction manual

Equipment – manufacturer’s instruction manual

3.9 Maintenance

### 3.5.4 Cleaning and Sanitising Schedule

*Business to complete their requirements*

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Task No.** | **Item/equipment** | **How often** | **Cleaning method** | **Products used** | **Responsibility** |
| *Examples* | *Food contact surfaces:**All equipment & utensils that come into contact with food* | *After & between uses* | *Dishwasher* | *N/A* | *Cooks and kitchen hands* |
|  | *Food contact surfaces:**Kitchen benches* | *After & between uses* | *Method 3 – surface spray sanitiser* | *XX brand detergent & YX brand sanitiser* | *Cooks and kitchen hands* |
|  | *High-risk equipment:**Stab mixer* | *After each use & between use.* | *Dismantled parts: Method 2 - Chemical sanitiser immersion**Motor: wipe with cloth in warm-soapy water**-Refer stab mixer cleaning & sanitising SOP* | *XX brand detergent & YX brand sanitiser* | *Cooks and kitchen hands* |
|  | *Floors* | *Daily* | *Mop & bucket* | *YY brand floor cleaner* | *Cleaning staff* |
|  | *Refrigerators and cool rooms, food delivery trolleys* | *Weekly* | *Method 3 – surface spray sanitiser* | *XX brand detergent & YX brand sanitiser* | *Cooks and kitchen hands* |
|  | *Dry store, drains, delivery area, other.*  | *Monthly* |  |  | *Cooks and kitchen hands* |

## 3.6 Training

Purpose

Skills and knowledge requirements are contained in *Food Safety Standard 3.2.2; Division 2 - General requirements, clause 3 Food handling – skills and knowledge.* Food handlers undertaking or supervising food handling operations are required to have appropriate skills and knowledge of food safety and hygiene matters commensurate with the level of food handling activities they undertake in their role.

Procedure

### 3.6.1 Food Safety and Hygiene Training for Food Handlers

**Food handler training will be conducted:**

* During staff orientation/induction before commencement of food handling duties;
* At least annual refresher courses/information sessions;
* Further training as corrective action to identified non-conformances;
* Anytime there is new information, standards or requirements; and
* When there have been changes to the food safety program or internal requirements.

Training may consist of in-house training and/or attendance at external courses. Training records should include evidence of adequate training for food handlers, e.g. attendance records and details of training delivered (in house) or certificates of attainment from external providers.

At a minimum, food safety training for food handlers should consider and/or include the following training and topics dependant on the food handling activities undertaken in their role, and documented in the food safety training program below.

[Specify or refer to site-specific food safety training program]

### 3.6.2 Induction Training for Food Handlers

Applies to all staff members who handle food or food-contact surfaces. This includes food service managers, supervisors, cooks, kitchen assistants, cleaners of kitchen/food area, service staff, carers etc.

**Food safety & hygiene awareness and FSP instruction**

All new food handlers will receive written and verbal instruction at inductions to make them aware of food hygiene and the legal obligations of food handlers. They will be provided with a copy of ***3.4.3 Health and Hygiene Requirements of Food Handlers - Employee Handout*** and sign-off that they have received and read it. The topics covered will help advise all food handling staff on how to carry out the duties expected of them hygienically.

**Topics**

* Personal health and hygiene importance and techniques, including hand washing and reporting illness / legal responsibilities as a food handler
* Good food hygiene practices / safe handling of food
* Preparing and managing specific foods based on the tasks staff perform
* Food poisoning organisms, symptoms and prevention
* Routes, sources and prevention of contamination and cross contamination
* Temperature control requirements and monitoring techniques
* HACCP principles - relevant staff must understand the hazards, the controls, which corrective actions to carry out, which procedures to document and have evidence to demonstrate that the procedures are being followed (record keeping)
* Food handling controls SOPS / CCPs
* Cleaning and sanitising
* Pest control and maintenance of the premises and equipment
* Stock control, food storage/protection
* Allergen management
* Calibration
* Food disposal and recall.

### 3.6.3 Retraining

When a failure has occurred in any of the areas of the FSP, the staff involved must be retrained and/or given new instructions to carry out their duties safely. A record of retraining will be recorded to demonstrate that the system is working effectively.

### 3.6.4 Refresher Training

Refresher training is vital to keep food handler’s skills and knowledge up to date and may be conducted in various ways. Records of all refresher training dates, staff members and details on the training received are maintained to demonstrate that the system is working effectively. May include:

* Staff meetings
* During one-on-one coaching/training sessions
* Vocational courses
* Formal food hygiene training courses
* HACCP based training.

Responsibilities

Food handlers are responsible for:

* Compliance with ***3.4.3 Health and Hygiene Requirements of Food Handlers - Employee Handout***
* Compliance with all the responsibilities for the relevant position titles or roles/duties as specified in the FSP
* Completing food handler training as per thefood safety training program.

Management are responsible for:

* Ensuring food handlers have current skills and knowledge in health and hygiene commensurate with their work activities by implementing the food safety training programand maintaining records on the **Record 15 Staff Training Register**
* Managers/supervisors are responsible for managing or supervising food-handling staff
* Maintaining records of all cases of food handler illness or injury on **Record 14 Staff Illness Register**
* Verifying compliance with the procedures and assessing the level of food handler skills and knowledge during internal audits and taking corrective action when procedures are not followed.

Corrective Action

* Retrain food handlers if demonstrated non-compliance with the FSP requirements.

Records

**Record 15 Staff Training Register**

Record 14 Staff Illness Register

Training/course certificates

Related Documentation

3.4 Health and Hygiene Requirements

3.4.3 Health and Hygiene Requirements of Food Handlers - Employee Handout

All *Food Handling Control SOPS*

Food handler training materials

## 3.7 Use of Thermometers

Purpose

*Food Safety Standard 3.2.2; Division 6; clause 22* require food businesses that store, transport, prepare, cook or sell potentially hazardous food to have a temperature measuring device (thermometer) to measure the temperature of the food. The thermometer must be readily accessible on the premises and be able to accurately measure the temperature of the food to +/- 1°C.

Procedure

Use a probe thermometer to accurately measure the internal temperature of food. An infrared-type thermometer will only measure the surface temperature of food and is therefore not as accurate as a probe thermometer and should only be used supplementary to a probe thermometer. All thermometers used for monitoring temperatures for requirements under this food safety program must be calibrated in accordance with *3.8 Calibration.*

### 3.7.1 Using a Probe Thermometer

1. Ensure the probe of the thermometer is cleaned, sanitised and dried before inserting into the thickest part of the food
2. It is acceptable to place the probe in between packaged foods to gain the equivalent internal temperature of the food e.g. during food receipt
3. Allow several seconds for the thermometer to stabilise before reading the temperature and record the result on the temperature monitoring form
4. Remove the probe from the food and immediately wash the probe using hot soapy water and sanitise using either a chemical sanitiser or single use sanitising wipes. Refer to ***3.5 Cleaning and Sanitising*** for procedures of how to clean and sanitise the probe
5. Store the probe in its cover and place in a clean, dry protected and easily accessible area
6. Ensure there are an adequate number of probe thermometers available, including one for each satellite kitchen, if required. Each probe thermometer is to be identifiable and labeled
7. Ensure a backup probe thermometer is available on-site should the probe become lost, damaged or have a flat battery.

### 3.7.2 Using an Infrared-type Thermometer

1. May be used for measuring the surface temperature of food during receipt, but if the temperature is not compliant with the critical limit, a probe thermometer must be used to measure the internal temperature of the food. Refer to ***2.6.1 Receiving Food***
2. Point thermometer at food to measure the surface temperature of the food and follow directions for use as stated by the manufacturer
3. Do not use in place of a probe thermometer unless instructed to do so by a supervisor.

### 3.7.3 Using a data logger or cook-chill thermometer

If using a data logger or cook-chill thermometer to monitor temperature, it must be calibrated and records must be downloaded and reviewed prior to food being consumed.

## 3.8 Calibration

Purpose

*Food Safety Standard 3.2.2 Division 6, clause 22 - Temperature Measuring Devices* requires the food business to have accurate temperature measuring devices readily accessible where potentially hazardous food (PHF) is handled. They must be able to measure the temperature of PHF to +/-1°C.

The calibration program ensures all temperature measuring devices and equipment used for monitoring temperatures are accurate.

Procedure

The calibration program outlined in ***3.8.4*** ***Equipment Calibration Schedule*** includes the following points and must be updated when new devices are purchased or used by the business:

* Identifies all pieces of equipment used by the business which require calibration, this may include:
	+ probe thermometers
	+ shelf or digital thermometers placed inside fridges and freezers
	+ infra-red thermometers
	+ fixed display equipment gauges (often outside cool rooms and walk-in freezers)
	+ dishwasher gauges
	+ ovens with probe thermometer (if used for official monitoring purposes)
	+ reference thermometers used to calibrate other devices
	+ any other temperature measuring devices used for official monitoring under the FSP
* Documents the frequency and responsibility for calibration (e.g. 6 monthly by an external contractor)
* Specifies the temperature ranges of calibration (i.e. hot and/or cold)
* Documents the margin of error (variance from the limit) and appropriate corrective action for non-compliance with this tolerance (e.g. discard or re-calibrate)
* Details of record keeping of all calibration records and documents
* Details of any specific calibration methods/use that is in accordance with manufacturer’s procedures or instructions.

### 3.8.1 Ice/Boil Method for Calibration of Portable Temperature Measuring Devices

This method is used to check the accuracy of portable temperature measuring devices at 0°C and at 100°C e.g. probe thermometers and infra-red guns:

**Ice**

* Prepare a container of iced water (at least 60% ice)
* Stir well and allow the mixture to stand for 5 minutes
* Immerse the thermometer into the water and allow the reading to stabilise
* Document the results and margin of error (variance from the limit should be within ± 1°C of 0°C) and appropriate corrective action for non-compliance with the limit (e.g. discard or re-calibrate etc.) on **Record 16 Equipment Calibration**.

**Boiling Water**

* Boil some tap water, keeping it at a rolling boil
* Immerse the thermometer into the water and allow the reading to stabilise
* Document the results and margin of error (variance from the limit should be within ± 1°C of 100°C) and appropriate corrective action for non-compliance with the limit (e.g. discard or re-calibrate etc.) on **Record 16 Equipment Calibration**.

### 3.8.2 Calibration of Fixed Temperature Displays

This method is used to check the accuracy of fixed temperature display gauges and shelf thermometers relative to the reference thermometer(e.g. attached or built into cool rooms, refrigerators or freezers and shelf thermometers):

* The reference thermometer may be a portable temperature measuring device that has been recently calibrated internally using the ice/boil method or one that has been calibrated externally by an accredited organisation, who have provided a certificate of compliance
* Place the reference thermometer in the refrigeration equipment being checked and allow the reading to stabilise, e.g. in the cool room or refrigerator
* Compare the reference thermometer temperature with the fixed gauge/shelf thermometer temperature
* Document the results and margin of error (variance from the limit should be within ± 1°C of the reference thermometer reading) and appropriate corrective action for non-compliance with the limit (e.g. discard or re-calibrate etc.) on **Record 16 Equipment Calibration**.

### 3.8.3 Using Other Service Providers

* External or internal service providers’ calibration reports/certificates need to provide actual results as evidence each temperature measuring device is accurate to ± 1°C
* Upon receipt, all external or internal contractor reports must be reviewed before being filed to ensure devices are accurate to ± 1°C
* Take corrective action as per this SOP if the reading is not within ± 1°C.

Corrective Actions

If the results from either method have a greater variance of + or - 1°C from the reference temperature (i.e. more than ±1°C from 0°C, 100°C or whatever the reading was from the reference thermometer), then take the thermometer out of service until one of the following steps are taken:

* Replace
* Recalibrate
* Send the device to an external accredited organisation for professional calibration
* If the variance can be written clearly on the equipment, the food handler using the device must adjust the reading for every use by the discrepancy written
* Retrain food handlers if they have demonstrated non-compliance with the FSP requirements
* Record corrective actions on **Record 16 Equipment Calibration**.

For other service provider calibration reports, if results are not accurate:

* Check if the external provider took corrective action (this may depend on the service agreement/contract), if so, what action was taken and is there a record of this? (May need to contact the service provider for further information)
* Document all corrective actions, including any discussions with the external provider on **Record 4 Corrective Action Register**.

Responsibility

Refer to the ***3.8.4*** ***Equipment Calibration Schedule***for responsibilities.

Food Service Manager [Specify site-specific positions] is responsible for reviewing contractor reports and certificates.

Records

**Record 16 Equipment Calibration**

External contractor – Calibration reports/certificates

**Record 4 Corrective Action Register**

Related Documentation

**3.8.4 Equipment Calibration Schedule**

Service provider contracts/agreements

Manufacturer’s instruction manuals for thermometers (including reference thermometers) & data loggers

### 3.8.4 Equipment Calibration Schedule

*Business to complete their requirements*

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **ID#** | **Temperature measuring device name/location** | **Device Type** | **Temperature Range** | **Frequency & Method** | **Corrective Actions if not within ± 1°C** | **Records** | **Responsible**  |
| ***01*** | *Yellow Probe* | *Digital Probe* | *Hot & Cold* | *6 monthly by ice/boil* | *Replace* | *Record 17 Equipment Calibration* | *Head Cook* |
| ***02*** | *Black Probe* | *Digital Probe* | *Hot & Cold* | *6 monthly by using yellow probe (01) as reference* | *Replace* | *Record 17 Equipment Calibration* | *Head Cook* |
| ***03*** | *Fridge 2* | *Digital Display Wire Probe* | *Cold* | *6 monthly by using yellow probe (01) as reference* | *Replace* | *Record 17 Equipment Calibration* | *Head Cook* |
| ***04*** | *Cool Room 1* | *Fixed Digital Gauge* | *Cold* | *Annual by contractor XXX* | *Contractor to adjust gauge as per contract agreement* | *Contractor report reviewed & filed in ‘FSP Contractor Reports’ Folder* | *Food Services Manager* |
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## 3.9 Maintenance

Purpose

*Food Safety Standard (FSS) 3.2.2 clause 21 Maintenance, requires food businesses to maintain food premises, fixtures, fittings, equipment (including vehicles that are used to transport food) in a good state of repair and working order having regard to their use. Chipped, broken or cracked eating or drinking utensils used for food handling must also not be used. The relevant sections of FSS 3.2.3 Food Premises and Equipment are also applicable.*

Procedure

### 3.9.1 Preventative and Ad-hoc Maintenance

The food premises, fixtures, fittings and equipment that are in the kitchen or any areas where food or food equipment is stored, transported etc. requiring preventative maintenance/servicing are identified on the ***3.9.3*** ***Preventative Maintenance Schedule.*** The schedule includes:

* What part of the premises, equipment, fixture of fitting requires routine maintenance
* Who is responsible for preventative maintenance
* Frequency of maintenance required
* The service provider undertaking the work
* Details of corrective actions
* Where copies of service reports will be retained.

Reports of any maintenance activities undertaken by external or internal service providers are reviewed by [position responsible] before being filed to ensure the correct work has been completed and results meet requirements. If conducted internally, record preventative maintenance on [refer here to your site-specific maintenance records].

All ad-hoc maintenance issues with equipment that may impact food safety are to be reported as soon as possible using an internal reporting system. This may include electronic maintenance request systems and/or recording maintenance requests on **Record 20 Maintenance**.

### 3.9.2 Preventative Maintenance Inspection

Maintenance inspections will be conducted as part of the internal audit. Refer **1.8 Verification and Internal Food Safety Audit** andrecorded on **Record 3 Internal Food Safety Audit**.

To complete the inspection effectively, the person conducting the inspection may need to refer to requirements in manufacturers’ instruction manuals for specific equipment.

Corrective Action

* Inform [position/s responsible] if equipment or premises are not in a satisfactory condition
* Assess the safety and suitability of the premises or equipment and determine appropriate actions
* Follow up with internal or external service providers when results do not demonstrate compliance with requirements
* Remove/block unsafe or unsuitable items/areas and label ‘out of service’ or ‘do not enter’
* Check if the item is on the Preventative Maintenance Schedule and add or adjust the maintenance frequency if required
* Where action is required to rectify any issues identified in the inspection, it will be recorded on **Record 4 Corrective Action Register** with appropriate close-out dates. Some issues may require urgent action to ensure timely rectification.

Responsibility

Refer to ***3.9.3*** ***Preventative Maintenance Schedule***

Records

**Record 20 Maintenance**

Record 3 Internal Food Safety Audit

Record 4 Corrective Action Register

Related Documentation

1.8 Verification and Internal Food Safety Audit

*3.9.3 Preventative Maintenance Schedule*

3.11 Premises and Facility

Manufacturer’s instructions/maintenance manuals

External provider contracts/agreements

### 3.9.3 Preventative Maintenance Schedule

*Business to complete their requirements*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Area/Equipment** | **Scope** | **Frequency** | **Responsibility/Service provider details** | **Records** |
| *Stab mixer – XXX brand* | *Replace O-rings & monitor seals* | *6 monthly* | *Services Supervisor/main cook* | *Record 20 Maintenance* |
| *Kitchen exhaust fans & vents* | *Clean hood & vents, replace filters* | *3 monthly* | *Maintenance manager* | *Preventative maintenance spreadsheet* |
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## 3.10 Pest Control

Purpose

*Food Safety Standard 3.2.2 Division 6, clause 24* requires the food business to exclude animals in food handling areas; take all practicable measures to prevent pests entering and eradicate and prevent harbourage of pests on the food premises or food transport vehicles.

Procedure

The pest control program is implemented both internally and by contracting a licensed pest controller who conducts regular [frequency] services.

### 3.10.1 Internal Pest Control Measures

Food handlers must ensure the following measures are undertaken on a daily basis and record any signs of pests on **Record 17 Pest Sighting Register**:

* Check the premises for signs of pest infestation or activity (droppings, hair, live or dead pests etc.)
* Entry points are pest proofed (e.g. fly screens on windows & doors are kept closed)
* The premises are maintained in good repair and in a clean condition
* Bins emptied and cleaned regularly
* Foods covered and secured to prevent the entry of pests into the food.

### 3.10.2 Using a Licensed Pest Controller

* Management must ensure:
	+ the pest control contractor is aware of pest sightings between services (provide contractor with a copy of Record 17 Pest Sighting Register)
	+ the pest controller does not spray or place baits over exposed food or food-contact surfaces and implement cleaning and sanitising procedures if this occurs on surfaces
	+ reports of any pest control activities undertaken are reviewed by [position responsible] before being filed
	+ internal pest preventative measures are checked as per **Record 3 Internal Food Safety Audit**.
* Pest controller must provide documentation that detail:
	+ what preventative measures are included in each routine service and the frequency
	+ bait station map
	+ written evidence that the chemicals used are suitable for use in a food facility
	+ SDS sheets for chemicals used.
* Pest controller must provide a report after each service that details:
	+ routine activities undertaken
	+ type, location and size of any pest activity found (including if there was no activity found)
	+ what actions were taken to control identified activity (including what type of chemicals used).

The effectiveness of the pest control program will be assessed during the *Internal Food Safety Audit.*

Corrective Actions

* Record all signs of pests or pest activity on **Record 17 Pest Sighting Register**
* Report pest signs/sightings to the [position title]
* Discard food that has been contaminated or is suspected of being contaminated by pest activity and record on **Record 18 Food Disposal & Recall**
* Clean and sanitise areas where pest activity is evident
* Contact the licensed pest controller if further treatment is required
* Record all corrective action on **Record 17 Pest Sighting Register** and/or **Record 5 Corrective Action Register**.

Responsibility

Food Service Manager –verifies compliance with procedure, reviews provider’s pest control reports, takes corrective actions and maintains records

Food handlers – follow procedure, take corrective actions and complete records

Records

**Record 17 Pest Sighting Register**

Record 3 Internal Food Safety Audit

Record 18 Food Disposal & Recall

Record 4 Corrective Action Register

Related Documentation

Pest control management plan / service agreements

Pest control chemicals SDS sheets

## 3.11 Premises and Facility

### 3.11.1 General

The design and construction of food premises must be appropriate for the activities for which they are used; provide adequate space to conduct food-activities and for the fixtures, fittings and equipment; permit the food premises to be effectively cleaned and, if necessary, sanitised, and exclude dirt, dust, fumes, smoke and other contaminants and exclude the entry or harbourage of pests.

### 3.11.2 Water Supply

These food premises have an adequate supply of potable water for all activities that use water.

**The potable water is supplied by:** [state supply for your business]

### 3.11.3 Sewerage and Wastewater Disposal

These food premises have a sewerage and wastewater disposal system that effectively disposes of all sewerage and wastewater and is constructed and located so that there is no likelihood of the sewerage and wastewater polluting the water supply or contaminating food by:

**On-site sewerage and wastewater disposal methods are:** [state methods for your business]

### 3.11.4 Storage of Garbage and Recyclable Matter

These premises have facilities for the storage of garbage and recyclable matter that:

* Ensures the volume and type of waste generated is adequately contained on the food premises
* Is enclosed to keep pests and animals away from it
* Are designed and constructed so that they may be effectively cleaned.

**On-site waste and recycling methods are:** [state methods for your business]

### 3.11.5 Ventilation and Lighting

Facilities must have sufficient natural or mechanical ventilation to effectively remove fumes, smoke, steam and vapours.

Facilities must have a lighting system that provides sufficient natural or artificial light for the activities on the food premises.

### 3.11.6 Floors, Walls and Ceilings

Floors, walls and ceilings of premises must be designed and constructed so they:

* Can be easily and effectively cleaned;
* Are unable to absorb food particles, grease or water;
* Do not allow the ponding of water; and
* Are sealed to prevent the entry of dirt, dust and pests.

Note: The requirements relating to floors, walls and ceilings do not apply to dining, drinking and other areas where the public has access.

### 3.11.7 Fixtures, Fittings and Equipment

Fixtures, fittings and equipment must be adequate for the production of safe food and fit for their intended use. All fixtures, fittings and equipment must be designed, constructed, located and installed so that they:

* Will not contaminate food;
* Can be easily and effectively cleaned;
* Provide easy access to floors, ceilings, and other surfaces for effective cleaning;
* Are unable to provide spaces where pests may breed.

**All food contact surfaces of fixtures, fittings and equipment must be:**

* Able to be effectively cleaned and/or sanitised;
* Unable to absorb food particles, grease or water;
* Constructed with material that will not contaminate food.

**All eating and drinking utensils must be:**

* + Able to be easily and effectively cleaned and sanitised. This includes the appropriate designof equipment used to clean utensils, which must be designed to ensure that effective cleaning and sanitising can be achieved
	+ Must not be chipped, broken or cracked.

**Hand washing facilities must be:**

* + Located in food preparation areas and adjacent to toilets of permanent fixtures
	+ Supplied with warm running potable water
	+ Of a size that allows easy and effective hand washing
	+ Clearly designated for the sole purpose of washing hands, arms and face
	+ Supplied with soap or other item that may be used to thoroughly clean hands
	+ Provided with single use towels or other means of effectively drying hands and a containerfor used towels.

### 3.11.8 Storage Facilities

Facilities must have adequate storage space for the storage of items that are likely to be a source of contamination of food, including chemicals, clothing and personal belongings. Storage facilities must be located where there is no likelihood of stored items contaminating food or food contact surfaces.

**Storage facilities for staff personal belongings are located:** [state locations in your business]

**On-site chemical storage areas are located:** [state locations in your business]

### 3.11.9 Toilet Facilities

Adequate toilets must be available for the use of food handlers. [Explain if required]

### 3.11.10 Food Transport Vehicles

Vehicles used to transport food must be designed and constructed to protect food if there is a likelihood of food being contaminated during transport. Parts of vehicles used to transport food must be designed and constructed so that they can be effectively cleaned.

Food contact surfaces in parts of vehicles used to transport food must be designed and constructed to be effectively cleaned and, if necessary, sanitised.

## 3.12 Incident Management

Procedure

### 3.12.1 Food Safety Complaints

It is important to determine the cause of a customer complaint so that you can prevent the problem from re-occurring.

If a complaint is received, the following actions should be taken:

* Record when the complaint was reported, the person who reported the complaint and theproduct the complaint is related toon **Record 19 Customer Complaints**
* Record details such as pack size, weight and batch number if appropriate or a generaldescription of a menu item, ingredient or dish
* Check related records, such as foodreceipt and storage to determine if there were any problems identified
* If you find that the complaint may have resulted from lack of knowledge by staff, limitedstorage space, cross contamination, pests or as a result of products supplied by your supplier, then you will need to record what steps you followed to prevent the problem from re-occurring. This may also include amending your food safety program to prevent recurrence of the problem.

### 3.12.2 Food Poisoning or Outbreaks

When food service or a particular food served by the business may be responsible for causing food poisoning:

* Advise people displaying symptoms to seek medical advice, faecal samples may assist with an investigation
* Contact your local council’s environmental health officer or SA Health to advise of complaint and to seek advice
* Keep suspect food wrapped in the fridge (preferably not the freezer) and retain any packaging or containers as it may assist an investigation
* Record details of complaints on **Record 19 Customer Complaints**.

### 3.12.3 Business Continuity Plans

Add or refer to existing plans/docs

Corrective Actions

* Re-training staff in the correct implementation of the food safety program
* Improve or update the maintenance of buildings or equipment
* If the supplier provided a poor-quality product, inform the supplier andnote the action taken by the supplier to prevent this problem happening again. If this is a continuous problem with a supplier, review supplier in accordance with *3.1 Approved Supplier Program*
* Record corrective actions on **Record 4 Corrective Action Register**.

Responsibility

Food Service Manager

Records

**Record 19 Customer Complaints**

Record 4 Corrective Action Register

Related Documentation

3.1 Approved Supplier Program

3.3 Food Disposal and Recall

3.6 Training

# Section 4 – RECORDS

*Business to complete their own requirements – example information only provided and should be removed when updated with specific business requirements.*

|  |
| --- |
| **RECORD 1 – Document Register** |
| **Number** | **Record Name** | **Location** |
| 1 | Document Register |  |
| 2 | Review & Amendment Register |  |
| 3 | Internal Food Safety Audit |  |
| 4 | Corrective Action Register |  |
| 5 | Food Receipt |  |
| 6 | Cold & Frozen Storage |  |
| 7 | 2 Hour/4 Hour Guide Log |  |
| 8a | Cooking & Cooling |  |
| 8b | Cooking & Cooling – Standard Validated Procedures |  |
| 9 | Cooking/Reheating & Service |  |
| 10a | Cleaning & Sanitation (Daily/Weekly) |  |
| 10b | Cleaning & Sanitation (Monthly/Quarterly/Annual) |  |
| 10c | Dishwasher Rinse Temperatures |  |
| 11 | Food Transport |  |
| 12 | Approved Supplier Agreement |  |
| 13 | Approved Supplier List |  |
| 14 | Staff Illness Register |  |
| 15 | Staff Training Register |  |
| 16 | Equipment Calibration |  |
| 17 | Pest Sighting Register |  |
| 18 | Food Disposal & Recall |  |
| 19 | Customer Complaints |  |
| 20 | Maintenance |  |
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| --- |
| **RECORD 2 – Review & Amendment Register** |
| **Date** | **What was reviewed**(entire program or certain parts) | **Outcomes** | **Action**(what changes were made & where documented) | **Close-out date & signed** |
| *28/01/18* | *Complete FSP annual review (refer review checklist in FSP)* | *No changes to processes, menu, facility etc.**No new hazards identified; existing control measures still effective; ongoing verification activities have been followed & are effective; record keeping is adequate; existing support programs & record forms are still accurate & current.* | *None required.* | *SP**28/02/18* |
| *16/04/18* | *Change to menu* | *Introduced soft cheese in new menu (high-risk product) served as cooked product only.* | *Added soft cheese product to the FSP Sect. XX Listeria statement and is controlled by existing CCPs 1, 2 & 5.**-Discussed change to menu at staff meeting 15/4/18* | *SP**17/04/18* |
| *20/06/18* | *1.7.1Review & verification schedule*  | *Monthly monitoring record review has been ineffective in rectifying ongoing staff non-compliance with completing the monitoring records correctly and not taking corrective actions when critical limits are not met.* | *-Increased review of the monitoring records to weekly (changed frequency in ‘review & verification schedule’ in FSP)**-scheduled refresher training sessions for all food handlers to attend in relation to FSP monitoring requirements (will be recorded on Record 15 Staff Training Register once complete)* | *SP**20/06/18**SP**10/07/18* |
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| **RECORD 3 – Internal Food Safety Audit** |
| --- |
| **DATE:** | **PERSON CONDUCTING INTERNAL AUDIT:** |
| **Activity** | **Findings & Observations** | **Corrective Actions** | **Close-out Date & Signed** |
| 1. **Purchase and Receipt *(2.6.1)***
* Are products only purchased from approved suppliers?
* Is food being visually &/or sensory checked (Including fresh, frozen, dry goods & eggs)
* Is the correct thermometer & method used to monitor the temperature of PHFs upon receipt?
* Is frozen food checked that it’s received ‘Hard Frozen’?
* Are delivered products placed in the appropriate storage area ASAP?
* Is the receival area/dock in a clean & tidy condition?
* Has record review been conducted for **Record 5 - Food Receipt** & have non-conformances been identified & corrective actions taken to rectify issues?
 | *Reviewed Sept 18 – record review completed with CA’s, except 24-30th were missed.* | *Spoke to Supervisor who conducted record review for explanation.* | *5/11/18* |
| 1. **Dry Storage *(2.6.2)***
* Is food stored off the floor?
* Is food covered and labelled appropriately?
* Are single-use food storage containers/packaging/equip. protected from contamination?
* Are chemicals stored separate from dry goods & food packaging?
* Is the dry storage area visually clean?
* Is there any evidence of pests?
 | *Not all food items in dry store were covered & labelled, including flour & sugar.* | *Advised head cook who immediately placed products in sealed food-grade containers with lids & labels.* | *5/11/18 TJ* |
| 1. **Cold & Frozen Storage *(2.6.2)***
* Is food stored off the floor?
* Is food covered & labelled appropriately & within date?
* Is raw meat & eggs stored below or separate to RTE foods?
* Are there overstocking issues evident?
* Are refrigeration units clean? (internal & external)
* Are current temperatures compliant with limits?
* Is frozen food ‘Hard Frozen’?
* Has record review been conducted for **Record 6 – Cold & Frozen Storage** & have non-conformances been identified & corrective actions taken to rectify issues?
 |  |  |  |
| 1. **Thawing *(2.6.3)***
* Is there evidence food is thawed in the refrigerator?
* If thawed in microwave, is it cooked or consumed within 4hrs?
* Are raw meats thawed below or separate to RTE foods?
* Is food protected, covered or stored in food-grade containers while thawing?
* Is food labelled with a frozen-on and defrosted-on date?
* If food is thawed using a different method, is it monitored & recorded on **Record 7 - 2hr/4hr Guide?**
* If applicable, has record review been conducted for **Record 7 – 2hr/4hr Guide** & have non-conformances been identified & corrective actions taken to rectify issues?
 |  |  |  |
| 1. **Preparation *(2.6.4)***
* Are whole fruits, vegetables and salads that will be eaten raw washed under running water before use?
* Is food prepared in small batches or only removed from refrigeration when it’s ready to prepare, cook or serve?
* Are RTE foods prepared at different times or on separate surfaces/utensils to raw meats or raw shell eggs?
* Is prepared food labelled with the date & placed under temperature controls or served within 2hr/4hr rule?
* If applicable, has record review been conducted for **Record 7 – 2hr/4hr Guide** & have non-conformances been identified & corrective actions taken to rectify issues?
 |  |  |  |
| 1. **Cooking *(2.6.5)***
* Are food handlers using a calibrated, clean & sanitised probe thermometer to measure the internal temperature of food at the thickest part to ensure the critical limit is met?
* If applicable, are Standard Validated Procedures (SVP) accessible & being followed?
* Are todays’ cooking times & temperatures recorded?
* Has record review been conducted for **Record 8a & 8b – Cooking** & **Cooling/SVP & Record 9 – Cooking/Reheating & Service** & have non-conformances been identified & corrective actions taken to rectify issues?
 |  |  |  |
| 1. **Cooling *(2.6.6)***
* Are food handlers using a calibrated, clean & sanitised probe thermometer to measure the internal temperature of food at the thickest part to ensure the critical limit is met?
* Is food divided into small portions & placed under refrigeration as soon as possible? (while the food is still at 60°C or above)
* Is food for cooling protected & labelled?
* If applicable, are Standard Validated Procedures (SVP) accessible & being followed?
* Are todays’ cooling times & temperatures recorded?
* Has record review been conducted for **Record 8a & 8b – Cooking & Cooling/SVP** & have non-conformances been identified & corrective actions taken to rectify issues?
 |  |  |  |
| 1. **Reheating & Hot Holding/Storage *(2.6.7)***
* Are food handlers using a calibrated, clean & sanitised probe thermometer to measure the internal temperature of food at the thickest part to ensure the critical limit is met?
* Are todays’ reheating times & temperatures recorded?
* If food is stored hot/hot held, is it monitored & recorded every 2 hours?
* Has record review been conducted for **Record 9 – Cooking/Reheating & Service** & have non-conformances been identified & corrective actions taken to rectify issues?
 |  |  |  |
| 1. **Texture Modification *(2.6.8)***
* Is the time TM food is out of temperature control monitored?
* Is there a designated processing area for TM RTE foods to prevent cross contamination from raw or unwashed foods?
* Is all equipment and work surfaces clean and sanitised prior to TM & then between processing raw/uncooked and RTE foods?
* Is dedicated equipment (e.g. mixers, blenders etc.) used to TM RTE foods or are RTE foods processed before uncooked/raw foods?
* Is leftover food from service/food returned to the kitchen disposed of?
 |  |  |  |
| 1. **Plating and Service *(2.6.9)***
* Are food handlers using a calibrated, clean & sanitised probe thermometer to measure the internal temperature of food at the thickest part to ensure the critical limits are met?
* Are the current temperatures of PHFs during plating/ service compliant? (or demonstrated compliance with the 2hr/4hr rule - Record **7 – 2hr/4hr Guide Log**)
* Are separate utensils/containers used for different foods & batches? (old & new batches never mixed)
* Is food returned to the kitchen disposed of?
* Has record review been conducted for **Record 9 – Cooking/Reheating & Service** & have non-conformances been identified & corrective actions taken to rectify issues?
 |  |  |  |
| 1. **Food Transport *(2.6.10)***
* Are foods for transport covered or packed to protect the food from becoming contaminated?
* Are food transport vehicles/trollies/insulated containers etc. visually clean?
* Is the current temperature of foods for transport compliant with the critical limit? (or demonstrated compliance with the 2hr/4hr rule)
* If applicable, has record review been conducted for **Record 11 – Food Transport** & have non-conformances been identified & corrective actions taken to rectify issues?
 |  |  |  |
| 1. **Approved Suppliers *(3.1)***
* Is procedure *Food Donations (3.1.2)* being followed?
* Is procedure *Food brought in from Home/ Relatives (3.1.3)* being followed?
* If applicable, has record review been conducted for **Record 12 - Approved Supplier Agreement** & have non-conformances been identified & corrective actions taken to rectify issues?
* Has record review been conducted for **Record 13 - Approved Supplier List** & have non-conformances been identified & corrective actions taken to rectify issues?
 |  |  |  |
| 1. **Allergens and Intolerances *(3.2)***
* Are products containing allergens stored in a manner that will not contaminate allergen- free products?
* Are allergens identified with clear labelling
* Is the area used for preparation of special meals clean and sanitary before starting and in-between meals?
* Are separate cookware, equipment and utensils used for preparing & serving meals containing allergens & allergen-free meals?
 |  |  |  |
| 1. **Food Disposal and Recall *(3.3)***
* Are foods for disposal/recall stored in accordance with the *Food for Disposal Holding procedure (3.3.2)?*
* Has record review been conducted for **Record 18 - Food Disposal & Recall** & have non-conformances been identified & corrective actions taken to rectify issues?
 |  |  |  |
| 1. **Health and Hygiene Requirements of Food Handlers *(3.4)***
* During **all** food handling activities? (Including receipt, preparation, service etc.)

Are food handlers demonstrating compliance with:* Personal hygiene requirements?
* Handwashing & drying requirements?
* Use of gloves (if applicable)
* Has record review been conducted for **Record 14 - Staff Illness Register** & have non-conformances been identified & corrective actions taken to rectify issues?
 |  |  |  |
| 1. **Cleaning and Sanitising *(3.5)***
* Is the cleanliness of premises, fittings, fixtures, utensils and equipment visually clean?
* Are food handlers following correct *Methods for Cleaning & Sanitising (3.5.2)?*
* Are food handlers following the *Cleaning and Sanitising Schedule (3.5.4)?*
* Has record review been conducted for:
* **Record 10a - Cleaning and Sanitising** (Daily/Weekly)
* **Record 10b - Cleaning & Sanitising** (Monthly/Quarterly/Annual)
* **Record 10c - Dishwasher Rinse Temperatures** & have non-conformances been identified & corrective actions taken to rectify issues?
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| 1. **Training *(3.6)***
* Are food handlers up to date with scheduled training?
* Are food handlers demonstrating adequate food safety skills & knowledge for the activities they are performing?
* Are food handlers demonstrating correct record keeping?
* Has record review been conducted for **Record 15 - Staff Training Register** & have non-conformances been identified & corrective actions taken to rectify issues?
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| 1. **Use of Thermometers & Calibration *(3.7 & 3.8)***
* Are food handlers using calibrated thermometers?
* Are food handlers using thermometers correctly & in accordance with procedure *3.7 – Use of Thermometers?*
* Are probe thermometers used for monitoring internal food temperatures?
* Are probes cleaned & sanitised before use & in-between uses?
* Are thermometers labelled with identification details?
* Are food handlers following the *Equipment Calibration Schedule (3.8.4?)*
* Has record review been conducted for **Record 16 - Equipment Calibration** & have non-conformances been identified & corrective actions taken to rectify issues?
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| 1. **Maintenance *(3.9)***
* Is the*Preventative Maintenance Schedule* (*3.9.3) being adhered to?*
* Have maintenance reports by external/internal service providers been reviewed to ensure the correct work has been completed and results meet requirements?
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| 1. **Pest Control *(3.10)***
* Is there evidence of pests? (Pests, droppings, hair etc.)
* Is there evidence *Internal Pest Control Measures (3.10.1)* is being followed?
* Have pest control reports by external/internal service providers been reviewed to ensure the correct work has been completed and results meet requirements?
* Has record review been conducted for **Record 17 Pest Sighting Register** & have non-conformances been identified & corrective actions taken to rectify issues?
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| 1. **Premises and Facility *(3.11)***

*Water Supply (3.11.2)** Is there an adequate supply of potable water?

*Sewerage and Wastewater Disposal (3.11.3)** Does the sewerage and wastewater disposal system effectively dispose of all sewerage and wastewater & is constructed and located so that there is no likelihood of polluting the water supply or contaminating food?

*Storage of Garbage and Recyclable Matter (3.11.4)** Is the volume and type of waste generated adequately contained on the food premises?
* Is enclosed to keep pests and animals away from it?
* Are designed and constructed so that they may be effectively cleaned?

*Ventilation and Lighting (3.11.5)** Does the ventilation system effectively remove fumes, smoke, steam and vapours?
* Is the lighting system providing sufficient natural or artificial light for the activities on the food premises?

*Floors, Walls and Ceilings (3.11.6)** Can be easily and effectively cleaned?
* Are sealed to prevent the entry of dirt, dust and pests?

*Fixtures, Fittings and Equipment (3.11.7)** Are eating & drinking utensils or fittings and equipment chipped, broken or cracked?
* Do all hand washing facilities have a supply of soap & disposable paper hand towel?

*Storage Facilities (3.11.8)** Are chemicals and personal items stored separately to food & food packaging?

*Toilet Facilities (3.11.9)** Are toilets available for the use of food handlers?

*Food Transport Vehicles (3.11.10)** Designed and constructed so that they can be effectively cleaned & is able to protect food from the likelihood of contamination?
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| 1. **Incident Management *(3.12)***
* Has record review been conducted for **Record 19 – Customer Complaints** & have non-conformances been identified & corrective actions taken to rectify issues?
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| **Summary of Findings:** |  |  |  |
| **Completed by:** | **Signed:** | **Date:** |  |

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| **RECORD 4 – Corrective Action Register** | **MONTH:** |
| **Date** | **Issue/Non-Conformance** | **Corrective Action** | **Close-out Date** | **Signed** |
| *19/11/19* | *Received raw meat delivery from XXX, beef mince core temp 8.2°C.* | *Returned with driver & received credit note.* | *19/11/19* | *LF* |
| *21/11/19* | *7.30am Fridge #2 display temp 10.8°C* | *7.35am Probed various products on different shelves: yoghurt 8.5°C, thawed ham slices 8.9°C, chicken soup 8.0°C.**Unable to ascertain how long food has been above 5°C, all products in refrigerator disposed of in rubbish bin.* | *21/11/19* | *LF* |
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| **RECORD 5 – Food Receipt** | **MONTH:** |
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| **Date** | **Time** | **Supplier** | **Food item** | **Temperature or Hard frozen (HF)** | **Visual checks** | **Corrective Action (CA)**(Record ongoing CA’s on Record 4 CA Register) | **Initial** |
| *e.g. 2/8/17* | *8.30* | *Fred’s meats* | *Mince beef* | *3.9°C* | *Good* |  | *ES* |
| *e.g. 8/8/17* | *10.00* | *Fruity Palace* | *1kg processed carrots* | *6.3°C* | *Package broken* | *Rejected full delivery.* | *SP* |
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| **Critical Limits (CLs): C**old food ≤5°C; hot food ≥60°C & frozen food hard frozen (HF).**Monitor: F**ood temperature to ensure CL is met/frozen food must feel hard frozen with no evidence of thawing/all products visually inspected/Record CA’s if non-compliant.**Relevant SOPS:** 2.6.1 Receiving Food |
| **Corrective Action:** Record initial CA here, for ongoing CAs, please complete Record 4 - Corrective Action Register.Reviewed …………………………………………………………… / /  |

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| **RECORD 6 – Cold & Frozen Storage** |
| **AREA:** | **MONTH:** |
| **Date** | **Cool room** | **Fridge 1** | **Fridge 2** | **Freezer 3** | **Freezer 4** |  | **Initial** |
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| **Critical limits:** Refrigerators: ≤5°C / Freezers: food hard frozen**Monitor: R**efrigeration (display/probe/other) temperature to ensure CL is met / frozen food must feel hard frozen.**Relevant SOPS:** 2.6.2 Storage & 2.6.3 Thawing |
| **Corrective Action:** Record initial CA here, for ongoing CAs, please complete Record 4 - Corrective Action Register.Reviewed …………………………………………………………… / /  |

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| **RECORD 7 – 2 Hour / 4 Hour Guide Log** | **Month:** |
| **Date** | **Food Description** | **Time out of temperature control** | **Activity**(Sandwich prep, display etc.) | **Time back in temperature control** | **Total Time out** | **Action** (refrigerate/use/discard) | **Initial** |
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| **Monitor:** The time that Potentially Hazardous Foods (PHF) is between 5°C & 60°C, remembering when using the 2hour / 4 hour guide that the time periods are cumulative i.e. time periods PHF is between 5°C and 60°C must be added together to give a total time. **Critical limits:** PHF that has been kept between 5°C and 60°C for less than 2 hours **may** be refrigerated or **can be** used immediately / PHF that has been kept between 5°C and 60°C for longer than 2 hours but less than 4 hours **must** be used immediately / PHF that has been kept between 5°C and 60°C for longer than 4 hours **must** be thrown out.**Relevant SOPS:** 2.6.3 Thawing, 2.6.4 Preparation & 2.6.9 Plating & Service |
| **Corrective Actions:** Record initial CA here, for ongoing CAs, please complete Record 4 - Corrective Action Register.Reviewed …………………………………………………………… / /  |

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| **RECORD 8a - Cooking & Cooling** | **MONTH:** |
| **Date** | **Food item** | **Time**end of cooking | **Cook Temp**≥75°C (or equiv.) | **Time**start cooling | **Temp**60°C (or above\*) | **Time**Within 2 hrs | **Temp** ≤21°C | **Time**Further 4 hrs(6hrs after start) | **Temp**≤5°C | **Corrective Action**(For ongoing CAs, complete *Record 4 - Corrective Action Register*) | **Initial** |
| *7/5/18* | *Vitamised pumpkin* | *1.00pm* | *85.1°C* | *1.15pm* | *78.2°C* | *3.15pm* | *12.3°C* | *5.00pm* | *Hard frozen* |  | *SP* |
| *11/5/18* | *Quiche Lorraine* | *3.15pm* | *77.2°C* | *3.35pm* | *62.8°C* | *5.35pm* | *4.9°C* | *-* | *-* |  | *SP* |
| *12/5/18* | *Roast beef* | *9.00am* | *79.4°C* | *9.30am* | *61.0°C* | *11.20am* | *29.5°C* |  |  | *2hr limit not met, sliced & served for lunch at 11.30am, leftovers discarded.* | *MP* |
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| **Monitor:** Insert clean & sanitised probe thermometer into the thickest part of the food to ensure the critical limits are met.**Critical Limit (CL):** Internal food temperature **Cooking: ≥75°C (or equiv.)**, **Cooling: 60°C to 21°C within 2 hours**, and within a **further 4 hours from 21°C to 5°C.****Relevant SOPS:** 2.6.5 Cooking & 2.6.6 CoolingReviewed …………………………………………………………… / /  |

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| **RECORD 8b - Cooking & Cooling – Standard Validated Procedures** | **MONTH:** |
| **Date** | **Food Item** | **Time**(Start of Cooking) | **Time**(End of Cooking) | **Cook Temp**≥75°C (or equiv.) | **Time**(Start Cooling) | **Temp**60°C (or above\*) | **Time**(Within 2hrs)  | **Temp** ≤21°C | **Time**(Within further 4 hrs(6hrs after start) | **Temp**≤5°C | **Validation Type** | **Initial** |
| *7/5/19* | *Custard (2L)* | *9.35am* | *10.00am* | *98.3°C* | *10.30am* | *62.7°C* | *12.30pm* | *19.8°C* | *4.00pm* | *3.3°C* | *Initial Validation* | *SP* |
| *7/8/19* | *Custard (2L)* | *11.10am* | *12.00pm* | *99.6°C* | *12.30pm* | *64.4°C* | *2.30pm* | *20.1°C* | *5.00pm* | *4.6°C* | *Ongoing Validation* | *SP* |
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| **Monitor:** Insert clean & sanitised probe thermometer into the thickest part of the food to ensure the critical limits are met.**Critical Limit (CL):** Internal food temperature **Cooking: ≥75°C (or equiv.)**, **Cooling:** **60°C to 21°C within 2 hours**, and within a **further 4 hours from 21°C to 5°C.**\*NB: Start of cooling temperature is at 60°C or greater.**Relevant SOPS:** 2.6.5 Cooking & 2.6.6 Cooling**Corrective Actions:** Record CAs on Record 4 - Corrective Action Register Reviewed …………………………………………………………… / /  |

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| **RECORD 9 - Cooking/Reheating & Service** | **MONTH:** |
| **Date** | **Food Product** | **Process**C = CookR = Reheat | **Time**at end of cooking or reheating  | **Temperature****Cook:** (≥75°C or equiv.)**Reheat:** (≥60°C in <2hrs) | **Plating/Holding Time &/or Temp**(≥60°C or <2hrs from cook/ reheat/hold check) | **Delivery Time &/or Temp**(≥60°C or <2hrs from last temp check) | **Corrective Action**(For ongoing CAs, complete *Record 5 - Corrective Action Register*) | **Initial** |
| *12/5/18* | *Corn beef (lunch)* | *C* | *11.00* | *78.2°C* | *11.30 mow**11.45* | *11.35 mow**12.00 hostel* |  | *KP* |
| *12/5/18* | *Vitamised pumpkin* | *R* | *11.30* | *68.3°C* | *11.45* | *-* |  | *ES* |
| *12/5/18* | *Quiche Lorraine (tea)* | *R* | *4.35pm* | *84.1°C* | *5.00* | *5.15 hostel* |  | *CG* |
| *13/5/18* | *Beef casserole* | *C* | *8.30* | *96.1°C* | *10.30/71.5°C**12.00* | *12.15 hostel**12.20 day centre* |  | SP |
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| **Monitor:** Insert clean & sanitised probe thermometer into the thickest part of the food to ensure the critical limit (CL) is met. If not, continue cooking/reheating & recheck temp.**Relevant SOPS:** 2.6.5Cooking, 2.6.7 Reheating & Hot Holding/Storage, 2.6.8 Texture Modification, 2.6.9 Plating & Service & 2.6.10 Food Transport**Corrective Actions:** Record initial CA here, for ongoing CAs, complete Record 4 - Corrective Action Register.Reviewed …………………………………………………………… / /  |

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| **RECORD 10a - Cleaning & Sanitation (Daily/Weekly)** |
| **DAILY & WEEKLY TASKS** | **Week Beginning:** / /  |
| **Area/Item** | **Position Responsible** | **Completed & Initialled** |
| Mon | Tue | Wed | Thur | Fri | Sat | Sun |
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| **Relevant SOPs:** 3.5 Cleaning & Sanitising |
| **Corrective Actions:** Record initial CA here, for ongoing CAs, please complete Record 4 - Corrective Action Register.Reviewed …………………………………………………………… / /  |

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| **RECORD 10b – Cleaning & Sanitation (Monthly/Quarterly/Annual)** | **YEAR:** |
| **MONTHLY TASKS** |
| **Area/Item** | **Position Responsible** | **Date scheduled/due** | **Date Completed** | **Initialled** |
| *Cool room shelves* | *Kitchen assistant* | *Jan 16* | *15/01/16* | *KP* |
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| **QUARTERLY TASKS** |
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| **ANNUAL TASKS** |
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| **Relevant SOPs:** 3.5 Cleaning & Sanitising |
| **Corrective Actions:** Record initial CA here, for ongoing CAs, please complete Record 4 - Corrective Action Register.Reviewed …………………………………………………………… / /  |
| **RECORD 10c – Dishwasher Rinse Temperatures**  | **MONTH:** |
| **Date** | **Rinse (°C)** specify temperature required | **Corrective Action** | **Initialled** |
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| **Relevant SOPs:** 3.5 Cleaning & Sanitising**Corrective Actions:** For ongoing CAs, please complete Record 4 - Corrective Action Register.Reviewed …………………………………………………………… / /  |

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| **RECORD 11 - Food Transport** | **MONTH:** |
| **Date** | **Food Product** | **Dispatch Time** | **Dispatch Temperature** | **Service Time** | **Service Temperature** | **Initial** |
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| **Critical limits:** Refrigerators: Cold food ≤5°C / Hot food ≥60°C / Frozen food: Hard frozen OR timeframes**Monitor: T**ime and internal food temperature at dispatch and at service when food arrives at the customer**Relevant SOPS:** 2.6.10 Food Transport**Corrective Actions:** Record initial CA here, for ongoing CAs, please complete Record 4 - Corrective Action Register.Reviewed …………………………………………………………… / /  |

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| **RECORD 12 – Approved Supplier Agreement** |
| **Procedure** |
| ***This document outlines the expectations of Approved Food Suppliers in providing food which complies with legislative requirements. If the food supply agreement is not complied with, goods will be refused on delivery.*** |
| **Food Safety & Quality** |
| General requirements and labelling:* Delivery times for food products must be organised to ensure a staff member is present at the time of the delivery to assess and receive goods
* All raw ingredients and food products received must have no visible signs of damage, deterioration, spoilage, infestation or contamination
* Labelling of food shall comply with the requirements of the Food Standards Code, including:
* date / batch code
* storage requirements
* name and address of supplier /packer / manufacturer
* description of contents
* use by date / best before date
* Any received foods that are contaminated, damaged or do not meet the labelling requirements will be rejected.
 |
| Food Transport:* All food products are to be delivered by a suitable and appropriate food transport vehicle designed for that purpose
* The vehicle is to be in a clean condition and properly maintained
* Foods are not to be transported in direct contact with meat, animals, plants, pests or chemicals
* Potentially hazardous foods that require temperature control must be delivered at or below 5˚C for cold food, 60°C or above for hot food
* Frozen food is to be delivered hard frozen (not partially thawed)
* If food is transported between 5°C and 60°C, it must be demonstrated that the temperature of the food, having regard to the time taken to transport the food, will not adversely affect the microbiological safety of the food
* Potentially hazardous foods that are delivered out of temperature control will be rejected.
 |
| Personal Hygiene:* Supplier delivery personnel must ensure that whilst handling any food products they maintain a high standard of personal cleanliness and correct handling to protect food against contamination at all times;
* Wear suitable protective clothing and footwear for the products they are handling and;
* Adhere to food handler responsibilities as outlined in the Food Safety Standards.
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| **Supplier Acceptance** |
| **Supplier name** |
| **Business address** |
| **Phone** |
| **Fax** |
| **Email** |
| **Goods supplied** |
| **Frequency of delivery** |
| *We accept the above supplier specification and understand that non-compliance with the specification, or with current food legislation, will result in refusal of the goods.* |
| **Name** |
| **Position** |
| **Signed** |
| **Date** |
| **Manager Approval** |
| **Name** |
| **Position** |
| **Signed** |
| **Date** |
| *Original signed copy to be kept on file. Photocopy to be given to supplier.***Related SOPS:** 3.1 Approved Supplier Program Reviewed …………………………………………………………… / /  |

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| **RECORD 13 – Approved Supplier List** |
| **Supplier Details****(**Name, address, contacts) | **Product Description** | **Approved Suppler Validation** | **Approval Date** |
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| **Related SOPS:** 3.1 Approved Supplier ProgramReviewed …………………………………………………………… / / |
| **RECORD 14 – Staff Illness Register** |
| **Date** | **Staff Name, Position & Department / Team** | **Illness / Injury / Symptoms** | **Actions** | **Date returned to work** |
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| **Monitor:** Record food handlers with illness and injury (especially symptoms of diarrhoea, vomiting, stomach cramps, nausea & fever)**Related SOPS:** 3.4 Health & Hygiene RequirementsReviewed …………………….……………………………………… / /  |

| **RECORD 15 – Staff Training Register** | **YEAR:** |
| --- | --- |
|  | **Training Session Details** | **Training Session Details** | **Training Session Details** | **Training Session Details** |
| **Staff Name & Position Title** | *New Food handler Induction training (refer to FSP)* | *Annual training session: Bug Busters DVD, discussion & questionnaire* | *Team meeting to discuss cold storage & cooling records non-compliance-lack of CA’s* | *Refresher on FSP monitoring requirements (covering all CCPs & SOPS)* |
| *Jill Jans**Head Cook* | *N/A* | *01/05/16* | *02/08/16* | *10/10/16* |
| *Bob Febs**Kitchen assistant* | *N/A* | *01/05/16* | *02/08/16* | *10/10/16* |
| *Ted March**Food Service/kitchen assistant* | *N/A* | *01/05/16* | *02/08/16* | *10/10/16* |
| *Ben April**Cook* | *N/A* | *01/05/16* | *02/08/16* | *Left the business 27/09/16* |
| *Bill Learner**Cook* | *01/10/16* | *03/10/16* | *N/A* | *10/10/16* |
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| **Monitor:** Record details any staff training received/attended in relation to the food safety program (e.g. food safety courses, workshops, team meetings, information sessions etc.)**Related SOPS:** 3.6 TrainingReviewed …………………………………………………………… / /  |

| **RECORD 16 – Equipment Calibration** | **MONTH**: |
| --- | --- |
| **ID#** | **Equipment Name** | **COLD****Reference Temp** (°C)(ice=0°C or reference thermometer reading) | **COLD****Thermometer result** (°C) | **COLD****Variance**(+/-1°C)Compliant (C)orNon-compliant (NC)? | **COLD****Reference Temp** (°C)(boil=100°C or reference thermometer reading) | **COLD****Thermometer result** (°C) | **COLD****Variance**(+/-1°C)Compliant (C)orNon-compliant (NC)? | **Reference Thermometer ID/name** (if used) | **Initial** | **Date completed** |
| *01* | *Yellow probe*  | *0* | *0.2* | *+0.2**C* | *100* | *100* | *0**C* | *N/A* | *SM* | *01/02/18* |
| *02* | *Black Probe* | *4.9* | *5.0* | *+0.1**C* | *86.0* | *85.2* | *-0.8**C* | *01- Yellow probe* | *SM* | *01/02/18* |
| *03* | *Fridge 2 analogue shelf (baby’s room)* | *2.5* | *5.5* | ***+3.0******NC*** | *N/A* | *N/A* | *N/A* | *01- Yellow probe* | *SM* | *01/02/18* |
| *03* | *Fridge 2 wire probe (replacement for baby’s room)* | *0* | *0* | *0**C* | *N/A* | *N/A* | *N/A* | *01- Yellow probe* | *SM* | *02/02/18* |
| *04* | *Coolroom1* | *4.6* | *5.0* | *-0.4**C* | *N/A* | *N/A* | *N/A* | *Contractor Co. XXX* | *ES* | *08/05/18* |
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| **Critical Limit:** Accurate to +/-1°C**Related SOPS:** 3.8 Calibration |
| **Corrective Action:** Record initial CA here, for ongoing CAs, please complete Record 4 - Corrective Action Register*1/2/18 - 03-Fridge 2 digital shelf (baby’s room) result non-compliant (+3.0) – shelf thermometer removed & replaced with new calibrated digital thermometer with wire (ID: 04). Added new thermometer details to ‘Equipment Calibration Schedule’.*Reviewed …………………………………………………………… / /  |

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| **RECORD 17 – Pest Sightings Register** |
| **Date** | **Details of pest sighting** | **Where sighted** | **Corrective Action** | **Sighted by** |
| *11/10/18* | *Mouse dropping found on floor under shelving* | *Dry store* | *Called pest control contractor at 1pm. He advised he will visit for an extra service tomorrow 12/10/18 at 9.00am.* | *JG* |
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| **Monitor:** Pest sightings or evidence of pests (e.g. hair, droppings, dead pests etc.)**Related SOPS:** 3.10 Pest ControlReviewed …………………………………………………………… / /  |
| **RECORD 18 – Food Disposal & Recall** |
| **Date** | **Product** | **Supplier/Manufacturer** | **Reason for recall/disposal**  | **Batch code/ use-by date & No. units in stock** | **Corrective Action** | **Signed** |
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| **Monitor:** Record food segregated for disposal or recall and food disposal.**Related SOPS:** 3.3 Food Disposal & RecallReviewed …………………………………………………………… / /  |

| **RECORD 19 – Customer Complaints** |
| --- |
| **Date** | **Time** | **Complainant’s Name & Contact Details** | **Complaint Details** | **Investigation Details** | **Corrective Action** | **Signed** |
| *18/4/18* | *12.30pm* | *Jo customer from room 5 ph.: 8324 XXXX* | *Band-Aid found in beef stew served at lunch. Felt it in mouth & took it out because it felt chewy.* | *All food handlers working during lunch service questioned & one food handler was missing skin-coloured Band-Aid & wasn’t able to find it.* | *-Bright coloured Band-Aids purchased for kitchen & all staff re-trained on health & hygiene requirements in relation to covering cuts with bright coloured Band-Aids & covering with glove.**-no change required in FSP.* | *JB* |
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| **Monitor:** Record all food safety related customer complaints.**Related SOPS:** 3.12 Incident ManagementReviewed …………………………………………………………… / /  |

| **RECORD 20 – Maintenance** |
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| **Date** | **Maintenance Issue**  | **Action Taken**  | **Date completed**  | **Signed** |
| *12/03/2021* | *The dry store light is not working.* | *Changed light globe.*  | *13/03/2021* | *JB* |
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| **Monitor:** Record all Ad-hoc maintenance issues that require action.**Related SOPS:** 3.9 Maintenance Reviewed …………………………………………………………… / /  |

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| For more information |
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