



Title Page									
Store Name:	Food Safety and Trade Measurement are measured by compliance levels i.e. Minor (Yellow), Moderate (Amber) and Major & Critical (Red) non-conformances as defined below:								
No of Store Audits:	0 points/0%:								
Store Format:	Critical non-conformance: A direct food safety threat and/or serious system failure that is likely to cause an imminent public health or consumer risk. Major non-conformance: A serious system failure that may cause an imminent public health or consumer risk but would most likely result in prosecutions/fines.								
Date & Time:	1.5 points/50%: Moderate non-conformance: A non-conformance that can potentially result in an actual risk to the safety of products.								
Prepared by:	2.7 points/90%: Minor non-conformance: A failure in a requirement of the Management System which does not impact the capability to achieve the expected outcomes. No direct food safety threat.								
Store Location:	3 points/100%: Fully Compliant								
State:									
MSO / SSO									
Overall Score %:									
Area / Department	#	Question	Answers	Rating	Compliance Level	CA #	Corrective Actions (CA)	Food Safety Program	Guideline
General	1	Is a copy of the Store's Food Safety Program available upon request ? Required where the store has the following: QLD: Onsite butcher or Deli VIC: Onsite butcher, Deli, Bakery or Coffee Offer SA: Onsite butcher NSW: Onsite butcher ACT: Seafood only WA: Meat Sales or other business only TAS: n/a NT: n/a	Yes	3				State Food Acts detail the requirement	Ask to view the Food Safety Program. The Metcash Retail Food Safety Program is available to download & print from MyIGA or Metcash Training Academy websites. Many of the document references in this guideline for the FSA are within this FSP
			No	0	Major	CA 14	Major: Download and Print a copy of the Metcash Retail Food Safety Program and ensure all key staff are aware of its location and contents.		
			N/A			n/a			
	2	For VIC only - All other states, please respond n/a. Where a Food Safety Program is required in Victoria, is the store using the Metcash Retail Food Safety Template? Survey Only - Non-Scoring	Yes			n/a		n/a	The Department of Health Victoria requires a list of all food businesses who are using a registered Food Safety Program Template throughout the state.
			No			n/a			
			N/A			n/a			
3	Is the Food Safety Supervisor trained? Required for the following: QLD: All Supermarkets VIC: Onsite butcher, Deli, Bakery or Coffee Offer or where a Food Safety Program is required NSW: Supermarkets where Hot Food is being sold (must be current within 5 years) ACT: All Registered Food Businesses (must be current within 5 years) SA: n/a WA: n/a TAS: n/a NT: n/a Yes: Food Safety Supervisor fully trained and certificate available Identified/No Certificate: Food Safety Supervisor identified, but certificate not available Not Trained/No Certificate: Food Safety Supervisor not trained or certificate expired N/A: Food Safety Supervisor not required at this site	Yes	3				State Food Acts detail the requirement	Food Safety Supervisor Certificate must be available at the store and in NSW/ACT be current within the last 5 years. A Food Safety Supervisor does not need be onsite across all trading hours but does require the appropriate authority within the store.	
		Identified/No Certificate	2.7	Minor	CA 47	Minor: Make a copy of the Food Safety Supervisor Certificate and keep it at the store.			
		Not Trained/No Certificate	0	Major	CA 7	Major: Access and complete the Food Safety Supervisor Course through a Registered Training Organisation.			

		N/A			n/a			
4	<p>All employees working in a food business must have the knowledge and skills commensurate with their work activities. Choose 3 staff members and ask to provide evidence of training.</p> <p>Yes: All information is available No: Training records missing for 1 or more of the chosen staff members</p>	<p>Yes</p> <p>No</p>	<p>3</p> <p>0</p>	<p></p> <p>Major</p>	<p>CA 6</p>	<p>Major: Access and complete on IGA Training Academy or other provider. All staff to be trained to align with their job responsibilities.</p>	<p>3.1 - Food Safety Induction 14.0 - Food Safety Training Program 14.1 - Guideline - Food Safety Training Matrix</p>	<p>All Staff have completed Level 1-4 Food Safety Training available on IGATA or equivalent applicable to their role? The store must provide evidence of training completions/attendance records.</p>
5	<p>Store has participated in the Annual Trade Measurement Audit and all issues have been closed?</p> <p>Yes: Participated and all corrective actions closed Minor Corrections: Minor corrective actions required to be closed Major Corrections: Major corrective actions required to be closed No: Store has declined/refused or has outstanding critical corrective actions pending</p>	<p>Yes</p> <p>Minor Corrections</p> <p>Major Corrections</p> <p>No</p>	<p>3</p> <p>2.7</p> <p>1.5</p> <p>0</p>	<p></p> <p>Minor</p> <p>Moderate</p> <p>Major</p>	<p>CA 49</p> <p>CA 39</p> <p>CA 26</p>	<p>Minor: Provide details of investigation/actions taken to resolve issues.</p> <p>Moderate: Provide details of investigation/actions taken to resolve issues.</p> <p>Major: Provide the audit report completed by an external provider or provide evidence that Critical Issues are resolved.</p>	<p>IGA Trade Measurement Audit Program</p>	<p>TMAP must be conducted annually as set by NC. View results of most recent TMAP Audit. Consult the Operational Compliance team if in doubt. In most instances the store should have already attended to the issues identified. Ask the store to show you what they have done to rectify any issues.</p>
6	<p>Store has a hand held thermometer device?</p>	<p>Yes</p> <p>No</p>	<p>3</p> <p>0</p>	<p></p> <p>Critical</p>	<p>CA 27</p>	<p>Critical: Purchase a device which is accurate to within +/- 1°C</p>	<p>Food Standards Code 3.2.2 - Division 6</p>	<p>Ask the store to show you the thermometer device used for temperature measurement. Must be operational and readily accessible.</p>
7	<p>Store is conducting and recording thermometer device calibration checks at least monthly? (weekly recommended)</p> <p>Yes: All records available and within range Inaccurate: Records indicate the thermometer is inaccurate and with no action taken No: Store unable to provide records or not completing checks at least monthly</p>	<p>Yes</p> <p>Inaccurate</p> <p>No</p>	<p>3</p> <p>0</p> <p>0</p>	<p></p> <p>Critical</p> <p>Critical</p>	<p>CA 31</p> <p>CA 16</p>	<p>Critical: Repair thermometer device to ensure accuracy or purchase a device which is accurate to within +/- 1°C</p> <p>Critical: Implement at least monthly calibration checks and record the results to ensure products are safe for consumers.</p>	<p>16.0 - Calibration Program 18.16 - Scales &amp; Thermometer Calibration Checksheet</p>	<p>Temperature records taken from any digital refrigeration panel on the refrigeration equipment are not indicating product temperature and are not accepted unless the store can also show you their validation procedures used to verify these readings. Thermometer calibration must be documented at least MONTHLY using standard methods i.e. Use of a calibration kit with at least a 3°C reference tag. If the above method is not available then an Ice water test at 0°C +/- 1°C Full Calibration Kits are available from ECE FAST. Note: If the store sells Hot food then they must also calibrate their equipment with a 63°C reference tag or a Boiling water test at 100°C +/- 1°C.</p>
8	<p>Store has refrigeration storage and display temperature records for all units containing perishable products at least twice daily? View records for last 2 weeks. Limits at or below 5°C for chilled &amp; at or below -18°C for frozen</p> <p>Yes: All records available and within range 1-7 Days missing: Records missing for 1-7 days or not completed twice daily</p>	<p>Yes</p> <p>1-7 Days missing</p> <p>&gt;7 Days missing</p> <p>No</p>	<p>3</p> <p>2.7</p> <p>1.5</p> <p>0</p>	<p></p> <p>Minor</p> <p>Moderate</p> <p>Critical</p>	<p>CA 42</p> <p>CA 42</p> <p>CA 42</p>	<p>Minor/Major/Moderate/Critical: Temperature checks to be recorded at least twice per day on all days.</p>	<p>11.02 - Perishable &amp; Frozen Foods Storage, Handling &amp; Display 11.16 - Temperature Measurement Of</p>	<p>All refrigeration temperature checks (entire store's dairy, freezer cool rooms &amp; displays containing perishable foods &amp; all fresh refrigerated displays) must be documented twice daily on store customised check sheets. Chilled foods are displayed at or below 5°C, frozen food at or below -18°C Fully Automated Monitoring systems do not monitor the surface temperature of products and therefore are not an accurate record of product temperature.</p>

	>7 Days missing: Records missing for more than 7 days Temperature too high: Temperature(s) higher than accepted standard with no action taken No: Store unable to provide records	Temperature too high	0	Critical	CA 21	Critical: Investigate refrigeration/freezer unit and ensure staff checking temperatures understand the process.	Foods 18.24 - Temperature Checksheet	
9	Store has Hot Food Cooking and Hot Storage temperature Records? Limits above 75°C cooking & above 60°C for storage Yes: All records available and within range (Check the last two weeks) 1-7 Days missing: Records missing for 1-7 days >7 Days missing: Records missing for more than 7 days Temperature low/No Records: Records below required temperature with no action taken; Store unable to provide records N/A: Does not apply	Yes 1-7 Days missing >7 Days missing  Temperature low/No Records  N/A	3 2.7 1.5  0	Minor Moderate  Critical	CA 42 CA 42  CA 19	Minor/Moderate: Temperature checks to be recorded at least twice per day on all days.  Critical: 1. Temperature checks to be recorded at least twice per day on all days 2. Investigate cooking/hot storage units and ensure staff checking temperatures understand the process.	11.16 - Temperature Measurement Of Foods 11.12 - Processing & Handling of Hot Takeaway Foods 18.24 - Temperature Checksheet	All Hot food Cooking Temperatures are documented at least twice per day (when hot food cooking has taken place), with a temperature probe and must be cooked to above 75°C. All hot foods storage (Bain Marie and/ or Hot Food Self Serve unit) temperature checks are documented at least twice daily on stores customised check sheets (can be combined with the refrigeration or cooking check sheet). Hot foods must be stored above 60°C View Records Last 2 weeks
10	Does the store Cool Hot food to be sold Cold? Is there Hot Food Cooling temperature Records (i.e. above 60°C to below 21°C in 2 hours & from below 21°C to below 5°C in the following 4 hours)?  Yes: Monthly records available and within range Incorrect Cooling Records: Cooling records not correct (outside required temperature range for 2 and/or 4-hour stages) with no action No: Store unable to provide records N/A: Does not apply	Yes Incorrect Cooling Records  No  N/A	3 0  0	Critical  Critical	CA 20  CA 18	Critical: Investigate cooling process and ensure staff checking temperatures understand the requirements. Conduct a test urgently to ensure product is safe.  Critical: Implement process and records. Conduct a test urgently to ensure product is safe.	11.12 - Processing & Handling of Hot Takeaway Foods 18.23 - Hot Foods Cooling Verification	Stores can do this check monthly using 1 chicken from the 1st cook of the day therefore conducting the process while staff are available. NOTE: this process should be conducted for all product types that are cooked and then cooled i.e. Lasagne, Quiche, Potato Bake etc.
11	Store has Inwards Goods Checking records for all perishable goods deliveries (Fresh Foods, e.g. Meat; Dairy & Frozen), incl. temperature check records? Not required for dry goods. Yes: All records available (Check the last two weeks) 2-7 Days missing: Records missing for 2-7 days >7 Days missing: Records missing for more than 7 days No: Store unable to provide records	Yes 2-7 Days missing >7 Days missing  No	3 2.7 1.5  0	Minor Moderate  Critical	CA 43 CA 43  CA 17	Minor/Moderate: All perishable goods (Fresh Foods, e.g. Meat; Dairy & Frozen) deliveries must be checked and recorded  Critical: Implement process and records.	11.15 - Inwards Goods Receiving 11.16 - Temperature Measurement Of Foods 18.01 - Goods Inwards Summary - Template	Check GIS records. Must have at least 2 temp checks recorded per load for perishables. This is to ensure traceability of products entering the store. Must be completed on an in-store receiving check-sheet which is kept at the store. Without this and in the event of a Food incident the store may not be able to provide evidence that they have maintained food safety.
12	Store is conducting and recording scales checks using a 1kg or 2kg test mass daily? Yes: All records available (Check the last two weeks) 1-7 Days missing: Records missing for 1-7 days or only weekly checks	Yes 1-7 Days missing >7 Days missing	3 2.7 1.5	Minor Moderate	CA 45 CA 45	Minor/Moderate: Implement daily checks and records.	16.0 - Calibration Program 18.16 - Scales & Thermometer Calibration	Scales calibration checks must be recorded DAILY preferably before use, using an accurate (1kg or 2kg) test weight. Any other mass used is not adequate due to the average weight of items sold or weighed and packaged on these scales. i.e. a 5kg weight would not be a realistic assessment of the majority of items weighed and sold. It is also not acceptable to use a net weight product for Scale checking

	<p>Checks</p> <p>&gt;7 Days missing: Records missing for more than 7 days</p> <p>No: Store unable to provide records or 1kg or 2kg weight: missing adequate 1kg/2kg test mass</p> <p>N/A: No Scales</p>	No / 1kg or 2kg weight missing	1.5	Moderate	CA 40	Moderate: 1. Implement daily checks and records 2. Purchase a 1kg or 2kg accurate test mass and implement daily checks and records	Sanitation Checksheet	Items weighed and sold. It is also not acceptable to use a net weight product for store cleaning procedures. Inaccurate scales to be closed down and repaired.
		N/A			n/a			
13	<p>Store is conducting and recording tare weight checks on all packaging types at least monthly and/or performing net weight checks for in-store pre-packaged products?</p> <p>Yes: All records available</p> <p>1-2 Months missing: Records not completed for 1-2 months</p> <p>&gt;3 Months missing: Records not completed within the last 3 months or more than 3 pack types not checked</p> <p>N/A: Does not apply (No Scales)</p>	Yes	3				11.21 - Stock Audit & Trade	<p>Ask the store for records of Tare weight checks performed on each in-store packed packaging system for the last 3 months or for 2 weeks records of Product Net weight checks for In-store pre-packaged items. You may check a random register scale to ensure the produce bags and mushroom bags are being tared for a range of different PLU's. (Place a 1kg or 2kg weight on the scale and enter a Product PLU, the scale display weight must show 3-4g greater than the sale weight on the receipt). Net weight checks are completed by test weighing packaged items and ensuring the actual weight shown on the scale is greater than the stated weight on the package. Spot checks should also occur for any Fresh supplied packs from local butchers etc.</p> <p>It is illegal to include some or all of the packaging in the total price of a product.</p>
		1-2 Months missing	2.7	Minor	CA 44	Minor/Moderate: Checks to be implemented and recorded at least monthly	Measurement Checks	
		>3 Months missing	1.5	Moderate	CA 44		18.11a – Monthly System PLU Tare Weight Checks 18.11b - In-store Packed Net Weight Checks	
		N/A			n/a			
14	<p>Stock Recall notices received, actioned and filed correctly?</p> <p>Check for a file/records and the past 2 recall notices from Metcash Consumer Support.</p> <p>Yes: No records missing and file is kept for 12 months</p> <p>Recall Notices missing: 1 or more of 2 most recent recall notices are not filed/available</p> <p>No Records: Records not kept for 12 months</p> <p>No: Store not receiving recall notices</p>	Yes	3				17.0 - Product Recall & Consumer Support	<p>3-4 employees within the store must be trained to act on Product Recall Notifications. There must be processes and records in place for any recall notices that have been issued. Must view a file containing the last 12 months of recall notices.</p>
		Recall Notices missing	2.7	Minor	CA 51	Minor: Request a copy of the Recall notices and ensure product is not available for sale.		
		No Records	1.5	Moderate	CA 41	Moderate: Start and maintain a file to contain 12 months of history.		
		No	0	Major	CA 11	Major: Contact Consumer Support to ensure the correct email address & Fax number is on file. 1800 119 920		
15	<p>Is Recalled/Withdrawn/Quarantined stock stored in appropriately marked/signed quarantine locations? (N/A, no current products affected or on hold)</p> <p>Yes: All affected products clearly marked/signed</p> <p>Products available: Affected products on hold not clearly marked/signed or recalled product is available for sale</p> <p>N/A: No current products affected or on hold</p>	Yes	3				17.0 - Product Recall & Consumer Support 11.22 - Quarantine Assessments	<p>Quarantine areas must be designated and clearly marked. If not there may be a risk of quarantined/isolated products making their way back to the display shelf. Any infested or leaking products must be disposed of immediately so as not to damage other products awaiting inspection.</p> <p>Check the past 2 Recall Notice for product still available for sale.</p>
		Products available	0	Critical	CA 5	Critical: 1. Place signs on these areas/tubs. 2. Ensure 3-4 employees within the store are trained to act on Product Recall Notifications.		
		N/A			n/a			
16	<p>Store Pest control program is adequate?</p> <p>Yes: No pests or evidence of pests at time of inspection</p> <p>No: Evidence of Infestation or pests sighted (Crawling/Flying Insects, Rodents, Birds etc.)</p>	Yes	3				15.0 - Pest Control Program	<p>Review the store for Pest activity, droppings, cobwebs etc. Fly spray in processing areas, mouse traps etc. are not adequate Pest control methods for food businesses and may cause other Food Safety contamination concerns.</p>
		No	0	Critical	CA 15	Critical: Implement a Pest Control program serviced by a Licensed Pest Service Company.		
17	<p>Store is demonstrating best practice with Hair fully covered in all processing areas? [For information only – no rating]</p> <p>Yes: Hair is fully covered including pony tails.</p> <p>No: Hair nets or caps not in use.</p>	Yes					3.1 - Food Safety Induction	<p>Hair protection is worn by all personnel. Hair protection must cover the entire scalp &amp; hair. IGA caps &amp;/or hairnets are recommended. This includes all employees AND contractors.</p>
		No			CA 48/ optional	Discussion point - Order Hair Nets/Hats or ensure they are being worn. Explain customer expectations.		
Dairy / Frozen	18	All perishable foods are stored under refrigeration and within	Yes	3			11.02 - Perishable	Product not kept within load lines is subject to danger zone temperatures (5 to 60 degrees) and

		load lines?	No	0	Critical	CA 23	Critical: Move products within the load lines or into storage, retrain staff not to overload displays.	& Frozen Foods Storage, Handling & Display	reduces refrigeration capability of storing other products below the required temps.
Bakery	19	Critical bakery items (containing fresh cream or Raw Egg) only sold refrigerated? <b>BAKERY DEPARTMENT</b>	Yes	3				11.03a - Frozen Thaw Back Bakery & Deli Range	Visual check of displayed product. Must be displayed at or below 5°C.
			No	0	Critical	CA 13	Critical: Dispose of all products not refrigerated and ensure these items are only sold from a refrigerated display	11.14 - Bakery Handling Processing & Display	
			N/A			n/a			
	20	All in-store packaged or produced items do not contain any "Allergen Free" Claims? Example - Gluten Free statement on loose rolls. <b>BAKERY DEPARTMENT</b>	Yes	3				11.18 - In-Store Labelling and Packing Guide	Where products are opened & displayed loose, repacked from bulk suppliers or produced instore, we are unable to guarantee an allergen free claim, retail production environments in general cannot be managed for allergen control.
			No	0	Critical	CA 28	Critical: Relabel and/or reticket any in-store packed and labelled products carrying Allergen Free Statements		
			N/A			n/a			
	21	All required 'In-store Packed' product labelling includes ingredients, nutritional panel and allergen information? <b>BAKERY DEPARTMENT</b> Yes: All Information is available No: Any one of the listed requirements are missing	Yes	3				11.18 - In-Store Labelling and Packing Guide	Products requiring a label must have all of the correct information. This information can usually be received from the supplier for Parbake products however if the store makes some products from scratch then it is the stores responsibility to create accurate information.
			No	0	Major	CA 36	Major: Review all labelling for all products and ensure information shown in 11.18 and 11.18a are included	11.18a - Guideline - Labelling	
			N/A			n/a			
	22	All 'Supplied' product labelling includes ingredients, nutritional panel and allergen information, e.g. bread rolls from local bakery? <b>BAKERY DEPARTMENT</b> Yes: All Information is available No: Any one of the listed requirements are missing	Yes	3				11.18a - Guideline - Labelling	Products requiring a label must have all of the correct information.
			No	0	Major	CA 36	Major: Review all labelling for all products and ensure information shown in 11.18a are included		
			N/A			n/a			
	23	Adequate information on Ingredients, nutritional facts and allergens is available for all unpackaged products (bread rolls, pastries, Danishes, etc.) in the self-service display? <b>BAKERY DEPARTMENT</b> Yes: All Information is available No: Any one of the listed requirements are missing	Yes	3				11.18 - In-Store Labelling and Packing Guide	All product labelling information is required to be supplied upon request if they are displayed out of their package. The easiest way for a store to have this information is on the suppliers Product Specification Sheet.
			No	0	Major	CA 32	Major: Review all information for all products and ensure information is available inline with 11.18 and 11.18a	11.18a - Guideline - Labelling	
			N/A			n/a			
	24	Is information available upon request to support any CoOL	Yes	3				11.20 - Country of	Choose 3 products where the store has labelled products with CoO information (Shelf Tickets or

	claims being made by the store/ (A store has made a claim if they have applied CoO on a ticket or pack) <b>BAKERY DEPARTMENT</b> Yes: Information is available for the items checked No: Any one of the items checked are missing supporting information N/A: Store has not made any CoO Claims	No	0	Major	CA 59	Major: Review all labelling for all products and ensure claims made by the store can be supported with records.	Origin Legislation	product labels). Ask the store to show you information to support the claim being made e.g. Supplier Information or Calculations made by the store to determine the % Australian Content. (This is similar to being able to provide Ingredients, Allergen or Nutritional Information upon request for unpackaged items). Wherever the store has made a CoO claim, they must have records to support their claims.
		N/A			n/a			
25	Is a Commercial Food Grade Sanitiser available for use? (Use of off-the-shelf cleaning products not permitted!) <b>BAKERY DEPARTMENT</b>	Yes	3				12.0 - Cleaning & Waste Disposal Program 12.1 to 12.4 - Cleaning Schedule Templates	Are off the supermarket shelf chemicals being used? If so then the answer to the question is "No". Must be a commercial Food Grade Sanitiser with adequate information that it is fit for purpose e.g. Product Information Sheet or appropriate Label.
		No	0	Major	CA 10	Major: Contact a Cleaning Chemical supplier to provide a Food Grade Sanitiser. Contact Ecolab 1800 022 002 or Jasol 1800 334 679		
		N/A			n/a			
26	Hand wash area accessible, warm water, hand towel and hand soap available? <b>BAKERY DEPARTMENT</b> Yes: Hand Wash facilities fully stocked and accessible No: one or more items missing or Hand Wash sink not accessible.	Yes	3				18.14 - Monthly Retail QSA	Hand Wash facilities must have clear access for use and fully stocked. Not to be used for any other procedures or washing of any other items.
		No	0	Major	CA 4	Major: 1. Clear access to Hand wash area. 2. Ensure hand wash area is fully stocked at all times.		
		N/A			n/a			
27	Processing areas are free from personal items? Look for cups, phones, handbags, sunglasses, cigarettes, personal food, small stationary items, etc. stored in area. <b>BAKERY DEPARTMENT</b>	Yes	3				3.1 - Food Safety Induction 18.14 - Monthly Retail QSA	Look for evidence of small objects such as splinters, pins, clips & pens etc above or in the vicinity of food processing areas. Handbags, Jackets, pinboards above benches etc may be a contamination source in processing areas and are not to be kept in these areas
		No	2.7	Minor	CA 50	Minor: Remove any items not required or which might cause contamination.		
		N/A			n/a			
28	In-store ingredients are stored in sealed containers and labelled with 'opened' date, original Use-by/Best-before date and all relevant product information? <b>BAKERY DEPARTMENT</b>	Yes	3				11.07 - Value-added RTE Food Preparation & Handling	Information is required to ensure freshness, safety, suitability & traceability of all ingredients.
		No	0	Major	CA 22	Major: Label ingredients containers accurately. Ingredients not currently labelled should be disposed.		
		N/A			n/a			
29	Store has the correct kj content display for relevant products in the required areas? <b>BAKERY DEPARTMENT</b> Yes: Fully compliant; Content/Font Size: KJ Content font or size of font is not compliant Sign not in place: KJ Content display is not on some/all required products. N/A: store range is not affected or state (SA/WA/NT/TAS) not affected	Yes	3				State Food Acts detail the requirements	KJ content must be in the same font, and at least the same font size, as the price displayed for the whole item, or the unit price displayed for the item; and adjacent to or in close proximity to the name or price of the item. For all states affected in stores above 1000m2 and supermarkets in ACT, the average kilojoule content must be displayed per serve/item OR per 100g. In NSW, for stores below 1000m2 the average kilojoule content must be displayed for the whole standard food item.
		Content/Font Size	1.5	Moderate	CA 55	Update font size of ticket/sign and reprint as required		
		Sign not in place	0	Major	CA 56	Ensure tickets and average daily intake sign is in place in all locations and all products affected.		
		N/A			n/a			
30	The store has the correct statement 'The average adult daily energy intake is 8,700 kj.' in the required areas? <b>BAKERY DEPARTMENT</b> Yes: Fully compliant kj Daily Intake (Major): Average daily intake statement signage font or font size is not compliant Sign not in place (Critical): kj average daily intake statement sign not in place N/A: Store range or state (SA/WA/NT/TAS) are not affected	Yes	3				State Food Acts detail the requirements	The Average daily intake statement must be in the same font, and at least the same font size, as the name of the standard food item with the largest font size, or if no name is displayed, as the price of the item, and adjacent to or in close proximity, so as to be clearly associated with, the item(s). i.e. in one location on each menu board and each area or display cabinet, or on each stand, where standard food items with tags or labels are displayed.
		Kj Daily Intake	1.5	Moderate	CA 55	Update font size of ticket/sign and reprint as required		
		Sign not in place	0	Major	CA 56	Ensure tickets and average daily intake sign is in place in all locations and all products affected.		
		N/A			n/a			
<b>Deli / Poultry / Seafood</b>								
31	Does the store have a serviced department for Deli, Poultry and Seafood?	No			n/a			
		Yes - refer to following questions						

32	All perishables products are stored under refrigeration and within load lines? <b>DELI, POULTRY &amp; SEAFOOD DEPARTMENT</b>	Yes	3				11.02 - Perishable & Frozen Foods Storage, Handling & Display	Product not kept within load lines is subject to danger zone temperatures (5 to 60 degrees) and reduces refrigeration capability of storing other products below the required temps.
		No	0	Critical	CA 23	Critical: Move products within the load lines or into storage, retrain staff not to overload displays.		
		N/A			n/a			
33	System in place for Date Tracking on all opened RTE Smallgoods? <b>DELI, POULTRY &amp; SEAFOOD DEPARTMENT</b> Yes: System in place and followed by all staff 1-3 items missing: System in place, however 1-3 items not traceable >4 items missing: Awareness of a system but not followed on 4 or more items No: No system in place or products found past the manufacturers guidelines	Yes	3				11.09 - Refrigerated Service Display Practices 11.09a - Guideline - Recommended Service Display Life 11.11 - Slicing of Smallgoods and Cheese Portioning	Random display checks indicate no out-of-date stock is available to customers. Check short shelf life refrigerated goods with "Use By, UBD" or "Best Before, BBD" dates. Check that Smallgoods chubs etc have been overwrapped and dated with Opened Date and original UBD / BBD. Ask the Deli Manager to identify the original package date code and open date of a random item in the deli display. <b>Check product packaging to ensure manufacturer's guideline is not exceeded.</b> How do all staff know this information?
		1-3 items missing	2.7	Minor	CA 46	Minor/Moderate: Retrain all staff to follow important guidelines.		
		>4 items missing	1.5	Moderate	CA 46			
		No	0	Critical	CA 29	Critical: Remove and dispose of any expired stock, Implement a system of regular date code checking/tracking.		
		N/A			n/a			
34	All RTE, Raw, Seafood Deli Categories are segregated with an adequate divider? <b>DELI, POULTRY &amp; SEAFOOD DEPARTMENT</b>	Yes	3				11.09 - Refrigerated Service Display Practices 11.10 - Seafood Handling & Display	Prevention of cross-contamination using perspex dividers, or at least distance between dissimilar categories of items. Separate tongs or spoons, for serving different categories.
		No	0	Critical	CA 24	Critical: Order dividers and/or arrange the case to ensure segregation		
		N/A			n/a			
35	All Service Display, in-store packaged or produced items free from any "Allergen Free" Claims, e.g. gluten free or nut free? <b>DELI, POULTRY &amp; SEAFOOD DEPARTMENT</b>	Yes	3				11.18 - In-Store Labelling and Packing Guide	Where products have been repacked from bulk suppliers or produced instore, we are unable to guarantee an allergen free claim, retail production environments in general cannot be managed for allergen control.
		No	0	Critical	CA 28	Critical: Relabel and/or reticket any in-store packed and labelled products carrying Allergen Free Statements		
		N/A			n/a			
36	All required 'In-store Packed' product labelling (RTE or Value Added) includes ingredients, nutritional panel and allergen information? <b>DELI, POULTRY &amp; SEAFOOD DEPARTMENT</b> Yes: All Information is available No: Any one of the listed requirements are missing	Yes	3				11.18 - In-Store Labelling and Packing Guide 11.18a - Guideline - Labelling	Products requiring a label must have all of the correct information. This information can usually be received from the supplier, however if the store makes some products from scratch then it is the stores responsibility to create accurate the information.
		No	0	Major	CA 36	Major: Review all labelling for all products and ensure information shown in 11.18 and 11.18a are included		
		N/A			n/a			
37	All 'Supplied' product labelling (RTE or Value Added) includes ingredients, nutritional panel and allergen information? <b>DELI, POULTRY &amp; SEAFOOD DEPARTMENT</b>	Yes	3				11.18a - Guideline - Labelling	Products requiring a label must have all of the correct information. This information can usually be received from the supplier, however if the store makes some products from scratch then it is the stores responsibility to create accurate the information.

	Yes: All Information is available No: Any one of the listed requirements are missing	No	0	Major	CA 36	Major: Review all labelling for all products and ensure information shown in 11.18a are included		
		N/A			n/a			
38	Adequate information on ingredients, nutritional facts and allergens is available for unpackaged products in the service display? <b>DELI, POULTRY &amp; SEAFOOD DEPARTMENT</b> Yes: All Information is available No: Any one of the listed requirements are missing	Yes	3				11.18 - In-Store Labelling and Packing Guide 11.18a - Guideline - Labelling	All information required to be on a label is required to be supplied upon request. The easiest way for a store to have this information is on the suppliers Product Specification Sheet.
		No	0	Major	CA 33	Major: Review all information for all products and ensure information is available inline with 11.18 and 11.18a.		
		N/A			n/a			
39	Is information available upon request to support any CoOL claims being made by the store? (A store has made a claim if they have applied CoO on a ticket or pack) <b>DELI, POULTRY &amp; SEAFOOD DEPARTMENT</b> Yes: Information is available for the items checked No: Any one of the items checked are missing supporting information N/A: Store has not made any CoO Claims	Yes	3				11.20 - Country of Origin Legislation	Choose 3 products where the store has labelled products with CoO information (Shelf Tickets or product labels). Ask the store to show you information to support the claim being made e.g. Supplier Information or Calculations made by the store to determine the % Australian Content. (This is similar to being able to provide Ingredients, Allergen or Nutritional Information upon request for unpackaged items). Wherever the store has made a CoO claim, they must have records to support their claims.
		No	0	Major	CA 59	Major: Review all labelling for all products and ensure claims made by the store can be supported with records.		
		N/A			n/a			
40	Where Vacuum Packing of Sliced RTE Meat occurring, is there a Listeria Management Program in place where shelf life is greater than 5 days from the original opening date of the product (View approval Letter or similar Certification)? <b>DELI, POULTRY &amp; SEAFOOD DEPARTMENT</b>	Yes	3				Important Notice Vacuum Packing RTE Meats Minimum Requirements - Available on the MyIGA website	Metcash recommends that the practice of vacuum packing or any form of re-packaging of Ready-To-Eat meats & high risk products be actively discouraged. There are considerable legal obligations to be applied and this practice must be approved by your State Food Authority, commencing or continuing this practice without approval and/or an adequate Listeria Management Program may lead to prosecution without defence. A Listeria Management program involves a documented process of Product and Environmental testing for listeria - Contact the Food Safety Team for further information.
		No	0	Critical	CA 25	Critical: Product with more than 5 days shelf life or pre-sliced & packaged product in storage without a date code is to be disposed. Shelf life applied to products must be Use By and no more than 5 days from the original opening date of the product to be sliced. Contact your Area Sales Manager for further guidance.		
		N/A			n/a			
41	Is a Commercial Food Grade Sanitiser available for use? (Use of off-the-shelf cleaning products not permitted!) <b>DELI, POULTRY &amp; SEAFOOD DEPARTMENT</b>	Yes	3				12.0 - Cleaning & Waste Disposal Program 12.1 to 12.4 - Cleaning Schedule Templates	Are off the supermarket shelf chemicals being used? If so then the answer to the question is "No". Must be a commercial Food Grade Sanitiser with adequate information that it is fit for purpose e.g. Product Information Sheet or appropriate Label.
		No	0	Critical	CA 10	Critical: Contact a Cleaning Chemical supplier to provide a Food Grade Sanitiser. Contact Ecolab 1800 022 002 or Jasol 1800 334 679		
		N/A			n/a			
42	Hand wash area accessible, warm water, hand towel and hand	Yes	3				18.14 - Monthly	Hand Wash facilities must have clear access for use and fully stocked. Not to be used for any other



	soap available? <b>DELI, POULTRY &amp; SEAFOOD DEPARTMENT</b> Yes: Hand Wash facilities fully stocked and accessible No: one or more items missing or Hand Wash sink not accessible.	No	0	Critical	CA 4	Critical: 1. Clear access to Hand wash area. 2. Ensure hand wash area is fully stocked at all times.	Retail QSA	procedures or washing of any other items.
		N/A			n/a			
43	Processing areas are free from personal items? Look for cups, phones, handbags, sunglasses, cigarettes, personal food, small stationary items, etc. stored in area. <b>DELI, POULTRY &amp; SEAFOOD DEPARTMENT</b>	Yes	3				3.1 - Food Safety Induction 18.14 - Monthly Retail QSA	Look for evidence of small objects such as splinters, pins, clips & pens etc above or in the vicinity of food processing areas. Handbags, Jackets, pinboards above benches etc may be a contamination source in processing areas and are not to be kept in these areas
		No	2.7	Minor	CA 50	Minor: Remove any items not required or which might cause contamination.		
		N/A			n/a			
44	In-store ingredients are stored in sealed containers and labelled with 'opened' date, original Use-by/Best-before date and all relevant product information? <b>DELI, POULTRY &amp; SEAFOOD DEPARTMENT</b>	Yes	3				11.07 - Value-added RTE Food Preparation & Handling	Information is required to ensure freshness, safety, suitability & traceability of all ingredients.
		No	0	Critical	CA 22	Critical: Label ingredients containers accurately. Ingredients not currently labelled should be disposed.		
		N/A			n/a			
45	Store has the correct kj content display for relevant products in the required areas? <b>DELI, POULTRY &amp; SEAFOOD DEPARTMENT</b> Yes: Fully compliant; Content/Font Size: KJ Content font or size of font is not compliant Sign not in place: KJ Content display is not on some/all required products. N/A: store range is not affected or state (SA/WA/NT/TAS) not affected	Yes	3				State Food Acts detail the requirements	KJ content must be in the same font, and at least the same font size, as the price displayed for the whole item, or the unit price displayed for the item; and adjacent to or in close proximity to the name or price of the item. For all states affected in stores above 1000m2 and supermarkets in ACT, the average kilojoule content must be displayed per serve/item OR per 100g. In NSW, for stores below 1000m2 the average kilojoule content must be displayed for the whole standard food item.
		Content/Font Size	1.5	Moderate	CA 55	Update font size of ticket/sign and reprint as required		
		Sign not in place	0	Major	CA 56	Ensure tickets and average daily intake sign is in place in all locations and all products affected.		
		N/A			n/a			
46	The store has the correct statement 'The average adult daily energy intake is 8,700 kj.' in the required areas? <b>DELI, POULTRY &amp; SEAFOOD DEPARTMENT</b> Yes: Fully compliant kj Daily Intake (Major): Average daily intake statement signage font or font size is not compliant Sign not in place (Critical): kj average daily intake statement sign not in place N/A: Store range or state (SA/WA/NT/TAS) are not affected	Yes	3				State Food Acts detail the requirements	The Average daily intake statement must be in the same font, and at least the same font size, as the name of the standard food item with the largest font size, or if no name is displayed, as the price of the item, and adjacent to or in close proximity, so as to be clearly associated with, the item(s). i.e. in one location on each menu board and each area or display cabinet, or on each stand, where standard food items with tags or labels are displayed.
		KJ Daily Intake	1.5	Moderate	CA 55	Update font size of ticket/sign and reprint as required		
		Sign not in place	0	Major	CA 56	Ensure tickets and average daily intake sign is in place in all locations and all products affected.		
		N/A			n/a			
<b>Meat</b>								
	47	All perishables products are stored under refrigeration and within load lines? <b>MEAT DEPARTMENT</b>	Yes	3			11.02 - Perishable & Frozen Foods Storage, Handling & Display	Product not kept within load lines is subject to danger zone temperatures (5 to 60 degrees) and reduces refrigeration capability of storing other products below the required temps.
			No	0	Critical	CA 23	Critical: Move products within the load lines or into storage, retrain staff not to overload displays.	
			N/A			n/a		
	48	All Pet Food correctly labelled and segregated? <b>MEAT DEPARTMENT</b>	Yes	3			11.08 - Meat Room Processing & Packing	Pet food must be adequately segregated from other food to prevent cross-contamination; eg, perspex dividers, display on bottom shelf, etc.
			No	0	Major	CA 9	Major: Adjust the layout of the display to ensure clear segregation	
			N/A			n/a		
49	All food produced from the Meat department is fit for human consumption? Bones, offcuts from the meat processing room or local butchers shall not have any reference to Pet Food, e.g. Dog Bones, Pet Meat, For Pets only, etc. <b>MEAT DEPARTMENT</b>	Yes	3				11.08 - Meat Room Processing & Packing	It is illegal to produce or store pet food in a retail butchery, as it not "fit for human consumption". Therefore, label as "mixed bones, assorted meaty offcuts, etc" Must have a UBD based on human consumption.
		No	0	Major	CA 30	Major: Remove and relabel all products with an appropriate product name.		
		N/A			n/a			
50	Where Vacuum Packing of Sliced RTE Meat occurring, is there a	Yes	3				Important Notice	Metcash recommends that the practice of vacuum packing or any form of re-packaging of Ready-

	Listeria Management Program in place where shelf life is greater than 5 days from the original opening date of the product (View approval Letter or similar Certification)? <b>MEAT DEPARTMENT</b>	No	0	Critical	CA 25	Critical: Product with more than 5 days shelf life or pre-sliced & packaged product in storage without a date code is to be disposed. Shelf life applied to products must be Use By and no more than 5 days from the original opening date of the product to be sliced. Contact your Metcash Food Safety Manager for further guidance.	Vacuum Packing RTE Meats Minimum Requirements - Available on the MyIGA website	To-Eat meats & high risk products be actively discouraged. There are considerable legal obligations to be applied and this practice must be approved by your State Food Authority, commencing or continuing this practice without approval and/or an adequate Listeria Management Program may lead to prosecution without defence. A Listeria Management program involves a documented process of Product and Environmental testing for listeria - Contact the Food Safety Team for further information.
		N/A			n/a			
51	All required 'In-store Packed' product (RTE or Value Added) labelling includes ingredients, nutritional panel, and allergen Information on the pack? <b>MEAT DEPARTMENT</b> Yes: All Information is available No: Any one of the listed requirements are missing	Yes	3				11.18 - In-Store Labelling and Packing Guide	Products requiring a label must have all of the correct information. This information can usually be received from the supplier, however if the store makes some products from scratch then it is the stores responsibility to create accurate the information.
		No	0	Major	CA 34	Major: Review all labelling for all products and ensure information shown in 11.18 and 11.18a are included	11.18a - Guideline - Labelling	
		N/A			n/a			
52	All 'Supplied' product labelling (RTE or Value Added) includes ingredients, nutritional panel, and allergen Information on the pack? <b>MEAT DEPARTMENT</b> Yes: All Information is available No: Any one of the listed requirements are missing	Yes	3				11.18a - Guideline - Labelling	Products requiring a label must have all of the correct information. This information can usually be received from the supplier.
		No	0	Major	CA 34	Major: Review all labelling for all products and ensure information shown in 11.18a are included		
		N/A			n/a			
53	Is information available upon request to support any CoOL claims being made by the store? (A store has made a claim if they have applied CoO on a ticket or pack) <b>MEAT DEPARTMENT</b> Yes: Information is available for the items checked No: Any one of the items checked are missing supporting information N/A: Store has not made any CoO Claims	Yes	3				11.20 - Country of Origin Legislation	Choose 3 products where the store has labelled products with CoO information (Shelf Tickets or product labels). Ask the store to show you information to support the claim being made e.g. Supplier Information or Calculations made by the store to determine the % Australian Content. (This is similar to being able to provide Ingredients, Allergen or Nutritional Information upon request for unpackaged items). Wherever the store has made a CoO claim, they must have records to support their claims.
		No	0	Major	CA 59	Major: Review all labelling for all products and ensure claims made by the store can be supported with records.		
		N/A			n/a			
54	All in-store packaged or produced items free from any "Allergen Free" Claims? Example Gluten free sausages bought in bulk and re-packaged <b>MEAT DEPARTMENT</b>	Yes	3				11.18 - In-Store Labelling and Packing Guide	Where products have been repacked from bulk suppliers or produced instore, we are unable to guarantee an allergen free claim, retail production environments in general cannot be managed for allergen control.
		No	0	Critical	CA 28	Critical: Relabel and/or reticket any in-store packed and labelled products carrying Allergen Free Statements		
		N/A			n/a			
55	Is a Commercial Food Grade Sanitiser available for use? (Use of off-the-shelf cleaning products not permitted!) <b>MEAT DEPARTMENT</b>	Yes	3				12.0 - Cleaning & Waste Disposal Program 12.1 to 12.4 - Cleaning Schedule Templates	Are off the supermarket shelf chemicals being used? If so then the answer to the question is "No". Must be a commercial Food Grade Sanitiser with adequate information that it is fit for purpose e.g. Product Information Sheet or appropriate Label.
		No	0	Major	CA 10	Major: Contact a Cleaning Chemical supplier to provide a Food Grade Sanitiser. Contact Ecolab 1800 022 002 or Jasol 1800 334 679		
		N/A			n/a			
56	Hand wash area accessible, warm water, hand towel and hand	Yes	3				18.14 - Monthly	Hand Wash facilities must have clear access for use and fully stocked. Not to be used for any other

	soap available? <b>MEAT DEPARTMENT</b> Yes: Hand Wash facilities fully stocked and accessible No: one or more items missing or Hand Wash sink not accessible.	No	0	Major	CA 4	Major: 1. Clear access to Hand wash area. 2. Ensure hand wash area is fully stocked at all times.	Retail QSA	procedures or washing of any other items.
		N/A			n/a			
57	Processing areas are free from personal items? Look for cups, phones, handbags, sunglasses, cigarettes, personal food, small stationary items, etc. stored in area. <b>MEAT DEPARTMENT</b>	Yes	3				3.1 - Food Safety Induction 18.14 - Monthly Retail QSA	Look for evidence of small objects such as splinters, pins, clips & pens etc above or in the vicinity of food processing areas. Handbags, Jackets, pinboards above benches etc may be a contamination source in processing areas and are not to be kept in these areas
		No	2.7	Minor	CA 50	Minor: Remove any items not required or which might cause contamination.		
		N/A			n/a			
58	In-store ingredients are stored in sealed containers and labelled with 'opened' date, original Use-by/Best-before date and all relevant product information? <b>MEAT DEPARTMENT</b>	Yes	3				11.07 - Value-added RTE Food Preparation & Handling	Information is required to ensure freshness, safety, suitability & traceability of all ingredients.
		No	0	Major	CA 22	Major: Label ingredients containers accurately. Ingredients not currently labelled should be disposed.		
		N/A			n/a			
59	Meat Transport Vehicle is licenced with the relevant Meat Authority (QLD, NSW, VIC, SA, NT only)? <b>MEAT DEPARTMENT</b>	Yes	3				11.25 - Deliveries to Customers & Other Businesses	This does not include Home Deliveries. Transport by the store to other stores or businesses require Meat Transport Accreditation. The vehicle should have a Meat Transport Registration label and/or a letter from the regulator stating the terms of the registration.
		No	0	Major	CA 12	Major: Contact the state regulator and ensure registration is provided.		
		N/A			n/a			
<b>Produce</b>								
60	Critical produce items (pre-packed salads, processed foods including cut rock melons, mushrooms or sprouts) stored/displayed at or below 5 degrees? <b>PRODUCE DEPARTMENT</b>	Yes	3				11.02 - Perishable & Frozen Foods Storage, Handling & Display 11.13 - Produce Handling Processing & Display	All potentially hazardous foods are to be stored/displayed at or below 5°C. Items displayed at ambient e.g. Watermelon, must be disposed of after 4 hours. Time / date marking system must be in place. Produce Display Refrigeration should all be adjusted to maintain all products at or below 5°C to accommodate for seasonal planograms, and to ensure food safety.
		No	0	Critical	CA 8	Critical: Adjust Display Temperatures where necessary and/or relay the display to ensure all critical items are at or below 5°C.		
		N/A			n/a			
61	Is information available upon request to support any CoOL claims being made by the store?(A store has made a claim if they have applied CoO on a ticket or pack) <b>PRODUCE DEPARTMENT</b> Yes: Information is available for the items checked No: Any one of the items checked are missing supporting information N/A: Store has not made any CoO Claims	Yes	3				11.20 - Country of Origin Legislation	Choose 3 products where the store has labelled products with CoO information (Shelf Tickets or product labels). Ask the store to show you information to support the claim being made e.g. Supplier Information or Calculations made by the store to determine the % Australian Content. (This is similar to being able to provide Ingredients, Allergen or Nutritional Information upon request for unpackaged items). Wherever the store has made a CoO claim, they must have records to support their claims.
		No	0	Major	CA 59	Major: Review all labelling for all products and ensure claims made by the store can be supported with records.		
		N/A			n/a			
62	Is a Commercial Food Grade Sanitiser available for use? (Use of off-the-shelf cleaning products not permitted!) <b>PRODUCE DEPARTMENT</b>	Yes	3					Are off the supermarket shelf chemicals being used? If so then the answer to the question is "No". Must be a commercial Food Grade Sanitiser with adequate information that it is fit for purpose e.g. Product Information Sheet or appropriate Label.
		No	0	Major	CA 10	Major: Contact a Cleaning Chemical supplier to provide a Food Grade Sanitiser. Contact Ecolab 1800 022 002 or Jasol 1800 334 679	12.0 - Cleaning & Waste Disposal Program 12.1 to 12.4 - Cleaning Schedule Templates	
		N/A			n/a			
63	Hand wash area accessible, warm water, hand towel and hand	Yes	3				18.14 - Monthly	Hand Wash facilities must have clear access for use and fully stocked. Not to be used for any other

	soap available? <b>PRODUCE DEPARTMENT</b> Yes: Hand Wash facilities fully stocked and accessible No: one or more items missing or Hand Wash sink not accessible.	No	0	Major	CA 4	Major: 1. Clear access to Hand wash area. 2. Ensure hand wash area is fully stocked at all times.	Retail QSA	procedures or washing of any other items.
		N/A			n/a			
64	Processing areas are free from personal items? Look for cups, phones, handbags, sunglasses, cigarettes, personal food, small stationary items, etc. stored in area. <b>PRODUCE DEPARTMENT</b>	Yes	3				3.1 - Food Safety Induction	Look for evidence of small objects such as splinters, pins, clips & pens etc above or in the vicinity of food processing areas. Handbags, Jackets, pinboards above benches etc may be a contamination source in processing areas and are not to be kept in these areas
		No	2.7	Minor	CA 50	Minor: Remove any items not required or which might cause contamination.	18.14 - Monthly Retail QSA	
		N/A			n/a			
Café	65	Does the store have a Café' or coffee making facilities?	No			n/a		
		Yes - refer to following questions						
	66	Are all Perishables Products stored under refrigeration and within load lines? <b>CAFE'</b>	Yes	3			11.02 - Perishable & Frozen Foods Storage, Handling & Display	Product not kept within load lines is subject to danger zone temperatures (5 to 60 degrees) and reduces refrigeration capability of storing other products below the required temps.
			No	0	Critical	CA 23	Critical: Move products within the load lines or into storage, retrain staff not to overload displays.	
			N/A			n/a		
	67	All Service Display, in-store packaged or produced items free from any "Allergen Free" Claims? Example Gluten free or Nut free. <b>CAFE'</b>	Yes	3			11.18 - In-Store Labelling and Packing Guide	Where products have been repacked from bulk suppliers or produced instore, we are unable to guarantee an allergen free claim, retail production environments in general cannot be managed for allergen control.
			No	0	Critical	CA 28	Critical: Relabel and/or reticket any in-store packed and labelled products carrying Allergen Free Statements	
			N/A			n/a		
	68	All required 'In-store Packed' product labelling (RTE or Value Added) includes ingredients, nutritional panel and allergen information? <b>CAFE'</b> Yes: All Information is available No: Any one of the listed requirements are missing	Yes	3			11.18 - In-Store Labelling and Packing Guide 11.18a - Guideline - Labelling	Products requiring a label must have all of the correct information. This information can usually be received from the supplier, however if the store makes some products from scratch then it is the stores responsibility to create accurate the information.
			No	0	Major	CA 36	Major: Review all labelling for all products and ensure information shown in 11.18 and 11.18a are included	
			N/A			n/a		
	69	All 'Supplied' product labelling (RTE or Value Added) includes ingredients, nutritional panel and allergen Information? <b>CAFE'</b> Yes: All Information is available No: Any one of the listed requirements are missing	Yes	3			11.18a - Guideline - Labelling	Products requiring a label must have all of the correct information. This information can usually be received from the supplier, however if the store makes some products from scratch then it is the stores responsibility to create accurate the information.
			No	0	Major	CA 36	Major: Review all labelling for all products and ensure information shown in 11.18a are included	
			N/A			n/a		

70	Adequate Ingredients, Nutritional and allergen information are available for unpackaged products in the service display? <b>CAFE'</b> Yes: All Information is available No: Any one of the listed requirements are missing	Yes	3				11.18 - In-Store Labelling and Packing Guide 11.18a - Guideline - Labelling	All information required to be on a label is required to be supplied upon request. The easiest way for a store to have this information is on the suppliers Product Specification Sheet.
		No	0	Critical	CA 33	Critical: Review all information for all products and ensure information is available in line with 11.18 and 11.18a.		
		N/A			n/a			
71	Is information available upon request to support any CoOL claims being made by the store?(A store has made a claim if they have applied CoO on a ticket or pack) <b>CAFE' DEPARTMENT</b> Yes: Information is available for the items checked No: Any one of the items checked are missing supporting information N/A: Store has not made any CoO Claims	Yes	3				11.20 - Country of Origin Legislation	Choose 3 products where the store has labelled products with CoO information (Shelf Tickets or product labels). Ask the store to show you information to support the claim being made e.g. Supplier Information or Calculations made by the store to determine the % Australian Content. (This is similar to being able to provide Ingredients, Allergen or Nutritional Information upon request for unpackaged items). Wherever the store has made a CoO claim, they must have records to support their claims.
		No	0	Major	CA 59	Major: Review all labelling for all products and ensure claims made by the store can be supported with records.		
		N/A			n/a			
72	Is a Commercial Food Grade Sanitiser available for use? (Use of off-the-shelf cleaning products not permitted!) <b>CAFE'</b>	Yes	3				12.0 - Cleaning & Waste Disposal Program 12.1 to 12.4 - Cleaning Schedule Templates	Are off the supermarket shelf chemicals being used? If so then the answer to the question is "No". Must be a commercial Food Grade Sanitiser with adequate information that it is fit for purpose e.g. Product Information Sheet or appropriate Label.
		No	0	Critical	CA 10	Critical: Contact a Cleaning Chemical supplier to provide a Food Grade Sanitiser. Contact Ecolab 1800 022 002 or Jasol 1800 334 679		
		N/A			n/a			
73	Hand wash area accessible, warm water, hand towel and hand soap available? <b>CAFE'</b> Yes: Hand Wash facilities fully stocked and accessible No: one or more items missing or Hand Wash sink not accessible. Not Installed: Cafe area or coffee area does not have hand washing or wash up sinks available (Refer to the state Food Safety Manager)	Yes	3				18.14 - Monthly Retail QSA	Hand Wash facilities must have clear access for use and fully stocked. Not to be used for any other procedures or washing of any other items. Where a store has installed a barista espresso machine and makes hot drinks to order or serves unpackaged products to customers, hand wash and separate equipment wash-up facilities are required. Contact your Area Sales Manager for further guidance.
		No	0	Critical	CA 4	Critical: 1. Clear access to Hand wash area. 2. Ensure hand wash area is fully stocked at all times.		
		Not Installed						
		N/A			n/a			
74	Processing areas are free from personal items? Look for cups, phones, handbags, sunglasses, cigarettes, personal food, small stationary items, etc. stored in area. <b>CAFE'</b>	Yes	3				3.1 - Food Safety Induction 18.14 - Monthly Retail QSA	Look for evidence of small objects such as splinters, pins, clips & pens etc. above or in the vicinity of food processing areas. Handbags, Jackets, pin boards above benches etc. may be a contamination source in processing areas and are not to be kept in these areas
		No	2.7	Minor	CA 50	Minor: Remove any items not required or which might cause contamination.		
		N/A			n/a			
75	In-store ingredients are stored in sealed containers and labelled with 'opened' date, original Use-by/Best-before date and all relevant product information? <b>CAFE'</b>	Yes	3				11.07 - Value-added RTE Food Preparation & Handling	Information is required to ensure freshness, safety, suitability & traceability of all ingredients.
		No	0	Major	CA 22	Major: Label ingredients containers accurately. Ingredients not currently labelled should be disposed.		
		N/A			n/a			
76	Store has the correct kj content display for relevant products in the required areas? <b>CAFE'</b> Yes: Fully compliant; Content/Font Size: KJ Content font or size of font is not compliant Sign not in place: KJ Content display is not on some/all required products. N/A: store range is not affected or state (SA/WA/NT/TAS) not affected	Yes	3				State Food Acts detail the requirements	KJ content must be in the same font, and at least the same font size, as the price displayed for the whole item, or the unit price displayed for the item; and adjacent to or in close proximity to the name or price of the item. For all states affected in stores above 1000m2 and supermarkets in ACT, the average kilojoule content must be displayed per serve/item OR per 100g. In NSW, for stores below 1000m2 the average kilojoule content must be displayed for the whole standard food item.
		Content/Font Size	1.5	Moderate	CA 55	Update font size of ticket/sign and reprint as required		
		Sign not in place	0	Major	CA 56	Ensure tickets and average daily intake sign is in place in all locations and all products affected.		
		N/A			n/a			

77	The store has the correct statement 'The average adult daily energy intake is 8,700 kJ.' in the required areas? <b>CAFE'</b> Yes: Fully compliant kJ Daily Intake (Major): Average daily intake statement signage font or font size is not compliant Sign not in place (Critical): kJ average daily intake statement sign not in place N/A: Store range or state (SA/WA/NT/TAS) are not affected	Yes	3				State Food Acts detail the requirements	The Average daily intake statement must be in the same font, and at least the same font size, as the name of the standard food item with the largest font size, or if no name is displayed, as the price of the item, and adjacent to or in close proximity, so as to be clearly associated with, the item(s). i.e. in one location on each menu board and each area or display cabinet, or oneach stand, where standard food items with tags or labels are displayed.
		KJ Daily Intake	1.5	Moderate	CA 55	Update font size of ticket/sign and reprint as required		
		Sign not in place	0	Major	CA 56	Ensure tickets and average daily intake sign is in place in all locations and all products affected.		
		N/A			n/a			
Total Score		Goal:	95% +					