



FSA Food Safety Audit
Version 3.6
1/10/2023

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 and/or major legislative non-conformance risk that 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: n/a 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 the Ask Ross Portal or IGA Training Academy websites or REFSS if subscribed. 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	Does the Store have a qualified Food Safety Supervisor for the Site that has been certified in past 5 years? Required for the following: ALL STATES: All Supermarkets NSW/ACT: All Supermarkets & must also have paper based NSWFA Certificate onsite. Yes: Food Safety Supervisor fully trained and current certificate available Identified/No Certificate: Food Safety Supervisor identified, correct code & current, but current certificate not available. Not Trained/No Certificate/Expired Certificate: Food Safety Supervisor not trained/ not relevant code or certificate expired	Yes	3				State Food Acts detail the requirement	Food Safety Supervisor Certificate must be available at the store and be current within the last 5 years. NSWFA Paper Certificate must be available in stores for NSW/ACT. A Food Safety Supervisor does not need be onsite across all trading hours but should be available during food preparation hours and does require the appropriate position in the store to allow supervising & instruction on processes within the store. Must be completed by a Registered Training organisation. Must be below training codes: SIRRFSA001 Handle food safely in a Retail environment or BOTH SITXFSA005 Use hygienic practices for food safety, AND SITXFSA006 Participate in safe food handling practices
Identified/No Certificate			2.7	Minor	CA 47	Minor: Make a copy of the Food Safety Supervisor Certificate and keep it at the store. It is a legislative requirement to hold a copy onsite.			
Not Trained/No Certificate/Expired certificate			0	Major	CA 7	Major: Access and complete the Food Safety Supervisor Course through a Registered Training Organisation.			
3	All employees working in a food business must have the knowledge and skills commensurate with their work activities. Choose 3 staff members and 2 persons in Management ask to provide evidence of training commensurate with their work activities. Yes: All information is available No: Training records missing for 1 or more of the chosen staff members	Yes	3				3.1 - Food Safety Induction	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. The Standard states that food handler training courses must teach the following topics as also covered in FSP 14.1-Guideline -Food Safety Training Matrix: • Safe food handling including temperature control measures for potentially hazardous food and the temperature danger zone. • Food contamination including ways to keep food from becoming contaminated and food allergen management. • Cleaning and sanitizing food contact surfaces and equipment including correct procedures, using food-grade chemicals, and sanitizing using heat. • Personal hygiene including obligations for sick employees, handwashing, uniforms and grooming of hair, nails, and skin	
		No	0	Major	CA 6	Major: Access and complete on IGA Training Academy or other provider. All staff to be trained to align with their job responsibilities.	14.0 - Food Safety Training Program 14.1 - Guideline - Food Safety Training Matrix		
4	Store has participated in the Annual Trade Measurement Audit and all issues have been closed? Yes: Participated and all corrective actions closed Minor Corrections: Minor corrective actions outstanding & required to be closed Moderate Corrections: Major corrective actions outstanding & required to be closed Critical Corrections: Critical corrective actions outstanding & required to be closed	Yes	3				IGA Trade Measurement Audit Program	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 & challenge if in timely manner	
		Minor Corrections	2.7	Minor	CA 49	Minor: Provide details of investigation/actions taken to resolve issues.			
		Major Corrections	1.5	Moderate	CA 39	Moderate: Provide details of investigation/actions taken to resolve issues.			

	No: Store has declined/refused or has outstanding critical corrective actions pending	No / Critical outstanding Corrections	0	Major	CA 26	Major: Provide the audit report completed by an external provider or provide evidence that Critical Issues are in progress of being resolved in timely manner.		
5	Store has a hand held thermometer device? Device must be operational and readily accessible.	Yes No	3 0	 Critical	 CA 27	 Critical: Purchase a device which is accurate to within +/- 1°C	Food Standards Code 3.2.2 - Division 6	Ask the store to show you the thermometer device used for temperature measurement. Must be operational and readily accessible. NOTE: Test scan to ensure equipment is working. Contact Metcash Operational Compliance Team for replacement equipment.
6	Store is conducting and recording thermometer device calibration checks at least monthly? (weekly recommended) 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	Yes Inaccurate No	3 0 0	 Critical Critical	 CA 31 CA 16	 Critical: Repair or replace thermometer device to ensure accuracy. Purchase a calibrated device which is accurate to within +/- 1°C Critical: Implement at least monthly calibration checks and record the results to ensure products are safe for consumers.	16.0 - Calibration Program 18.16 - Scales & Thermometer Calibration Checksheet	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. Contact Metcash Operational Compliance Team for replacement equipment.
7	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 & at or below -18°C for frozen Yes: All records available and within range 1-7 Days missing: Records missing for 1-7 days or not completed at least twice daily >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	Yes 1-7 Days missing >7 Days missing No Temperature too high	3 2.7 1.5 0 0	 Minor Moderate Critical Critical	 CA 42 CA 42 CA 42 CA 21	 Minor/Major/Moderate/Critical: Temperature checks to be recorded at least twice per day on all days. Ensure store team understand the process & requirements of checking temperatures. Critical: Investigate refrigeration/freezer unit and ensure staff checking temperatures understand the process & required follow up actions.	11.02 - Perishable & Frozen Foods Storage, Handling & Display 11.16 - Temperature Measurement Of Foods 18.24 - Temperature Checksheet	All refrigeration product temperature checks (entire store's dairy, freezer cool rooms & displays containing perishable foods & all fresh refrigerated displays) must be documented twice daily on store customised check sheets. Chilled foods are displayed to achieve a product temperature no warmer than 5°C, frozen food no warmer than -18°C Fully Automated Refrigerated Air temperature Monitoring systems do not monitor the surface temperature of products and therefore are not an accurate record of product temperature.
8	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	3 2.7 1.5	 Minor Moderate	 CA 61 CA 61	 Minor/Moderate: Hot food Cooking Temperatures checks to be recorded for each cook when hot food cooking has taken place, and at minimum of twice per day with a temperature probe and must be cooked to above 75°C. All hot foods storage temperature checks are documented at least twice daily. Hot foods must be stored above 60°C Records for BOTH Cooking & Storage must be completed and available.	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 for each cook when hot food cooking has taken place and at minimum of twice per day 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 Records for BOTH Cooking & Storage must be completed and available.

		Temperature low/No Records	0	Critical	CA 19	Critical: 1. Cooking Temperatures checks to be recorded for each cook when hot food cooking has taken place, with a temperature probe and must be cooked to above 75°C. All hot foods storage temperature checks are documented at least twice daily. Hot foods must be stored above 60°C 2. Investigate cooking/hot storage units and ensure staff checking temperatures understand the process.		
		N/A			n/a			
9	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	3				11.12 - Processing & Handling of Hot Takeaway Foods	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. This includes hot chickens/meat then shredded/cut for further use in products eg: sandwiches /salads/ hot meals etc
		Incorrect Cooling Records	0	Critical	CA 20	Critical: Investigate cooling process and ensure staff checking temperatures understand the requirements. Conduct a test urgently to ensure product is safe.	18.23 - Hot Foods Cooling Verification	
		No	0	Critical	CA 18	Critical: Implement process and records. Conduct a test urgently to ensure product is safe.		
		N/A			n/a			
10	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	3				11.15 - Inwards Goods Receiving	Check GIS records. Must have at least 2 temp checks recorded per load for perishables. This is to ensure traceability of products & Cold Chain Compliance entering the store. Must be documented 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.
		2-7 Days missing	2.7	Minor	CA 43	Minor/Moderate: All perishable goods (Fresh Foods, e.g. Meat; Dairy & Frozen) deliveries must be checked and recorded	11.16 - Temperature Measurement Of Foods	
		>7 Days missing	1.5	Moderate	CA 43		18.01 - Goods Inwards Summary - Template	
		No	0	Critical	CA 17	Critical: Implement process and records.		
11	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 >7 Days missing: Records missing for more than 7 days No: Store unable to provide records or 1kg or 2kg weight: missing adequate 1kg/2kg test mass N/A: No Scales	Yes	3				16.0 - Calibration Program	Scales calibration checks must be recorded DAILY preferably before use, using an accurate (1kg or 2kg) test weight.
		1-7 Days missing	2.7	Minor	CA 45	Minor/Major: Implement daily checks and records.	18.16 - Scales & Thermometer Calibration Checksheet	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 procedures. Inaccurate scales to be closed down and repaired.
		>7 Days missing	0	Major	CA 45			
		No / 1kg or 2kg weight missing	0	Major	CA 40	Major: 1. Implement daily checks and records 2. Purchase a 1kg or 2kg accurate test mass and implement daily checks and records		
		N/A			n/a			
12	Store is conducting and recording tare weight checks across full range of packaging types used at least monthly? Yes: All records available & are across all packaging types used at store. Minor: Records insufficient as not all packaging types used instore are covered Moderate: 1 Months missing: Records not completed for 1 months /Or records do not demonstrate across range of packaging types used at store Major: >2 Months missing: Records not completed within the last 2 months or records do not demonstrate across range of packaging types used at store. N/A: Does not apply (No Scales)	Yes	3				11.21 - Stock Audit & Trade Measurement Checks	Ask the store for records of Tare weight checks performed on each in-store packed packaging system for the last 3 months. It is illegal to include some or all of the packaging in the total price of a product.
		Records insufficient as not all packaging types used instore are covered	2.7	Minor	CA 44	Minor: Checks to be implemented across all packaging types used at store and recorded at least monthly	18.11a – Monthly System PLU Tare Weight Checks	Area Manager – What to look for, Ask the store for records of Tare weight checks performed on each in-store packed packaging system for the last 3 months.
		1 month missing	1.5	Moderate	CA 44	Moderate: Checks to be implemented across all packaging types used at store and recorded at least monthly	18.11b - In-store Packed Net Weight Checks	Have these tare weight checks been performed as described in the IGA Retail Food Safety Program 11.21. Do you want to ask the question on how to do the check? It is illegal to include some or all of the packaging in the total price of a product. Note that tares for Produce items must include not only the weight of the packaging, wrap, tray etc., but also an additional allowance for moisture loss which occurs over the shelf life of these items. The items must be correct net weight at time of sale to the customer. The amount of this moisture loss will vary depending on the type of Produce, items stored in refrigerated section or in open space, but we would expect this additional tare allowance for moisture loss to be at least 10g.

		>2 Months missing	0	Major	CA44	Major : Checks to be implemented across all packaging types used at store and recorded at least monthly		
		N/A			n/a			
13	Store is performing net weight checks for in-store pre-packaged products? Yes: All records available and items checked are in-store pre-packaged products or Fresh supplied packs as example product supplied from local butchers etc. Minor- Records insufficient due to not covering in-store pre-packaged products across store range and/or Fresh supplied packs Moderate 1 Months missing; Records not completed for 1 months and/or items checked are not in-store pre-packaged products or Fresh supplied packs as example product supplied from local butchers etc. Major- >2 Months missing; Records not completed within the last 2 months or more than 6 pack types not checked covering in-store pre-packaged products across store range and/or Fresh supplied packs N/A: Does not apply (No Scales)	Yes	3				11.21 - Stock Audit & Trade Measurement Checks 18.11a – Monthly System PLU Tare Weight Checks 18.11b - In-store Packed Net Weight Checks	Ask the store for 3 months records of Product Net weight checks for In-store pre-packaged items. Area Manager – What to look for, Ask the store for 3 months records of Product Net weight checks for In-store pre-packaged items. Have these net weight checks been performed as described in the IGA Retail FSP 11.21. Require min 6 items per check across Store range.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 (The difference between the label weight and the weight shown on the scale should be the tare weight determined previously – Tare weight checks). Spot checks should also occur for any Fresh supplied packs as example product supplied from local butchers etc. The notes below describe steps when verifying Store process used instore. How Stores Check Nett Weights @ Dept(Deli/Meat etc) scale checks, for items weighed at Dept scales. Place your 1kg test mass on the scale weighing plate and call up a number of relevant Dept PLU's. The difference between the 1kg test mass and the weight recorded on the printed label is the tare allowance associated to that PLU, refer back to the Tare weight checks. You may add photo to audit of docket. How Stores Check Nett Weights @ Front end scale checks, for items weighed at front end scales. Ask the store staff to put a front- end scale in to training mode, place your 1kg test mass on the scale weighing plate and call up a number of F&V PLU's. The difference between the 1kg test mass and the weight recorded on the scale readout or docket is the tare allowance associated to that PLU, refer back to the Tare weight checks. You may add photo to audit of docket. **Generally plastic bags used for packing F&V products weigh from 4g to 5g and paper bags used for packing mushrooms weigh from 6g to 8g. Some stores also provide heavy duty bags for customers to pack bulky items such as oranges and potatoes. Refer back to the tare weight checks for packaging weights. ** Be aware that some new “recyclable/environment friendly” packaging products weigh significantly heavier although appearance is less weight which would be identified in Store Tare weight checks.Spot checks should also occur for any Fresh supplied packs from local butchers etc. It is illegal to include some or all of the packaging in the total price of a product.
		Records available however insufficient as not covering in-store pre-packaged products across store range and/or Fresh supplied packs	2.7	Minor	CA 44	Minor:Checks to be implemented and ensure covering in-store pre-packaged products across store range and/or Fresh supplied packs & recorded at least monthly		
		1 Months missing	1.5	Moderate	CA 44	Moderate : Checks to be implemented and ensure covering in-store pre-packaged products across store range and/or Fresh supplied packs & recorded at least monthly		
		>2 Months missing	0	Major	CA 44	Major : Checks to be implemented and ensure covering in-store pre-packaged products across store range and/or Fresh supplied packs & recorded at least monthly		
14	Stock Recall notices received, actioned and filed correctly? Check for a file/records and the past 2 recall notices from Metcash Consumer Support. Yes: All records actioned Recall Notices unactioned: 1 or more of 2 most recent recall notices are not actioned No: Store not receiving recall notices	Yes	3				17.0 - Product Recall & Consumer Support	Requirements: 3-4 employees within the store must be trained to act on Product Recall Notifications. Records of Recalls/Withdrawals must be accessible through AskRoss portal by store for review. (HINT: actioned or unactioned -it is a requirement to have these records available) Recall Notices unactioned :Identify if any unactioned Recalls/Withdrawals over past 2 notices on Ask Ross portal
		Recall Notices unactioned	2.7	Minor	CA 51	Minor: Further review copy of the Recall notices and ensure product is not available for sale.		
		No	0	Critical	CA 11	Major: Contact Consumer Support to ensure the correct email address & Fax number is on file. 1800 119 920		
15	Is Recalled/Withdrawn/Quarantined stock stored in appropriately marked/signed quarantine locations? (N/A, no current products affected or on hold) Yes: All affected products clearly marked/signed Products available: Affected products on hold not clearly marked/signed or recalled product is available for sale N/A: No current products affected or on hold	Yes	3				17.0 - Product Recall & Consumer Support 11.22 - Quarantine Assessments	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. Check the past 2 Recall Notice for product still available for sale.
		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	Store Pest control program is adequate? Yes: No pests or evidence of pests at time of inspection No: Evidence of Infestation or pests sighted (Crawling/Flying Insects, Rodents, Birds etc.)	Yes	3				15.0 - Pest Control Program	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.
		No	0	Critical	CA 15	Critical: Implement a Pest Control program serviced by a Licensed Pest Service Company.		
	Store is demonstrating best practice with Hair fully covered in all	Yes					3.1 - Food Safety	Hair protection is worn by all personnel. Hair protection must cover the entire scalp & hair. IGA caps

	17	processing areas? [For information only – no rating] Yes: Hair is fully covered including pony tails. No: Hair nets or caps not in use.	No			CA 48/ optional	Discussion point - Order Hair Nets/Hats or ensure they are being worn. Explain customer expectations.	Induction	&/or hairnets are recommended. This includes all employees AND contractors.
Dairy / Frozen	18	All perishable foods are stored under refrigeration and within load lines?	Yes	3					
			No	0	Critical	CA 23	Critical: Move products within the load lines or into storage, retrain staff not to overload displays.	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.
Bakery	19	Critical bakery items (containing fresh cream or Raw Egg) only sold & stored refrigerated and maintaining required temperature of being displayed at or below 5°C. ? BAKERY DEPARTMENT	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 maintaining required product temperature Must be displayed at or below 5°C.	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. BAKERY DEPARTMENT	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. If the product is supplied packaged and labelled from supplier and is specified "Allergen Free "and is sold in the original packaging and at NO TIME opened, it can be considered the specified "Allergen Free" Eg: Nut Free/or Gluten Free
			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, allergen information in required Plain English Allergen Labelling format & nutritional panel? BAKERY DEPARTMENT Yes: All information is available and ingredients & allergen information is in required Plain English Allergen Labelling format and BOLDED as required? MAJOR: Ingredient & Allergen information is accurate, with correct statements and positioning on labels however NOT BOLDED as required in Plain English Allergen Labelling legislation. and/or Any one of the other listed labelling requirements are missing. CRITICAL: Ingredient & Allergen information is NOT accurate or is missing or partial, incorrect wording of statements and/or positioning on labels, NOT BOLDED as required in Plain English Allergen Labelling legislation. N/A: No instore packed items occur in this store for Bakery	Yes	3				11.18 - In-Store Labelling and Packing Guide	Products requiring a label must have all of the correct information in the required format. 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. Action for rectifying issue: Required information must be updated in system & label. Date MUST remain unchanged from original. If the product is supplied packaged and labelled from supplier and is specified "Allergen Free "and is sold in the original packaging and at NO TIME opened, it can be considered the specified "Allergen Free" Eg: Nut Free/or Gluten Free
			No- Major	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	
			No- Critical	0	Critical	CA 60	Critical: 1.Review all labelling for all products and ensure information shown in 11.18 and 11.18a are included. 2.Remove effected product from point of sale and rectify issue.		
			N/A			N/A			
	22	All 'Supplied' product labelling includes ingredients, allergen information in required Plain English Allergen Labelling format & nutritional panel? BAKERY DEPARTMENT Yes: All information is available and ingredients & allergen information is in required Plain English Allergen Labelling format and BOLDED as required? NO: MAJOR: Ingredient & Allergen information is accurate, with	Yes	3				11.18a - Guideline - Labelling	Products requiring a label must have all of the correct information. Action for rectifying issue: Contact Supplier to rectify If the product is supplied packaged and labelled from supplier and is specified "Allergen Free "and is sold in the original packaging and at NO TIME opened , it can be considered the specified "Allergen Free" Eg: Nut Free/or Gluten Free
			No- Major	0	Major	CA 36	Major: Review all labelling for all products and ensure information shown in 11.18a are included		

	correct statements and positioning on labels however NUT BOLDDED as required in Plain English Allergen Labelling legislation. and/or Any one of the other listed labelling requirements are missing. CRITICAL: Ingredient & Allergen information is NOT accurate or is missing or partial , incorrect wording of statements and/or positioning on labels, NOT BOLDDED as required in Plain English Allergen Labelling legislation.	No-Critical	0	Critical	CA 60	Critical: 1.Review all labelling for all products and ensure information shown in 11.18 and 11.18a are included. 2.Remove effected product from point of sale and rectify issue		
23	Adequate information on Ingredients, Allergens & nutritional facts is readily available & able to be supplied ON REQUEST for all unpackaged products (bread rolls, pastries, Danishes, etc.) in the self-service display? BAKERY DEPARTMENT BAKERY DEPARTMENT Yes: All information is readily available & includes ingredients & allergen information . NO: MAJOR: Ingredient & Allergen information is available however any one of the other listed labelling requirements are missing.eg:Nutritional CRITICAL: Information on Ingredients & Allergens are NOT readily available.	Yes	3				11.18 - In-Store Labelling and Packing Guide 11.18a - Guideline - Labelling	All product labelling information is required to be readily available & 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. ACTION: 1.Update ticketing & update Product Specification/information sheets 2. If information is not available OR incorrect-remove product from show & rectify issue.
		No- Major	0	Major	CA 32	Major: Review all information for all products and ensure information is available inline with 11.18 and 11.18a		
		No- Critical	0	Critical	CA 60	Critical: 1.Review all information for all products and ensure information is available inline with 11.18 and 11.18a 2.Remove effected product from point of sale and rectify issue		
		N/A			n/a			
24	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) BAKERY DEPARTMENT 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			
25	Is a Commercial Food Grade Cleaning & Sanitiser products available for use? (Use of off-the-shelf cleaning products not permitted!) DELI, POULTRY & SEAFOOD DEPARTMENT	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 Cleaner and/or Sanitiser with adequate information that it is fit for purpose e.g. Product Information Sheet or appropriate Label.
		No	0	Major	CA 10	Critical: Contact a Cleaning Chemical supplier to provide a Food Grade Cleaner and/or 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? BAKERY DEPARTMENT 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. BAKERY DEPARTMENT	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? BAKERY DEPARTMENT	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			
	Store has the correct kj content display for relevant products in	Yes	3				State Food Acts detail	KJ content must be in the same font, and at least the same font size, as the price displayed for the

	29	the required areas? BAKERY DEPARTMENT 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	Content/Font Size	1.5	Moderate	CA 55	Update font size of ticket/sign and reprint as required	the requirements	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.
			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? BAKERY DEPARTMENT 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			
Deli / Poultry / Seafood	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? DELI, POULTRY & SEAFOOD DEPARTMENT	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.		
	33	System in place for Date Tracking on all opened RTE Smallgoods? DELI, POULTRY & SEAFOOD DEPARTMENT 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 N/A: Not applicable to this store-no opened product	Yes	3				11.09 - Refrigerated Service Display Practices	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. Check product packaging to ensure manufacturer's guideline is not exceeded. 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.	11.09a - Guideline - Recommended Service Display Life	
			>4 items missing	1.5	Moderate	CA 46		11.11 - Slicing of Smallgoods and Cheese Portioning	
			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? DELI, POULTRY & SEAFOOD DEPARTMENT	Yes	3				11.09 - Refrigerated Service Display Practices	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	11.10 - Seafood Handling & Display	
			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? DELI, POULTRY & SEAFOOD DEPARTMENT	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. If the product is supplied packaged and labelled from supplier and is specified "Allergen Free" and is sold in the original packaging and at NO TIME opened, it can be considered the specified "Allergen Free" Eg: Nut Free/or Gluten Free
			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? DELI, POULTRY & SEAFOOD DEPARTMENT Yes: All information is available No: Any one of the listed requirements are missing Yes: All Information is available and ingredients & allergen information is in required Plain English Allergen Labelling format and BOLDED as required? MAJOR: Ingredient & Allergen information is accurate, with correct statements and positioning on labels however NOT ROLDFD as required in Plain English Allergen Labelling legislation	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-Major	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	If the product is supplied packaged and labelled from supplier and is specified "Allergen Free" and is sold in the original packaging and at NO TIME opened, it can be considered the specified "Allergen Free" Eg: Nut Free/or Gluten Free

	<p>BOLDED as required in Plain English Allergen Labelling legislation, and/or Any one of the other listed labelling requirements are missing.</p> <p>CRITICAL: Ingredient & Allergen information is NOT accurate or is missing or partial, incorrect wording of statements and/or positioning on labels, NOT BOLDED as required in Plain English Allergen Labelling legislation.</p> <p>N/A: No in-store packed items occur in this store for DELI, POULTRY & SEAFOOD DEPARTMENT</p>	No-Critical	0	Critical	CA 60	<p>Critical:</p> <p>1.Review all labelling for all products and ensure information shown in 11.18 and 11.18a are included</p> <p>2.Remove effected product from point of sale and rectify issue.</p>		
		N/A			n/a			
37	<p>All 'Supplied' product labelling (RTE or Value Added) includes ingredients, nutritional panel and allergen information? DELI, POULTRY & SEAFOOD DEPARTMENT</p> <p><u>Hint: The product is supplied packaged and labelled from supplier ready for sale.</u></p> <p>Yes: All Information is available</p> <p>No: Any one of the listed requirements are missing Yes: All Information is available and ingredients & allergen information is in required Plain English Allergen Labelling format and BOLDED as required?</p> <p>MAJOR: Ingredient & Allergen information is accurate, with correct statements and positioning on labels however NOT BOLDED as required in Plain English Allergen Labelling legislation, and/or Any one of the other listed labelling requirements are missing.</p> <p>CRITICAL: Ingredient & Allergen information is NOT accurate or is missing or partial, incorrect wording of statements and/or positioning on labels, NOT BOLDED as required in Plain English Allergen Labelling legislation.</p>	Yes	3				11.18a - Guideline - Labelling	<p>Products requiring a label must have all of the correct information.</p> <p><u>Hint: The product is supplied packaged and labelled from supplier ready for sale.</u></p>
		No-Major	0	Major	CA 36	Major: Review all labelling for all products and ensure information shown in 11.18a are included		
		No-Critical	0	Critical	CA60	<p>Critical:</p> <p>1.Review all labelling for all products and ensure information shown in 11.18 and 11.18a are included.</p> <p>2.Remove effected product from point of sale and rectify issue</p>		<p>If the product is supplied packaged and labelled from supplier and is specified "Allergen Free" and is sold in the original packaging and at NO TIME opened, it can be considered the specified "Allergen Free" Eg: Nut Free/or Gluten Free</p>
		N/A			n/a			
38	<p>Adequate information on ingredients, allergens & nutritional facts is available for unpackaged products in the service display? DELI, POULTRY & SEAFOOD DEPARTMENT</p> <p>Yes: All Information is available upon request and ingredients & allergen information is in required Plain English Allergen Labelling format and BOLDED as required?</p> <p>No: Any one of the listed requirements are missing Yes: All Information is available and ingredients & allergen information is in required Plain English Allergen Labelling format and BOLDED as required?</p> <p>MAJOR: Ingredient & Allergen information is accurate, with correct statements and positioning on labels however NOT BOLDED as required in Plain English Allergen Labelling legislation, and/or Any one of the other listed labelling requirements are missing.</p> <p>CRITICAL: Ingredient & Allergen information is NOT accurate or is missing or partial, incorrect wording of statements and/or positioning on labels, NOT BOLDED as required in Plain English Allergen Labelling legislation.</p>	Yes	3				11.18 - In-Store Labelling and Packing Guide	<p>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.</p>
		No- Major	0	Major	CA 33	Major: Review all information for all products and ensure information is available inline with 11.18 and 11.18a.	11.18a - Guideline - Labelling	
		No- Critical	0	Critical	CA 60	<p>Critical:</p> <p>1.Review all labelling for all products and ensure information shown in 11.18 and 11.18a are included.</p> <p>2.Remove effected product from point of sale and rectify issue</p>		ACTION:Update ticketing & update Product Specification/information sheets
		N/A			n/a			
39	<p>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) DELI, POULTRY & SEAFOOD DEPARTMENT</p> <p>Yes: Information is available for the items checked</p> <p>No: Any one of the items checked are missing supporting information</p> <p>N/A: Store has not made any CoO Claims</p>	Yes	3			Remove effected product from point of sale	11.20 - Country of Origin Legislation	<p>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.</p> <p>(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.</p>
		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			
	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-To-Eat

40	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)? DELI, POULTRY & SEAFOOD DEPARTMENT	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.	Vacuum Packing RTE Meats Minimum Requirements - Available on the MyIGA website	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			
41	Is a Commercial Food Grade Cleaning & Sanitiser products available for use? (Use of off-the-shelf cleaning products not permitted!) DELI, POULTRY & SEAFOOD DEPARTMENT	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 Cleaner and/or 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 Cleaner and/or 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	
42	Hand wash area accessible, warm water, hand towel and hand soap available? DELI, POULTRY & SEAFOOD DEPARTMENT Yes: Hand Wash facilities fully stocked and accessible No: one or more items missing or Hand Wash sink not accessible.	N/A			n/a			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.
		Yes	3				18.14 - Monthly Retail QSA	
43	Processing areas are free from personal items? Look for cups, phones, handbags, sunglasses, cigarettes, personal food, small stationary items, etc. stored in area. DELI, POULTRY & SEAFOOD DEPARTMENT	No	0	Critical	CA 4	Critical: 1. Clear access to Hand wash area. 2. Ensure hand wash area is fully stocked at all times.		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
		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? DELI, POULTRY & SEAFOOD DEPARTMENT	Yes	3				3.1 - Food Safety Induction 18.14 - Monthly Retail QSA	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.	11.07 - Value-added RTE Food Preparation & Handling	
45	Store has the correct kj content display for relevant products in the required areas? DELI, POULTRY & SEAFOOD DEPARTMENT 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	N/A			n/a			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.
		Yes	3				State Food Acts detail the requirements	
46	The store has the correct statement 'The average adult daily energy intake is 8,700 kJ.' in the required areas? DELI, POULTRY & SEAFOOD DEPARTMENT 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	Content/Font Size	1.5	Moderate	CA 55	Update font size of ticket/sign and reprint as required	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.
		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.		
47	All perishables products are stored under refrigeration and within load lines? MEAT DEPARTMENT	N/A			n/a			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.
		Yes	3				11.02 - Perishable & Frozen Foods Storage, Handling & Display	
Meat	All Pet Food correctly labelled and segregated? MEAT	No	0	Critical	CA 23	Critical: Move products within the load lines or into storage, retrain staff not to overload displays.		Pet food must be adequately segregated from other food to prevent cross-contamination; eg, pespex
		Yes	3				11.08 - Meat Room	

48	DEPARTMENT	No	0	Major	CA 9	Major: Adjust the layout of the display to ensure clear segregation	Processing & Packing	dividers, display on bottom shelf, etc.
		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. MEAT DEPARTMENT	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 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)? MEAT DEPARTMENT	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 Metcash Food Safety Manager for further guidance.		
		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? MEAT DEPARTMENT Yes: All information is available and ingredients & allergen information is in required Plain English Allergen Labelling format and BOLDED as required? NO: MAJOR: Ingredient & Allergen information is accurate, with correct statements and positioning on labels however NOT BOLDED as required in Plain English Allergen Labelling legislation. and/or Any one of the other listed labelling requirements are missing. CRITICAL: Ingredient & Allergen information is NOT accurate or is missing or partial, incorrect wording of statements and/or positioning on labels, NOT BOLDED as required in Plain English Allergen Labelling legislation. N/A: No instore packed items occur in this store for MEAT .	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-Major	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	
		No-Critical	0	Critical	CA 60	Critical: 1.Review all labelling for all products and ensure information shown in 11.18 and 11.18a are included. 2.Remove effected product from point of sale and rectify issue		If the product is supplied packaged and labelled from supplier and is specified "Allergen Free "and is sold in the original packaging and at NO TIME opened, it can be considered the specified "Allergen Free" Eg: Nut Free/or Gluten Free
		N/A			n/a			
52	All 'Supplied' product labelling (RTE or Value Added) includes ingredients, nutritional panel, and allergen information on the pack? MEAT DEPARTMENT Hint: The product is supplied packaged and labelled from supplier ready for sale. Yes: All information is available and ingredients & allergen information is in required Plain English Allergen Labelling format and BOLDED as required? NO: MAJOR: Ingredient & Allergen information is accurate, with correct statements and positioning on labels however NOT BOLDED as required in Plain English Allergen Labelling legislation. and/or Any one of the other listed labelling requirements are missing. CRITICAL: Ingredient & Allergen information is NOT accurate or is missing or partial, incorrect wording of statements and/or positioning on labels, NOT BOLDED as required in Plain English Allergen Labelling legislation.	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	Remove effected product from point of sale and rectify issue.		
		No	0	Critical	CA 60	Critical: 1.Review all labelling for all products and ensure information shown in 11.18 and 11.18a are included. 2.Remove effected product from point of sale and rectify issue		If the product is supplied packaged and labelled from supplier and is specified "Allergen Free "and is sold in the original packaging and at NO TIME opened, it can be considered the specified "Allergen Free" Eg: Nut Free/or Gluten Free
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) MEAT DEPARTMENT 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			
	All in-store packaged or produced items free from any "Allergen	Yes	3				11.18 - In-Store	Where products have been repacked from bulk suppliers or produced instore, we are unable to

Produce	54	Free Claims? Example Gluten free sausages bought in bulk and re-packaged MEAT DEPARTMENT	No	0	Critical	CA 28	Critical: Relabel and/or reticket any in-store packed and labelled products carrying Allergen Free Statements	Labelling and Packing Guide	guarantee an allergen free claim, retail production environments in general cannot be managed for allergen control. If the product is supplied packaged and labelled from supplier and is specified "Allergen Free" and is sold in the original packaging and at NO TIME opened, it can be considered the specified "Allergen Free" Eg: Nut Free/or Gluten Free
			N/A			n/a			
	55	Is a Commercial Food Grade Cleaning & Sanitiser products available for use? (Use of off-the-shelf cleaning products not permitted!) DELI, POULTRY & SEAFOOD DEPARTMENT	Yes	3				12.0 - Cleaning & Waste Disposal Program	Are off the supermarket shelf chemicals being used? If so then the answer to the question is "No". Must be a commercial Food Grade Cleaner and/or Sanitiser with adequate information that it is fit for purpose e.g. Product Information Sheet or appropriate Label.
			No	0	Major	CA 10	Critical: Contact a Cleaning Chemical supplier to provide a Food Grade Cleaner and/or Sanitiser. Contact Ecolab 1800 022 002 or Jasol 1800 334 679	12.1 to 12.4 - Cleaning Schedule Templates	
			N/A			n/a			
	56	Hand wash area accessible, warm water, hand towel and hand soap available? MEAT DEPARTMENT 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			
	57	Processing areas are free from personal items? Look for cups, phones, handbags, sunglasses, cigarettes, personal food, small stationary items, etc. stored in area. MEAT DEPARTMENT	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			
	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? MEAT DEPARTMENT	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)? MEAT DEPARTMENT	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			
Produce	60	Critical produce items (pre-packed salads, processed foods including cut rock melons, mushrooms or sprouts) stored/displayed to maintain product temperature at or below 5 degrees? PRODUCE DEPARTMENT	Yes	3				11.02 - Perishable & Frozen Foods Storage, Handling & Display	All potentially hazardous foods are to be stored/displayed to maintain product temperature at or below 5 degrees? 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 stored/displayed to maintain product temperature at or below 5°C.	11.13 - Produce Handling Processing & Display	
			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) PRODUCE DEPARTMENT 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 Cleaning & Sanitiser products available for use? (Use of off-the-shelf cleaning products not permitted!) DELI, POULTRY & SEAFOOD DEPARTMENT	Yes	3				12.0 - Cleaning & Waste Disposal Program	Are off the supermarket shelf chemicals being used? If so then the answer to the question is "No". Must be a commercial Food Grade Cleaner and/or Sanitiser with adequate information that it is fit for purpose e.g. Product Information Sheet or appropriate Label.
			No	0	Major	CA 10	Critical: Contact a Cleaning Chemical supplier to provide a Food Grade Cleaner and/or Sanitiser. Contact Ecolab 1800 022 002 or Jasol 1800 334 679	12.1 to 12.4 - Cleaning Schedule Templates	
			N/A			n/a			
	63	Hand wash area accessible, warm water, hand towel and hand soap available? PRODUCE DEPARTMENT 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			
		Processing areas are free from personal items? Look for cups,	Yes	3				3.1 - Food Safety	Look for evidence of small objects such as splinters, pins, clips & pens etc above or in the vicinity of

	64	phones, handbags, sunglasses, cigarettes, personal food, small stationary items, etc. stored in area. PRODUCE DEPARTMENT	No	2.7	Minor	CA 50	Minor: Remove any items not required or which might cause contamination.	Induction 18.14 - Monthly Retail QSA	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
			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? CAFE'	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. CAFE'	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. If the product is supplied packaged and labelled from supplier and is specified "Allergen Free "and is sold in the original packaging and at NO TIME opened, it can be considered the specified "Allergen Free" Eg: Nut Free/or Gluten Free
			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, allergen information & nutritional panel? CAFE' Yes: All Information is available and ingredients & allergen information is in required Plain English Allergen Labelling format and BOLDED as required? No: MAJOR: Ingredient & Allergen information is accurate, with correct statements and positioning on labels however NOT BOLDED as required in Plain English Allergen Labelling legislation. and/or Any one of the other listed labelling requirements are missing. CRITICAL: Ingredient & Allergen information is NOT accurate or is missing or partial, incorrect wording of statements and/or positioning on labels, NOT BOLDED as required in Plain English Allergen Labelling legislation.	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. If the product is supplied packaged and labelled from supplier and is specified "Allergen Free "and is sold in the original packaging and at NO TIME opened, it can be considered the specified "Allergen Free" Eg: Nut Free/or Gluten Free
			No-Major	0	Major	CA 36	Major: Review all labelling for all products and ensure information shown in 11.18 and 11.18a are included		
			No-Critical	0	Critical	CA 60	Critical: 1.Review all labelling for all products and ensure information shown in 11.18 and 11.18a are included 2.Remove effected product from point of sale and rectify issue.		
	69	All 'Supplied' product labelling (RTE or Value Added) includes ingredients, nutritional panel and allergen Information? CAFE' Hint: The product is supplied packaged and labelled from supplier ready for sale. Yes: All Information is available and ingredients & allergen information is in required Plain English Allergen Labelling format and BOLDED as required? No: MAJOR: Ingredient & Allergen information is accurate, with correct statements and positioning on labels however NOT BOLDED as required in Plain English Allergen Labelling legislation. and/or Any one of the other listed labelling requirements are missing. CRITICAL: Ingredient & Allergen information is NOT accurate or is missing or partial, incorrect wording of statements and/or positioning on labels, NOT BOLDED as required in Plain English Allergen Labelling legislation.	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. If the product is supplied packaged and labelled from supplier and is specified "Allergen Free "and is sold in the original packaging and at NO TIME opened, it can be considered the specified "Allergen Free" Eg: Nut Free/or Gluten Free
			No	0	Major	CA 36	Major: Review all labelling for all products and ensure information shown in 11.18a are included		
			No	0	Critical	CA 60	Critical: 1.Review all labelling for all products and ensure information shown in 11.18 and 11.18a are included 2.Remove effected product from point of sale and rectify issue.		
	70	Adequate Ingredients, Nutritional and allergen information are available for unpackaged products in the service display? CAFE' Yes: All Information is available No: Any one of the listed requirements are missing Yes: All Information is available and ingredients & allergen information is in required Plain English Allergen Labelling format and BOLDED as required?	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	Critical: Review all information for all products and ensure information is available in line with 11.18 and 11.18a.		

	<p>MAJOR: Ingredient & Allergen information is accurate, with correct statements and positioning on labels however NOT BOLDED as required in Plain English Allergen Labelling legislation. and/or Any one of the other listed labelling requirements are missing.</p> <p>CRITICAL: Ingredient & Allergen information is NOT accurate or is missing or partial, incorrect wording of statements and/or positioning on labels, NOT BOLDED as required in Plain English Allergen Labelling legislation.</p>	No	0	Critical	CA 60	<p>Critical:</p> <p>1. Review all labelling for all products and ensure information shown in 11.18 and 11.18a are included.</p> <p>2. Remove effected product from point of sale and rectify issue</p>		ACTION: Update ticketing & update Product Specification/information sheets
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) CAFE' DEPARTMENT 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 Cleaning & Sanitiser products available for use? (Use of off-the-shelf cleaning products not permitted!) DELI, POULTRY & SEAFOOD DEPARTMENT	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 Cleaner and/or 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 Cleaner and/or 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? CAFE' 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. CAFE'	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? CAFE'	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? CAFE' 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? CAFE' 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% +					