



Opportunities for Improvement Toolkit National Top 5



The Food Safety Audit (FSA) assists us to confirm that IGA store Food Safety Practices and compliance to Food Standards Code are being met and that these practices are effective in the prevention of potential food safety hazards.

The compliance result of the FSA completed by the Retail Operations Team is based on visual and documented evidence provided at the time of the audit only.

****Are you getting ready for the next FSA due in November 2021?****

The IGA Training Academy has a range of resources available from Online Food Safety Training and Assessments to the OEP FSA Toolkit which assists stores to understand the compliance requirements for the top 5 opportunities:

- Training Requirements
- Tare Weight & Net Weight Checks
- Refrigeration Storage & Display Temperature Checks
- Inwards Goods Checking for Perishable deliveries
- Daily Scale Checks

Although some Local Councils do not ask for a particular record, it does not necessarily mean that it is not required. In all cases if a hazard within your business causes a public health risk, these monitoring records may be required to limit the liability as you can show evidence of compliance/control of the hazard.

Without them there is no defence.



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Section 18 of the Retail Food Safety Manual Template holds all of the relevant template monitoring records that may be used and are aimed at assisting stores to verify their own procedures.

Section 11 of the Retail Food Safety Manual Template gives guidance on the various elements of the Food Standards Code, and the procedures required to meet these standards.

Food Safety is measured by compliance levels i.e. Minor, Moderate, Major and Critical non-conformances as defined below:

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.
Moderate non-conformance	A non-conformance that can potentially result in an actual risk to the safety of products.
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.

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Food Standards Code, 3.2.1 Division 2 (5c to f) Content of Food Safety Programs,

A food safety program must (c) provide for the systematic monitoring of the control methods used for the potential hazards identified in the Food Safety Program, the monitoring records will (d) provide for appropriate corrective action when that hazard, or each of those hazards, is found not to be under control, and (f) provide for appropriate records to be made and kept by the food business demonstrating action taken in relation to, or in compliance with, the food safety program.

All of the Monitoring Records in use and being checked ensure that the hazards within an IGA store are being effectively controlled.

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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.

Food Standards Code, 3.2.2 Division 2 (3) Food handling – skills and knowledge, A food business must ensure that persons undertaking or supervising food handling operations have – (a) skills in food safety and food hygiene matters; and (b) knowledge of food safety and food hygiene matters.

All employees working in a Food Business must have the knowledge and skills commensurate with their work activities.

The IGA Training Academy – Food Safety Catalogue has the following modules available to employees in your store;

Level 1 – Food Safety Basics & Assessment	Level 2 – Bakery Department Food Safety
Level 2 – Food Handling and Processing & Assessment	Level 2 – Deli Department Food Safety
Level 3 – Food Safety Monitoring & Assessment	Level 2 – Produce Department Food Safety
Level 4 – Food Safety Program Management & Assessment	Level 2 – Meat Department Food Safety

Click on the below link for IGA Training Academy Update.

<https://metcashfood.com.au/news/iga-training-academy-update>



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The 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?

It is an offence to include some or all of the packaging in the net weight of goods sold.

Items sold by weight either pre-packaged in-store or serviced from the Delicatessen require the tare weight to be deducted from the final sale price. This is usually achieved by having the tare weight of the packaging set against the items PLU in the back office system.

Monthly checks of these tare weights is recommended as changes do occur to packaging weights from time to time, by change of supplier, change in production etc. It is the stores responsibility to monitor these weights for compliance to NMI Legislation.

NOTE: When determining the tare weight, take into account only the packaging placed on the scale e.g. In Deli, salad tubs are weighed & priced before placing lid on, therefore, tare weight would be the tub without the lid; In the Meat department, the weight of the tray and any film is checked as the full pack is generally placed on the scale for pricing.

The Net Weight Check (Weights and Measures Check) is completed on products which have been packed in-store to ensure that there is sufficient tare weight deducted from the label weight. This check is often completed daily/weekly across a range of in-store packed goods offered for sale. Often an items initial tare weight may be correct at the time of packing however over the shelf life of a product dehydration may render the product non-compliant.

The Trade Measurement Audit checks a sample selection of products which have been packed in-store to ensure a level of compliance that the store is not selling short weight items.

Section 11.21 - Stock Audit & Trade Measurement Checks

Monitoring Records: 18.11a - Monthly System PLU Tare Weight Checks & 18.11b In-store Packed Net Weight Checks

REFSS – Monthly Tare Weight Check eLog

REFSS – Product Weights and Measures Check eLog

<https://igl.zendesk.com/hc/en-us/articles/360001227015-Performing-a-Monthly-Tare-Weight-Check>



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<https://igl.zendesk.com/hc/en-us/articles/115004564567-Performing-a-Product-Weights-and-Measure-Check>

The 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

Food Standards Code, 3.2.2 Division 3 (6 & 8) Food Storage & Display,

Chilled products - must be kept refrigerated at or below 5°C.

Frozen products by definition are required to be stored/displayed hard frozen and this is achieved by keeping them at or below -18°C which also meets Australian Cold Chain Guidelines and storage recommendations stated on many frozen item packs by the manufacturer.

Due to the high risk associated when storing/displaying potentially hazardous foods it is best practice to ensure a minimum of 2 temperature checks are performed and documented daily. These should be completed prior to 8am and prior to 6pm daily.

11.16 - Temperature Measurement of Foods

10.1 - Guideline - Product Temperature Standards

18.24 - Hot & Cold Temperature Checksheet

REFSS – Refrigeration and Freezer Temperature Checks eLog

<https://igl.zendesk.com/hc/en-us/articles/235977228-Performing-a-Refrigeration-and-Freezer-Temperature-Check>



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The store has Inwards Goods checking records for all Perishable deliveries (Dairy & Frozen), incl. temperature check records? Not required for Dry Goods.

Food Standards Code, 3.2.2 Division 3 (10) Food Transportation,

includes the requirement to protect all food from the likelihood of contamination during transport.

We do this by checking all food deliveries for temperature of goods received, pests, odours, chemical contamination, use-by / best-before date check, description of goods and supplier Name.

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.

Suppliers may use different delivery companies at times and in case of a delivery being rejected, it is good measure to document the delivery vehicle details to ensure full traceability of product to your food premises.

Section 11.15 - Inwards Goods Receiving

Monitoring Record: 18.01 - Goods Inwards Summary – Template

REFSS – Goods Inwards eLog

<https://igl.zendesk.com/hc/en-us/articles/360001228735-Performing-a-Goods-Inwards-Check>



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Store is conducting and recording scales checks using a 1kg or 2kg test mass daily?

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 procedures.

The National Measurement Institute may at any time inspect your premises for trade measurement compliance.

It is well accepted that the scales we use for trade must be accurate and verified by a licensed provider. However, scales can become inaccurate over time and may result in overcharging our customers for their weighed items.

A store found with an inaccurate scale can be fined up to \$44,000. per scale (Requiring Fault), however if the store can demonstrate that there are procedures in place to ensure customers are charged correctly i.e. Daily Checks, the applicable fine may be one of the following; up to \$8,800 (Strict Liability), or \$1,100. on the spot fine and in all cases the verification label is removed and the scale is tagged out of use until the scale is re-verified.

Definitions:

Requiring Fault - intent or negligence

Strict Liability - having appropriate QA requirements i.e. Audit programs and follow-up but something went wrong

16.0 - Calibration Program

18.16 - Scales & Thermometer Calibration Checksheet