Metcash
Food & Grocery

RETAIL FOOD SAFETY MANUAL TEMPLATE

Version 3.2

October 2022

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**Section contains its own index page.

Template Development

The **Metcash Food & Grocery Retail Food Safety Program Template** (the template) has been developed by:
Metcash Food and Grocery
1 Thomas Holt Drive
Macquarie Park, Sydney, 2113

For any enquiries or assistance regarding this template please contact:
Vickie Cowling
National Operational Compliance Manager
vickie.cowling@metcashfg.com

The template is a written food safety program indicating how your food business will control the food safety hazards associated with the food handling activities of the business.

A food safety program is required in the following supermarkets/convenience stores:

- QLD: where there is an onsite butcher or deli
- VIC: not required
- SA: Where there is an onsite butcher
- NSW: Where there is an onsite butcher
- ACT: Where there are sales of seafood products
- WA: Where there is meat sales or sales to other business only
- TAS: not required
- NT: not required

The template includes monitoring records that your business must complete to demonstrate that food safety program and actions by your staff are effective in keeping food safe.
When successfully implemented, the template will assist to:

- identify when food can become unsafe;
- take steps to avoid food becoming unsafe;
- follow practices in your business to keep food safe;
- use records to monitor food safety and to demonstrate that your business routinely follows these practices;
- ensure staff have the knowledge and skills to handle food safely.

A copy of your food safety program should be printed, placed in a folder and kept at your food business. It must be readily available as a reference for your staff and be available upon request to show your food regulator how you are complying with the law.

The template is provided as a complete program. Many of the stores supported differ in their offer available to customers i.e. some have Serviced Delicatessens, other do not; some have an in-store Butcher, others do not; Hot food may be offered or not.

Customizing the template to your stores requirements can be achieved by removing unnecessary documents and updating store specific details.
Documents that have been removed should be stored at the back of the template folder to be reviewed if/when new processes are introduced within your store.

Please follow the steps below as a guide to ensure the documents you require are within your Food Safety Program.

Customising the Food Safety Program

Step 1

Review the template customisation questions below, **e**ach question will relate to practices that may occur within your store/state.

When you have decided that the question is or is not related to processes within your store place a ✓ against Yes or No and remove any documents as instructed.

a) Does your store have an assisted serviced display selling unpackaged products e.g. Cakes/Slices, Delicatessen?
- ☐ Yes – go to b)
- ☐ No – remove the following document/s:
  11.05, 11.09, 11.09a, 11.19, 12.3, 18.12c

b) Does your store Slice Smallgoods, portion cheeses and/or prepare value added Ready to eat foods (Sandwiches, Pizzas, Sushi etc.)?
- ☐ Yes – go to c)
- ☐ No – remove the following document/s:
  11.07, 11.11, 11.11a

c) Does your store Cook, Cool and/or Sell Hot Food i.e. BBQ Chicken, Take-away Food, Sushi etc?
- ☐ Yes – go to d)
- ☐ No – remove the following document/s:
  11.12, 18.12c, 18.23

d) Does your store have a Butcher Onsite?
- ☐ Yes – go to e)
- ☐ No – remove the following document/s
  7.1, 11.08, 12.1, 18.04, 18.12a

e) Does your store process and/or repack Fresh or thawed seafood?
- ☐ Yes – go to f)
- ☐ No – remove the following document/s
  11.10

f) Does your store bake and/or create fresh bakery products in store?
- ☐ Yes – go to g)
- ☐ No – remove the following document/s
  11.14, 12.4, 18.12d

g) Does your store offer Home Delivery and/or deliver to any other Businesses e.g. Supply Meat or Hot Chickens to any other stores?
- ☐ Yes – go to h)
- ☐ No – remove the following document/s
  11.25, 18.08

h) Does your store prepare Barista/Espresso Coffee?
- ☐ Yes – go to i)
- ☐ No – remove the following document/s
  7.4, 8.4, 11.27, 12.8

i) Does your store prepare Sushi in-store?
- ☐ Yes – go to j)
- ☐ No – remove the following document/s
  7.3, 8.3, 11.28, 12.9, 18.25, 18.26

j) Is your store located in VIC?
- ☐ Yes – go to k)
- ☐ No – remove the following document/s
  0.1, 11.26 - Kilojoule Content Display Legislation VIC

k) Is your store located in QLD?
- ☐ Yes – go to l)
- ☐ No – remove the following document/s
  11.24, 17.1, 11.26 - Kilojoule Content Display Legislation QLD

Updating the Food Safety Program

l) Is your store located in NSW?
  - ☐ Yes – go to m)
  - ☐ No – remove the following document/s
    11.26 - Kilojoule Content Display Legislation NSW

m) Is your store located in ACT?
  - ☐ Yes – go to step 2
  - ☐ No – remove the following document/s and then go to step 2
    11.26 - Kilojoule Content Display Legislation ACT

Step 2

Update all Store Specific documents

- The following document numbers will be required to be updated with store specific information:
  - 1.0 - Food Safety Manual Scope & Purpose
  - 2.0 - Food Safety Quality Policy
  - 4.0 - Food Safety Team
  - 12.1 to 12.9 – Department Specific Cleaning Schedules
- You have now completed customising your store Food Safety Program. This should be kept together and readily accessible for reference and training.
- Make copies of all of the monitoring documents located in your Section 18, for use in your departments.

Step 3

Review your Food Safety Program

- Your Food Safety Program will be required to be reviewed to ensure that the documents you have put in practice at your business are effective in keeping food safe and also to identify if there are updates required within it, if your food activities have changed.
- **19.0 - Food Safety Verification Activities**, guides you through the review process. Check your records regularly to identify any problems with equipment or staff knowledge of food practices. If you identify any issues, take corrective action.
- If you change your food practices in your business, you must ensure you have updated your food safety program with the relevant documents for that practice by revisiting Step 1 of this guide.
- You must also inform your food regulator of any significant changes to your food handling processes.

Updates to the template

Every element of the Template has been approved by the relevant state food regulator and as such Metcash Food and Grocery (MFG) are required to maintain document control.
Each Document is listed with a Version number and Issue Date.
When an update is required to be made to any documents due to an update in legislation or a change in the procedure, MFG are required to update the Version and Issue Date and resubmit this document with the food regulators for further approval. Refer to **Table 1** below for Annual review update frequencies and actions.
When the template changes have been approved these changes will be communicated to template users describing the reasons for the change/s and affects that the impact the change/s have on users of the template.
These communications will be made by the following:

- MyIGA website news item/alert
- Metcash Training Academy (MTA) update
- Retail Electronic Food & Safety System (REFSS) Update
- Direct email notification

Should you require further assistance with the customisation of your food safety program or any other questions please refer to the contacts listed on page 1 of this Introduction document.

Importance	Example of changes	Update Frequency	Responsibility	Action
Critical	- Direct Impact on Public Health and Safety - Directive by Regulatory Authority	- Immediately	David Holt	1. Update document as a matter of urgency 2. Update version number (Version 2.0, 3.0 etc.) 3. Submit to State Regulatory Authorities 4. Update MyIGA, MTA and REFSS 5. Advise network using MyIGA, MTA and REFSS Alert System
Major	- Query/Request by Retail Operations/Retailers to amend/clarify add in non-critical food safety steps - Additional documents to improve comprehension and reduce interpretation - Document detail includes incorrect information however there is no direct impact on Public Health and Safety	- Quarterly	David Holt	1. Modify documents 2. Update version number (Version 1.1, 1.2 etc.) 3. Submit to State Regulatory Authorities 4. Update MyIGA, MTA and REFSS 5. Advise network using MyIGA, MTA and REFSS Alert System
Minor	- Annual Review of the Metcash Food and Grocery Retail Food Safety Program Template including a validation of CCP's with Food Standards Code, State Food Acts, Australian Cold Chain Guidelines & industry standards. - Affecting quality only, continual improvement requirements i.e. improving technical, grammatical and formatting amendments - Annual review amendments	- Annually	David Holt	1. Modify documents 2. Update version number (Version 1.1, 1.2 etc.) 3. Submit to State Regulatory Authorities 4. Update MyIGA, MTA and REFSS 5. Advise network using MyIGA, MTA and REFSS Alert System

Business Name:		
Store Location:		
Contact Details:	Telephone No.:	
	Fax No.:	
Store Manager		
Store Owner		
Food Safety Supervisor:		

This Food Safety Manual is the reference guideline for all food handling procedures & processes, and details all aspects of the food safety program for the above store.

The scope of this HACCP Manual is based on, & designed to satisfy the current versions of the following regulatory requirements:
- Chapter 3 of the FSANZ Food Standards Code
- State Food Regulatory Authority requirements
- Any applicable industry standards

The scope of this store HACCP program is:

1. Receiving
2. Storing
3. Processing (if applicable)
4. Packing for retail sale (if applicable)
4. Display for consumer sale, and,
5. Delivery to consumer or retail customer (if applicable)

of dry & perishable food & grocery products.

The purpose of this manual is to ensure all food safety hazards are effectively controlled as per State Food Regulatory Standards and to ensure all quality requirements are met, according to the Retail Food Safety Manual Template Standard.

Note: The processing activities included in this manual are described in Section 7 and 8. Where processing activities occur which are not included within the scope of this manual, an alternative Food Safety Program must be implemented.

This manual must always be a representative document of all operational and food handling processes at this branch.

Insert State Food Regulator Approval notice (Where Applicable)

DOCUMENT No.	VERSION NUMBER	REVISION DATE	REASON FOR CHANGE	APPROVED BY
0.0	B	04/12/2015	Updated total number of pages in Master File	George Passas
11.0	B	04/12/2015	Updated total number of pages in Master File and removed obsolete reference to 11.21a	George Passas
11.02	B	17/12/2015	Added reference for use of 4 hour rule on Cut Watermelon and Pineapples	George Passas
16.1	B	04/01/2016	Updated Pricing Schedule in line with CPI	George Passas
5.1	B	08/01/2016	Included fields for Supplier Name and details	George Passas
10.1	A	11/01/2016	Updated document structure, included reference to "Display"	George Passas
11.02	C	11/01/2016	Included reference to 10.1 - Guideline - Product Temperature Standards at point 10	George Passas
11.23	B	17/02/2016	Added reference to recommended time on display for all marked down meat packages.	George Passas
11.18	B	07/04/2016	Added reference to foods exempt from labelling requirements	George Passas
11.18a	B	04/05/2016	Formatted to improve ease of use and understanding	George Passas
11.13	B	09/05/2016	Added note for cut, skinned fruit ambient display time controls	George Passas
11.02a	B	30/05/2016	Included definitions and recommendations to High Risk Produce	George Passas
11.23	B	01/06/2016	Updated labelling requirements for Pre-packaged Meat and use if the Store Logo	George Passas
11.23a	A	01/06/2016	New Guideline/Quick Reference for Fresh Meat Labelling	George Passas
11.0	C	02/06/2016	Updated number of pages for 11.23 and included 11.23a	George Passas
0.0	C	02/06/2016	Updated total number of pages for Section 11	George Passas
10.1	B	02/06/2016	Included reference to Potentially Hazardous Foods	George Passas
11.15	B	02/06/2016	Updated to include Potentially Hazardous Foods and referred to 11.16 for Temperature Measurement procedures	George Passas
11.16	B	02/06/2016	Added note for all Potentially Hazardous Foods to be Temperature Measured using a Probe Thermometer and included procedures. Updated in line with Food Standards Code	George Passas
11.02	D	02/06/2016	Removed references to Surface Temperatures and updated temperatures at point 13	George Passas
11.25	B	02/06/2016	Removed reference to surface temperature at Point 6	George Passas
18.01	B	02/06/2016	Removed references to temperature range and referred back to 11.15	George Passas
21.0	A	02/06/2016	Added Glossary of Terms	George Passas
Updated version control to Version 1.0 for Template Registration requirements on all documents – Issue date reset to 06/06/2016				
11.16	1.0	06/06/2016	Updated Point 2 - where Surface Temperature Checks are conducted Updated Point 3(b) - where Clamping Temperature Checks are conducted	George Passas
9.1	1.0	06/06/2016	Updated CCP#1b for Potentially hazardous foods	George Passas

Version 1.0 Template Approval and Registration completed with DHHS Victoria – 04/08/2016				
11.03a	2.0	16/08/2016	Updated Version due to Annual Validation	George Passas
0.0	2.0	17/08/2016	Removed references to IGA Brand	George Passas
3.1	2.0	17/08/2016	Removed references to IGA Brand	George Passas
10.0	2.0	17/08/2016	Removed references to IGA Brand	George Passas
10.2	2.0	17/08/2016	Removed references to IGA Brand	George Passas
11.01	2.0	17/08/2016	Removed references to IGA Brand	George Passas
11.02	2.0	17/08/2016	Removed references to IGA Brand	George Passas
11.03	2.0	17/08/2016	Removed references to IGA Brand	George Passas
11.05	2.0	17/08/2016	Removed references to IGA Brand	George Passas
11.06	2.0	17/08/2016	Removed references to IGA Brand	George Passas
11.08	2.0	17/08/2016	Removed references to IGA Brand	George Passas
11.15	2.0	17/08/2016	Removed references to IGA Brand	George Passas
11.16	2.0	17/08/2016	Removed references to IGA Brand	George Passas
11.18	2.0	17/08/2016	Removed references to IGA Brand	George Passas
11.19	2.0	17/08/2016	Removed references to IGA Brand	George Passas
11.23	2.0	17/08/2016	Removed references to IGA Brand	George Passas
11.23a	2.0	17/08/2016	Removed references to IGA Brand	George Passas
11.25	2.0	17/08/2016	Removed references to IGA Brand	George Passas
12.0	2.0	17/08/2016	Removed references to IGA Brand	George Passas
16.0	2.0	17/08/2016	Removed references to IGA Brand	George Passas
14.0	2.0	17/08/2016	Removed references to IGA Brand	George Passas
17.0	2.0	17/08/2016	Removed references to IGA Brand	George Passas
18.0	2.0	17/08/2016	Removed references to IGA Brand	George Passas
18.14	2.0	17/08/2016	Removed references to IGA Brand	George Passas
1.0	2.0	17/08/2016	Included Food Businesses permitted to implement the Metcash Retail Food Safety Program Template.	George Passas
Updated version control to Version 2.0 for DHHS Victoria Template Registration requirements on all documents – Issue date reset to 17/08/2016				
11.21	2.0	23/01/17	Trade Measurement Only – Clarified procedures in relation to Net Weight Checks and PLU System Tare weight Checks, points 3 and 4	George Passas
18.11	2.0	23/01/17	Now includes 18.11a & 18.11b for separate procedures due to TMAP Audit results	George Passas
18.0	2.0	23/01/17	Table now includes references to 18.11a & 18.11b	George Passas
Food Safety Program updates below for approval to move to Version 3.0 for DHHS Victoria Template Registration issue date 30/01/2018.				
0.0	3.0	30/01/18	Inserted new document - Retail Food Safety Program Introduction and Use. Removed Table of Contents from 0.0	George Passas
TOC	3.0	30/01/18	Updated Table of Contents to include new documents and number of pages	George Passas
0.1	3.0	30/01/18	Inserted Council Assessment Form (Vic Only)	George Passas
1.0	3.0	30/01/18	Included Note: regarding processing activities included within this manual.	George Passas
5.0	3.0	30/01/18	Included checks for CoOL claims at point 5, and a reference to document 5.1 at point 8.	George Passas
5.1	3.0	30/01/18	Removed “Meat” from title as guideline is for all Fresh suppliers, and included questions at 7 & 8 for CoOL claims	George Passas

7.1	3.0	30/01/18	Updated step 3 to include Frozen Foods, included Thawing Process step 6, replaced curing / cooling with chilling at step 12 and renumbered subsequent steps.	George Passas
7.2	3.0	30/01/18	Updated step 3 to include Frozen Foods, included Reheat products in step 10, updated cooling for cooked products as a CCP at step 12 and renumbered all steps.	George Passas
7.3	3.0	30/01/18	Additional document for Sushi Processing	George Passas
7.4	3.0	30/01/18	Additional document for Espresso Coffee Processing	George Passas
8.1	3.0	30/01/18	Updated step 3 to include Frozen Foods, included Thawing Process step 6, replaced curing / cooling with chilling at step 12 and renumbered subsequent steps.	George Passas
8.2	3.0	30/01/18	Modified document to include all steps and locations. Updated step 3 to include Frozen Foods, included Reheat products in step 10, updated cooling for cooked products as a CCP at step 12 and renumbered all steps.	George Passas
8.3	3.0	30/01/18	Additional document for Sushi Processing	George Passas
8.4	3.0	30/01/18	Additional document for Espresso Coffee Processing	George Passas
9.1	3.0	30/01/18	Updated to include CCP #8 relating to Sushi Processing. Updated critical limit for hot foods cooking CCP #7 to 75°C and included reheating foods to 60°C. Included critical limit for frozen foods at CCP #1b, #2, #3 & #5. Updated Corrective Actions for all CCP's	George Passas
10.1	3.0	30/01/18	Updated temperature standard critical limit for frozen foods at receiving and distribution	George Passas
11.0	3.0	30/01/18	Updated to include new documents and number of pages	George Passas
11.02	3.0	30/01/18	List of High Risk Produce updated and updated critical limits for frozen foods in storage and display.	George Passas
11.05	3.0	30/01/18	Removed Sushi Processing from the list of processes not included	George Passas
11.07	3.0	30/01/18	Included Sushi to the scope	George Passas
11.09	3.0	30/01/18	Emphasis on training and awareness of Serviced Displays and the responsibilities of the store when they become the 'Processor'	George Passas
11.09a	3.0	30/01/18	Added further detail to always follow Manufacturers Guidelines	George Passas
11.10	3.0	30/01/18	Added information for the safe handling and display of Oysters at point 7.	George Passas
11.12	3.0	30/01/18	Updated Hot foods cooking temperature critical limit to 75°C at point 1. Included reheating guidelines at point 4. Updated Cooling process to a CCP at and updated optional production / display time details at point 5.	George Passas

11.14	3.0	30/01/18	Included preparation & use of custard at final point of Mandatory Requirements.	George Passas
11.13	3.0	30/01/18	Added information for procedures for self-serve Orange Juicing at point 3.	George Passas
11.16	3.0	30/01/18	Reduced requirement of 2 recorded temperatures per delivery to 1. Updated Hot foods cooking temperature critical limit to 75°C. Included guidance for reheating checks under 3. a) subpoint 9 and included information on cleaning, sanitising and storage of the probe at point 3.	George Passas
11.18	3.0	30/01/18	Added Lupin as a known Allergen. Updating/expanded information relating statement of ingredients at point 2 and aligned information to 11.18a at point 4.h) recommending information to be applied to the label for products made and packaged in-store. Included information for Small Packages and added point 6 for date marking requirements, and reformatted document.	George Passas
11.19	3.0	30/01/18	Updated table to include all known allergens.	George Passas
11.20	3.0	30/01/18	Updated entire document to align with new Country of Origin Legislation.	George Passas
11.23	3.0	30/01/18	Updated exceptions for items sold by weight vs. unit at point 6	George Passas
11.26 QLD, NSW, VIC, ACT	3.0	30/01/18	Additional document added for relevant states to ensure alignment to Food Acts.	George Passas
11.27	3.0	30/01/18	Additional guideline added for stores who serve barista coffee	George Passas
11.28	3.0	30/01/18	Additional guideline added for stores who prepare and display sushi.	George Passas
12.0	3.0	30/01/18	Updated error in cleaning template numbers at point 13.	George Passas
12.2	3.0	30/01/18	Updated Cleaning Schedule template to include Orange Juicing Machines	George Passas
12.8	3.0	30/01/18	Added Cleaning Schedule for Coffee Area	George Passas
12.9	3.0	30/01/18	Added Cleaning Schedule for Sushi Department	George Passas
13.0	3.0	30/01/18	Added Allergen Management Document	George Passas
14.0	3.0	30/01/18	Inserted legislative requirement for staff skills and knowledge. Inserted information for minimum requirements for the Food Safety Supervisor.	George Passas
14.1	3.0	30/01/18	Included new documents into Training Matrix and removed legislative requirements to be inserted into 14.0 – Training Program.	George Passas
15.0	3.0	30/01/18	Included information for the pest sightings and reporting from point 7, including the use of the 18.13 – Pest Sightings Record.	George Passas
18.0	3.0	30/01/18	Included references to 18.21, 18.22, 18.25 & 18.26 monitoring records.	George Passas
18.01	3.0	30/01/18	Modified document for ease of use and completion	George Passas

18.12f	3.0	30/01/18	Included missing document referred to in 12.0 – Cleaning & Waste Disposal Program.	George Passas
18.14	3.0	30/01/18	Added questions for Sushi Processing requirements and additional questions for labelling of opened ingredients. Aligned 4 monthly & Annual checks with Section 19.0 – Food Safety Internal Verification Schedule.	George Passas
18.16	3.0	30/01/18	Removed reference to 18.24a from the top of the form.	George Passas
18.21	3.0	30/01/18	Inserted new monitoring record for production / display time management for 11.12 point 5 and 11.28 point 3.a).	George Passas
18.22	3.0	30/01/18	Inserted new monitoring record for recording of mark downs, dumping of stock and general ullage.	George Passas
18.24	3.0	30/01/18	Updated Hot foods cooking temperature critical limit to 75°C. Added Reheating temperature critical limit.	George Passas
18.25	3.0	30/01/18	Added monitoring record for Sushi Acidification	George Passas
18.26	3.0	30/01/18	Added monitoring record for pH meter Calibration	George Passas
19.0	3.0	30/01/18	Included information on the use of this document and outcomes to be achieved. Specific requirement added for the completion of 18.14 - Monthly Retail QSA – Food Safety Standards Checklist	George Passas
21.0	3.0	30/01/18	Included definition for Ullage.	George Passas
11.03a	X	03/05/18	Annual update for current range available from Metcash FG	George Passas
16.1	C	19/12/2016	Removed from FSP – not relevant to Food Safety and all businesses	George Passas
16.2	B	19/12/2016	Removed from FSP – not relevant to Food Safety and all businesses	George Passas
16.4	A	19/12/2016	Removed from FSP – not relevant to Food Safety and all businesses	George Passas
0.0	3.1	08/11/2019	Removed George Passas from the Template Developer contacts and updated David Holt's title.	David Holt
3.1	3.1	08/11/2019	Removed reference to cardboard in Food Processing areas on page 4	David Holt
1.0	3.1	08/11/2019	Updated the chain brands approved to use the template. Scope of stores has not changed, simply the marketing of the store has been improved.	David Holt
11.0	3.1	08/11/2019	Removed reference to 11.03a as document is not required in Food Safety Program Template	David Holt
14.1	3.1	08/11/2019	Removed reference to 11.03a in Level 1, page 1, as document is not required in Food Safety Program Template	David Holt
11.17	3.1	08/11/2019	Removed reference to 11.03a at point 1, as document is not required in Food Safety Program Template. Manufacturer's Instructions to be followed.	David Holt

11.28	3.2	28/10/22	Removed allowance to store acidified rice at no warmer than 15ºC for up to 8 hours at 2.c)	David Holt
0.0	3.2	28/10/22	Updated National Operational Compliance Manager and removed requirement for a FSP for Victorian Supermarkets.	David Holt
0.1	3.1	08/11/19	Removed from the FSP as Council Assessment form no longer required due to revocation of the template registration.	David Holt
TOC	3.2	28/10/22	Removed Council Assessment Form from the TOC	David Holt
1.0	3.2	28/10/22	Removed mention of specific store chain/brand names as no longer required to be called out specifically	David Holt

Section 2.0
Food Safety & Quality Policy

Metcash Food & Grocery

1. POLICY

Store Manager / Owner must identify & communicate their commitment to food safety.

2. MANDATORY REQUIREMENTS

This store is committed to the supply of safe food products that meet consumer expectations, whilst complying to all State and Federal legal requirements.

This store shall comply with:

- Food Safety Australia and New Zealand (FSANZ) Food Standards Code legislation;
- Applicable State Food Legislation and Local requirements;
- Australian Competition and Consumer Commission (ACCC) Country Of Origin Claims; and
- National Measurement Institute (NMI) Trade Measurement laws.

Each store shall have a documented food safety program available on-site which is customised to the business.

This store is also committed to the continuous business improvement of the Food Safety Program. The main objectives is to:

- ensure the Food Safety Program is resourced, monitored and reviewed on a regular basis to minimise risk to the business and the community at large;
- train all staff involved with food handling, to enable them to understand, participate in, and effectively maintain the Food Safety Program;
- provide timely consumer support where any products have not met market or consumer expectation; and
- minimise quality cost to the business.

The implementation of this food safety policy is a management responsibility. The achievement of Food Safety and Quality Compliance is a collective business responsibility and requires the total commitment of all employees to provide safe food to the community.

____

Signed – Store Owner/s

____

Print Name – Store Owner/s

____

Date

1. POLICY

The store must ensure that staff handle products hygienically, and meet the health and hygiene requirements, as per current Food Standards legislation.

2. MANDATORY REQUIREMENTS

1. A food handler must take all reasonable measures not to handle food or surfaces likely to come in contact with food in any way that is likely to compromise the safety and suitability of food.
2. Employees must have good personal hygiene habits and a high level of personal cleanliness. Failure to comply can pose a safety hazard to the employee and/or a contamination risk to food products.
3. **General Requirements for Food Handlers**
   A food handler when engaging in any food handling operation must:
   - Not sneeze, blow or cough over unprotected food or food contact surfaces;
   - Not spit or emit any other bodily fluids.
   - Take all practicable measures to ensure their body, anything on their body, and anything they are wearing does not contaminate food or surfaces likely to come in contact with food.
   - **Employees must wash hands thoroughly:**
     - prior to commencing work, after ALL breaks, including toilet & meal breaks;
     - immediately before working with unpackaged foods;
     - immediately before working with ready-to-eat food after handling raw food;
     - after touching hair, scalp, or body opening (e.g. nose, mouth);
     - immediately after smoking, coughing, sneezing, using a tissue, eating or drinking; and
     - any time hands are likely to be a source of food contamination.
   - Hand wash basins shall be used for washing of **hands, arms and face only**.
   - Use **soap and warm running water** to wash hands.
   - Only use **single use towels** or **air dryers**, adjacent to a hand washing facility, for hand drying (not uniforms/aprons); and dispose of towels in an appropriate bin for used towels.
4. **Packaged Food Storage Areas**
   - All store personnel must wear clean and appropriate clothing at all times.
   - Please ensure that the soles of your shoes are clean prior to entering food storage areas. Employees should wear shoes that completely enclose the feet.
   - Long hair should be tied back and secured under clean, suitable headwear. A cap is acceptable in a packaged food storage environment.
5. **Food Processing Areas**
   The following requirements are applicable to all food processing staff, and non-food processing staff & visitors entering a food processing area:
   - Employees and contractors entering or working in food packing & processing areas must wear approved **hair covering** when entering these areas, which must cover the entire scalp. Hairnets must be worn in all food processing areas.
   - It is a requirement of all staff entering food processing areas to handle foods, that they **wash their hands** prior to entering.
   - Nail polish and false nails must not be worn when directly handling foods.
   - Cuts, burns, boils, fresh tattoos, and other open wounds must be kept covered with a **food grade bandage**. If a bandage is worn on the hand, it must be covered with a food handling glove. Only blue or fluorescent coloured bandages are permitted.

2. MANDATORY REQUIREMENTS

6. **Employee Health**

Symptoms of food borne disease	A ***condition*** means:
• diarrhoea • vomiting • nausea • abdominal pain	• an infected skin lesion e.g. infected skin sore, boil, acne, cut or abrasion
• fever • headache • jaundice • numbness	• any discharge from the ear, eye or nose due to an infection e.g. colds, flu, styes or other eye infections, allergies, hay fever

*__Food borne disease__: a disease likely to be transmitted through consumption of contaminated food

- If a food handler has a ***condition***, or a ***symptom*** that indicates they may be suffering from a **food borne illness**, they **must**, **by law**:
  - **report** this to their supervisor;
  - **not handle exposed food**, or perform any food processing tasks i.e. not work in fresh departments;
  - if allocated other work on the premises – take appropriate measures to prevent food being contaminated as a result of the disease
- Food handlers with **symptoms** that indicate they may be suffering from a **food borne illness** must also:
  - seek **medical advice**;
  - heed the advice in terms of treatment; and
  - obtain a **doctor's certificate**, stating their clearance to work in a food business before being allowed to return to work, if they are suffering from any communicable diseases e.g. Hepatitis A or E, Dysentery, Cholera, Typhoid, Paratyphoid etc
- Food handlers, by law, must **notify their supervisor** if they know or suspect that they may have **contaminated food** whilst handling food.
- **Medication** (tablets, creams, eye drops) shall not be taken into food storage areas.

7. **Jewellery & Personal Adornments**

All stores abide by the current Supermarkets Jewellery & Personal Adornment Industry Policy

The following jewellery **is permitted**:
- Plain Wedding Bands made of gold, platinum, silver or surgical grade stainless steel.
- Medical Alert Necklace/Bracelet if worn inside clothing or covered by a long sleeve.
- Earrings and facial jewellery* made of hygienic design only (sleeper earrings to 12mm, no studs). *Permitted in non-processing areas only.

All other jewellery & personal adornments **are not permitted in food processing areas**:
- Facial jewellery
- Tongue rings / studs – allowed in back room areas only
- Ear jewellery - outside the above example – allowed in back room areas only
- Exposed necklaces, chains or bracelets
- Ornate wedding bands, rings with stones, or any other object that can trap food
- Watches – allowed in back room areas only
- False or stick – on nails, nail varnish / polish / decorations e.g. diamantes
- False eyelashes, hair clips, pins, beads or other small items which may fall into food.

2. MANDATORY REQUIREMENTS

8. **Lunch Room & Locker Facilities**
   - Personal items are stored in locker rooms & must not be brought into food storage areas. Examples include, but are not limited to: cigarettes, cigarette lighters, walkmans, keys, wallets, mobile phones (other than company phones). This is managed by each store Manager.
   - Management have the right to inspect lockers any time if there is an urgent hygiene or infestation risk.
9. **Food & Beverage Consumption**
   - Eating and drinking is to only occur in authorised areas, away from food storage.
   - Eating, drinking or chewing is not permitted in locker rooms or toilets. Use designated eating/drinking areas.
   - Personal food/drink items must be stored in appropriate storage areas and are not permitted in locker areas, toilets or food storage/work areas.
   - Drinking of water is permitted in food storage areas providing the drink container is a non-glass or non-ceramic container and does not compromise food quality or safety.
   - All rubbish from food and beverage consumption is to be disposed of in receptacles in designated eating / drinking areas.
   - Employees are responsible for keeping food consumption areas clean and tidy.
10. **Smoking**
    Smoking or the use of tobacco is not permitted within the store, or any food storage areas (including loading docks).
    - Smoking is only permitted in public areas outside the store, or in designated areas.
    - Cigarette ashes and butts are to be disposed of in appropriate receptacles provided.
    - Staff are required to wash their hands thoroughly after smoking, prior to handling foods.
11. **Pest Control**
    Stores must keep a clean workplace environment & ensure food products are protected from pest contamination.
    - Staff are not permitted to engage in any pest control activities. Employees must not interfere with any pest control activity or bait station on site.
    - Employees should report any damage to bait stations or any evidence of pests using the pest control sighting register or by reporting directly to management. Pests may include any insect, bird, rodent or animal that poses a contamination risk to food products.
    - Close all exterior doors and windows, except when in use, to prevent the possible entry of pests.
    - Record any pest sighting/activity noticed on a Pest Sightings Sheet. Notify management immediately.

2. MANDATORY REQUIREMENTS

12. **Glass, Wood, Cardboard, Small objects and other contaminants**

Food Storage Areas

- All food products in glass containers are to be handled with extreme care. Any glass containers that are physically damaged or dropped during storage and handling are to be immediately and thoroughly cleaned up and dumped.
- Spillages involving glass containers must be cleaned up immediately, and all potentially affected stock in the vicinity, shall be isolated for inspection by **authorised staff** before release.

Food Processing Areas

- **No glass or ceramic items shall be introduced to food processing areas. These areas are classified as "Glass Free Zones"**
- Where glass damage occurs around exposed food products such as display cabinets and refrigerators, all the food products in that cabinet are to be isolated, rejected & dumped immediately.
- If glass breakage occurs in this area, all open food within a vicinity of 3 metres is immediately dumped. All other food containers and products are checked visually and Management are to authorise the recommencement of activities after the entire area is thoroughly cleaned & inspected.
- All lights must be covered where unpackaged food is stored or handled.
- Items packed in wood containers must not be introduced to processing areas to minimise the risk of contamination. The entire area is classified as a "Contaminant Free Zone".
- Small objects such as pins/stationery clips or any other item that can cause a contamination risk to foods must not be introduced to food processing areas.

3. RECORDS

SUPERMARKET JEWELLERY & PERSONAL ADORNMENT INDUSTRY POLICY

FRESH FOOD HANDLER SPECIFIC

EFFECTIVE: JUNE 2015

Table of Contents

1.0 INTRODUCTION

The Supermarkets Jewellery & Personal Adornment Industry Policy (**the Policy**) has been developed by the Australian National Retailers Association and other supermarket retailers to provide fresh food handlers with a clear understanding of accepted standards relating to the wearing of jewellery and other personal adornments while working in supermarket fresh food departments.

2.0 OBJECTIVE

The objective of the Policy is to prevent potential food safety hazards and contamination of fresh foods with physical objects such as glass, metal, plastic, insects, adhesives dressing and jewellery If these things are found in food they may introduce microbial hazards and may also result in physical harm to the consumer, for example choking, laceration and broken teeth ***(Food Standards Code 3.2.1).***

3.0 APPLICATION

The Policy applies to all team members directly involved in the handling of fresh food or in the handling of surfaces that come into contact with fresh food in supermarkets.

The Policy does not intend to cover team members that work in other non-fresh food areas of the supermarket (except if non-food handling team members and/or visitors work where a potential food safety hazard has been identified).

The Policy should be read in conjunction with business policies and procedures relating to presentation/dress standards.

4.0 INDUSTRY ENDORSEMENT

The following supermarkets are committed to promoting the Policy:

- Coles Group Limited;
- Woolworths Limited; and
- Metcash Limited;

***NOTE**: A grace period of 3 months from commencement date will be implemented by the above supermarkets to educate and assist team members with their understanding of the new Policy*

5.0 DEFINITIONS

FACIAL JEWELLERY means jewellery worn on the face (i.e. in the nose, lip, and eyebrow).

FOOD HANDLER means a person who directly engages in the handling of food, or who handles surfaces likely to come into contact with food, for a food business (***Food Standards Code 3.2.1)***

FOOD HANDLING GLOVES means single use disposable gloves to be worn when directly handling unpackaged food only. The gloves must remain intact and in good condition i.e. cannot be broken or torn.

HAZARD means a biological, chemical or physical agent in, or condition of, food that has the potential to cause an adverse health effect in humans (***Food Standards Code 3.2.1)***

PLAIN WEDDING BAND means a symbolic ring worn for religious or cultural reasons. A Wedding band must be of a hygienic design and not:

- act as a reservoir for food-borne pathogens or hinder thorough cleaning of hands; and
- have parts that may fall into food and cause medial problems for consumers, such as chipped and/or broken teeth and internal cuts and lesions.

6.0 JEWELLERY

Jewellery can:

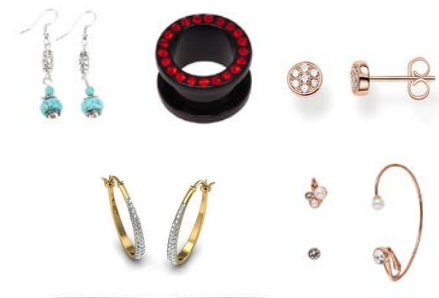
- be easily caught in equipment causing risk of injury;
- fall into food or become damaged by equipment;
- prevent effective hand washing; and
- result in bacteria accumulating in and around jewellery which could contaminate food.

Given that wearing jewellery in fresh food areas can present food safety hazards, the following policy applies.

JEWELLERY PERMITTED

ITEM	REQUIREMENT	EXAMPLE
Plain wedding bands	Must be made of a non-oxidising metal or amalgam such as gold, platinum, silver or surgical grade stainless steel	
Medical Alert Necklace and/or Alarm	Must be enclosed and protected e.g. must be worn inside of clothing and not exposed	
Medical Alert Bracelet and/or Alarm	Must be enclosed or covered e.g. by a disposable sleeve guard	
Sleeper Earrings	1 **ONLY** small (up to 12mm diameter) continuous sleeper in each ear is permitted. This must be of a hygienic design ***Multiple earrings in each ear are not permitted.***	

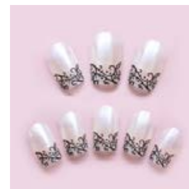
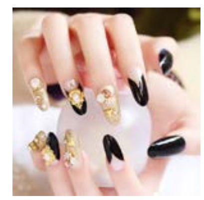
JEWELLERY NOT PERMITTED

ITEM	REQUIREMENT	EXAMPLE
Facial jewellery piercings	Not permitted unless for religious or cultural reasons such as eye, nose, lip barbells, rings, studs etc. If facial jewellery is worn for these reasons, it must be of a hygienic design	
Tongue or oral piercings	Not permitted such as piercing and non-piercing rings, pins, barbells, studs etc.	
Ear jewellery	Not permitted such as studs (including cartilage), ear cuffs, non-continuous sleepers, ear lobe stretching rings and plugs, continuous sleepers greater than 12mm diameter, drop earrings, costume jewellery etc.	
Exposed necklaces or fob chains	Not permitted such as costume jewellery, hanging pendants etc.	
Bracelets	Not permitted such as charm bracelets, costume jewellery etc.	
Wedding/ Engagement bands with stones	Not permitted.	

Rings	Not permitted with or without precious/semi-precious stones including costume jewellery etc.	
Watches	Not permitted.	

7.0 OTHER PERSONAL ADORNMENT

Wearing other items of personal adornment in fresh food areas can also present food safety hazards, the following personal adornments are **not permitted**

ITEM	REQUIREMENT	EXAMPLE
False/stick on nails	Not permitted.	 
Nail varnish/Polish/ Decorations i.e. diamantes	Not permitted.	 
False eyelashes	Not permitted.	
Tie Clips/Pins/ Brooches	Not permitted unless the item is used as a nametag in accordance with business standards/ policies.	   

Hair Clips, Hair Pins, Combs or Beads	Not permitted unless fully protected or covered with a hat and/or hair net.	

8.0 FOOD HANDLING REQUIREMENTS

In order to prevent potential food safety hazards and contamination, fresh food handlers should also comply with the following requirements:

Items	Requirement
Band-Aids	If a band-aid is worn on the hand, it must be covered with a food handling glove. Only blue or fluro-coloured band-aids are permitted.
Food handling gloves	If food handling gloves are worn they must be single use disposal gloves and only used for food preparation (i.e. not to be used for service). The gloves must also remain intact and in good condition i.e. cannot be broken or torn etc.
Fingernails	The following measures must be adhered to: • fingernails must be kept short to avoid bits of fingernail contaminating food and to allow easy cleaning; • no nail polish or other decorations on fingernails; and • no wearing artificial fingernails.
Tattoos	Exposed tattoos should be acquired whilst on leave, allowing the tattoo adequate time to heal prior to returning for work in fresh food departments.

NAME OF SUPERMARKET:	
NAME OF AUTHORISED OFFICER:	
SIGNATURE OF AUTHORISED OFFICER:	
DATE SIGNED:	

FIRST DAY OF COMMENCEMENT

________________________________undertake to comply with this Policy from the following date.

DATE SIGNED:	

The Supermarkets Jewellery & Personal Adornment Industry Policy ("the Policy") is a voluntary initiative that has been developed by the Australia National Retailers Association and other supermarket retailers.

1. POLICY	Store Management must identify a food safety management team, and ensure that staff are adequately trained and resourced to carry out their food safety program responsibilities in full.
2. MANDATORY	1. Each team member shall be aware of their food safety responsibilities 2. Store owner/manager shall provide adequate training and resources for staff to undertake food safety management tasks. 3. Refer to **14.1 - Food Safety Training Matrix** for specific guidance on food safety training requirements. Additional training may be required in other areas, in relation to staff responsibilities e.g. manual handling, security protocols, etc. Additional food safety training is available.

FOOD SAFETY MANAGEMENT TEAM	
Store Owner	
Store Manager	
Assistant Store Manager	
Store Food Safety Supervisor	
KEY DEPARTMENT MANAGERS (where applicable)	
Delicatessen Manager	
Meat Manager	
Bakery Manager	
Produce Manager	
Freezer / Dairy Supervisor	
Receiving Supervisor	

POSITION	JOB DESCRIPTION (FOOD SAFETY RESPONSIBILITIES)
Store Owner	Responsible for providing the adequate resources & guidance necessary to effectively manage the overall Food Safety Program and its support programs.
Store Manager	Responsible for communication with department managers and the maintenance of the overall Food Safety Program including providing the adequate resources being allocated for training, scheduled monitoring, facility / equipment maintenance, cleaning and all other food safety support programs.
Food Safety Supervisor /Coordinator	This is usually the Store Owner or Store manager or a delegated person who is responsible for the full maintenance of the Food Safety Program and checking that monitoring sheets are being completed and the correct forms are being maintained by key department managers.
Department Manager	Responsible for maintenance of the relevant Department based Food Safety Program activities including providing the resources being allocated towards - training plans, supplier and product sourcing , monitoring programs, equipment maintenance & all other food safety support programs.
Receiver	Responsible for management & control of inwards goods and their immediate disposition & storage. Maintenance of the back room storage area activities including communication with department managers & store personnel.

1. POLICY	To ensure that products for sale in your premises are safe and suitable for your customers to use or consume.
2. MANDATORY REQUIREMENTS	The Metcash Approved Supplier program is audited annually by an independent third party audit company, and a copy of their certificate is available on request for your records. 1. As an independent retailer, it is a requirement that all products sold from your premises are supplied to you by an Approved Supplier. 2. All fresh & Private label food products supplied to you from Metcash have been approved by Metcash Group Food Safety Team, and details are available via Metcash Corporate Office. 3. If you intend, for any reason, to purchase products from a supplier other than Metcash, then you will be required to source from the supplier: • Product specifications / details of those products, especially if the product is to be further processed, re-packaged, or simply unpacked in the fresh departments • Check that the packer / supplier is suitably licensed and accredited to produce and supply that type of product, • Retain product details / specifications & supplier accreditation / licencing for audit or customer purposes. • For general merchandise, check also that the product meets the relevant Australian Product Safety Standards. This is particularly important with relation to high-risk foods, but also applies to all other foods, beverages, chemicals and general merchandise items. **Look For the following**: 1. An existing HACCP based food safety program certification (or other relevant certification), 2. Any relevant qualifications and licences for that type of product, local government approval for the production premises and transport vehicles, current personal and product liability insurances, 3. Specific product packaging & labelling details; ingredients, allergen warnings (if relevant), nutrition information, health claims, country of origin, date coding, storage conditions, etc. 4. Minimum shelf life of date coded product into store. 5. Country of Origin statements and that they can be verified/substantiated. 6. Any food contact packaging has been approved for food use. 7. If possible, inspect the premises and vehicles, to ensure they are hygienic and fit for purpose. 8. You should maintain a register, refer **5.1 – Approved Supplier Checklist – Fresh Pre-packaged Product Suppliers**, of all of these details as part of your store's Approved Supplier Program. This is to demonstrate, as far as possible, that you have shown "due diligence" prior to stocking this product. 9. Ensure all of these details are updated on a regular basis (at least annually), and that you have up to date copies of licences, accreditations, certificates, insurances etc on hand at all times.
3. RECORDS	Copies of the following: 1. A full list of all suppliers of Food to your business including: • Full Address details of their business premises • Contact details of the supplier • ABN/ACN Details 2. HACCP or other relevant Food Safety Certification (where applicable) 3. Applicable Licenses and Accreditations for each supplier 4. Public/products Liability Insurance details showing Currency and appropriate liability limit

GUIDELINES

Supplier Trading Name:	Business Address:	ABN/ACN:	Phone Number:
Completed By:		**Date Completed:**	

Questions	**Results**
1) In NSW / Qld / Vic / SA a Meat processing business must be licensed to the relevant State Food Authority to process fresh meat. Request a copy of their current licence for your records.	
2) In NSW / Qld / Vic / SA each Meat/Seafood/Smallgoods delivery vehicle must be licensed to the relevant State Food Authority to transport fresh meat. Request a copy of the current vehicle licence for your records.	
3) Does the business hold any other forms of accreditation, such as HACCP based food safety certificate? If so, request a copy of their certificate for your records.	
4) Does the business maintain and retain records of receiving, storage, & processing temperatures **below 5⁰C**? Request copies of receiving temperature records for chilled inwards goods and cold storage temperatures. *These documents must be completed at least daily, or whenever product is received into the business.*	
5) Does the business have a staff training program, including: • Induction program - including employee health, personal adornments & items, foreign object /or chemical contamination management • Food handler training • Training in operational procedures • Food Safety Supervisor training (NSW / Qld / Vic)?	
6) Using a value added product as an example (such as rissoles or a marinated / spiced product), ask the business to identify & verify the ingredients list and allergen warnings (if applicable) on the label by showing you evidence. Also ask what other products are manufactured on the same processing surfaces (allergen management). *Ask your State Food Safety Coordinator for tips/guides in completing this.*	
7) Are food product labels fully compliant with ACCC Country of Origin legislation? *https://www.accc.gov.au/business/advertising-promoting-yourbusiness/country-of-origin-claims/country-of-origin-foodlabelling#more-information*	
8) If required, can the supplier provide details to substantiate each product's Country of Origin statement?	
On-site Inspection Checks (Recommended)	
9) Do the premises, vehicle and processing equipment all appear to be clean, well-maintained, free of objectionable odours, and generally fit for purpose? Look for items such as: • areas that do not drain / pooling water • open or smelly drains • food contact surfaces with stains / difficult to clean • hand-wash stations accessible. Preferably hands-free • open doors or windows without pest protection, etc • Damaged utensils or equipment	

GUIDELINES	10) Do all staff appear to be wearing clean clothing, and employing hygienic food handling practices (gloves, hair nets, aprons, hand washing, etc.)?	
	11) Are all chemicals & personal items stored in segregated locations away from food storage & processing areas where they cannot contaminate the food stocks?	
	12) Does the business adequately protect their ingredients and segregate them to ensure no cross-contamination e.g. raw vs cooked?	
	13) Look for re-usable ingredient containers and their labelling / identification. Are they stored off the floor and sealed?	

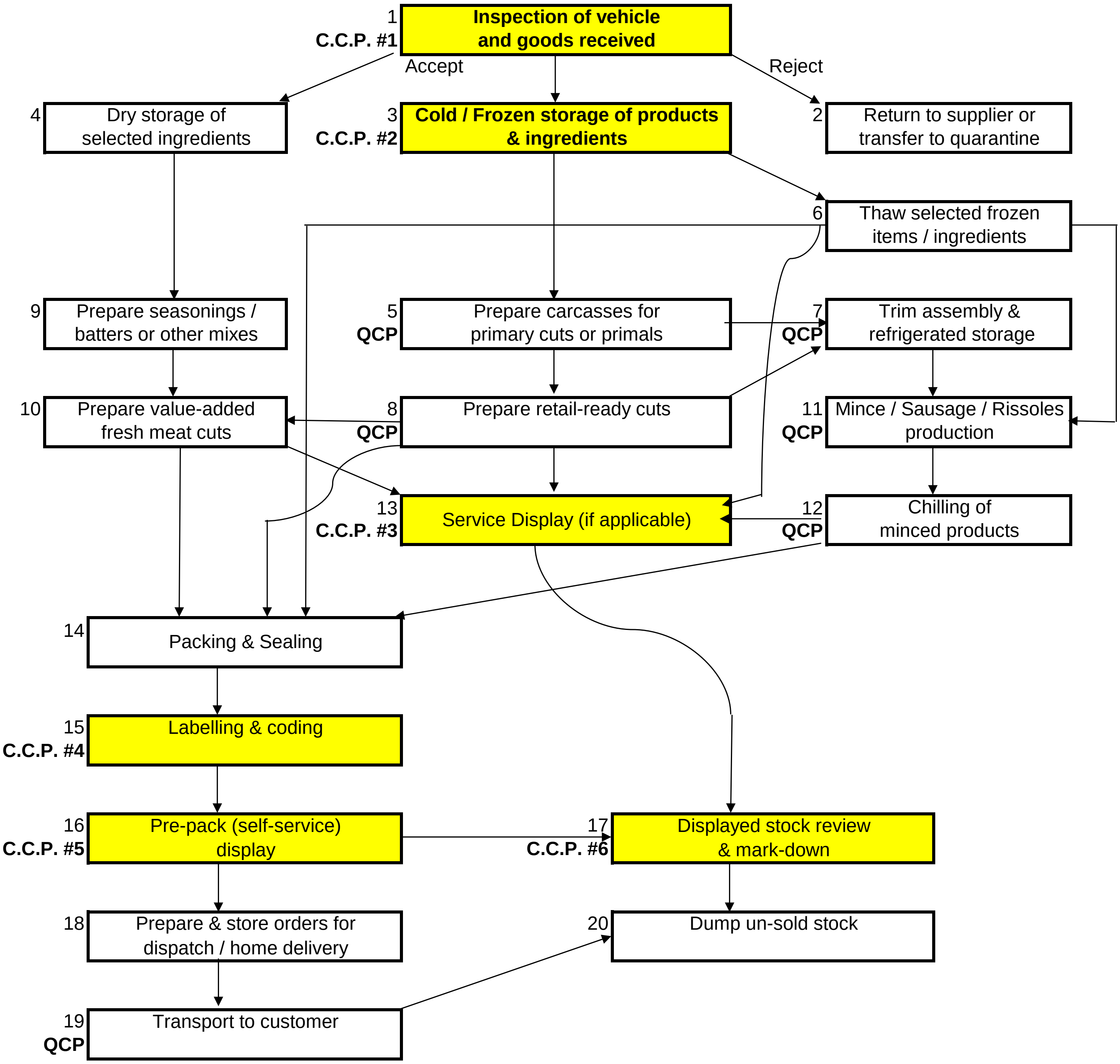
Product Category	Composition	Defining Characteristics	Preservation Method	Inner Packaging	Outer Packaging	Storage Conditions	Distribution Methods	Shelf Life	Labelling	Customer Use
Fresh meat cuts & mince	Raw fresh meat displayed or packed for sale.	Freshly processed. No other ingredients.	Refrigeration	Tray & stretch wrap sealed	N/A	Store at 1 - 5^0C	Refrigerated vehicle	Meat cuts$\leq$5 days Mince $\leq$3 days	Store below 5^0C	Cook thoroughly.
Sausages & rissoles	Fresh meat containing ingredients	Freshly processed	Refrigeration & preservatives	Tray & stretch wrap sealed	N/A	Store at 1 - 5^0C	Refrigerated vehicle	Meat cuts$\leq$7 days	Store below 5^0C Ingredient List Allergens	Cook thoroughly.
Value – added fresh meat	Fresh meat containing ingredients	Freshly processed	Refrigeration	Tray & stretch wrap sealed	N/A	Store at 1 - 5^0C	Refrigerated vehicle	Meat cuts$\leq$5 days	Store below 5^0C Ingredient List NIP Allergens	Cook thoroughly.
Fresh Eggs	Whole eggs in shell	Freshly laid. No dirty or cracked eggs	Refrigeration or ambient below 18^0C	Trays	Cartons	Store below 18^0C	Refrigerated/ temperature controlled vehicle	42 days from packing	Keep refrigerated	Cook thoroughly.
Chilled Packaged Foods (RTE)	Potentially hazardous foods containing multiple ingredients	Pre – packaged	Refrigeration & / or preservatives or smoking etc	Various – all types. Sealed.	Various – all types. Sealed.	Store below 5^0C	Refrigerated vehicle	As per packer's advice	Store below 5^0C Ingredient List NIP Allergens	Ready to eat
Chilled Packaged Foods (non-RTE)	Potentially hazardous foods containing multiple ingredients	Pre – packaged	Refrigeration & / or preservatives or smoking etc	Various – all types. Sealed.	Various – all types. Sealed.	Store below 5^0C	Refrigerated vehicle	As per packer's advice	Store below 5^0C Ingredient List NIP Allergens	As per packer's advice

Product Category	**Composition**	**Defining Characteristics**	**Preservation Method**	**Inner Packaging**	**Outer Packaging**	**Storage Conditions**	**Distribution Methods**	**Shelf Life**	**Labelling**	**Customer Use**
Frozen Food Products	All categories of frozen foods	Pre-packaged & pre-frozen	Freezing & preservatives	Various sealed packaging	Various sealed packs	Store below -12^0C	Refrigerated vehicle	As per packer's advice	Store below -12^0C Ingredient List NIP Allergens	As per packer's advice
Shelf Stable Food Products	All categories of shelf stable foods	Pre-packaged	Preservatives / pH / Water activity / heat treated / irradiated etc	Various sealed packaging	Various sealed packs	Ambient storage	Ambient	As per packer's advice	Ingredient List NIP Allergens	As per packer's advice

Microorganism / Bacteria	Source In Nature	Incubation Period	Infective Dose	Symptoms	Mortality	Growth Requirements	Foods Commonly Implicated
Escherichia Coli – food borne disease	The intestinal tract of cattle (cows & sheep etc)	3 – 4 days	As low as 10 – 100 cells	Diarrhoea (bloody), abdominal pain, anaemia, renal failure, internal bleeding, possible seizures & coma.	5 – 10%	Growth range is 8 – 46^{0}C. Facultative anaerobe (does not need air, can grow in vacuum sealed products).	Fresh, raw & unprocessed meat, dairy products & vegetables.
Staphylococcus Aureus – toxin producer	Animals & poultry. Humans (up to 50%) also carry S. Aureus in their nose, throat & skin.	30min – 6 hours	Toxin from the bacteria – 1 nanogram per gram (10^{-9}/) of food	Nausea, vomiting, diarrhoea, abdominal pain. Fever rarely occurs.	Fatalities have been reported in vulnerable persons (ill, elderly & infants).	Growth range is 6 – 46^{0}C. Facultative anaerobe but grows best in air.	Raw meat & poultry, dairy products, salads & canned foods.
Listeria Mono-cytogenes – air & food borne disease	Widespread in the environment, found in soil, fresh & salt water, sewage, animals & birds,as well as unclean surfaces and air conditioners.	1 – 90 days. Average 30 days	Can vary greatly – approx. 1000 cells	Dairrhoea, discoloured urine, vomiting, headache, backache, fever, convulsions (flu-like symptoms).	Up to 30%. Can cause abortions.	Growth range is 1 – 45^{0}C. Facultative anaerobe.	Vegetables, fruit, dairy products, red meat, poultry, fried rice. Listeria is also common in the environment.
Salmonella Species - infective	Intestinal tract of domesticated & wild animals & birds Dirty eggs.	8 – 72 hours	10 – 10^5 cells. Varies with species, food type and age / health of patient.	Abdominal pain, watery diarrhoea, nausea, vomiting, mild fever & headache.	0.1% of cases. Has resulted in death in vulnerable patients.	Growth range is 8 – 50^{0}C. Facultative anaerobe.	Meat & poultry, dairy products, egg & egg products, vegetables & salads, fish & shellfish.
Shigella Species – food borne disease	Found in water polluted by human faeces.	12 – 50 hours	As few as 10 cells. Varies with circumstance.	Abdominal pain, cramps, diarrhoea, vomiting, fever, blood, pus or mucus in stools.	Has resulted in death in vulnerable patients.	Growth range is 10 – 45^{0}C. Facultative anaerobe.	Salads, raw vegetables, milk & dairy products, poultry.
Clostridium Botulinum – toxin producer	Soil, fresh water & marine sediments, rotting carcasses, shellfish, intestinal tract of meat animals &	2 – 8 hrs	Very toxic – lethal dose is 1 nanogram per kilo of body weight.	Nausea & vomiting can occur. Symptoms are mainly neurological (blurred vision, problems swallowing, dry mouth, speech difficulty, limb	Up to 60% death rate. Dependent on early detection & administration of anti-toxin.	Growth range is 3 – 50^{0}C. Anaerobe. Toxin is sensitive to heat (inactivated at 78^{0}C for 1min).	Meat, vegetables, shellfish, canned foods.

	fish.			& respiration paralysis.			
Clostridium Perfringens – toxin producer	Widespread in the environment. Exists in intestinal tract of many mammals & humans. Spores can persist in soil.	8 – 22 hrs	High numbers – up to 10^6 cells.	Abdominal cramps and diarrhoea. Normally no vomiting.	Some deaths recorded due to dehydration & other complications.	Growth range is 15 – 50^{0}C. Anaerobe spore former.	Meat, meat products and meat sauces / gravies.
Bacillus Cereus – toxin producer	Widespread in the environment. Exists in soil.	Diarrhoea – 8 – 16 hrs. Vomiting – 1 – 5 hrs.	Diarrhoea10^5 – 10^6/g. Vomiting – 10^3/g.	1. Watery diarrhoea, abdominal pain, occasional nausea & vomiting. 2. Nausea & vomiting, occasional diarrhoea.	Some deaths recorded.	Growth range is 6 – 50^{0}C. Toxin is sensitive to heat (inactivated at 56^{0}C for 5min). Facultative anaerobe. Spore former.	Raw plant based foods (cereals, spices), milk.
Campylobacter Jejuni – food borne disease	Exists in intestinal tract of many mammals & humans.	2 – 7 days.	500 – 600 cells.	Acute diarrhea, abdominal pain, nausea, headaches, muscle pain, & fever.	Deaths are rare.	Growth range is 32 – 45^{0}C. Anaerobe.	Fresh raw meat, contaminated vegetables or milk.
Vibrio Para-haemolyticus - infective	Seafood & marine environments	4 – 96 hours	High numbers – up to 10^6 cells.	Abdominal pain, diarrhoea, vomiting, fever & headache.	Some deaths recorded.	Growth range is 5 – 43^{0}C. Survives freezing.	Seafood.
Yersinia Entercolitica - infective	Exists in intestinal tract of many wild & domestic animals & shellfish.	24 hours – 11 days	Unknown	Diarrhoea, nausea, vomiting, fever & headache. Severe abdominal pain.	Low – children most vulnerable.	Growth range is 0 – 60^{0}C. Can survive freezing.	Meat, seafood & milk.

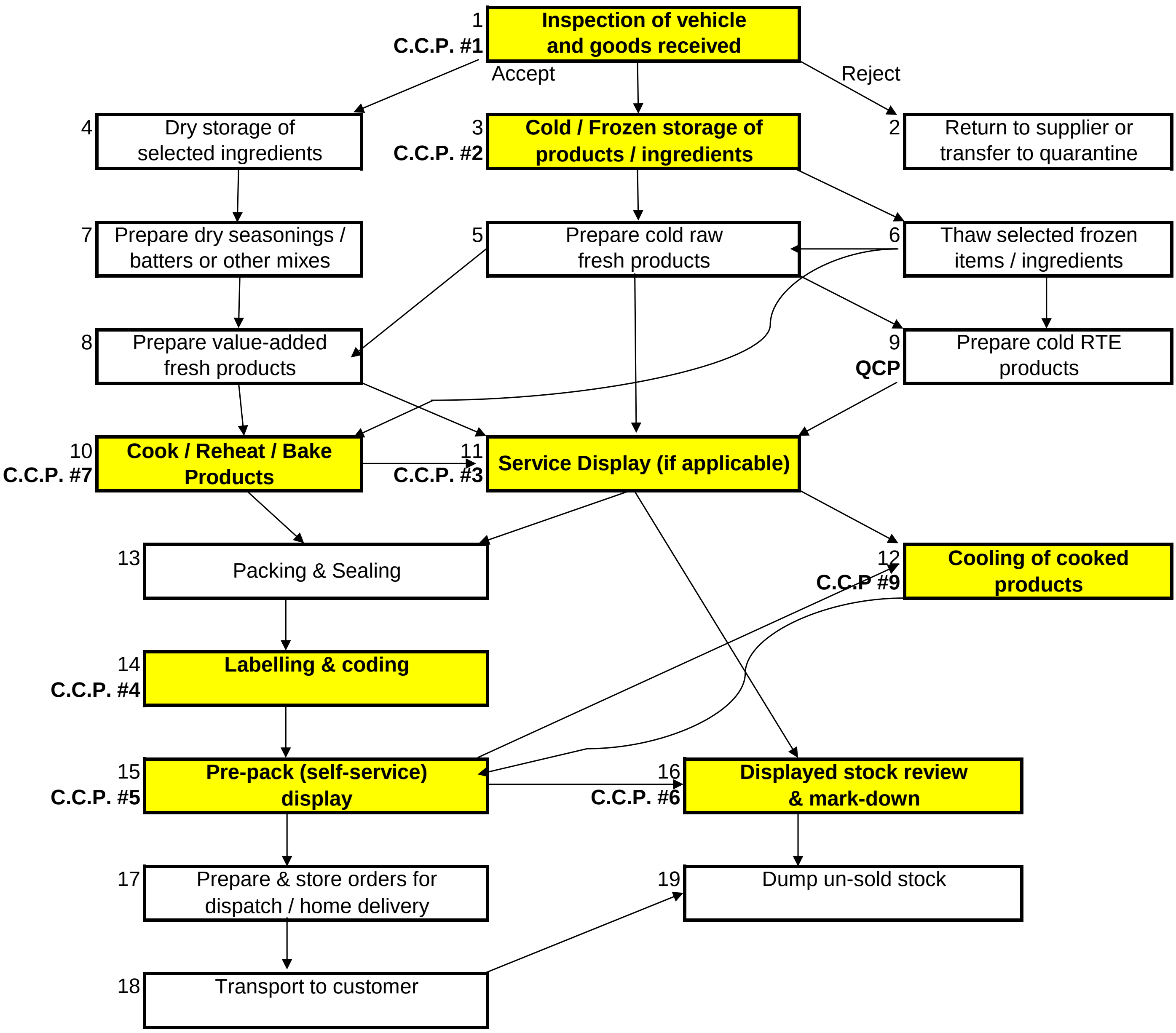
PROCESS FLOWCHART - Fresh Meat, Seafood & Poultry	SECTION:	7.1
Issue Date: 28/10/22	Version: 3.2	Approved By: D. HOLT



KEY:

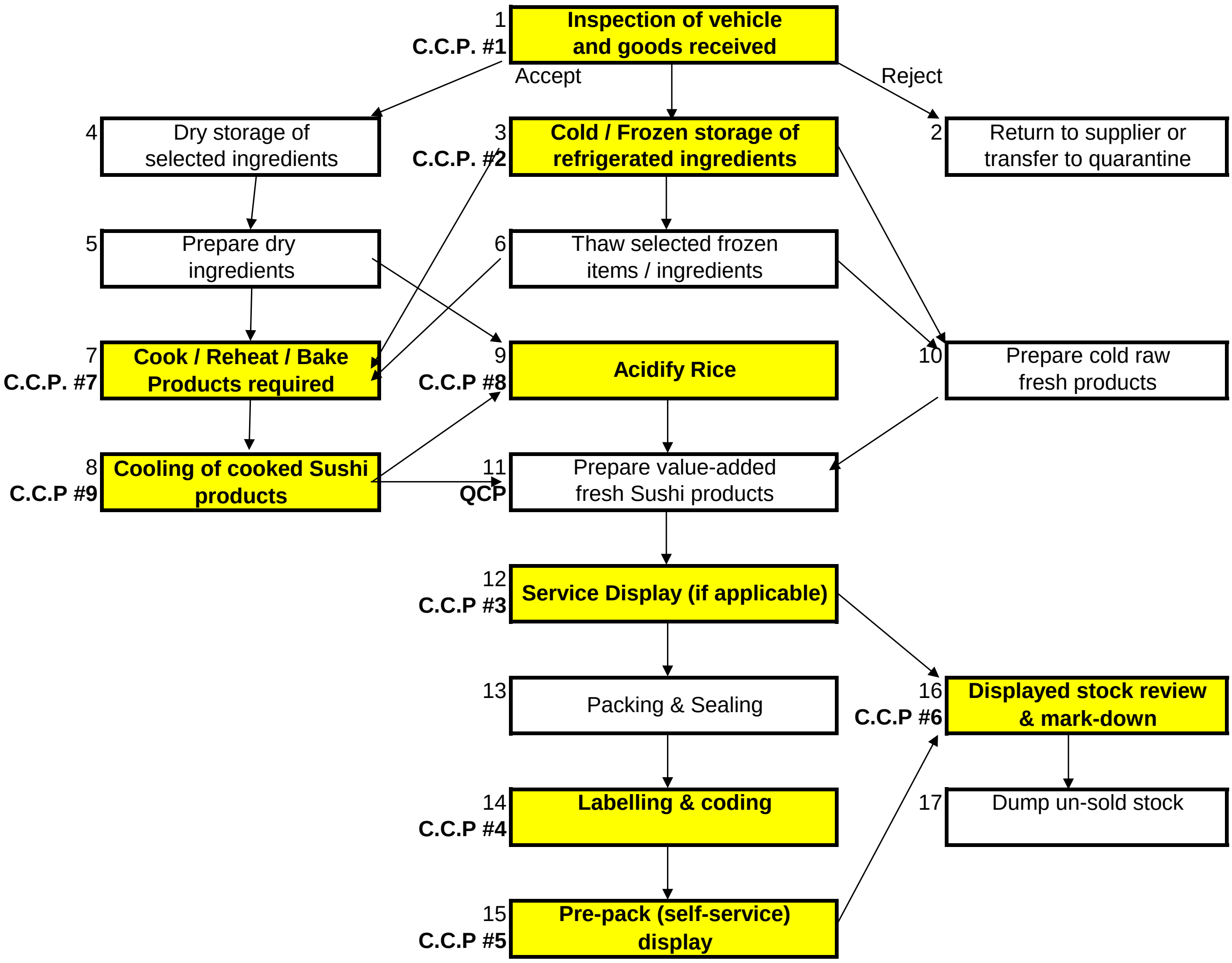
Shaded and bold steps indicate a Critical Control Point (C.C.P.)

PROCESS FLOWCHART - Fresh Deli, Bakery & Produce Processing	SECTION:	7.2
Issue Date: 28/10/22	Version: 3.2	Approved By: D. HOLT



KEY:
Shaded and bold steps indicate a Critical Control Point (C.C.P.)

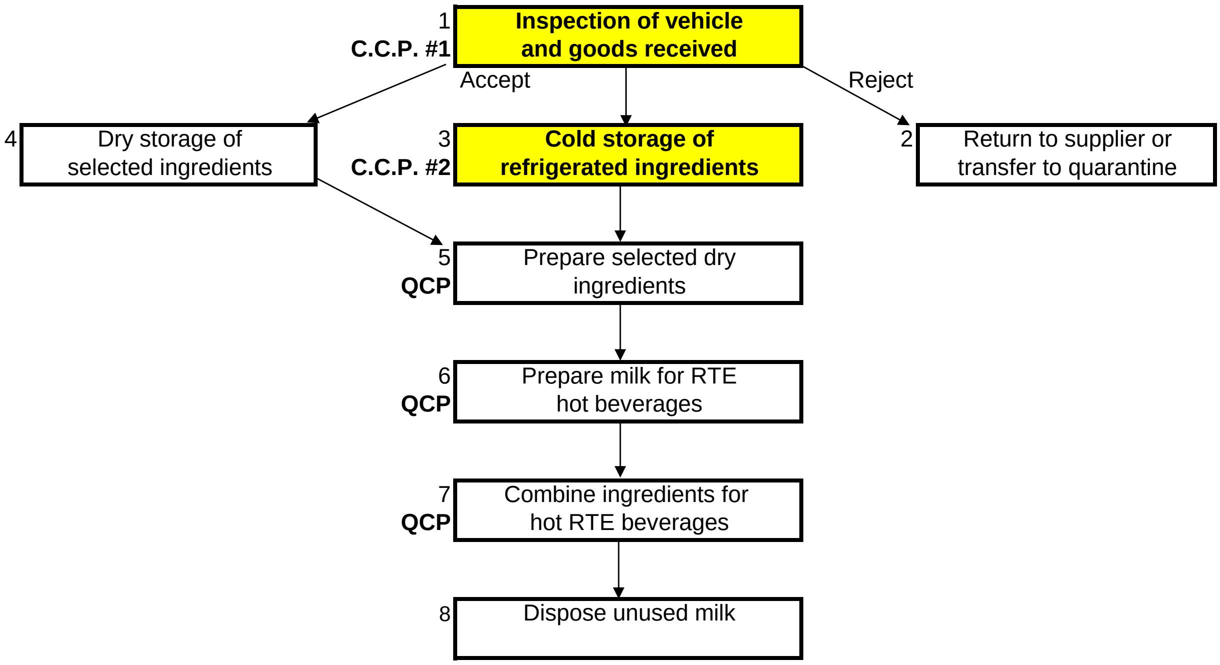
PROCESS FLOWCHART - Sushi Preparation and Display	SECTION:	7.3
Issue Date: 28/10/22	Version: 3.2	Approved By: D. HOLT



KEY:

Shaded and bold steps indicate a Critical Control Point (**C.C.P.**)

PROCESS FLOWCHART - Processing and Serving of Espresso Coffee	SECTION:	7.4
Issue Date: 28/10/22	Version: 3.2	Approved By: D. HOLT



KEY:

Shaded and bold steps indicate a Critical Control Point (C.C.P.)

The following tables are used to determine the severity & likelihood of each food safety hazard at each process step in the Hazard Risk Assessment.
A food safety hazard can cause harm or injury to humans and can be usually classified as:

- **Physical** – any foreign matter such as dirt, machinery wear, stones, etc
- **Chemical** – substances such as cleaning or pest control chemicals etc
- **Microbiological** – significant mould or bacteria growth leading to off smells and spoilage
- **Allergen** – ingredients that may cause reactions in sensitive people, especially children

A **quality** hazard is also identified at steps where it is possible that the product may not meet the consumer's quality expectations, but where food safety is not impacted.

Table 1 - SEVERITY (consequence or impact of hazard)

Level	Descriptor	Example detail description
1	Insignificant	Product, service or process does not cause any personal risk or financial loss. Hazard does not adversely impact on the consumer and will not result in injury.
2	Minor	Product, service or process failure results in customer inconvenience and / or minimal financial loss. Customer may complain. Hazard may cause an issue that can be immediately fixed up with no residual impact. Hazard may cause very minor injury requiring no rehabilitation period.
3	Moderate	Hazard results in customer complaint with return of stock. Hazard may cause an incident that can be cleaned up over a short period of time with minimal long term impact. Hazard may cause injury not requiring hospitalisation but where a short rehabilitation period is required. [Minor food poisoning]
4	Major	Hazard results in extensive injury or a customer / community health problem requiring hospitalisation or prolonged medical treatment, and / or financial loss that threatens the financial status of individuals or business Hazard may cause an incident that is of public interest which may only be rectified over a prolonged period of time and which may result in a significant residual adverse impact. Hazard may cause injuries requiring hospitalisation and a significant period of rehabilitation before being able to recommence work.
5	Catastrophic	Hazard failure results in death or extensive injury, a general community health problem attracting public interest and requiring significant medical treatment or hospitalisation for those effected, or financial loss causing an individual or business to be declared bankrupt or cease trading Hazard may cause a major incident that is of national or international concern [recall], requires an extensive period to fix, causes a significant long term adverse impact on the business. Hazard could cause death or permanent disability that prevents any return to work

Table 2 - LIKELIHOOD (reasonable chance of hazard occurring)

Level	Descriptor	Description
5	Almost certain	Could happen at any time – has occurred frequently in the past at our facility
4	Likely	Is likely to occur in most circumstances – has occurred at regular intervals in the past at our facility
3	Moderate	Might occur at some time – has occurred occasionally at our facility
2	Unlikely	Could occur in the future – has happened within our industry
1	Rare	May occur only in exceptional circumstances – has not previously occurred

SIGNIFICANCE OF HAZARD

Significance level = Severity x Likelihood

Anything scored at **10 or over is** a **significant** hazard, and therefore is considered to be a CCP.

		Severity				
		5	**4**	**3**	**2**	**1**
Likelihood	**5**	25	20	15	10	5
	4	20	16	12	8	4
	3	15	12	9	6	3
	2	10	8	6	4	2
	1	5	4	3	2	1

Step No.	Processing Step	Food Safety Hazard(s)	Severity	Likeli-hood	Rating	Justification / Cause	Preventative Measures	CCP
1	**Inspection of vehicle and goods received**	**Physical** Chemical **Microbiological** Quality	**Mod.** Mod. **Maj.** Mod.	**Like.** Unl. **Mod.** Mod.	**12** 6 **12** 9	**Possible damage, infestation, or chemical contamination to stock. Possibility temperature sensitive stock has been exposed to poor temperature control. Lack of proper labelling / traceability. Incorrect cut / grade of meat supplied.**	Section 11.15 **Document 18.01** Section 11.16 **Document 18.16** Invoice	**CCP #1** QCP **CCP #1** QCP
2	Return to supplier or transfer to quarantine	Physical Chemical	Min. Mod.	Rare Rare	2 3	Possibility of any part of the rejected load affecting hygiene or pest control within the branch	Section 11.04 Section 11.22 Document 18.22	No No
3	**Cold / Frozen storage of products & ingredients**	Physical **Microbiological**	Mod. **Maj.**	Mod. **Mod.**	9 **12**	**Possible contamination or spoilage due to poor handling practices, poor refrigeration maintenance or storage conditions**	Section 3.1 & 11.02 Sections 10.1 – 10.3 Monthly QSA – 18.14 **Document 18.24** **Document 18.16**	QCP **CCP #2**
4	Dry storage of selected ingredients	Physical Chemical	Min. Miod.	Mod. Unl.	6 6	Possible contamination or damage due to poor handling or storage conditions	Section 3.1 Section 11.01 Document 18.14	No No
5	Prepare carcasses for primary cuts or primals	Physical Microbiological Quality	Mod. Mod. Min.	Unl. Unl. Mod.	6 6 6	Possibility of contamination due to poor processing conditions & practices. Possibility of poor quality / grade carcass	Document 18.24 Sections 11.05 & 11.08	No QCP No
6	Thaw selected frozen items / ingredients	Physical Chemical Microbiological Quality Allergen	Mod. Mod. Mod. Mod. Mod.	Unl. Rare Unl. Unl. Rare	6 3 6 6 3	Possible contamination or spoilage due to poor handling practices. Possible poor refrigeration maintenance or storage conditions.	Section 3.1 Section 11.05 & 11.06	No No No No No
7	Trim assembly & storage	Physical Microbiological Quality	Mod. Mod. Min.	Mod. Mod. Mod.	9 9 9	Possibility of contamination due to poor processing conditions & practices Possible poor quality / grading of trim	Document 18.24 Sections 11.05 & 11.08	No QCP No
8	Prepare retail ready cuts	Physical Microbiological Quality	Mod. Mod. Min.	Min. Mod. Min.	6 9 6	Possibility of contamination due to poor processing conditions & practices Possible poor quality / cutting of cuts	Document 18.24 Sections 11.05 & 11.08	No QCP No

Step No.	Processing Step	Food Safety Hazard(s)	Severity	Likeli-hood	Rating	Justification / Cause	Preventative Measures	CCP
9	Prepare seasonings / batters or other mixes	Physical Microbiological Quality	Mod. Min. Min.	Mod. Unl. Mod.	9 3 6	Possibility of contamination due to poor processing conditions & practices Possible poor mixing.	Sections 11.05 & 11.08	No No No
10	Prepare value-added fresh meat cuts	Physical Chemical Microbiological Quality Allergen	Mod. Mod. Mod. Min. Maj.	Mod. Rare Unl. Mod. Unl.	9 3 6 6 8	Possibility of contamination due to poor processing conditions & practices Possible poor quality preparation Possible cross-contamination with other ingredients or containers.	Document 18.24 Sections 11.05 & 11.08	No No QCP No No
11	Mince / sausage / rissole production	Physical Microbiological Quality Allergen	Mod. Mod. Min. Maj.	Mod. Mod. Mod. Unl.	9 9 6 8	Possibility of contamination due to poor processing conditions & practices Possible poor quality preparation Possible cross-contamination with other ingredients or containers.	Sections 11.05 & 11.08	No QCP No No
12	Chilling of minced products	Physical Microbiological	Mod. Mod.	Unl. Mod.	9 9	Possible contamination due to poor handling practices or storage conditions	Sections 11.05 & 11.08	No QCP
13	**Service display (if applicable)**	Physical **Microbiological** Quality **Allergen**	Mod. **Mod.** Mod. **Maj.**	Mod. **Maj.** Mod. **Mod.**	9 **12** 9 **12**	**Possible contamination due to poor display conditions, maintenance & display practices** Possibility of accelerated ageing. **Possible cross-contamination with other species / products / surfaces.**	Section 11.09 & 11.20 Sections 10.1 – 10.3 **Document 18.24** **Guideline 11.19** Document 18.14	No **CCP #3** No **CCP #3**
14	Packing & sealing	Physical Microbiological	Min. Min.	Mod. Unl.	6 4	Possibility of contamination due to poor packing practices or incomplete sealing.	Sections 11.08 & 11.21	No No
15	**Labelling & coding**	Microbiological **Allergen** Traceability	Min. **Maj.** Mod.	Unl. **Mod.** Unl.	6 **12** 3	Possibility of contamination due to poor packing practices or incomplete sealing. **Compliance to labelling legislation.**	**Sections 11.05, 11.18, 11.20 & 11.21** **Document 18.11**	No **CCP #4** No
16	**Pre-pack (self-service) display**	Physical **Microbiological** Quality	Mod. **Mod.** Maj.	Mod. **Maj.** Mod.	9 **12** 9	**Possible contamination due to poor display conditions / consumer access.** Possibility of accelerated ageing.	**Sections 11.02, 11.21 & 11.23** **Document 18.24**	No **CCP #5** No
17	**Displayed stock review & mark-down**	**Microbiological** Quality	**Mod.** Min.	**Lik.** Lik.	**12** 8	**Compliance to this stores mark-down policies and FSANZ legislation.**	**Sections 11.03, 11.21 & 11.23** **Document 18.22**	**CCP #6** QCP

Step No.	Processing Step	Food Safety Hazard(s)	Severity	Likeli-hood	Rating	Justification / Cause	Preventative Measures	CCP
18	Prepare & store orders for dispatch / home delivery	Physical Microbiological	Mod. Mod.	Unl. Unl.	6 6	Possible contamination occurring due to poor handling practices or storage conditions	Sections 11.02 & 11.25	No No
19	Transport of fresh meat & poultry to customer	Physical Chemical Microbiological	Mod. Mod. Mod.	Mod. Unl. Mod.	9 6 9	Possible contamination occurring due to poor handling practices, maintenance or vehicle storage conditions	Section 10.1 Section 11.25 Document 18.08	No No QCP
20	Dump unsold stock	Physical Microbiological	Mod. Min.	Unl. Unl.	6 3	Compliance to State Health requirements.	Section 3.1 Sections 12.0 & 12.5 Document 18.22	No No

Note: These Risk Assessments have been developed for all standard practices for Meat, Seafood and Poultry within this Food Safety Program. Please contact the Metcash Food Safety Team if your store requires any specific Risk Assessments for practices not included in the above scope.

Location	Processing Step	Food Safety Hazard(s)	Severity	Likeli-hood	Rating	Justification / Cause	Preventative Measures	CCP
Deli / Bakery / Produce	**1 - Inspection of vehicle and goods received**	**Physical** Chemical **Microbiological** Quality	**Mod.** Mod. **Maj.** Mod.	**Like.** Unl. **Mod.** Mod.	**12** 6 **12** 9	**Possible damage, infestation, or chemical contamination to stock. Possibility temperature sensitive stock has been exposed to poor temperature control. Lack of proper labelling / traceability.**	Section 11.15 **Document 18.01** Section 11.16 **Document 18.16** Invoice	**CCP #1** QCP **CCP #1** QCP
Deli / Bakery / Produce	2 - Return to supplier or transfer to quarantine	Physical Chemical	Min. Mod.	Rare Rare	2 3	Possibility of any part of the rejected load affecting hygiene or pest control within the branch	Section 11.04 Section 11.22 Document 18.22	No No
Deli / Bakery / Produce	**3 - Cold / Frozen storage of products & ingredients**	Physical **Microbiological**	Mod. **Maj.**	Mod. **Mod.**	9 **12**	**Possible contamination or spoilage due to poor handling practices, poor refrigeration maintenance or storage conditions**	Section 3.1 & 11.02 Sections 10.1 – 10.3 Document 18.14 **Document 18.24** **Document 18.16**	QCP CCP #2
Deli / Bakery / Produce	4 - Dry storage of selected ingredients	Physical Chemical	Min. Miod.	Mod. Unl.	6 6	Possible contamination or damage due to poor handling or storage conditions	Section 3.1 Section 11.01 Document 18.14	No No
Deli / Bakery / Produce	5 - Prepare cold raw fresh products	Physical Chemical Microbiological Allergen Quality	Mod. Mod. Mod. Mod. Min.	Unl. Rare Unl. Mod. Mod.	6 3 6 9 6	Possibility of contamination due to poor processing conditions & practices Possible cross-contamination with other products.	Section 3.1 Section 11.05 Section 11.18 & 11.18a Product label Section 11.19	No No No QCP No
Deli / Bakery – Thawing of Frozen Foods	6 – Thaw selected frozen items / ingredients	Physical Chemical Microbiological Quality Allergen	Mod. Mod. Mod. Mod. Mod.	Unl. Rare Unl. Unl. Rare	6 3 6 6 3	Possible contamination or spoilage due to poor handling practices. Possible poor refrigeration maintenance or storage conditions.	Section 3.1 Section 11.05 & 11.06	No No No No No

Location	Processing Step	Food Safety Hazard(s)	Severity	Likeli-hood	Rating	Justification / Cause	Preventative Measures	CCP
Deli / Bakery	7 - Prepare dry seasonings / batters or other mixes	Physical Microbiological Quality	Mod. Min. Min.	Mod. Unl. Mod.	9 3 6	Possibility of contamination due to poor processing conditions & practices Possible poor mixing.	Sections 11.05 & 11.28	No No No
Deli / Bakery	8 - Prepare value-added fresh products	Physical Chemical Microbiological Quality Allergen	Mod. Mod. Mod. Min. Maj.	Mod. Rare Unl. Mod. Unl.	9 3 6 6 8	Possibility of contamination due to poor processing conditions & practices Possible poor quality preparation Possible cross-contamination with other ingredients or containers.	Document 18.24 Sections 11.05 & 11.08	No No QCP No No
Deli – Slicing of Smallgoods & Selected Cheeses	9 - Prepare cold RTE products	Physical Chemical Microbiological Allergen Quality	Mod. Mod. Mod. Mod. Min.	Unl. Unl. Mod. Mod. Mod.	6 6 9 9 6	Possibility of contamination due to poor processing conditions & practices Possible cross-contamination with other products.	Section 3.1 Section 11.05 & 11.11 Section 11.19 & 11.20 Section 11.11a	No No No No No
Deli – Cutting & portioning of Whole Cheeses	9 - Prepare cold RTE products	Physical Chemical Microbiological Allergen Quality	Mod. Mod. Mod. Mod. Min.	Unl. Rare Unl. Mod. Mod.	6 3 6 9 6	Possibility of contamination due to poor processing conditions & practices Possible cross-contamination with other products.	Section 3.1 Section 11.05 & 11.11 Section 11.18 & 11.18a Product label Section 11.19 & 11.20	No No No QCP No
Deli / Bakery – Value added preparation (sandwiches desserts, etc)	9 - Prepare cold RTE products	Physical Chemical Microbiological **Allergen** Quality	Mod. Mod. Mod. **Maj.** Min.	Unl. Rare Mod. **Mod.** Mod.	6 3 9 **12** 6	Possibility of contamination due to poor processing conditions & practices. **Possible cross-contamination with other products or ingredients.**	Section 3.1 Section 11.05 & 11.07 Section 11.18 & 11.18a **Product label & recipe Guideline 11.19**	No No No **CCP #4** No
Bakery – Preparation of fresh bakery products with fresh cream, custard & raw eggs	9 - Prepare cold RTE products	Physical Chemical Microbiological **Allergen** Quality	Mod. Mod. Mod. **Maj.** Min.	Unl. Rare Mod. **Mod.** Mod.	6 3 9 **12** 6	Possibility of contamination due to poor processing conditions & practices. **Possible cross-contamination with other products or ingredients.**	Section 3.1 Section 11.05 & 11.14 Section 11.18 & 11.18a **Product label & recipe Guideline 11.19**	No No No **CCP #4** No

Location	Processing Step	Food Safety Hazard(s)	Severity	Likeli-hood	Rating	Justification / Cause	Preventative Measures	CCP
Produce – Processing & handling of fresh produce	9 - Prepare cold RTE products	Physical Chemical Microbiological Quality Allergen	Mod. Mod. Mod. Mod. Mod.	Mod. Unl. Mod. Mod. Unl.	9 6 9 9 6	Possible contamination or spoilage due to poor handling practices. Possible poor refrigeration maintenance or storage conditions.	Section 3.1 Section 11.05 & 11.13 Guideline 11.02a Section 11.18 & 11.18a **Product label & recipe Guideline 11.19**	No No QCP QCP No
Bakery – Baking of Breads & Bakery Products	10 – Cook / Reheat / Bake products	Physical Chemical Microbiological Quality Allergen	Mod. Mod. Mod. Min. Mod.	Unl. Rare Unl. Mod. Unl.	6 3 6 6 6	Possible physical contamination due to poor handling practices. Possible inadequate cook temperature. Possible under-baked product. Possible cross-contamination with other products / ingredients.	Section 3.1 Sections 10.1 – 10.3 Section 11.05 & 11.14	No No No No No
Deli – Cooking of Chickens, Roasts & Hot Take-Away Foods. Reheating prior cooked products.	**10 – Cook / Reheat / Bake products**	Physical Chemical **Microbiological** Quality Allergen	Mod. Mod. **Maj.** Min. Mod.	Unl. Rare **Mod.** Mod. Unl.	6 3 **12** 6 6	Possible physical contamination due to poor handling practices. **Possible inadequate cooking temperature.** Possible undercooked. Possible cross contamination.	Sections 10.1 – 10.3 Section 11.12 **Document 18.16** **Document 18.24**	No No **CCP #7** No No
Deli – Hot display of Chickens, Roasts & Take-Away Foods	**11 – Service display (if applicable)**	Physical Chemical **Microbiological** Quality Allergen (service display)	Mod. Mod. **Maj.** Min. Mod.	Unl. Rare **Mod.** Mod. Mod.	6 3 **12** 6 9	Possible contamination due to poor display conditions / consumer access. **Possible inadequate storage temperature.** Possible poor display unit maintenance & display practices. Possible cross-contamination with other products / ingredients.	Sections 10.1 – 10.3 Section 11.12 **Document 18.24** Section 11.18 & 11.18a Section 11.19 & 11.20 Product label & recipe Document 18.16	No No **CCP#3** No QCP

Location	Processing Step	Food Safety Hazard(s)	Severity	Likeli-hood	Rating	Justification / Cause	Preventative Measures	CCP
Deli – Cooling of Chickens, Meals & Roasts	**12 – Cooling of cooked products**	Physical Chemical **Microbiological** Quality Allergen	Mod. Mod. **Maj.** Mod. Mod.	Unl. Rare **Mod.** Unl. Unl.	6 3 **12** 6 6	Possible contamination or spoilage due to poor handling practices. Possible poor refrigeration maintenance or storage conditions. **Possible inadequate cooling temperature and times**	**Section 3.1 & 11.12** Sections 10.1 – 10.3 Document 18.14 Document 18.16 **Document 18.23** Document 18.24	No No **CCP #9** No No
Deli / Bakery / Produce	13 - Packing & sealing	Physical Microbiological	Min. Min.	Mod. Unl.	6 4	Possibility of contamination due to poor packing practices or incomplete sealing.	Sections 11.08, 11.13 & 11.14	No No
Deli / Bakery	**14 - Labelling & coding**	Microbiological **Allergen** Traceability	Min. **Maj.** Mod.	Unl. **Mod.** Unl.	6 **12** 3	Possibility of contamination due to poor packing practices or incomplete sealing. **Compliance to labelling legislation.**	**Sections 11.05, 11.18, 11.20 & 11.21** **Document 18.11**	No **CCP #4** No
Deli – Hot display of Chickens, Roasts & Take-Away Foods	**15 – Pre-pack self-service display**	Physical Chemical **Microbiological** Quality Allergen (service display)	Mod. Mod. **Maj.** Min. Mod.	Unl. Rare **Mod.** Mod. Mod.	6 3 **12** 6 9	Possible contamination due to poor display conditions / consumer access. **Possible inadequate storage temperature.** Possible poor display unit maintenance & display practices. Possible cross-contamination with other products / ingredients.	Sections 10.1 – 10.3 Section 11.12 **Document 18.24** Section 11.18 & 11.18a Section 11.19 & 11.20 Product label & recipe Document 18.16	No No **CCP#5** No QCP
Deli / Bakery / Produce	**15 - Pre-pack (self-service) display**	Physical **Microbiological** Quality	Mod. **Mod.** Maj.	Mod. **Maj.** Mod.	9 **12** 9	**Possible contamination due to poor display conditions / consumer access.** Possibility of accelerated ageing.	**Sections 11.02, 11.21** **Document 18.24**	No **CCP #5** No
Deli / Bakery / Produce	**16 - Displayed stock review & mark-down**	**Microbiological** Quality	**Mod.** Min.	**Lik.** Lik.	**12** 8	**Compliance to this stores mark-down policies and FSANZ legislation.**	**Sections 11.03, 11.21** **Document 18.22**	**CCP #6** QCP

Location	Processing Step	Food Safety Hazard(s)	Severity	Likeli-hood	Rating	Justification / Cause	Preventative Measures	CCP
Deli / Bakery / Produce	17 - Prepare & store orders for dispatch / home delivery	Physical Microbiological	Mod. Mod.	Unl. Unl.	6 6	Possible contamination occurring due to poor handling practices or storage conditions	Sections 11.02 & 11.25	No No
Deli / Bakery / Produce	18 - Transport to customer	Physical Chemical Microbiological	Mod. Mod. Mod.	Mod. Unl. Mod.	9 6 9	Possible contamination occurring due to poor handling practices, maintenance or vehicle storage conditions	Section 10.1 Section 11.25 Document 18.08	No No QCP
Deli / Bakery / Produce	19 - Dump unsold stock	Physical Microbiological	Mod. Min.	Unl. Unl.	6 3	Compliance to State Health requirements.	Section 3.1 Sections 12.0 Document 18.22	No No

Note: These Risk Assessments have been developed for all standard practices for Fresh Deli, Bakery and Produce within this Food Safety Program. Please contact the Metcash Food Safety Team if your store requires any specific Risk Assessments for practices not included in the above scope.

Step No.	Processing Step	Food Safety Hazard(s)	Severity	Likeli-hood	Rating	Justification / Cause	Preventative Measures	CCP
1	**Inspection of vehicle and goods received**	**Physical** Chemical **Microbiological** Quality	**Mod.** Mod. **Maj.** Mod.	**Like.** Unl. **Mod.** Mod.	**12** 6 **12** 9	**Possible damage, infestation, or chemical contamination to stock. Possibility temperature sensitive stock has been exposed to poor temperature control. Lack of proper labelling / traceability**	Section 11.15 **Document 18.01** Section 11.16 **Document 18.16** Invoice	**CCP #1** QCP **CCP #1** QCP
2	Return to supplier or transfer to quarantine	Physical Chemical	Min. Mod.	Rare Rare	2 3	Possibility of any part of the rejected load affecting hygiene or pest control within the branch	Section 11.04 Section 11.22 Document 18.22	No No
3	**Cold / Frozen storage of refrigerated ingredients**	Physical **Microbiological**	Mod. **Maj.**	Mod. **Mod.**	9 **12**	**Possible contamination or spoilage due to poor handling practices, poor refrigeration maintenance or storage conditions**	Section 3.1 & 11.02 Sections 10.1 – 10.3 Document18.14 **Document 18.24** **Document 18.16**	QCP **CCP #2**
4	Dry storage of selected ingredients	Physical Chemical	Min. Miod.	Mod. Unl.	6 6	Possible contamination or damage due to poor handling or storage conditions	Section 3.1 Section 11.01 Document – 18.14	No No
5	Prepare dry ingredients	Physical Microbiological Quality	Mod. Min. Min.	Mod. Unl. Mod.	9 3 6	Possibility of contamination due to poor processing conditions & practices Possible poor mixing.	Sections 11.05 & 11.28	No No No
6	Thaw selected frozen items / ingredients	Physical Chemical Microbiological Quality Allergen	Mod. Mod. Mod. Mod. Mod.	Unl. Rare Unl. Unl. Rare	6 3 6 6 3	Possible contamination or spoilage due to poor handling practices. Possible poor refrigeration maintenance or storage conditions.	Section 3.1 Section 11.05 & 11.06	No No No No No
7	**Cook / Reheat / bake products required**	Physical Chemical **Microbiological** Quality Allergen	Mod. Mod. **Maj.** Min. Mod.	Unl. Rare **Mod.** Mod. Unl.	6 3 **12** 6 6	Possible physical contamination due to poor handling practices. **Possible inadequate cooking temperature.** Possible undercooked. Possible cross contamination.	Sections 10.1 – 10.3 Section 11.12 **Document 18.16** **Document 18.24**	No No **CCP #7** No No

Step No.	Processing Step	Food Safety Hazard(s)	Severity	Likeli-hood	Rating	Justification / Cause	Preventative Measures	CCP
8	**Cooling of cooked Sushi products**	Physical Chemical **Microbiological** Quality Allergen	Mod. Mod. **Maj.** Mod. Mod.	Unl. Rare **Mod.** Unl. Unl.	6 3 **12** 6 6	Possible contamination or spoilage due to poor handling practices. Possible poor refrigeration maintenance or storage conditions. **Possible inadequate cooling temperature and times**	**Section 3.1 & 11.12** Sections 10.1 – 10.3 Document – 18.14 Document 18.16 **Document 18.23** Document 18.24	No No **CCP #9** No No
9	**Acidify Rice**	Physical Chemical Microbiological Allergen Quality	Mod. Mod. **Maj.** Min. Maj.	Mod. Rare **Mod.** Mod. Unl.	9 3 **12** 6 8	Possibility of contamination due to poor processing conditions & practices **Possible inadequate pH of finished product** Possible poor quality preparation Possible cross-contamination with other ingredients or containers.	**Section 11.28** **Document 18.25 & 18.27** Sections 11.05	No No **CCP #8** No No
10	Prepare cold raw fresh products	Physical Chemical Microbiological Allergen Quality	Mod. Mod. Mod. Mod. Min.	Unl. Rare Unl. Mod. Mod.	6 3 6 9 6	Possibility of contamination due to poor processing conditions & practices Possible cross-contamination with other products.	Section 3.1 Section 11.05 Section 11.18 & 11.18a Product label Section 11.19	No No No QCP No
11	Prepare Value-added Fresh Sushi Products	Physical Chemical Microbiological Quality Allergen	Mod. Mod. Mod. Min. Maj.	Mod. Rare Mod. Mod. Unl.	9 3 9 6 8	Possibility of contamination due to poor processing conditions & practices Possible contamination or spoilage due to poor handling practices. Possible poor quality preparation Possible cross-contamination with other ingredients or containers.	Section 11.28 Document 18.25 & 18.27 Sections 11.05	No No No QCP No

Step No.	Processing Step	Food Safety Hazard(s)	Severity	Likeli-hood	Rating	Justification / Cause	Preventative Measures	CCP
12 & 15	**Service display (if applicable) or Pre-pack self-service display**	Physical Chemical **Microbiological** Quality Allergen (service display)	Mod. Mod. **Maj.** Min. Mod.	Unl. Rare **Mod.** Mod. Mod.	6 3 **12** 6 9	Possible contamination due to poor display conditions / consumer access. **Possible inadequate storage temperature.** Possible poor display unit maintenance & display practices. Possible cross-contamination with other products / ingredients.	Sections 10.1 – 10.3 **Document 18.24 & 18.26** **Section 11.28** Section 11.18 & 11.18a Section 11.19 & 11.20 Product label & recipe Document 18.16	No No **CCP#3/5** No QCP
13	Packing & sealing	Physical Microbiological	Min. Min.	Mod. Unl.	6 4	Possibility of contamination due to poor packing practices or incomplete sealing.	Sections 11.28 & 11.21	No No
14	**Labelling & coding**	Microbiological **Allergen** Traceability	Min. **Maj.** Mod.	Unl. **Mod.** Unl.	6 **12** 3	Possibility of contamination due to poor packing practices or incomplete sealing. **Compliance to labelling legislation.**	**Sections 11.05, 11.18, 11.20 & 11.21** **Document 18.11**	No **CCP #4** No
15	**Pre-pack (self-service) display**	Physical **Microbiological** Quality	Mod. **Mod.** Maj.	Mod. **Maj.** Mod.	9 **12** 9	**Possible contamination due to poor display conditions / consumer access.** Possibility of accelerated ageing.	**Sections 11.02, 11.21 & 11.28** **Document 18.24 & 18.26**	No **CCP #5** No
16	**Displayed stock review & mark-down**	**Microbiological** Quality	**Mod.** Min.	**Lik.** Lik.	**12** 8	**Compliance to this stores mark-down policies and FSANZ legislation.**	**Sections 11.03, 11.21 & 11.28** **Document 18.22**	**CCP #6** QCP
17	Dump unsold stock	Physical Microbiological	Mod. Min.	Unl. Unl.	6 3	Compliance to State Health requirements.	Section 3.1 Sections 12.0 Document 18.22	No No

Note: These Risk Assessments have been developed for all standard practices for Sushi Processing within this Food Safety Program. Please contact the Metcash Food Safety Team if your store requires any specific Risk Assessments for practices not included in the above scope.

Section 8.4

Risk Assessment – Processing & Serving of Espresso Coffee

Step No.	Processing Step	Food Safety Hazard(s)	Severity	Likel-ihood	Rating	Justification / Cause	Preventative Measures	CCP
1	**Inspection of vehicle and goods received**	**Physical** Chemical **Microbiological** Quality	**Mod.** Mod. **Maj.** Mod.	**Like.** Unl. **Mod.** Mod.	**12** 6 **12** 9	**Possible damage, infestation, or chemical contamination to stock. Possibility temperature sensitive stock exposed to poor temperature control. Lack of proper labelling / traceability.**	Section 11.15 **Document 18.01** Section 11.16 **Document 18.16** Invoice	**CCP #1** QCP **CCP #1** QCP
2	Return to supplier or transfer to quarantine	Physical Chemical	Min. Mod.	Rare Rare	2 3	Possibility of any part of the rejected load affecting hygiene or pest control within the branch	Section 11.04 Section 11.22 Document 18.22	No No
3	**Cold storage of refrigerated ingredients**	Physical **Microbiological**	Mod. **Maj.**	Mod. **Mod.**	9 **12**	**Possible contamination or spoilage due to poor handling practices, poor refrigeration maintenance or storage conditions**	Section 3.1 & 11.02 Sections 10.1 – 10.3 Document 18.14 **Document 18.24 & 18.16**	QCP **CCP #2**
4	Dry storage of selected ingredients	Physical Chemical	Min. Mod.	Mod. Unl.	6 6	Possible contamination or damage due to poor handling or storage conditions	Section 3.1 Section 11.01 Section 11.27 Document 18.14	No No
5	Prepare selected dry ingredients	Physical Chemical Microbiological Quality Allergen	Mod. Mod. Mod. Min. Maj.	Mod. Rare Unl. Mod. Unl.	9 3 6 6 8	Possibility of contamination due to poor processing conditions & practices Possible poor quality preparation Possible cross-contamination with other ingredients or containers.	Section 11.27	No No QCP No No
6	**Prepare milk for RTE hot beverages**	Physical Chemical Microbiological Quality **Allergen**	Mod. Mod. Mod. Min. **Maj.**	Mod. Rare Unl. Mod. **Mod.**	9 3 6 6 **12**	Possibility of contamination due to poor processing conditions & practices Possible poor quality preparation **Possible cross-contamination with other products or ingredients.**	Section 11.27 **Product label & recipe**	No No QCP No **CCP #4**
7	Combine Ingredients for hot RTE beverages	Physical Chemical Microbiological Quality Allergen	Mod. Mod. Mod. Min. Maj.	Mod. Rare Unl. Mod. Unl.	9 3 6 6 8	Possibility of contamination due to poor processing conditions & practices Possible poor quality preparation Possible cross-contamination with other ingredients or containers.	Section 11.27	No No QCP No No
8	Dispose unused milk	Physical Microbiological	Mod. Min.	Unl. Unl.	6 3	Compliance to State Health requirements.	Section 3.1 Sections 12.8 Document 18.22	No No

Note: These Risk Assessments have been developed for all standard practices for Espresso Coffee Processing within this Food Safety Program. Please contact the Metcash Food Safety Team if your store requires any specific Risk Assessments for practices not included in the above scope.

Section 9.0

CCP Decision Tree Guideline

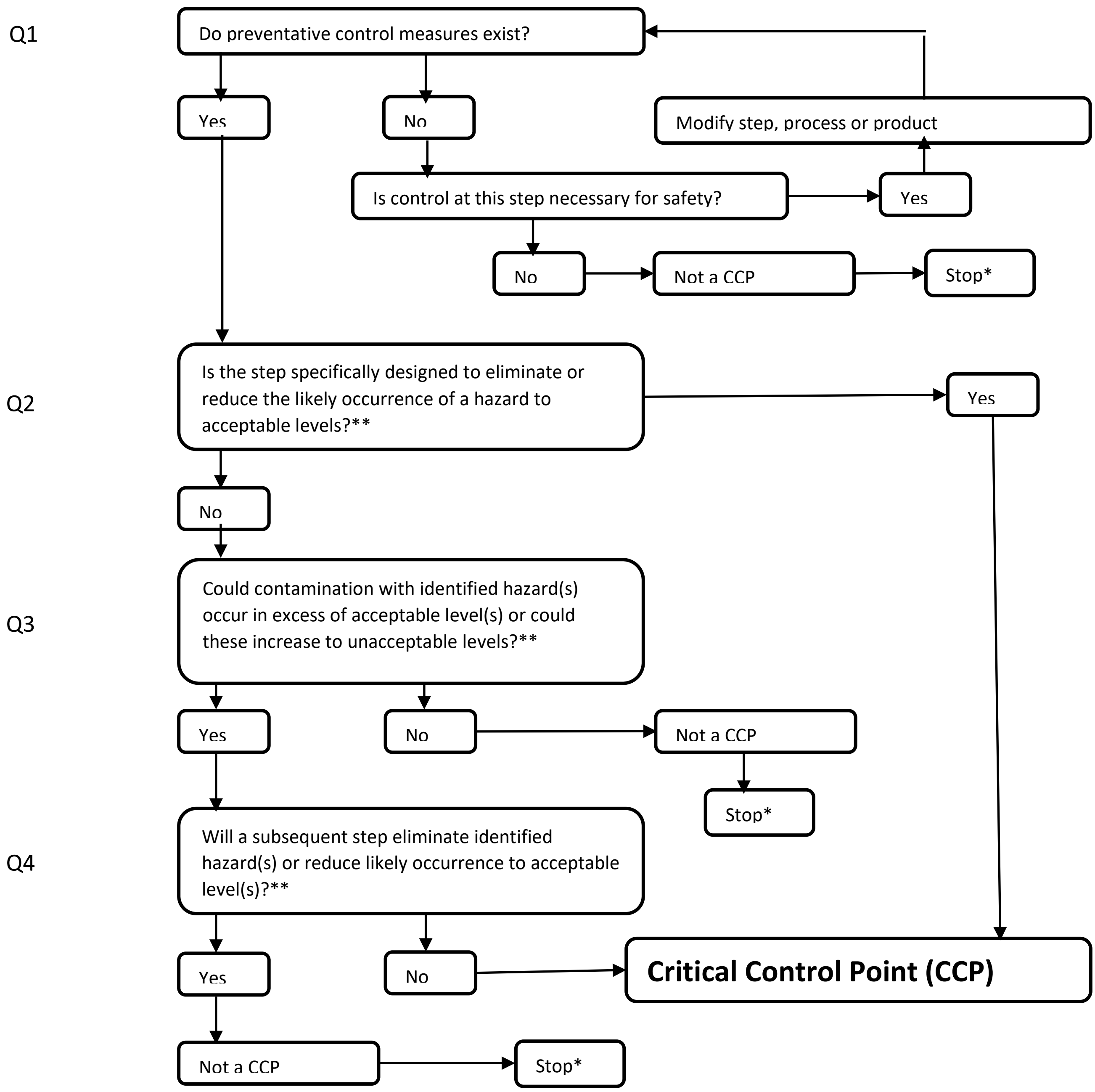
PURPOSE: The following “CCP Decision Tree” has been adopted as a logical series of questions that are asked for each hazard at each process step.
The answer to each question leads the Food Safety Co-Ordinator through a particular path in the tree and to a decision as to whether or not a CCP is required at the step.

RESPONSIBILITY: The Food Safety Coordinator, must develop the CCP Audit Tables, using this decision tree to determine CCP’s at each process step.

DEFINITION: **CCP** – **C**ritical **C**ontrol **P**oint: A step at which control can be applied and is essential to prevent or eliminate a food safety hazard or reduce it to an acceptable level.
QCP – Quality Control Point: A step at which control can be applied and is recommended to prevent or eliminate a food safety hazard or reduce it to an acceptable level.

This section contains the Hazard Audit Table for all the Critical Control Points determined in Section 8.

CCP DECISION TREE



*Proceed to the next identified hazard in the described process

**Acceptable and unacceptable levels need to be determined within the overall objectives in identifying the CCP’s of the HACCP plan

Critical Control Point (CCP)	Significant Hazard	Critical Limits	Monitoring				Corrective Actions	Records	Verification
			What / Where	How	Frequency	Who			
CCP #1a - Inspection of incoming vehicle & goods	Physical	No evidence of physical damage, foreign matter or infestation.	Product integrity at receipt	Visual check	Each delivery	Authorised staff	1. Reject the delivery/affected goods. 2. Notify the supplier. Ref: 11.15	Goods Inwards Summary 18.01	Signed daily by Authorised Manager
CCP #1b – Temperature of incoming perishable foods	Micro-biological	Potentially hazardous foods received below 5^0C. Frozen Foods to be not warmer than -12^0C.	Product temperature at receipt	Calibrated thermo-meter	Each refrigerated delivery	Authorised staff	1. Reject the delivery 2. Notify the supplier Ref: 11.15, 11.16	Goods Inwards Summary 18.01	Signed daily by Authorised Manager
CCP #2 – Refrigerated storage	Micro-biological	Potentially hazardous foods stored below 5^0C. Frozen foods to be not warmer than -18^0C	Product temperature at each refrigerated storage point	Calibrated thermo-meter	Twice daily	Authorised staff	1. Ensure all doors are closed and defrost cycle is not the cause. 2. Return within 45mins and recheck to confirm refrigeration/Hot storage/Display failure. 3. Move products to alternate suitable location where possible.	Weekly Cold & Hot Tempera-ture Checksheet 18.24	Signed weekly by Authorised Manager

							4. If alternate location is not available, record product temperature hourly until critical limits are achieved. 5. Call refrigeration contractor for attendance and repairs. 6. If/when potentially hazardous food temperature reaches temperature danger zone (between 5^0C and 60^0C), food temperature must recover within critical limits within 2 hours. 7. Dispose all potentially hazardous foods within the temperature danger zone for		

							longer than 2 hours. 8. Confirm temperature has recovered within critical limits prior to returning products to affected location. Ref: 10.2, 11.02, 11.16		
CCP #3 – Service Display & CCP #5 – Pre-pack Display	Micro-biological	Potentially hazardous foods stored below 5^{0}C. Frozen foods to be not warmer than -18^{0}C. Potentially hazardous hot foods stored above 60^{0}C	Product temperature at each refrigerated & hot food display point	Calibrated thermo-meter	Twice daily	Authorised staff	1. Ensure all doors are closed and defrost cycle is not the cause. 2. Return within 45mins and recheck to confirm refrigeration/Hot storage/Display failure. 3. Move products to alternate suitable location where possible. 4. If alternate location is not available, record product temperature hourly until	Weekly Cold & Hot Tempera-ture Checksheet 18.24	Signed weekly by Authorised Manager

							critical limits are achieved. 5. Call refrigeration contractor for attendance and repairs. 6. If/when potentially hazardous food temperature reaches temperature danger zone (between 5^0C and 60^0C), food temperature must recover within critical limits within 2 hours. 7. Dispose all potentially hazardous foods within the temperature danger zone for longer than 2 hours. 8. Confirm temperature has recovered within critical limits prior to returning		

							products to affected location. Ref: 10.2, 11.02, 11.09, 11.12, 11.16, 11.23		
CCP #4 – Labelling & Coding of in-store packed products	Allergens	All ingredient and non-ingredient allergens are declared.	Product label	Visual check	Daily per product	Dept Manager	1. Quarantine affected products. 2. Review recipe/ ingredients. 3. Update label with all allergens declared. 4. Relabel affected products ensuring original shelf life is not exceeded. Ref: 11.08, 11.18	PLU database / product labels	Checked daily by Authorised Manager prior to displaying products for sale
CCP #6 – Displayed stock review & mark-down	Micro-biological	Potentially hazardous foods not sold beyond Use By date.	Product date code	Visual check	Daily	Authorised staff	Remove product/s from sale. Ref: 11.03, 11.12, 11.21, 11.23	Ullage Record 18.22	Signed weekly by Authorised Manager
CCP #7 – Cook / Reheat Products	Micro-biological	Potentially hazardous foods cooked above 75^{0}C. Reheat Potentially hazardous foods above 60^{0}C.	Product core temperature	Calibrated thermo-meter	Twice daily	Authorised staff	1. Continue cooking or reheating until required core temperature is achieved. 2. Review cooking/ reheating times. Ref: 11.12, 11.16	Weekly Cold & Hot Tempera-ture Checksheet 18.24	Signed weekly by Authorised Manager

CCP #8 – Acidify Rice	Micro-biological	Sushi Rice below pH 4.0; Sushi Rice plus fish below pH 4.5.	Product pH level	Calibrated pH Meter or pH strips or pH paper	Each Batch	Authorised staff	1. Add additional vinegar until require pH is achieved. 2. Review Acidified Rice recipe. Ref: 11.28	Sushi Rice Acidification Record 18.25	Signed weekly by Authorised Manager
CCP #9 – Cooling of Cooked Products	Micro-biological	Cool from above 60^0C to below 21^0C within 2 hours; continue to cool from below 21^0C to below 5^0C within the next 4 hours	Product core temperature	Calibrated thermo-meter	Monthly	Authorised staff	1. Dispose of product which has not met the required time/temp. 2. Review cooling start temperature, must be above 60^0C, a temperature much higher than this may not successfully cool. 3. Review food sizing/portions for cooling 4. Complete new cooling verification Ref: 11.12	Hot Foods Cooling Verification Record 18.23	Signed monthly by Authorized Manager

1. POLICY	To ensure a preventative maintenance program is in place providing adequate servicing and repairs to avoid unnecessary breakdown costs which tend to impact on food safety and are unbudgeted & without notice.
2. MANDATORY REQUIREMENTS	1. Scheduled servicing must be carried out for all machinery as per the **manufacturer's** requirements. It is recommended that service records & machinery manuals be kept in a separate file for historical and warranty purposes. 2. If machinery is old and original documents for that machine cannot be accessed, it is recommended to contact the original manufacturer of the unit to get a full list of service details and requirements. Failing that, if that is not possible, then the next step is to find a capable service provider or an "Authorised Repairer" who can advise a recommended list of service requirements for the unit and quote a cost. 3. As well as this, issues mentioned below must be addressed and recorded. This document is a reference list for Store Managers to review and act on all the issues mentioned below. **<u>INSPECT / SERVICE THESE ITEMS</u>** a) Store must be connected to a **potable mains water supply**. Only potable water is to be available and MUST be used for ALL food processing, washing, sanitising and hand washing in the store. If your store is not connected to a potable, town water supply, you will need to provide evidence that the water used in- store is clean and of suitable quality. This may include regular testing for contamination via a NATA-accredited laboratory. b) **Forklifts, electronic pallet movers & electronic pallet stackers** operation should be checked. Faults and other issues reported to Service Provider. Service and condition of equipment should at least meet the manufacturer's recommendations and minimum standards for safe operation. c) **Vacuum sealing machines** must be maintained scrupulously clean, and to a standard that reflects the manufacturer's standards and recommendations. This should include sealing ability and vacuum pressure gauges. d) **Ullage / Quarantine area signage** is maintained and in good condition. Signage should be clear and unambiguous, indicating that product stored in that area is not available for sale. e) Any **access holes in the roof & walls** are pest proofed. (Pest Control Reports) Part of Licensed Pest Controller's responsibility, and must prevent pest access and harbourage. All access points, doors, weather strips, windows, fly screens and shutters must also provide adequate pest prevention. f) **Meat Department** • Band Saw blade inspected daily and replaced, weekly depending on wear. • Mincer blades replaced & plates machined, 6 – monthly depending on wear. • Mincer, Band Saw and any other electrical units serviced and electrically tagged at least annually and maintained in clean, safe, operational condition on a daily basis. • Automatic packager service to be done 6-monthly. • Tenderiser, sausage fillers, & automatic stretch sealers to be serviced annually. Refer to manufacturer's recommendations and standards. **Deli/Bakery Department** – cooking oven, pizza cooker, fryer, automatic & manual slicers, bain-marie, pie warmer. • Equipment should be serviced and electrically tagged at least annually and maintained in clean, safe, operational condition on a daily basis. Slicer blades inspected regularly, sharpened and replaced as required.

2. MANDATORY REQUIREMENTS

g) **Bakery Department**
Prover oven, baking oven, mixing equipment, doughnut machine. Equipment should be serviced and electrically tagged at least annually and maintained in clean, safe, operational condition on a daily basis, in line with manufacturer's specification.

h) **Fixed Refrigeration** – serviced as required to ensure food temperature is maintained as per Guideline 10.01 & calibrated at least annually.

The recommended process is:

- Consult your preferred refrigeration maintenance service provider.
- Copy them on Guideline 10-02 and request they customise the Service Schedule to reflect each specific store's refrigeration preventative maintenance service requirements, in agreement with Store Manager.
- Once agreed on the scope & frequency of service, the service provider is requested to provide the Store Manager with a detailed quote (multiple tenders may be obtained).
- A contract may be arranged with the service provider, based on the agreed scope & frequency, which refers to & reflects the agreed customised Service Schedule.

Depending on specific requirements and age of facility, it is recommended the Refrigeration Service Schedule agreement be based on a minimum 4 – monthly (3 x annually) frequency.
Refrigeration unit fixed thermometers are calibrated at least annually to within +/- 1˚C. Refer to **10.3 - Refrigeration Maintenance Template**.

i) **Hand Held Thermometers** – serviced as required or checked at least annually to ensure accurate readings to +/- 1^{0}C. Also refer to **16.0 - Calibration Program**.

j) **Trade Scales** (all scales used by staff or consumers to weigh retail packages)– serviced as required. Scales are recommended to be re-verified by a licenced professional every 2 years. Also refer to **16.0 - Calibration Program**.

3. RECORDS

10.3 - Refrigeration Maintenance Template 10. 3
18.14 – Monthly Retail QSA

Guideline 10.1
Product Temperature Standard

	RECEIPT / DISTRIBUTION		STORAGE / DISPLAY	
	Surface Scan	Product Probe	Surface Scan	Product Probe
Fresh & Value-Added Meat & Seafood*	-1 to 5⁰C	Maximum 5⁰C	1 to 5⁰C	No warmer than 5⁰C
Critical Produce Lines*	0 to 5⁰C	Maximum 5⁰C	1 to 5⁰C	No warmer than 5⁰C
Potentially Hazardous* Chilled Foods	0 to 5⁰C	Maximum 5⁰C	1 to 5⁰C	No warmer than 5⁰C
Temp. Controlled Produce Lines	2 to 15⁰C	Maximum 15⁰C	7 to 10⁰C	Maximum 10⁰C
Bananas, Mangoes, Paw Paw	10 to 18⁰C	Maximum 18⁰C	11 to 15⁰C	No warmer than 15⁰C
Low Risk Produce Lines	10 to 25⁰C	Maximum 25⁰C	11 to 15⁰C	No warmer than 15⁰C
Confectionery / Chocolate	10 to 25⁰C	Maximum 25⁰C	15 to 20⁰C	No warmer than 20⁰C
Fresh Eggs	No warmer than 18⁰C	N/A	No warmer than 18⁰C	N/A
Frozen Foods	No warmer than -12⁰C	Ice creams no warmer than -15⁰C	-18 to -21⁰C	No warmer than -18⁰C
Potentially Hazardous* Hot Foods	N/A	Minimum 60⁰C	N/A	Minimum 60⁰C

*NOTE: "Potentially Hazardous", "Fresh & Value Added Meat" and "Critical Produce Lines" are maximum, or in the case of Hot Foods minimum, Food Safety standards, a surface scan is only an indication of product temperature, a probe thermometer must be used to ensure accurate temperature measurement of these foods, refer to **11.16 - Temperature Measurement of Foods**

All other product standards are maximum food quality standards.
Contract Refrigeration Personnel must set the refrigeration units settings to achieve the above PRODUCT temperatures without fail. This shall include settings for Gauge Temp. Limits, Defrost Frequency & Length, Alarm High Temp. & Time-Out Periods.

2. MANDATORY REQUIREMENTS

MONITORING: Alarm Operation (where applicable)

Store management must be trained to be aware & acknowledge any store refrigeration alarm points and warning systems & be vigilant in monitoring the alarm system regularly each day. This may consist of:

- Audible computer monitor alarm & flashing light at the store, and/or,
- 24-hour security monitoring alarms to Store Manager's/Refrigeration Contractor's phone and/or,
- Remote Monitoring system electronic notifications e.g. sms notifications.

Note: Perishable products should not be stored or displayed in supplier funded refrigeration which is not alarmed, unless a stock replacement agreement is in place with the supplier.

CORRECTIVE ACTIONS: (Refrigerated & Hot Storage & Display Monitoring)

1. In the event of refrigerated/hot product temperatures exceeding acceptable limits as per **10.1 – Product Temperature Standards**, the operator must advise the Store Manager or delegate immediately.
2. Further temperature checks are performed, refer **11.16 - Temperature Measurement of Foods,** to confirm if poor temperatures were due to excessive door opening or defrosts. The alarm is also checked (if applicable) to ensure it has not activated.
3. If poor results are due to the units defrost cycle then the unit must be revisited 45mins after the initial check to ensure product temperatures have returned to acceptable limits (if this is the case no further action is required).
4. If poor results have not been rectified after 45mins then the failure contingency below from step 3 must be followed.

Note: Hot food Storage units which cannot be repaired/returned to acceptable limits within 2 hours must have all Hot food sold within 4 hours. Hot food must be disposed of after 4 hours.

CORRECTIVE ACTIONS: (Alarm Monitoring / Failure Contingency)

Store Management must be trained in the following procedures in case of failures:

1. When an alarm activates, store management are to confirm the alarm situation urgently.
2. The alarming unit/s are checked to confirm if the alarm/s were due to a defrost cycle. Where a defrost cycle is in progress, the unit must be revisited 45mins after the initial check to ensure product temperatures have returned to acceptable limits (if this is the case no further action is required). Product temperatures must be checked as per **11.16 - Temperature Measurement of Foods.**
3. If the alarm/failure was not due to a defrost cycle then the affected products are temperature checked and recorded, this is repeated **hourly** to ensure product temperatures are not exceeding acceptable limits.
4. In case of failure of refrigeration systems where the failure cannot be rectified **within 4 hours**, and food safety and quality may be affected, all access doors to cool rooms are closed until further notice. Doors to refrigerated displays must be kept closed and customers must be prohibited from accessing product. For open case refrigeration, stock should be moved to a cool room, where possible.
5. Management are to consult a refrigeration service contractor asap. If the problem cannot be rectified **within 12 hours**, management are to arrange for stock to be immediately transported to alternate refrigeration storage (if available) until the refrigeration system has been repaired and is operational.
6. When refrigeration has been repaired, Frozen stock **not warmer than –5⁰C** and showing no evidence of thawing is immediately placed in freezer quarantine storage for a **minimum of 4 hours** to re-attain temperature below -18°C. This stock may be checked before removed from quarantine and sold as good stock after this time.
7. Frozen stock **warmer than –5⁰C and/or showing signs of thawing** is placed into the Freezer Quarantine location for physical assessment.
8. Any refrigerated potentially hazardous foods **warmer than 5⁰C for any period longer than 2 hours** is placed into respective Quarantine Locations. This stock is to be recorded & disposed.
9. All refrigerated units must be temperature checked to ensure they have attained the acceptable limits prior to returning products to the display/storage.

3. RECORDS	All manual product temperature results during refrigeration failures must be recorded on the relevant temperature check sheet.

Guideline 10.3
Refrigeration Maintenance Template

1. POLICY	To ensure a preventative maintenance program is in place providing adequate servicing and repairs to avoid unnecessary breakdown costs which tend to impact on food safety and are unbudgeted & without notice.

4 Mo. <u>Date</u>	8 Mo. <u>Date</u>	Annual <u>Date</u>	<u>SCHEDULE – FREEZER, DAIRY & CONFECTIONERY COOLROOMS</u> INSPECT / SERVICE THESE ITEMS
			Operating temperature is within accepted limits.
			Check evaporator fan operation and fan control / isolators.
			Check evaporator coil condition. Clean coils as required.
			Check evaporator fin condition.
			Check for correct operation of TX (Thermostatic Expansion) valves.
			Check all condensate drains for blockages. Flush drains clean as required.
			Check defrost system operation and set points.
			Check cool room panels & entry door operation for damage and / or faults. Adjust as required.
			Check operation of any air curtain fans & clean as required.
			Check temperature alarms and set points as well as alarm system operation through to store dial out system (***** see below).
			Check temperature control operation and set points.
			Check relief port operation.
			Check all light globes & tubes etc in the refrigeration fixtures. Replace faulty globes as required.
			Carry out a refrigerant leak test. Repair & report as required.
			Check glass door operation including door closing springs, anti-sweat heaters and insert door lighting.
			Check door operation & adjust as required.
			Check door gaskets for correct sealing & any damage.
			Check door locks & strikes for correct operation.
			Thermometer calibration (***** see page 4)
			Evaporator coils to be cleaned of all foreign build – ups and dried as required. Surrounding areas to be sprayed with sanitiser solution. See staff for cleaning chemicals.

<u>NOTE:</u> Service personnel to initial each item upon each service as completed (as required).

MANAGER SIGN: ______________________________

4 Mo. Date	8 Mo. Date	Annual Date	SCHEDULE – OPEN DISPLAY REFRIGERATED CASES & CHEST FREEZERS INSPECT / SERVICE THESE ITEMS
			Ensure operating temperature is within accepted limits.
			Check evaporator fan operation and fan control / isolators.
			Check evaporator coil condition. Clean coils as required.
			Check evaporator fin condition.
			Check for correct operation of TX (Thermostatic Expansion) valves.
			Check all condensate drains for blockages. Flush drains clean as required.
			Check defrost system operation and set points.
			Check each case internal and external panels, covers and trims. Adjust or repair as required.
			Check air screen and discharge grill for correct airflow. Clean or repair as required.
			Check temperature alarms and set points as well as alarm system operation through to store dial out system (**** see below).
			Check temperature control operation and set points
			Check each case anti sweat heater operation
			Check operation of all case lighting. Replace faulty globes and light covers as required.
			Carry out a refrigerant leak test. Repair & report as required.
			Check electrical wiring, electrical junction boxes and covers. Re-vapour seal or refit covers as required.
			Thermometer calibration (***** see page 4)
			Evaporator coils to be cleaned of all foreign build – ups and dried as required. Surrounding areas to be sprayed in sanitiser solution. See staff for cleaning chemicals.

NOTE: Service personnel to initial each item upon each service as completed (as required).

MANAGER SIGN: ______________________________

4 Mo. Date	8 Mo. Date	Annual Date	SCHEDULE– REFRIGERATION COMPRESSORS (PLANT ROOM) INSPECT / SERVICE THESE ITEMS
			Check operational suction pressure for each unit, i.e. if unit is running poorly, short cycling or out of operational range.
			Check operational discharge pressure for each unit as required. i.e. if unit is running poorly, high liquid line temperatures or out of operational range
			Check oil level each unit. Top up as necessary.
			Check oil condition. Change oil if discoloured or fails acid test.
			Check oil float operation for each unit. Clean or replace oil filters.
			Check compressor shaft seals for refrigerant leaks & excessive oil leaks.
			Check the belt for any wear / tension. Report any poor condition.
			Grease main compressor drive motors.
			Check motor drive coupling wear / tension.
			Check oil pressure for each compressor.
			Test operation of oil pressure safety switch for each unit.
			Check pipe work and bracketing for vibration and looseness.
			Check sump heater operation for each unit.
			Check compressor pulley / fly wheel for any wear. Report any poor condition.
			Check condenser fan operation and operating set points.
			Check condensers for build ups and pressure-clean at least annually.
			Check High Pressure / Low Pressure safety switch operation for each unit.
			Check electronic or mechanical control operation and set points on each compressor unit.
			Carry out a refrigerant leak test. Repair & report as required.
			Check moisture indicator and liquid line drier & report condition. Change liquid line drier if moisture indicator shows moisture in the system
			Test operation of phasefale modules for each unit or compressor
			Check switchboard for burnt or damaged wire, faulty contactors or circuit breakers, any exposed or damaged field wiring and tightness of electrical terminals.
			Check switchboard labelling for any errors. All labelling must be complete & correct.
			Sweep / clean any spills in the plant room. Report any pest infestation to Manager.

NOTE: Service personnel to initial each item upon each service as completed (as required).

MANAGER SIGN: ______________________

*** Calibration Procedure**

1. Tape or place calibrated branch probe to within 30 cm of each existing probe & leave it for at least 5 min. to equilibrate.
2. Both, dial readout temperature **and** the probe thermometer readout temperature results should read **within 1ºC** of each other. If not, repeat the test.
3. The alarm thermostat controller trip set point is to be tested for accuracy. (Accuracy within +/– 1ºC)
4. The alarm delay timing module delay period is to be tested for correct operation and accuracy. (Accuracy within +/ – 5 min)
5. The alarm function is to be tested through to the store alarm dial out system and to the alarm monitoring company
6. If the results are still not within accuracy then maintenance is required. Mark the correct box with an 'x'.
7. Repeat the calibration test after maintenance has been completed. Corrective actions to be recorded in the report below.

****Alarm testing Procedure**

1. The alarm thermostat controller trip set point is to be tested for accuracy. (Accuracy within +/– 1ºC)
2. The alarm delay timing module delay period is to be tested for correct operation and accuracy. (Accuracy within +/ – 5 min)
3. The alarm function is to be tested through to the store alarm dial out system and to the alarm monitoring company
4. If the results are still not within accuracy then maintenance is required. Mark the correct box with an 'x'.
5. Repeat the alarm test after maintenance has been completed. Corrective actions to be recorded in the report below.

Guideline 10.3
Refrigeration Maintenance Template

REFRIGERATION MAINTENANCE CORRECTIVE ACTION SUMMARY

PROBLEM	ACTION TAKEN	DATE	SIGN.	INVOICE No.

NOTE: Service personnel to sign or complete all details. Record to be kept with maintenance schedule.

1. POLICY

The store must ensure that all food and grocery lines are stored, handled and displayed as per the requirements of current Food Standards legislation.

DEFINITIONS

1. **Chemicals/contaminants**: any product that is a Dangerous Good, Schedule Poison or Hazardous Substance that is harmful to humans if consumed, or upon exposure, or can contaminate foods if spilled. Examples of food contaminants are potting mix, pesticides, cleaners, shampoo etc. This also includes the chemicals the Cleaners and the Pest Control Contractor use.
2. **General goods:** goods not intended for human consumption or not able to contaminate foods. These can be all types of paper goods, wrapping, foils, plastic goods, toys, hardware, homeware, sanitary products, sales aids, general merchandise, etc.
3. **Barrier Rules**
   1. **4-Barrier rule:** Food packs that have been packed within an inner product package, and encased within another outer package or carton (making 2 barriers), can be packed or transported beside chemical goods that have been similarly packed with 2 packaging layers (another 2 barriers). **Acceptable** as a delivery into and out of a store.
   2. **3-Barrier Rule:**
      - **Receipt/Storage**: Delivery and short term (<36 hours) storage of drums of chemicals (1 barrier) beside solid food packs e.g. cans, solid jars, tetra packs and similar, in cartons (2 barriers) is acceptable.

        Non-solid food packs e.g. chip bags, flour bags, pasta bags of food, should be thoroughly checked on receipt for any risk of contamination, and stored at least one metre from chemicals with only 1 barrier.
      - **Register/Home delivery:** Food packs that have been packed within a drum or a single-layer bag (only 1 barrier), can be packed into shopping bags or transported for home deliveries beside chemical goods that have been packed with 2 packaging layers (another 2 barriers).

      The **3-barrier rule** is also the minimum acceptable separation rule for **MFG deliveries**.
   3. **2-Barrier rule:** Food packs in a single-layer bag (only 1 barrier) are **NOT TO BE** accepted into store, stored, displayed, or packed with chemical goods that have only 1 packaging layer (1 barrier).

2. MANDATORY REQUIREMENTS

1. Food shall be segregated from chemicals/contaminants as per the **barrier rules**. The following rules also apply:
   - **Foods** can be stored, displayed & packed beside or adjacent to **General Goods**
   - **Contaminants** can be stored, displayed & packed beside or adjacent to **General Goods**
   - **Contaminants MUST NEVER** be stored above **Foods**
   - **Foods** & **Contaminants MUST NOT** be stored or displayed on the same retail display. This includes gondola ends and back to back.
   - **Contaminants** must be stored or displayed at least **one metre** away **from foods** OR in separate aisles.
2. Unpackaged, bagged or vacuum-sealed products **shall not** be stored directly on wooden pallets, dirty, or unsealed surfaces.
   - In short-term **storage** (less than 36 hours), **chemicals/contaminants** may be stored next to food ONLY if there is a minimum of 4 barriers between the contaminant and the food. If stored longer than 36 hours or there are less than 4 barriers, chemicals/contaminants shall be stored **separately** away from food (minimum one metre apart).
   - At **checkouts**, or for **home deliveries**, individual packs of chemicals must be placed in **separate** bags or cartons to prevent cross contamination.
3. All food and grocery **storage areas** and **display shelves** shall be **clean**.
4. All cleaning chemicals, containers and cleaning equipment is to be neatly stored, separated from food storage, processing or display. All secondary chemical containers shall be clearly labelled.
5. Waste areas/delivery docks shall be **clean** and free from goods and refuse build up.
6. Employee must not stand or sit on bags or cartons of food. Do not sit on benches that are also used to hold food products.
7. Employees must close all exterior doors and windows, except when in use, to prevent the possible entry of rodents, birds, insects and dust.
8. Report all damage to machinery, fixtures, doors or walls to the Department or Store Manager immediately.
9. All stock in **storage** is to remain on pallets, off the floor.
10. No stock under fixtures in storage or display, or in traffic aisles.
11. Disposable, single-use items e.g. plastic cutlery, shall be handled, stored and displayed to protect them from the likelihood of contamination. Single use items shall not be reused.
12. Displayed stock must be rotated to ensure **oldest stock at front**. Refer to Section 11.05 for refrigerated service display practices.
13. Stock on display and in storage shall be inspected at a frequency to ensure its saleability i.e. ensure that no damaged or out-of-code stock is on display (including mark-down bays).
    1. Notify supervisor if product is below standard, close to or out of code.
    2. Any stock that is not suitable for consumption, e.g. mouldy, shall be removed from sale and disposed of.
    3. **Out of code stock,** on display shelves or markdown bays, shall be **removed from sale**.
14. Food **must not be sold** past its use-by date. **Store Policy** requires that stores not sell food past its best-before date. All stock that has past its Use-by date must be destroyed & disposed of.

3. RECORDS

18.22 – Ullage Record
18.12f – Daily Floor Inspection Log

1. POLICY

The store must ensure that high risk produce, perishable and frozen foods are stored and displayed as per the requirements of current Food Standards legislation.
Please note the following Critical Control Point (CCP) addressed in this procedure:
CCP #2 – Refrigerated storage

2. MANDATORY REQUIREMENTS

1. High risk produce, perishable and frozen foods shall be held in appropriate cold or frozen storage at all times.
2. Keep doors to cool rooms and freezers **closed** at all times to minimise temperature abuse and stock losses.
3. **Perishable foods** (such as milk, yoghurts, smallgoods & soft cheeses etc) & **high risk produce** lines (potentially hazardous foods) must be held **at or below 5°C in storage and on display.**
4. **High risk produce** includes, but not limited to:
   - Whole or cut Mushrooms, including bulk & packaged;
   - All forms of Packaged Salads e.g. coleslaw, stir fry mixes, etc;
   - All forms of Sprouts & Seeds Mixes; &
   - Cut / Processed Produce that is ready to eat and originates from rinsed skinned fruit e.g. cut rockmelons, fruit salad, tomatoes etc (excludes watermelons & pineapples).
5. Cut watermelons & pineapples are allowed to be sold in ambient display for up to and not exceeding 4 hours after rinsing, cutting and over-wrapping. Unsold stock after 4 hours must be dumped due to potential spoilage and food safety risks.
6. The **11.02a - Guideline - Fresh Produce Storage Chart** indicates the ideal storage temperatures to maintain produce quality and food safety. Where there is a lack of facility options to segregate produce, as indicated in the guideline, a <u>lower</u> storage temperature is recommended. Some exceptions do apply e.g. brushed potatoes.
7. **Frozen foods** must be **hard frozen** at all times. Frozen foods are to be stored and displayed **not warmer than -18°C.**
8. For **freezers only containing bagged ice**, product temperature must **not be warmer than -5C**.
9. **10.1 - Product Temperature Standard** indicates the requirements of all temperature controlled products at receipt/distribution and storage/display for Food Safety and Quality.
10. High risk produce, perishable and frozen stock **shall not be out of cold storage for longer than 20 minutes at a time** e.g. when stocking displays or further processing.
11. No refrigerated potentially hazardous food shall be left out of storage unsupervised.
12. High risk produce, perishable or frozen lines found out of cold storage / display for an unknown period of time shall be temperature checked. If ≤5°C it can be returned to the display. If >5°C place in quarantine area, and notify supervisor immediately for further action.
13. Staff shall not sell food that has already been served to another person or customer.
14. Refrigerated products shall not exceed **load limits** or obstruct refrigeration air vents.
15. All refrigeration systems that store potentially hazardous & frozen foods shall be monitored & the temperature of food products is to be recorded at least twice daily (at the start and at the end of each trading day). A store specific "**18.24 - Weekly Cold & Hot Temperature Checksheet**" is to be developed, noting all storage and display temperature monitoring points within the store.
16. When monitoring temperatures on the above Check Sheet, the **temperature of food products** is to be recorded accurately using a calibrated hand held temperature thermometer device. Refer to **11.16 - Temperature Measurement Of Foods**.
17. **The practice of taking a reading from a refrigeration unit dial is not recommended**.

3. RECORDS

18.24 - Weekly Cold & Hot Temperature Checksheet (**CCP #2**)
18.22 – Ullage Record
18.12f – Daily Floor Inspection Log

Food Storage for Fruit

Pictures are for demonstration of good quality produce only.
Storage temperatures shown here are for WHOLE UNCUT produce only.

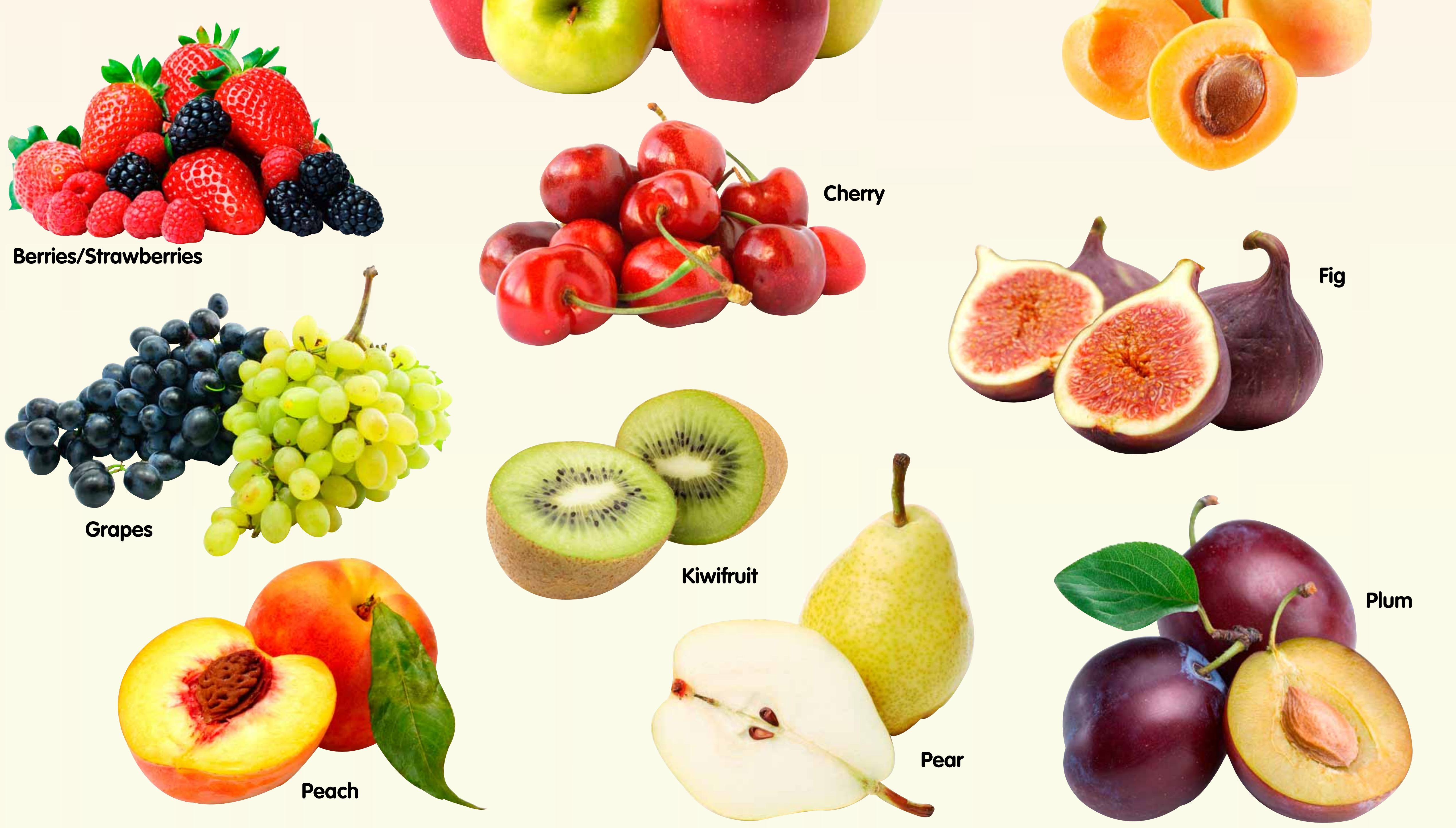
All CUT items must be stored / displayed at < 5'C (in refrigeration).

High Risk Produce includes:-
Cut / Processed Produce that is ready to eat and originates from rinsed skinned fruit e.g. cut rockmelons, fruit salad, tomatoes etc (excludes watermelons & pineapples).

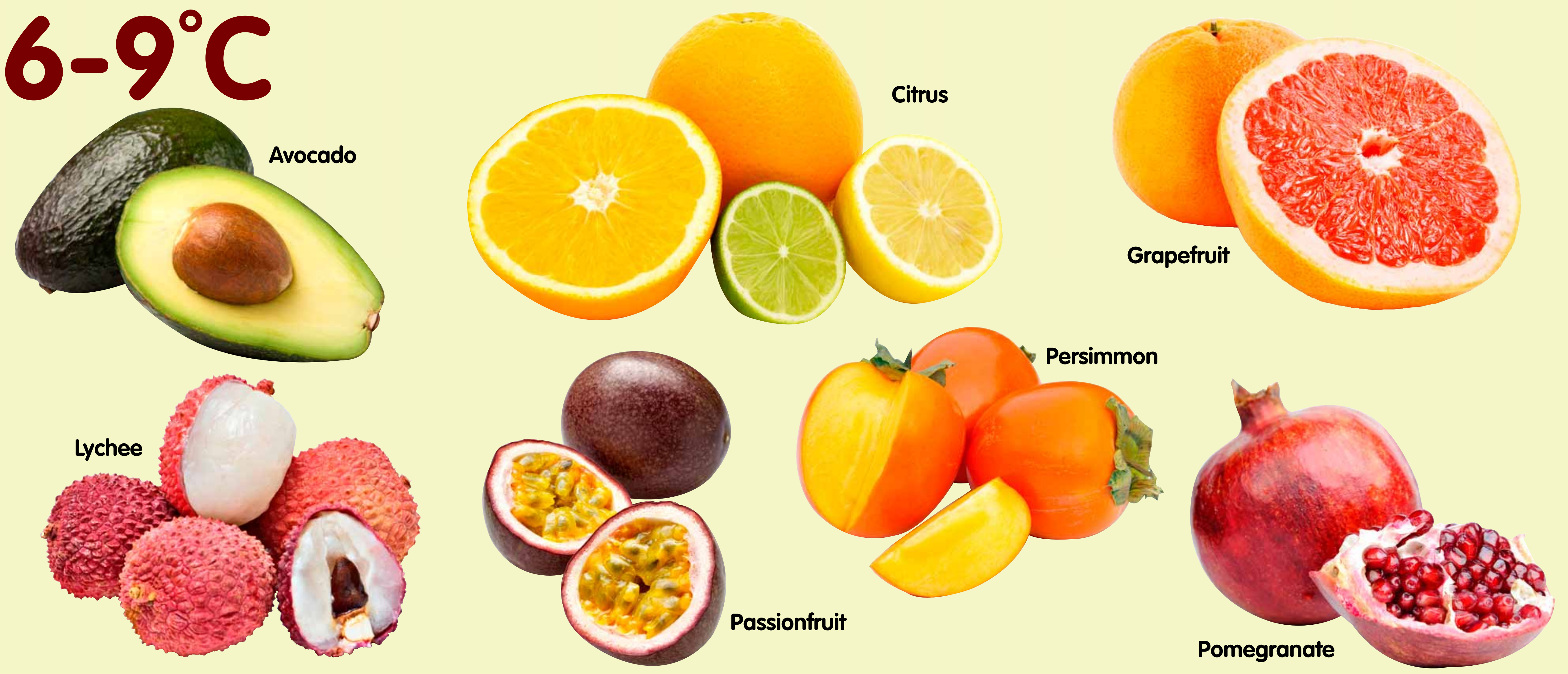
Cut Watermelons & Pineapples are allowed to be sold in ambient display for up to and not exceeding 4 hours after rinsing, cutting and over-wrapping.
Unsold stock after 4 hours must be dumped due to potential spoilage and food safety risks.

Recommended Storage Temperature
2-5˚C
Fruit Variety
Apple
Apricot
Berries/Strawberries
Cherry
Fig
Grapes
Kiwifruit
Nashi
Nectarine
Peach
Pear
Plum
6-9˚C
Fruit Variety
Avocado
Carambola
Citrus
Coconut
Dates
Grapefruit
Guava
Lychee
Melon - Honeydew/Rockmelon
Passionfruit
Persimmon
Pomegranate
Rambutan
13-15˚C
Fruit Variety
Banana
Custard Apple
Dragon Fruit
Mango
Melon - Watermelon
Papaya/Pawpaw
Pineapple

2-5˚C



6-9˚C



13-15˚C

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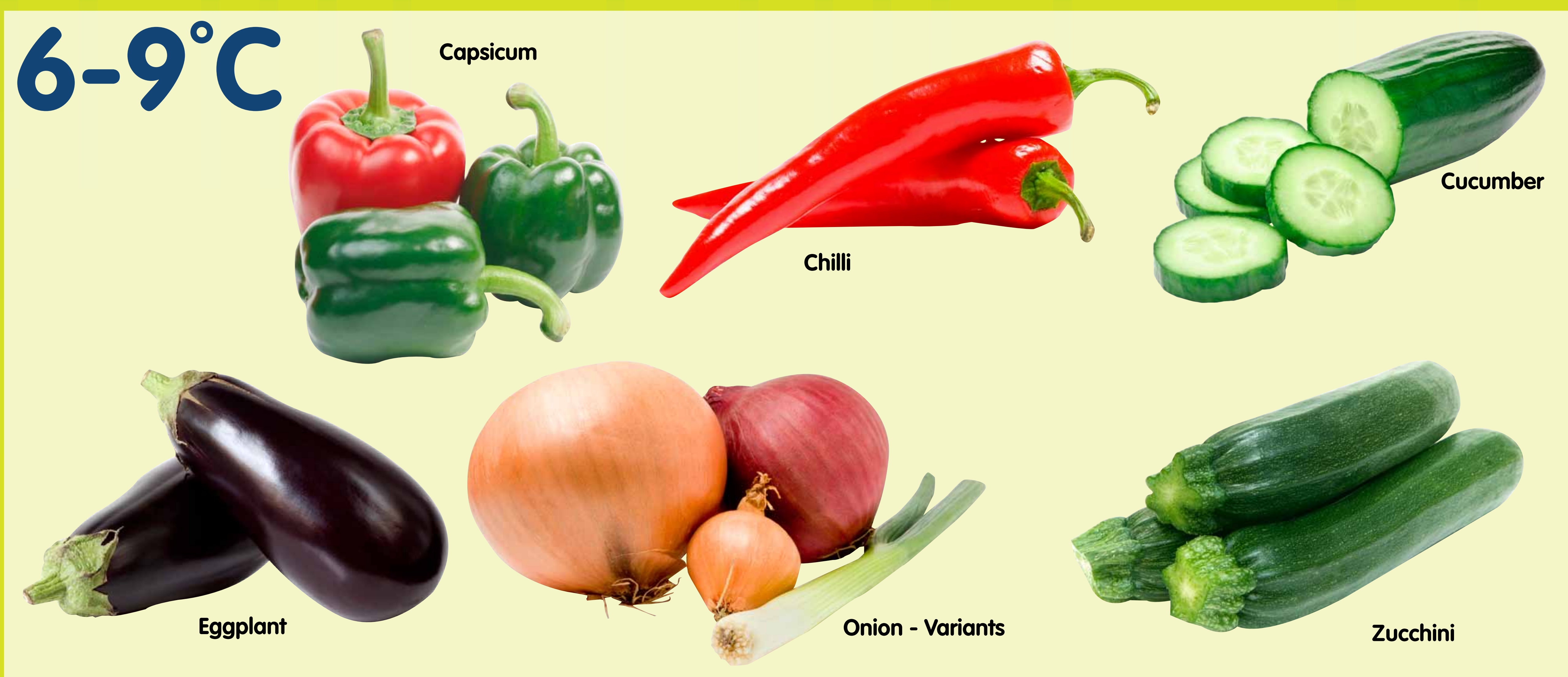
Food Storage for Vegetables

Pictures are for demonstration of good quality produce only.
Storage temperatures shown here are for WHOLE UNCUT produce only.

It is recommended that CUT items be stored / displayed at < 5˚C (in refrigeration).

High Risk Produce includes:-
* Whole or cut Mushrooms, including bulk & packaged
* All forms of Packaged Salads e.g. coleslaw, stir fry mixes, etc;
* All forms of Sprouts & Seeds Mixes.

Recommended Storage Temperature
2-5˚C
Vegetable Variety
Artichoke
Asian Vegetable (Leafy)
Asian Vegetable (Other)
Asparagus
Beans
Beetroot
Broccoli
Brussels Sprouts
Cabbage
Carrot
Cauliflower
Celery
Corn
Fennel
Herbs
Kale
Kohl Rabi
Leafy Vegetables
Lettuce
Mushroom
Okra
Parsnip
Peas
Pre-Packed Whole Produce
Pre-Packed Processed Produce
Radish
Rhubarb
Salad Mixes
Sprouts
Swede
Turnip
Witlof
6-9˚C
Vegetable Variety
Capsicum
Chilli
Choko
Cucumber
Eggplant
Marrow
Olive
Onion - Variants
Squash
Zucchini
13-15˚C
Vegetable Variety
Garlic
Ginger
Onion
Potato
Pumpkin
Sweet Potato
Tomato



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1. POLICY

The store must ensure that packaged thaw-back and pre-packed foods are date marked, in store, as per the requirements of current Food Standards legislation.

DEFINITIONS

FOOD STANDARDS CODE DEFINITIONS

1. A **Use By** date is the date a food should be consumed by, for health & food safety reasons e.g. selected fresh Meat, Seafood, Chicken, & some Dairy.
   NOTE: It is illegal to sell any food product after its Use By date.
2. A **Best Before** date is the last date the food, if stored as instructed on the package, will retain its quality e.g. freshness or nutrients.
3. Date codes are applied by the packer or manufacturer of a product only.
4. For the purposes of selling food, it is illegal to:
   - re-date any packaged goods after their pack date,
   - re-date any goods in any fashion that will extend the shelf life of a product,
   - cover the original packer's shelf life date with any other sticker or label,
   - alter the original storage instructions of the product by freezing or refrigerating for the purpose of extending the shelf life of that product.

2. MANDATORY REQUIREMENTS

STORE POLICY

USE BY DATES: It is legal to sell a product with a **Use By** date, up to and including that date, ie if a product has "Use By 30th June 2015" that product may be sold up to midnight (or close of trade) on 30th June 2015.

BEST BEFORE DATES: For products with a **Best Before** date, it is Store Policy that the above also applies, regardless of whether it is legal or not to sell beyond Best Before date.

It is consumer expectation & Store Policy that products are marked down well in advance of a Use By or Best Before date.

The date code marking shall be **clear and legible** and any date code stickers must not cover any product labelling information.

For all items that are date coded or packed in-store, please refer to **Section 11.17 – Date Marking Of Foods**.

3. RECORDS

1. POLICY

The store must ensure that foods for disposal are held and kept separate, as per the requirements of current Food Standards legislation.

The quarantine procedure also stipulates the policy for Mark Down (Reduced to Clear) bays.

2. MANDATORY REQUIREMENTS

MARK – DOWN GUIDELINES

1. Mark downs shall not pose a food safety risk, and shall not be repacked or resealed at store level. Mark down labels shall not obscure product information or date code.
2. Mark – down policy is generally managed in-store, although there are increasing consumer expectations in this area. It is accepted practice to mark down stock well in advance of the end of shelf life, so that the consumer has at least 2 days to consume the product before the end of its shelf life.
3. Pre-packaged short shelf life fresh items such as pre-packaged Modified Atmosphere Packaged (MAP) fresh meats or fresh ready to eat meals & salads are marked down at least 2 days before their Best Before or Use By dates.
4. For further guidelines for recommended mark – down activity on in-store packaged items, please refer to the specific fresh processing procedures within Section 11.

QUARANTINE GUIDELINES

5. A store shall ensure that food for disposal* is **held and kept separate** (quarantined) until it is:
   - Destroyed or disposed of so that it cannot be used for human consumption;
   - Returned to its supplier; or
   - Ascertained to be safe and suitable.

   ***Food for disposal** includes food that:
   - Is subject to recall;
   - Is to be returned to supplier;
   - Is reasonably suspected of not being safe or suitable for human consumption; or
   - Has been assessed by authorised staff as not suitable for human consumption.
6. Quarantined foods must be **isolated and clearly identified** to ensure it is not mistaken for saleable stock.
7. Quarantine areas shall be **designated, signed locations** e.g. crate, tub, pallet or rack. Each department may have a designated location, or share a location at back of store. No quarantine location shall exist in food processing or customer display areas.
8. Quarantine areas shall allow for the **segregation** of foods and contaminants/chemicals e.g. separate bays, crates or tubs, clearly identified for contaminants/chemicals only.
9. Quarantine areas shall be available in dry, refrigerated and freezer storage areas. They shall be **assessed daily** and **cleared at least weekly**. Returns to supplier may take longer due to representative schedules.
10. No leaking of infested stock is to be stored in quarantine locations. Leaking or infested stock shall be disposed of in suitable, **exterior** bins.
11. If a quarantine stock issue is resolved by proper inspection or documented announcements, then only **authorised staff** may release that stock for sale.
12. It is recommended that records are kept for stock that is quarantined and disposed, for stock management as well as commercial purposes.

3. RECORDS

18.22 – Ullage Record

1. POLICY

To ensure processing and handling operations are undertaken in a manner that does not compromise food safety or quality.

NOTE: The scope of this food safety program does not include the following processes:

- cooling & re-freezing of foods
- re-heating of foods

For any stores that may consider the above, it is recommended to contact their Metcash Food Safety Manager.

2. MANDATORY REQUIREMENTS

1. **General Processing and Handling Standards**
   - All processing & packing staff must be trained in Level 1 procedures, prior to being trained in processing of foods (Level 2).
   - Refer to **3.1 – Food Safety Induction** for appropriate personnel health and hygiene guidelines.
   - It is a requirement of all food handling staff entering the immediate food processing area that they **wash their hands** prior to commencing any food handling activity.
   - Operators must be aware that <u>all direct food contact surfaces such as processing machinery, cutting boards & tubs</u> can be a significant source of bacterial contamination and will result in premature ageing of processed produce if cleaning procedures are not followed.
   - In the case of an accident where **blood** is in contact with **food contact surfaces**, the immediate food surface area must be **cleaned and sanitised** before re-use. All products that are potentially in contact with blood must also be immediately disposed of. Affected staff must immediately leave the room and attend to the wound.
   - Contractors and visitors to the processing room must wear a **hairnet** that covers the entire scalp and hair.
2. **Pre-operational Checks**
   - Machinery and utensils are checked by the Supervisor at the start of a shift, and regularly throughout processing, to ensure food contact surfaces do not pose a hygiene risk and there is no evidence of damage, corrosion or loose parts. All processing staff are accountable for checking equipment & utensils during their shift.
   - Any plastic (polyethylene) cutting boards must be maintained in a visibly hygienic state by use of specialised cleaning chemicals and shall not indicate stains or deep cuts.
3. **Food Handling Practices**
   - All food storage containers & cutting boards used for processing operations are stored off the floor or away from any sources of contamination i.e. bin, un-sanitised equipment, etc.
   - Knives and other utensils are washed, rinsed and dried prior to being re-used.
   - **Waste** from food processing is placed into a lined, lidded bin, designated for waste only.

   a. **Ingredient Handling**
      - Ingredients are opened as required and placed in separate **clean, dry containers.**
      - Each ingredient container is **labelled** with the date of preparation or filling.
      - Containers which can contain highly perishable ingredients such as fruit, vegetables, raw or cooked meats, cheeses, creams, etc., should not be held in storage for longer than 24 hours after opening.
      - When preparing or processing any food, it should be completed within **20 minutes** to minimise the risk of food spoilage.
      - Refrigerated ingredients should not be out of cold storage for longer than 20 minutes.

2. MANDATORY REQUIREMENTS

b. **Plastic Gloves**
- Staff must use clean **disposable plastic gloves** when directly handling processed foods.
- Gloves are **changed** as often as is necessary to prevent cross-contamination of cooked/raw foods, between species (meat department) or when gloves come in contact with unclean surfaces e.g. money, doors/door handles, etc.
- After handling **raw meat or seafood**, gloves are changed before resuming any other tasks.
- Gloves are **not worn outside** the processing room.
- Gloves are to be used on **both hands** during processing operations such as slicing or preparation of recipes.
- Gloves may only be used on one hand if a person is serving customers, so that the non-gloved hand is used to handle machinery, doors, taps & money.

c. **Mesh Gloves (Meat Department)**
- Staff cutting meat must **wash hands** prior to cutting and between species, to minimise cross-contamination.
- Staff must wear an **Occupational Health and Safety approved mesh glove** when holding down carcass or meat primals for trimming and cutting. The cutting hand can hold the knife without a plastic glove.
- Mesh Gloves are to be put into a **sanitising** solution at **each meal break or every 2 hours** and rinsed under water before re-use.
- Legislation requires that mesh gloves are <u>not to be used</u> when operating the band saw.

d. **Blade Damage – Slicers, Band saws, Knives**
- If **blade damage** occurs during slicing of product, the machine must be switched off/cease use of knife. Equipment is inspected by Department Manager to assess and arrange for the necessary repairs immediately.
- All products being processed at the time of blade damage are to be **rejected and dumped** immediately. All exposed product in the near vicinity is to be carefully inspected and assessed by the Department Manager for potential contamination.
- If the blade damage is not noticed until during the cleanup or at some later time, all product processed on that slicer since the previous inspection or cleanup is to be **rejected and dumped** immediately.
- All products rejected and dumped should be approved by authorised store personnel.

2. MANDATORY REQUIREMENTS

e. **Food Handling Methods in Service Displays**
Approved methods for handling food products when serving customers:
- **Single Purpose Plastic Sheets**: e.g. when cutting meat in deli at customer request. One single-purpose sheet is to be used at a time. The sheet weight is tared, or the tare weight programmed into the PLUs on the scale.
- **Bag inside out**: Disposable plastic bags turned inside out can be used to remove product from a service display and avoid direct contact with foods. The sheet weight is tared, or the tare weight programmed into the PLUs on the scale.
- **Tongs**:
    - Tongs should show no signs of damage, rust etc, and be made of non-porous plastic or stainless steel.
    - Enough tongs must be supplied to ensure **adequate segregation** between different categories of foods in the same display cabinet to avoid cross-contamination.
    - Staff shall review the state of the tongs during trading to ensure they are kept visually **hygienic**.
    - Tongs **must not** be stored in any hot displays. Tongs used for hot foods must be kept in a plastic container filled with boiling hot water or approved sanitiser, next to the display. The container and the tongs are washed at least 2-hourly during trading and the container is re-filled.
    - One set of tongs is adequate for all hot foods.

4. **Packing/Labelling Practices**
- **Packaging** for in-store pre-packed items shall be **tared** on weighing. All tare weight checks on in-store packed items shall be recorded on **18.11b – In-store Packed Net Weight Checks**
- Labelling shall meet the requirements outlined in the **11.18 - In-Store Labelling & Packing Guide**

5. **Display Practices**
- When **replenishing refrigerated service displays** e.g. deli, any remaining stock of an item/line on display is moved to the **rear of the display**, and physically segregated from newer stock by the use of a slab sheet or clean tub. Older stock is sold first.
- When **replenishing self-service shelves** e.g. dairy cabinets, any remaining stock of an item/line on display is moved to the **front of the display**. Older stock is sold first.
- When transferring stock to a coolroom overnight, different date coded stock is kept in **separate** storage tubs. The tubs/stock shall be **clearly labelled** with product name and display date for traceability purposes.
- Each day, displayed product is inspected for shelf life and to ensure that it smells, appears and even tastes fresh and appealing to the customer. **If in doubt, throw it out**, regardless of shelf life.
- Displayed stock is rotated and audited throughout trading to ensure its **saleability**. All produce that is below standard is marked down, or weighed and recorded in the ullage records.

3. RECORDS

18.11b – In-store Packed Net Weight Checks
18.24 - Weekly Cold & Hot Temperature Checksheet
18.22 – Ullage Record

1. POLICY	To ensure that all frozen products, thawed for display, are handled and displayed in a manner that does not compromise food safety or quality.

2. MANDATORY REQUIREMENTS

1. **Approved thawing options**
   a) Thawing in a coolroom operating at 5°C or lower (preferred option at all times)
   b) Thawing in a microwave (ONLY if product is to be cooked & consumed immediately)
   c) Thawing of crustaceans / shellfish in an ice slurry under refrigerated conditions only.
2. It is **not acceptable** to thaw any product under running water or not under temperature control.
3. **Labelling -** Customers must be informed that the product has been previously frozen. The following statement must be displayed on, or adjacent to, all thawed displayed food:

   "THAWED FOR YOUR CONVENIENCE, DO NOT RE-FREEZE"

   - The statement should not obscure any date code or product label ingredients information.
   - Labels should be placed on the food ticket (as a topper), the price sticker or as a separate sticker.
4. **Product Types** – the above statement must be applied to the following product categories:
   a) **In-Store Packaged Foods -** any products that are received frozen, thawed and repacked in-store.
   b) **Frozen packaged foods thawed in original packs for sale** - any products that are received frozen, thawed and displayed in original packs. E.g. frozen fish e.g. smoked cod packs. If the packaging already has a statement of DO NOT RE-FREEZE then no sticker or label needs to be applied.
   c) **In-store repacked/prepared foods for self-service displays**
   d) **Any processed (value-added) products** that are received frozen in bulk, thawed, repacked in-store and displayed. E.g. thawed bulk packs of chicken nuggets or meatballs. A given number placed onto tray packs, stretch-wrapped, labelled and displayed.
   e) **Any uncooked products that are received frozen in bulk, thawed, repacked in-store and displayed**. E.g. thawed whole fish packed onto single trays by store staff, or thawed fish fillets packed in various quantities onto trays by store staff.
   f) **Any products that are received frozen in bulk, thawed, used as an ingredient for an in-store prepared and packed product, and displayed**. **Examples**: seafood salads using thawed frozen cooked prawns OR freshly prepared pizza (using thawed frozen components that require cooking.
5. **Frozen uncooked or processed foods, thawed for individual sale**
   a) Frozen processed foods, thawed for display behind glass for individual sale
   Examples: pre-baked quiches in deli cases.
   b) Frozen uncooked bulk foods unpacked and thawed for display behind glass for individual sale. E.g. frozen fish sitting on ice displayed in refrigerated delicatessen display cases.
6. **Frozen uncooked or processed foods, thawed and cooked in the store.**
   - It is important to thaw foods **COMPLETELY** before cooking to ensure food safety and quality. The only exception is in c) below.
   - No signs or labels are required if cooked in store, BUT Store staff MUST:
     a) Mark on all thawing goods the time and day those goods began thawing
     b) Never "partly thaw" foods thicker than 2cm and cook, as the goods may under-cook.
     c) Only ever "partly thaw" foods thinner than 2cm for immediate cooking e.g. chicken nuggets.

3. RECORDS	N/A

Section 11.07
Value-added RTE Food Preparation & Handling

1. POLICY

To ensure all processed foods made in-store are manufactured, packaged & displayed in a manner that does not compromise food safety or quality.
SCOPE: Sandwiches, seafood blends, pizzas, desserts, Sushi Preparation.
DEFINITION: RTE – Ready To Eat

2. MANDATORY REQUIREMENTS

1. **Preparation**
   - All value-added products are prepared using cleaned, sanitised, dry utensils & surfaces.
   - It is consumer expectation that only **fresh, quality** ingredients are to be used for the preparation of all value-added products, sold as fresh. Ingredients approaching the end of shelf life are not recommended for use.
   - Each ingredient is removed from the coolroom & opened as required and placed in separate **clean, dry containers.**
   - Value-added products are prepared to a **recipe** issued by the Department Manager.
   - The recipe shall specify the volume/supplier/brand of each ingredient used. **Notify Manager** if product/brand is not available, as this may result in a change in the **allergen declaration**, nutrition info, Country Of Origin Labelling or other legislative requirements.

NOTE: This is a critical control point – each in-house manufactured & packed food item must have the correct ingredient & nutritional details as per **11.18 - In-Store Labelling & Packing Guide.**

   - All remaining trays of ingredients are either (a) over-wrapped, labelled with the date opened and, held for maximum 24 hours; or (b) recorded and dumped.
   - Upon completion of food preparation, the area is immediately cleaned & sanitised.

2. **Packing**
   - Some value-added products are packaged e.g. Pizzas shrink-wrapped; Salads and sandwiches hand-wrapped, or placed in individual plastic containers.
   - Perishable RTE products shall be produced in batches to ensure critical ingredients are not out of refrigeration for any longer than 20 minutes at a time.
   - All packages are labelled as per **11.18 - In-Store Labelling & Packing Guide**. The operator produces a sticker containing the PLU number, product description, and shelf life.
   - All RTE products produced from ingredients in-store and pre-packaged, such as all types of salads, desserts containing raw egg or fresh cream, sandwiches or any other item containing potentially hazardous ingredients, shall be coded with a **Packed On** date & sold on the date of production, otherwise marked down and sold within 24 hours of production. Products not sold within 24 hours are dumped.
   - Recommended shelf life for raw pizza products is as follows:
     - Garlic Pizza, **no vegetables or meat** - **7 days**. Mark down on the 5th day.
     - Pizzas containing fresh **seafood** - **2 days**. Mark down on the 2nd day.
     - Pizzas containing **meat &/or vegetables** - **3 days**. Mark down on the 2nd day.

3. **Display Practices**
   - Refrigerated foods refer to **11.02 - Perishable & Frozen Foods Storage, Handling & Display**.
   - Poultry, Meat or Seafood Value Added products: Once a batch is made, it is immediately placed in a clean, dry tray and placed in the refrigerated service display cabinet for sale **on that day only**. What is not sold is dumped at the end of the day's trading.
   - Pizzas, salads, sandwiches & Sushi: are placed in a refrigerated, self-serve display unit **at or below 5°C**. Before the end of trade, salads and sandwiches may be marked down for quick sale. If not sold on day of preparation, salads and sandwiches are dumped.
   - Pizzas on their last day of expiry may be discounted for quick sale, or even baked for customer tasting. Stock remaining at the completion of shelf life is to be dumped.
   - Each day, displayed product is inspected to ensure that it smells, appears and tastes fresh and appealing to the customer. "**If in doubt, throw it out**", regardless of shelf life.

4. **Cooking & Hot Foods Handling**
   - If pizzas are cooked for customers, or for protocols of hot food handling & display, refer to: **11.12 - Processing & Handling of Hot Takeaway Foods**.

3. RECORDS	Each product recipe and label must be documented.

1. POLICY

Meat products, processed in an in-store meat room, are handled and displayed in a manner that does not compromise food safety or quality, and meets all State and National food safety legislation.
Please note the following Critical Control Point (CCP) is addressed in this procedure:
CCP #4 – Labelling & coding of in-store packed products

2. MANDATORY REQUIREMENTS

1. Processing of Raw Meat Cuts

- The Meat Manager, or an authorised delegate, shall determine the initial requirement for re-filling the pre-pack display/s. Customised packing sheets may be used to assist.
- Only what is immediately required for processing is removed from the coolroom. Meat is taken out in species-specific runs, i.e. beef first, lamb second etc., and the various meat cuts are processed. **This should take no longer than 30 minutes.**

NOTE: The 30 minute rule is based on industry standards that carcass and large cuts of meat being processed is not to rise above 5ºC, and be handled in temperature controlled **meat preparation rooms maintained not warmer than 10ºC**.

- Trim from carcass or other primal cutting shall also be placed in a covered container in the coolroom at 30 minute intervals to maintain its integrity.
- Trim shall be graded & segregated by any qualified person to maintain mince quality standards & integrity.
- Once meat is removed for processing, it is under general supervision throughout its process until it is packaged and placed into a refrigerated display.
- All products must be **chilled to below 5°C** before being put out onto the display case.
- Preservatives or any other additives are **not permitted** in fresh meat.

No frozen meat shall be thawed for use in a fresh meat department. The only exception to this is the use of frozen trim to produce mince (see section 2. Mincing of Fresh Meat).

Corrective Actions

- During processing, where **potential contamination** has occurred e.g. dropped meat or broken blades, the **Meat Manager** must be notified to determine corrective action.

a) Dropped meat

- All surface areas that are at risk of contact with contamination must be trimmed away at least 5mm into the piece of meat, and the trim is to be immediately dumped into a waste bin.

b) Breakdowns of Machinery

- When **breakdowns** greater than **15 minutes** occur, the continuation of cutting should be assessed by the Meat Manager. Cutting should be slowed/stopped until the backlog of meat is cleared, or the machinery is operational again.
- If the problem cannot be rectified **within 15 minutes of a breakdown**, meat products awaiting packaging on trolleys are to be transferred to the coolroom until the problem is resolved.
- If the problem cannot be rectified **within 30 minutes of a breakdown**, meat on the preparation benches is placed in plastic tubs, and transferred to the coolroom until the problem is resolved.

c) Blade or other Damage

- For corrective action when blade damage or any other machinery occurs, refer to **11.05 - General Processing and Handling Practices.**

2. MANDATORY REQUIREMENTS

2. Mincing of Fresh Meat

- Only **fresh**, raw meat cuts are minced. Frozen trim from previous day's production or purchased frozen trim may also be used.
- Raw, unprocessed meat packs on their last day of shelf life are **NOT** used for mince.
- Preservatives or any other additives are **not permitted** in fresh mince.
- Colour coded tubs with lids are recommended to hold graded trim, and to minimise the risk of cross-contamination between species. Alternatively, graded trim tubs should be clearly labelled with grade and date of cutting.
- **Between species of simple mince varieties without ingredients**, the mincer worm mechanism is **completely dismantled**, and all contact surfaces are rinsed with hot, then cold water, and air dried prior to the next species run******.
- To avoid excessive clean-ups and **prevent the risk of contamination** between species the following **sequence** of mince production is recommended:
    1) **Gourmet (beef only)**
    2) **Premium (beef only)**
    3) **Pork & Veal**
    4) **Hamburger** Dismantle, hot & cold water rinse & air dry
    5) **Lamb** Dismantle, hot & cold water rinse & air dry
    6) **Pork** Dismantle, hot & cold water rinse & air dry
    7) **Chicken** Dismantle, hot wash & cold water rinse
    8) **Sausage meat (made periodically)** Dismantle, wash & sanitise

****NOTE:** The sequencing of products in the mincer must take into account any value added products with ingredients that may have allergens. Where such products are made on a common mincer, the entire worm mechanism and all food contact surfaces are completely dismantled, fully cleaned & sanitised, before any other simple mince products are made again. The **Meat Manager** is responsible for ensuring all staff understand the importance of this.

- It is recommended to regularly check the temperature of the final mince, especially after long runs. If mince temperature exceeds 5^{0}C then it is recommended to place the bulk mince in the coolroom in a covered tub until it cools below 5^{0}C, before packaging the product and placing onto display.

3. Sausage Meat Preparation

- The Meat Manager shall issue instructions for preparation of sausage meat and sausage-meat products e.g. sausages, sausage meat rissoles and meat loaves.
- Only fresh cut meat, clean & uncontaminated sausage meal and chilled potable water (below 5˚C) are to be used in the preparation of sausage meat products.
- Dry ingredients should be stored off the floor, away from preparation benches in a sealed bag or clean, covered container after opening, to prevent cross-contamination.
- Any mince, stored overnight in coolroom, shall be covered, and clearly labelled with product name and date of mincing.
- **Additives** must not be added to sausage and sausage meat containing raw, unprocessed meat, unless expressly permitted below:

INS Number (e-number)	Additive Name	Max Permitted Level
220, 221, 222, 223, 224, 225, 228	Sulphur dioxide and sodium and potassium sulphates	500mg/kg

2. MANDATORY REQUIREMENTS

4. Value-Added Meat Products

Includes: sausages, rissoles, patties, crumbed meat, seasoned meat, kebabs, battered meat, marinated meat or any other process that involves adding ingredients or "value" to the meat.

- Only **fresh** cut meat and other ingredients are to be used for the preparation of all value-added products e.g. used remaining crumb shall be discarded on day of use.
- All moist ingredients used are pre-chilled **below 5˚C** e.g. water and marinades.
- **Sausages** must contain a **minimum of 50% fat free flesh** i.e. Fat content must be no more than half the fat free content.
- The minced meat component of **Rissoles** cannot contain ANY additives. Other food ingredients may be added to the minced meat as part of the standard recipe.
- If rissoles are made from sausage meat, they must be labelled "Sausage Meat Patties". They can contain preservatives, but must comply with the standard for sausage meat.

IMPORTANT NOTE REGARDING THE PACKING OF READY-TO-EAT MEAT PRODUCTS: In some states this is a licensed activity which requires a new license application. Any store which chooses to conduct any other processes, such as pickling, corning, smoking, fermenting, or any other production of "ready to eat" meat products, must conduct a **risk assessment** and develop specific procedures, then submit them to their appropriate state food regulator for approval **PRIOR** to commencing production. **Listeria testing** may be required in some instances. Please consult your relevant state Metcash Food Safety Co-Ordinator for guidance on this issue.

5. Fresh Meat Packing & Coding

- **Packaging** for in-store pre-packed items shall be **tared** upon weighing. Labels shall display NET weight and price/per kg or unit, as per **Trade Measurement requirements**.
- Meat products are packed onto trays and overwrapped.

The following **date coding standards** apply to all fresh meat products sold at at this store:

- All **minced meat** and minced meat rissoles are given a **Use by date** of **3 days** from date of production, and marked down and sold **within 24 hours of production**.
- All **cut fresh meat** products are given a **Use by date** of **5 days** from date of production, and marked down and sold on their **third** day after manufacture and packing.
- **Sausage** meat and sausage meat products are given a **Use by date** of **7 days** from date of production, and marked down and sold on **their fifth** day after manufacture and packing. No leftover sausage meat may be stored in the coolroom at any time, unless waiting to be cured or packed.
- Preservative-free sausage meat (if made) is given a **Use-by date** of **3 days** from date of production.
- All marked down foods **must be sold within 12 hours of markdown**, otherwise dumped.

6. Labelling

- All value–added meat products (marinated, crumbed, seasoned, sausages etc.) must be labelled with an **ingredients list, allergen warnings and a nutritional panel** (where applicable) according to National Legislation.
- Changes to **any** recipe, ingredient types or even alternate suppliers of the same ingredient must consider the impact on ingredient listing, allergen warnings and nutritional panel. For further information, refer to **11.18 - In-Store Labelling & Packing Guide**.
- No reference to a percentage of species content to be made on any packaged product e.g. 100% beef mince.
- If mince is labelled/advertised as a certain species e.g. Pork Mince, that is the **only meat species** permitted in the mince.
- **Do not** make reference to a product being Low Fat, Lean, Trim or Diet. Products may be identified by a 'grade' dependent on the level of fat e.g. Gourmet, Premium, Regular.
- Any pre-packed, **retail ready** meat product purchased from a supplier, must not be re-labelled in any way, in order to maintain supplier traceability and product identification.
- For guidance on Country Of Origin labelling, refer to **11.20 - Country of Origin Legislation**.

2. MANDATORY REQUIREMENTS

7. Random Weight Bulk Meat Labelling

- Random weight bulk fresh meat products are received from the supplier with a Packed-On date on the outer carton. These products are generally intended for processing at the store and the inner vacuum sealed packs are not individually labelled.
- If a store intends to individually sell any of these pre-packed lines, each pack sold must be labelled in-store. Refer to **11.18 - In-Store Labelling & Packing Guide**.

8. Vacuum Sealing Of Fresh Meat In-Store

- Any store that intends to vacuum seal or cryovac seal any meat product for retail sale must conduct a **risk assessment** and develop specific procedures for this process, then submit them to their appropriate state regulatory body for approval **PRIOR** to commencing production.
- If the above is conducted in a clean & hygienic manner, the recommended shelf life of the sealed product is **no longer than 7 days**, unless proper shelf life testing is conducted.
- Any consideration to vacuum seal any value added fresh meat items must also include compliance to FSANZ Labelling legislation. Refer to **11.18 - In-Store Labelling & Packing Guide**.

Please consult the relevant state Metcash Food Safety Co-Ordinator for guidance on any in-store vacuum sealing of fresh meat products.

9. Pet Meat

- The State laws require that only meat that is fit for human consumption is permitted to be processed in a retail meat processing facility.
- Meat which is unfit for human consumption **shall not** be stored at, enter or sold from a meat processing facility.
- All display of supplied pet meat must be **physically separated** from meat in display cases with Perspex Dividers, or in a separate cabinet.

10. Legislative Traceability Requirements

- It is required that the **Establishment Name, contact details &/or Establishment Number** be placed on each pack of fresh meat products sold in store. For stores that receive fresh meat from an external local butcher then **no reference to supplied store shall be on the label**.

11. Sale and Transport to Other Businesses

- Any store which **produces, processes or packages food for transport and sale at another location** must affix all relevant labels to that food before it is transported.
- In some states, it is also a legislative requirement that this product is transported in an **approved meat transport vehicle** (Department Manager must check local food authority for the regulations in your state/territory before commencing).
- Refer to **11.25 - Deliveries to Customers & Other Businesses**.

3. RECORDS

18.04 – Meat Processing Daily Pre-Operational Checks
18.24 - Weekly Cold & Hot Temperature Checksheet
18.22 – Ullage Record
18.12f – Daily Floor Inspection Log
Product labels comply to Food Standards Code (**CCP #4**)

1. POLICY

Ensure packaged or un-packaged foods sold in refrigerated service displays are stored, handled & displayed in a manner that does not compromise food safety or quality.

Please note the following Critical Control Point (CCP) addressed in this procedure:
CCP #3 – Service Display

2. MANDATORY REQUIREMENTS

Operating from a Serviced Display requires adequate training and understanding of the additional requirements to ensure the sale of safe food. The Quality and Safety of open products displayed for sale become wholly the responsibility of the Store Owner. Manufacturers will not accept liability over a product when the store has further processed or labelled it.

When a store undertakes to remove a product from its tamper evident package for further processing (or even simple re-labelling to identify the original product details), then the store is considered by the Regulatory Authorities to be a "processor".

Unpackaged foods in a refrigerated service display will be exposed to the following factors due to the inherent requirement to access stock & service customers:

- Accelerated drying as surface area is increased / exposed
- Incidental cross contamination with a range of different categories of foods
- Elevated temperatures due to continuous access required
- Environmental contamination (including Listeria species), due to the open nature of a service display, in proximity with a plethora of processing activities and public access areas.

1. **Storage and handling**
   - Display setup practices must ensure that **raw and cooked** or fermented meats are adequately **segregated** to minimize risks of cross-contamination. It is preferable to segregate in separate displays but where this is not possible, a perspex divider is satisfactory.
   - At the end of trade, trays of product in the service displays are covered with stretch wrap/plastic sheeting and a) placed on a rack in the coolroom until the following morning, or b) retained in the refrigerated displays. Temperature sensitive products e.g. sliced meats, must be transferred to coolrooms.

2. **Garnishes**
   - The use of ice, plastic or plant garnishes must be reviewed daily for proper condition (i.e. no foreign or extraneous matter / loose bits / damage etc), and not increase the risk of food contamination by their use.
   - **Ice** must be sourced from potable water. Supplied ice must have a proper specification which states this.
   - **Plastic garnishes** must be washed, sanitised and allowed to completely air dry daily. Plastic garnishes must not be able to hold water.
   - Any **plant or organic garnishes** (i.e. kale, parsley etc) must be:
     - Washed in fresh water before use to remove any contaminants or pests
     - Treated as "single use" & discarded at the end of each day.

3. **Service Display Categories – Stock Control & Maximum Shelf Life**
   - Refer **11.11 - Slicing of Smallgoods and Cheese Portioning** for guidance on traceability of opened products.
   - Refer to **11.09a - Recommended Service Display Life**. This is the maximum amount of time, after opening the original package that each category of goods is to be kept in a service display cabinet or coolroom, before being sold. This list should be laminated and placed on the delicatessen wall for all staff to follow.
   - Reserve stock in the coolroom, which has been opened & re-sealed, may last longer but must be reviewed each time a service display is re-stocked (at least daily).
   - **Note: The manufacturer's usage instructions after opening must be followed at all times.**

	• Quantities in the service display should be based on how much you expect to sell in the recommended maximum time allowed. Smaller amounts should be held on quieter days. • Before opening original packages, you should check the quantity in the service display, and any opened stock in the coolroom (if applicable), to ensure that it is required. • Unsold stock approaching its maximum display life is to be **marked down** for sale prior to the recommended limit, not after. 4. **Allergen Statements from a Service Display** • For guidance regarding "allergen free" statements within a Service Display, please refer to **11.18 – In-store Labelling & Packing Guide**. For guidance regarding allergen warnings, refer to **11.19 – Allergen Warnings – Self Service & Service Displays**.
3. RECORDS	18.24 - Weekly Cold & Hot Temperature Checksheet (**CCP#3**) 18.22 – Ullage Record

Guideline 11.09a
Recommended Service Display Life

Metcash Food & Grocery

DEFINITIONS

Review Frequency – how often the stock in the deli case needs to be checked to ensure freshness & quality.

Service Display Life – recommended maximum life in a service display prior to mark – down.

Mark Down Life – recommended maximum life in a service display after mark-down, prior to removal from sale.

PRODUCT CATEGORY	SUB - CATEGORY	REVIEW FREQUENCY	SERVICE DISPLAY LIFE (days)	MARK – DOWN LIFE (days)
Cheeses	Fresh Cheeses (ricotta, cottage, bocconcini etc)	2 x Daily	2	1
	Fettas (must be immersed in original brine)	Daily	5	2
	Sliced Cheeses	2 x Daily	1	1
	Portioned & wrapped - Soft	Daily	12	2
	Hard (cheddar, tasty, parmesan etc)	2 x Weekly	21	7
	Vintage & Hard (Pecorino, Parmesan etc)	2 x Weekly	21	7
Small-goods	Shredded / Shaved / sliced – cooked smallgoods	2 x Daily	1	1/2
	Shredded / Shaved / sliced – cured smallgoods	2 x Daily	2	1
	Skinned Cooked (cabanossi, frankfurts, etc)	2 x Daily	2	1
	Skinned Cured (chorizo, kransky, twiggy, etc)	2 x Daily	3	1
	Cured & Smoked (bacons etc)	2 x Daily	3	1
	Pierced chub - cooked meats (ham, chicken roll etc)*	Daily	4	1
	Pierced chub – cured meats (salami, mettwurst)	Daily	14	1
Meat Pate	Liverwurst, Pate' etc (cut from original knob)	2 x Daily	1	1/2
Fresh Meat & Seafood	All fresh red Meat	2 x Daily	1	1/2
	Marinated, Crumbed or seasoned red meats & seafood	2 x Daily	1	1/2
	All fresh Seafood	2 x Daily	2	1
Frozen Seafood	Frozen seafood fillets (thawed in display)	Daily	3	1
	Frozen crustaceans (prawns etc – thawed in display)	Daily	3	1
Fresh Poultry	Fresh & seasoned raw poultry (crumbed, marinated etc)	2 x Daily	2	1
	Marinated poultry (completely covered)	2 x Daily	2	1
Antipasto	Recommended to be immersed in original brine or oil	2 x daily	7	2
Salads	Pre-prepared only (Mrs Crocketts etc)	2 x daily	2	1
Bakery	Thawed / par – baked / value-added breads	2 x Daily	1	1/2
	Savoury meat or fresh dairy filled / iced pastries	Daily	2	1
	Unfilled or fruit filled pastries, cakes, croissants etc	Daily	2	1
Hot Foods	Whole Chickens & all other hot foods	2 hours	4 hours	2 hours

NOTES: Please refer to the relevant processing procedures in Section 11 for further detail.

- Display life is based on product temperatures **never exceeding 5°C**.
- It is recommended that department scales are pre-set to print "**Packed On** date" (shown below) from date of sale, onto labels for these products being sold and wrapped from a **service** display case.

* The manufacturer's usage instructions must be followed at all times & the "**Use By**" or "**Best Before**" date of the original package **shall never be exceeded**.

IMPORTANT NOTE: Stores intending to package Ready To Eat (RTE) meat products on the premises must contact their State Regulatory Authority to ascertain if they are required to implement a Listeria testing program.

Section 11.10
Seafood Handling & Display

1. POLICY

Fresh and frozen seafood is processed, handled and displayed in a manner that does not compromise food safety or quality.

2. MANDATORY REQUIREMENTS

1. The temperature of all seafood must be Stored/Displayed **no warmer than 5°C** whilst in display**.**
2. **Do not** store or display uncooked frozen or fresh seafood next to ready-to-eat/cooked foods.
3. It is preferable that seafood displays are in separate display cases to minimise the risk of contamination. If this is not possible, then a physical barrier separating the seafood section from other foods within the display case is acceptable e.g. Perspex dividers.
4. **Frozen, Thawed Seafood Practices**
   - Thawing practices shall comply with **11.06 - Thawing of Frozen Foods**.
   - At the beginning of trade, the ice bed in the refrigerated seafood display is fortified with a fresh layer of crushed ice (between 2cm to 3cm is recommended). Clean, dry containers are used to hold seafood in the iced display (optional).
   - All ice used must be made from **potable** water (i.e. food grade).
   - The shelf life of the seafood is **4 days "USE BY"** from the date it is removed from freezer storage**.**
5. **Fresh Seafood**
   - Fresh seafood is only purchased periodically during busy seasonal trading.
   - Fresh seafood is placed in ice in the seafood display counter.
   - Fresh seafood has shelf life of **up to 3 days** when stored in a coolroom or refrigerated display case.
6. **In-store Value-Added Seafood Products**
   - Refer to **11.07 - Value-added RTE Food Preparation & Handling**.
7. **Oysters**

Oysters are considered very high risk, as they are raw and ready to eat. They may not undergo a cooking step (which will usually kill any food poisoning bacteria).
The following should be considered to ensure Oyster quality is maintained:

- Unopened Oysters may be received at warmer temperature, i.e.:
  - **i.** Sydney Rock Oysters:
    - **1.** Below 25°C when received within 72 hours of harvesting.
    - **2.** Below 15°C if 72 hours have lapsed from the time of harvesting.
  - **ii.** All other Oysters:
    - **1.** Below 10°C.
- Oysters must be stored and displayed no warmer than 5°C (sufficient ice may be required around the oyster to help achieve this temperature in a display).
- As with other Crustaceans, Oysters must be adequately segregated from other raw products to minimise the risk of cross contamination.
- Opened oysters should not be stacked on top of each other as there is a risk of contamination of the Oyster meat.

3. RECORDS

18.24 - Weekly Cold & Hot Temperature Checksheet
18.22 – Ullage Record

Section 11.11
Slicing of Smallgoods & Cheese Portioning

Metcash Food & Grocery

1. POLICY

Smallgoods and cheeses are processed, handled and displayed in a manner that does not compromise food safety or quality.

2. MANDATORY REQUIREMENTS

1. **General Advice**

- The slicer can be a significant source of bacterial contamination and will result in premature spoilage or wastage of sliced foods if cleaning procedures are not strictly followed.
- Any slicing run at the start of the day must be sequenced to ensure the following slicing order:
  - Cheeses
  - Cooked / smoked Meats
  - Uncooked Fermented meats or smoked meats

2. **Preparation ~ Start of day tasks**
   - Check that all equipment & slicers are clean, switched off and in good working order.
   - Check that the blade of the slicer is not damaged.
   - Wipe over all the possible food contact points with a clean disposable cloth & a no-rinse sanitiser. Leave to air dry.
   - Prior to slicing any foods, the operator must check the quality and date of opening of any opened bulk knobs and sliced product to ensure it smells, looks and tastes fresh and appealing. "If in doubt, throw it out".

3. **Slicing Procedure**

   a) Slice to Stock (for display)
   - Where stock is "sliced to stock", slicing should be done **on the intended day of sale**.
   - The Deli Manager shall identify the maximum quantities of each product sliced to stock to ensure freshness as per **11.11a - Sliced Smallgoods Maximum Quantities**.
   - Prior to slicing, the end of the chub of meat is sparingly cut off with a clean, dry knife, and the meat is placed on the slicer holder. A minimum quantity is sliced and placed on a disposable slab sheet.
   - Any extra product, sliced for display later that day, shall be placed on a clean dry tray, stretch-sealed, & stored in the coolroom. Label the over wrap with product name and date of slicing to avoid misuse.
   - The sliced meat is placed to the front of the display to ensure effective stock rotation. Older stock (if used), shall be placed at the rear of the display in a separate container.
   - Smallgoods meats should be **sliced in a sequence** that groups the product categories.
   - All food contact points on the slicer are **wiped clean** using a disposable cloth prior to continuing with the next category of meat product.
   - The chub is completely covered with stretch-wrap, and immediately placed in cool storage. **NOTE**: Once cut, the shelf life of a knob of meat is severely shortened.
   - At the end of the day's trading, any remaining sliced meat in trays may be stretch sealed, labelled with product name and date of slicing, and placed in the coolroom for use the following day **only.**
   - The recommended maximum life after the original date of opening of any smallgoods chub shall be **NO LONGER THAN 5 DAYS**. The Deli Manager shall be responsible for daily reviews of all stock to ensure this is maintained.
   - Chubs shall be completely sliced for display **within 2 days of the original product expiry date**, so that final consumption by the consumer is most likely to occur before the end of the original product shelf life.

   b) Sliced to order (upon demand)
   - Where products are sliced on demand, there shall be a strict cleaning culture at the slice between categories of meats/cheeses.
   - All slicer food contact points are wiped clean using a disposable cloth as required.

2. MANDATORY REQUIREMENTS

4. Labelling Advice

- If the entire chub is not sliced immediately, the chub remainder shall have a label applied on the packaged butt end which will identify the following two dates: a) the **original product expiry date** (whether Use By or Best Before – in case it is lost during progressive daily slicing), and b) the **original date of opening** of the sealed package.
- Labelling of sliced stock packages wrapped at deli & sold to consumers from a serviced display is recommended to be labelled with a "**Packed On**" date.

5. Portioning & Re-packaging of Whole Cheeses

There are specific requirements for cheeses that are portioned, depending on whether they are sold from a service display or a self-service display.

- All cheeses intended to be portioned are to be identified by the Deli Manager. A database of labelling information is to be kept, which shall include:
  - Product Name
  - Supplier Name & Contact Details
  - Ingredients List
  - Ingredient Allergens
  - Non-ingredient Allergen Warnings (may contain statements)
  - Country Of Origin Statement
  - Storage Instructions
  - Nutritional Panel Information

A copy of each product label is an acceptable and a simple means of data storage for portioned cheeses sold from a assisted serviced display (i.e. behind glass).

Refer to **11.18 - In-Store Labelling and Packing Guide,** for requirements of a label when portioned cheeses are to be sold from a self-service display.

PLEASE NOTE: If your store portions identical cheeses from a different supplier (ie Jarlsberg cheese from Manassen or Parmalat), these must be identified & labelled as two separate products, as their ingredients and other label details may differ.

- Each cheese must be **treated as a separate product**. It is critical that when portioning a cheese that all utensils & food contact surfaces are clean, dry and sanitised before use.
- A **Packed On** date is recommended to be placed on the individual portions if selling from a service display.
- Portioned cheeses shall also be marked down for final sale **within 2 days of the original product expiry date**, so that final consumption by the consumer is most likely to occur before the end of the original product shelf life.
- A **Best Before** date, **not exceeding 14 days from date of portioning and the original product date code**, is recommended to be placed on the individual portions if selling from a self-service display.
- Please refer to **11.09a - Recommended Service Display Life** for further date coding guidance on portioned cheeses.
- It is a food regulatory requirement that the **traceability** of the portioned cheeses is maintained for all products if they are pre-packed.
- It is also acceptable to simply wrap portioned cheeses and display them in an assisted serviced display without a label if they are displayed in the immediate vicinity of the original sourced wheel of cheese.

PLEASE NOTE: It is an offence to display as per above if the cheese source is from a different supplier or a different product as ingredient, allergen & nutritional information may vary.

- Please refer to **11.21 - Stock Audit & Trade Measurement Checks** for further guidance on pre-packaged goods.

3. RECORDS

18.22 – Ullage Record

Section 11.11a - Guideline
Sliced Smallgoods Maximum Stock Quantities

Metcash Food & Grocery

This list is used to identify the **maximum** quantity of sliced meat for each variety that is to be held at any one time in a **service** display.
Smaller amounts should be held on days that are not busy.
Before slicing, you should check the quantity in the display cabinet and in the coolroom (if applicable) to ensure that it is required.
It is very important to minimise ullage by only slicing what is reasonably expect to sell on the day of slicing.
Ullage is a waste of a product, profits and a waste of time.
It is also the consumer's expectation that all sliced stock on display is as fresh as possible.
It is everybody's responsibility to eliminate ullage.

COOKED MEATS	KNOBS	SLICES	FERMENTED MEATS	KNOBS	SLICES
HAM			Spicy Aussie Roll		
Gluten free ham			Prosciutto		
Lite ham			Sopressa Mild		
Ham off the bone			Mild salami		
Shoulder ham			Polish Salami		
Leg ham			Pepperoni Salami		
Soccer ball ham			Hot Salami (Chilli)		
Champagne ham			Sopressa hot		
Ham deluxe					
Ham steaks					
Golden roast ham					
Honey roast ham					
Double smoked ham					
Triple smoked ham					
Oven roasted mustard ham					
Green peppercorn ham					
BEEF					
Roast beef					
Silverside					
POULTRY					
Turkey breast					
Chicken breast					
Chicken roll					
Chicken loaf					
Seasoned chicken					
Chilli chicken					
Herb and mustard turkey					
PORK					
Roast pork					
Seasoned roast pork					
Pork Brawn					
OTHER MEATS					
Devon					
Berliner					
Mortadella					
Olive Mortadella					

Metcash Food & Grocery

1. POLICY

To ensure all foods that are cooked in-store, are stored, handled, processed, and displayed in a manner that does not compromise food safety or quality.

Please note the following Critical Control Points (CCP) are addressed in this procedure:
CCP #3 – Service Display
CCP #5 – Pre-pack display
CCP #6 – Displayed stock review & mark-down
CCP #7 – Cooking of chickens & hot foods
CCP #9 – Cooling of Cooked Products

2. MANDATORY REQUIREMENTS

1. **Cooking Temperatures**

- **Food legislation** requires the **minimum internal cook temperature of all hot foods is 75°C**.
- Ensure chickens are fully cooked in the thickest part of the breast and juices run clear. If this has not been achieved, the cook is to be extended until it is achieved.
- The temperature for **bakery lines** containing meat &/or dairy ingredients, and **cooked products about 2cm and thinner** e.g. burger patties, pizzas, etc., is taken **at least daily** upon removal from the oven or fryer. Minimum surface temperature of all these foods **is 75°C.** The temperature attained is recorded on the **18.24 - Weekly Cold & Hot Temperature Checksheet**.

NOTE: This minimum temperature may vary between oven or rotisserie types and the number of chickens being cooked at any one time. The Delicatessen Manager is responsible for regularly checking the quality of the cooked chicken to ensure the minimum core temperature is communicated to all Deli staff.

- If **equipment failure** prevents the temperatures from reaching at least 75°C, the Deli Manager is notified, and the foods are dumped. A service is call is made immediately.

2. **Cooking Sequence**

- Each type of food is separately cooked in the oven, according to a pre-set list as planned by the Deli Manager.
- If there is only one oven in the store, bakery lines should be cooked first, followed by take-away foods containing meat or dairy ingredients.

3. **Frying Oil Cleaning**

- Frying oil is **filtered daily**, once frying is complete. A new filter bag is replaced **daily**.
- Frying oil is then topped up to the mark at the beginning of the next day, using fresh oil. Oil is replaced at least **weekly** when the unit is cleaned.

4. **Reheating Temperatures**

- Foods which have been previously cooked and successfully cooled, (see Point 9.), either in-store or received packaged from a supplier may be reheated only once. Reheating must be rapid and must follow the manufacturer's instructions. **Minimum internal reheating temperature of all hot foods is 60°C**.
- The temperature attained is recorded on the **18.24 - Weekly Cold & Hot Temperature Checksheet.**
- Foods which have not been reheated at the express order of the customer must be displayed as per point 5 & 6.
- Reheated foods must not be further cooled. Remaining reheated foods not sold, must be disposed.

5. **Hot Food Service Display**
    - The Deli Manager shall set the range and volume of hot take-away foods to ensure waste is minimised, and the temperature settings are adequate to ensure hot foods display temperatures are attained.
    - Temperature checks must indicate hot foods are **displayed at or above 60°C** at all times.
    - All hot foods are recommended to be sold **within four (4) hours** of cooking. Stock rotation practices should ensure that the oldest stock is sold first. Unsold stock may be marked down for a further two (2) hours (total combined maximum display life of 6 hours).
    - Time records may be kept to ensure quality products are available at all times on **18.21 - Daily Production & Display Times Checksheet**.
    - At the end of that day's trading, any hot take-away foods (within 4 hours of cooking) can be **marked down** for sale. Whole cooked chickens and roasts that are not going to be sold by the end of the day's trading can be **further processed as per Point 8**. Any other unsold stock is disposed and the quantities are recorded.

6. **Hot Food Self-Service Display**
    - All points identified above for Hot Food Service Display apply to packaged foods in a self – service display, as well as the points identified below.
    - Foods which are placed in a self-service display must be compliant to FSANZ labelling standards. All ingredients added in-store (such as chicken spice rubs etc) and their allergen warnings must be included in the final product label, in the make-up of the final ingredient list, nutritional panel and allergen warnings statements. Please refer to section **11.18 – In-store Labelling & Packing Guide**.
    - Foods placed in a self-service display must be sealed with a tamper evident packaging.
    - Chickens and Roasts placed in a self-service display are to be identified with a label including a Use By date of no longer than 2 days after the date of cooking. Each chicken and roast must also be identified with the time of cook.
7. **Home Delivery Or Transfers of Hot Foods to Satellite Stores**

Please refer to section **11.25 – Deliveries To Customers / Other Businesses**.

8. **Processing & Cooling of Hot Foods & Cooked Chickens**
    a) **Cooling of all Hot Foods**
    - To comply with national legislative requirements for cooling potentially hazardous food. All foods must be cooled following the below temperature and time parameters:
        1. **From greater than 60°C to 21°C in less than 2 hours, and,**
        2. **From 21°C to less than 5°C in a further 4 hours.**
    - The verification of the cooling process for each product type cooled must be conducted at least **monthly**. This is to be recorded on **18.23 – Hot Foods Cooling Verification Record**.
    - The Department Manager shall advise whether this method has been approved.

    b) **Whole Cold Chickens**
    - Selling **whole cold chickens** is **not recommended**.

    c) **Sale of cooled Chicken Pieces**

    Day 1 -
    - The chickens are removed from the hot display, one at a time, and hygienically broken down into pieces.
    - All pieces of that batch of chickens are placed on a separate clean, dry tray.
    - The tray is stretch-sealed, labelled with date of processing, & placed in the coolroom to cool as per a) above.

    Day 2 -
    - Each tray is removed from the coolroom and each broken chicken is placed into an approved chicken bag, and labelled with the date of packing, or sold in a tub/tray in the serviced deli display.
    - The broken chicken is to be sold by the end of day 2, otherwise it is dumped.

    d) **Sale of cooled Boneless, Skinless Chicken Meat / Use as an Ingredient**

    Day 1 -
    - The breast, leg and thigh meat are hygienically removed from the bone, ensuring no skin, bone or gristle are included. The carcass, skin, bone and gristle are dumped.
    - Any chicken meat is placed on a clean, dry tray, stretch-sealed, labelled with date of processing, and placed in the coolroom to cool as per a) above.

    Day 2 -
    - The tray is removed from the coolroom and placed in the service display, or used as an ingredient for pizzas, salads and sandwiches.
    - The chicken or products where the chicken has been used as an ingredient, are to be sold by the end of day 2, otherwise it is dumped.

NOTE: Cooled Hot Foods and Chicken Meat/Pieces may be sold on the same day, following the cooling process, however the shelf life of the cooled product must be no longer than **48 hours** from the time it is removed from the hot display.

3. RECORDS	18.22 – Ullage Record (**CCP #6**) 18.21 - Daily Production & Display Times Checksheet 18.23 –Hot Foods Cooling Verification Record **(CCP #9)** 18.24 - Weekly Cold & Hot Temperature Checksheet (**CCP #3, #5 & #7**)

1. POLICY

Produce lines are handled, processed and displayed in a manner that does not compromise food safety or quality.

2. MANDATORY REQUIREMENTS

1. **Handling**
   - Pre-packed and bulk nuts, or allergen-containing snacks*, are **segregated** from produce. No produce is to be stored under nuts or allergen-containing snacks.

     *Refer to packaging/supplier specification for list of allergens in snack products.
2. **Processing**
   - Prior to cutting, **rinse** produce to remove any dirt or debris. It is important to ensure that only produce that has been rinsed from any physical contaminants such as manure or soil / dirt makes contact with food processing surfaces.
   - All produce is cut in a hygienic manner, minimising handling, and is done so in sequence:
     1) fruit salad preparation
     2) portioning (halving) and skinned fruit e.g. pineapples, melons, pumpkins, etc; then,
     3) portioning leafy vegetables (halved celery bunches, whole cut cabbage, etc).
   - The cutting bench & all utensils are wiped with a clean cloth, between variants.
   - All cut produce is stretch-wrapped, weighed (where necessary), labelled, and placed directly onto the respective display.
   - The Department Manager shall determine amount of stock to be cut for display, to minimise waste. Any cut produce is marked down after 12 hours. All marked down goods must be sold within 12 hours of markdown, otherwise they are recorded and dumped.

     NOTE: Any cut, skinned fruit which has been displayed at ambient temperature, **must be** recorded and dumped after no more than 4 hours, due to the increased potential for bacterial contamination during the display period.
3. **Orange Juicing, Whole Fruit (Self-Serve)**
   - Customer self-serve juicing machines must be supervised at all times.
   - It is recommended that all oranges to be juiced are washed prior to feeding into the unit.
   - All packaging must be approved for food contact.
   - Where the machine is fitted with a juice storage unit, this unit must be able to maintain food temperature no warmer than 5°C, and must be checked with a calibrated thermometer and recorded on **18.24 - Weekly Cold & Hot Temperature Checksheet**.
   - The store may bottle Juice to be sold from a refrigerated display. Refer to **11.18 - In-Store Labelling & Packing Guide** for label requirements. It is also recommended that a Packed-on date be applied to the label. A Use-by date of no more than 2 days is to be applied to the product. On day 2, the product is marked down and must be disposed by close of trade on this day.
   - The machine must be regularly inspected for cleanliness and removal of waste.
   - The manufacturers guidelines must be followed to ensure the machine remains scrupulously clean and sanitised.
4. **Display Practices**
   - Displayed produce shall be handled as per **11.02 - Perishable & Frozen Foods Storage, Handling & Display**.
   - Ingredient and nutritional information shall be available, on customer request, for all bulk unpackaged foods e.g. snacks/nut mixes as per **11.18 - In-Store Labelling & Packing Guide** and **11.19 - Allergen Warnings – Self Service & Service Displays**.
   - Any products that could be purchased for immediate consumption by the consumer as ‘ready to eat”, such as apples, pears, stone fruit, etc, should be segregated from any produce that could contaminate such as brushed potatoes, pumpkins etc, in a bulk or loose produce display.

3. RECORDS	18.24 - Weekly Cold & Hot Temperature Checksheet 18.22 – Ullage Record

1. POLICY	Bakery products are handled, processed and displayed in a manner that does not compromise food safety or quality.

2. MANDATORY REQUIREMENTS

Frozen Danish Pastries, Bread Rolls and Cookies

- The day prior to cooking, the required volume of frozen product is placed onto baking trays and racks. The stock is transferred to the Bakery coolroom to thaw overnight.
- The following morning, Danish Pastries are proofed for about 1 hour in the proofing oven (pre-heated to 30°-35°C). Each Danish pastry is then glazed with fresh egg white just prior to placing in the oven.
- All products are baked at 170˚C (time dependent on product type)
- Danish Pastries and bread rolls are sold on the day of cooking.
- Baked cookies are stretch-sealed on a foam tray and labelled. The product shall have a **best before date** of no longer than **7 days** from date of cooking.

USE OF FRESH EGGS

- Inspect carefully, and **do not use cracked or dirty eggs**.
- Wash hands IMMEDIATELY after handling dirty or cracked eggs.
- It is recommended to purchase and use pasteurised egg products as an ingredient if the eggs are not to be fully cooked.
- Use of raw eggs in product must only occur for products that will be baked above 75^{0}C.
- Food contact & utensils surfaces where raw eggs are used must be washed & sanitised ahead of any other product contact or other further use.

Donuts

- On the day of cooking, donut batter shall be prepared and cooked as per the manufacturer's instructions.
- Donuts may be stretch-sealed on a foam tray and labelled. The products shall have a **best before date** of **3 days** from date of cooking.

Filled sponges

- Plain fresh sponge cakes are manually cut in half, and filled with jam and imitation cream (a pre-prepared non-dairy blend that is simply whipped until firm). Only chilled or frozen sponges may be filled with fresh cream.
- Any remaining imitation cream is stretch-sealed, labelled with product name and date of preparation, and held in the coolroom for the next day use only.
- Filled sponge cakes are stretch-sealed on a foam tray and labelled. The product shall have a **best before date** of **6 days** from date of cooking.

USE OF FRESH CREAM

- To avoid spoilage, fresh cream is not to be applied directly onto just-baked or warm cakes.
- Displayed product shall be handled as per **11.02 - Perishable & Frozen Foods Storage, Handling & Display**.
- Any products containing fresh cream or other fresh ingredients which are not cooked or baked (such as Tiramisu) shall be displayed **at or below 5°C**.
- Any sponge cakes or other similar products containing fresh cream are given a **use by date** of **3 days** and must be stored in a refrigerated **display at or below 5°C**.
- Cooked Danish pastries, bread rolls, cookies, donuts and sponges filled with imitation cream may be stored at room temperature.

Preparing Custard from Powder or Ready to Use (RTU)

- Custard prepared from powder/premix results in a potentially hazardous food requiring refrigeration. Follow manufacturer's instructions for mixing.

	• RTU custards, long-life or refrigerated, must be treated as "high Risk", when opened. Follow guidelines for shelf life once opened and ensure end products using these as an ingredient do not exceed the reduced date. • Packaged & displayed product containing custard shall be handled as per **11.02 - Perishable & Frozen Foods Storage, Handling & Display**.
3. RECORDS	18.24 - Weekly Cold & Hot Temperature Checksheet 18.22 – Ullage Record

1. POLICY

To ensure all goods that are accepted into the store conform to quality and food safety standards.
Please note the following Critical Control Point (CCP) addressed in this procedure:
CCP #1a – Inspection of incoming vehicle & goods
CCP #1b – Temperature of incoming perishable foods

2. MANDATORY REQUIREMENTS

1. **Vehicle Checks**
   - Inform the relevant Department Manager, if necessary, when a delivery arrives to confirm if the order is expected and allow Departmental inspection of any special delivery.
   - Visually check the vehicle interior for evidence of:
     - i. Pest activity i.e. droppings, cockroaches, etc;
     - ii. Foreign Odours;
     - iii. Dangerous goods i.e. fuels, or chemicals adequately segregated, refer to **11.01 - Dry Grocery Storage, Handling & Display,** and not leaking;
     - iv. Foreign matter i.e. pieces of glass, metal shavings, dirt etc.
   - For Meat/Seafood/smallgoods deliveries that the delivery vehicle has a current licence/registration with the relevant State Food Authority to do so.

     NOTE: The above should be a quick visual check prior to and after unloading.

   <u>Corrective Actions:</u>
   - If any of the above is found to be not acceptable then the delivery is not to be unloaded. The relevant Manager should be informed to make a decision if unsure.
   - Rejections should be based on whether accepting the stock would pose a food safety / unacceptable quality risk, or if the stock might create a hygiene / infestation risk in the store.
   - Do not accept any food products exposed to conditions that will put them at risk.
   - The relevant Manager must sign the delivery docket stating the reason for rejection.
   - The vehicle is then allowed to leave if the stock is rejected
2. **Product Quality Checks**
   - If the load passes the above checks, the delivery may be unloaded subject to the following quality checks. Each case or pallet is checked for:
     - i. Physical damage i.e. holes, crushing, unsealed, torn cartons, broken glass etc;
     - ii. Evidence of foreign matter or odour i.e. dirt, excessive dust, glass, spoilage odours etc. Deliveries of **cracked or dirty eggs** direct from an egg farm or packer;
     - iii. Date codes by ensuring goods with adequate shelf life have been delivered. This is checked off against a **Direct Deliveries List** (developed by store) of minimum shelf life at receipt for perishable stock;
     - iv. For products not on this list simply checking for evidence of a code is sufficient. Metcash Food and Grocery Distribution deliveries may be checked off within 24 hours. Non-food items need not be checked for date codes;
     - v. Product temperature is checked by using a calibrated thermometer to ensure temperatures **are at or below 5°C** for potentially hazardous foods, and **are at or below -12°C and hard frozen** for frozen foods (i.e. show no evidence of thawing), refer to **11.16 - Temperature Measurement Of Foods**;
     - vi. Evidence of any perishable **dairy** lines that are delivered partially frozen, is not a food safety issue. It may result in rare, minor quality issues. Other lines e.g. **produce**, may be more sensitive to partial freezing. The department manager should assess such lines to determine whether acceptable based on quality parameters.
     - vii. Refrigerated stock is accepted and placed in freezer or cool-room storage **within 20 minutes of delivery**. No such stock is to be left unsupervised at the dock or between breaks.
   - **NOTE:** There are some exceptions to the temperature requirements in point 2v:
     - o Non-critical produce lines e.g. apples, oranges, bananas
     - o Non-dairy/non-meat bakery items e.g. croissants.
     - o **Eggs** are received **at or below 18°C** and must be **individually stamped by supplier**.

2. MANDATORY REQUIREMENTS

Corrective Actions:

In the event of a product quality problem, the following action is taken:

- **Physical damage**: Each damaged container/carton is rejected and returned to the supplier. Remainder of delivery may be accepted.
- **Evidence of foreign matter or odours**: Part, or even the entire delivery, may be rejected and returned to supplier, at the discretion of the Manager. Rejections should be based on whether accepting the stock would pose a food safety / unacceptable quality risk, or if the stock might create a hygiene / infestation risk in the store. Cracked or dirty eggs must be rejected.
- **Insufficient shelf life**: Each low/out of code container/carton is rejected and returned to the supplier. Remainder of delivery may be accepted.
- **Product temperature**: Open **at least 2 random cartons** and check the temperature of the goods using a calibrated thermometer. The following "no go" limits apply:
    - If chilled goods are **above 5°C using a probe thermometer** then the delivery is rejected.
    - Where a temperature is specified for Potentially Hazardous Foods as per **10.1 – Product Temperature Standard,** all parts of the food must be at this temperature.
    - If frozen goods surface temperature is **above -12°C, or indicates any evidence of thawing** then the delivery is rejected.
    - For frozen **ice cream deliveries received with surface temperatures between -12°C to -15°C,** the relevant Manager is immediately informed and a secondary check using a calibrated probe thermometer is performed as soon as possible and within 5 minutes.
- If the temperatures are near the limits and the delivery is accepted, then it is placed in correct cold storage for a **minimum of 2 hours** to cool the product down as quickly as possible, prior to any further handling or moving onto refrigerated display.
- **In the event that products do not conform to acceptable delivery temperatures, store personnel must act as quickly as possible to ensure that a delivery is either rejected or, if accepted, placed in cold storage to re-attain acceptable product temperature.**
- All rejections must be communicated to the relevant Department Manager, who must sign the relevant paperwork, stating the reason for rejection, identifying what is returned. If the rejected stock cannot be returned on the delivery vehicle immediately, place the defective stock in a designated quarantine area or mark the defective stock clearly, as per **11.04 - Markdown & Quarantine**.
    - **Lower core temperatures** than surface temperature readings indicate poor truck storage conditions. These may be **accepted** but the supplier is to be informed promptly.
    - **Higher core temperatures** than surface temperature readings indicate storage abuse at the supplier. These products are to be **rejected**.

3. RECORDS

18.01 – Goods Inwards Summary (**CCP #1a & 1b**)
18.22 – Ullage Record

Metcash Food & Grocery

1. POLICY

The store must ensure that methods of temperature measurement are appropriate and accurate.
Please note this procedure is required for the following Critical Control Points (CCP):
CCP #1b – Temperature of incoming perishable foods
CCP #2 – Refrigerated storage
CCP #3 – Service Displays
CCP #5 – Pre-pack displays
CCP #7 – Cooking of chickens, Roasts & hot foods (Including Reheating)
CCP #9 – Cooling of cooked products

. MANDATORY REQUIREMENTS

1. **General**
   Before use, staff shall ensure the thermometer is not low in battery, obviously stained or damaged in any way. This applies to all types of thermometers.

NOTES:

a) **Temperature measurement of all areas where Potentially Hazardous Foods are identified shall be measured using a Probe Thermometer at least once per day (storage/display) and when receiving and recorded (see point 3 below).**

b) Food Regulatory Authorities discourage the practice of taking temperature readings from refrigeration dials or monitoring systems as they do not represent the actual food temperature. This is more relevant in service display, open case and glass doors display fridges.

2. **Surface Temperature Checks**
   - Surface temperature checks on food products are performed using an infrared surface thermometer as an **indication** of product temperature.
   - When checking a pallet of stock pick a corner carton, open the carton and pull up the top product. You must immediately check the product, before the warm air or any direct handling significantly affects the surface temperature. **DO NOT** point the thermometer at the outer carton.
   - Point the unit directly at a food or food contact surface, approximately **10-15cm** from the surface. Press the trigger for a minimum 1 second to a count of 3 - NO LONGER. The temperature of the food will display for approximately 10 seconds.
   - When conducting surface temperature checking, **it is best to avoid the following foods** (where possible) as the accuracy of the reading may be affected:
     - **food in packaging with no food contact surfaces** - food packs that have no physical contact with the food e.g. pizza in a cardboard pack;
     - **food types of high air content** - food packs where there is air between the packaging and the food e.g. pies, pastries, frozen peas;
     - **food in packaging materials designed to insulate** - cardboard / tetra packs, foam packs,
     - **reflective surfaces** - thick plastics/glass, or foods in foil e.g. garlic bread;
     - **at distances too far or too close** - by pointing the unit less than 10cm or more than 15cms away from the food;
     - **on surface for long periods** - as surrounding temperature affects accuracy;
     - **inside freezer rooms** or below 0°C for longer than 1 min at a time, as the lens may fog.
   - Surface temperature checks are conducted in following scenarios:
     - **Frozen Goods Receiving** – Frozen goods temperature checks must be done within 1 minute of the goods being unloaded off the truck. You are NOT expected to check goods ON the truck.
     - The temperature for **frozen lines** is checked **for at least 2 products from each delivery** at the point of receipt. At least 1 temperature attained is recorded on the **18.01 - Goods Inwards Summary**
     - **Hot Products <2cm thick** upon cooking, reheating & in an assisted serviced display.
     - **Displayed chilled/frozen grocery lines** – Maximum surface temperature of chilled lines whilst in storage is 5°C, and frozen lines -18°C. The temperature attained is recorded on the **18.24 – Weekly Cold & Hot Temperature Checksheet**.

In the event that a surface temperature is outside limits, a probe thermometer shall be used to measure core temperature.

2. MANDATORY REQUIREMENTS

3. **Probe Thermometer Temperature Checks**
   - **All probe thermometer temperature checks are performed using a thermometer with a undamaged, clean, dry & sanitised probe.**
   - **Clean with detergent and then sanitise the probe before and after each use. Alcohol swabs or food grade sanitiser must be used to ensure contamination does not occur. Always clean and sanitise the probe between product types and species.**
   - **Probe thermometers must be easily accessible and adequately stored to protect them from contaminants when not in use.**

   a) **Core Temperature Checks**
      - o Insert into the food so that the end **40-50mm** of the probe is in the thickest part, or the core, of the food.
      - o Allow the reading to **stabilise** (approximately 1-2 minutes). The food must be kept in appropriate storage during this period i.e. Bain-Marie for hot foods; freezer or refrigerator for perishables.
      - o Where possible for produce, test a homogenous reference product (such as tomatoes, bananas, apples etc.) to check if critical produce lines are to be rejected. Testing non – homogenous products such as salad mixes and sprouts is unrealistic (as these products warm very quickly within 20min – faster than bacteria can multiply) and provides inaccurate readings.
      - o Do not place probe between bags of food as this method is not sufficient to determine a core temperature. Do not try to probe a product that is frozen solid.
      - o Most frozen goods or products with air gaps cannot be reasonably probed so if possible, look for products that can be probed, before rejection or confirming a temperature reading. Failing that, rejection/quarantine of stock is based on the Manager's discretion based on visual and physical checks.
      - o Always clean and sanitise the probe end as soon as possible after use.

   - Core temperature checks **must** be conducted in following scenarios:
      - o **Chickens** - The **temperature** of a **chicken from each cook** is measured by inserting a probe thermometer into the thickest part of the chicken breast, upon removal from the oven. **At least two cook temperatures must be recorded daily**.
      - o **Other hot foods** - The **temperature** for **each cook** of all other take-away foods **thicker than 2cm** e.g. rissoles, chicken pieces, lasagnes, etc., except bakery lines, is taken by inserting a thermometer into the thickest part, upon removal of the oven. (In each case, the **temperature of cooking must exceed 75°C**, and the highest core temperature attained, once the temperature has stabilised, is recorded on the **18.24 – Weekly Cold & Hot Temperature Checksheet**.
      - o **Reheating** – For reheated foods, core temperatures are to be conducted as per the above for "Other hot foods", however the internal **temperatures must exceed 60°C**. Reheating may not occur on every day. On all days when reheating does occur, **At least one reheating temperature must be recorded.**
      - o **Hot Foods Display Checks** - The display temperature of all hot foods is taken twice daily by inserting a probe thermometer into the product. Temperature checks should be completed at least 2 hours after the first cook, and during the last hour of trading. All temperature checks should indicate that the foods are displayed at or above 60°C at all times.

   b) **Probe Use Between Products (Clamping)**
      - o Packaged foods may be measured by placing the length of the thermometer between two packages of the food to avoid destroying the packaging/product.
      - o Allow the reading to stabilise (approximately 1-2 minutes). The food must be kept in appropriate storage during this period.
      - o This method can only be used on products where the inner product is in contact with the outer packaging. Food which is protected with gas/air will not provide an accurate result.

   - Clamping temperature checks are conducted in following scenarios:
      - o **Potentially Hazardous Foods Receiving** - Temperature checks on refrigerated loads must be done within 1 minute of the goods being unloaded off the truck. You are NOT expected to check goods ON the truck.

- The temperature for **Potentially Hazardous Foods** is checked for **at least 2 products from each delivery** at the point of receipt. At least 1 temperature attained is recorded on the **18.01 - Goods Inwards Summary**
- Display and Storage of Potentially Hazardous Foods - Maximum temperature is 5°C. The temperature attained is recorded on the **18.24 – Weekly Cold & Hot Temperature Checksheet.**

3. RECORDS

18.16 - Scales & Thermometer Calibration Checksheet (customised to store set-up).
18.23 – Hot Foods Cooling Verification Record.
18.24 – Weekly Cold & Hot Temperature Checksheet (customised to store set-up).
18.22 – Ullage Record.

Section 11.17
Date Marking of Foods

Metcash Food & Grocery

1. POLICY

The store must ensure that all pre-packaged foods or thaw-back packaged foods, date marked in-store, are done so as per the requirements of current FSANZ Food Standards Code legislation.

2. MANDATORY REQUIREMENTS

1. Thaw-back products, including all **In-Store Bakery** (ISB) products shall be date coded as per manufacturer's instructions**.** A Use By or Best Before date code shall be applied as per their instructions.
2. A "**Use By**" date is generally applied to any **high risk** thawed, in-store pre-packed and re-packaged ready-to-eat foods such as fruit or vegetable salads, cut melons, perishable smallgoods, soft cheeses, Meat, Seafood, Chicken, and Dairy; sold in a self – service display.
3. A "**Best Before**" date shall be applied to all other in-store pre-packed products, sold in a self – service display. This includes but is not limited to whole pre-packaged produce and bakery foods that do not contain high risk ingredients.
4. A "**Packed On**" date shall be applied to all products that are packaged on demand, for customers, from a service display.
5. Please refer to **11.07 - Value-added RTE Food Preparation & Handling** for products produced in-store from multiple ingredients.
6. Date code stickers that are applied in-store shall not cover any product labelling information.
7. The date code marking shall be **clear and legible** with a minimum character height of **3mm**.
8. The label on a package of bread with a shelf life less than 7 days may include instead of a best-before date – (a) its baked-on date; or (b) its baked-for date. The baked-for date shall be a date not later than 12 hours after the time the bread was baked.
9. The **date mark** shall be in a **prescribed form**:
    - A use-by date must use the words – 'Use By' accompanied by the date or a reference to where the date is located in the label.
    - A best-before date must use the words – 'Best Before' accompanied by the date or a reference to where the date is located in the label.
    - A baked-for date must use either the words – 'Baked For'; or 'Bkd For' accompanied by the date or a reference to where the date is located in the label.
    - A baked-on date must use either the words – 'Baked On'; or 'Bkd On' accompanied by the date or a reference to where the date is located in the label.
10. If the best-before date or use-by date of a food is **not more than 3 months** from the date it is applied, the date mark must consist at least of the day and month, expressed in that order.
11. If the best-before date or use-by date of a food is **more than 3 months** from the date it is applied, the date mark must consist at least of the month and year, expressed in that order.
12. The best-before date and use-by date must be expressed in numerical form, except for the month which may be expressed in letters. Where the month is expressed in letters, the month may precede the day.

3. RECORDS

N/A

1. POLICY

To ensure all packaged foods that are produced or repackaged in-store, and all unpackaged foods that are removed from an original package and displayed from a service display case or in a self-serve environment, are labelled according to the Food Standards Code.

Please note the following Critical Control Point (CCP) addressed in this procedure: CCP #4 – Labelling of in-store packed products

2. MANDATORY REQUIREMENTS

1. **General Labelling Requirements**

- The document **11.18a - Guideline - Labelling**, provides a summary of labelling requirements.
- Retailers must have proper labelling equipment, tools, systems & staff training to manage the database of information in accordance with national legislation & consumer expectations.
- Chapter 1, Part 1.2 of the Food Standards Code comprises the "Application of Labelling and Other Information Requirements" to comply to legislative requirements for food labelling.

Definition: Small Package - means a package with a total surface area of less than 100cm2.

2. **Statement of Ingredients**

- A statement of ingredients is required, unless the package is exempt from requiring a label (see point 7), or is exempt from requiring an ingredients list due to the package being a "Small Package".
- When a product does not require a list of ingredients on the label, this information must be able to be supplied upon request.

The following are intended as general rules for creating a statement of ingredients:

- The names of ingredients should be accurate and sufficiently detailed to ensure that they are not false, misleading or deceptive, or likely to mislead or deceive.
- the statement of ingredients must begin with the ingredient present in the largest quantity and end with the ingredient present in the smallest quantity, based upon the ingoing weight of the ingredients.
- When an ingredient is a compound ingredient, (an ingredient of a food that is itself made from two or more ingredients, e.g. Breadcrumbs, which is made from Wheat Flour, Wholemeal Wheat Flour, Mixed Grains etc), the following must be shown:
    - When the compound ingredient is present at 5% or more, all ingredients (including food additives) of the compound ingredient must be declared, this can be shown in brackets after the name of the compound ingredient, or as part of the full ingredients list of the food.
    - When the compound ingredient is present at less than 5%, the only ingredients of the compound ingredient that are required to be declared in the statement of ingredients are any applicable allergens and all food additives.
- If the name of the food includes a characterising ingredient e.g. Strawberry Yoghurt or Honey Soy Chicken Wings, then the percentage of the characterising ingredient must be shown on the label.
    - This is usually included within the ingredients listing as shown in the example on page 2, however can be shown at the name of the product.

NOTE:

a) The statement of Ingredients must be reflective of the entire food item. Using labels supplied by the manufacturer e.g. Honey Soy Marinade; are not always adequate for products being packaged in-store, as they may not include the main ingredient e.g. Chicken, in the list and/or the ingoing weight may differ.

b) Where the food is labelled with the name of the food, and the statement of ingredients would be the same as the name of the food, a statement of ingredients is not required, e.g. Beef Sirloin Steak.

3. Nutrition Information Panels (NIP)

- Nutrition Information Panels are required for products as stipulated in **11.18a - Guideline - Labelling**.
- A NIP is required, unless the package is exempt from requiring a label (see point 7), or is exempt from requiring a NIP due to the package being a "Small Package".
- When a product does not require a NIP on the label, this information must be able to be supplied upon request.
- Value-added foods manufactured externally, and packaged (externally or internally) must have labels that include:
  a) a nutrition information panel, including "Servings per package" & recommended "Serving size" information (as shown below)
  b) nutritional information calculated as per recommended serving size and per 100g of the product

There are a variety of methods a business can use to create NIP's that may comply with the Food Standards Code for products which are made instore. These include:
• the Food Standards Australia New Zealand online Nutrition Panel Calculator (http://www.foodstandards.gov.au/industry/npc/Pages/Nutrition-Panel-Calculator-introduction.aspx).
• commercial nutritional analysis software; or
• laboratory analysis of menu items.

For products which have been received from a supplier and merely repackaged in-store from bulk to sell from a self-serve display, the NIP on the store label is developed from the supplier's information (either from the original packaging or requested from the supplier).

Example - Strawberry Yogurt Nutrition Panel, Ingredients and Allergens Declarations

NUTRITION INFORMATION

Servings per package: 3
Serving size: 150g

	Quantity per Serving	Quantity per 100g
Energy	608 kJ	405 kJ
Protein	4.2 g	2.8 g
Fat, total	7.4 g	4.9 g
- saturated	4.5 g	3.0 g
Carbohydrate, total	18.6 g	12.4 g
- sugars	18.6 g	12.4 g
Sodium	LESS THAN 5 mg	LESS THAN 5 mg

Ingredients: Whole milk, Concentrated skim milk powder, Sugar, Strawberries (9%), Gelatine, Culture, Thickener (1442).

Contains: Milk.

May contain traces of Egg

NOTE for QLD/NSW/ACT/VIC Only:

- KJ Content Display Legislation or Fast Choices requires the energy content of the food item, shown in the above table as 608KJ per serve or 405KJ/100g, to be displayed.
- This requirement is in addition to the complete table of information above being available upon request for unpackaged products.
- For information on the requirements of Fast Choices/KJ Content Display for your state/store, refer to **11.26 - Kilojoule Content Display Legislation**.

4. <u>Allergen declarations, Warning and Advisory Statements</u>

The following outlines requirements/statements that <u>must</u> be included on a package/label when sold from a self-service display or identified to the customer upon request when sold from an assisted serviced display

a) **Allergen declarations**

The following must be declared as per **11.18a - Guideline – Labelling**.

- Added Sulphites in concentrations of 10 mg/kg or more
- Cereals containing gluten and their products, namely, wheat, rye, barley, oats & spelt and their hybrid strains
- Crustacea and their products
- Egg and egg products
- Fish and fish products
- Milk and milk products
- Peanuts and peanut products
- Sesame seeds and sesame seed products
- Soybeans and soybean products
- Tree nuts and tree nut products other than coconut from the fruit of the palm Cocos nucifera
- Lupin

Format on a label as per nutrition panel example (on page 2) or included in bold within the statement of ingredients.

b) **Mandatory Warning Statements**

Apply the following statement in 3mm font size, if product is **Royal Jelly** or if Royal Jelly is present in a food:

"THIS PRODUCT CONTAINS ROYAL JELLY WHICH HAS BEEN REPORTED TO CAUSE SEVERE ALLERGIC REACTIONS AND IN RARE CASES, FATALITIES, ESPECIALLY IN ASTHMA AND ALLERGY SUFFERERS"

c) **Mandatory Advisory Statements**

Apply an appropriate statement in 3mm font size, if any of the following scenarios apply to product packed:

Unpasteurised milk and liquid milk products	Statement that the ingredient is unpasteurised
Unpasteurised egg and egg products	Statement that the ingredient is unpasteurised
Food contains aspartame (artificial sweetener)	Statement that the product contains aspartame
Food containing quinine	Statement that the product contains quinine
Food containing guarana or extracts of it	Statement that the product contains caffeine
Beverages (Kola) containing caffeine	Statement that the product contains caffeine
Ingredient from genetically modified food (soy)	Statement that the product contains "genetically modified (GM) ingredient from food ____"
Fruit, vegetables "treated by ionizing irradiation"	Statement that the product was "treated by ionizing irradiation"

Further reference information can also be sourced from:

Allergen Bureau: info@allergenbureau.net

Australian Food & Grocery Council: afgc@afgc.org.au

2. MANDATORY REQUIREMENTS

5. **Directions Relating to Use & Storage**

For products that are removed from their original package at the store and sold loose or from an assisted serviced display, the original directions relating to use and storage are required to be communicated to the customer. Such directions can include:

- "cook thoroughly prior to consumption"
- "thawed for your convenience"
- "Keep Refrigerated"
- "Store below 5 degrees" etc

This can be achieved by:

- Labelling the products on display with the directions for use, or,
- Printing the directions for use on the package label upon sale (this information may be pre-programmed into the specific PLU for that product)

For packaged products sold from a self-service display, these directions must be on the label.

6. **Date marking of food for sale**

A date mark is required, unless the package is exempt from requiring a label (see point 7.), or is exempt from requiring date mark due to the package being a "Small Package" (except where the food should be consumed by a certain date because of health or safety reasons).

The requirements for Date Marking are outlined in **11.03 - Date Coding Guideline**.

7. **Foods Exempt from Food Labelling Legislation**

Some food offered for retail sale is exempt from general labelling requirements. Exemptions apply if the food is:

a) not in a package,
b) in an inner package not designed for individual sale without the outer package and having a surface area of less than 30cm2,
c) packaged in the presence of the purchaser,
d) whole or cut fresh fruit & vegetables (except sprouting seeds or similar products) in packages that do not obscure the nature or quality of the fruit or vegetables,
e) delivered packaged, and ready for consumption, at the express order of the purchaser,
f) sold at a fund raising event, or
g) packaged food displayed in an assisted service display cabinet.
h) made and packaged on the premises from which it is sold
   - A Labelling exemption may apply where food is made and packaged (e.g. weighed, dispensed, counted, or measured into a pack by the customer or retailer) on the same premises at which the retail sale takes place. Examples are pre-packaged filled rolls, sandwiches, bagels made, packaged and sold from a sandwich bar, and foods made, packaged and sold in a bakery, delicatessen, butchery or take away food outlet.
   - This exemption does not apply where food items that are made and packaged at a store are then transported to another store for retail sale where no further preparation occurs, for example, a bakery that transports bread for retail sale to satellite bakeries. These items need to comply with all the relevant labelling requirements.
   - While the above point h) is listed as exempt, it is customer expectation and therefore strongly recommended that any products which are packaged and displayed in a self-serve display are labelled with all the required information for non-exempt foods to ensure customers are clearly advised as outlined in **11.18a - Guideline – Labelling.**

NOTE:

a) Although exemptions for food labelling exist, all foods must comply with the requirements to otherwise provide information upon request.
b) Although exemptions apply for the food labelling components of a label, this does not negate the requirement for a label, to comply to labelling requirements of other legislation, i.e. Country of Origin Labelling Standard (Point 8), Measurement Act (Weights and Measures, Point 9).

2. MANDATORY REQUIREMENTS

8. **Country of Origin (CoO) Statements**

The requirements for CoO labelling are outlined in **11.20 - Country of Origin Legislation.**

9. **Trade Measurement Declarations – National Measurement Institute (NMI) Legislation**

A measurement declaration is required for packed goods, either pre-packed or packed in the presence of a customer e.g. deli.

These pre-packed articles must display the:

- name and premise address of the packer, and
- measurement of the articles in the package

Where the articles are sold by weight, the label must include the:

- price per kilogram & total price, and,
- net weight of the article, less any packaging

These labels must be clearly displayed and legible.

- The business must ensure that the measurement of articles in the package is accurate, and calculated using an instrument approved for use in trade.
- Refer to **16.0 – Calibration Program** for information regarding verification and accuracy of scales.
- Detailed requirements for Trade Measurement declarations can be obtained from the National Measurement Institute (NMI)website www.measurement.gov.au/TRADEMEASUREMENT
- Some goods such as fruit, dried fruit, cheese, dressed poultry, fish, mushrooms, vegetables, meat and smallgoods not packed in rigid containers, and eggs, require specific marking. Details are in fact sheets on the NMI website http://www.measurement.gov.au/Publications/FactSheets/Pages/default.aspx

10. **Allergen Free Statements from a Service Display or Unpacked Foods Self-Service Display**

- It is strongly recommended to refrain from making any "allergen free" claims, such as "Gluten Free" for food displayed unpackaged behind a service display. This is due to:
    - Products are handled & processed using common facilities & utensils
    - An unacceptably high risk of incidental cross-contamination within the service display by staff and other food types
- This also applies to any other self-service display where unpackaged foods are accessible by the consumer (i.e. confectionery or bakery bars), where consumers who may have handled other products will come in contact with the food.
- All such claims must be supported by regular laboratory verification and are unsustainable due to facility and skills constraints in a retail store environment.
- It is recommended to consult your Metcash State Food Safety Manager for any further advice before making any allergen claims behind a service display.

11. **Pre-Packing of Smallgoods Products**

It is strongly recommended that a retail store **refrains** from pre-packing any smallgoods products for further sale in a pre-pack case.

- **In some states this is a licensed activity which requires a new license application to the respective State Food Regulator. This includes any seasonal activity.** Any retailer that pre-packs smallgoods in any form must conduct a risk assessment and have a Listeria Management Plan documented in their food safety program. The retailer must also conduct regular product & environmental testing to prove the absence of Listeria from its packaged product.

Please consult your Metcash State Food Safety Manager for any further advice.

3. RECORDS

Product labels (conform to FSANZ Food Standards Code) (**CCP #4**)

Guideline 11.18a Labelling

The Food Standards Code 1.2.1 includes the general labelling and information requirements, relevant to all foods.
Below is a quick reference guide to the information (depicted by X) required on the pack when a product **must** bear a label.

Product	Name of the food	Lot/batch identification	Supplier Name/ address	Advisory/warning statements and declarations e.g. allergens	Statement of ingredients	Date marking (UBD/BBD)	Storage conditions/directions for use	Information relating to nutrition, health and related claims	Nutrition information panel	Country of Origin
Value-added foods (i.e. contains multiple ingredients) sold from a pre-packaged display case e.g. Marinated meats, Sausages, Bakery items, Fruit & Veg.	X	External Supplier	X	X	X	X	X	X	X	X
Packaged items sold from a pre-packaged display case **that include individual portion packs** intended to be used separately, but which are not designed for individual sale and have a surface area of 30 cm2 or greater	X	External Supplier	X	X	X	X	X	X	X	X
Made and packaged on the premises from which it is sold from a pre-packaged display case e.g. Salads, Sandwiches, Hot BBQ Chickens, Sushi etc.	X		X	X	X	X	X	X	X	X
Packaged Fresh Meat/Poultry/Seafood with no added ingredients sold from a pre-packaged display case	X	External Supplier	X	Where food contact surfaces also process known allergens		X	X			X
When a product **is not** required to bear a label, the information (depicted by X) shall be: (a) **provided upon request from the customer**; or (b) **displayed in connection with the display of the food**, as per the below										
Sold loose from self-service displays e.g. Salad bars, bulk confectionery, loose bakery units etc	On the Ticket			X	X		X	X	X	On the ticket
Sold loose or packed, from an assisted serviced display cabinet e.g. Delicatessen/Hot Food case, bakery/cakes, Meat, Sushi etc.	On the ticket			X	X	X	X	X	X	On the ticket
Whole fresh fruit & vegetables or cut/trimmed fresh fruit & vegetables (e.g. ½ Melons, ¼ Pumpkin, Celery Sticks, ½ cabbage, ½ Pineapple etc. sold in a pack that does not obscure the nature/quality of the food or sold loose from for self-service display (Does not include RTE salads)	On the ticket									On the ticket

This guideline must also be read in conjunction with the following documents:
11.06 - Thawing of Frozen Foods; 11.18 - In-Store Labelling & Packing Guide; 11.20 - Country of Origin Legislation

Guideline 11.19
Allergen Warnings – Self Service & Service Displays

(This is an example only and NOT to be used "As is", Updates must be made for your stores specific products and needs)

GUIDANCE INFORMATION

- Correct advice must be provided to customers upon request of allergen information for unpackaged products behind any service display or any unpackaged foods self-service display (i.e. bakery, confectionery etc).
- To ensure this, it is the Department Manager's responsibility to maintain a database of Ingredients and nutritional information for each product on display at all times, including any non-ingredient & ingredient allergen warnings. This could be best created from your supplier's information found on the product packaging and must be verified at least annually to ensure the information is current.
- The Department Manager must then provide a reasonable summary of this data, based on reasonable expectation of co-mingling in the service display environment, i.e. it is reasonable to assume that "like" products in the same display will mingle.
- Based on the layout and segregation of categories of products in each store, the Department Manager may combine the various categories of products on display and provide an allergen summary as per the example below.
- It is not a requirement to have such information on display from a service display, as long as correct information is available upon customer request, but the Store Manager may choose to display allergen warnings from a service display.

Note: Legislation requires that allergen information must be visibly & clearly available from a **self-service** display upon request.

STORE EXAMPLE

DISPLAY	TICKET COLOUR	Peanuts	Tree Nuts	Soy	Wheat	Egg	Milk	Sulphites	Sesame	Lupin	Fish	Shellfish
Deli - Cold												
Value Added Chicken	Maroon	X	X	X	X	X	X		X			
Cheeses	Green						X					
Pre-prepared Salads	Green				X	X	X	X				
Antipasto	Green							X				
Sliced Smallgoods	Maroon		X	X	X	X	X					
Skins/Process Meats	Maroon		X	X	X		X					
Seafood Sticks	Blue			X	X						X	X
Deli - Hot												
Stuffed Chickens	Maroon		X	X	X		X		X	X		
Self Serve Bakery												
Breads	Green	X	X	X	X	X	X		X	X		

*** This sheet is only to be used as a quick reference guide for staff. To ensure you always have the correct information and ticketing for your displays, please review the information supplied on the ingredient lists on each product label for all new lines.**

1. POLICY

To ensure all required products are labelled with Country of Origin as per Country of Origin Food Labelling Information Standard 2016.

2. MANDATORY REQUIREMENTS

1. Legislation

Retail Food Businesses are legally required to inform consumers of the origin of most food products via Country of Origin Labelling (CoOL) information on a package, or on 'point of sale' signage adjacent to certain products if displayed 'loose'.

Products that legally require CoOL are:

- All packaged food - which must carry a statement identifying the country where the food was produced, made or packaged.
- Unpackaged fresh and processed FRUIT, VEGETABLES, NUTS, SPICES, HERBS, LEGUMES, SEEDS, FISH (including shellfish) and MEAT (pork, beef, veal, lamb, hogget, mutton and poultry).

Products that legally require CoOL are now called **'Priority Foods'** and there are different labelling requirements depending on whether the food was:

- Grown, produced or made in Australia
- Packaged in Australia
- Grown, produced or made in another country
- Packaged in another country

Additional information:

1. In addition to whole foods e.g. whole fruit/vegetables, ***unpackaged*** products would include those that have been:
   - cut, filleted, sliced, minced or diced; or
   - pickled, cured, dried, smoked, frozen or preserved by other means; or
   - marinated; or
   - cooked
2. Unpackaged VEGETABLES (e.g. antipasto), SEAFOOD and SALAD products that are sold from BEHIND GLASS must be labelled/ticketed unless otherwise stated below at point 4.
3. Serviced Deli's, Seafood, and/or Meat departments, that sell products behind glass displays, must label all packaged products. In addition, unpackaged foods (from list above) must be labelled on display tickets.
4. Labelling is **not** required:
   - when food is sold to the public for immediate consumption, such as a retailer making sandwiches to order in the deli; or
   - where a food is made (by substantial transformation) and packaged on the premises it is sold; while processes that may amount to substantial transformation are too many to mention, they include the baking or cooking of raw ingredients to make food items.

Non-Priority Foods are those which consumers are least concerned about origin information and therefore are only required to carry a Country of Origin statement, CoOL '**Standard Marks'** are voluntary. Non-priority foods include the following:

Seasonings, Confectionery, Biscuits and Snack Food, Bottled Water, Soft Drinks and Sports Drinks, Tea and Coffee and Alcoholic Beverages.

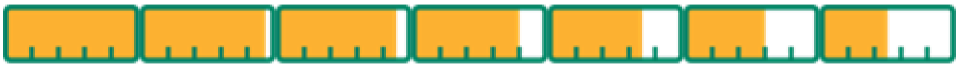
2. MANDATORY REQUIREMENTS

2. Country of Origin Labelling Requirements - 'Standard Marks':

Where a food is required to be labelled with Country of Origin, it will need to carry **'Standard Marks'** as per the below.

If all of the food in a display or package was grown, produced or made in Australia, the mark will include a kangaroo logo.

In addition to the kangaroo logo, the standard mark must include an indication of the proportion of Australian ingredients by ingoing weight as a bar chart.



The above **standard marks**, when applied, must be accompanied by a '**statement'** indicating, the % proportion of Australian ingredients by ingoing weight reflective of the bar chart.

'Statements' <u>MUST</u> be displayed as:

"Grown in" or "Produced in" or "Made in" *Country* from at least xx% Australian Ingredients. If the product is of a single ingredient and 100% Australian then the statement can be displayed as;

a) Australian - "Grown" or "Produce" or "Product";
b) "Grown in" or "Produced in" or "Produce of" or "Product of" – Australia

3. Definitions:

- **"Produced in *Country*"** - if each of its significant ingredients was grown or otherwise wholly obtained in that country; AND all, or virtually all, of the processing occurred in that country.
- **"Grown in *Country*"** – if each significant ingredient was grown in that country; AND all, or virtually all, of the processing occurred in that country.
- **"Made in *Country*"** – if the product underwent its last substantial transformation in that country.

Legibility Requirements:

- For unpackaged foods statements, logos and bar charts must be legible, prominent and distinctive. Additionally, the standard requires any signage displayed in association with unpackaged food to be in close proximity to the relevant product.
- Packaged food statements must be legible and prominent so as to contrast distinctly with the background of the label.
- All statements must be written in English.

4. Standard Marks for Small Packages:

A small package is defined as a package with a total surface area of less than 100 cm2. When a package meets this definition, the standard mark requirement for the package is satisfied when the words in the mark are on the label, in a clearly defined box, without any logo or bar chart.

5. Country of Origin Labelling Online Tool:

If you sell food in Australia and you're not sure which country of origin label to use, the Country of Origin Labelling (CoOL) online tool is available for use. The tool will help you determine if you need a label, and if you do need a label, it will then find, customise and download the appropriate label for your food products. Visit www.business.gov.au and search Online Tool.

Further information:

Refer to the Country of Origin Food Labelling Information Standard 2016 at www.business.gov.au

3. RECORDS	**Records are required if:** **a)** a store makes a sale of food to a purchaser other than the sale of an unpackaged single ingredient food from a single country of origin; and **b)** the item requires Country of Origin labelling; and **c)** the store provides information about the Country of Origin of the food or it's ingredients that is required by this legislation; Then the store must keep records that were relied on to provide this information. (This includes maintaining records in relation to the calculation of an average content of Australian ingredients), for these products. These records must be kept for a minimum of **12 months** after the sale.

1. POLICY

To ensure that displayed stock is checked in a timely manner, so that it is either marked down and sold, or removed from the display before it passes its expiry date.
Please note the following Critical Control Point (CCP) is addressed in this procedure:
CCP #6 – Displayed stock review & mark-down
NOTE: The percentage mark-down on all such items is determined by Store Management.

2. MANDATORY REQUIREMENTS

1. **Stock Audits**
   - Displayed stock must be rotated (oldest or closest to Use-by/Best Before Date at front) & inspected to ensure saleability.
   - Recommended inspection frequency:
     - Fresh Foods & Reduced to Clear Displays – **MINIMUM DAILY**
     - Perishable & Dairy Food Displays – **MINIMUM WEEKLY**
     - Frozen Food Display – **FORTNIGHTLY to MONTHLY**
   - The date codes on pre-packed lines are checked **AT LEAST WEEKLY**. **Out of date stock** shall be **removed from sale**.
2. **Mark Down**
   - Produce that is poor quality, or close to code, is marked down or disposed of.
   - Chilled and Frozen grocery lines shall be marked down to ensure compliance to **11.03 - Date Coding Guideline**.
   - Mark down labels shall not obscure product information or date code.
3. **Tare Weight Checks against PLU**
   - All products which are packed or pre-packed in-store with a standard Tare Weight set against the product PLU, must have the set tare weight of their packaging checked on at least a **monthly** basis to ensure ongoing accuracy.
   - Where a product/PLU e.g. T-bone steak, is packed on different sized trays, a tare weight may or may not be set against the PLU. When a tare weight is set the store must ensure it is adequate for the heaviest tray/pack type on which the product is packaged.
   - To determine the weight of the packaging (tare weight), check-weigh 10 sets of the packaging material, and then calculate the average weight of that packaging for a single item. This tare weight must be pre-set into the scales at that department, and activated by the product's PLU number.
     NOTE: When determining the tare weight, take into account only the packaging placed on the scale when producing a price label, this may also include a soaker pad/s when used on meat trays.
   - Remember, it is an offence if you include some or all of the packaging in the net weight of the goods sold
   - Adjust the tare weight information in the relevant scales or back office system, if required, and record your checks on **18.11a – Monthly System PLU Tare Weight Checks**.
4. **In-store Packed Product with Declared Net Weights and Total Price/kg Checks**
   - At least 6 Products packed in-store to a minimum net weight e.g. 250g net tub of salad or 488g Rump Steak, must be randomly checked (Daily or at least weekly) to ensure that packs contain **at least** the declared net weight **excluding** the weight of any packaging.
   - Check this by placing the pre-packaged item on the scale and recording the weight shown on the scale display (Gross Weight), also record the label weight from the item.
   - If the gross weight of the product is equal to or less than the label weight, the product must be removed from sale and repackaged with the correct label weight.
   - Units in a batch should be checked, to verify the minimum net weight is being met.
   - Keep a record of all weight checks performed on **18.11b - In-store Packed Net Weight Checks**.
   - If any short weight packages, due to inadequate tare weights set against the PLU in the system, are found then the Manager must be informed and the tare weight is to be adjusted against the system PLU.

	5. PLU/Barcode Information Alignment Checks • Regular checks should be conducted, to ensure that the net weight & price of the product on a label, which is pre-set into departmental scales, correlates with the register checkout when that same item is scanned. If different, it should be adjusted then rechecked before use.
3. RECORDS	18.11a – Monthly System PLU Tare Weight Checks 18.11b - In-store Packed Net Weight Checks 18.22 – Ullage Record (**CCP #6**)

Section 11.22
Quarantine Assessments

Metcash Food & Grocery

1. POLICY

To ensure that all quarantined goods are identified, removed from sale, assessed and stored in appropriate conditions, where necessary, prior to pick-up or disposal.

2. MANDATORY REQUIREMENTS

1. **General**
   - Keep well-defined quarantine storage locations that are clearly identified with a sign, within each department, so as to minimize the risk of cross-contamination with good stock.
   - Signs should read: "QUARANTINED GOODS-NOT FOR SALE". If there is insufficient space to isolate quarantined goods in the location, then it is mandatory to clearly identify all quarantined goods with a sticker or sign on each item e.g. pallet/carton, with the previous statement.
   - Authorised staff review the stock placed into quarantine and determine its disposition using **11.22a - Quarantine Assessment**.
2. **Stock Issues – Storage and Display**
   - Floor staff physically review displayed stock for the following:
     - Any stock found to be damaged, poor quality or contaminated in any way;
     - Stock subject to a product recall or withdrawal.
   - Unsealed perishable goods that are defective are recorded and dumped.
   - Sealed perishable goods are placed in each respective department coolroom and the supplier or representative is contacted for a pickup, or dumped.
   - Perishable or frozen stock that has been found abandoned in ambient storage is to be given to the respective Department Manager who records it and dumps the product.
   - Perishable or frozen stock that is not required by the customer at the cash register or any other location within the store, and handed to store staff, is to be immediately returned to its respective fridge/freezer location.
   - No stock is to be re-packed for sale in any form.
3. **Customer Returns**
   - Customer returns are accepted on all stock. Each item returned is inspected prior to accepting the return to ensure its saleability. Any customer complaints should be followed through as per **17.0 – Product Recall & Consumer Support**.
   - Customer returns on damaged, perishable or frozen items may be replaced at discretion of Store Management and the item may be referred to the supplier or the manufacturer for credit. Perishable or frozen returns are NEVER re-sold.

2. MANDATORY REQUIREMENTS	4. **Quarantined Stock Assessment** • The following options exist for disposal of assessed, quarantined goods: a. **Return to Supplier** • Staff shall follow the store process for supplier returns/credit claims process. b. **Stock Downgrade – Reduce to Clear or Donation** • Any short dated stock found to be approaching or exceeding its shelf life is marked down for quick sale to ensure it is sold prior to end of shelf life. • Department management are advised and authorise stock movement to a 'Reduced to Clear' (RTC) display or donation to local charity. • All RTC displays shall be checked daily, and defective or out-of-date stock removed, recorded and dumped. c. **Dump** • If stock is leaking or infested it is dumped immediately into the external bin. • Dump in accordance with approved Council procedures. • Authorised staff organise any stock to be dumped into a waste bin in a manner that prevents any salvage. d. **Quarantine Clearances** • If any isolated stock problems are resolved by assessment or documented announcements e.g. product withdrawal release notifications, then the relevant manager may authorise stock to be released from quarantine, and available for sale.
3. RECORDS	18.22 – Ullage Record. Copies of at least 12 months of Recall & Withdrawal Notices.

Guideline 11.22a
Quarantine Assessment

1. POLICY

Display in:
1. Receiving, & Dispatch areas;
2. Quarantine areas - **AWAY FROM CUSTOMER VIEW**

Risk Type (food safety)	REJECT and / or DUMP (criteria that means instant dump or rejection)	MARKDOWNS/DONATIONS (criteria to use before dump or sell)	SALEABLE (allowed damage)
CANNED FOODS	Any dent that damages the side seam, top seam or bottom seam. **Any deep dents, holes, or dents that buckle the can.**	Review cans with **just Larger side-wall dents over 5cm** (not dented on any seam).	Smaller dents to the can wall less than 5cm.
BAGGED DRY FOODS E.G. FLOUR, SUGAR & GRAINS	• Bags infested by weevils, mice, etc. • Any bags that are "out of date" • Any leaking bags that are a hygiene risk • Leaking bags more than 5% underweight	• Review minor leaks and if feasible may be taped sealed. • Taped up foods should be clearly separated & displayed in a "Reduced To Clear" location.	If Dusty, but clearly sealed - wipe clean.
GARDENING / POTTING MIX / DRY CHEMICAL GOODS	• Any leaking potting mix bag is a health risk to people and foods. If staff not wearing adequate protection, such products pose bacterial risk of Legionnaires disease, Listeria and other bacteria. • Any leaking bags more than 5% underweight	• **Review Minor** leaks and if feasible, may be taped sealed. • Taped up underweight chemical goods if put on retail sale should be clearly separated & displayed in a "Reduced to Clear" location.	• If Dusty, but clearly sealed - wipe clean. • Damaged & taped up, but not underweight. • Wash hands after handling any chemicals.
DROPPED FOOD CONTAINERS	• All food containers in glass packaging that has dropped from excessive height e.g. higher than waist height • Product more than 5% underweight due to product loss	• Review ***'non-Glass'*** food packs dropped from ***higher than*** waist height, for damage. • Review **'Glass'** food packs dropped from *ANY* height for damage.	All food packs (except glass) dropped from below waist height not showing any damage to seals or container.
WATER DAMAGED FOODS	• Any water damaged **dry groceries** that were sealed in porous or paper bags or cardboard packaging. • Any water damaged **bottled or canned** goods where the label details are not visible & has been totally damaged, is mouldy, stained or totally removed from package	• Review "water damaged" **dry goods** initially sealed in non-porous packs or bags. *If ok - wipe with clean cloth* • Review "moisture damaged" **perishables / frozen** that are stained from thawing or ice.	Any Bottled or Canned goods, also perishables/ frozen with just minor water stained labels but still sealed with details visible – wipe clean.

Risk Type (food safety)	REJECT and / or DUMP (criteria that means instant dump or rejection)	MARKDOWNS/DONATIONS (criteria to use before dump or sell)	SALEABLE (allowed damage)
THAWED OR WARMED UP FOODS	• FROZEN FOOD product temperature is **warmer than -5°C** or evidence of thawing (i.e. clumping or icing of free flowing foods). • PERISHABLES product temperature is **warmer than 7°C for more than 4 hours.**	• Review ICE CREAM products if **warmer than -12°C but not warmer than -5°C.** • Review PERISHABLE food product temperature **if warmer than 7°C for up to 4 hours.**	Only goods mildly affected by acceptable refrigeration defrosts. Frozen goods **below -12°C** & perishable goods **below 7°C** surface temperature
SHELF-LIFE • **LOW LIFE** • **PAST DATE**	• All goods past the: • "Use-By" Date • "Best Before" Date	Review all **Low Shelf-Life** goods that are near end of shelf life according to the current mark-down policy.	Low Shelf Life foods not exceeding the mark-down policy.
CO-MINGLED CONTAMINATED FOODS	All Food and drink exposed directly to : • Leaking chemicals (Chemical risk) • Poorly cleaned utensils (Cross contamination) • Leaking gardening mixes (Bacteria risk) e.g. potting mix, dog litter, manure, etc.	Review any contaminated and or foods damaged in transport or stored badly but **not directly affected by** potting mix leaks, chemical leaks, poorly cleaned utensils or pest activities.	All packaged goods protected in transport by 4 barrier rule i.e. has inner & outer protection to reduce co-mingling of food and contaminants
PEST CONTAMINATION	Any Individual Food packs in any packaging, permeable or otherwise, showing clear damage or evidence of direct pest contact directly on the individual pack (i.e. faecal contamination like excrement, or stains, footprints, fur, greasy marks, chew-marks etc.)	N/A	Foods in impermeable packages (cans, bottles etc) or where outer carton only had evidence of direct pest contact **can be wiped off & sold as individual packs**

1. POLICY	Meat products, packed in store or received pre-packed from suppliers, are handled and displayed in a manner that does not compromise food safety or quality, and meet all State and National food safety legislation. This procedure refers to products a) received in bulk from a supplier and pre-packed, weighed and labelled in-store; and b) pre-packed, weighed and labelled from suppliers. **Please note the following Critical Control Points (CCP) are addressed in this procedure:** **CCP #2 – Refrigerated storage** **CCP #5 – Pre-pack meat display** **CCP #6 – Displayed stock review & mark-down**

2. MANDATORY REQUIREMENTS

1. **Packaged Fresh Meat Supplied into Store**
   - The Meat Manager should assess all meat suppliers to determine suitability to supply goods to the store. Refer to attachment: **5.1 - Approved Supplier Checklist – Fresh Pre-packaged Product Suppliers** for guide to review all new suppliers.
   - It is **illegal for an external supplier to remove stock** from your fresh meat case and return the packaged stock to their meat processing facility. Any stock that is short coded must be marked down at the place of sale, and, if not sold, then dumped at the place of sale.

2. **Modified Atmosphere Packaged (MAP) Fresh Meat Products**

All MAP meat products must be sourced from a Registered Establishment. Please refer to **Section 5.0 - Approved Supplier Program** for further details.

- All MAP fresh meats shall be treated as any pre-packaged item as the shelf life of the product has been verified by the supplier. MAP products may be sold up until the end of their expiry date.
- All short shelf life pre-packaged fresh meat products are marked down before their Best Before or Use By dates, so that the consumer has at least 2 days to consume the product before the end of its shelf life. Please refer to **Section 11.04 – Mark Down & Quarantine**.

3. **Supplied Product Labelling**
   - Stores shall not receive or accept unlabelled retail-ready fresh meat packs. It is illegal for stores to re-label prepared stock from external suppliers.
   - Suppliers shall label packs on the date produced (Compliance to this should be verified by a supplier visit)
   - For stores that receive fresh meat from an external local butcher, labelling shall meet the legislative requirements outlined in **11.18 - In-Store Labelling & Packing Guide**. However, **no reference to the 'supplied store', nor any 'supplied store' logos, shall be on the product artwork or label**.
   - The Department Manager shall review the product labelling upon each delivery, to ensure it complies with legislative requirements.
   - The Department Manager shall also conduct spot checks on all retail – ready packs delivered to ensure compliance to NMI Trade Measurement Legislation and that all packaging is properly tared by the supplier. All such checks shall be recorded and records kept for the life of the goods.
   - All value–added meat products (marinated, crumbed, seasoned, sausages etc.) must be labelled with an **ingredients list, allergen warnings and a nutritional panel** (where applicable) according to FSANZ Food Safety Legislation.
   - No reference to a percentage of species content to be made on any packaged product e.g. 100% beef mince.
   - If mince is labelled/advertised as a certain species e.g. Pork Mince, that is the **only meat species** permitted in the mince.

There shall be no reference to a fresh meat product being Low Fat, Lean, Trim or Diet, for instance. Products may be identified by a 'grade' dependent on the level of fat e.g. Gourmet, Premium, Regular.

2. MANDATORY REQUIREMENTS

4. **Labelling of Supplied Bulk Product WITHOUT Artwork and Product Details**

A large range of random weight bulk fresh meat products are available in bulk cartons with only a "Packed On" date on the outer carton. These products are intended for further processing, either at a retail store or food service outlet, as the inner vacuum sealed packs are not individually labelled.

Retail stores that choose to individually sell any of these pre-packed lines, must ensure the following is copied onto the label for each pack on display:

a) **Product Description** - as per the original carton label description. Also include the packer's name (eg. "Tey's Whole Rump"), business address & establishment ID, to ensure traceability in the event of a complaint / recall. This will generally be printed on the cryovac sleeve by the processor, but must be printed onto the label if not already on the sleeve.

b) **Net Sale Weight** – calculated using the tare weight supplied by the processor, (pre-programmed into the scale) or a default "worst case" packaging tare weight of 40g which is pre-programmed into the weighing system. Please ensure all scales practices conform to procedure **16.0 – Calibration Program**.

c) **Product Storage Instructions** – generally this is "**Keep Refrigerated At Or Below 5^{0}C**" for all fresh meat products

d) **Price per Kg** – as per ACCC legislative requirements. This may be applied by the supplier (under prior agreement) or the store itself.

e) **Total Sell Price** – as per ACCC legislative requirements. This may be applied by the supplier (under prior agreement) or the store itself.

f) **Use By Date** – The "Use By" date applied must be calculated forward from the "Packed On" date on the product's original carton. The number of day's shelf life for each product is supplied by each supplier / processor, and must be programmed into the scales and relevant to each individual product PLU. This is done by using the "Change Date Code" button, then entering the "Packed On" in place of the current day's date. In this way, the scale will then make the forward calculation, based on the processor's original information.

A couple of examples are shown below.

- 84 days from original "Packed On" date for beef products (or otherwise as may be specified by the original processor and indicated on the product list)
- 21 days from original "Packed On" date for lamb & pork products (or otherwise as may be specified by the original processor and indicated on the product list).

DATE CODING NOTES:

- If the processor has placed a Use By / Best Before date on the outer carton then that date code must be used, but never exceeded.
- If the processor has already placed a Use By or Best Before date on the display pack then that date code must not be changed or obscured, and the original date must be used.

GENERAL NOTE: The store label applied in this case may contain a pre-printed store logo but not be possible to mislead the consumer that this product was packed in the store, ie "Store (logo) Store Name (in text)"

Refer also to the **11.23a - Fresh Meat Labelling** for quick reference.
Please contact your State Food Safety Coordinator, for any further labelling advice.

2. MANDATORY REQUIREMENTS

5. **Re-labelling of Supplied Product WITH Existing Artwork and Product Details**

Bulk or retail ready packs which are supplied with artwork and product details such as product description & Use By date (eg, random weight packs of corned beef) from the manufacturer, and are on-sold in the original sealed pack, must abide by the following requirement:

- Any label applied by the store must not cover or obscure any of the original product information. The store label must also avoid original art-work as best as is reasonable.
- No store-applied label shall obscure or change any original details from the packer of the goods.

6. **Fresh Meat Handling**

All cut fresh meat (including fish & poultry) **must be sold by net weight (not sale by unit)**, including whole cuts (lamb legs, etc) & cutlets.

Exceptions apply to Offal (excluding Liver and Tripe), Kebabs, and cooked fresh meat products e.g. BBQ Chicken sold hot or cold when it is processed, packaged & sold on the premises.

7. **Date Coding**

The following **date coding standards** apply to all fresh meat products that are simply overwrapped & sold at retail stores (whether packed in-store or supplied retail ready:

- All **minced meat** and minced meat rissoles are given a **Use by date** of **3 days** from date of production, and marked down **within 24 hours of production**.
- All **cut fresh meat** products are given a **Use by date** of **5 days** from date of production, and marked down and sold on their **third** day after manufacture and packing.
- **Sausage** meat and sausage meat products are given a **Use by date** of **7 days** from date of production, and marked down and sold on **their fifth** day after manufacture and packing. No leftover sausage meat may be stored in the coolroom at any time, unless waiting to be cured or packed.
- Preservative-free sausage meat (if made) is given a **Use-by date** of **3 days** from date of production.
- **All marked down foods are recommended to be sold within 12 hours of markdown**.
- It is a recommendation that all fresh meat packs are removed from sale & dumped after their mark-down, no later than the day prior to their end of shelf life, ie all fresh meat packs are NOT on display on the last day of their shelf life.

NOTE: This guideline is an Template STANDARD which requires a Use By date to be applied to retail ready fresh meat packs, to protect the Store Brand and the retailer, whilst ensuring customer satisfaction. This includes supplied retail-ready packs from a local butcher. The reasons are:

- **each store has differing hygiene characteristics,**
- **Metcash Food and Grocery do not control the quality of fresh meat supplied to many retail stores, and,**
- **Retail stores and local butchers rarely verify the shelf life of their fresh meat packs with regular microbiological sampling and testing.**

8. **Legislative Traceability Requirements**

It is required that the **Establishment Name, contact details &/or Establishment Number** be placed on each pack of retail – ready fresh meat products sold in a retail store.

- If the product is packed in-store then this information is the store's details.
- If the product is supplied pre-packed or retail ready this information is the packer's details.

2. MANDATORY REQUIREMENTS	9. **Display Practices** • Regardless of whether products are packaged in-store or pre-packed at supplier, all packs on display must be checked twice daily (beginning & end of trade) to ensure: o product temperature is consistently stored & displayed **below 5^{0}C**. Optimum product temperature is **1-2^{0}C** o packages are **not leaking or damaged** o products are **adequately labelled & coded**, and most importantly. o all stock LOOKS and smells **wholesome & fresh, regardless of its shelf life**. • Product is handled as per **11.02 - Perishable & Frozen Foods Storage, Handling & Display**. 10. **Pet Meat Displays** • All displays of pre-packaged pet meat must be from a reputable supplier (refer to **Section 5.0 - Approved Supplier Program**), **physically separated** from fresh meat for human consumption, in display cases with Perspex dividers, or (preferably) in a separate cabinet. • Any fresh meat supplier shall **only** supply meat which is **fit for human consumption**. Some products that may be sold as pet food e.g. bones, **shall not** be labelled as pet food. Product shall be labelled with appropriate product description only e.g. Beef bones. • Please refer to **Section 11.08 – Meat Room Processing & Packing** for further detail on pet meat.
3. RECORDS	18.01 – Goods Inwards Summary 18.11a – Monthly System PLU Tare Weight Checks 18.11b - In-store Packed Net Weight Checks 18.24 - Weekly Cold & Hot Temperature Checksheet (**CCP #2 & #5**) 18.22 – Ullage Record (**CCP #6**)

Guideline 11.23a Fresh Meat Labelling

The Food Standards Code 1.2.1 includes the general labelling and information requirements, relevant to all foods.
Any label applied by the store must not cover or obscure any of the original product information.

	RETAIL READY PACKS (Packed in-store)	RETAIL READY PACKS (Supplied from an external butcher)	UNLABELLED VACUUM SEALED PRIMALS	RANDOM WEIGHT AND OTHER BULK PACKS WITH ARTWORK
PRODUCT NAME	Must state product description. No reference to Store Brand	Must state product description. No reference to Store Brand	Must be as per original bulk pack. Supplier name may be used. No reference to Store Brand	Usually already on the product artwork.
NET WEIGHT	Must be applied by the store	Must be applied by the supplier	An average tare weight is required from the supplier	If not already applied, an average tare weight is required from the supplier
COUNTRY OF ORIGIN	Must be applied by the store	Must be applied by the supplier	Must be as per original bulk pack.	Must be as per original bulk pack (if not already applied)
PRICE PER KILO	May be applied by the packer under agreement, or by the store.	May be applied by the packer under agreement, or by the store.	Must be applied by the store	Must be applied by the store
TOTAL PRICE	May be applied by the packer under agreement, or by the store.	May be applied by the packer under agreement, or by the store.	Must be applied by the store	Must be applied by the store
USE BY DATE	Must be applied by the store	Must be applied by the supplier on date of packing	Must be applied by the store	Must be applied by the store (if not already applied)
PRODUCT STORAGE INSTRUCTIONS	Must be applied by the store	Must be applied by the supplier	Must be applied by the store	Must be applied by the store (if not already applied)
STORE BRAND LOGO	Store Brand Logo only used to define store name for traceability	No reference to Store Brand either on product name or pack.	Store Brand Logo only used to define store name for traceability	No reference to Store Brand either on product name or pack.

This guideline must also be read in conjunction with the following documents:
11.23 - Pre-packed Meat Handling & Display; 11.18 - In-Store Labelling & Packing Guide; 11.20 - Country of Origin Legislation

Section 11.24
Non-conforming Meat Products – QLD only

Metcash Food & Grocery

1. POLICY	To assist accreditation holders of SFPQ to ensure that an approved procedure is in place within their Food Safety Program (FSP) or Management Statement, to notify SFPQ when circumstances arise during primary production or processing, that may compromise the acceptability of product for consumption, and present a Food Safety concern.

2. MANDATORY REQUIREMENTS

1. **Notification of SFPQ:**
   - Accreditation holders must advise SFPQ of circumstances that arise outside of their approved production program immediately, so that SFPQ may assist in assessing the situation and approving an appropriate course of action, to ensure food safety outcomes, market suitability and legislative compliance.
   - Examples of scenarios requiring notification of SFPQ may include:
     - The presentation of unacceptable product for processing
     - Unacceptable microbiological testing results
     - Food recalls
     - Breach of time or temperature requirements
     - Equipment failure at Critical Control Points (e.g. refrigeration breakdown)
     - Unforeseen circumstances that may occur, but are unable to be managed within the existing corrective action procedures in the Food Safety Program
     - Product destined for export that has been returned and is destined for domestic release.
   - Following any such notification, the affected product must be isolated and held by the accreditation holder. SFPQ may arrange for inspection & verification of the product, along with an appropriate sampling and testing regime, to confirm the product's status.
   - The accreditation holder must provide SFPQ with any information requested, and only proceed with their proposed action after approval from SFPQ. Evidence of that approved action, including records, supporting documents etc., will require to be provided to SFPQ for their verification. The approved course of action may then be considered for inclusion in the accreditation holder's Food Safety Program as an amendment, to ensure any future incident may be more readily assessed.

2. **Notification to SFPQ:**
   - Email: notify@safefood.qld.gov.au
   - Fax: (07) 3253 9810

3. RECORDS	18.22 – Ullage Record

1. POLICY

To ensure all goods that are prepared for customer pickup or delivered from the store to the customer's premises, or to other businesses, conform to all quality and food safety standards.

2. MANDATORY REQUIREMENTS

1. **Order Preparation**
   - Frozen and perishable items are packed in separate bags to all other items.
   - Dry food items are packed in separate bags only with paper / packaging items.
   - Chemical / contaminant grocery items are packed in separate bags only with paper / packaging items. Refer to **11.01 - Dry Grocery Storage, Handling & Display** for appropriate segregation practices.
   - Each bag is sealed, identified with customer details.
   - If the order is not transferred directly to the delivery vehicle and is stored awaiting customer pickup or later delivery, then stock is handled as follows:
     - Transfer all dry food & grocery stock to a suitable & secure holding location.
     - Place frozen and perishable stock into designated areas within the relevant coolroom or directly into a pre-chilled, insulated cool storage container e.g. Esky. This container is identified and held in the freezer to blast cool for no longer than 2hrs, otherwise perishable food begins to freeze.
2. **Store Guidelines**
   - Products are only to be removed from the designated holding areas when customers arrive to pick-up click and collect orders or when the delivery vehicle is available and ready for loading & dispatch.
   - Transport containers for perishable, frozen or hot foods shall be clean & dry, able to withstand freezing and be of a non-porous material.
   - A foam esky is not suitable for repeated transfers of hot chickens as they are absorbent & difficult to clean from hot food stains.
   - Transport vehicles shall be clean, free from damage, odours and foreign matter.
   - Perishable & frozen item home deliveries shall be transported in either:
     i. an insulated, approved food transport vehicle with active refrigeration or,
     ii. an appropriate insulated cool storage container (frozen packs may also be used)
   - If option ii is used, transport carrying frozen or refrigerated products shall be **no greater than 90 minutes** to last delivery point.
   - If NO form of temperature control is employed, transport of frozen or perishable items shall be **no greater than 20 minutes** to last delivery point.
   - The delivery person is responsible for checking the correct items are delivered and ensures that the customer is satisfied with the delivery service.
3. **Customer Delivery Issues (Guidelines for Store Management)**
   - If customer is unavailable to accept delivery, the delivery driver must return to the store and return goods to their proper storage areas.
   - If not contacted by the customer, the delivery driver, or authorised store staff must contact the customer within 2 hours to reschedule the delivery.
   - If customer is unavailable on a second delivery, stock is returned to respective storage areas at the store. Store Management must contact the customer and indicate no further delivery attempts will be made, and the customer must organise to collect the goods.
4. **Home Delivery Verification (for deliveries which are further 20min)**
   - It is recommended that a store verify that it can deliver refrigerated products **at or below 5°C** to the last delivery at least **annually** under "worst case" conditions. It is also recommended that this verification be done on the busiest delivery runs to ensure a "worst case" scenario. Frozen products should remain "hard frozen", with no evidence of thawing.
   - Check the temperature of refrigerated stock, prior to removal from refrigeration. Record checks on **18.08 – Delivery Record Check Sheet**. If temperature indicates that some warming of stock has occurred, the stock must be transferred to the freezer, for a minimum 1 hour, to cool the product before delivery.

2. MANDATORY REQUIREMENTS

- The delivery person documents their departure time and final destination arrival time, on **18.08 – Delivery Record Check Sheet** and spot checks temperatures of frozen and refrigerated items upon arrival at the last delivery of the run.

5. **Meat Deliveries to other Businesses**
- Meat products which have been processed and/or packed in a retail store or butchery for transport to another retail store or business, are loaded and transported in a manner that does not compromise the safety or quality of the product.
- The **transport vehicle** must be an **insulated** vehicle fitted with **active refrigeration**, capable of maintaining product temperature below 5˚C, and (in most states) **accredited/registered with the relevant State Food Regulatory Authority for this purpose**. It should be set to achieve and maintain this temperature at all times when in use.
- The **transport vehicle** must undergo a **visual inspection** for damage, cleanliness, odours, signs of infestation, chemical spillages and other potential food safety hazards, prior to loading any product. If any of these issues is evident, the vehicle should be thoroughly cleaned prior to loading.
- The transport vehicle must then be **pre-chilled** so the internal walls are cold to touch.
- Details of these visual checks and the signature of the person checking (Meat Manager or dispatcher) must be recorded on **18.08 – Delivery Record Check Sheet** for **each** delivery.
- The temperature of the product is then attained using a calibrated thermometer, and recorded on **18.08 – Delivery Record Check Sheet.** All other details on this Record Sheet must also be completed and recorded, including date, product description, and product temperature.
- Product shall be loaded directly from cold storage into the pre-chilled, insulated portion of the delivery vehicle. Doors are closed immediately, and the refrigeration unit switched on to avoid warming of the product.
- At the point of delivery, the product is unloaded as quickly as possible and the customer may check the product condition and temperature.
- The driver must record the delivery vehicle gauge temperature immediately before opening the doors to make the delivery.
- Upon completion of the checks, the receiver is asked to sign **18.08 – Delivery Record Check Sheet** and provided with a copy if requested.
- Records are kept for at least 12 months.

6. **Hot Chickens Deliveries to Satellite Stores & Customers**
- It is recommended that any hot chickens are delivered to a satellite** store **within 90 minutes** of removal from the oven after cooking.
- The **minimum temperature** for hot chickens at the point of delivery to a satellite store shall be **60°C**, and recorded on **18.08 – Delivery Record Check Sheet.** The satellite store must also record their delivery checks on **18.01 – Goods Inwards Summary**, as per Section **11.15 – Inwards Goods Receiving** procedure.
- It is recommended that any hot foods are delivered to customers **within 20 minutes**, from removal from a hot display, due to food safety risks.

** A satellite store is one which does not have any chicken cooking facilities, however does have adequate Hot Food Storage Display unit/s & orders its delivery of chickens from another local store.

3. RECORDS

18.08 – Delivery Record Check Sheet

Metcash Food & Grocery

1. POLICY

To ensure all required products are labelled with Kilojoule (KJ) Content as per ACT Food Act 2001.

2. MANDATORY REQUIREMENTS

The following information is provided to give a summary of the requirements however must be read in conjunction with ACT Kilojoule Display User Guide located at:
http://health.act.gov.au/public-information/businesses/food-safety-regulation/kilojoule-displays

Which supermarkets are affected?

- Supermarkets are determined to be Standard Food Outlets, therefore;
- All Standard Food Outlets which have 7 or more locations in ACT, or 50 nationally and are either under franchise arrangements with a parent business or under common ownership/control or under the same trading name as a group of other food businesses that sell Standard Food Items.

What food items are affected?

The Regulation affects ready-to-eat (RTE) foods that are standardised for portion and content (but are not pre-packaged with nutrition information panels), and are sold in single or multiple serves.
The Regulation aims to provide consumers with kilojoule (kJ) information at the point of sale, so they can make informed choices about the 'takeaway' snack or meal they are about to buy. You may have seen kJ labelling on menu boards in Quick Service Restaurants and snack food chains.
Standardised RTE foods sold in supermarkets that are affected by the regulation include (but are not limited to):

- Hot chickens
- Deli salads sold in tubs
- Hot deli meals (e.g. lasagne, sausage rolls)
- Selected bakery products sold in single or multiple serves (e.g. cheese and bacon rolls, custard tarts, slices, donuts, whole cakes)
- Hot pastry items
- Meal combos (e.g. hot chicken and soft drink)

There are many exemptions – e.g. plain bread rolls or items that are labelled with a complete Nutrition Information Panel. For more information, visit http://health.act.gov.au/public-information/businesses/food-safety-regulation/kilojoule-displays

Information that must be displayed

Supermarkets must display both of these elements of nutrition information:

- Energy content of each item, including total kilojoules for meal combos (expressed in kilojoules 'kJ')
- Reference statement 'the average adult daily energy intake is 8700kJ'

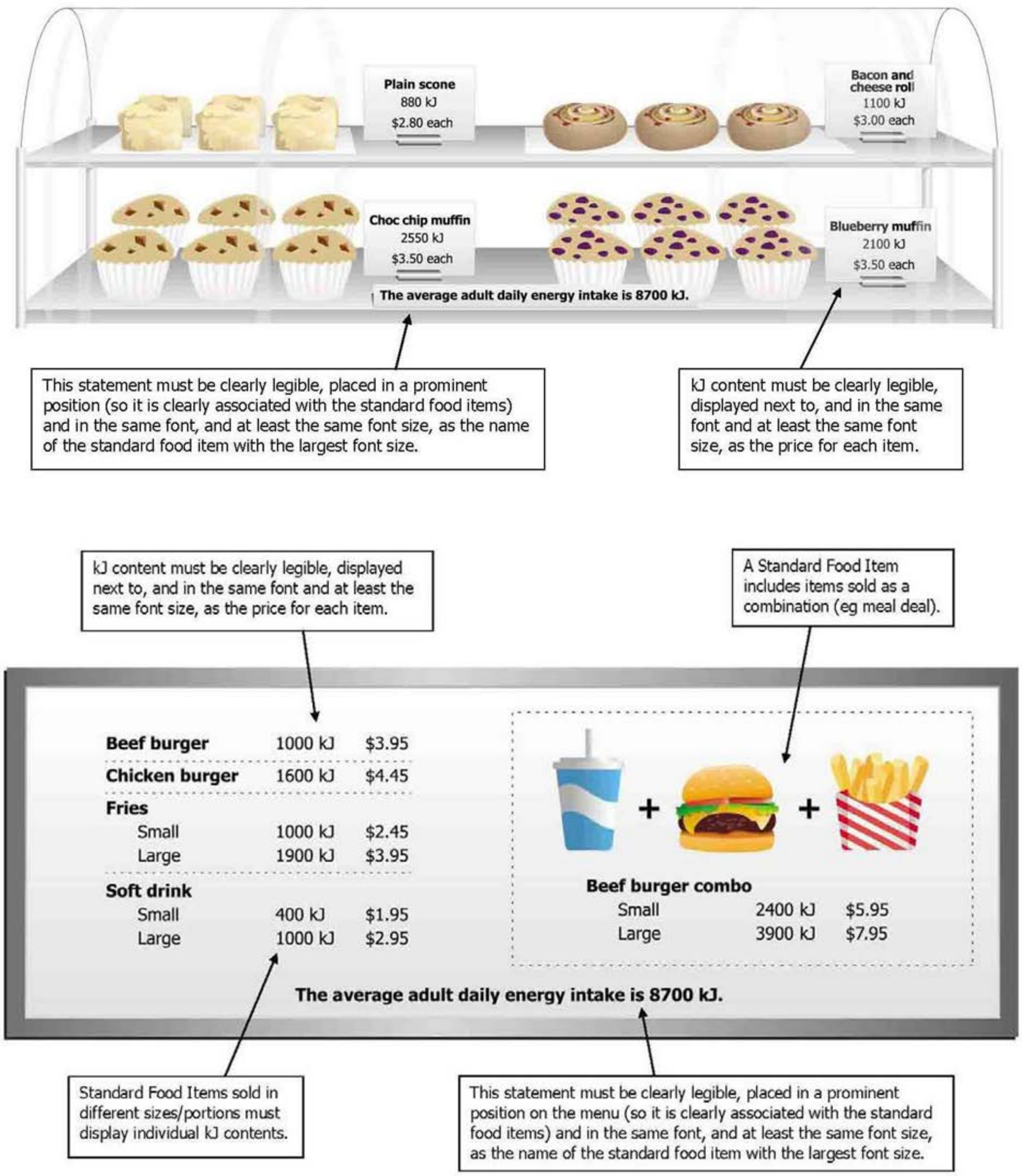
How must the information be displayed?

- In kilojoules 'kJ' and be clearly legible,
- in the same font, and at least the same font size, as the price, or if no price is displayed, as the name of the item, and
- be adjacent to or in close proximity to the name or the price of the item.

'The average adult daily energy intake is 8700kJ' must be displayed on each menu board and in each display area:

- 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,
- be clearly legible, and
- be adjacent to or in close proximity, so as to be clearly associated with, the item(s).

Examples of shelf ticket and menu board display options are:



How to calculate kJ information

To determine the nutrition information, calculate the average energy content of each item. There are a number of ways to calculate this:

- Online Food Standards Australia New Zealand (FSANZ) Nutrition Panel Calculator located at http://www.foodstandards.gov.au/industry/npc/Pages/Nutrition-Panel-Calculator-introduction.aspx
- Nutritional analysis software
- Laboratory analysis
- Information from supplier

More information

- Visit the ACT Health website at http://health.act.gov.au/public-information/businesses/food-safety-regulation/kilojoule-displays
- Phone ACT Health on 6205 1700 or email HPS@act.gov.au

2. MANDATORY REQUIREMENTS	**Note** This information is a summary only and cannot cover all situations. Food businesses are required to comply with all of the provisions of the Food Standards Code and the Food Act 2001 (ACT).
3. RECORDS	Evidence to be provided upon request to justify KJ Content Claims made. Information from suppliers and/or evidence of energy content calculated by the store.

Metcash Food & Grocery

1. POLICY

To ensure all required products are labelled with Kilojoule (KJ) Content as per NSW Food Act 2003.

2. MANDATORY REQUIREMENTS

The following information is provided to give a summary of the requirements however must be read in conjunction with NSWFA Fast Choices User Guide located at: http://www.foodauthority.nsw.gov.au/_Documents/retail/fastchoices_user_guide.pdf

Which supermarkets are affected?

- Supermarkets are determined to be Standard Food Outlets, therefore;
- All Standard Food Outlets which have 20 or more locations in NSW, or 50 nationally and are either company-owned, under independent ownership or under the same trading name as a group of other food businesses that sell standard food items.

What food items are affected?

The Regulation [i] affects ready-to-eat (RTE) foods that are standardised for portion and content (but are not pre-packaged with nutrition information panels), and are sold in single or multiple serves.
The Regulation aims to provide consumers with kilojoule (kJ) information at the point of sale, so they can make informed choices about the 'takeaway' snack or meal they are about to buy. You may have seen kJ labelling on menu boards in Quick Service Restaurants and snack food chains.
Standardised RTE foods sold in supermarkets that are affected by the regulation include (but are not limited to):

- Hot chickens
- Deli salads sold in tubs
- Hot deli meals (e.g. lasagne, sausage rolls)
- Selected bakery products sold in single or multiple serves (e.g. cheese and bacon rolls, custard tarts, slices, donuts, whole cakes)
- Hot pastry items
- Meal combos (e.g. hot chicken and soft drink)

There are many exemptions – e.g. plain bread rolls or items that are labelled with a complete Nutrition Information Panel. For more information, visit http://www.foodauthority.nsw.gov.au/rp/kJs-on-menus

Information that must be displayed

Supermarkets must display both of these elements of nutrition information:

- Energy content of each item, including total kilojoules for meal combos (expressed in kilojoules 'kJ')
- Reference statement 'the average adult daily energy intake is 8700kJ'

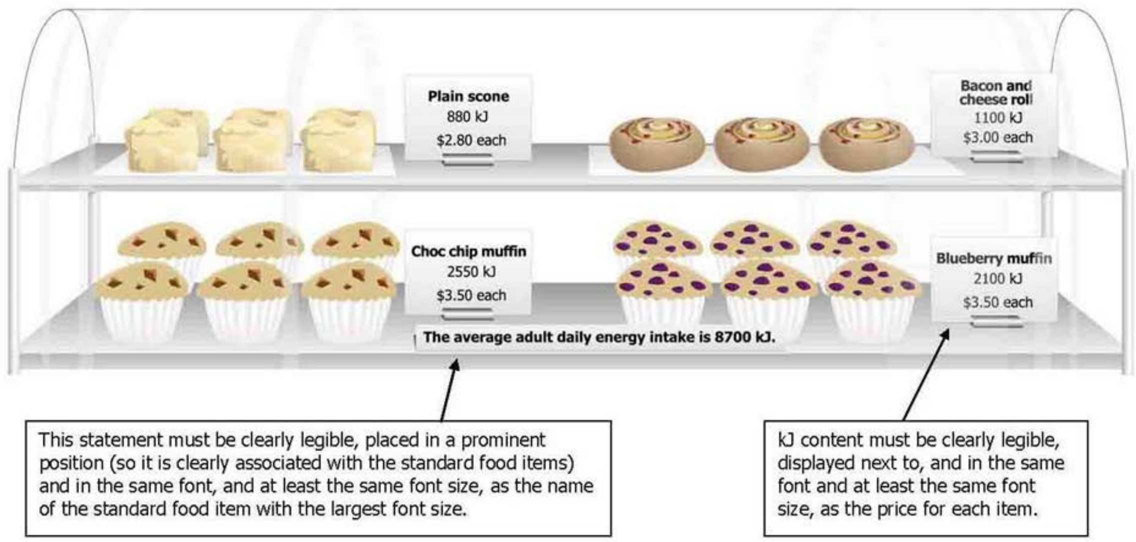
How must the information be displayed?

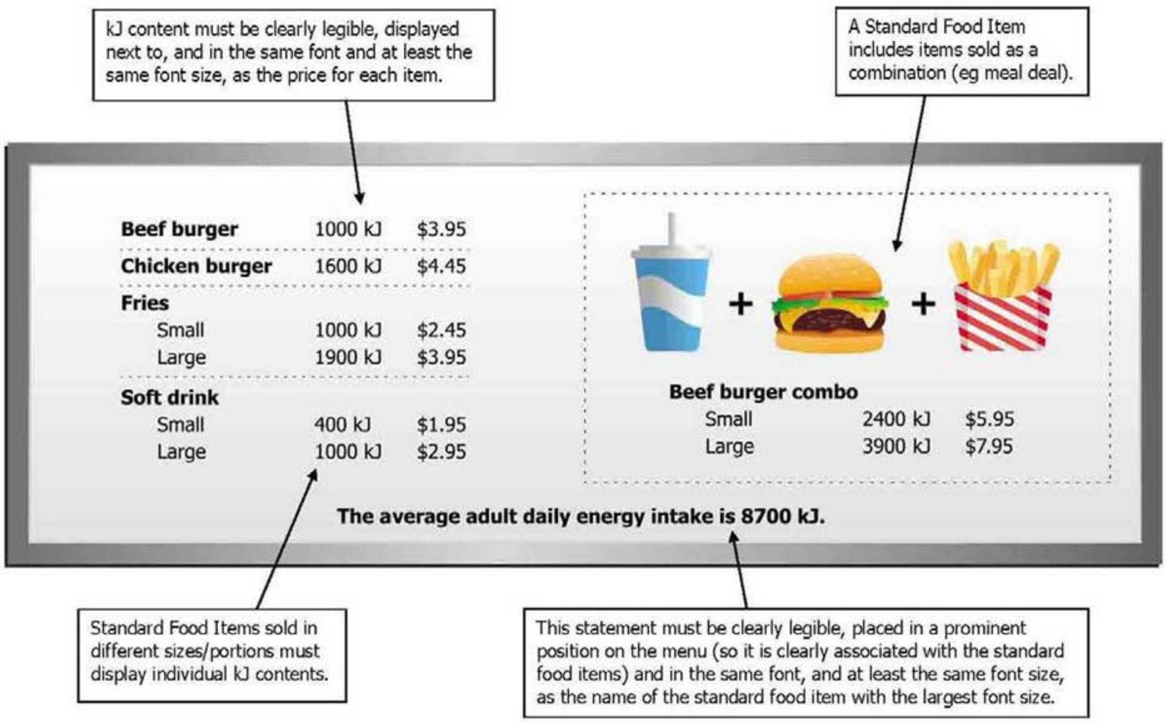
- In kilojoules 'kJ' and be clearly legible,
- in the same font, and at least the same font size, as the price displayed for the whole item, or the unit price of the item (e.g. 100g), and
- be adjacent to or in close proximity to the name or the price of the item.

'The average adult daily energy intake is 8700kJ' must be displayed on each menu board and in each display area:

- 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,
- be clearly legible, and
- be adjacent to or in close proximity, so as to be clearly associated with, the item(s).

Examples of shelf ticket and menu board display options are:





How to calculate kJ information

To determine the nutrition information, calculate the average energy content of each item. There are a number of ways to calculate this:

- Online Food Standards Australia New Zealand (FSANZ) Nutrition Panel Calculator located at http://www.foodstandards.gov.au/industry/npc/Pages/Nutrition-Panel-Calculator-introduction.aspx
- Nutritional analysis software
- Laboratory analysis
- Information from supplier

More information

- Visit the NSW Food Authority's website at www.foodauthority.nsw.gov.au
- Phone the helpline on 1300 552 406

2. MANDATORY REQUIREMENTS	**Note** This information is a summary only and cannot cover all situations. Food businesses are required to comply with all of the provisions of the Food Standards Code and the Food Act 2003 (NSW). i Food Regulation 2010 (NSW) Part 2B, (16P) – Definitions
3. RECORDS	Evidence to be provided upon request to justify KJ Content Claims made. Information from suppliers and/or evidence of energy content calculated by the store.

1. POLICY

To ensure all required products are labelled with Kilojoule (KJ) Content as per QLD Food Act 2006.

2. MANDATORY REQUIREMENTS

The following information is provided to give a summary of the requirements however must be read in conjunction with QLD Health Fast Choices Guide located at:
www.health.qld.gov.au/publications/portal/food-safety-labelling/fastchoices-userguide.pdf

Which supermarkets are affected?
- Supermarkets must be above 1000m2 retail space and;
- have 20 or more locations in QLD, or 50 nationally and are either company-owned, under independent ownership or under the same trading name as a group of other food businesses that sell standard food items.

What food items are affected?
The legislation affects ready-to-eat (RTE) foods that are standardised for portion and content (but are not pre-packaged with nutrition information panels), and are sold in single or multiple serves.
The legislation aims to provide consumers with kilojoule (kJ) information at the point of sale, so they can make informed choices about the 'takeaway' snack or meal they are about to buy. You may have seen kJ labelling on menu boards in Quick Service Restaurants and snack food chains.
Standardised RTE foods sold in supermarkets that are affected by the regulation include (but are not limited to):
- Hot chickens
- Deli salads sold in tubs
- Hot deli meals (e.g. lasagne, sausage rolls)
- Selected bakery products sold in single or multiple serves (e.g. cheese and bacon rolls, custard tarts, slices, donuts, whole cakes etc.)
- Hot pastry items
- Meal combos (e.g. hot chicken and soft drink)

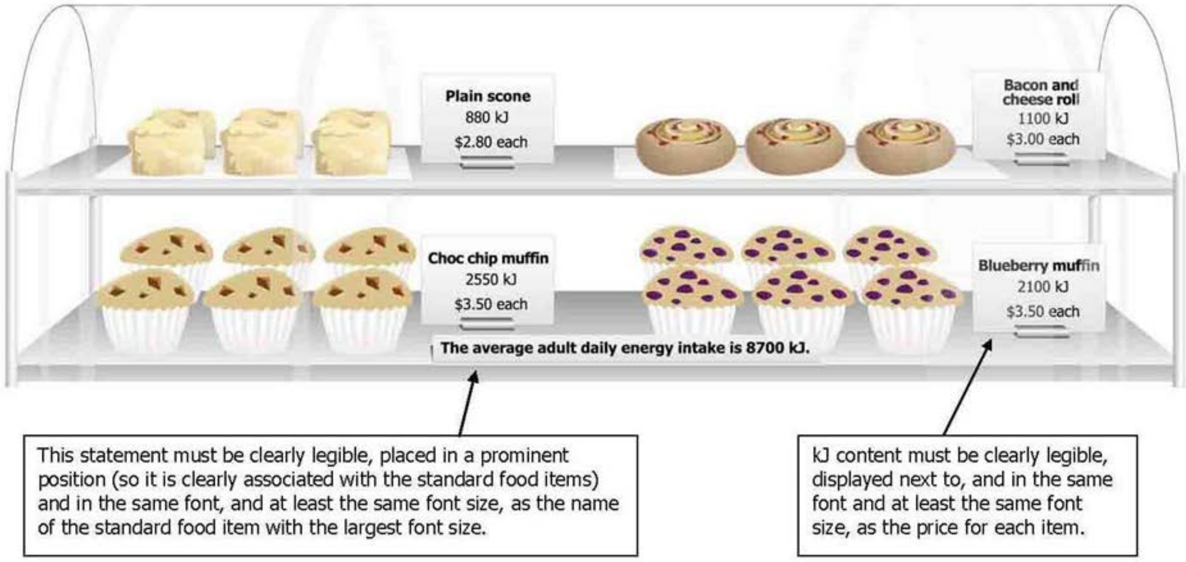
There are many exemptions – e.g. plain bread rolls or items that are already labelled with a complete Nutrition Information Panel. For more information, visit
www.health.qld.gov.au/publications/portal/food-safety-labelling/fastchoices-userguide.pdf

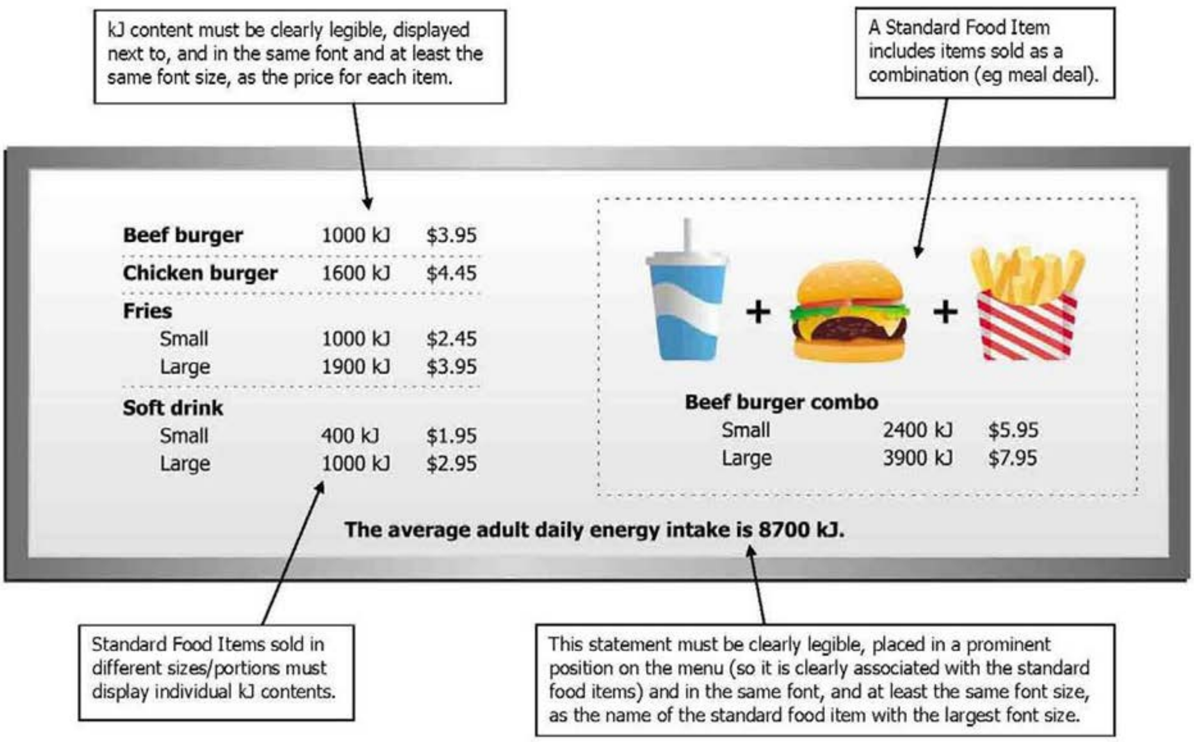
Information that must be displayed
Supermarkets must display both of these elements of nutrition information:
- Energy content of each item, including total kilojoules for meal combos (expressed in kilojoules 'kJ')
- Reference statement 'the average adult daily energy intake is 8700kJ'

How must the information be displayed?
- In kilojoules 'kJ' and be clearly legible,
- In the same font, and at least the same font size, as the price displayed for the whole item, or the unit price of the item (e.g. 100g), and
- Be adjacent to or in close proximity to the name or the price of the item.

'The average adult daily energy intake is 8700kJ' must be displayed on each menu board and in each display area:
- 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,
- Be clearly legible, and
- Be adjacent to or in close proximity, so as to be clearly associated with, the item(s).

Examples of shelf ticket and menu board display options are:





How do I calculate kJ information?
To determine the nutrition information, calculate the average energy content of each item. There are a number of ways to calculate this:

- Online Food Standards Australia New Zealand (FSANZ) Nutrition Panel Calculator located at http://www.foodstandards.gov.au/industry/npc/Pages/Nutrition-Panel-Calculator-introduction.aspx
- Nutritional analysis software
- Laboratory analysis
- Information from supplier

2. MANDATORY REQUIREMENTS	More information • Visit the https://publications.qld.gov.au/dataset/food-labelling Note This information is a summary only and cannot cover all situations. Food businesses are required to comply with all of the provisions of the Food Standards Code and the *Food Act 2006* (QLD).
3. RECORDS	Evidence to be provided upon request to justify KJ Content Claims made. Information from suppliers and/or evidence of energy content calculated by the store.

1. POLICY

To ensure all required products are labelled with Kilojoule (KJ) Content as per VIC Food Amendment Act 2017.

2. MANDATORY REQUIREMENTS

The following information is provided to give a summary of the requirements however must be read in conjunction with VIC Kilojoule Labelling Scheme located at: https://www2.health.vic.gov.au/about/publications/policiesandguidelines/kj-labelling-information-sheet-for-business-may-2017

Which supermarkets are affected?

- Supermarkets must be above 1000m2 retail space and;
- have 20 or more locations in VIC, or 50 nationally and are either company-owned, under independent ownership or under the same trading name as a group of other food businesses that sell standard food items.

What food items are affected?

The legislation affects ready-to-eat (RTE) foods that are standardised for portion and content (but are not pre-packaged with nutrition information panels), and are sold in single or multiple serves.

The legislation aims to provide consumers with kilojoule (kJ) information at the point of sale, so they can make informed choices about the 'takeaway' snack or meal they are about to buy. You may have seen kJ labelling on menu boards in Quick Service Restaurants and snack food chains.

Standardised RTE foods sold in supermarkets that are affected by the regulation include (but are not limited to):

- Hot chickens
- Deli salads sold in tubs
- Hot deli meals (e.g. lasagne, sausage rolls)
- Selected bakery products sold in single or multiple serves (e.g. cheese and bacon rolls, custard tarts, slices, donuts, whole cakes etc.)
- Hot pastry items
- Meal combos (e.g. hot chicken and soft drink)

There are many exemptions – e.g. plain bread rolls or items that are already labelled with a complete Nutrition Information Panel. For more information, visit https://www2.health.vic.gov.au/about/publications/policiesandguidelines/kj-labelling-information-sheet-for-business-may-2017

Information that must be displayed

Supermarkets must display both of these elements of nutrition information:

- Energy content of each item, including total kilojoules for meal combos (expressed in kilojoules 'kJ')
- Reference statement 'the average adult daily energy intake is 8700kJ'

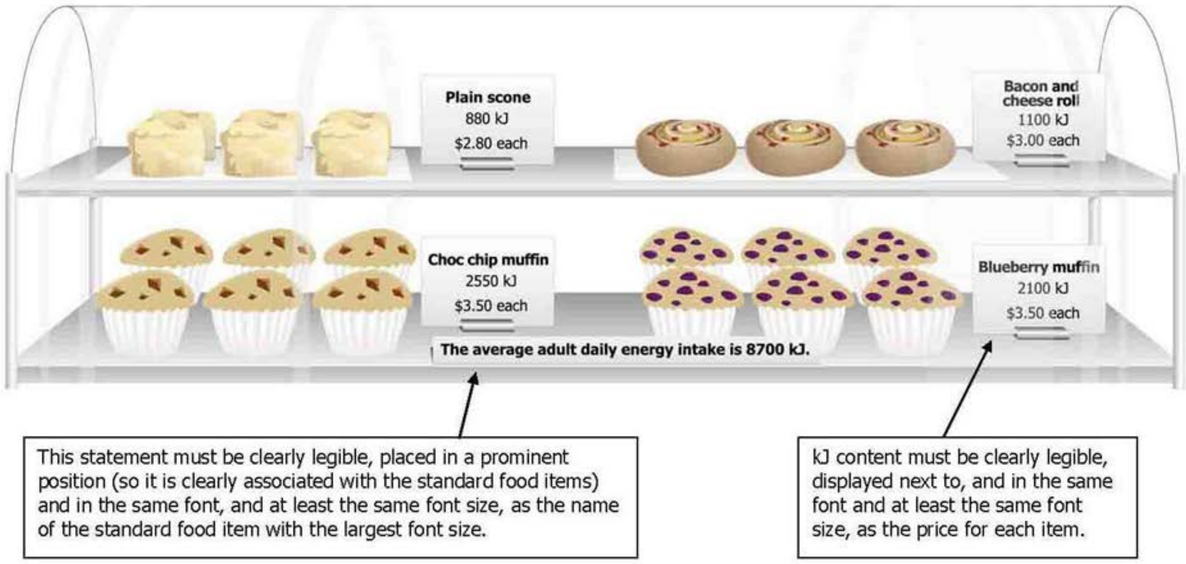
How must the information be displayed?

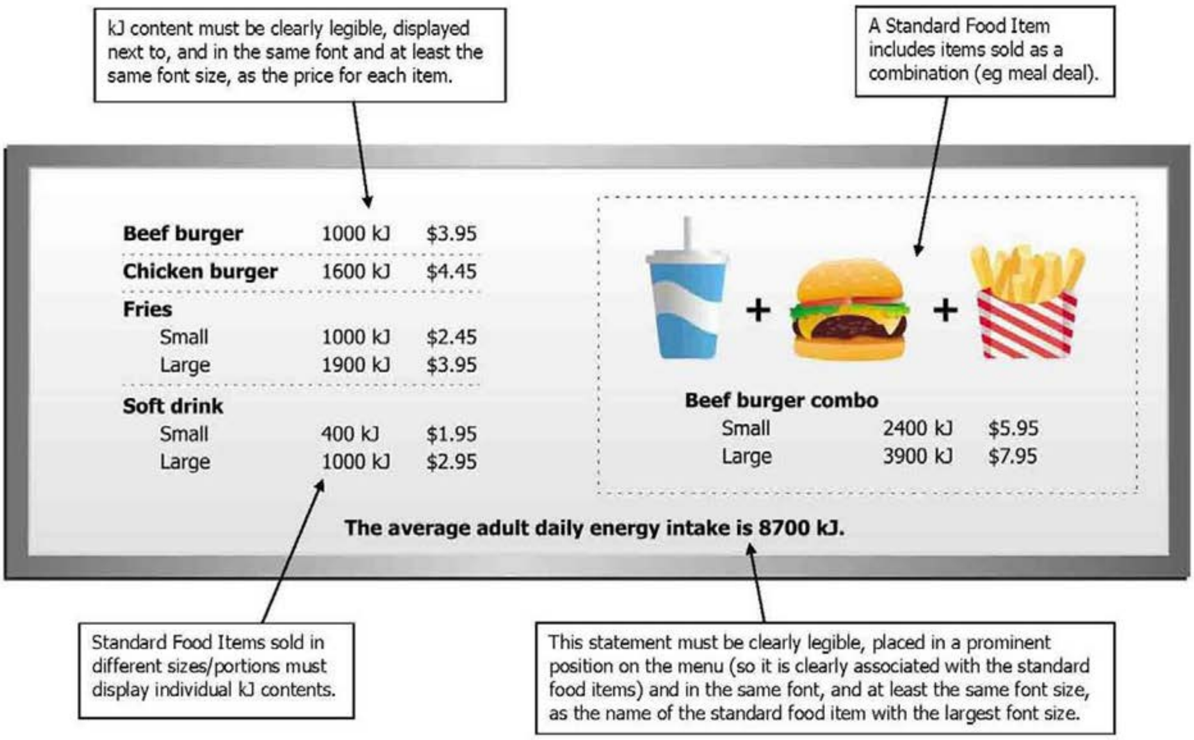
- In kilojoules 'kJ' and be clearly legible,
- In the same font, and at least the same font size, as the price displayed for the whole item, or the unit price of the item (e.g. 100g), and
- Be adjacent to or in close proximity to the name or the price of the item.

'The average adult daily energy intake is 8700kJ' must be displayed on each menu board and in each display area:

- 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,
- Be clearly legible, and
- Be adjacent to or in close proximity, so as to be clearly associated with, the item(s).

Examples of shelf ticket and menu board display options are:





How do I calculate kJ information?

To determine the nutrition information, calculate the average energy content of each item. There are a number of ways to calculate this:

- Online Food Standards Australia New Zealand (FSANZ) Nutrition Panel Calculator located at http://www.foodstandards.gov.au/industry/npc/Pages/Nutrition-Panel-Calculator-introduction.aspx
- Nutritional analysis software
- Laboratory analysis
- Information from supplier

2. MANDATORY REQUIREMENTS	**More information** • Visit https://www2.health.vic.gov.au/public-health/food-safety/food-safety-laws-local-government-and-auditors/food-safety-laws-and-regulations/kilojoule-labelling-scheme **Note** This information is a summary only and cannot cover all situations. Food businesses are required to comply with all of the provisions of the Food Standards Code and the *Food Act 1984* (VIC).
3. RECORDS	Evidence to be provided upon request to justify KJ Content Claims made. Information from suppliers and/or evidence of energy content calculated by the store.

Metcash Food & Grocery

1. POLICY	To ensure all Espresso Coffees prepared in-store, are stored, handled, processed, and served in a manner that does not compromise food safety or quality.

2. MANDATORY REQUIREMENTS

1. **Temperature Control**
   - Milk shall be stored at or below 5°C. Refer section **11.02 - Perishable & Frozen Foods Storage, Handling & Display**
   - Storage temperature shall be checked and recorded on **18.24 – Weekly Cold & Hot Temperature Checksheet**, customised to store.
   - The Espresso Machine water temperature shall be set to achieve 85°C-88°C.
   - Milk shall be placed back into refrigerated storage when not in use.
2. **Grinder and Group Preparation**
   a) Inspect the Grinder prior to use to ensure cleanliness, no broken parts and no evidence of corrosion.
   b) Fill the Hopper with fresh coffee beans.
   c) Grind beans, preferably 'on demand', to the correct dose for a fresh, high quality coffee, into the dosing chamber. This will also reduce wastage at the end of the day
   Note: It takes only a couple of minutes for ground coffee to go stale.
   d) Place dose in a clean Group basket.
   e) Tamp firmly with a metal tamper.
   f) Fit the group handle into the group head and lock in securely.
   g) Select required cup/glass, place under the spouts and start the brew cycle immediately.

Note: Unused shots must be used with 1 minute of extraction as crema will dissipate/breakdown after this time.

3. **Texturing the Milk**
   a) Only use cold, fresh milk. Ensure all Milk is within the 'Use by' Date. (Dispose of any Milk which has exceeded this date on the Generic store mark down / quarantine and ullage disposal records.)
   b) Use a jug large enough for the milk to double in size and only put as much milk in the jug as you need, to prevent waste.
   c) Whilst the steam wand is over the drip tray, purge wand to release built up condensation.
   d) Place the steam arm nozzle just under the surface of the milk and turn on full pressure.
   e) Place the steam arm on an angle that allows the milk to swirl around in a natural whirlpool effect.
   f) As the temperature rises, slowly 'stretch' the milk by gently moving the jug lower.
   g) A calibrated temperature probe is recommended to be used to ensure the Milk is heated to 60°C-65°C, ideal temperature is 63°C (Milk will boil and quality become poor quality at 70°C and above, if this occurs the milk should be discarded).
   h) Wipe the steam arm with a clean cloth and purge the steam wand.
   i) After you have finished pouring, throw away any leftover milk. **Do Not** reheat milk.
   j) Rinse milk jugs after each use, preferably with a jug rinser.

Note: Customers may have differing dietary intolerances and it is important to ensure cross contamination of products does not occur i.e. Dairy, Soy Milk, Almond Milk etc. It is recommended to use separate, clearly labelled jugs, for each type of Milk to be textured.

4. **Storage of Ground Coffee and Beans**
   a) Ground coffee goes stale quickly when the oils inside the coffee beans are exposed to the air.
   b) Air, moisture, heat and direct sunlight can all affect (change) coffee, both beans and grounds.
   c) Store unopened bags of coffee beans in a dry, cool, dark place.
   d) Once a coffee bag is opened, store the beans in a clean, dry, airtight container in the same cool, dark place. Ensure the container is labelled with the name of product, original opening date and manufacturers Use-by or Best-Before Date.

e) All unused beans from the hopper at the end of the day shall be moved to an airtight container and labelled as per d) above, and must be the first beans used the following day.
f) All unused grounded coffee at the end of the day must be discarded.
g) Don't store opened coffee in the fridge or freezer. It can absorb (soak up) smells from food. The moisture can also affect the coffee.
h) Don't leave the coffee beans or grounds in warm places e.g. make sure the grinder is not next to a window where it is exposed to direct sunlight or close to a Hot Food Service Display.

5. **Cleaning and Servicing**
- Throughout the day all surfaces of the unit and surrounds shall be kept clean and hygienic.
- The steam wand shall be purged and wiped with a clean cloth after each use.
- At least 2 times per day the unit shall be Back Flushed using a blind filter.
- Cleaning cloths must not be used on the steam arm when preparing espresso coffee.

Refer to **12.8 – Barista Espresso Coffee Area Cleaning Schedule** for Daily/Weekly maintenance schedule.

3. RECORDS

18.24 – Weekly Cold & Hot Temperature Checksheet
18.22 – Ullage Record

1. POLICY

To ensure all Sushi prepared in-store is stored, handled, prepared, and displayed in a manner that does not compromise food safety or quality.
Where sushi is not prepared in-store and is received from a supplier, the product must be managed as per **11.02 - Perishable & Frozen Foods Storage, Handling & Display**.
Please note the following Critical Control Point (CCP) addressed in this procedure:
CCP #8 – Acidify Rice

2. MANDATORY REQUIREMENTS

1. General Advice

Only sashimi-grade tuna or fish should be used in raw fish sushi.
Refrigerated raw ingredients must be stored separately from:

I. Finished sushi; and
II. Ready-to-eat foods and ingredients such as tuna or salmon

Receiving acidified rice from an external supplier is not recommended due to the short shelf life of the product.

2. Sushi Preparation

Sushi preparation is determined to be an extremely high risk procedure due to the use of raw ingredients and the end product intended to be consumed without any further cooking. It is important that it is prepared safely, according to a pre-determined recipe.

Refer to **11.05 - General Processing and Handling Practices** and **11.07 - Value-added RTE Food Preparation & Handling** to ensure processing and handling operations are undertaken in a manner that does not compromise food safety or quality.

a) Hygiene of Food Handlers

- The personal hygiene of food handlers is critical when preparing Sushi. Refer to **3.1 - Food Safety Induction** and ensure all food handlers understand their requirements.

b) Equipment and utensils

- Utensils and other food contact surfaces must be non-porous and hygienic design.
- Only clean and sanitised equipment must be used when preparing sushi.
- Wipe over all the possible food contact points with a clean disposable cloth ensure all surfaces are sanitised.
- Prior to starting production, the operator must check the quality and date of opening of any opened ingredients.
- Sushi rolling machines must be periodically cleaned and sanitised during the day to remove the build-up of rice and destroy pathogenic bacteria.
- Other utensils and equipment will also need to be periodically cleaned to remove build-up of rice and other ingredients.
- Boards and utensils must be cleaned and sanitised in between preparing different foods, especially when preparing foods that will not be further cooked (e.g. raw fish and cooked teriyaki chicken).
- Bamboo and plastic mats must be cleaned and sanitised daily. If bamboo mats are used then it is recommended that they be covered with clean cling wrap and the cling wrap changed regularly.

c) Preparation of acidified rice

- Rice acidified to a pH of less than 4.0 will inhibit the growth of pathogenic bacteria and should ensure the finished sushi product will not exceed a pH of 4.5 when other ingredients are added.
- To acidify rice a mixture of Vinegar, Sugar and Salt can be added into cooked rice at room temperature. The following recipes will assist in making sushi rice that has been properly acidified:

	Recipe 1	Recipe 2	Recipe 3
Short Grain Rice	900g	900g	900g
Water	1100ml	1320ml	1250ml
Rice Vinegar	135ml	99ml	128ml
Sugar	57g	94g	44g
Salt	9g	25g	8g

- Acidification of rice should occur as soon as possible after cooking is finished. Do not allow cooked rice to cool over an extended period as this will provide the opportunity and conditions required for the growth of bacteria. (Acidifying cooked rice does not kill bacteria, which has been given the opportunity to multiply).

- The pH of each batch of rice ice is to be checked and recorded to ensure proper acidification has occurred. Refer to **18.25 – Sushi Rice Acidification Record**. (See **4. Measuring pH**, for information on pH monitoring methods).
- Once acidified, the rice must be covered, labelled with date & time it was prepared and refrigerated at no warmer than 5°C until required for further processing. Any unused/remaining acidified rice must be disposed of at the end of the day.

d) Preparation of fillings and sushi

- Frozen foods are to be thawed under refrigeration, refer to **11.06 - Thawing of Frozen Foods**.
- Vegetables must be washed before use.
- Meat and chicken must be thoroughly cooked and reach a core temperature of 75°C, refer to **11.12 - Processing & Handling of Hot Takeaway Foods**.
- Prepared potentially hazardous ingredients (e.g. cooked chicken, tamago) must be stored no warmer than 5°C after being cooked, following the successful cooling process as described in **11.12 - Processing & Handling of Hot Takeaway Foods**.
- Once prepared, finished sushi must be stored under refrigeration (not warmer than 5°C).

3. Retail Self Service display of sushi

- Sushi sold from a Self Service display must be adequately labelled, refer **11.18 - In-Store Labelling and Packing Guide**, and displayed not warmer than 5°C.
- Sushi made onsite must not exceed a 1-day use-by date. Products made in the morning must be sold or disposed of by close of trade that day.

a) Sushi Serviced Display

- Sushi displayed for sale from a Serviced Display must be able to be identified for batch. Different batches must not be mixed. A system for batch identification should be implemented e.g. Colour Stickers, Time Stamps, Colour Coded Plates etc.
- It is recommended that sushi sold from a serviced display is sold **within 4 hours** of production, for best quality. Stock rotation practices should ensure that the oldest stock/batches are sold first. Unsold stock may be marked down and must disposed by close of trade that day.
- Time records may be kept to ensure quality products are available at all times on **18.21 - Daily Production & Display Times Checksheet**.
- Display temperatures must be checked/recorded twice per day using a calibrated hand held thermometer device on **18.24 – Weekly Cold & Hot Temperature Checksheet.**
- During display, sushi must be kept out of direct sunlight.
- It is critical to ensure that display cabinets are cleaned and sanitised at the end of each day.
- All equipment (e.g. containers or utensils) used for handling sushi must be kept clean at all times and sanitised at the end of the day.

Also refer to **11.09 - Refrigerated Service Display Practices,** for further information.

4. Measuring pH

a) pH can be measured using a pH meter, pH strips or pH paper.

i. Hand held digital pH meter (model No. PH222)

- Reads pH in 0.01 units with certainty.
- Accuracy of 0.02 after successful calibration.
- Requires calibration (see point 5) before use daily with a 2 point buffer, 4.0 and 7.0.
- pH Meter must be undamaged, clean, dry & sanitised prior to use.
- Always clean and sanitise the pH meter between product types and species.
- pH meters must be easily accessible and adequately stored to protect them from contaminants when not in use.
- After the pH electrode is calibrated, the unit is ready for measuring.
  - Power on the meter by pressing the " Power button "
  - Place the electrode into the product sample, and wait a few seconds to allow the readings to stabilize.
  - Record your results on **18.25 – Sushi Rice Acidification Record**
  - When pH measuring is completed rinse the electrode in distilled water and replace the end cap to protect the electrode from damage and contamination.

ii. pH paper

- The paper should be able to read pH in 0.3 units, although it is difficult to distinguish less than 0.6 of a unit.
- Incorrect readings can occur from improper handling (contamination from hands).

- pH paper requires careful handling.

iii. pH strips

- The strips should read pH in units of 0.5, although it is difficult to distinguish less than whole units.
- It is easy to use and does not require as careful handling as the pH paper.

b) Measuring pH of Acidified Rice

- Once the vinegar mixture has been evenly mixed, place a small sample (¼ cup) in a clean container.
- Dip the pH strip or stick directly into the rice and compare to colour chart.
- For pH meters, follow the manufacturer's instructions.
- If the pH is greater than 4.0, add more vinegar and mix. Take another pH reading.
- Continue adding vinegar until pH is less than 4.0.
- Record the pH on the **18.25 – Sushi Rice Acidification Record**.
- If extra vinegar is needed, sushi rice recipes should be revised to account for the extra vinegar required.

5. Calibration procedure of pH Meter (PH-222)

- Calibration of the pH meter must be completed at 2 reference points each day prior to use i.e. 7.0 and 4.0. pH buffer solution will be required for each check.

a) 7.0 Calibration

1. Rinse the electrode in distilled water.
2. Power on the instrument by pressing the " Power button "
3. Press the " Hold button " once, the display will show the " HOLD " symbol.
4. Press the " ▼ button " once, the display will show CAL and then CAL 7.0
5. Place the electrode into pH 7.0 buffer solution
6. Press the " Hold button " once.
7. The " 7.0 " will flash, and then followed by " End " and will then return the normal measurement screen and finish the pH 7.0 calibration procedures.
8. Record your results on **18.26 – pH Meter Calibration Record**

b) 4.0 Calibration

1. Rinse the electrode in distilled water.
2. Power on the instrument by pressing the " Power button "
3. Press the " Hold button " once, the display will show the " HOLD " symbol.
4. Press the " ▼ button " once, the display will show CAL and then CAL 7.0
5. Press the " ▼ button " once, the display will show CAL 4.0
6. Place the electrode into pH 4.00 buffer solution
7. Press the " Hold button " once.
8. The " 4.0 " will flash, followed by " End " and will then return the normal measurement screen and finish the pH 4.0 calibration procedures.
9. Record your results on **18.26 – pH Meter Calibration Record**

c) Corrective Actions

1. During calibration at 7.0 or 4.0, if the screen shows error "Err" the buffer solution or electrode may be the cause.
2. Renew the buffer solution and start the calibration procedure again.
3. If "Err" still occurs replace the electrode.
4. Where the pH Meter is out of order and pH strips or paper is not available, Sushi products must not be prepared.

3. RECORDS

18.21 - Daily Production & Display Times Checksheet
18.24 – Weekly Cold & Hot Temperature Checksheet
18.25 – Sushi Rice Acidification Record
18.26 - pH Meter Calibration Record

1. POLICY	To ensure that the equipment used to prepare, weigh, pack, and display food is effectively cleaned and /or sanitised to minimise the risk of contamination to food. To also ensure processes are in place to effectively manage waste food and non-food so that it does not contaminate food for human consumption.

2. MANDATORY REQUIREMENTS

Responsibility

Department Managers are responsible for ensuring their cleaning schedule is rigidly followed by identifying individual cleaning responsibilities via staff rosters. It is the responsibility of all staff to follow the cleaning guidelines & maintain a clean work environment at all times.

It is the responsibility of the **Store Manager** to provide the training and resources to maintain effective hygiene procedures that will not compromise the quality and safety of foods. Management is also responsible for reviewing the effectiveness of the cleaning schedule, department staff training, and future upgrades of these procedures

The following details the cleaning and sanitation procedures required to maintain a minimum level of hygiene within the store. Management must also ensure that awareness exists on site that cleaning is the best form of pest prevention.

General Guidelines

1. A store must customise & document a **cleaning schedule** (template schedules have been provided as examples however may require customizing for your store i.e. **12.1 - 12.9 Dept Cleaning Schedule Template**) for each department identifying:
    - all equipment and utensils that require cleaning and/or sanitising;
    - method / procedure for cleaning;
    - frequency of cleaning;
    - chemicals used;
    - who (position) undertakes the cleaning?
    - any special instructions required to effectively dismantle & clean the components
    - any safety instructions to protect cleaning staff from the risk of injury
2. The cleaning methods in food processing areas shall include the following four generic steps:
    - **Removing most debris** by wiping, sweeping or pre-rinsing the surface;
    - Wash using a suitable **detergent** solution. Soak / scrub to remove residual food residue;
    - **Rinse** to remove detergent;
    - Apply a suitable **sanitiser** to **food contact** surfaces, equipment and utensils. Leave / rinse sanitiser, as per manufacturer's instructions.
3. The retail grocery area may also complete an **18.12f – Daily Floor Inspection Log** to ensure checks are completed during trading hours for any spills or other obstructions.
4. All cleaning chemicals shall be used according to manufacturer's instructions.
5. Suitable stock of chemicals shall always be available for effective cleaning. It is a critical failure if a store runs out of the suitable sanitising chemical for food processing areas.
6. **Off-the-shelf** chemicals **shall not** be used for cleaning of direct food contact equipment, utensils and surfaces.
7. **Off-the-shelf** chemicals are unsuitable for commercial food processing application and are also recommended not to be stored in these areas.
8. Management shall maintain **Safety Data Sheets** (SDSs) for all chemicals used by staff within the store. SDS's shall have an issue date no greater than 5 years.
9. Staff shall be **trained** in cleaning & monitoring procedures for their nominated work areas;
10. Management shall provide staff with **appropriate equipment, protective clothing & resources** for all cleaning & related activities.
11. Equipment used for cleaning (i.e. mops, buckets, brooms etc) shall be properly cleaned & stored in a suitable location to dry, away from food storage, processing and display areas.

2. Mandatory Requirements	**Regular Internal Monitoring** 12. The cleaning schedule shall be monitored to review its effectiveness. This shall include a daily pre-operational hygiene check for each food processing area and should also include surface swabbing by the cleaning provider at regular intervals, or internal use of suitable indicator swabs. 13. **18.12a-h – Fresh Depts Cleaning Records** are recommended to be completed to monitor the effectiveness of the cleaning schedules on a Daily/Weekly/Monthly frequency. On inspection or swabbing, any area, surface, etc., found not clean shall be re-cleaned before use. Record any corrective action on the relevant Cleaning Record, or similar record for monitoring of cleaning. NOTE: Examples of corrective action for unclean bench are: staff re-cleaned and re-swabbed bench; or, staff re-cleaned bench and re-trained in cleaning process. It is recommended that a Store Manager conduct audits of cleaning & GMP performance for each area. Any cleaning issues raised are documented at least monthly on the **18.14 - Monthly Retail QSA**, and corrective actions addressed via regular management meetings. **Waste Management & Disposal** All waste food and non – food items are to be separated in regularly cleaned receptacles at all points where such waste is generated to ensure the contamination of foods for human consumption is minimised. This involves: • Bins to be fitted with disposable liners • Bins to be emptied as soon as they are full or at least daily at the end of processing (whichever comes first) • Bins to be washed and dried on at least a daily basis if used in the vicinity of food processing areas, otherwise as often as is necessary to maintain proper hygiene. • Dump master bins to have lids to minimise the access of pests such as rats and birds • Dump master bins to be placed in a suitable area to ensure they do not impact on food handling or storage areas and minimise pest access. • Dump master bins to be cleaned or replaced as often as is necessary to prevent putrefying, or encourage pest activity, by a suitable contract waste provider.
	Contract Cleaning If the store employs the services of contract cleaners for specific cleaning tasks, it is the responsibility of the Store Manager to identify the scope of responsibility, authorise the methods, and to control the use of cleaning chemicals. **Cleaning Systems Service & Supply** A reputable cleaning chemicals & support services provider should be employed to provide the following support systems needed to comply with effective food safety and staff training: • Cleaning chemicals supply • Suitable dispensing systems for the correct & safe use of the chemicals • Updated Master Cleaning Schedule Charts, • Safety Data Sheets (SDS's) for all chemicals supplied, • Staff training sessions upon request • Display Procedure Charts, Safety Warning Charts & Toilet Hygiene Signs, • Regular (at least 6-monthly) visits should be conducted to review the above systems and audit the cleaning effectiveness
3. RECORDS	1. 12.1 - 12.9 Dept Cleaning Schedules 2. 18.04 – Meat Processing Daily Pre-Operational Checks (or similar) 3. 18.12a- 18.12h – Fresh Depts Cleaning Records (where required) 4. 18.14 - Monthly Retail QSA 5. Swab results (Optional) 6. Safety Data Sheets (SDS's)

MASTER CLEANING SCHEDULE - MEAT ROOM

EQUIPMENT / LOCATION TO BE CLEANED	PERSON RESPONSIBLE	CLEANING PROCEDURE	FREQUENCY	SPECIAL INSTRUCTION	SAFETY PRECAUTION
Band Saw	Cleaners	Scrub blade with Detergent solution. Rinse and air dry. Scrape entire unit of excess meat debris. Hose down using gun system and Detergent solution and scrub until visually clean. Hose down with clean, warm water. Spray with commercial food grade Sanitiser solution and air dry.	Nightly.	Dismantle both wheel covers, blade cover, surface plate. Re-assemble once clean and dry. Inspect blade mechanism and report excessive wear or un-characteristic noise during operation.	Ensure mains switch is off and power is disconnected prior to cleaning. **Careful - sharp blade.**
Mincer	Meat Staff Cleaners or Meat Staff	Spray plate/worm mechanism parts and mincer body with hot water to remove meat debris. Scrub each part and mincer body with Detergent solution. Rinse with clean, warm water. Wipe excess water with a clean, dry, disposable cloth. Repeat above procedure then spray parts and mincer body with commercial food grade Sanitiser solution and allow to air dry.	Between species Nightly or at completion of daily mincing.	Dismantle entire plate/worm mechanism. Use rubber mallet to assemble and dismantle. Inspect plate/worm mechanism and report excessive wear or un-characteristic noise during operation.	Ensure mains switch is off and power is disconnected prior to cleaning.
Tenderiser	Cleaners	Scrub parts in Detergent solution. Rinse and place in a commercial food grade Sanitiser solution for at least 30 minutes. Rinse with clean, warm water. Allow to air dry overnight.	Nightly	Dismantle safety cover, blade mechanism and combs. Inspect & re-assemble next day.	Ensure mains switch is off and power is disconnected prior to cleaning. **Careful - sharp blade**.
1) Labeller/Packager 2) Pricer/Labeller 3) Stretch-Sealers 4) Scales 5) All other fixtures	Cleaners	Wipe with moist cloth, rinse cloth in a bucket of Detergent solution. Ensure area beneath unit is wiped as well.	As required during processing or at least nightly.		Ensure any heating elements are off, emergency stop is depressed and power is disconnected prior to cleaning.

MASTER CLEANING SCHEDULE - MEAT ROOM

EQUIPMENT / LOCATION TO BE CLEANED	PERSON Responsible	CLEANING PROCEDURE	FREQUENCY	SPECIAL INSTRUCTION	SAFETY PRECAUTION
Stainless Steel Benches/Cutting Boards/Frames	Meat Staff Cleaners	Scrape/wipe off meat debris, spray with commercial food grade Sanitiser solution and wipe using a clean, dry, disposable cloth. Remove board from bench, spray with hot water to remove meat debris. Scrub with Detergent solution and rinse with warm water. While wet sprinkle with Powder Sanitiser and scrub again. Leave for at least 30 minutes then rinse thoroughly with warm water and allow to air dry. Benches and cutting board frames to be sprayed with commercial food grade Sanitiser and allowed to air dry.	Between Species Nightly	Allow to air dry overnight prior to re-assembling. Meat Manager to inspect polythene cutting boards at least weekly and are to be replaced once worn.	Ensure no electrical leads, plugs or points are exposed to moisture.
Aluminium Trays	Cleaners	Scrub using Detergent solution. Rinse with warm water and stack upright in a stainless steel trolley to air dry overnight.	Nightly	Leave stacked trolley to drain overnight over a drain.	
Sinks and Shelving	Cleaners	Scrub with Detergent solution if soiled, rinse with hot water. Spray hand basins with commercial food grade Sanitiser.	Nightly		Ensure no electrical units are exposed to water.
Knives/ Scabbard/ Buckets/ Utensils/ Meat Hooks	Meat Staff Meat Staff/ Cleaners	Scrape/wipe off meat debris, spray with commercial food grade Sanitiser solution and wipe using a clean, dry, disposable cloth. Wash in Detergent solution and rinse in warm water. Spray with commercial food grade Sanitiser solution. Allow to air dry, or wipe dry using clean, dry, disposable cloth.	Between species. Nightly, and as required during processing.		Exercise care when washing sharp surfaces.

MASTER CLEANING SCHEDULE - MEAT ROOM

EQUIPMENT / LOCATION TO BE CLEANED	PERSON RESPONSIBLE	CLEANING PROCEDURE	FREQUENCY	SPECIAL INSTRUCTION	SAFETY PRECAUTION
Tubs and Lids	Cleaners	Spray with hot water to remove meat debris. Scrub with Detergent solution and rinse with warm water. While wet sprinkle with Powder Sanitiser and scrub again. Leave for at least 30 minutes then rinse thoroughly with warm water. Stack upright to drain and allow to air dry.	Nightly or as required during processing.		
Cool room and Fixtures.	Meat Staff/ Cleaners	Clean up meat debris from cool room floor and mop any spillages. Spray Detergent solution and scrub walls and floor using a hard brush. Squeegee water to drain. Wipe all racks, fixtures with Detergent solution. Allow to air dry.	Nightly or as required. Weekly	Remove food products from rear section first. Avoid splashing onto food products.	
Mats	Cleaners Contractors	Hose off all meat debris with hot water, scrub with Detergent solution then rinse thoroughly with warm water. Stack upright to drain and allow to air dry overnight. Replace contract mats with clean ones.	Nightly Twice Weekly.		
Floor	Cleaners	Sweep excess meat debris and rubbish. Using gun system, hose down with Degreaser solution and scrub with a stiff bristle broom. Spray/rinse with hot water and squeegee into drain.	Nightly	Ensure floor area is cleared prior to start.	Ensure no electrical leads, plugs or points are exposed to moisture.
Preparation Room Walls	Cleaners	Hose off excess meat debris with hot water. Using gun system, hose with Detergent solution, scrub clean using hard brush if necessary. Spray/rinse with warm water.	Nightly		Ensure no electrical leads, plugs or points are exposed to moisture.

MASTER CLEANING SCHEDULE - MEAT ROOM

EQUIPMENT / LOCATION TO BE CLEANED	PERSON Responsible	CLEANING PROCEDURE	FREQUENCY	SPECIAL INSTRUCTION	SAFETY PRECAUTION
Rubbish Bins	All Staff Cleaners	To be emptied as required. To be washed with Detergent solution, rinsed and allowed to drain overnight.	As required Nightly	Empty into dump master.	Seek assistance if too heavy or over 20kg.
Drain/Grates	Cleaners	Remove grate, empty debris into rubbish bin, wash in Detergent solution until visually clean then rinse. Wash any food residue from drain. Pour about 100ml of Pine-O-Clean Disinfectant into each drain. Replace grate.	Nightly	Ensure all other cleaning is completed.	
Display Units and Fixtures and all Glass Surfaces	Meat Staff	Remove trays, grills from display. Scrub using Detergent and rinse with warm water. Allow to drain and air dry. Scrub unit with Detergent solution and rinse thoroughly with warm water. Allow to drain. Wipe both sides of glass surface with Glass Cleaner and a dry, clean chux.	At least weekly or as necessary.	Report any glass damage immediately.	Safety gloves to be worn.
Refrigeration Unit Fans	Contract Refrigeration Company	To be dismantled and cleaned by contract refrigeration company.	Quarterly at a pre-arranged time when no possibility of food contamination can occur.	Ensure all food containers are removed from area. No food processing is to occur during the cleaning process.	To be performed only by contract personnel under supervision of staff representative.
Insectocutor		Empty catch tray into rubbish bin. Wipe catch tray and grille with moist cloth.	Weekly	Ensure job is supervised by another employee in case of an accident.	Ensure power is switched off and plug is disconnected prior to cleaning. Use an approved ladder.

MASTER CLEANING SCHEDULE - PRODUCE AREA

EQUIPMENT / LOCATION TO BE CLEANED	PERSON RESPONSIBLE	CLEANING PROCEDURE	FREQUENCY	SPECIAL INSTRUCTION	SAFETY PRECAUTION
Orange Juicing Machine	Produce Staff	Remove waste chutes and wash, rinse and sanitise. Remove clear cover plate and wash with warm detergent water. No abrasives or dishwasher. Remove side covers and wash. Sanitise with commercial food grade Sanitiser. Unscrew nuts on squeezing cups and put nuts in a safe place so as not to lose them. Loosen squeezing cups on the shafts. Unscrew the 2 nuts and remove Self Service tank (if fitted) blade (careful-sharp) and squeezing assembly. Securely store nuts. Separate squeezing cups, blade and squeezing ball assembly and wash, rinse and Sanitise with commercial food grade Sanitiser. Remove and wash the pulp filter, rinse and sanitise with commercial food grade Sanitiser. Remove drip tray and cover, wash, rinse and sanitise with commercial food grade Sanitiser. Wipe down the plastic and stainless steel parts of the machine with a cloth soaked in commercial food grade Sanitiser. Remove and wash, rinse and sanitise with commercial food grade Sanitiser the top basket and classifier and clean inside the plastic drip tray with food grade Sanitiser soaked cloth. Allow Unit to air dry overnight prior to re-assembly.	Daily	Allow to air dry overnight prior to re-assembling.	

Metcash Food & Grocery

MASTER CLEANING SCHEDULE - PRODUCE AREA

EQUIPMENT / LOCATION TO BE CLEANED	PERSON RESPON-SIBLE	CLEANING PROCEDURE	FREQUENCY	SPECIAL INSTRUCTION	SAFETY PRECAUTION
1) Stretch-Sealer 2) Scales		Wipe with moist cloth, rinse cloth in a bucket of Detergent solution. Ensure area beneath unit is wiped as well.	As required during processing or at least nightly.		Ensure heating element is cooled and off and power is disconnected prior to cleaning.
Perspex Cutting Boards and Steel Frames.		Scrape/wipe off debris, spray cutting board with commercial food grade Sanitiser solution and wipe using a clean, dry, disposable cloth. Remove board from bench, spray with hot water to remove debris. Scrub with Detergent solution and a hard brush then rinse thoroughly with warm water and allow to air dry. Benches and cutting boards to be sprayed with commercial food grade Sanitiser and allowed to air dry overnight.	Between types of produce Nightly	Allow to air dry overnight prior to re-assembling.	Ensure no electrical leads, plugs or points are exposed to moisture.
Sinks and Shelving		Scrub with Detergent solution and rinse with hot water. Spray hand basin with commercial food grade Sanitiser.	Nightly		Ensure no electrical units are exposed to water.
Knives, Buckets and all other Utensils		Scrape/wipe off debris, spray with commercial food grade Sanitiser solution and wipe using a clean, dry, disposable cloth. Wash in Detergent solution and rinse in warm water. Spray with commercial food grade Sanitiser solution. Allow to air dry, or wipe dry using clean, dry, disposable cloth.	Between types of produce. Nightly, and as required during processing.		Exercise care when washing sharp surfaces.

MASTER CLEANING SCHEDULE - PRODUCE AREA

EQUIPMENT / LOCATION TO BE CLEANED	PERSON RESPON-SIBLE	CLEANING PROCEDURE	FREQUENCY	SPECIAL INSTRUCTION	SAFETY PRECAUTION
Cool room and Fixtures.	Produce Staff	Sweep up debris from cool room floor and mop any spillages. Scrub walls and floor using a hard brush and Detergent solution. Squeegee water to drain. Wipe all racks, fixtures with Detergent solution. Allow to air dry.	Nightly or as required. Weekly	 Remove pallets of produce to avoid splashing onto food products.	
Preparation Room Walls and Floor		Sweep or mop any spillages. Scrub walls to head height and floor using a hard brush and Detergent solution. Rinse with hot water. Squeegee water to drain	During trading as necessary. Floor-nightly. Walls-weekly.	 Ensure floor area is cleared prior to start.	Ensure no electrical leads, plugs or points are exposed to moisture.
Display Gondolas and all other Fixtures		Remove produce from display. Scrub/wipe using Detergent solution and wipe if necessary using a clean chux rinsed with warm water. Allow to air dry.	Lettuce, Broccoli Cauliflower, Bananas all cleaned daily. All other fixtures cleaned weekly.		
Insectocutor		Empty catch tray into rubbish bin. Wipe catch tray and grille with moist cloth.	Weekly	Ensure job is supervised by another employee in case of an accident.	Ensure power is switched off and plug is disconnected prior to cleaning. Use an approved ladder.
Bale Press		Wipe housing with moist cloth and allow to air dry.	Weekly		Do not clean interior.

MASTER CLEANING SCHEDULE - PRODUCE AREA

EQUIPMENT / LOCATION TO BE CLEANED	PERSON RESPON-SIBLE	CLEANING PROCEDURE	FREQUENCY	SPECIAL INSTRUCTION	SAFETY PRECAUTION
Drain/Grates	Produce Staff	Remove grate, empty debris into rubbish bin, wash in Detergent solution until visually clean then rinse. Wash any food residue from drain. Replace grate. Pour about 100ml of Pine-O-Clean Disinfectant into each drain. Replace grate.	Nightly Weekly	Ensure all other cleaning is completed.	
Mats	Produce Staff Contractors	Sweep off all debris. Replace contract mats with clean ones.	Nightly Weekly.		
Cool room Fans	Contract Refrigeration Company	To be dismantled and cleaned by contract refrigeration company.	Quarterly at a pre-arranged time when no possibility of food contamination can occur.	Ensure all food containers are removed from area. No food processing is to occur during the cleaning process.	To be performed only by contract personnel under supervision of staff representative.

MASTER CLEANING SCHEDULE – DELICATESSEN

EQUIPMENT / LOCATION TO BE CLEANED	PERSON Responsible	CLEANING PROCEDURE	FREQUENCY	SPECIAL INSTRUCTION	SAFETY PRECAUTION
Slicers and Automatic Slicer	Deli Staff	Wash dis-assembled parts in the sink with Detergent solution, rinse and air dry, Wash unit with Detergent solution, wipe with a fresh dry chux rinsed in clean water. Allow to air dry. Clean around and under unit with Detergent solution. Re-assemble slicer, spray with commercial food grade Sanitiser solution and cover unit for the following day.	Daily at completion of slicing requirements	Turn setting knob to '0'. Move holding plate across until it clicks then tilt. Unscrew knob on LHS bottom of unit, remove blade cover and unscrew top guard.	Use safety glove on scrubbing hand. Ensure mains switch is off, thickness setting is at zero and power is disconnected prior to use.
		Scrape/wipe off any extraneous matter, spray with commercial food grade Sanitiser solution wipe with a clean, dry, disposable cloth.	Between each type of meat during slicing runs.	Inspect condition of blade and other parts for damage / wear.	Ensure mains switch is off and thickness setting is at zero. Safety gloves to be worn.
Steam Convection Oven		Switch to full steam setting, set timer to 80 minutes. Close door and switch on. Vent to be fully open. Once complete, open door and allow to cool for 1-2 mins. When cooled, scrub walls and fan with a hard bristle brush and Degreaser solution. Rinse and wipe clean. Racks and trays are soaked in hot water for at least 15 min. then washed in Detergent solution, rinsed and air dried.	Daily at completion of cooking requirement.	Remove all racks and drip trays.	Allow oven to cool sufficiently. Ensure mains switch is off prior to cleaning.
1) Benches, 2) Cryovac Sealer, 3) Shrink Sealer, 4) Scales		Wipe with Detergent solution then spray with commercial food grade Sanitiser solution. Cryovac sealer and Shrinkwrap sealers do not require sanitiser.	Nightly		Ensure mains power is switched off and power is disconnected and no electrical units are exposed to water.

MASTER CLEANING SCHEDULE – DELICATESSEN

EQUIPMENT / LOCATION TO BE CLEANED	PERSON Responsible	CLEANING PROCEDURE	FREQUENCY	SPECIAL INSTRUCTION	SAFETY PRECAUTION
Bain Marie	Deli Staff	Remove trays and bases. Scrub unit with Degreaser and hot water. Rinse until visually clean. Reseal drain. Fill with fresh water to **just cover element only.** Wash trays in Degreaser, rinse with warm water and allow to air dry. Sanitise trays with commercial food grade Sanitiser solution Replace into display. Wipe both sides of glass surface with Glass Cleaner and a dry, clean chux.	Every 2nd night Nightly	Check water level each morning to ensure it just covers the element prior to switching on. Drain water every second day or at least twice weekly.	Switch off heating lights and allow unit to cool
Pressure Fryer		Oil drained & filtered. Pull drain valve, allow to drain completely. Wipe remaining burnt debris with paper towels and brush until visually clean. Refilling oil chamber. Close valve, Turn left valve to OPEN then push PUMP button to refill chamber. Once complete, switch off and close valve. Add fresh oil to the mark. Wash basket and brush with Detergent solution and rinse. Allow to air dry. Replacing Oil. Remove sump and drain oil into a container which is kept for pick-up by recycling company. Wash sump with Degreaser solution and rinse, allow to air dry. Ensure unit is completely dry before replacing filter. Add fresh oil to the mark.	Daily at end of frying requirement. Weekly Every Monday Morning		Allow to cool prior to cleaning. Ensure mains switch is off and power is disconnected.
Insectocutor		Empty catch tray into rubbish bin. Wipe catch tray and grille with moist cloth.	Weekly	Ensure job is supervised by another employee in case of an accident.	Ensure power is switched off prior to cleaning. Use an approved ladder.

MASTER CLEANING SCHEDULE – DELICATESSEN

EQUIPMENT / LOCATION TO BE CLEANED	PERSON Responsible	CLEANING PROCEDURE	FREQUENCY	SPECIAL INSTRUCTION	SAFETY PRECAUTION
Refrigerated Display Units and Fixtures and all Glass Surfaces	Deli Staff	Remove trays, grills from display. Scrub using Detergent solution and rinse with warm water. Allow to drain and air dry. Scrub unit with a hard brush and Detergent solution, rinse thoroughly with warm water. Allow to drain. Wipe both sides of glass surface with Glass Cleaner and a dry, clean chux.	At least weekly or as necessary. Seafood display done twice weekly at the end of the day.	**Report any glass damage immediately.**	Safety gloves to be worn.
Pizza Preparation Table		Remove empty trays and wash in Detergent solution, rinse and allow to air dry. Food swept off bench and floor area swept. Bench scrubbed with Detergent solution and wiped clean with a clean chux dipped in hot water.	After each time pizzas are prepared.		
Pizza Oven and Stretch-Seal Heating Unit		Scrub with steel wool and Detergent solution. Wipe with clean, chux dipped in hot water.	As required or at least weekly.		Ensure mains is switched off and power is disconnected. Ensure unit is cooled.
Sinks and Shelving		Wipe with Degreaser solution, rinse with warm water.	Nightly at end of trading.		Beware of electrical units.
Tubs and Lids		Rinse in hot water to remove food debris. Scrub with Detergent solution and rinse with warm water. While wet sprinkle with Powder Sanitiser and scrub again. Leave for at least 30 minutes then rinse thoroughly with warm water. Stack upright to drain and allow to air dry.	Nightly or as required during processing.		
Trays, Knives, Buckets, Utensils etc.		Scrub using Detergent solution, rinse in clean, warm water and allow to air dry. Spray with commercial food grade Sanitiser solution.	Between uses, nightly or as required.		Take care when handling sharp utensils.

MASTER CLEANING SCHEDULE – DELICATESSEN

EQUIPMENT / LOCATION TO BE CLEANED	PERSON Responsible	CLEANING PROCEDURE	FREQUENCY	SPECIAL INSTRUCTION	SAFETY PRECAUTION
Mats	Contractor	Replaced with clean mats.	Twice Weekly		
Walls	Deli Staff	Scrub with hard brush to head height with Degreaser solution and hot water and rinse with hot water hose prior to washing floors.	Weekly		Ensure no electrical leads, plugs or points are exposed to moisture.
Coolroom and Fixtures.	Deli Staff	Spray Degreaser solution and scrub walls, floor using a hard brush. Squeegee water to drain. Allow to air dry.	Weekly	Remove food products from rear section first. Avoid splashing onto food products.	
Floor	Cleaners	Spray Degreaser solution and scrub floor using a hard brush. Rinse with hot water. Squeegee to drain.	Daily		Ensure no electrical leads, plugs or points are exposed to moisture.
Drain/Grates	Deli Staff	Remove grate, empty debris into rubbish bin, wash in Detergent solution until visually clean then rinse. Wash any food residue from drain. Pour about 100ml of Pine-O-Clean Disinfectant into each drain. Replace grate.	Weekly	Ensure all other cleaning is completed.	
Rubbish Bins	Deli Staff	To be emptied as required. To be washed with Detergent solution, rinsed and allowed to drain overnight.	As required Nightly	Empty into dumpmaster.	Seek assistance if too heavy or over 20kg.
Coolroom Fans	Refrigeration Contractor	To be dismantled and cleaned by contract refrigeration company. No food processing is to occur during the cleaning process.	Quarterly, when no possibility of food contamination can result.	Ensure all food containers are removed from area.	To be performed only under supervision of staff representative.
All other fixtures and beneath displays	Deli Staff	Clean with Detergent solution and wipe over with a clean, dry cloth.	Weekly		

MASTER CLEANING SCHEDULE - BAKERY AREA

EQUIPMENT / LOCATION TO BE CLEANED	PERSON Responsible	CLEANING PROCEDURE	FREQUENCY	SPECIAL INSTRUCTION	SAFETY PRECAUTION
Donut Mixer and Donut Fryer Batter Dispenser	Designated Bakery Staff	Wash all dismantled parts in Detergent solution. Rinse with warm water. Spray with commercial food grade Sanitiser solution and allow to air dry. Wipe mixer housing with a clean chux dipped in Detergent solution.	After each production run.	Dismantle mixing arm and bowl.	Ensure mains switch is off and power is disconnected prior to dismantling.
Donut Fryer		Remove oil from the chamber while still warm and place into a recycle container. Wipe clean using disposable paper towels until no debris is visible. Re-fill chamber with fresh oil to just cover chain mechanism. Wipe over external surfaces and beneath unit with Detergent solution.	As required or at least monthly. Weekly	Dismantle dough reservoir prior to start.	Ensure mains switch is off and power is disconnected prior to dismantling.
Proofing Oven		Wipe handles, interior walls and floor using chux dipped in Detergent solution.	Quarterly		Ensure mains switch is off and power is disconnected prior to dismantling.
Baking Oven		Scrape internal surfaces using a hard bristle brush and remove debris. Wipe glass surface using Glass Cleaner.	Quarterly Weekly		Ensure mains switch is off and oven has cooled to room temperature prior to cleaning.
1) Stretch-Sealer 2) Labeler. 3) Scales		Wipe with moist cloth, rinse cloth in a bucket of Detergent solution. Ensure area beneath unit is wiped as well.	As required during processing or at least nightly.		Ensure heating element is cooled and off and power is disconnected prior to cleaning.
Trays, Knives, Buckets, Utensils.		Spray with commercial food grade Sanitiser. Wipe with clean, dry disposable towel. Scrub using Detergent solution and rinse with warm water. Spray with commercial food grade Sanitiser solution and allow to air dry.	Between uses. Nightly		Take care when cleaning sharp surfaces.

MASTER CLEANING SCHEDULE - BAKERY AREA

EQUIPMENT / LOCATION TO BE CLEANED	PERSON Responsible	CLEANING PROCEDURE	FREQUENCY	SPECIAL INSTRUCTION	SAFETY PRECAUTION
Stainless Steel Benches/Cutting Boards/Frames	Bakery Staff	Scrape/wipe off debris, spray with commercial food grade Sanitiser solution and wipe using a clean, dry, disposable cloth. Scrub with Detergent solution and rinse with warm water and allow to air dry.	Between jobs. Nightly, when used.		Ensure no electrical leads, plugs or points are exposed to moisture.
Aluminum Trays		Scrub using Detergent solution. Rinse with warm water and stack upright in a stainless steel trolley to air dry overnight.	Nightly, when used.	Leave stacked in trolley to drain overnight over a drain.	
Sinks and Shelving		Scrub with Detergent solution if soiled, rinse with hot water. Spray hand basins with commercial food grade Sanitiser.	Nightly		Ensure no electrical units are exposed to water.
Cool room and Fixtures.		Clean up debris from cool room floor and mop any spillages. Spray Detergent solution and scrub walls and floor using a hard brush. Squeegee water to drain. Wipe all racks, fixtures with Detergent solution. Allow to air dry.	Nightly or as required. Quarterly.	 Remove food products from rear section first. Avoid splashing onto food products.	
Floor	Cleaners	Sweep excess debris and rubbish. Hose down with Degreaser solution and scrub with a stiff bristle broom. Spray/rinse with hot water and squeegee into drain.	Daily	Ensure floor area is cleared prior to start.	Ensure no electrical leads, plugs or points are exposed to moisture.

MASTER CLEANING SCHEDULE - BAKERY AREA

EQUIPMENT / LOCATION TO BE CLEANED	PERSON Responsible	CLEANING PROCEDURE	FREQUENCY	SPECIAL INSTRUCTION	SAFETY PRECAUTION
Rubbish Bins	Bakery Staff	To be emptied as required. To be washed with Detergent solution, rinsed and allowed to drain overnight.	As required when full. Weekly.	Empty into dump master.	Seek assistance if too heavy or over 20kg.
Drain/Grates		Remove grate, empty debris into rubbish bin, wash in Detergent solution until visually clean then rinse. Wash any food residue from drain. Pour about 100ml of Pine-O-Clean Disinfectant into each drain. Replace grate.	Weekly.	Ensure all other cleaning is completed.	
Display Units and Fixtures		Remove trays, grills from display. Scrub using Detergent and rinse with warm water. Allow to drain and air dry.	At least weekly or as necessary.		
Insectocutor		Empty catch tray into rubbish bin. Wipe catch tray and grille with moist cloth.	Weekly	Ensure job is supervised by another employee in case of an accident.	Ensure power is switched off and plug is disconnected prior to cleaning. Use an approved ladder.
Cool room Fans	Contract Refrigeration Company	To be dismantled and cleaned by contract refrigeration company.	Quarterly at a pre-arranged time when no possibility of food contamination can occur.	Ensure all food containers are removed from area. No food processing is to occur during the cleaning process.	To be performed only by contract personnel under supervision of staff representative.

MASTER CLEANING SCHEDULE - GENERAL STORE AREA

EQUIPMENT / LOCATION TO BE CLEANED	PERSON Responsible	CLEANING PROCEDURE	FREQUENCY	SPECIAL INSTRUCTION	SAFETY PRECAUTION
Check-outs	Register Staff	Wipe all fixtures and belt with Glass Cleaner	Daily for each register.		Beware of electrical units.
Tea/Lunch Room	Store Staff	All spills to be wiped with a clean, moist cloth. Dishes and cutlery to be washed with soapy water. Refrigerator to be cleaned with a clean, disposable cloth and soapy water.	As soon as spill occurs. At least daily. Weekly.		Beware of electrical units.
Shelving	Store Staff	Wipe with dry cloth if only dusty. Wipe with clean, disposable cloth and Detergent solution if stained. Allow to air dry.	As necessary when filling shelf		Beware of electrical units.
Floors	Store Staff	WET SPILLS-Mop with hot water allow to air dry. DRY SPILLS-Sweep with broom. GLASS BREAKAGES-Store Management to inspect after spill has been cleaned.	As soon as possible after spill occurs.	Place CAUTION - WET FLOOR sign over the affected area.	Ensure no electrical leads, plugs or points are exposed to moisture.
Strip curtains	Store Staff	Wipe with detergent and hot water. Allow to air dry.	Weekly		
Fridge cabinets	Dairy Staff	Wipe with moist cloth and Glass Cleaner solution if stained.	At least monthly or as required.		Beware of electrical units.
Freezer Store	Freezer, Meat, Deli, Bakery Staff.	Sweep floor (each Dept. Manager to keep their respective areas cleaned)	Weekly		Maximum 10 minutes in freezer at a time.
Freezer Displays	Freezer Staff	Dry wipe with disposable cloth. Clean wet spills with disposable cloth and hot water.	At least monthly or as required.		Beware of electrical units.
Cool room Fans	Contract Refrigeration Company	To be dismantled and cleaned by contract refrigeration company.	Quarterly at a pre-arranged time when no possibility of food contamination can result.	Ensure all food containers are removed from area.	To be performed only by contract personnel under supervision of staff representative.
Dump master	Store Staff	Surrounding grounds to be hosed clean.	Weekly		
Plant Room	Store Staff	To be swept clean.	Monthly		Beware of electrical units.

MASTER CLEANING SCHEDULE - CONTRACT CLEANING

EQUIPMENT / LOCATION TO BE CLEANED	PERSON Responsible	CLEANING PROCEDURE	FREQUENCY*	SPECIAL INSTRUCTION	SAFETY PRECAUTION
1) Store Entry, 2) Checkouts 3) Trading Area	Contract Cleaners	Floors swept, auto-scrubbed, mopped and spray buffed	Daily		
1) Staff Amenities 2) Staff Rooms		Floors swept, mopped and spray buffed	Daily		
All Floor Edges and Corners		Mopped or scrubbed	Daily		
1) Gondolas and Under Fixtures 2)Bakery		Floors swept and mopped	Nightly		
Offices		Floors mopped or vacuumed	Daily		
1) Liquor Store 2) Delicatessen		Floor swept, auto-scrubbed and mopped	Daily		
Toilets		Walls scrubbed, toilets and hand wash basins scrubbed, rubbish bins emptied, mirrors wiped.	Daily		
Back Dock		Floor auto-scrubbed.	Weekly		

*Except Christmas Day, Easter Friday, and Anzac Day.

MASTER CLEANING SCHEDULE – BARISTA ESPRESSO COFFEE AREA

EQUIPMENT / LOCATION TO BE CLEANED	PERSON Responsible	CLEANING PROCEDURE	FREQUENCY	SPECIAL INSTRUCTION	SAFETY PRECAUTION
Grinder Hopper	Store Staff	Remove the hopper and store any unused beans. Wipe with a clean, disposable cloth and Detergent solution to remove any oils residue. Allow to air dry. Spray with commercial food grade Sanitiser solution.	Daily		
Grinder Dosing Chamber	Store Staff	Discard any unused ground coffee. Wipe with a clean, disposable cloth and Detergent solution to remove any oils residue. Allow to air dry. Spray with commercial food grade Sanitiser solution.	Daily		
Group Baskets and Handles	Store Staff	Scrub using Detergent solution, rinse in clean, warm water and allow to air dry. Spray with commercial food grade Sanitiser solution.	At least daily or as required		
Drip Tray	Store Staff	Scrub using Detergent solution, rinse in clean, warm water and allow to air dry.	Daily		
Espresso Machine	Store Staff	Wipe down exterior of machine and grinder with a clean cloth. Chemically clean machine with the manufacturers recommended chemical cleaner. Place recommended amount of espresso machine chemical cleaner into filter. Lock into place, run water through for five seconds, repeating this ten times. Rinse, emptying out all cleaner from filter basket. Back flush machine.	Daily Bi-Weekly		
Milk Jugs	Store Staff	Rinse out with warm water preferably with a jug rinser. Scrub using Detergent solution, rinse in clean, warm water and allow to air dry. Spray with commercial food grade Sanitiser solution.	Between Uses Daily		

Fridge cabinets	Store Staff	Scrub using Detergent solution and rinse with warm water and allow to air dry.	At least monthly or as required.		Beware of electrical units.
Cups/Glasses & Spoons	Store Staff	Scrub using Detergent solution, rinse in clean, warm water and allow to air dry. Spray with commercial food grade Sanitiser solution.	Between Uses		
Counters & Bench tops	Store Staff	Wipe with Detergent solution then spray with commercial food grade Sanitiser solution.	At least Daily or as required		
Floor	Store Staff	Spray Degreaser solution and scrub floor using a hard brush. Rinse with hot water. Squeegee/mop to drain.	Daily		Ensure no electrical leads, plugs or points are exposed to moisture.

MASTER CLEANING SCHEDULE – SUSHI

EQUIPMENT / LOCATION TO BE CLEANED	PERSON Responsible	CLEANING PROCEDURE	FREQUENCY	SPECIAL INSTRUCTION	SAFETY PRECAUTION
Steam Convection Oven	Sushi Staff	Switch to full steam setting, set timer to 80 minutes. Close door and switch on. Vent to be fully open. Once complete, open door and allow to cool for 1-2 mins. When cooled, scrub walls and fan with a hard bristle brush and Degreaser solution. Rinse and wipe clean. Racks and trays are soaked in hot water for at least 15 min. then washed in Detergent solution, rinsed and air dried.	Daily at completion of cooking requirement.	Remove all racks and drip trays.	Allow oven to cool sufficiently. Ensure mains switch is off prior to cleaning.
Pressure Fryer		Oil drained & filtered. Pull drain valve, allow to drain completely. Wipe remaining burnt debris with paper towels and brush until visually clean Refilling oil chamber. Close valve, Turn left valve to OPEN then push PUMP button to refill chamber. Once complete, switch off and close valve. Add fresh oil to the mark. Wash basket and brush with Detergent solution and rinse. Allow to air dry. Replacing Oil. Remove sump and drain oil into a container which is kept for pick-up by recycling company. Wash sump with Degreaser solution and rinse, allow to air dry. Ensure unit is completely dry before replacing filter. Add fresh oil to the mark.	Daily at end of frying requirement. Weekly Every Monday Morning		Allow to cool prior to cleaning. Ensure mains switch is off and power is disconnected.
Sinks and Shelving		Wipe with Degreaser solution, rinse with warm water.	Nightly at end of trading.		Beware of electrical units.
Trays, Knives, Buckets, Utensils etc.		Scrub using Detergent solution, rinse in clean, warm water and allow to air dry. Spray with commercial food grade Sanitiser solution.	Between uses, nightly or as required.		Take care when handling sharp utensils.
1) Benches, 2) Shrink Sealer, 4) Scales		Wipe with Detergent solution then spray with commercial food grade Sanitiser solution. Cryovac sealer and Shrinkwrap sealers do not require sanitiser.	Nightly		Ensure mains power is switched off and power is disconnected and no electrical units are exposed to water.

MASTER CLEANING SCHEDULE – SUSHI

EQUIPMENT / LOCATION TO BE CLEANED	PERSON Responsible	CLEANING PROCEDURE	FREQUENCY	SPECIAL INSTRUCTION	SAFETY PRECAUTION
Refrigerated Display Units and Fixtures and all Glass Surfaces	Sushi Staff	Remove trays, grills from display. Scrub using Detergent solution and rinse with warm water. Allow to drain and air dry. Scrub unit with a hard brush and Detergent solution, rinse thoroughly with warm water. Allow to drain. Wipe both sides of glass surface with Glass Cleaner and a dry, clean chux.	At least weekly or as necessary. Seafood display done twice weekly at the end of the day.	**Report any glass damage immediately.**	Safety gloves to be worn.
Sinks and Shelving		Wipe with Degreaser solution, rinse with warm water.	Nightly at end of trading.		Beware of electrical units.
Tubs and Lids		Rinse in hot water to remove food debris. Scrub with Detergent solution and rinse with warm water. While wet sprinkle with Powder Sanitiser and scrub again. Leave for at least 30 minutes then rinse thoroughly with warm water. Stack upright to drain and allow to air dry.	Nightly or as required during processing.		
Coolroom and Fixtures.		Spray Degreaser solution and scrub walls, floor using a hard brush. Squeegee water to drain. Allow to air dry.	Weekly	Remove food products from rear section first. Avoid splashing onto food products.	
Insectocutor		Empty catch tray into rubbish bin. Wipe catch tray and grille with moist cloth.	Weekly	Ensure job is supervised by another employee in case of an accident.	Ensure power is switched off prior to cleaning. Use an approved ladder.

MASTER CLEANING SCHEDULE – SUSHI

EQUIPMENT / LOCATION TO BE CLEANED	PERSON Responsible	CLEANING PROCEDURE	FREQUENCY	SPECIAL INSTRUCTION	SAFETY PRECAUTION
Walls	Sushi Staff	Scrub with hard brush to head height with Degreaser solution and hot water and rinse with hot water hose prior to washing floors.	Weekly		Ensure no electrical leads, plugs or points are exposed to moisture.
Floor		Spray Degreaser solution and scrub floor using a hard brush. Rinse with hot water. Squeegee to drain.	Daily		Ensure no electrical leads, plugs or points are exposed to moisture.
Drain/Grates		Remove grate, empty debris into rubbish bin, wash in Detergent solution until visually clean then rinse. Wash any food residue from drain. Pour about 100ml of Pine-O-Clean Disinfectant into each drain. Replace grate.	Weekly	Ensure all other cleaning is completed.	
Rubbish Bins		To be emptied as required. To be washed with Detergent solution, rinsed and allowed to drain overnight.	As required Nightly	Empty into dumpmaster.	Seek assistance if too heavy or over 20kg.
Coolroom Fans	Refrigeration Contractor	To be dismantled and cleaned by contract refrigeration company. No food processing is to occur during the cleaning process.	Quarterly, when no possibility of food contamination can result.	Ensure all food containers are removed from area.	To be performed only under supervision of staff representative.
All other fixtures and beneath displays	Sushi Staff	Clean with Detergent solution and wipe over with a clean, dry cloth.	Weekly		

1. POLICY

To ensure the adequate management of allergens in the Supermarket environment.

Note: The Metcash Food & Grocery Retail Food Safety Program Template does not offer guidance on creating Gluten Free/Allergen Free zones.

2. MANDATORY REQUIREMENTS

What does a food allergy cause and what foods are most allergenic?

Food Allergies can cause severe illness. The most severe allergic reaction is known as anaphylaxis, which can be life threatening.

Peanuts, tree nuts (e.g. almonds, cashews), eggs, milk, fish, crustacean (shellfish e.g. prawns, lobster), sesame, soy and wheat. Gluten and Sulphites must also be declared.

Refer to **11.18 (3) - In-Store Labelling & Packing Guide; Allergen declarations, Warning and Advisory Statements**, for further details regarding allergen labelling.

A food business must be aware of the risks that food allergies pose, when receiving, storing, preparing, serving and displaying food.

How can we manage allergens?

It is difficult to provide an allergen free environment within a supermarket due to the range of products prepared and processed in each department. However, we must still take care to limit the potential for cross contamination where possible.

Follow these simple rules:

1. **Approved Supplier Program**
   a) Only receive products from suppliers who have met the requirements of section **5.0 - Approved Supplier Program**
   b) Request up-to-date Products Specification Sheets from all manufacturers/suppliers for all products intended to be sold unpackaged within a serviced display or self-serve display which includes allergen content, ingredients, and nutritional information.
2. **Food Receipt**
   a) Ensure all products and ingredients are clearly and accurately labelled.
   b) Refer to **11.15 - Inwards Goods Receiving,** for further guidance on receiving goods.
3. **Food Storage and Self-Serve Display**
   a) Bulk/Unpackaged foods such as nuts, confectionery and any other foods containing allergenic ingredients must not be stored/displayed above other food products.
   b) Loose bread rolls in bakery displays should have a layout that reduces the risk of cross contamination e.g. seeded rolls displayed below unseeded rolls.
   c) Ensure adequate information for unpackaged products is available and offered upon request, regarding Allergen content, ingredients, and nutritional information.
   d) All spillages due to damaged or dropped packages must be promptly cleaned up to minimise the risk of allergen cross contamination.
4. **Serviced Display Practices**
   a) Allergen Free statements on a product labelled by the manufacturer, **will not** remain allergen free once the product has been opened and held in a display with other products containing known allergens.
   b) Do not place allergen free statements on tickets within a serviced display. The store will be responsible for these statements once the products have been opened as per a) above.
   c) Seafood is recommended to be displayed in a separate serviced display, however where this is not possible, a perspex divider must be used to reduce the risk of cross contamination.
   d) Refer to **11.09 - Refrigerated Service Display Practices**, for further information on controlling cross contamination.
   e) Ensure adequate information for all products in a serviced display is available and offered upon request, regarding Allergen content, ingredients, and nutritional information.\

2. MANDATORY REQUIREMENTS

5. Food Preparation

a) Keep processing surfaces, utensils, slicers, displays and hands clean.
b) Clean and sanitise all food contact areas regularly especially between species and products containing known allergens.
c) Ensure products being made in-store are prepared to a standard recipe and ingredients. A store which makes Sandwiches, Hot Foods, Salads, Lasagnes, Quiches etc or bakes bread from dough, must be able to provide information, upon request, regarding Allergen content, ingredients, and nutritional information of their products.
d) When an ingredient is used from a substitute supplier, the allergen content of the substitute ingredient must be checked, as this may differ from the standard recipe and therefore change your finished product declarations.
e) Repackaging of allergen free products into smaller packages in an environment that also processes known allergens are **not to be labelled "Allergen Free"**.

6. Staff Knowledge and Training

a) Train and test your staff regularly in food safety, hygiene and allergen awareness.
b) Train your staff so they understand their obligation to accurately declare certain allergens and other substances in food if the customer asks, refer to **11.18 - In-Store Labelling and Packing Guide**.
c) Have a specific process for staff to follow when a customer has advised that they are allergic to certain ingredients.
d) If you are uncertain of the presence of any allergens in a product ask management for assistance, contact the manufacturer if required.
e) Staff that have a recognised allergy to any food product, should advise the Manager. These staff should not be involved in handling opened and/or quarantined foods or cleaning spillages of food products containing known allergens.

Further reference information can also be sourced from:

Food Standards Code: http://www.foodstandards.gov.au/consumer/foodallergies/foodallergenportal/Pages/allergenInfoForIndustry.aspx

3. RECORDS

Product Specification Sheets for products made in-store, unpackaged sold from a self-serve display and products sold from a serviced display. (Must be readily accessible)

1. POLICY

Store management including the Food Safety Supervisor (where applicable) must implement and maintain an appropriate staff training program to ensure that all staff are trained and competent to perform activities appropriate to their responsibilities. Staff responsible for food handling must also be trained in safe food handling processes in accordance with legislative requirements.

2. MANDATORY REQUIREMENTS

LEGISLATIVE REQUIREMENTS

FOOD SAFETY SUPERVISORS are required in the following food businesses supported by this Food Safety Program:

QLD: All Supermarkets
VIC: Class 1 or Class 2 registered food businesses
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/WA/TAS/NT: Not required

A Food Safety Supervisor (FSS) must:

- have the ability and authority to be able to supervise other people handling food in the business and ensure that it is done safely;
- know how to identify, prevent and alleviate food-handling hazards; and,
- Take reasonable steps to ensure that the food business is free from food-related hazards.

FSS must have successfully completed an accredited FSS course and attained a FSS Certificate that shows they have acquired the minimum competencies required of a FSS from a Registered Training Organisation (RTO).

Current competencies recognised are:

- **SIRRFSA001** - Handle food safety in a retail environment;

or both of

- **SITXFSA001** 'Use hygienic practices for food safety'
- **SITXFSA002** 'Participate in safe food handling practices'

ALL STAFF:

As a food business you must ensure that all staff have the skills and knowledge of Food Safety and Hygiene commensurate with their roles and responsibilities.

The Training Program must be implemented as follows:

1. Store management shall maintain a **Food Safety Training Program.**
2. Staff training shall be undertaken as per **14.1 - Guideline - Food Safety Training Matrix**.
3. Staff training requirements are reviewed on a monthly basis (Refer to Guideline 19.0 Verification Guidelines)
4. Level 1, 2, 3 and 4 Food Safety Training Programs have been developed and made available as online training through **The Metcash Training Academy** to ensure that food handlers are aware of all procedures necessary to maintain the safety of food. This training includes competency based assessments for successful completion.
5. Level 1, module 1 has also been included in **3.1 - Food Safety Induction** to ensure induction training is readily available for all staff.
6. Where access to The Metcash Training Academy is not available, all employees are required to review all documents/procedures for each level of training required and will be required to demonstrate orally and in daily activities within their work environment that they understand and can effectively carry out all duties.
7. Refresher training of all levels must be undertaken as per **14.1 - Guideline - Food Safety Training Matrix**.
8. All initial/refresher Training completion must be recorded for all employees to maintain the ongoing quality of goods and services supplied to customers. A Food Safety Training Completion Register should be implemented which lists the employee name and date training was completed. This register may be held electronically.

Food Safety Training applies to all employees - management, permanent and casual staff. The level of training is dependent on the knowledge required to perform effectively in a position.

3. RECORDS	Food Safety Training Completion Register Food Safety Supervisor Certificate (applicable to the state)

Guideline 14.1
Food Safety Training Matrix

NOTE: This matrix refers specifically to food safety training requirements. Additional training may be required in other areas, in relation to staff responsibilities e.g. manual handling, security protocols, etc.

	Module	Document Name	Staff	Frequency
Level 1	1	3.1 - Food Safety Induction 3.1 - Guideline - Jewellery & Personal Adornment Industry Policy	All Staff and Contractors	2 years
Level 1	2	11.01 - Dry Grocery Storage, Handling & Display 11.02 - Perishable & Frozen Foods Storage, Handling & Display 11.03 - Date Coding Guideline 11.04 - Mark Down & Quarantine	All Staff	2 years
Level 2	1	11.05 - General Processing and Handling Practices 11.06 - Thawing of Frozen Foods 11.07 - Value-added RTE Food Preparation & Handling	All Fresh Food Department Staff	2 years
Level 2	2	11.08 - Meat Room Processing & Packing	All Meat Department Staff	2 years
Level 2	3	11.27 Processing and Serving of Espresso Coffee	All Café Department Staff	2 years
Level 2	4	11.09 - Refrigerated Service Display Practices 11.09a - Recommended Service Display Life 11.10 - Seafood Handling & Display 11.11 - Slicing of Smallgoods & Cheese Portioning 11.11a - Guideline - Sliced Smallgoods Maximum Quantities 11.12 - Processing & Handling of Hot Takeaway Foods	All Deli Department Staff	2 years
Level 2	5	11.13 - Produce Handling, Processing & Display 11.02a - Guideline - Fresh Produce Storage Charts	All Produce Department Staff	2 years
Level 2	6	11.14 - Bakery Handling, Processing & Display	All Bakery Department Staff	2 years
Level 2	7	11.28 – Sushi Preparation and Display	All Sushi Department Staff	2 years
Level 3	1	11.15 - Inwards Goods Receiving 11.16 - Temperature Measurement Of Foods	All Department Managers/2IC	2 years
Level 3	2	11.17 - Date Marking Of Foods 11.18 - In-Store Labelling and Packing Guide 11.18a - Guideline – Labelling 11.19 - Allergen Warnings – Self Service & Service Displays 11.20 - Country of Origin Legislation 11.26 QLD, NSW, VIC – KJ Content Display Legislation	All Department Managers/2IC	2 years
Level 3	3	11.21 - Stock Audit & Trade Measurement Checks 11.22 - Quarantine Assessments 11.22a - Guideline - Quarantine Assessment 16.0 - Calibration Program	All Department Managers/2IC	2 years
Level 3	4	5.1 - Approved Supplier Checklist – Fresh Pre-packaged Product Suppliers 11.23 - Pre-packed Meat Handling & Display 11.23a - Guideline - Fresh Meat Labelling 11.24 - Non-conforming Meat Products - QLD only	Meat Department Manager/2IC	2 years

	Module	Document Name	Staff	Frequency
Level 3	4 - Delivery	11.25 - Click & Collect, Deliveries to Customers & Other Businesses	Meat Department Manager/2IC and Home Delivery Personnel	2 years
Level 3	5	12.0 - Cleaning & Waste Disposal Program 12.1 – 12.9 Cleaning Schedule Templates	All Department Managers/2IC specific by department	2 years
Level 4	1	1.0 - Food Safety Scope & Purpose 2.0 - Food Safety & Quality Policy 4.0 - Food Safety Team 10.3 - Refrigeration Maintenance Template	All Store Owners/Managers/Assistant Managers/Duty Managers/Food Safety Supervisor	2 years
Level 4	2	7.1 - Process Flowchart - Fresh Meat, Seafood & Poultry 7.2 - Process Flowchart - Fresh Deli, Bakery & Produce Processing 7.3 – Process Flowchart – Sushi Preparation and Display 7.4 - Process Flowchart - Processing & Serving of Espresso Coffee 8.0 - Risk Assessment Guideline 8.1 - Risk Assessment - Fresh Meat, Seafood & Poultry 8.2 - Risk Assessment - Fresh Deli, Bakery & Produce Processing 8.3 – Risk Assessment – Sushi Preparation and Display 8.4 - Risk Assessment - Processing & Serving of Espresso Coffee 9.0 - CCP Decision Tree Guideline 9.1 - CCP Audit Table	All Store Owners/Managers/Assistant Managers/Duty Managers/Food Safety Supervisor	2 years
Level 4	3	1.1 - History of Amendments 5.0 - Approved Supplier Program 6.1 - Product Description & Intended Use 6.2 - Food Poisoning Characteristics 10.0 - Equipment & Facility Maintenance Program 10.1 - Product Temperature Standard 10.2 - Refrigeration Alarm & Corrective Actions 13.0 – Allergen Management 14.0 - Food Safety Training Program 14.1 - Food Safety Training Matrix 15.0 - Pest Control Program 17.0 - Product Recall & Consumer Support 17.1 - Guideline - Intentional Food Contamination - QLD only 18.0 - Monitoring Records 18.14 – Monthly Retail QSA – Food Safety Standards Checklist 19.0 - Food Safety Internal Verification Schedule 21.0 - Glossary of Terms	All Store Owners/Managers/Assistant Managers/Duty Managers/Food Safety Supervisor	2 years

Staff must complete training in sequence. i.e. Level 1 must be completed prior to Level 2, Level 3 cannot be commenced prior to Level 2 completion etc.

1. POLICY	The store must ensure that its products are protected from pest contamination and that the methods by which this is achieved are in accordance with all current regulations or laws. The Pest Control program is required to be implemented and monitored effectively. All pesticides to be used shall be approved for food preparation environments and are only to be used in the manner for which they are intended.

2. MANDATORY REQUIREMENTS

1. It is recommended for the Store to be serviced at **minimum quarterly intervals, by a licensed pest control contractor,** to control and prevent infestation from common pests such as **rodents, cockroaches**, **ants** and **other crawling insect**s. Bird control only upon request by Manager.
2. The store must have no evidence of pest activity within premises and ensure all practicable measures undertaken to prevent pest entry.
3. Premises design and construction minimises the risk of entry or harbourage of pests.
4. Pest control chemicals must be suitable for use in food premises and stored away from food handling areas (if retained on site).
5. No application of pest control chemicals is to occur during food processing.
6. Bait stations (where in use) shall not be located in any processing areas and pest control chemicals shall not be directly applied onto food contact surfaces
7. Pest sightings or evidence of pests must be reported to Store Manager and/or delegate in store immediately and recorded on the **18.13 - Pest Sightings Record**.
8. Pest sightings must be attended to and rectified urgently to eradicate pests at the authority of the store manager.
9. A licensed pest controller must be engaged, as per point 1, to attend and ensure preventative actions are taken (e.g. Pest Strips on doors, Rodent Bait Stations, fumigation etc.).

3. RECORDS

18.13 - Pest Sightings Record

Where a Licensed Pest Control contractor is used **at least 2 years of service reports** are to be kept in a Pest Control Service Register, in the Manager's Office. The Register should contain:

- **Service Reports** must include the type of pesticide used, quantities, batch numbers, any recommendations and corrective actions taken by the pest controller, and each report must be signed by an authorised branch representative.
- **Baits Layout** must be current, dated & signed by the Pest Controller. All baits both internal & external, must be sequentially numbered on the layout.
- **Baits Activity Reports** including the level of activity (if any) for each bait station, identify any damaged baits that require replacement, any baits that could not be accessed, and if any baits were replaced. The number of baits must be adequate to provide a reasonable level of assurance during the possibility of rodent activity in the branch. The number of baits must be consistent with the current Baits Layout.
- **SDS's** for each pesticide used for the last 12 months must be current (less than 5 years old) and available in the Register.
- **Pest Controller's Public Liability & Indemnity Insurance** documents to be current & available in the Register. A photocopy of each Pest Controller's current License must also be included in the Register.

Section 16.0
Calibration Program

Metcash Food & Grocery

1. POLICY

The store must ensure that the equipment used to weigh products, packed in store, are accurate as per the requirements of all current National Measurement Institute (NMI) legislation.

Temperature measuring devices must be accurate within ±1˚C as per the Food Standards Code requirements.

2. MANDATORY REQUIREMENTS

1. **Scales Calibration and Verification**
   - A store must identify all measuring equipment (scales and thermometers) that requires calibration, and record this equipment on the **calibration check sheet**.
   - Each department scale shall be checked **daily** with an accurate standard test weight (preferably 1kg or 2kg). Record results on a **calibration check sheet**, or equivalent record.
   - All scales must be **level & accurate.** If not, the unit must be removed from service and either replaced or repaired and verified by an authorised service contractor before being used again.
   - The NMI recommend scales to be verified **every 2 years** by a licenced service provider. A service record shall be retained. The scale shall bear a verification mark* identifying the servicing licensee and month / year last calibrated.

   *Verification mark is an authorised badge, applied to each scale by service contractor, identifying verification of the scale under current NMI Trade Measurement legislation.
2. **Thermometers and Temperature Gauge Checking and Calibration**
   - All hand-held thermometers (probe and infra-red), shall be reference checked at least **weekly**, and the results recorded on the calibration check sheet or equivalent record. Instruments must be accurate to within ±1˚C. See section 3 below.
   - Hand held thermometer kits or reference probes should be calibrated **annually** by a NATA Certified provider who can issue a certificate of calibration.
   - Display units, Oven probes, Coolrooms and Freezers shall be checked **annually** by a suitable, authorised refrigeration or oven service contractor. All gauges shall also be accurate to within ±1˚C.
   - **Annual** services of equipment and vehicles shall include calibration of gauges to ensure they are accurate to within ±1˚C. Results of annual calibration checks should be retained with the refrigeration / oven unit's service or maintenance records or equivalent record.
   - Refrigerated vehicle temperature gauges should be checked **annually** by an authorised refrigeration service contractor, and the results recorded and retained with the vehicles service records or equivalent. Gauges must be accurate to within ±1˚C.

2. MANDATORY REQUIREMENTS	

3. **Weekly Thermometer Reference Checking Procedures**

Most state food regulators expect that if the retail store sells hot and cold foods, then their hand held thermometers must be reference checked to a hot AND a cold temperature. Stores that do not sell hot food may reference check to only one cold temperature.

Thermometer kits such as the ECE Fast kit come with at least one 3^{0}C test piece for easy weekly reference checking. If you sell hot food your kit must also contain a 63^{0}C test piece as well.

Test Kit (ECE Fast): For hand-held thermometers; use the manufacturer's instructions supplied. Test kits containing temperature reference keys (such as the ECE Fast Kit) require the operator to:

- record the reading of each 3^{0}C & 63^{0}C reference key
- Insert the kit probe (and any other probe) into the holes at the base of the comparator and allow the reading to equilibrate (about 2-3min). Record the probe reading.
- Point the Infra-Red Gun Unit directly into the comparator and take a reading. The reading of the IR unit must be within ±1^{0}C of the probe reading.

Ice Point (0^{o}C)

- Fill a small container with crushed ice. Add a little cold water to make an ice slurry.
- Place the probe thermometer in the centre of the container, covering the entire probe section of the thermometer, with the ice slurry.
- Stir gently and allow thermometer to reach a steady reading. The probe should read **0^{o}C ±1˚C**. Record reading.

Boiling Point (100^{0}C):

- Fill a container / pot on a stove to cover the entire probe section of the thermometer and heat to boiling.
- Place thermometer probe carefully to avoid scalding of operator or burning of the unit.
- Stir gently and allow thermometer to reach a steady reading. The probe should read **100^{o}C ±1˚C**. Record reading.

4. **Corrective Actions**

A scale found to be inaccurate must be removed from service immediately and either replaced or repaired and verified before being used again.

Any thermometer not reading within **±1˚C**, must be removed from service immediately and either replaced or repaired and calibrated before being used again.

3. RECORDS	18.16 – Scales & Thermometer Calibration Checksheet

1. POLICY	To facilitate the prompt product recall or withdrawal of faulty and unsafe food & grocery products from sale, within all stores, as well as notifying all relevant customers who may have purchased these products.

2. MANDATORY REQUIREMENTS

1. STORE RESPONSIBILITY:

Store Managers must ensure that at least 3 – 4 key staff are trained & responsible for the correct and complete management of a Recall or a Withdrawal, for each store.
Store Managers must always ensure that they stay vigilant regarding:

- multiple recalls from the same supplier as these may be extensions of the original recall notice
- specified date codes of recalled products
- any other special instructions on each recall notice
- store contact details are up to date with their suppliers, especially if they do not receive a recall notice

NOTE: When products affected by a Recall or Withdrawal are supplied by Metcash Food and Grocery (MFG), the store will be notified by MFG.
Products which are supplied direct to store i.e. Not from MFG, and are the subject of a Product Recall may not be communicated by MFG as MFG is not involved in their supply. It is the suppliers' responsibility to notify their customers of the affected product and relevant instructions for action.

2. STORE RECORDS:

In the event of a product recall or withdrawal, all records collected are retained by the Store Manager. Metcash Group Food Safety Team will also hold records of all recalls & withdrawals they issue to retail stores. Please call **1800 119 920** or consumersupport@metcash.com for any further assistance in addressing any Recall or Withdrawal Notification.

NOTE: It is a national food safety requirement that **at least 12 months records of ALL Recalls, regardless of whether they impact the store,** are kept, including corrective actions. State Health Authorities conduct random audits on such recalls and a store may be audited & fined if this is not correctly done.

3. DEFINITIONS

Product Notifications are identified into three distinct categories:

• **RECALLS** are actions taken to remove from distribution, sale & consumption, food which may pose a health risk to consumers. By law, all Recall Notifications are publicized in the media.
• **WITHDRAWALS** are actions taken to remove from distribution & sale where there is no public health & safety issue. Withdrawals are for product quality – related issues only
• **QUARANTINE** notices are for goods that are identified as suspected of being non-conforming stock. Product may be quarantined in instances where Metcash requires further information in determining the scope of a proposed notification

4. FOOD RECALL CONTACT LIST

A list of Government Food Recall Officers, supplied by FSANZ, is kept in this section. It is the responsibility of the Store Manager / Owner to keep this up to date.
Please refer to the following link for the most updated list and attach the page to this section:
http://www.foodstandards.gov.au/industry/foodrecalls/statecontacts/Documents/Action%20Officers%20-%20Business%20Hours%20(July%202014)%20-%20for%20the%20website.pdf

2. MANDATORY REQUIREMENTS

5. GENERIC STORE PROTOCOL

1. Recall or withdrawal notifications are received. The notification shall include specific corrective actions to be taken.
2. Upon notification, an authorized staff member accesses the stock management system to determine if the product/s are a stocked item. Store Manager is advised if the notification affects the Store.
3. Store Manager shall print the notification and sign the document to indicate the item is "not ranged" or "not in stock" (where applicable) at the time of notification. This copy is kept on file in the store. Management also keep an electronic record of the original email advice (if applicable).
4. If the item is in stock, the authorized staff physically check the relevant display and storage areas to confirm if correct date codes are in stock (as required). If inventory management is maintained at the store and there is a discrepancy with physical stock quantities then an immediate investigation is conducted to identify the error.
5. Authorized staff immediately identify the stock, immediately segregate and place affected product in the designated Quarantine Location.
6. Stock on order is also checked to see if the relevant product is also in transit.
7. The stock is adjusted in stock management system to identify it as disposed.
8. When required the store shall complete the relevant Credit Claims Forms provided with the original notification and keep documented records at the Managers Office (NOTE: It is possible that some customers may return some stock to your store as well so best to wait up to a week for this).
9. Respond with your final claim as per original instruction on the notification.
10. Dispose of goods as per correct Council/EPA disposal guidelines and/or as per advice received on the original Recall/Withdrawal Notice. Products being disposed of at store level shall be rendered unsalvageable.

5. PRIVATE LABEL PRODUCTS CONSUMER COMPLAINTS CONTACT

All private label consumer complaints are generally received by Metcash Consumer Support Dept on the national consumer support number - **1300 135 690**. This number is always printed on the product artwork.
Stores are required to contact the Metcash Consumer Support Dept on behalf of the customer or consumer, to identify & respond to any product related complaints for private label products such as Black & Gold, No Frills, or any other product that bears this Consumer Support number. Any complaints related to the storage & handling of the products, are to be addressed by the branch.

3. RECORDS

Product Recall and Withdrawal notices shall be actioned (action recorded on notice) and retained in Managers office for at least 12 months from date of recall/withdrawal**.**
Evidence of any credits, customer returns, and disposal records relating to the Recall/Withdrawal shall also be retained with the notice.

REFERENCE

FSANZ Food Industry Recall Protocol website:
http://www.foodstandards.gov.au/industry/foodrecalls/firp/documents/Food%20Recall_WEB.pdf

Guideline – Intentional Food Contamination – QLD only

Metcash Food & Grocery

1. POLICY	To assist Queensland Food Businesses to ensure they meet their obligations under the Qld Food Act, if food is reasonably suspected of being intentionally contaminated.

2. MANDATORY REQUIREMENTS

Queensland Health would like to provide a reminder with respect to the legal requirements in the *Food Act 2006* regarding the reporting of the suspected intentional contamination of food.

What is the suspected intentional contamination of food?
The intentional contamination of food means the deliberate adding of a foreign substance to food. Intentional contamination is a deliberate action to introduce something into a product, often with the intention to do harm to a consumer, or a food business.

How do I know whether the contamination is intentional?
The *Food Act 2006* defines "reasonably suspects" to mean, suspects on grounds that are reasonable in the circumstances. This means that based on evidence available at the time and circumstances surrounding the matter, the responsible person for the food business forms a belief that a deliberate act has occurred.

As a food business, what should I do if I suspect food has been intentionally contaminated?
The *Food Act 2006* requires the responsible person for the food business to verbally notify Queensland Health, of the suspected intentional contamination immediately after first forming the reasonable suspicion. All incidents of suspected intentional contamination are to be reported to Queensland Health via the 13 HEALTH (13 43 25 84) hotline. In certain circumstances your business may also choose to notify the Queensland Police Service, however, food business are still required to report the suspected intentional contamination to Queensland Health via the 13 HEALTH (13 43 25 84) hotline.

What should I do after notifying Qld Health of the suspected intentional contamination of food?
After notifying Queensland Health of the suspicion of intentional contamination, businesses should:

- Retain any potentially contaminated food, including any foreign matter, wrapper or packaging
- Not return the food to a customer or give the food to any other person (unless advised by Queensland Health or the police)
- Follow any directions given by Queensland Health.

It is also strongly suggested that you:

- Do not touch or interfere with the food or any object or foreign matter within the food
- Label the food clearly as "suspected unsafe food" and separate it from your regular supplies
- Keep the food in a secure place, such as a lockable receptacle e.g. cupboard (for non-perishable food)
- If storing the food in a refrigerator, keep the food separate from other food
- Notify head office of the incident if your food business is part of a chain
- Record the time, date and details of the suspected intentional contamination of food, including which foods are suspected of being contaminated, what you observed, action taken and any customer details if applicable
- Check other food products for contamination
- Ensure any foods which may have been transferred off the premises are isolated
- Consider whether a food recall is required
- Maintain records of instructions received and actions taken
- Advise customers to seek medical advice if they have any concerns about their health.

2. MANDATORY REQUIREMENTS	**What happens next?** Queensland Health and/or the Queensland Police Service will initiate an investigation. On completion of the investigation, all concerned parties will be advised of the outcomes by Queensland Health. **Where can I get further information?** Queensland Health has published an Industry Protocol regarding the suspected intentional contamination of food, which is available from the Queensland Health website at https://www.health.qld.gov.au/industry/contamination/
3. RECORDS	

1. POLICY

To issue and control documents or data that relate to Food Safety & Quality. Documents shall be reviewed by the Store Manager or an Authorised Delegate for adequacy prior to use.

2. MANDATORY REQUIREMENTS

1. Issue and Control of Documentation

A master list of documents is to be kept:

- All documents shall be appropriately identified showing the document title, issue date and the person who prepared the document.
- In addition to the above, all forms are recommended to have a version number identified on the form, e.g. A, B, C etc. to indicate the current version.
- Forms issued externally or printed from a computer have a specific document number.
- All obsolete blank forms shall be removed from the Food Safety Program and from use.
- After reviewing the template records, a store may use their own preferred record due to layout, ease of use etc, however it must meet at least the minimum requirements/frequencies of the Food Safety Program.

3. Reviews / Audits

Reviews such as **Brand** audits, Food Safety Audit (FSA's), State Regulatory Authority audits or Local Council Health Audits shall require the following:

- All daily / weekly / monthly check sheets are required to be completed/stored (as applicable), either electronically or as paper based copies, and be verified by the Food Safety Supervisor or Store Manager.
- Records must be readily available at very short notice for review.
- All completed records must be stored for at least 2 years.

RECORDS

MASTER LIST OF TEMPLATE RECORDS

DOCUMENT NUMBER	DOCUMENT NAME	APPLIES TO THE FOLLOWING STORES
18.01	Goods Inwards Summary	All stores
18.04	Meat Processing Daily Pre-Operational Checks	Meat processing only
18.08	Delivery Record Checksheet	Home Deliveries >20min
18.11a	Monthly System PLU Tare Weight Checks	In-store packed only
18.11b	In-store Packed Net Weight Checks	In-store packed only
18.12a	Meat Department Cleaning Record	Meat processing only
18.12b	Fruit & Veg Department Cleaning Record	Produce processing only
18.12c	Delicatessen Department Cleaning Record	Serviced Deli only
18.12d	Bakery Department Cleaning Record	Bakery processing only
18.12f	Daily Floor Inspection Log	All stores (If required)
18.12g	Sushi Department Cleaning Record	Sushi processing only
18.12h	Espresso Coffee Cleaning Record	Espresso Processing Only
18.13	Pest Sightings Record	All stores
18.14	Monthly Retail Quality Standards Appraisal (QSA)	All stores
18.16	Scales & Thermometer Calibration Checksheet	All stores with any scales
18.17	Retail Consumer Product Complaint Form	All stores
N/A	Copies of all Recall & Withdrawal Notices	All stores
18.21	Daily Production & Display Times Checksheet	Hot Food Displays & Sushi Serviced Displays
18.22	Ullage Record	All stores
18.23	Hot Foods Cooling Verification Record	Hot foods cooking only
18.24	Weekly Cold & Hot Temperature Checksheet	All stores
18.25	Sushi Rice Acidification Record	Sushi processing only
18.26	pH Meter Calibration Record	Sushi processing only

18.01 – GOODS INWARDS SUMMARY

STORE NAME: ______ **DATE:** ______ **MANAGER CHECKED:** ______ **PAGE No.:**

DELIVERY DETAILS		INCOMING GOODS CHECKS				FINAL RESULTS	
Supplier / Carrier Name	Description of Goods	Date Codes (Directs only)	Visual Checks (Accept (A)/ Reject (R)	Temp. Check	Back-up Probe Temp. Check	Corrective Actions (Manager Sign.)	Initials
Metcash	*Dry Groceries*	*N/A*	*A*			*Accept*	*GP*
Joe's Milk	*Dairy*	*23rd July*	*R*	*4.5*		*Reject*	*GP*
Metcash	*Dairy*	*N/A*	*A*	*5.6*	*4.3*	*Accept*	*GP*

INSTRUCTIONS

1. Refer to 11.15 - Inwards Goods Receiving procedure.
2. Refrigerated vehicles to stay until all checks completed.
3. Refrigerated goods to be checked & placed in coolrooms ASAP or within 20 min.

18.04 – MEAT PROCESSING DAILY PRE-OPERATIONAL CHECKS

NAME	SIGNATURE

Metcash Food & Grocery

STORE NAME:____

WEEK COMMENCING: ___________________________________

MANAGER SIGNATURE:___________________________________

ITEM TO BE CHECKED	ACTIVITY (Refer to Cleaning Schedule)	WEEK 1							WEEK 2							WEEK 3							WEEK 4							WEEK 5						
		M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S
CONDITION CHECKS																																				
UTENSILS, KNIVES AND POUCHES	No damage, rust or chipped																																			
CUTTING BOARDS & BENCH FRAMES	No damage or excessive wear																																			
MEAT TUBS / TRAYS / LIDS / HOOKS	No damage, rust or chipped																																			
MEAT TENDERISER	No damage, rust or wear																																			
BANDSAW	No damage, rust or wear																																			
MINCER	No damage, rust or wear																																			
LABELLERS / PACKAGERS / WRAPPERS	No damage, rust or wear																																			
SCALES	Level & operational																																			
BELTS, TABLES, BENCHES, FRAMES ETC	No damage, rust or wear																																			
SHELVING AND DISPLAY CABINETS	No damage, rust or wear																																			
SINK & HAND BASINS	No damage, rust or wear																																			
ENTRY DOORS / COOLROOM DOORS	Fully operational, Handles / Seals not damaged																																			
PREP ROOM & COOLROOM FLOORS	Sealed / no cracks or wear / in good repair																																			
INSECTOCUTER TRAYS & UNITS	Undamaged, in place																																			
FLOOR GRATES	Fitted & undamaged																																			
OTHER FACILITY CHECKS																																				
HAND WASH BASINS	Warm water, soap & drying facilities available																																			
THERMOMETER	Operational, calibrated, battery ok																																			
RAW / READY TO EAT FOOD STORAGE	Stored to prevent cross-contamination																																			
MEAT STORAGE	Off floor, neatly stacked, rotated by date																																			
INGREDIENT STORAGE	Identified & seperated in sealed containers																																			
INEDIBLE STOCK	Identified & seperated / stored below food																																			
PACKAGING STOCK	Stored to prevent contamination																																			
CLEANING CHEMICALS & EQUIPMENT	Hygienic, stored neatly in a separate area																																			
PEST ACTIVITY	No evidence of droppings, live / dead activity																																			
MONTHLY FACILITY CHECKS																																				
PREP ROOM CEILINGS & WALLS	Sealed, no cracks / peeling paint / damage																																			
COOLROOM CEILINGS & WALLS	Sealed, no cracks / peeling paint / damage																																			
LIGHTS	Covered and covers not damaged																																			
FLY SCREENS	Attached & not damaged																																			

CORRECTIVE ACTIONS: refer to procedures 11.05 & 11.08 (if insufficient space, use rear of page)

18.08 – DELIVERY RECORD CHECKSHEET

VEHICLE REGO:__________________ **STORE NAME:**________________________ **MANAGER SIGNED:**____________________

Date	Customer Name/ Deliver To	Product Description	Visual Check Yes/No	Dispatch Time	Temperature Dispatch			Arrival Time	Temperature Final Destination			Accept / Reject	Custo-mer Sign	Driver Sign
					Chilled (≤ 5C)	Frozen (Hard frzn)	Hot (>60C)		Chilled (≤ 5C)	Frozen (Hard frzn)	Hot (>60C)			
21/9	*Best IGA*	*FRESH MEAT*	*Yes*	*10:00*	*2.1*			*10:20*	*4.3*			*Acc*	*BIGA*	*AB*
21/9	*H.Simpson*	*FRESH MEAT*	*Yes*	*10:00*	*2.1*			*10:20*	*7.5*			*Rej*	*HS*	*AB*

CORRECTIVE ACTIONS:

____

____

INSTRUCTIONS: Complete daily (as applicable) if delivering pre-packed fresh meat to other businesses.
Complete at least annually to verify Home Deliveries temperatures.
Refer to Section 11.25 – 11.25 - Click & Collect, Deliveries to Customers & Other Businesses

18.11a – MONTHLY SYSTEM PLU TARE WEIGHT CHECKS

STORE NAME:____________________ MONTH / YEAR:____________/_____ MGR SIGN:_______________________

A	B	C	D	E	F	G	H	I
Dept	**PACK TYPE**	**TOTAL Weight Of 10 Packs (all components)**	**Average Weight Of Packs (C/10)**	**PLU DESCRIPTION**	**SYSTEM PLU Tare**	**TARE WT Variance (D – F)**	**PLU Adjusted? (Y/N)**	**DEPT MGR SIGN**
Deli	*Produce Plastic Bags*	*40g*	*4g*	*Champagne Ham*	*0g*	*4g*	*Y*	*GP*
Produce	*Mushroom Bags*	*60g*	*6g*	*Mushroom Cups*	*8g*	*-2g*	*N*	*GP*
Produce	*Produce Plastic Bags*	*40g*	*4g*	*Bananas*	*2g*	*-2g*	*Y*	*GP*

INSTRUCTIONS:
1. Refer to document **11.21 (3) - Stock Audit & Trade Measurement Checks** for guidance. Report any errors to the Department Manager.
2. All types of packaging systems used in-store must be checked monthly against system PLU set tare weights to ensure compliance to NMI Trade Measurement Laws.
3. Store Manager to sign this document monthly and retain for 12 months.

18.11b – IN-STORE PACKED NET WEIGHT CHECKS

Department: ______________________________ **Date:** _________________ **MGR SIGN:**___________________________

Product	Label Weight (g)	Gross Weight (g)	Difference (g)	Corrective Actions
E.g. Beef Rump Steak	*546*	*544*	*-2*	*Product removed, other packs checked, shortweight products relabelled, PLU tare adjusted*
E.g Beef Rump Steak	*488*	*500*	*12*	*N/A*
1.				
2.				
3.				
4.				
5.				
6.				

Date: _________________ **MGR SIGN:** ___________________________

Product	Label Weight (g)	Gross Weight (g)	Difference (g)	Corrective Actions
1.				
2.				
3.				
4.				
5.				
6.				

Refer to document **11.21(4) - Stock Audit & Trade Measurement Checks** for guidance.

18.12a - MEAT DEPARTMENT CLEANING RECORD

NAME	SIGNATURE

STORE NAME:______________________________________

WEEK COMMENCING: ________________________________

MANAGER SIGNATURE:________________________________

FREQUENCY AND ITEM TO BE CLEANED	ACTIVITY (Refer to Cleaning Schedule)	WEEK 1							WEEK 2							WEEK 3							WEEK 4							WEEK 5						
		M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S
BETWEEN SPECIES																																				
UTENSILS, KNIVES etc	Wash / Wipe & Sanitise																																			
CUTTING BOARDS	Wipe & Sanitise																																			
MINCER, BANDSAW & OTHER MACHINERY	Dismantle / Remove debris																																			
STRETCH WRAPPING MACHINE	Wipe																																			
THROUGHOUT THE DAY																																				
ELECTRICAL / LIGHT SWITCHES, DOOR HANDLES etc	Spot Clean / Sanitise																																			
RUBBISH BINS	Empty																																			
RUBBISH / SPILLS / STAINS	Sweep / Wipe / Mop																																			
DAILY CLEAN																																				
UTENSILS, KNIVES AND POUCHES	Wash & Sanitise																																			
CUTTING BOARDS & BENCH FRAMES	Wash & Sanitise																																			
MEAT TUBS / TRAYS / LIDS / HOOKS	Wash & Sanitise																																			
MEAT TENDERISER	Wash & Sanitise																																			
BANDSAW	Wash & Sanitise																																			
MINCER	Wash & Sanitise																																			
LABELLERS / PACKAGERS / WRAPPERS	Wipe & Sanitise																																			
SCALES & OTHER FIXTURES	Wipe & Sanitise																																			
BELTS, TABLES, BENCHES, FRAMES ETC	Wash & Sanitise																																			
SHELVING AND DISPLAY CABINETS	Wipe & Sanitise																																			
SINK & HAND BASINS	Wipe & Sanitise																																			
ENTRY DOORS	Wipe & Sanitise																																			
PREP ROOM WALLS & FLOOR	Wash & Sanitise																																			
MATS	Wash / Replace																																			
COOLROOMS & DOORS	Spot Clean / Sanitise																																			
RUBBISH BINS	Empty / Wash																																			
FLOOR GRATES/DRAINS	Empty / Wash																																			
APRONS - PROTECTIVE CLOTHING	Replace / Wash																																			
WEEKLY CLEAN																																				
DISPLAY CABINETS	Wash & Sanitise																																			
TROLLEYS	Wash & Sanitise																																			
RACKING AND SHELVING	Wash & Sanitise																																			
STORAGE CABINETS	Wash & Sanitise																																			
ANY OTHER INCIDENTAL EQUIPMENT	Wash & Sanitise																																			
COOLROOM FLOOR	Wash & Sanitise																																			
WALLS AND FIXTURES (PREP & COOLROOM)	Wipe & Sanitise																																			
INSECTOCUTER TRAYS	Clean / Wipe																																			
MONTHLY CLEAN																																				
COOLROOM & PREP ROOM CEILINGS	Wipe & Sanitise																																			
OVERHEAD RAILS AND ROLLERS	Wipe & Sanitise																																			
FANS & AIR CONDITIONING VENTS	Clean / Wipe																																			
QUARTERLY CLEAN																																				
COOLROOM FANS & AIR CON (Contractor)	Deep Clean																																			

CORRECTIVE ACTIONS: refer to procedures 11.05 & 11.08 (if insufficient space, use rear of page)

18.12b - FRUIT & VEG DEPARTMENT CLEANING RECORD

NAME	SIGNATURE

Metcash Food & Grocery

STORE NAME:______________________________

WEEK COMMENCING: ______________________________

MANAGER SIGNATURE:______________________________

FREQUENCY AND ITEM TO BE CLEANED	ACTIVITY (Refer to Cleaning Schedule)	WEEK 1							WEEK 2							WEEK 3							WEEK 4							WEEK 5						
		M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S
BETWEEN ACTIVITIES																																				
BUCKETS, KNIVES, SCOOPS & UTENSILS	Wash / Wipe & Sanitise																																			
CUTTING BOARDS	Wipe & Sanitise																																			
STRETCH WRAPPING MACHINE	Wipe																																			
THROUGHOUT THE DAY																																				
ELECTRICAL / LIGHT SWITCHES, DOOR HANDLES etc	Spot Clean / Sanitise																																			
RUBBISH BINS	Empty																																			
RUBBISH / SPILLS / STAINS	Sweep / Wipe / Mop																																			
DAILY CLEAN																																				
BUCKETS, KNIVES, SCOOPS & UTENSILS PRICE & OTHER P.O.S. ITEMS	Wash & Sanitise																																			
KNIFE HOLDERS / MAGNETS	Wash & Sanitise																																			
BENCHES & CUTTING BOARDS	Wash & Sanitise																																			
SCALES & STRETCH WRAPPING MACHINES	Wash & Sanitise																																			
TROLLEYS	Wash & Sanitise																																			
SINKS & SHELVING	Wipe																																			
CUSTOMER SCALES	Spot Clean / Sanitise																																			
PREP AREA WALLS & FLOORS	Sweep / Wipe / Mop																																			
FACING ON WALL CASES	Clean / Wipe																																			
BIN DISPLAYS / TWISTIE TUBS	Clean / Wipe																																			
DRIED FRUIT & NUT TUBS & COVERS	Clean / Wipe																																			
RUBBISH BINS	Empty / Wash																																			
FLOOR GRATES/DRAINS	Empty / Wash																																			
APRONS - PROTECTIVE CLOTHING	Replace / Wash																																			
WEEKLY CLEAN																																				
BINS DISPLAYS, BAG STANDS, TICKET FRAMES & WALL CASES	Clean / Wipe																																			
INSECTOCUTER TRAYS	Clean / Wipe																																			
COOLROOM FLOOR & FIXTURES	Clean / Wipe																																			
WALLS AND DOORS	Clean / Wipe																																			
DRAINS	Clean / Wipe																																			
MATTING	Wash / Replace																																			
LOW HANGING DISPLAY LIGHTS	Clean / Wipe																																			
PREP AREA WALLS & FLOORS	Deep Clean																																			
MONTHLY CLEAN																																				
FANS & AIR CONDITIONING VENTS	Clean / Wipe																																			
COOLROOM WALLS AND CEILING	Clean / Wipe																																			
BALE PRESS	Clean / Wipe																																			
QUARTERLY CLEAN																																				
COOLROOM FANS & AIR CON (Contractor)	Deep Clean																																			
COOLROOM WALLS AND CEILING	Deep Clean																																			

CORRECTIVE ACTIONS: (if insufficient space, use rear of page)

PREPARED BY: WAYNE THOMAS	SECTION: 18	ISSUE DATE: 28/10/22
APPROVED BY: DAVID HOLT	VERSION: 3.2	PAGE: 1 OF 1

18.12c - DELICATESSEN DEPARTMENT CLEANING RECORD

NAME	SIGNATURE

Metcash Food & Grocery

STORE NAME:______________________________

WEEK COMMENCING: ______________________________

MANAGER SIGNATURE:______________________________

FREQUENCY AND ITEM TO BE CLEANED	ACTIVITY (Refer to Cleaning Schedule)	WEEK 1							WEEK 2							WEEK 3							WEEK 4							WEEK 5						
		M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S
BETWEEN ACTIVITIES																																				
UTENSILS, KNIVES etc	Wash / Wipe & Sanitise																																			
RE-USABLE FOOD CONTAINERS	Wash & Sanitise																																			
CHICKEN RODS	Wash																																			
CUTTING BOARDS	Wipe & Sanitise																																			
SLICERS	Wipe & Sanitise																																			
STRETCH WRAPPING MACHINE	Wipe																																			
THROUGHOUT THE DAY																																				
ELECTRICAL / LIGHT SWITCHES, DOOR HANDLES etc	Spot Clean / Sanitise																																			
DISPLAYS (COLD & HOT)	Spot Clean / Sanitise																																			
RUBBISH BINS	Empty																																			
RUBBISH / SPILLS / STAINS	Sweep / Wipe / Mop																																			
DAILY CLEAN																																				
UTENSILS, KNIVES AND CUTLERY	Wash & Sanitise																																			
RE-USABLE FOOD CONTAINERS	Wash & Sanitise																																			
PRICE TICKETS AND SIGNAGE	Wash & Sanitise																																			
CUTTING BOARDS & BENCH FRAMES	Wash & Sanitise																																			
TUBS / TRAYS / LIDS etc	Wash & Sanitise																																			
SLICERS	Dismantle, Wash & Sanitise																																			
CHICKEN ROTISSERIE	Clean / Wipe																																			
OVEN TRAYS AND RACKS	Wash																																			
BAIN MARIE	Wash & Sanitise																																			
FRYERS	Clean / Wipe																																			
LABELLERS / PACKAGERS / WRAPPERS	Wipe & Sanitise																																			
SCALES & OTHER FIXTURES	Wipe & Sanitise																																			
TABLES, BENCHES, FRAMES ETC	Wash & Sanitise																																			
SHELVING AND DISPLAY CABINETS	Wipe & Sanitise																																			
SINK & HAND BASINS	Wipe & Sanitise																																			
ENTRY DOORS	Wipe & Sanitise																																			
PREP ROOM WALLS & FLOOR	Wash & Sanitise																																			
MATS	Wash / Replace																																			
COOLROOMS & DOORS	Spot Clean / Sanitise																																			
RUBBISH BINS	Empty / Wash																																			
FLOOR GRATES/DRAINS	Empty / Wash																																			
APRONS - PROTECTIVE CLOTHING	Replace / Wash																																			
WEEKLY CLEAN																																				
DISPLAY CABINETS	Wash & Sanitise																																			
OVENS	Clean / Wipe																																			
FRYERS	Empty / Wash / Replace Oil																																			
TROLLEYS	Wash & Sanitise																																			
RACKING AND SHELVING	Wash & Sanitise																																			
STORAGE CABINETS	Wash & Sanitise																																			
ANY OTHER INCIDENTAL EQUIPMENT	Wash & Sanitise																																			
COOLROOM FLOOR	Wash & Sanitise																																			
WALLS AND FIXTURES (PREP & COOLROOM)	Wipe & Sanitise																																			
INSECTOCUTER TRAYS	Clean / Wipe																																			
MONTHLY CLEAN																																				
COOLROOM & PREP ROOM CEILINGS	Wipe & Sanitise																																			
OVEN CANOPY AND FILTER	Wipe & Sanitise																																			
OVERHEAD FIXTURES	Wipe & Sanitise																																			
FANS & AIR CONDITIONING VENTS	Wipe & Sanitise																																			
FIRE HOSES AND EXTINGUISHERS	Clean / Wipe																																			
QUARTERLY CLEAN																																				
COOLROOM FANS & AIR CON (Contractor)	Deep Clean																																			

CORRECTIVE ACTIONS: (if insufficient space, use rear of page)

18.12d - BAKERY DEPARTMENT CLEANING RECORD

NAME	SIGNATURE

Metcash Food & Grocery

STORE NAME:____

WEEK COMMENCING: __________________________________

MANAGER SIGNATURE:_________________________________

FREQUENCY AND ITEM TO BE CLEANED	ACTIVITY (Refer to Cleaning Schedule)	WEEK 1							WEEK 2							WEEK 3							WEEK 4							WEEK 5						
		M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S
BETWEEN ACTIVITIES																																				
UTENSILS, KNIVES etc	Wash / Wipe & Sanitise																																			
RE-USABLE FOOD CONTAINERS	Wash & Sanitise																																			
CUTTING BOARDS	Wipe & Sanitise																																			
DOUGH MIXING BOWLS / DOLLY BINS	Wash & Sanitise																																			
DOUGH MIXING UNITS	Wipe debris																																			
DONUT MACHINES / FRYERS	Wipe debris																																			
STRETCH WRAPPING MACHINE	Wipe																																			
THROUGHOUT THE DAY																																				
ELECTRICAL / LIGHT SWITCHES, DOOR HANDLES etc	Spot Clean / Sanitise																																			
DISPLAYS (AMBIENT & COLD)	Spot Clean / Sanitise																																			
RUBBISH BINS	Empty																																			
RUBBISH / SPILLS / STAINS	Sweep / Wipe / Mop																																			
DAILY CLEAN																																				
UTENSILS, KNIVES AND CUTLERY	Wash & Sanitise																																			
RE-USABLE FOOD CONTAINERS	Wash & Sanitise																																			
PRICE TICKETS AND SIGNAGE	Wash & Sanitise																																			
CUTTING BOARDS & BENCH FRAMES	Wash & Sanitise																																			
TUBS / TRAYS / LIDS etc	Wash & Sanitise																																			
DOUGH MIXING BOWLS / DOLLY BINS	Wash & Sanitise																																			
DOUGH MIXING UNITS	Wipe & Sanitise																																			
DONUT MACHINES / FRYERS	Clean / Wipe																																			
OVEN TRAYS AND RACKS	Wash																																			
LABELLERS / PACKAGERS / WRAPPERS	Wipe & Sanitise																																			
SCALES & OTHER FIXTURES	Wipe & Sanitise																																			
TABLES, BENCHES, FRAMES ETC	Wash & Sanitise																																			
SHELVING AND DISPLAY CABINETS	Wipe & Sanitise																																			
SINK & HAND BASINS	Wipe & Sanitise																																			
ENTRY DOORS	Wipe & Sanitise																																			
PREP ROOM WALLS & FLOOR	Wash & Sanitise																																			
MATS	Wash / Replace																																			
COOLROOMS & DOORS	Spot Clean / Sanitise																																			
RUBBISH BINS	Empty / Wash																																			
FLOOR GRATES/DRAINS	Empty / Wash																																			
APRONS / MITTS / PROTECTIVE CLOTHING	Replace / Wash																																			
WEEKLY CLEAN																																				
DISPLAY CABINETS	Wash & Sanitise																																			
BAKING & PROOFING OVENS	Clean / Wipe																																			
DONUT MACHINES / FRYERS	Empty / Wash / Replace Oil																																			
TROLLEYS	Wash & Sanitise																																			
RACKING AND SHELVING	Wash & Sanitise																																			
STORAGE CABINETS	Wash & Sanitise																																			
ANY OTHER INCIDENTAL EQUIPMENT	Wash & Sanitise																																			
COOLROOM FLOOR	Wash & Sanitise																																			
WALLS AND FIXTURES (PREP & COOLROOM)	Wipe & Sanitise																																			
INSECTOCUTER TRAYS	Clean / Wipe																																			
MONTHLY CLEAN																																				
COOLROOM & PREP ROOM CEILINGS	Wipe & Sanitise																																			
OVEN CANOPY AND FILTER	Wipe & Sanitise																																			
OVERHEAD FIXTURES	Wipe & Sanitise																																			
FANS & AIR CONDITIONING VENTS	Wipe & Sanitise																																			
FIRE HOSES AND EXTINGUISHERS	Clean / Wipe																																			
QUARTERLY CLEAN																																				
COOLROOM FANS & AIR CON (Contractor)	Deep Clean																																			

CORRECTIVE ACTIONS: (if insufficient space, use rear of page)

18.12g - SUSHI DEPARTMENT CLEANING RECORD

NAME	SIGNATURE

Metcash Food & Grocery

STORE NAME:____

WEEK COMMENCING: __________________________________

MANAGER SIGNATURE:__________________________________

FREQUENCY AND ITEM TO BE CLEANED	ACTIVITY (Refer to Cleaning Schedule)	WEEK 1							WEEK 2							WEEK 3							WEEK 4							WEEK 5						
		M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S
BETWEEN ACTIVITIES																																				
UTENSILS, KNIVES etc	Wash / Wipe & Sanitise																																			
RE-USABLE FOOD CONTAINERS	Wash & Sanitise																																			
CUTTING BOARDS	Wipe & Sanitise																																			
STRETCH WRAPPING MACHINE	Wipe																																			
THROUGHOUT THE DAY																																				
ELECTRICAL / LIGHT SWITCHES, DOOR HANDLES etc	Spot Clean / Sanitise																																			
DISPLAYS (COLD)	Spot Clean / Sanitise																																			
RUBBISH BINS	Empty																																			
RUBBISH / SPILLS / STAINS	Sweep / Wipe / Mop																																			
DAILY CLEAN																																				
UTENSILS, KNIVES AND CUTLERY	Wash & Sanitise																																			
RE-USABLE FOOD CONTAINERS	Wash & Sanitise																																			
PRICE TICKETS AND SIGNAGE	Wash & Sanitise																																			
CUTTING BOARDS & BENCH FRAMES	Wash & Sanitise																																			
TUBS / TRAYS / LIDS etc	Wash & Sanitise																																			
MICROWAVE	Wash & Sanitise																																			
OVEN TRAYS AND RACKS	Wash																																			
RICE COOKER	Wash & Sanitise																																			
FRYERS	Clean / Wipe																																			
LABELLERS / PACKAGERS / WRAPPERS	Wipe & Sanitise																																			
SCALES & OTHER FIXTURES	Wipe & Sanitise																																			
TABLES, BENCHES, FRAMES ETC	Wash & Sanitise																																			
SHELVING AND DISPLAY CABINETS	Wipe & Sanitise																																			
SINK & HAND BASINS	Wipe & Sanitise																																			
ENTRY DOORS	Wipe & Sanitise																																			
PREP ROOM WALLS & FLOOR	Wash & Sanitise																																			
MATS	Wash / Replace																																			
COOLROOMS & DOORS	Spot Clean / Sanitise																																			
RUBBISH BINS	Empty / Wash																																			
FLOOR GRATES/DRAINS	Empty / Wash																																			
APRONS - PROTECTIVE CLOTHING	Replace / Wash																																			
WEEKLY CLEAN																																				
DISPLAY CABINETS	Wash & Sanitise																																			
OVENS	Clean / Wipe																																			
FRYERS	Empty / Wash / Replace Oil																																			
TROLLEYS	Wash & Sanitise																																			
RACKING AND SHELVING	Wash & Sanitise																																			
STORAGE CABINETS	Wash & Sanitise																																			
ANY OTHER INCIDENTAL EQUIPMENT	Wash & Sanitise																																			
COOLROOM FLOOR	Wash & Sanitise																																			
WALLS AND FIXTURES (PREP & COOLROOM)	Wipe & Sanitise																																			
INSECTOCUTER TRAYS	Clean / Wipe																																			
MONTHLY CLEAN																																				
COOLROOM & PREP ROOM CEILINGS	Wipe & Sanitise																																			
OVEN CANOPY AND FILTER	Wipe & Sanitise																																			
OVERHEAD FIXTURES	Wipe & Sanitise																																			
FANS & AIR CONDITIONING VENTS	Wipe & Sanitise																																			
FIRE HOSES AND EXTINGUISHERS	Clean / Wipe																																			
QUARTERLY CLEAN																																				
COOLROOM FANS & AIR CON (Contractor)	Deep Clean																																			

CORRECTIVE ACTIONS: (if insufficient space, use rear of page)

18.12h - ESPRESSO COFFEE CLEANING RECORD

NAME	SIGNATURE

STORE NAME: ______________________________

WEEK COMMENCING: ______________________________

MANAGER SIGNATURE: ______________________________

FREQUENCY AND ITEM TO BE CLEANED	ACTIVITY (Refer to Cleaning Schedule)	WEEK 1							WEEK 2							WEEK 3							WEEK 4							WEEK 5						
		M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S
BETWEEN ACTIVITIES																																				
UTENSILS, KNIVES etc	Wash / Wipe & Sanitise																																			
MILK JUGS	Wash / Wipe & Sanitise																																			
CUPS / GLASSES & SPOONS	Wash / Wipe & Sanitise																																			
RE-USABLE FOOD CONTAINERS	Wash & Sanitise																																			
STRETCH WRAPPING MACHINE	Wipe																																			
THROUGHOUT THE DAY																																				
ELECTRICAL / LIGHT SWITCHES, DOOR HANDLES etc	Spot Clean / Sanitise																																			
GROUP BASKETS / HANDLES	Spot Clean / Sanitise																																			
DISPLAYS (COLD & HOT)	Spot Clean / Sanitise																																			
RUBBISH BINS	Empty																																			
RUBBISH / SPILLS / STAINS	Sweep / Wipe / Mop																																			
DAILY CLEAN																																				
UTENSILS, KNIVES AND CUTLERY	Wash & Sanitise																																			
GRINDER/HOPPER	Wash & Sanitise																																			
DOSING CHAMBER	Wash & Sanitise																																			
ESPRESSO MACHINE	Wash & Sanitise																																			
RE-USABLE FOOD CONTAINERS	Wash & Sanitise																																			
PRICE TICKETS AND SIGNAGE	Wash & Sanitise																																			
CUTTING BOARDS & BENCH FRAMES	Wash & Sanitise																																			
TUBS / TRAYS / LIDS etc	Wash & Sanitise																																			
OVEN TRAYS AND RACKS	Wash																																			
BAIN MARIE	Wash & Sanitise																																			
FRYERS	Clean / Wipe																																			
LABELLERS / PACKAGERS / WRAPPERS	Wipe & Sanitise																																			
TABLES, BENCHES, FRAMES ETC	Wash & Sanitise																																			
SHELVING AND DISPLAY CABINETS	Wipe & Sanitise																																			
SINK & HAND BASINS	Wipe & Sanitise																																			
ENTRY DOORS	Wipe & Sanitise																																			
MATS	Wash / Replace																																			
RUBBISH BINS	Empty / Wash																																			
FLOOR GRATES/DRAINS	Empty / Wash																																			
APRONS - PROTECTIVE CLOTHING	Replace / Wash																																			
WEEKLY CLEAN																																				
DISPLAY CABINETS	Wash & Sanitise																																			
OVENS	Clean / Wipe																																			
FRYERS	Empty / Wash / Replace Oil																																			
TROLLEYS	Wash & Sanitise																																			
RACKING AND SHELVING	Wash & Sanitise																																			
STORAGE CABINETS	Wash & Sanitise																																			
ANY OTHER INCIDENTAL EQUIPMENT	Wash & Sanitise																																			
WALLS AND FIXTURES	Wipe & Sanitise																																			
INSECTOCUTER TRAYS	Clean / Wipe																																			
MONTHLY CLEAN																																				
PREP AREA CEILINGS	Wipe & Sanitise																																			
OVEN CANOPY AND FILTER	Wipe & Sanitise																																			
OVERHEAD FIXTURES	Wipe & Sanitise																																			
FANS & AIR CONDITIONING VENTS	Wipe & Sanitise																																			
FIRE HOSES AND EXTINGUISHERS	Clean / Wipe																																			
QUARTERLY CLEAN																																				
AIR CON (Contractor)	Deep Clean																																			

CORRECTIVE ACTIONS: (if insufficient space, use rear of page)

18.12f – Daily Floor Inspection Log

Metcash Food & Grocery

Store Name: ______________________________ **Date:** ___________________________

Store Managers Name: ____________________ **Signature:** ____________________

Actual Time	**Name**	**Signature**	**Activity** (Checked, Mop / Sweep, pick up)	**Location**	**Size: Area Cleaned (cm)**	**Area to be clear of Rubbish/spillages/Ladders/ orange steps or displays under 60 cm report findings below**

18.13 – PEST SIGHTINGS RECORD

STORE NAME:_______________________________ **MGR SIGNED:**___________________________________

(ONLY Use this record if "NO" Logbook is available from approved Pest Controller in their service register.)

PEST CONTROL IS EVERY EMPLOYEE'S RESPONSIBILITY.

LOCATION: ________________ DATE INSTALLED: ________________ REPLACEMENT DATE: ____________

DATE	PEST LOCATION	PEST ACTIVITY SEEN	EMPLOYEE INITIALS	PEST CONTROLLER ACTION TAKEN	SERVICE DATE	PEST CONTROLLER INITIALS

INSTRUCTIONS: Pests include all types of crawling and flying insects, spiders, rats, mice, birds, cats and dogs.

ALL employees are encouraged / authorised to record pest sightings.

A STORE WITH PESTS LOSES CUSTOMERS.

PEST CONTROL IS EVERY EMPLOYEE'S RESPONSIBILITY.

MONTHLY RETAIL QSA – QUALITY STANDARDS APPRAISAL

Food Safety Verification confirms that a HACCP based Food Safety Program is being followed and that it is effective in the prevention of potential food safety hazards. **Section 19** of the Retail Food Safety Manual Template describes the full activities required to verify this Program.

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.

As you complete your Monthly Retail QSA you will be ensuring that these procedures are being followed and each question will reference to the required document.

Satisfactory completion of this appraisal will ensure that you have identified any compliance issues and also give you the necessary awareness of Critical areas which will be assessed as part of the Retail Operations Brand Surveillance Programs.

Food Safety is measured by compliance levels i.e. Minor (mi), Major (Mj) and Critical (Cr) 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 non-conformity that can potentially result in an actual risk to the safety of products
	e.g. non-conformance to the Critical Limits with inadequate corrective action undertaken.
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.

This audit is intended as a self-auditing verification tool and therefore is based on a compliant/non-compliant outcome. Where a non-compliant is identified this will automatically be classed as Mi, Mj or Cr therefore assisting you to assign a level of urgency.

18.14 – MONTHLY RETAIL QSA – FOOD SAFETY STANDARDS CHECKLIST

Date:___/___/______ Store Name:__________________________ Completed By:______________________

Question No.	General Administration	Yes √, No X or N/A	Non-Compliance Level	Reference
1	Store has an approved Food Safety Program/Standard? (Where required)		Cr	Retail Food Safety Program
2	Store has a current and accredited Food Safety Supervisor? (Where Required)		Cr	Registered Training Organisation (RTO)
3	All Fresh Food Staff have completed Basic Food Safety Training?		Mi	3.1 - Food Safety Induction
4	Store has a hand held Probe thermometer device?		Cr	16.0 - Calibration Program
5	Store is conducting and recording thermometer device calibration checks weekly?		Mj	16.0 - Calibration Program 18.16 - Scales & Thermometer Calibration Checksheet
6	Store has refrigeration storage and display temperature records for all units containing perishables products? Performed at least twice per day?		Cr	11.16 - Temperature Measurement Of Foods 18.24 - Weekly Cold & Hot Temperature Checksheet
7	Store has Hot Food Cooking and Hot Storage temperature Records? Performed at least twice per day?		Cr	11.12 - Processing & Handling of Hot Takeaway Foods 18.24 - Weekly Cold & Hot Temperature Checksheet
8	Does the store Cool Hot food to be sold Cold? Are the Monthly Hot Food Cooling temperature Records completed?		Mj	11.12 - Processing & Handling of Hot Takeaway Foods 18.23 - Hot Foods Cooling Verification Record
9	Store has Inwards Goods Checking records for Perishable food deliveries? Including temperature records for perishables goods?		Cr	11.15 - Inwards Goods Receiving 18.01 - Goods Inwards Summary
10	Store is conducting and recording scales checks using a 1kg or 2kg test mass daily and recording the results?		Mj	18.16 - Scales & Thermometer Calibration Checksheet 16.0 - Calibration Program
11	Store is conducting and recording tare weight checks on all packaging types at least monthly or Net Weight Checks on instore packed products weekly?		Mi	11.21 - Stock Audit & Trade Measurement Checks 18.11a - Monthly System PLU Tare Weight Checks 18.11b - In-store Packed Net Weight Checks
12	Stock Recall notices actioned and filed correctly? 12 months history available?		Mj	17.0 - Product Recall & Consumer Support
13	Store has a regular pro-active Pest Control Program in place and there is no evidence of pests? Check Pest Control Sightings Record.		Mj	15.0 - Pest Control Program 18.13 - Pest Sightings Record
14	Bins/Dump-masters stored in publicly accessible areas are locked when not in use?		Mi	12.0 - Cleaning & Waste Disposal Programs
15	Staff Rest Rooms clean, tidy and fully stocked i.e. warm water, hand towel and hand soap available?		Cr	3.1 - Food Safety Induction

Corrective Actions:

Date:___/___/______ Store Name:___________________________ Completed By:_______________________

Question No.	Grocery Department	Yes √, No X or N/A	Non-Compliance Level	Reference
17	Stock rotation and date code check in place? No items exceeding UBD on display?		Cr	11.03 - Date Coding Guideline
18	Dry Goods Quarantine location is evident, adequately identified and not cluttered?		Mj	11.22 - Quarantine Assessments 11.22a - Guideline - Quarantine Assessment
19	Displays Clean, no rust/flaking paint, visible damage, dust build up or spills/stains not attended to?		Mi	12.5 - General Store Area Cleaning Schedule Template
20	Floors and walls clean with no damage? (Storage and Customer Areas)		Mi	12.5 - General Store Area Cleaning Schedule Template

Question No.	Dairy/Freezer Department	Yes √, No X or N/A	Non-Compliance Level	Reference
17b	Stock rotation and date code check in place? No items exceeding UBD on display?		Cr	11.03 - Date Coding Guideline
18b	Dairy and Frozen Quarantine location is evident, adequately identified and not cluttered?		Mj	11.22 - Quarantine Assessments 11.22a - Quarantine Assessment
21	All Perishable Products stored under refrigeration and within load lines?		Cr	11.02 - Perishable & Frozen Foods Storage, Handling & Display
19b	Displays Clean, no rust/flaking paint, visible damage, dust build up or spills/stains not attended to?		Mi	12.5 - General Store Area Cleaning Schedule Template
20b	Floors and walls clean with no damage? (Storage/Coolrooms and Customer Areas)		Mj	12.5 - General Store Area Cleaning Schedule Template
22	Department Lighting not damaged?		Mi	

Corrective Actions:

Date:___/___/______ Store Name:__________________________ Completed By:______________________

Question No.	Bakery Department	Yes √, No X or N/A	Non-Compliance Level	Reference
17c	Stock rotation and date code check in place? No items exceeding UBD on display?		Cr	11.03 - Date Coding Guideline
21b	Critical bakery items (containing fresh cream or Raw Egg) only sold refrigerated and pre-packaged?		Cr	11.14 - Bakery Handling, Processing & Display
23	All in-store packaged or produced items do not contain any “Allergen Free” Claims?		Cr	11.18 - In-Store Labelling & Packing Guide 11.18a - Guideline - Labelling
24	All In-store Packed Product Labelling includes Ingredients, Nutritional Panel, Allergen Information and Country of Origin?		Cr	11.18 - In-Store Labelling & Packing Guide 11.18a - Guideline - Labelling
24b	Adequate Ingredients, Nutritional and allergen information available for all unpackaged products (Rolls, Pastries etc.) in the self-service display?		Cr	11.18 - In-Store Labelling & Packing Guide 11.18a - Guideline - Labelling
25	Hand wash area accessible, warm water, hand towel and hand soap available?		Cr	3.1 - Food Safety Induction
26	Hair fully covered in processing areas?		Mi	3.1 - Food Safety Induction
27	Personal Items not stored in processing areas is being adhered to?		Mj	3.1 - Food Safety Induction
28	Are only approved cleaning chemicals being used/stored in the department for food contact surfaces? Is Santiser available for use?		Mj	12.0 - Cleaning & Waste Disposal Program
19c	Displays Clean, no rust/flaking paint, visible damage, dust build up or spills/stains not attended to?		Mj	12.4 - Bakery Area Cleaning Schedule Template
20c	Floors, walls and ceilings clean with no damage? (Preparation/Storage/Coolrooms and Customer Areas)		Mj	12.4 - Bakery Area Cleaning Schedule Template
22b	Department Lighting no damage, light covers in place?		Cr	

39	In-store ingredients are stored in sealed containers and labelled with 'opened' date, original Use-by/Best-before date and all relevant product information?		Cr	Section - 11.07 Value-added RTE Food Preparation & Handling
Corrective Actions:				

Date:___/___/______ Store Name:_________________________ Completed By:______________________

Question No.	Delicatessen/Poultry/Seafood Department	Yes √, No X or N/A	Non-Compliance Level	Reference
17d	Stock rotation and date code check in place? No items exceeding UBD on display and no items being sold within 2 days of the UBD?		Cr	11.03 - Date Coding Guideline
21c	All Perishables Products stored under refrigeration and within load lines?		Cr	11.02 - Perishable & Frozen Foods Storage, Handling & Display
29	System in place for Date Tracking on all opened RTE Smallgoods?		Mj	11.09 - Refrigerated Service Display Practices 11.09a - Guideline - Recommended Service Display Life
30	All RTE, Raw, Seafood Deli Categories are segregated with an adequate divider?		Cr	11.09 - Refrigerated Service Display Practices 11.10 - Seafood Handling & Display
23b	All Service Display, in-store packaged or produced items free from any "Allergen Free" Claims?		Cr	11.18 - In-Store Labelling & Packing Guide 11.18a - Guideline - Labelling
24c	In-store Packed Product (RTE or Value Added) Labelling includes Ingredients, Nutritional Panel, Allergen Information and Country of Origin on the pack?		Cr	11.18 - In-Store Labelling & Packing Guide 11.18a - Guideline - Labelling
24d	Adequate Ingredients, Nutritional and allergen information available for unpackaged products in the service display and portioned Cheeses etc.?		Cr	11.18 - In-Store Labelling & Packing Guide 11.18a - Guideline - Labelling
31	All Service Display products ticketing includes Country of Origin on the ticket?		Mj	11.20 - Country of Origin Legislation
32	Is Vacuum Packing of Sliced RTE Meat occurring? If so, is there a Listeria Management Program in place?		Cr	11.09a - Guideline - Recommended Service Display Life
25b	Hand wash area accessible, warm water, hand towel and hand soap available?		Cr	3.1 - Food Safety Induction
26b	Hair fully covered in processing areas?		Mi	3.1 - Food Safety Induction
27b	Personal Items not stored in processing areas is being adhered to?		Mj	3.1 - Food Safety Induction
28b	Are only approved cleaning chemicals being used/stored in the department for food contact surfaces? Is Sanitiser available for use?		Mj	12.0 - Cleaning & Waste Disposal Program
19d	Displays Clean, no rust/flaking paint, visible damage, dust build up or spills/stains not attended to?		Mj	12.3 - Delicatessen Cleaning Schedule Template

20d	Floors, walls and ceilings clean with no damage? (Preparation/Storage/Coolrooms and Customer Areas)		Mj	12.3 - Delicatessen Cleaning Schedule Template
22c	Department Lighting no damage, light covers in place?		Cr	
39b	In-store ingredients are stored in sealed containers and labelled with 'opened' date, original Use-by/Best-before date and all relevant product information?		Cr	Section 11.07 Value-added RTE Food Preparation & Handling

Corrective Actions: Use back of page.

Date:___/___/______ Store Name:__________________________ Completed By:______________________

Question No.	Meat Department	Yes √, No X or N/A	Non-Compliance Level	Reference
17e	Stock rotation and date code check in place? No items exceeding UBD on display?		Cr	11.03 - Date Coding Guideline
21d	All Perishables Products stored under refrigeration and within load lines?		Cr	11.02 - Perishable & Frozen Foods Storage, Handling & Display 11.23 - Pre-packed Meat Handling & Display
33	All Pet Food correctly labelled and segregated?		Mj	11.23 - Pre-packed Meat Handling & Display
34	All Food produced from the Meat department is fit for human consumption?		Cr	11.08 - Meat Room Processing & Packing
24e	In-store Packed Product (RTE or Value Added) Labelling includes Ingredients, Nutritional Panel, and Allergen Information on the pack?		Cr	11.18 - In-Store Labelling & Packing Guide 11.18a - Guideline - Labelling
35	All In-store Packed Product Labelling includes Country of Origin on the pack?		Mj	11.20 - Country of Origin Legislation
31b	All Service Display products ticketing includes Country of Origin on the ticket?		Mj	11.20 - Country of Origin Legislation
23c	All in-store packaged or produced items free from any “Allergen Free” Claims?		Cr	11.18 - In-Store Labelling & Packing Guide 11.18a - Guideline - Labelling
25c	Hand wash area accessible, warm water, hand towel and hand soap available?		Cr	3.1 - Food Safety Induction
26d	Hair fully covered in processing areas?		Mi	3.1 - Food Safety Induction
27c	Personal Items not stored in processing areas is being adhered to?		Mj	3.1 - Food Safety Induction
28c	Are only approved cleaning chemicals being used/stored in the department for food contact surfaces? Is Sanitiser available for use?		Mj	12.0 - Cleaning & Waste Disposal Program
19e	Displays Clean, no rust/flaking paint, visible damage, dust build up or spills/stains not attended to?		Mj	12.1 - Meat Room Cleaning Schedule Template
20e	Floors, walls and ceilings clean with no damage? (Preparation/Storage/Coolrooms and Customer Areas)		Mj	12.1 - Meat Room Cleaning Schedule Template
22d	Department Lighting no damage, light covers in place?		Cr	
36	Meat Transport Vehicle is licenced with the relevant Meat Authority (QLD, NSW, VIC, SA only)?		Cr	11.25 - Deliveries to Customers & Other Businesses

39c	In-store ingredients are stored in sealed containers and labelled with 'opened' date, original Use-by/Best-before date and all relevant product information?		Cr	Section 11.07 Value-added RTE Food Preparation & Handling
Corrective Actions:				

Date:___/___/______ Store Name:__________________________ Completed By:______________________

Question No.	Produce Department	Yes √, No X or N/A	Non-Compliance Level	Reference
17f	Stock rotation and date code check in place? No items exceeding UBD on display?		Cr	11.03 - Date Coding Guideline
21e	Critical produce items (pre-packed salads, processed foods, mushrooms or sprouts) stored under refrigeration?		Cr	11.02 - Perishable & Frozen Foods Storage, Handling & Display 11.13 - Produce Handling Processing & Display
23d	All in-store packaged or loose items free from any “Allergen Free” Claims?		Cr	11.18 - In-Store Labelling & Packing Guide 11.18a - Guideline - Labelling
31c	All required products includes Country of Origin on the ticket or pack, as required?		Mj	11.20 - Country of Origin Legislation
25d	Hand wash area accessible, warm water, hand towel and hand soap available?		Cr	3.1 - Food Safety Induction
26d	Hair fully covered in processing areas?		Mi	3.1 - Food Safety Induction
27d	Personal Items not stored in processing areas is being adhered to?		Mj	3.1 - Food Safety Induction
28d	Are only approved cleaning chemicals being used/stored in the department for food contact surfaces? Is Sanitiser available for use?		Mj	12.0 - Cleaning & Waste Disposal Program
19f	Displays Clean, no rust/flaking paint, visible damage, dust build up or spills/stains not attended to?		Mj	12.2 - Produce Area Cleaning Schedule Template
20f	Floors, walls and ceilings clean with no damage? (Preparation/Storage/Coolrooms and Customer Areas)		Mj	12.2 - Produce Area Cleaning Schedule Template
22e	Department Lighting no damage, light covers in place?		Cr	

Corrective Actions:

Date:___/___/______ Store Name:________________________ Completed By:____________________

Question No.	Sushi Department	Yes √, No X or N/A	Non-Compliance Level	Reference
37	Store has Sushi Rice Acidification Records for each batch of acidified rice prepared daily? Records indicate rice is acidified below pH 4.0?		Mj	11.28 - Sushi Preparation and Display Guideline 18.25 - Sushi Rice Acidification Record
38	Store is conducting and recording pH Meter calibration checks daily?		Mj	11.28 - Sushi Preparation and Display Guideline 18.26 - pH Meter Calibration Record
17g	Stock rotation and date code check in place? No items exceeding UBD on display?		Cr	11.03 - Date Coding Guideline
21f	All Perishables Products stored under refrigeration and within load lines?		Cr	11.02 - Perishable & Frozen Foods Storage, Handling & Display
29	System in place for Date Tracking on all opened RTE Products/Ingredients?		Mj	11.09 - Refrigerated Service Display Practices
23e	All Service Display, in-store packaged or produced items free from any “Allergen Free” Claims?		Cr	11.18 - In-Store Labelling & Packing Guide 11.18a - Guideline - Labelling
24f	In-store Packed Product (RTE or Value Added) Labelling includes Ingredients, Nutritional Panel, Allergen Information and Country of Origin on the pack?		Cr	11.18 - In-Store Labelling & Packing Guide 11.18a - Guideline - Labelling
24g	Adequate Ingredients, Nutritional and allergen information available for unpackaged products in the service display?		Cr	11.18 - In-Store Labelling & Packing Guide 11.18a - Guideline - Labelling
31d	All Service Display products ticketing includes Country of Origin on the ticket?		Mj	11.20 - Country of Origin Legislation
25e	Hand wash area accessible, warm water, hand towel and hand soap available?		Cr	3.1 - Food Safety Induction
26e	Hair fully covered in processing areas?		Mi	3.1 - Food Safety Induction
27e	Personal Items not stored in processing areas is being adhered to?		Mj	3.1 - Food Safety Induction
28e	Are only approved cleaning chemicals being used/stored in the department for food contact surfaces? Is Sanitiser available for use?		Mj	12.0 - Cleaning & Waste Disposal Program
19g	Displays Clean, no rust/flaking paint, visible damage, dust build up or spills/stains not attended to?		Mj	12.9 - Sushi Cleaning Schedule Template

20g	Floors, walls and ceilings clean with no damage? (Preparation/Storage/Coolrooms and Customer Areas)		Mj	12.9 - Sushi Cleaning Schedule Template
22f	Department Lighting no damage, light covers in place?		Cr	
39d	In-store ingredients are stored in sealed containers and labelled with 'opened' date, original Use-by/Best-before date and all relevant product information?		Cr	Section 11.07 Value-added RTE Food Preparation & Handling

Corrective Actions: Use back of page.

QSA 4 Monthly Check - January/May/September

REVIEW	DATE COMPLETED	CORRECTIVE ACTION	MANAGER SIGNED	REFERENCE
REFRIGERATION SERVICE COMPLETED				10.0 - Equipment & Facility Maintenance Program
GREASE TRAP CHECKED AND SERVICE TO SCHEDULE				12.0 - Cleaning & Waste Disposal Program
EXHAUST CANOPIES CLEANED AND SERVICE TO SCHEDULE				12.0 - Cleaning & Waste Disposal Program

QSA ANNUAL CHECK - JULY

REVIEW	DATE COMPLETED	CORRECTIVE ACTION	MANAGER SIGNED	REFERENCE
APPROVED SUPPLIER PROGRAM FOR ALL DIRECT SUPPLIED GOODS REVIEWED				5.0 - Approved Supplier Program
CLEANING CHEMICALS SUPPLY SERVICE REVIEW (JASOL OR OTHER)				12.0 - Cleaning & Waste Disposal Program
REVIEW WASTE COLLECTION AND PACKAGING RECOVERY CONTRACTS				12.0 - Cleaning & Waste Disposal Program
REVIEW CLEANING CONTRACT				12.0 - Cleaning & Waste Disposal Program
REVIEW STORE REFRIGERATION PREVENTATIVE MAINTENANCE CONTRACT				10.0 - Equipment & Facility Maintenance Program 10.3 - Guideline - Refrigeration Maintenance Template
REVIEW STORE REFRIGERATION ALARM LIMITS & REFRIGERATION CALIBRATION				10.2 - Refrigeration Alarm & Corrective Actions
HAND – HELD THERMOMETERS SERVICED AND/OR GUNS/KITS RE-CALIBRATED AND RECERTIFIED				16.0 - Calibration Program
ALL SCALES SERVICED & STAMPED AS REQUIRED				16.0 - Calibration Program
MEAT PROCESSING LICENCE RENEWAL				State Food Act
REGISTRATION OF FOOD BUSINESS RENEWAL				State Food Act

REGISTRATION/LICENCE OF FOOD VEHICLE RENEWAL				State Food Act

18.16 – SCALES AND THERMOMETER CALIBRATION CHECKSHEET

Store Name: ____________ **Checked By:** ____________ **Manager Sign:** ____________ **Date:** ________

SCALES – check daily	READINGS (in ^{0}C or grams)							COMMENTS / ACTION
	MON	TUE	WED	THU	FRI	SAT	SUN	
Mettler 8442 #B221954410 – Deli	1kg	1kg	1kg	1kg	1kg	1kg	1kg	N/A
Register #1	1kg	1kg	1kg	.990	1kg	1kg	1kg	Thursday - Scale levelled and rechecked

Thermometer Kit - check weekly	63^0C Piece (62.6 to 63.4)	3^0C Piece (2.6 to 3.4)	Probe Therm. Reading	IR Therm. (Probe $^+$/- 1^0C)	COMMENTS / ACTION
Thermometer Kit					
Ice Point Test 0°C (+/- 1°C)					
Boiling Water Test 100°C (+/- 1°C)					

INSTRUCTIONS: Reference checks on thermometers to be done WEEKLY. Refer to **Section 16.0 - Calibration Program**.
Checks on scales to be done DAILY using the 1kg standard weight. Scale reading to be exactly 1000g.
Manager to review, sign & file for at least 2 year.

CORRECTIVE ACTION: If checks indicate the thermometer or scale is out of limits inform Store Manager. If the unit is not reading correctly call service personnel immediately. The unit is **not to be used until serviced and re-checked.**

RETAIL CONSUMER PRODUCT COMPLAINT FORM

Retailer Details		Received Date:	
Store:		**Metcash Store Number:**	
Contact Name:		**Contact Number:**	

Customer Details					
Name:					
Postal Address					
Telephone:	**Home** ( )	**Mobile:**		Email:	

Private Label Product Details			
PLEASE CONTACT 1300 135 690 OR EMAIL CONSUMERSUPPORT@METCASH.COM FOR ALL PRIVATE LABEL COMPLAINTS			
Brand:	Black & Gold ☐	Community Co. ☐	Other ☐ Brand Name: ____________
Product:		**Product Code:**	
APN:		**Supplier:**	
Use by|Best Before:		**Batch Number:**	

Non Corporate, Direct & In-store Product complaints			
Product Description:		Grocery ☐ Dairy ☐	Freezer ☐
Bakery ☐ Fresh Meat ☐ Delicatessen ☐	Seafood ☐	Produce ☐	Other ☐:____________________
APN:		**Product Code:**	
Use by|Best Before		**Qty**	
Date Purchased		**Date Returned**	
Supplier		**Supplier Notified:**	Yes ☐ No ☐

Complaint Summary

Any illness or Injuries:	Yes ☐	No ☐	**Did the consumer require Medical Attention?**	Yes ☐	No ☐	**ACCC Notified:**	Yes ☐	No ☐
Details of illness or injury								

If any complaint results in the consumer receiving medical treatment from a registered doctor or nurse, the complaint must be submitted as a mandatory report via the ACCC website http://www.productsafety.gov.au/content/index.phtml/tag/MandatoryReporting within two days of becoming aware of a reportable incident.

Actions & Outcomes							
Area Manager notified?	☐ Yes	☐ No	**Was Product Returned?**		☐ Yes	☐ No	
Was Receipt Returned?	☐ Yes	☐ No	**Were the Goods Replaced?**		☐ Yes	☐ No	
Was a Refund Given?	☐ Yes	☐ No	**(If yes) Refund Value:**	$	**Was 200% Guarantee Given?**	☐ Yes ☐ No	
Outcome:							

Complaint Status:	☐ Open	☐ Closed	☐ Pending
Manager:		Signature:	
Customer Signature			
Privacy	The security of your personal information is important to us. Please ask Management for a copy of our Privacy Policy.		

18.21 – DAILY PRODUCTION AND DISPLAY TIMES CHECKSHEET

Store Name: ________________________ **Manager Sign:** ________________________ **Date:** __________

Date	PRODUC-TION/ COOK FINISH TIME	PRODUCT	IINITIAL QTY	TIME INTO DISPLAY	QTY REMAINING AFTER 4 HOURS	QTY MARKED DOWN TO CLEAR	QTY REMOVED FOR COOLING	QTY DUMPED	INITIALS
03/10/18	9:35am	E.g. Whole Chickens	8	09:40am	4	2	2	-	WT
03/10/18	8:45am	Philadelphia Sushi Roll	10	8:45am	6	6	-	3	WT

INSTRUCTIONS: Stock rotation practices should ensure that the oldest stock/batch is sold first. products may be marked down for sale after 4 hours for a further 2 hour period to limit waste.
Hot Foods Display refer to **11.12 - Processing & Handling of Hot Takeaway Foods** for further advice and cooling instructions.
Sushi Serviced Display refer to **11.28 - Sushi Preparation and Display** for further advice.

CORRECTIVE ACTION: Display times are for quality purposes only. Where qty remaining after 4 hours is high, review production quantities.

18.22 - ULLAGE RECORD

Metcash Food & Grocery

Store Name: **Day:** **Date:**

WASTAGE	**QTY**	**NORMAL SELLLING PRICE**	**DISCOUNTED SELLING PRICE**	**WRITE DOWN**	**DEPARTMENT** Grocery	Fruit & Vegetables	Dairy/Frozen	Delicatessen	Bakery	Seafood	Variety	Meat	Sushi	Tobacco	Liquor	Other Department
Total																

Managers Signature:

18.23 – HOT FOODS COOLING VERIFICATION RECORD (Monthly)

DATE	PRODUCT	START TIME	START TEMP	TEMP (°C) AT 2 HOURS	TEMP (°C) AT 6 HOURS	CORRECTIVE ACTIONS / COMMENTS	SIGN
29/05/14	*BBQ Chicken*	*13:00*	*65.4°C*	*19.1°C*	*3.8°C*	*N/A*	*DD*

STORE NAME:____

MANAGER REVIEW: ___________________________________**DATE**: ____________________

INSTRUCTIONS: Complete Monthly (as applicable) if cooling Hot Food for retail sale.
Refer to **11.12 - Processing & Handling of Hot Takeaway Foods**

18.24 – WEEKLY COLD & HOT TEMPERATURE CHECKSHEET

STORE NAME:______________________________________ **WEEK COMMENCING:** __________________

STORE STAFF: __________________________ **MANAGER SIGN:**______________________________________

____

PRODUCT TEMPERATURES														
Cold Storage/Display 5°C or Less	**Freezer Storage/ Display -18°C or Less**			**Hot Food Storage/ Display 60°C or above**				**Hot Food Cooking 75°C or above**			**Reheating 60°C or above**			
Refrigeration/Hot Unit	**MON**		**TUE**		**WED**		**THU**		**FRI**		**SAT**		**SUN**	
	M	**E**	**M**	**E**	**M**	**E**	**M**	**E**	**M**	**E**	**M**	**E**	**M**	**E**

Instructions: 1. Temperature Measurement of Foods refer to **11.16 - Temperature Measurement Of Foods**.
2. Corrective action required for all foods which do not meet the required temperature limits.

Corrective Actions:

18.25 – SUSHI RICE ACIDIFICATION RECORD

DATE ACIDIFIED	QTY OF RICE	TIME ACIDIFIED	RICE STORAGE TEMP (°C)	TIME DISPOSED	QTY OF RICE DISPOSED	ACIDIFIED RICE pH	CORRECTIVE ACTIONS / COMMENTS	SIGN
16/02/17	*3KG*	*8:00AM*	*4.5*	*9:30PM*	*200G*	*3.9*	*N/A*	*DD*

STORE NAME:____

MANAGER REVIEW: ___________________________________**DATE**: ____________________

INSTRUCTIONS: Complete for every batch of Acidified Sushi Rice prepared
Refer to **Section 11.28 Sushi Preparation and Display**

18.26 - pH Meter Calibration Record

Metcash Food & Grocery

STORE NAME:____

Date	pH Meter/Electrode	pH 7.0 buffer solution	pH 4.0 buffer solution	Corrective Actions/Comments	Initials
01/08/17	PE-12	7.0	4.0	OK	GP
01/08/17	PE-12	7.0	Error	Calibration cleared and test redone, 7.0 & 4.0 achieved	GP

INSTRUCTIONS: Complete pH calibration for each ph Meter/electrode in use. Refer to manufacturer's instructions for proper use.

Guideline 19.0

Food Safety Internal Verification Schedule

Metcash Food & Grocery

1. POLICY

To confirm that the HACCP based Food Safety Program is being followed and that it is effective in the prevention of potential food safety hazards.

Verification activities are to be performed by the Food Safety Supervisor (where applicable) or the Store Manager/authorized delegate where a FSS is not required.

2. Mandatory Requirements

To verify the sale of safe food, it is a requirement to review Food Safety practices in your store.

The verification activities and frequencies, shown in the table on the following page, are required to be completed to ensure all areas of the management system are reviewed.

18.14 – Monthly Retail Quality Standards Appraisal (QSA) – Food Safety Standards Checklist has been developed as an **Internal Audit tool** to ensure the below activities/procedures are completed.

Section 11 of the Food Safety Program gives guidance on the various elements of the Food Standards Code & state food act requirements, and the procedures required to meet these standards.

As you complete your Monthly Retail QSA you will be ensuring that these procedures are being followed as each question will reference to the required document.
Satisfactory completion of this appraisal will ensure that you have identified any compliance issues and raised corrective actions to control food hazards.

The Monthly Retail QSA measures Food Safety is by compliance levels i.e. Minor (mi), Major (Mj) and Critical (Cr) non-conformances as defined below:

Critical non-conformance (Cr):	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 (Mj):	A non-conformity that can potentially result in an actual risk to the safety of products
	e.g. non-conformance to the Critical Limits with inadequate corrective action undertaken.
Minor non-conformance (Mi):	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.

This audit is based on a compliant/non-compliant outcome. Where a non-compliant is identified this will automatically be classed as Mi, Mj or Cr therefore assisting the store to assign a level of urgency for corrective action.

Although QSA is a monthly checklist, the below monitoring records must be reviewed daily for assurance of staff knowledge & skills and effectiveness of CCP monitoring:

- 18.01 Goods Inwards Summary
- 18.04 Meat Processing Daily Pre-Operational Checks
- 18.16 Scales & Thermometer Calibration Checksheet
- 18.22 Ullage Record
- 18.24 Weekly Cold & Hot Temperature Checksheet
- 18.25 Sushi Rice Acidification Record
- 18.26 pH Meter Calibration Record

VERIFICATION ACTIVITIES - STAFF AND FOOD SAFETY				
ACTIVITY	**OBJECTIVE**	**MINIMUM FREQUENCY**	**WHO**	**RECORD/ REFERENCES**
Staff Training Program	To ensure all staff are trained in specific food handling duties as per stores standards.	Monthly/ Annually or employee is inducted	Manager or Food Safety Supervisor	Store Training Register
Standard Operating Procedures	To ensure Standard Operating Procedures are effective. To verify stock handling procedures and corrective action process is effectively followed.	Daily Monthly Annually	Manager or Food Safety Supervisor	Section 11
Quarantine Locations	To ensure that all stock unfit for sale is adequately segregated in a marked and orderly location.	Monthly	Manager or Food Safety Supervisor	Monthly QSA
Hot foods cooling	To verify compliance to the Food Standards Code for cooling of potentially hazardous foods.	Monthly	Department Manager	Monitoring Form
Monitoring records	Review of all monitoring records to ensure critical limits are being met, and records are correctly completed and accurate.	Daily/ Weekly/ Monthly	Manager or Food Safety Supervisor	Section 18
Cleaning program & GMP processes	To verify the cleaning schedule and related GMP practices are being complied to & minimise food safety or quality risks.	Weekly/ Monthly	Manager or Food Safety Supervisor	Section 18
VERIFICATION ACTIVITIES - STORE ENVIRONMENT				
ACTIVITY	**OBJECTIVE**	**MINIMUM FREQUENCY**	**WHO**	**RECORD/ REFERENCES**
Store Pest Control	To ensure the Store has established a pro-active program of prevention and assurance. Action taken in the event of specific pest issues.	Monthly	Manager or Food Safety Supervisor	Pest control records, Service Reports
Structural & perimeter requirements	Visual inspection of facilities to ensure continued compliance with Legislative requirements.	Monthly	Manager or Food Safety Supervisor	Section 10
VERIFICATION ACTIVITIES - EQUIPMENT				
ACTIVITY	**OBJECTIVE**	**MINIMUM FREQUENCY**	**WHO**	**RECORD/ REFERENCES**
Branch refrigeration validation	To verify that the refrigeration settings are effective in maintaining storage requirements and Australian Cold Chain requirements (where necessary).	Annually	Manager or Food Safety Supervisor	Service and calibration report
Vehicle refrigeration validation	To verify that the refrigeration settings are effective in maintaining stores storage requirements and Australian Cold Chain requirements (where necessary).	Annually	Manager or Food Safety Supervisor	Contractor calibration report
Refrigeration Maintenance	To facilitate the effectiveness of the refrigeration system performance to adequately cool food.	3 x Annually	Manager or Food Safety Supervisor	Contract
Maintenance & Calibration Programs	To ensure refrigeration systems, processing equipment and other related equipment are maintained in good repair. Serviced to schedule. To ensure that thermometers, scales and refrigeration equipment are within acceptable calibration requirements.	As per Calibration Schedule	Manager or Food Safety Supervisor	Section 10 Section 18 Section 16

VERIFICATION ACTIVITIES - CLEANING CONTRACTS				
ACTIVITY	**OBJECTIVE**	**MINIMUM FREQUENCY**	**WHO**	**RECORD/ REFERENCES**
Review of swab testing results	Ensure swabbing has been carried out by cleaning chemical supplier e.g. Jasol, and records indicate compliance and appropriate action taken, if required	Annually	Manager or Food Safety Supervisor	Swab results report
Contract Cleaner Performance	To ensure the effectiveness and quality of the Contract Cleaning Program.	Annually	Manager or Food Safety Supervisor	Cleaner's Contract
Cleaning Chemicals Supply & Service	To facilitate the effectiveness of the store cleaning program and review its performance.	Annually	Manager or Food Safety Supervisor	Contract
Waste Collection & Recycling	To ensure the proper disposal of waste.	Annually	Manager or Food Safety Supervisor	Contract
VERIFICATION ACTIVITIES - REGULATORY REQUIREMENTS				
ACTIVITY	**OBJECTIVE**	**MINIMUM FREQUENCY**	**WHO**	**RECORD/ REFERENCES**
Annual Verification – Store HACCP Manual	Review of HACCP Manual to ensure that all documentation is current and amendments made have been approved.	Annually or changes to operation	Manager or Food Safety Supervisor	Corrective Action Reports
Review of Approved Supplier Certification	Ensure the HACCP certificates (or equivalent) of all direct suppliers are current.	Annually or new product or supplier	Manager or Food Safety Supervisor	Copy of Supplier Certifications
Meat Processing Licence	Compliance to State Food Regulatory requirements.	Annually	Manager or Food Safety Supervisor	Licence
Registration of Food Business	Compliance to State Food Regulatory requirements.	Annually	Manager or Food Safety Supervisor	Licence
Registration of Food Vehicle	Compliance to State Food Regulatory requirements.	Annually	Manager or Food Safety Supervisor	Licence

3. RECORDS

18.14 – Monthly Retail QSA – Food Safety Standards Checklist

All records for the Verification schedule are kept in a secure location and must be available upon request, and must contain all of the above reviews completed using the relevant monitoring records.

Allergen	A type of antigen that produces an abnormally vigorous immune response in which the immune system fights off a perceived threat that would otherwise be harmless to the body e.g. Peanuts, Soy, Milk, Egg, Gluten etc.
Approved Supplier	Suppliers of food who have met certain criteria and checks to supply a business with products for retail sale of further use
Bacteria	Commonly known as germs, bacteria are microorganisms found in and on food, people, surfaces, untreated water, dirt, soil, plants, animals and pests.
Calibration	Ensures that the accuracy of readings given by a measuring instrument, such as a probe thermometer, is consistent with a known standard. See Support program 5: Thermometer use, calibration and equipment maintenance.
CCP	Critical Control Point – a step at which control can be applied to prevent or eliminate a food safety hazard or reduce it to an acceptable level
Clean	(Adjective) Free from visible matter, such as food waste, dust, dirt, grease and other contamination and free from objectionable odour. (Verb) The action of making equipment, utensils, crockery and so on in a condition free from visible matter and odours.
Cleaning schedule	A schedule or list of the cleaning arrangements. It sets out the activities carried out throughout the premises and in relation to equipment, including how often cleaning is to be done and how it is to be carried out (for example, chemicals and equipment required). If your business transports food, it would also include the cleaning of transport containers and vehicles.
Contaminant	Biological, chemical or physical matter that may lead to a food safety risk (for example, physical matter such as glass in food) or an allergen.
Contamination	The introduction or occurrence of a contaminant in food.
Cool	To lower the temperature.
Corrective action	The steps to be taken by your staff where a breach of a control measure occurs (that is, to control the hazard).
Cross-contamination	Occurs when harmful bacteria or allergens spread to food from other food, surfaces, hands or equipment. For example, food poisoning can occur when bacteria in raw meat or seafood juices, or raw egg comes into contact with cooked or ready-to-eat food. Cross-contamination can also occur if equipment used for raw food preparation is then used for cooked or ready-to-eat food.
Detergent	Chemical, such as washing-up liquid, used to assist with the removal of grease, dirt and food from utensils or equipment. Detergents do not kill bacteria. Detergents work best in clean, hot water.
Disinfectant	A chemical used for disinfecting, which kills bacteria. Surfaces must be clean of grease, dirt and food before using disinfectants.
Dry goods	Foods or food ingredients that can be stored at room temperature (not chilled or frozen) without becoming unsafe to eat (for example, flour, sugar, rice, jars and unopened bottles of sauce, canned fruit).
Dry storage	Storing dry goods at room temperature.
Equipment	A machine, instrument, apparatus, utensil or appliance (other than a single-use item) used in connection with food handling.
Food-grade Container	A protective covering or wrap that will not contaminate food products, especially by leaching chemicals into the food.
Food Display Area	An area where food products are displayed for sale, either self-serve or serviced.
Food handler	A person who directly engages in the handling of food, or who handles surfaces likely to come into contact with food, for a food business.

Food handling	The making, manufacturing, producing, collecting, extracting, processing, storing, transporting, delivering, preparing, treating, preserving, packing, cooking, thawing, serving or displaying of food.
Food handling requirements	A program that covers food handling, personal hygiene, cleaning of the equipment and monitoring of these practices to ensure the safe production of food.
Foodborne illness	Illness caused through eating contaminated food, such as chemical contamination or a virus or food-poisoning bacteria.
Food poisoning	When an individual is sick from eating food that has been affected by: • biological contamination – food-poisoning bacteria that have grown to large numbers or a toxin from bacterial spores that can survive cooking or from food that is not cooled quickly • physical contamination – things found in food that should not be present such as stones, adhesive bandages, hair, glass, insects, wood or metal • chemical contamination – where cleaning agents, detergents or fly sprays have come in contact with food.
Food Processor	A person who conducts an activity to prepare food for sale including chopping, cooking, drying, fermenting, heating, pasteurising, thawing and washing, or a combination of these activities.
Food Safety Supervisor	Person(s) within your business responsible for looking after food safety. The food safety supervisor can recognise, prevent and alleviate the potential hazards associated with handling of food. They must have met the appropriate food safety competency standards for the type of premises they are working in and have the ability and authority (of the proprietor) to supervise other people handling food and ensure it is done safely.
Food Storage Area	An Area where food products and stored for display replenishment at a later time.
Food supplier	A person or company that provides food ingredients, prepared foods, cooked or ready-to-eat foods to your business.
Frozen products	Foods made solid by refrigeration below freezing. Foods that are partially thawed are not frozen products.
Frozen storage/display	Controlled storage/display conditions that maintain frozen products until required for use.
Hazard	A biological, chemical or physical agent in, or a condition of, food that could be dangerous to human health.
Microorganisms	Any living organism that can survive as a single cell, including bacteria, viruses, yeasts and moulds.
HACCP	Hazard Analysis and Critical Control Points - a preventative food safety management system in which every step in the manufacture, storage and distribution of a food product is analysed for microbiological, physical and chemical hazards.
Hot Food Cooking	Cooking of foods to above 75°C using appropriate equipment, and verifying this temperature with a probe thermometer
Hot Food Storage	Keep food at, or above, 60° C using appropriate equipment, such as hot lamps and bains-marie, and verifying this temperature with a probe thermometer.
Inwards Goods	The receipt of goods from a supplier, at which time the business then takes responsibility for the food.
Mark Down	To sell products at a reduced price for quick sale
Monitoring	A systematic process followed by staff to check a food handling activity.
Pests	Birds, rodents, crawling and flying insects.
Pest control	The elimination of pests from a food premises and the prevention of pests from entering the premises.

Pest controller	A service provided by specialists to eliminate pests using methods such as bait boxes and other pesticides suitable for use in a food premises.
Potential hazard	Something that could make food unsafe, but has not yet done so. Potentially hazardous food must be kept at certain temperatures to minimise the growth of any bacteria.
Potentially Hazardous Foods	Include meat, seafood, poultry, eggs once cracked open for use, dairy products and small goods, or foods that contain these items (for example, sandwiches, quiche and prepared salads). Certain foods become Potentially Hazardous when they are cooked, such as noodles, rice, pasta and similar dry foods. Potentially Hazardous Foods are also known as 'high risk or critical' foods.
Process	In relation to food, any activity that involves preparation of food for sale.
Processed fruit & Vegetables	Fruit and vegetables that have been altered from their original state.
Product recall	An action taken to remove from sale, distribution and consumption products that pose a safety hazard to consumers. Such products are retrieved/quarantined and disposed of.
Quarantine	The isolation of products to ensure they will not be returned to the display for purchase. Areas for isolation should be clearly signed i.e. "QUARANTINED GOODS-NOT FOR SALE"
Raw egg products	Ready-to-eat food that contains raw egg in its final form. Such products have the potential to be hazardous and therefore require special care and handling. Some examples of raw egg products include: • homemade sauces – mayonnaise, aioli, egg butter, hollandaise and béarnaise • uncooked desserts – chocolate mousse, tiramisu, ice-cream • drinks – eggnog and egg flip • egg wash – beaten eggs, sometimes mixed with another liquid, and brushed onto foods such as pizza or pastry.
Ready-to-eat food (RTE)	Food that is ordinarily consumed in the same state in which it is sold. This does not include nuts in the shell and whole, raw fruits or vegetables that are intended for hulling, peeling or washing by the consumer.
Refrigerated Storage/Display	The storage of potentially hazardous food at a temperature between 0°C and 5°C.
Reheating	Rapidly heating, prior cooked products, to above 60°C while following manufacturers instructions.
Risk Assessment	To determine the severity and likelihood of each food safety hazard for each process.
Sanitise	To apply heat or chemicals, or a combination of heat and chemicals, to kill food-poisoning bacteria or reduce the number of bacteria to a minimum level.
Sanitiser	A chemical used to reduce the numbers of bacteria on a work surface.
Self-service display	A display from which customers serve themselves
Small Package	A small package is defined as a package with a total surface area of less than 100 cm2. Reduced labelling requirements may apply for Statement of Ingredients, Nutritional Information Panels and Country of Origin Standard Marks.
Stock rotation	Storage of food so that the more recently delivered or acquired stock is placed behind existing stock. This practice ensures the oldest stock will be used first and helps avoid food passing its 'Use-by and best before' date.
Temperature control	The methods used by a business to maintain the temperature of food at 5°C or below for chilled foods and 60°C or higher for hot foods.
Thawing	Removing food from frozen storage (–18°C) and bringing it to a chilled state (0 to 5°C) prior to preparation or cooking.
Thermometer	An instrument used to measure temperature, such as a probe thermometer

Ullage	Food disposed due to quality or food safety reasons
Value Added	Food products containing more than one ingredient e.g. Marinated fresh meat products, Sandwiches, Pizzas etc.
Wash	Clean with liquid, especially detergent and water.