

RETAIL FOOD SAFETY MANUAL TEMPLATE

Version 3.1 November 2019

Table of Contents



<u>Section</u>	Document Name	<u>No. Pages</u>
	Table of Contents	1
Section 0.0	Food Safety Program Template Introduction and Use	4
Section 0.1	Council Assessment Form (Vic Only)	1
Section 1.0	Food Safety Scope & Purpose	1
Section 1.1	History of Amendments	6
Section 2.0	Food Safety & Quality Policy	1
Section 3.0	Food Safety Induction	14
Section 4.0	Food Safety Team	1
Section 5.0	Approved Supplier Program	3
Section 6.1	Product Description & Intended Use	2
Section 6.2	Food Poisoning Characteristics	2
Section 7.0	HACCP - Process Flow Charts	4
Section 8.0	HACCP - Risk Assessments	14
Section 9.0	CCP Decision Tree & Audit Tables	3
Section 10.0	Equipment/Facility Maintenance Refrigeration Alarms and Corrective Actions	10
Section 11.0	Operating Procedures**	71
Section 12.0	Cleaning & Waste Disposal Programs	24
Section 13.0	Allergen Management	2
Section 14.0	Food Safety Training Program	3
Section 15.0	Pest Control Program	1
Section 16.0	Calibration Program	2
Section 17.0	Product Recall & Consumer Support	5
Section 18.0	Monitoring Records**	29
Section 19.0	Food Safety Verification Activities	3
Section 21.0	Glossary of Terms	4
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PREPARED BY: WAYNE THOMAS	SECTION: TOC	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 1 OF 1

Section 0.0 Food Safety Program Template Introduction and Use



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: David Holt National Operational Compliance Manager 03 8368 6339, <u>david.holt@metcash.com</u>

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 designed to ensure your business has the relevant and required information needed to comply to relevant Food Regulatory requirements.

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.

PREPARED BY: WAYNE THOMAS	SECTION: 0.0	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 1 OF 4



Step 1

Review the template customisation questions below, **e**ach question will relate to practices that <u>may</u> 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.)?
 - \Box 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?
 - $\Box \quad \text{Yes} \text{go to f})$
 - □ No remove the following document/s
 - 11.10
 - Does your store bake and/or create fresh bakery products in store?
 - \Box 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
 - Does your store prepare Sushi in-store?
 - □ Yes go to j)
 - $\hfill\square$ \hfill 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 I)
 - □ No remove the following document/s
 - 11.24, 17.1, 11.26 Kilojoule Content Display Legislation QLD

PREPARED BY: WAYNE THOMAS	SECTION: 0.0	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 2 OF 4

f)

i)



I) Is your store located in NSW?

- \Box 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

<u>Step 2</u>

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
 - o 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.

<u>Step 3</u>

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.

PREPARED BY: WAYNE THOMAS	SECTION: 0.0	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 3 OF 4

Table 1Food Safety Program Template Review and Validation



Importance	Example of changes	Update Frequency	Responsibility	Action
Critical	 Direct Impact on Public Health and Safety Directive by Regulatory Authority 	- Immediately	David Holt	 Advise DHHS Victoria within 14 days of the proposed changes Update document as a matter of urgency Update version number (Version 2.0, 3.0 etc.) Submit to Technical Review Body (TRB) for Technical Review Submit to State Regulatory Authorities Update MyIGA, MTA and REFSS 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	 Modify documents Update version number (Version 1.1, 1.2 etc.) Submit to TRB for Technical Review (Only where technical changes have been made) Submit to State Regulatory Authorities Update MyIGA, MTA and REFSS 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	 Modify documents Update version number (Version 1.1, 1.2 etc.) Submit to TRB for Technical Review (Only where technical changes have been made) Submit to State Regulatory Authorities Update MyIGA, MTA and REFSS Advise network using MyIGA, MTA and REFSS Alert System

PREPARED BY: WAYNE THOMAS	SECTION: 0.0	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 4 OF 4



The Council Assessment Form may be used by the local council environmental health officer to support a consistent approach to annual assessments for food businesses who are using the Metcash Food and Grocery Retail Food Safety Program Template.

Critical Control		Monitoring			
Point (CCP)	Critical Limits		Frequency	Records	
CCP #1 – Temperature	Potentially hazardous foods received below 5°C.	Product temperature	Each refrigerated	Goods Inwards	
of incoming perishable foods	Frozen Foods to be no warmer than -12 ^o C.	at receipt	delivery	Summary 18.01	
CCP #2 – Refrigerated	Potentially hazardous foods stored below 5°C.	Product temperature	Twice daily	Weekly Cold & Hot	
storage	Frozen foods to be no warmer than -18°C.	at each refrigerated storage point		Temperature Checksheet 18.24	
CCP #3 – Service	Potentially hazardous foods stored below 5°C.	Product temperature	Twice daily	Weekly Cold & Hot	
Display	Frozen foods to be no warmer than -18°C.	at each refrigerated		Temperature	
	Potentially hazardous hot foods stored above 60°C	& hot food display		Checksheet	
		point		18.24	
CCP #4 – Labelling & Coding of in-store packed products	All ingredient and non-ingredient allergens are declared.	Product label	Daily per product	Product labels	
CCP #5 – Pre-pack	Potentially hazardous foods stored below 5°C.	Product temperature	Twice Daily	Weekly Cold & Hot	
Display	Frozen foods to be no warmer than -18°C.	at each refrigerated	-	Temperature	
	Potentially hazardous hot foods stored above 60°C	& hot food display point		Checksheet 18.24	
CCP #6 – Displayed stock review & mark- down	Potentially hazardous foods not sold beyond Use By date.	Product date code	Daily	Ullage Record 18.22	
CCP #7 – Cook /	Potentially hazardous foods cooked above 75°C.	Product core	Twice daily	Weekly Cold & Hot	
Reheat Products	Reheat Potentially hazardous foods above 60°C.	temperature		Temperature Checksheet 18.24	
CCP #8 – Acidify Rice	Sushi Rice below pH 4.0;	Product pH level	Each Batch	Sushi Rice	
	Sushi Rice plus fish below pH 4.5.			Acidification Record 18.25	
CCP #9 – Cooling of Cooked Products	Cool from above 60°C to below 21°C within 2 hours; continue to cool from below 21°C to below 5°C within the next 4 hours	Product core temperature	Monthly	Hot Foods Cooling Verification Record 18.23	

PREPARED BY: WAYNE THOMAS	SECTION: 0.0	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 1 OF 1

Section 1.0 Food Safety Scope & Purpose



Business Name:			
Store Location:			
Contact Details:	Telephone No.: Fax No.:		
Store Manager			
Store Owner			
Food Safety Supervi	sor:		
	nual is the reference gu the food safety progran	uideline for all food handling procedures & processes, and n for the above store.	
regulatory requireme - Chapter 3 of the F	ents: SANZ Food Standards (atory Authority requirema		
The scope of this sto	ore HACCP program is:		
4. Display for cons	il sale (if applicable)	er (if applicable)	
of dry & perishable f	ood & grocery products	in the following food businesses:	
- Sup - IGA - Xpre	IGA, IGA Xpress inclu a Valu IGA Fine Food Market ess IGA Fresh Pantry IGA	ıding:	
- Foodworks			
- Reddron G	roun trading as Prahr:	an Grocer Brighton Grocer Buller Grocer Benalla	

- Reddrop Group trading as Pranran Grocer, Brighton Grocer, Builer Grocer, Benalla Grocer & Port Melbourne Grocer

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.

PREPARED BY: WAYNE THOMAS	SECTION: 1.0	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 1 OF 1

Insert State Food Regulator Approval notice (Where Applicable)



DOCUMENT No.	VERSION NUMBER	REVISIO DATE	I REASON FOR CHANGE	APPROVED BY
0.0	В	04/12/201	Updated total number of pages in Master File	George Passas
11.0	В	04/12/201	Updated total number of pages in Master File and removed obsolete reference to 11.21a	George Passas
11.02	В	17/12/201	Added reference for use of 4 hour rule on Cut Watermelon and Pineapples	George Passas
16.1	В	04/01/201	Updated Pricing Schedule in line with CPI	George Passas
5.1	В	08/01/201	Included fields for Supplier Name and details	George Passas
10.1	A	11/01/201	Updated document structure, included reference to "Display"	George Passas
11.02	С	11/01/201	Included reference to 10.1 - Guideline - Product Temperature Standards at point 10	George Passas
11.23	В	17/02/201	Added reference to recommended time on display for all marked down meat packages.	George Passas
11.18	В	07/04/201	Added reference to foods exempt from labelling requirements	George Passas
11.18a	В	04/05/201	Formatted to improve ease of use and understanding	George Passas
11.13	В	09/05/201	Added note for cut, skinned fruit ambient display time controls	George Passas
11.02a	В	30/05/201	Included definitions and recommendations to High Risk Produce	George Passas
11.23	В	01/06/201	Updated labelling requirements for Pre- packaged Meat and use if the Store Logo	George Passas
11.23a	А	01/06/201	New Guideline/Quick Reference for Fresh Meat Labelling	George Passas
11.0	С	02/06/201	Updated number of pages for 11.23 and included 11.23a	George Passas
0.0	С	02/06/201	Updated total number of pages for Section 11	George Passas
10.1	В	02/06/201	Included reference to Potentially Hazardous Foods	George Passas
11.15	В	02/06/201	Updated to include Potentially Hazardous Foods and referred to 11.16 for Temperature Measurement procedures	George Passas
11.16	В	02/06/201	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	02/06/201	Removed references to Surface Temperatures and updated temperatures at point 13	George Passas
11.25	В	02/06/201	Removed reference to surface temperature at Point 6	George Passas
18.01	В	02/06/201	Removed references to temperature range and referred back to 11.15	George Passas
21.0	A	02/06/201	Added Glossary of Terms	George Passas
•		Version 1.0	or Template Registration requirements on all docum	ents – Issue date
reset to 06/06/	(2016			
11.16	1.0	06/06/201	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	06/06/201	Updated CCP#1b for Potentially hazardous foods	George Passas
		2414	CTION: 1.0 ISSUE DATE: 08/11/19	-
PREPARED B	T: WATNE IHO	IVIAS I.		



Version 1.0 Te	emplate App	oval and Regist	ration 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
11.23 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
10.14	2.0	17/06/2010		George Passas
1.0	2.0	17/08/2016	Included Food Businesses permitted to implement the Metcash Retail Food Safety	George Passas
1.0	2.0	17/00/2010	Program Template.	George Fassas
I Indated versi	on control to	Version 2.0 for	DHHS Victoria Template Registration requirements	s on all
		set to 17/08/201		
			Trade Measurement Only – Clarified	
44.04		00/04/47	procedures in relation to Net Weight Checks	
11.21	2.0	23/01/17	and PLU System Tare weight Checks, points 3	George Passas
			and 4	
40.44	0.0	00/04/47	Now includes 18.11a & 18.11b for separate	
18.11	2.0	23/01/17	procedures due to TMAP Audit results	George Passas
40.0	0.0	00/04/47	Table now includes references to 18.11a &	
18.0	2.0	23/01/17	18.11b	George Passas
Food Safety P	rogram upda	ates below for a	pproval to move to Version 3.0 for DHHS Victoria T	emplate
Registration is	sue date 30/	01/2018.		
			Inserted new document - Retail Food Safety	George Passas
0.0	3.0	30/01/18	Program Introduction and Use. Removed	
			Table of Contents from 0.0	
тос	3.0	30/01/18	Updated Table of Contents to include new	George Passas
			documents and number of pages	
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	George Passas
			included within this manual.	
5.0	3.0	30/01/18	Included checks for CoOL claims at point 5,	George Passas
			and a reference to document 5.1 at point 8.	
- 4		00/04/40	Removed "Meat" from title as guideline is for all	George Passas
5.1	3.0	30/01/18	Fresh suppliers, and included questions at 7 &	
			8 for CoOL claims	
	BY: WAYNE THO	MAS SECT	ION: 1.0 ISSUE DATE: 08/11/19	

F	REPARED BY: WAYNE THOMAS	SECTION: 1.0	ISSUE DATE: 08/11/19
1	APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 2 OF 6



r	T			
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

PREPARED BY: WAYNE THOMAS	SECTION: 1.0	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 3 OF 6

APPROVED BY: DAVID HOLT



11.14	3.0	30/01/18	point of Mandatory		George Passas
11.13	3.0	30/01/18	Added information Orange Juicing at	for procedures for self-serve point 3.	George Passas
11.16	3.0	30/01/18	temperatures per of foods cooking tem Included guidance 3. a) subpoint 9 an	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 atGeorge Pa	
11.18	3.0	30/01/18	Updating/expander statement of ingree information to 11.1 recommending info label for products r Included informatio	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,	
11.19	3.0	30/01/18	Updated table to in	clude all known allergens.	George Passas
11.20	3.0	30/01/18	Lindated entire do	cument to align with new	George Passas
11.23	3.0	30/01/18	Lindated exception	s for items sold by weight	George Passas
11.26 QLD, NSW, VIC, ACT	3.0	30/01/18	Additional docume	nt added for relevant states nt to Food Acts.	George Passas
11.27	3.0	30/01/18		Additional guideline added for stores who serve barista coffee	
11.28	3.0	30/01/18	prepare and displa		George Passas
12.0	3.0	30/01/18	point 13.	eaning template numbers at	George Passas
12.2	3.0	30/01/18	Updated Cleaning include Orange Ju	Schedule template to icing Machines	George Passas
12.8	3.0	30/01/18	Added Cleaning Se	chedule for Coffee Area	George Passas
12.9	3.0	30/01/18	Added Cleaning So Department	chedule for Sushi	George Passas
13.0	3.0	30/01/18		anagement Document	George Passas
14.0	3.0	30/01/18	and knowledge. Inserted informatio	Inserted legislative requirement for staff skills	
14.1	3.0	30/01/18	Included new docu and removed legis	Included new documents into Training Matrix and removed legislative requirements to be inserted into 14.0 – Training Program.	
15.0	3.0	30/01/18	reporting from poir	Included information for the pest sightings and reporting from point 7, including the use of the 18.13 – Pest Sightings Record.	
18.0	3.0	30/01/18	Included reference	Included references to 18.21, 18.22, 18.25 & George Pa 18.26 monitoring records.	
18.01	3.0	30/01/18	Modified documen completion	t for ease of use and	George Passas
	Y: WAYNE THO	24147	SECTION: 1.0	ISSUE DATE: 08/11/19	
				1000L DAIL, 00/11/17	

VERSION: 3.1

PAGE: 4 OF 6

APPROVED BY: DAVID HOLT



18.12f	3.0	30/01/18	Included missing docume – Cleaning & Waste Dispo		George Passas
18.14	3.0	30/01/18	Added questions for Sush requirements and addition labelling of opened ingred Aligned 4 monthly & Annu	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	
18.16	3.0	30/01/18	Removed reference to 18 the form.	.24a from the top of	George Passas
18.21	3.0	30/01/18	Inserted new monitoring r display time management 11.28 point 3.a).		George Passas
18.22	3.0	30/01/18	Inserted new monitoring r mark downs, dumping of s ullage.		George Passas
18.24	3.0	30/01/18	Updated Hot foods cookir limit to 75°C. Added Rehe 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		George Passas
19.0	3.0	30/01/18	Included information on the document and outcomest Specific requirement adde of 18.14 - Monthly Retail (Standards Checklist	to be achieved. ed for the completion	George Passas
21.0	3.0	30/01/18	Included definition for Ulla	ige.	George Passas
11.03a	Х	03/05/18		Annual update for current range available from	
16.1	С	19/12/201	Removed from FSP – not Safety and all businesses	Removed from FSP – not relevant to Food Safety and all businesses	
16.2	В	19/12/201	Removed from FSP – not Safety and all businesses		George Passas
16.4	А	19/12/201	Removed from ESP - not	relevant to Food	George Passas
0.0	3.1	08/11/201	Removed George Passas Developer contacts and u title.		David Holt
3.1	3.1	08/11/201	9 Removed reference to ca Processing areas on page		David Holt
1.0	3.1	08/11/201	template. Scope of stores	Updated the chain brands approved to use the template. Scope of stores has not changed, simply the marketing of the store has been	
11.0	3.1	Pomoved reference to 11.032 as document is		David Holt	
14.1	3.1	08/11/201	Removed reference to 11	.03a in Level 1, page	David Holt
11.17	3.1	08/11/201	Removed reference to 11	in Food Safety	David Holt
PREPARED R	Y: WAYNE TH	OMAS	ECTION: 1.0	ISSUE DATE: 08/11/19	

VERSION: 3.1

PAGE: 5 OF 6



PREPARED BY: WAYNE THOMAS	SECTION: 1.0	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 6 OF 6

Section 2.0 Food Safety & Quality Policy



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MANDATORY REQUIREMENTS

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

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

PREPARED BY: WAYNE THOMAS	SECTION: 2.0	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 1 OF 1

Section 3.1 Food Safety Induction



. POLICY

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

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; 0 2. MANDATORY REQUIREMENTS immediately before working with unpackaged foods; 0 immediately before working with ready-to-eat food after handling raw food; 0 after touching hair, scalp, or body opening (e.g. nose, mouth); 0 immediately after smoking, coughing, sneezing, using a tissue, eating or drinking; and 0 any time hands are likely to be a source of food contamination. 0 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.

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APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 1 OF 4



6. Employee Health

Symptoms of food borne disease	A condition means:
diarrhoea	
vomiting	• an infected skin lesion e.g. infected skin
 nausea 	sore, boil, acne, cut or abrasion
abdominal pain	
• fever	 any discharge from the ear, eye or
headache	nose due to an infection e.g. colds, flu,
• jaundice	styes or other eye infections, allergies,
 numbness 	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 <u>Supermarkets Jewellery & Personal Adornment Industry Policy</u>

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.

PREPARED BY: WAYNE THOMAS	SECTION: 11.0	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 2 OF 4



	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.	
2. MANDATORY REQUIREMENTS		 Personal food/drink items must be stored in appropriate storage areas and are not permitted in locker areas, toilets or food storage/work areas. 	
Ē		• Drinking of water is permitted in food storage areas providing the drink container is a non-	
N N		glass or non-ceramic container and does not compromise food quality or safety.	
L L		• All rubbish from food and beverage consumption is to be disposed of in receptacles in	
ğ		designated eating / drinking areas.	
2	10	Employees are responsible for keeping food consumption areas clean and tidy.	
R Y	10.	Smoking	
65		Smoking or the use of tobacco is not permitted within the store, or any food storage areas (including loading docks).	
DA		 Smoking is only permitted in public areas outside the store, or in designated areas. 	
AN		Cigarette ashes and butts are to be disposed of in appropriate receptacles provided.	
Σ.		• Staff are required to wash their hands thoroughly after smoking, prior to handling foods.	
2	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.	

PREPARED BY: WAYNE THOMAS	SECTION: 11.0	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 3 OF 4



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 <u>immediately</u>, 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

2. MANDATORY REQUIREMENTS

PREPARED BY: WAYNE THOMAS	SECTION: 11.0	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 4 OF 4

SUPERMARKET JEWELLERY & PERSONAL ADORNMENT INDUSTRY POLICY

FRESH FOOD HANDLER SPECIFIC

EFFECTIVE: JUNE 2015

Table of Contents

1.0	INTRODUCTION
2.0	OBJECTIVE
3.0	APPLICATION
4.0	INDUSTRY ENDORSEMENT 1
5.0	DEFINITIONS
6.0	JEWELLERY
7.0	OTHER PERSONAL ADORNMENT
8.0	FOOD HANDLING REQUIREMENTS

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 (<i>Food Standards Code 3.1.1</i>)
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 (<i>Food Standards Code 3.1.1</i>)
PLAIN WEDDING BAN	ND 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

r		
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 <i>Multiple earrings in each ear are not permitted</i> .	

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.	<u>م</u> الم
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.	Y So
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.	ANNINA CONTRACT
Nail varnish/Polish/ Decorations i.e. diamantes	Not permitted.	
False eyelashes	Not permitted.	Martin Martin
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 orNot permitted unless fully protected or covered with a
hat and/or hair net.



8.0 FOOD HANDLING REQUIREMENTS

Beads

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:		
	1	

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.

Section 4.0 Food Safety Team



I. POLICY

2. MANDATORY

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.

- 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 TEAN	FOOD SAFETY MANAGEMENT TEAM						
Store Owner							
Store Manager							
Assistant Store Manager							
Store Food Safety Supervisor							
KEY DEPARTMENT MANAGERS (whe	ere 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.

PREPARED BY: WAYNE THOMAS	SECTION: 4.0	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 1 OF 1



POLICY To ensure that products for sale in your premises are safe and suitable for your customers to use or consume. 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. All fresh & Private label food products supplied to you from Metcash have been approved by 2. 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, 2. MANDATORY REQUIREMENTS 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, Specific product packaging & labelling details; ingredients, allergen warnings (if relevant), 3. 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. Copies of the following: 1. A full list of all suppliers of Food to your business including: RECORDS 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

PREPARED BY: WAYNE THOMAS	SECTION: 5.0	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 1 OF 1

Section 5.1 - Guideline Approved Supplier Checklist – Fresh Prepackaged Product Suppliers



	ckaged Product	Ouppliers				
	Supplier Trading Name:	Business Address:	ABN/ACN:	Phone Number:		
	-					
	Completed By:		Date Complete			
	Questions		Resul	ts		
		a Meat processing business				
		nt State Food Authority to pro				
	•	copy of their current licence	for your			
	records.					
		each Meat/Seafood/Smallg				
		pe licensed to the relevant St				
		fresh meat. Request a copy c	of the			
	current vehicle licence					
	•	d any other forms of accredite				
		d food safety certificate? If so	, requesi			
	a copy of their certific	ntain and retain records of re	coiving			
	•	temperatures below 5°C ?				
		eiving temperature records for	or chilled			
		old storage temperatures.				
		st be completed at least daily	l. Or			
		eceived into the business.	· -			
		e a staff training program, ind	cluding:			
		n - including employee health				
	personal adornme	ents & items, foreign object /c	r			
Ш S		ination management				
Ę	 Food handler train 	•				
Ξ	Training in operation					
GUIDELINES		visor training (NSW / Qld / Vic				
G	, .	roduct as an example (such				
		d product), ask the business to list and allergen warnings (if	Jideniny			
	, .	el by showing you evidence.	Also ask			
	,	e manufactured on the same				
	processing surfaces (all					
		Coordinator for tips/guides in	ר ר			
	completing this.	5 1 6				
		s fully compliant with ACCC	Country			
	of Origin legislation?					
		/business/advertising-promoti	ng-			
	5	igin-claims/country-of-origin-				
	foodlabelling#more-inform					
		plier provide details to substa	intiate			
	each product's Countr					
	On-site Inspection Checks					
	, .	cle and processing equipmer vell-maintained, free of objec				
	odours, and generally					
	Look for items such as:					
		drain / pooling water				
	 open or smelly dra 					
		aces with stains / difficult to cl	ean			
		is accessible. Preferably hanc				
		dows without pest protection				
	 Damaged utensils 		,			
	2 3		I			

PREPARED BY: WAYNE THOMAS	SECTION: 5.0	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 1 OF 2

Section 5.1 - Guideline Approved Supplier Checklist – Fresh Prepackaged Product Suppliers



	10) Do all staff appear to be wearing clean clothing, and employing hygienic food handling practices (gloves, hair nets, aprons, hand washing, etc.)?
3	 Are all chemicals & personal items stored in segregated
ELINES	locations away from food storage & processing areas where they cannot contaminate the food stocks?
GUID	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?

PREPARED BY: WAYNE THOMAS	SECTION: 5.0	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 2 OF 2

Section 6.1 Product Description & Intended Use



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 - 5⁰C	Refrigerated vehicle	Meat cuts <u><</u> 5 days Mince <u><</u> 3 days	Store below 5ºC	Cook thoroughly.
Sausages & rissoles	Fresh meat containing ingredients	Freshly processed	Refrigeration & preservatives	Tray & stretch wrap sealed	N/A	Store at 1 - 5ºC	Refrigerated vehicle	Meat cuts <u><</u> 7 days	Store below 5°C 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 - 5ºC	Refrigerated vehicle	Meat cuts <u><</u> 5 days	Store below 5°C Ingredient List NIP Allergens	Cook thoroughly.
Fresh Eggs	Whole eggs in shell	Freshly laid. No dirty or cracked eggs	Refrigeration or ambient below 18ºC	Trays	Cartons	Store below 18ºC	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 5ºC	Refrigerated vehicle	As per packer's advice	Store below 5°C 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 5ºC	Refrigerated vehicle	As per packer's advice	Store below 5°C Ingredient List NIP Allergens	As per packer's advice

PREPARED BY: WAYNE THOMAS	SECTION: 9.0	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 1 OF 2

Section 6.1 Product Description & Intended Use



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 -12ºC	Refrigerated vehicle	As per packer's advice	Store below -12ºC 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

PREPARED BY: WAYNE THOMAS	SECTION: 9.0	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 2 OF 2

Section 6.2 Food Poisoning Characteristics



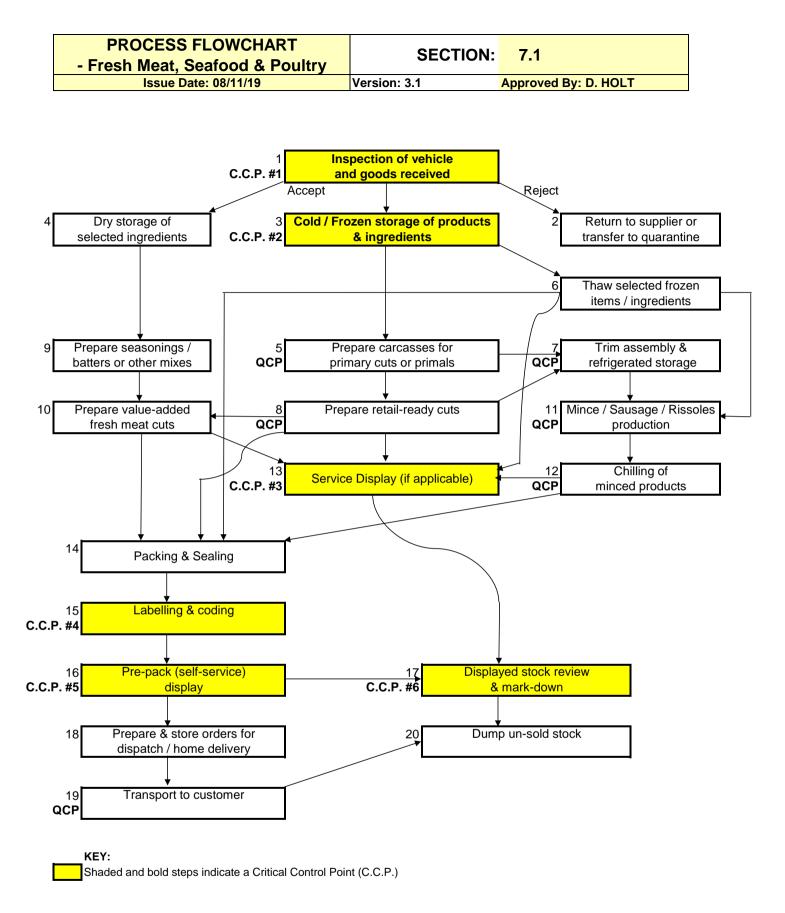
Microorganism / Bacteria	Source In Nature	Incubation Period	Infective Dose	Symptoms	Mortality	Growth Requirements	Foods Commonly Implicated
Escherichia	The intestinal tract of	3 – 4 days	As low as 10 –	Diarrhoea (bloody),	5 – 10%	Growth range is 8 –	Fresh, raw &
Coli – food	cattle (cows & sheep		100 cells	abdominal pain, anaemia,		46°C. Facultative	unprocessed meat,
borne disease	etc)			renal failure, internal		anaerobe (does not	dairy products &
				bleeding, possible seizures & coma.		need air, can grow in vacuum sealed	vegetables.
						products).	
Staphylococcu	Animals & poultry.	30min – 6	Toxin from the	Nausea, vomiting, diarrhoea,	Fatalities have	Growth range is 6 –	Raw meat & poultry,
s Aureus	Humans (up to 50%)	hours	bacteria – 1	abdominal pain. Fever rarely	been reported in	46ºC. Facultative	dairy products,
 toxin producer 	also carry S. Aureus in		nanogram per	occurs.	vulnerable	anaerobe but grows	salads & canned
	their nose, throat &		gram (10 ⁻⁹ /) of		persons (ill,	best in air.	foods.
	skin.		food		elderly & infants).		
Listeria Mono-	Widespread in the	1 – 90	Can vary greatly	Dairrhoea, discoloured urine,	Up to 30%. Can	Growth range is 1 –	Vegetables, fruit,
cytogenes – air	environment, found in	days.	– approx. 1000	vomiting, headache,	cause abortions.	45ºC. Facultative	dairy products, red
& food borne	soil, fresh & salt water,	Average 30	cells	backache, fever, convulsions		anaerobe.	meat, poultry, fried
disease	sewage, animals &	days		(flu-like symptoms).			rice. Listeria is also
	birds,as well as						common in the
	unclean surfaces and						environment.
	air conditioners.		r.				
Salmonella	Intestinal tract of	8 – 72	10 – 10 ⁵ cells.	Abdominal pain, watery	0.1% of cases.	Growth range is 8 –	Meat & poultry, dairy
Species -	domesticated & wild	hours	Varies with	diarrhoea, nausea, vomiting,	Has resulted in	50ºC. Facultative	products, egg & egg
infective	animals & birds Dirty		species, food	mild fever & headache.	death in	anaerobe.	products, vegetables
	eggs.		type and age /		vulnerable		& salads, fish &
			health of patient.		patients.		shellfish.
Shigella	Found in water	12 – 50	As few as 10	Abdominal pain, cramps,	Has resulted in	Growth range is 10 –	Salads, raw
Species – food	polluted by human	hours	cells. Varies	diarrhoea, vomiting, fever,	death in	45°C. Facultative	vegetables, milk &
borne disease	faeces.		with	blood, pus or mucus in	vulnerable	anaerobe.	dairy products,
			circumstance.	stools.	patients.		poultry.
Clostridium	Soil, fresh water &	2 – 8 hrs	Very toxic –	Nausea & vomiting can	Up to 60% death	Growth range is 3 –	Meat, vegetables,
Botulinum –	marine sediments,		lethal dose is 1	occur. Symptoms are mainly	rate. Dependent	50°C. Anaerobe. Toxin	shellfish, canned
toxin producer	rotting carcasses,		nanogram per	neurological (blurred vision,	on early detection	is sensitive to heat	foods.
	shellfish, intestinal		kilo of body	problems swallowing, dry	& administration	(inactivated at 78°C for	
	tract of meat animals &		weight.	mouth, speech difficulty, limb	of anti-toxin.	1min).	
	fish.			& respiration paralysis.			
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APPROVED BY	: DAVID HOLT		VE	RSION: 3.1	f	PAGE: 1 OF 2	

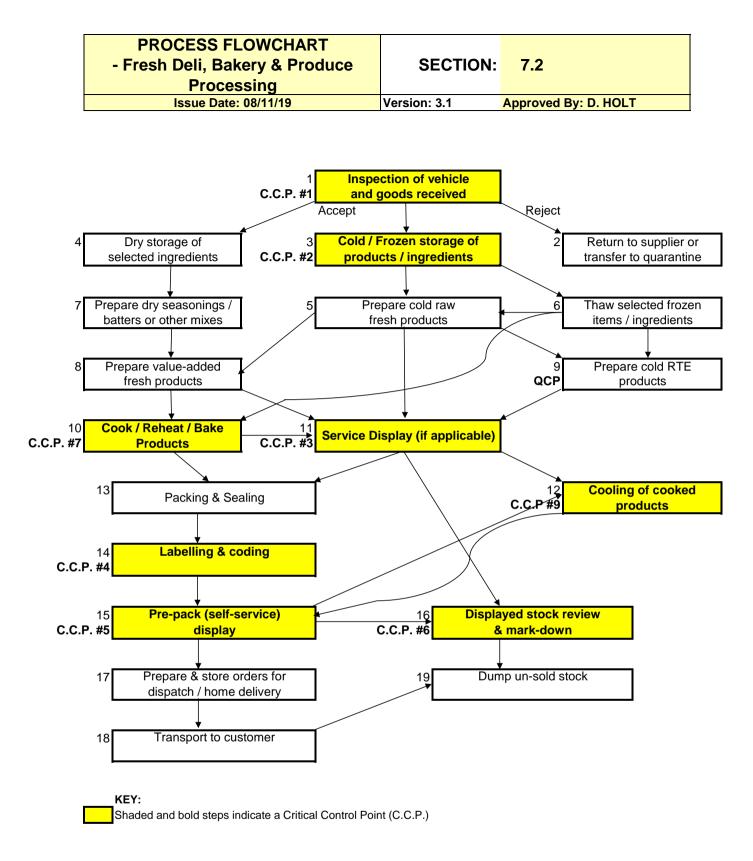
Section 6.2 Food Poisoning Characteristics

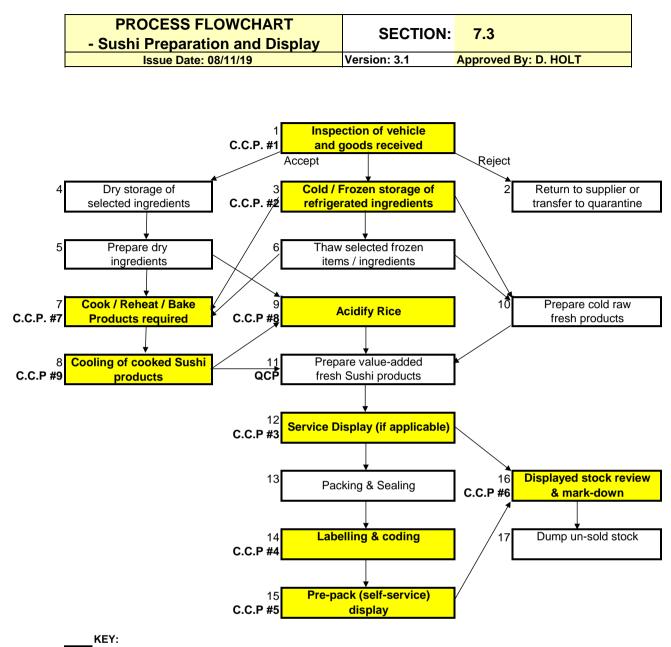


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Clostridium Perfringens –	Widespread in the environment. Exists in	8 – 22 hrs	High numbers – up to 10 ⁶ cells.	Abdominal cramps and diarrhoea. Normally no	Some deaths recorded due to	Growth range is 15 – 50°C. Anaerobe spore	Meat, meat products and meat sauces /
toxin producer	intestinal tract of many			vomiting.	dehydration &	former.	gravies.
	mammals & humans.				other		9.0
	Spores can persist in				complications.		
	soil.						
Bacillus	Widespread in the	Diarrhoea –	Diarrhoea10 ⁵ –	1. Watery diarrhoea,	Some deaths	Growth range is 6 –	Raw plant based
Cereus – toxin	environment. Exists in	8 – 16 hrs.	10 ⁶ /g.	abdominal pain, occasional	recorded.	50°C. Toxin is sensitive	foods (cereals,
producer	soil.	Vomiting –	Vomiting –	nausea & vomiting.		to heat (inactivated at	spices), milk.
		1 – 5 hrs.	10 ³ /g.	2. Nausea & vomiting,		56°C for 5min).	
				occasional diarrhoea.		Facultative anaerobe.	
						Spore former.	
Campylobacter	Exists in intestinal tract	2 – 7 days.	500 – 600 cells.	Acute diarrhea, abdominal	Deaths are rare.	Growth range is 32 –	Fresh raw meat,
Jejuni – food	of many mammals &			pain, nausea, headaches,		45ºC. Anaerobe.	contaminated
borne disease	humans.			muscle pain, & fever.			vegetables or milk.
Vibrio Para-	Seafood & marine	4 - 96	High numbers –	Abdominal pain, diarrhoea,	Some deaths	Growth range is 5 –	Seafood.
haemolyticus -	environments	hours	up to 10 ⁶ cells.	vomiting, fever & headache.	recorded.	43°C. Survives freezing.	
infective							
Yersinia	Exists in intestinal tract	24 hours –	Unknown	Diarrhoea, nausea, vomiting,	Low – children	Growth range is 0 –	Meat, seafood &
Entercolitica -	of many wild &	11 days		fever & headache. Severe	most vulnerable.	60ºC. Can survive	milk.
infective	domestic animals &			abdominal pain.		freezing.	
	shellfish.						

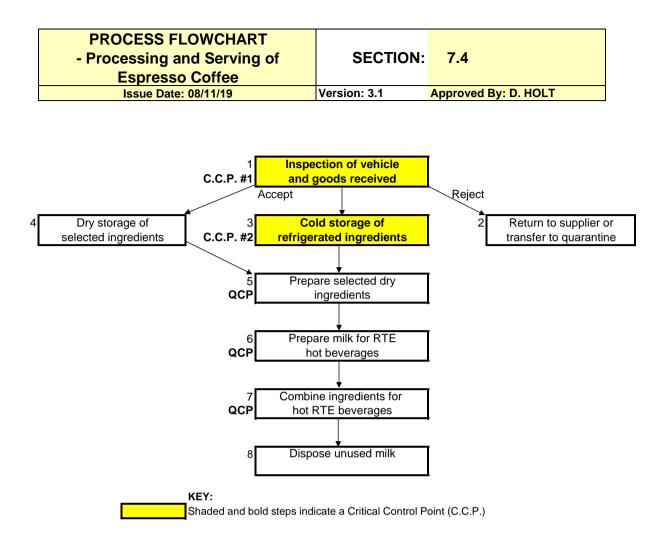
PREPARED BY: WAYNE THOMAS	SECTION: 9.0	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 2 OF 2







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



Section 8.0 Risk Assessment Guideline



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

PREPARED BY: WAYNE THOMAS	SECTION: 8.0	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 1 OF 2

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		
	5	25	20	15	10	5		
р	4	20	16	12	8	4		
Likelihood	3	15	12	9	6	3		
L L	2	10	8	6	4	2		
	1	5	4	3	2	1		

PREPARED BY: WAYNE THOMAS	SECTION: 8.0	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 2 OF 2

Step No.	Processing Step	Food Safety Hazard(s)	Severity	Likeli- hood	Rating	Justification / Cause	Preventative Measures	ССР
1	Inspection of	Physical	Mod.	Like.	12	Possible damage, infestation, or	Section 11.15	CCP #1
	vehicle and	Chemical	Mod.	Unl.	6	chemical contamination to stock.	Document 18.01	QCP
	goods received	Microbiological	Maj.	Mod.	12	Possibility temperature sensitive	Section 11.16	CCP #1
						stock has been exposed to poor	Document 18.16	
						temperature control.	Invoice	
		Quality	Mod.	Mod.	9	Lack of proper labelling / traceability.		QCP
						Incorrect cut / grade of meat supplied.		
2	Return to supplier	Physical	Min.	Rare	2	Possibility of any part of the rejected load	Section 11.04	No
	or transfer to	Chemical	Mod.	Rare	3	affecting hygiene or pest control within	Section 11.22	No
	quarantine					the branch	Document 18.22	
3	Cold / Frozen	Physical	Mod.	Mod.	9	Possible contamination or spoilage	Section 3.1 & 11.02	QCP
	storage of	Microbiological	Maj.	Mod.	12	due to poor handling practices, poor	Sections 10.1 – 10.3	CCP #2
	products &					refrigeration maintenance or storage	Monthly QSA – 18.14	
	ingredients					conditions	Document 18.24	
4	Dury stans as of	Dhusiaal	N dian	Mad	0	Dessible contention on demonstration	Document 18.16	Nia
4	Dry storage of	Physical	Min.	Mod.	6 6	Possible contamination or damage due	Section 3.1	No
	selected	Chemical	Miod.	Unl.	0	to poor handling or storage conditions	Section 11.01 Document 18.14	No
5	ingredients Prepare carcasses	Physical	Mod.	Unl.	6	Possibility of contamination due to poor	Document 18.24	No
5	for primary cuts or	Microbiological	Mod.	Unl.	6	processing conditions & practices.	Sections 11.05 & 11.08	QCP
	• •	Quality	Min.	Mod.	6	Possibility of poor quality / grade carcass	Sections 11.05 & 11.08	No
	primals	Quality	IVIII1.	wou.	0	Possibility of poor quality / grade carcass		NU
6	Thaw selected	Physical	Mod.	Unl.	6	Possible contamination or spoilage due	Section 3.1	No
	frozen items /	Chemical	Mod.	Rare	3	to poor handling practices.	Section 11.05 & 11.06	No
	ingredients	Microbiological	Mod.	Unl.	6	Possible poor refrigeration maintenance		No
		Quality	Mod.	Unl.	6	or storage conditions.		No
		Allergen	Mod.	Rare	3			No
7	Trim assembly &	Physical	Mod.	Mod.	9	Possibility of contamination due to poor	Document 18.24	No
	storage	Microbiological	Mod.	Mod.	9	processing conditions & practices	Sections 11.05 & 11.08	QCP
		Quality	Min.	Mod.	9	Possible poor quality / grading of trim		No
8	Prepare retail	Physical	Mod.	Min.	6	Possibility of contamination due to poor	Document 18.24	No
	ready cuts	Microbiological	Mod.	Mod.	9	processing conditions & practices	Sections 11.05 & 11.08	QCP
		Quality	Min.	Min.	6	Possible poor quality / cutting of cuts		No

PREPARED BY: WAYNE THOMAS	SECTION: 8.0	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 1 OF 3

Section 8.1

Risk Assessment - Fresh Meat. Seafood & Poultry

Step	Processing Step	Food Safety	Severity	Likeli-	Rating	Justification / Cause	Preventative	ССР
No.		Hazard(s)		hood			Measures	N 1
9	Prepare	Physical	Mod.	Mod.	9	Possibility of contamination due to poor	Sections 11.05 & 11.08	No
	seasonings /	Microbiological	Min.	Unl.	3	processing conditions & practices		No
	batters or other	Quality	Min.	Mod.	6	Possible poor mixing.		No
	mixes						-	
10	Prepare value-	Physical	Mod.	Mod.	9	Possibility of contamination due to poor	Document 18.24	No
	added fresh meat	Chemical	Mod.	Rare	3	processing conditions & practices	Sections 11.05 & 11.08	No
	cuts	Microbiological	Mod.	Unl.	6	Possible poor quality preparation		QCP
		Quality	Min.	Mod.	6	Possible cross-contamination with other		No
		Allergen	Maj.	Unl.	8	ingredients or containers.		No
11	Mince / sausage /	Physical	Mod.	Mod.	9	Possibility of contamination due to poor	Sections 11.05 & 11.08	No
	rissole production	Microbiological	Mod.	Mod.	9	processing conditions & practices		QCP
		Quality	Min.	Mod.	6	Possible poor quality preparation		No
		Allergen	Maj.	Unl.	8	Possible cross-contamination with other		No
						ingredients or containers.		
12	Chilling of minced	Physical	Mod.	Unl.	9	Possible contamination due to poor	Sections 11.05 & 11.08	No
	products	Microbiological	Mod.	Mod.	9	handling practices or storage conditions		QCP
13	Service display	Physical	Mod.	Mod.	9	Possible contamination due to poor	Section 11.09 & 11.20	No
	(if applicable)	-				display conditions, maintenance &	Sections 10.1 – 10.3	
	/	Microbiological	Mod.	Maj.	12	display practices	Document 18.24	CCP #3
		Quality	Mod.	Mod.	9	Possibility of accelerated ageing.	Guideline 11.19	No
		Allergen	Maj.	Mod.	12	Possible cross-contamination with	Document 18.14	CCP #3
			-			other species / products / surfaces.		
14	Packing & sealing	Physical	Min.	Mod.	6	Possibility of contamination due to poor	Sections 11.08 & 11.21	No
	0 0	Microbiological	Min.	Unl.	4	packing practices or incomplete sealing.		No
15	Labelling &	Microbiological	Min.	Unl.	6	Possibility of contamination due to poor	Sections 11.05, 11.18,	No
	coding	5				packing practices or incomplete sealing.	11.20 & 11.21	
	5	Allergen	Maj.	Mod.	12	Compliance to labelling legislation.	Document 18.11	CCP #4
		Traceability	Mod.	Unl.	3			No
16	Pre-pack (self-	Physical	Mod.	Mod.	9	Possible contamination due to poor	Sections 11.02, 11.21	No
	service) display	Microbiological	Mod.	Maj.	12	display conditions / consumer access.	& 11.23	CCP #5
		Quality	Maj.	Mod.	9	Possibility of accelerated ageing.	Document 18.24	No
17	Displayed stock	Microbiological	Mod.	Lik.	12	Compliance to this stores mark-down	Sections 11.03, 11.21	CCP #6
	review & mark-	Quality	Min.	Lik.	8	policies and FSANZ legislation.	& 11.23	QCP
	down	County					Document 18.22	~~.
							1	

Food & Grocery

PREPARED BY: WAYNE THOMAS	SECTION: 8.0	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 2 OF 3

	Section 8.1 Risk Assessment - Fresh Meat, Seafood & Poultry										
Step No.	Processing Step	Food Safety Hazard(s)	Severity	Likeli- hood	Rating	Justification / Cause	Preventative Measures	ССР			
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.

PREPARED BY: WAYNE THOMAS	SECTION: 8.0	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 3 OF 3



Processing

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

PREPARED BY: WAYNE THOMAS	SECTION: 8.0	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 1 OF 5



Processing

Location	Processing Step	Food Safety	Severity	Likeli- hood	Rating	Justification / Cause	Preventative Measures	ССР
Doli / Pokony		Hazard(s)	Mod	Mod.	0	Describility of contamination due to poor	Sections 11 05 8 11 28	No
Deli / Bakery	7 - Prepare	Physical	Mod.	Unl.	9 3	Possibility of contamination due to poor	Sections 11.05 & 11.28	No
	dry	Microbiological	Min. Min.	Mod.	3 6	processing conditions & practices Possible poor mixing.		No No
	seasonings / batters or	Quality	IVIITI.	wou.	0	Possible poor mixing.		INO
	other mixes							
Deli / Bakery	8 - Prepare	Physical	Mod.	Mod.	9	Possibility of contamination due to poor	Document 18.24	No
Dell / Dakery	value-	Chemical	Mod.	Rare	3	processing conditions & practices	Sections 11.05 & 11.08	No
	added fresh	Microbiological	Mod.	Unl.	6	Possible poor quality preparation	Sections 11.05 & 11.08	QCP
	products	Quality	Min.	Mod.	6	Possible cross-contamination with other		No
	products	Allergen	Maj.	Unl.	8	ingredients or containers.		No
Deli – Slicing of	9 - Prepare	Physical	Mod.	Unl.	6	Possibility of contamination due to poor	Section 3.1	No
Smallgoods &	cold RTE	Chemical	Mod.	Unl.	6	processing conditions & practices	Section 11.05 & 11.11	No
Sinaligoods &	products	Microbiological	Mod.	Mod.	9	processing conditions & practices	Section 11.19 & 11.20	No
Cheeses	products	Allergen	Mod.	Mod.	9	Possible cross-contamination with other	Section 11.11a	No
Cheeses		Quality	Min.	Mod.	6	products.	Section 11.11a	No
Deli – Cutting &	9 - Prepare	Physical	Mod.	Unl.	6	Possibility of contamination due to poor	Section 3.1	No
portioning of	cold RTE	Chemical	Mod.	Rare	3	processing conditions & practices	Section 11.05 & 11.11	No
Whole Cheeses	products	Microbiological	Mod.	Unl.	6	processing conditions & practices	Section 11.18 & 11.18a	No
	products	Allergen	Mod.	Mod.	9	Possible cross-contamination with other	Product label	QCP
		Quality	Min.	Mod.	6	products.	Section 11.19 & 11.20	No
Deli / Bakery –	9 - Prepare	Physical	Mod.	Unl.	6	Possibility of contamination due to poor	Section 3.1	No
Value added	cold RTE	Chemical	Mod.	Rare	3	processing conditions & practices.	Section 11.05 & 11.07	No
preparation	products	Microbiological	Mod.	Mod.	9	proceeding containents a practiceer	Section 11.18 & 11.18a	No
(sandwiches	P. 0 0 0 0 0	Allergen	Maj.	Mod.	12	Possible cross-contamination with	Product label & recipe	CCP #4
desserts, etc)		Quality	Min.	Mod.	6	other products or ingredients.	Guideline 11.19	No
Bakery –	9 - Prepare	Physical	Mod.	Unl.	6	Possibility of contamination due to poor	Section 3.1	No
Preparation of	cold RTE	Chemical	Mod.	Rare	3	processing conditions & practices.	Section 11.05 & 11.14	No
fresh bakery	products	Microbiological	Mod.	Mod.	9		Section 11.18 & 11.18a	No
products with	•	Allergen	Maj.	Mod.	12	Possible cross-contamination with	Product label & recipe	CCP #4
fresh cream,		Quality	Min.	Mod.	6	other products or ingredients.	Guideline 11.19	No
custard & raw		,						
eggs								

PREPARED BY: WAYNE THOMAS	SECTION: 8.0	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 2 OF 5



Processing

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

PREPARED BY: WAYNE THOMAS	SECTION: 8.0	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 3 OF 5



Processina

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

PREPARED BY: WAYNE THOMAS	SECTION: 8.0	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 4 OF 5



Processing

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.

PREPARED BY: WAYNE THOMAS	SECTION: 8.0	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 5 OF 5

Section 8.3 Risk Assessment – Sushi Preparation and Display



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

PREPARED BY: WAYNE THOMAS	SECTION: 8.0	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 1 OF 3

Section 8.3 Risk Assessment – Sushi Preparation and Display



Step No.	Processing Step	Food Safety Hazard(s)	Severity	Likeli- hood	Rating	Justification / Cause	Preventative Measures	ССР
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 QCP No
11	Prepare Value- added Fresh Sushi Products	Physical Chemical Microbiological Quality Allergen	Mod. Mod. Min. Maj.	Mod. Rare 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 QCP No

PREPARED BY: WAYNE THOMAS	SECTION: 8.0	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 2 OF 3

Section 8.3 Risk Assessment – Sushi Preparation and Display



Step	Processing Step	Food Safety	Severity	Likeli-	Rating	Justification / Cause	Preventative	ССР
No.		Hazard(s)		hood			Measures	
12 &	Service display (if	Physical	Mod.	Unl.	6	Possible contamination due to poor	Sections 10.1 – 10.3	No
15	applicable) or	Chemical	Mod.	Rare	3	display conditions / consumer access.	Document 18.24 &	No
	Pre-pack self-	Microbiological	Maj.	Mod.	12	Possible inadequate storage	18.26	CCP#3/
	service display	Quality	Min.	Mod.	6	temperature.	Section 11.28	5
		Allergen	Mod.	Mod.	9	Possible poor display unit maintenance &	Section 11.18 & 11.18a	No
		(service display)				display practices.	Section 11.19 & 11.20	QCP
						Possible cross-contamination with other	Product label & recipe	
						products / ingredients.	Document 18.16	
13	Packing & sealing	Physical	Min.	Mod.	6	Possibility of contamination due to poor	Sections 11.28 & 11.21	No
10		Microbiological	Min.	Unl.	4	packing practices or incomplete sealing.		No
14	Labelling &	Microbiological	Min.	Unl.	6	Possibility of contamination due to poor	Sections 11.05, 11.18,	No
14	•	Microbiological	IVIIII.	Uni.	0		11.20 & 11.21	INU
	coding	Allergen	Moi	Mod.	12	packing practices or incomplete sealing.		CCP #4
		Allergen	Maj.			Compliance to labelling legislation.	Document 18.11	
45		Traceability	Mod.	Unl.	3			No
15	Pre-pack (self-	Physical	Mod.	Mod.	9	Possible contamination due to poor	Sections 11.02, 11.21	No
	service) display	Microbiological	Mod.	Maj.	12	display conditions / consumer access.	& 11.28	CCP #5
		Quality	Maj.	Mod.	9	Possibility of accelerated ageing.	Document 18.24 & 18.26	No
16	Displayed stock	Microbiological	Mod.	Lik.	12	Compliance to this stores mark-down	Sections 11.03, 11.21	CCP #6
	review & mark-	Quality	Min.	Lik.	8	policies and FSANZ legislation.	& 11.28	QCP
	down						Document 18.22	
17	Dump unsold stock	Physical	Mod.	Unl.	6	Compliance to State Health	Section 3.1	No
		Microbiological	Min.	Unl.	3	requirements.	Sections 12.0	No
							Document 18.22	

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.

PREPARED BY: WAYNE THOMAS	SECTION: 8.0	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 3 OF 3

Section 8.4

Risk Assessment – Processing & Serving of Espresso Coffee



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

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.

PREPARED BY: WAYNE THOMAS	SECTION: 8.0	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 1 OF 1

Section 9.0 CCP Decision Tree Guideline



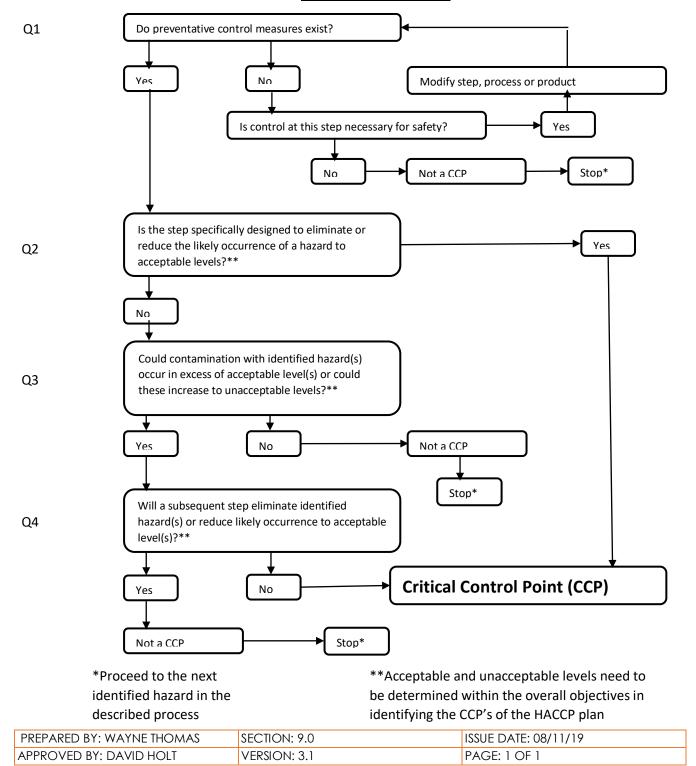
PURPOSE: The following "CCP Decision Tree" has been adopted as a logical series of questions that are asked for each hazard at each process step.

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.

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

DEFINITION: **CCP** – Critical Control Point: 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. <u>CCP DECISION TREE</u>





Critical	Significant			Monit	oring				
Control Point (CCP)	Hazard	Critical Limits	What / Where	How	Frequency	Who	Corrective Actions	Records	Verification
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	 Reject the delivery/affected goods. 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°C. Frozen Foods to be not warmer than -12°C.	Product temperature at receipt	Calibrated thermo- meter	Each refrigerated delivery	Authorised staff	 Reject the delivery 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°C. Frozen foods to be not warmer than -18°C	Product temperature at each refrigerated storage point	Calibrated thermo- meter	Twice daily	Authorised staff	 Ensure all doors are closed and defrost cycle is not the cause. Return within 45mins and recheck to confirm refrigeration/Hot storage/Display failure. Move products to alternate suitable location where possible. 	Weekly Cold & Hot Tempera- ture Checksheet 18.24	Signed weekly by Authorised Manager

PREPARED BY: WAYNE THOMAS	SECTION: 9.0	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 1 OF 6



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

PREPARED BY: WAYNE THOMAS	SECTION: 9.0	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 2 OF 6



							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°C. Frozen foods to be not warmer than -18°C. Potentially hazardous hot foods stored above 60°C	Product temperature at each refrigerated & hot food display point	Calibrated thermo- meter	Twice daily	Authorised staff	 Ensure all doors are closed and defrost cycle is not the cause. Return within 45mins and recheck to confirm refrigeration/Hot storage/Display failure. Move products to alternate suitable location where possible. If alternate location is not available, record product temperature hourly until 	Weekly Cold & Hot Tempera- ture Checksheet 18.24	Signed weekly by Authorised Manager

PREPARED BY: WAYNE THOMAS	SECTION: 9.0	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 3 OF 6





							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	 Quarantine affected products. Review recipe/ ingredients. Update label with all allergens declared. 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°C. Reheat Potentially hazardous foods above 60°C.	Product core temperature	Calibrated thermo- meter	Twice daily	Authorised staff	 Continue cooking or reheating until required core temperature is achieved. Review cooking/ reheating times. Ref: 11.12, 11.16 	Weekly Cold & Hot Tempera- ture Checksheet 18.24	Signed weekly by Authorised Manager

PREPARED BY: WAYNE THOMAS	SECTION: 9.0	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 5 OF 6

Food & Grocery

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	 Add additional vinegar until require pH is achieved. 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°C to below 21°C within 2 hours; continue to cool from below 21°C to below 5°C within the next 4 hours	Product core temperature	Calibrated thermo- meter	Monthly	Authorised staff	 Dispose of product which has not met the required time/temp. Review cooling start temperature, must be above 60°C, a temperature much higher than this may not successfully cool. Review food sizing/portions for cooling Complete new cooling verification Ref: 11.12 	Hot Foods Cooling Verification Record 18.23	Signed monthly by Authorized Manager

PREPARED BY: WAYNE THOMAS	SECTION: 9.0	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 6 OF 6

Section 10 Equipment & Facility Maintenance Program



POLIC 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. 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. **INSPECT / SERVICE THESE ITEMS** 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 2. MANDATORY REQUIREMENTS 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. ٠ 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. ٠ 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.

PREPARED BY: WAYNE THOMAS	SECTION: 10.0	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 1 OF 2

Section 10 Equipment & Facility Maintenance



Program

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°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

MANDATORY REQUIREMENTS

5

10.3 - Refrigeration Maintenance Template 10.3

18.14 – Monthly Retail QSA

PREPARED BY: WAYNE THOMAS	SECTION: 10.0	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 2 OF 2

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 5ºC	Maximum 5°C	1 to 5ºC	No warmer than 5°C
Critical Produce Lines*	0 to 5ºC	Maximum 5°C	1 to 5ºC	No warmer than 5°C
Potentially Hazardous* Chilled Foods	0 to 5ºC	Maximum 5°C	1 to 5ºC	No warmer than 5°C
Temp. Controlled Produce Lines	2 to 15ºC	Maximum 15°C	7 to 10ºC	Maximum 10ºC
Bananas, Mangoes, Paw Paw	10 to 18ºC	Maximum 18°C	11 to 15ºC	No warmer than 15°C
Low Risk Produce Lines	10 to 25ºC	Maximum 25°C	11 to 15ºC	No warmer than 15°C
Confectionery / Chocolate	10 to 25ºC	Maximum 25°C	15 to 20ºC	No warmer than 20°C
Fresh Eggs	No warmer than 18°C	N/A	No warmer than 18ºC	N/A
Frozen Foods	No warmer than -12°C	Ice creams no warmer than -15°C	-18 to -21ºC	No warmer than -18ºC
Potentially Hazardous* Hot Foods	N/A	Minimum 60ºC	N/A	Minimum 60ºC

*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 <u>must</u> 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.

PREPARED BY: WAYNE THOMAS	SECTION: 10.0	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 1 OF 1



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.

<u>Note:</u> 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)

- 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.

<u>Note:</u> 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.
- 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.
- If the alarm/failure was not due to a defrost cycle then the affected products are temperature checked and recorded, this is repeated <u>hourly</u> 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 -5°C** 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 -5°C and/or showing signs of thawing is placed into the Freezer Quarantine location for physical assessment.
- 8. Any refrigerated potentially hazardous foods warmer than 5°C 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.

	remuning products to the display/	sioluge.
PREPARED BY: WAYNE THOMAS	SECTION: 10.0	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 1 OF 2



3. RECORDS

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

PREPARED BY: WAYNE THOMAS	SECTION: 10.0	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 2 OF 2

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.	8 Mo.	Annual	SCHEDULE – FREEZER, DAIRY & CONFECTIONERY COOLROOMS
<u>Date</u>	<u>Date</u>	<u>Date</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.
	Service n	ersonnel	to initial each item upon each service as completed (as required).

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

MANAGER SIGN:

PREPARED BY: WAYNE THOMAS	SECTION: 10.0	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 1 OF 5

Guideline 10.3 Refrigeration Maintenance Template

4 Mo.	8 Mo.	Annual	SCHEDULE – OPEN DISPLAY REFRIGERATED CASES & CHEST FREEZERS
<u>Date</u>	<u>Date</u>	<u>Date</u>	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.

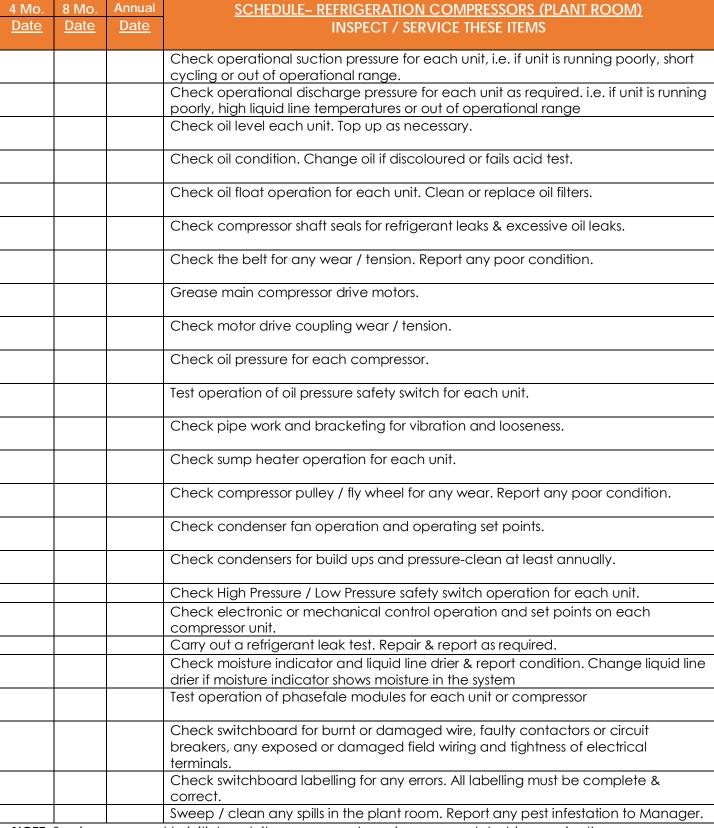
Matico

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

MANAGER SIGN:

PREPARED BY: WAYNE THOMAS	SECTION: 10.0	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 2 OF 5

Guideline 10.3 Refrigeration Maintenance Template



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

MANAGER SIGN:

PREPARED BY: WAYNE THOMAS	SECTION: 10.0	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 3 OF 5



* 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 1°C** of each other. If not, repeat the test.
- 3. The alarm thermostat controller trip set point is to be tested for accuracy. (Accuracy within +/- 1°C)
- 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 +/- 1°C)

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.

PREPARED BY: WAYNE THOMAS	SECTION: 10.0	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 4 OF 5



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.

PREPARED BY: WAYNE THOMAS	SECTION: 10.0	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 5 OF 5



PROCEDURE	DOCUMENT NAME	<u>No. Of</u> Pages
11.0	Table of Contents	<u>1 ugoo</u>
11.01	Dry Grocery Storage, Handling & Display	2
11.02	Perishable Foods Storage, Handling & Display	1
11.02a	Fruit & Vegetable Storage Guideline	2
11.03	Date Coding Guideline	1
11.04	Mark Down & Quarantine	1
11.05	General Processing & Handling Practices	3 2
11.06	Thawing Of Frozen Foods	2
11.07	Value Added Food RTE Preparation & Handling	2
11.08	Meat Room Processing & Packing	4
11.09	Refrigerated Service Display Practices	2
11.09a	Recommended Service Display Life	1
11.10	Seafood Handling & Display	1
11.11	Slicing Of Smallgoods & Cheese Portioning	2
11.11a	Sliced Smallgoods Maximum Stock Quantities	1
11.12	Processing & Handling Of Hot Foods	3
11.13	Produce Handling, Processing & Display	3 2
11.14	Bakery Handling, Processing & Display	2
11.15	Inwards Goods Receiving	2
11.16	Temperature Measurement Of Foods	2 3
11.17	Date Marking Of Foods	1
11.18	In-Store Labelling & Packing Guideline	5
11.18a	Labelling Guidelines	1
11.19	Allergen Warnings – Guideline	1
11.20	Country Of Origin Legislation Guideline	2
11.21	Stock Audit & Trade Measurement Checks	2
11.22	Quarantine Assessments	2
11.22a	Quarantine Assessment Guideline	2
11.23	Pre-Packed Fresh Meat Handling & Display	4
11.23a	Guideline - Fresh Meat Labelling	1
11.24	Non – Conforming Meat Products – Qld Only	1
11.25	Deliveries To Customers / Other Businesses	2
11.26	Kilojoule Content Display Legislation	3
11.27	Processing & Serving of Espresso Coffee	3 2
11.28	Sushi Preparation and Display Guideline	3

PREPARED BY: WAYNE THOMAS	SECTION: 11.0	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 1 OF 1

Section 11.01 Dry Grocery Storage, Handling and Display



1. POLICY			ore must ensure that all food and grocery lines are stored, handled and displayed as per quirements of current Food Standards legislation.
	1.	Ha co cle	emicals/contaminants: any product that is a Dangerous Good, Schedule Poison or zardous Substance that is harmful to humans if consumed, or upon exposure, or can ntaminate foods if spilled. Examples of food contaminants are potting mix, pesticides, eaners, shampoo etc. This also includes the chemicals the Cleaners and the Pest Control ontractor use.
	2.	foo	eneral goods: goods not intended for human consumption or not able to contaminate ods. These can be all types of paper goods, wrapping, foils, plastic goods, toys, hardware, meware, sanitary products, sales aids, general merchandise, etc.
S	3.		rrier Rules 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.
NO		2.	3-Barrier Rule:
DEFINITIONS			 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).
		3.	The 3-barrier rule is also the minimum acceptable separation rule for MFG deliveries . 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).

PREPARED BY: WAYNE THOMAS	SECTION: 11.0	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 1 OF 2



	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).
ENTS		 At checkouts, or for home deliveries, individual packs of chemicals must be placed in separate bags or cartons to prevent cross contamination.
EME	3.	All food and grocery storage areas and display shelves shall be clean.
MANDATORY REQUIREMENTS	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.
ςΥ F	5.	Waste areas/delivery docks shall be clean and free from goods and refuse build up.
ΟΑΤΟΕ	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.
MAN	7.	Employees must close all exterior doors and windows, except when in use, to prevent the possible entry of rodents, birds, insects and dust.
2.	8.	Report all damage to machinery, fixtures, doors or walls to the Department or Store Manager immediately.
		All stock in storage is to remain on pallets, off the floor.
		. No stock under fixtures in storage or display, or in traffic aisles.
		. 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.
		. 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.
RDS	18	.22 – Ullage Record
3. RECORDS		12f – Daily Floor Inspection Log

PREPARED BY: WAYNE THOMAS	SECTION: 11.0	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 2 OF 2

Section 11.02 Perishable & Frozen Foods Storage, Handling and Display



The store must ensure that high risk produce, perishable and frozen foods are stored and displayed POLICY 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 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. 2. MANDATORY REQUIREMENTS 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 lower 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. RECORDS 18.24 - Weekly Cold & Hot Temperature Checksheet (CCP #2) 18.22 – Ullage Record 18.12f – Daily Floor Inspection Log ઌં

PREPARED BY: WAYNE THOMAS	SECTION: 11.0	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 1 OF 1

Food Stordge High Risk Produce includes:-Pictures are for demonstration of good quality Cut / Processed Produce that is ready to eat and originates from rinsed produce only. skinned fruit e.g. cut rockmelons, fruit salad, tomatoes etc (excludes Storage temperatures shown here are for watermelons & pineapples). WHOLE UNCUT produce only. Cut Watermelons & Pineapples are allowed to be sold in ambient

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

display for up to and not exceeding 4 hours after rinsing, cutting and overwrapping Unsold stock after 4 hours must be dumped due to potential spoilage and

food safety risks.

for Fruit



Pomegranate



Proudly brought to you by

Food & Grocery

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

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.

2-5°C Asian Vegetable (Leafy) Asian Vegetable (Other) **Asian Vegetable** (Leafy) Asparagus **Beans** Artichoke Broccoli **Brussels Sprouts** Beetroot ~ Cabbage Cauliflower Corn Celery Carrot **Pre-Packed Whole Produce**

Pre-Packed Processed Produce

Storage Temperature

2-5°C

Vegetable Variety

Artichoke

Asparagus

Beans

Beetroot

Broccoli

Brussels Sprouts

Cabbage

Carrot

Cauliflower

Celery

Corn

Fennel

Herbs

Kale

Kohl Rabi

Leafy Vegetables

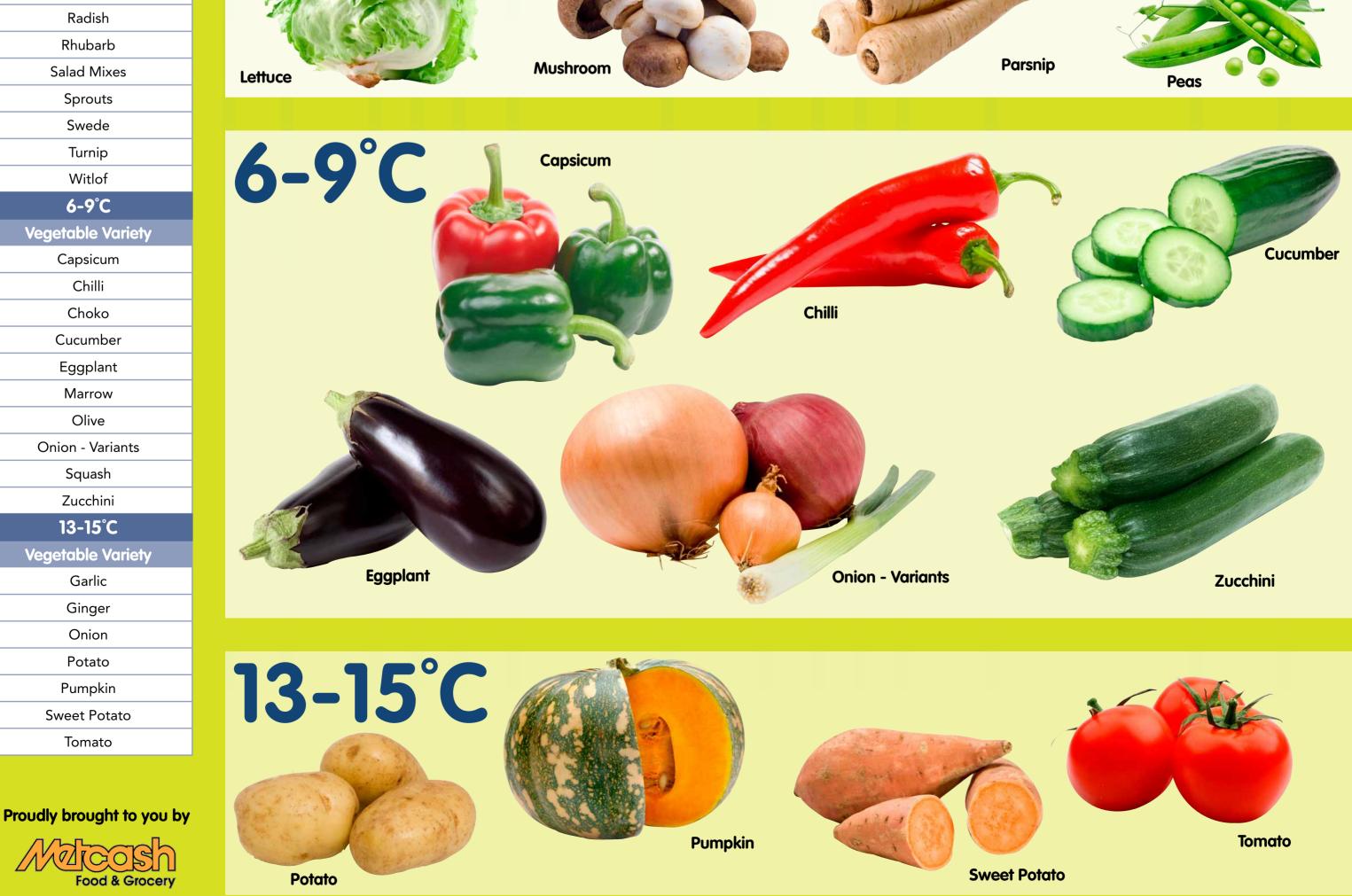
Lettuce

Mushroom

Okra

Parsnip

Peas



Section 11.03 Date Coding Guideline



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.
		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.
DEFINITIONS		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.
EFINI'		 Date codes are applied by the packer or manufacturer of a product only. For the purposes of selling food, it is illegal to:
	٥	 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.
		STORE POLICY
ENTS		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 30 th June 2015" that product may be sold up to midnight (or close of trade) on 30 th June 2015.
NDATORY REQUIREMENTS		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.
ATORY R		It is consumer expectation & Store Policy that products are marked down well in advance of a Use By or Best Before date.
2. MANDA		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		
C C L		
2		

PREPARED BY: WAYNE THOMAS	SECTION: 11.0	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 1 OF 1

Section 11.04 Mark Down and Quarantine



1. POLICY	The store must ensure that foods for disposal are held and kept separate, as per the requirements of current Food Standards legislation.
1. P	The quarantine procedure also stipulates the policy for Mark Down (Reduced to Clear) bays.
σ	 MARK - DOWN GUIDELINES 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. 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. 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. For further guidelines for recommended mark – down activity on <u>in-store packaged</u> items, please refer to the specific fresh processing procedures within Section 11. OUARANTINE GUIDELINES A store shall ensure that food for disposal* is held and kept separate (quarantined) until it is:
2. MANDATORY REQUIREMENTS	 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

PREPARED BY: WAYNE THOMAS	SECTION: 11.0	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 1 OF 1



To ensure processing and handling operations are undertaken in a manner that does not compromise food safety or quality. POLICY **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. 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 all direct food contact surfaces such as processing machinery, cutting boards & tubs 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 2. MANDATORY REQUIREMENTS 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 o 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. 0

PREPARED BY: WAYNE THOMAS	SECTION: 11.0	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 1 OF 3



b.	Plastic	Gloves
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0	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.
- o 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.

PREPARED BY: WAYNE THOMAS	SECTION: 11.0	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 2 OF 3



		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.
		 <u>Bag inside out</u>: 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.
TS		 Staff shall review the state of the tongs during trading to ensure they are kept visually hygienic.
2. MANDATORY REQUIREMENTS		• 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.
Ш		One set of tongs is adequate for all hot foods.
×	4.	Packing/Labelling Practices
DATOF		 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
N		Weight Checks
2. M		 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.
S		
RECORDS	18	.11b – In-store Packed Net Weight Checks
8		.24 - Weekly Cold & Hot Temperature Checksheet
RE		.22 – Ullage Record
ю.		

PREPARED BY: WAYNE THOMAS	SECTION: 11.0	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 3 OF 3

Section 11.06 Thawing of Frozen Foods



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	 Approved thawing options Thowing in a coloroom operating at 5°C or lower (preferred option at all times) Thowing in a microwave (ONLY if product is to be cooked & consumed immediately) Thawing of crustaceans / shellfish in an ice slury under refrigerated conditions only. It is not acceptable to thaw any product under running water or not under temperature control. 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. Label should be placed on the food ticket (as a topper), the price sticker or as a separate sticker. 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/orperared 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 bulk pack
	 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 undercook. c) Only ever "partly thaw" foods thinner than 2cm for immediate cooking e.g. chicken nuggets.

PREPARED BY: WAYNE THOMAS	SECTION: 11.0	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 1 OF 2

Section 11.06 Thawing of Frozen Foods



3. RECORDS

PREPARED BY: WAYNE THOMAS	SECTION: 11.0	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 2 OF 2

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	 All value-added products are prepared using cleaned, sanifised, 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 <u>critical control point</u> – each is not yor labelling or other legislative requirements. NOTE: This is a <u>critical control point</u> – each is per 11.8 – 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. Packing Some value-added products are packaged e.g. Pizzas shrink-wrapped; Salads and sandwiches hand-wrapped, or placed in batches to ensure critical ingredients are not out of refigreation 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 rave gag 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. Product shore labelling & Packing Guide. The operator produces a sticker containing rave products is s

PREPARED BY: WAYNE THOMAS	SECTION: 11.0	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 1 OF 2

Section 11.07 Value-added RTE Food Preparation & Handling



3. RECORDS

Each product recipe and label must be documented.

PREPARED BY: WAYNE THOMAS	SECTION: 11.0	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 2 OF 2

Section 11.08 Meat Room Processing & Packing



I. POLIC

MANDATORY REQUIREMENTS

3

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

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 5°C, and be handled in temperature controlled meat preparation rooms maintained not warmer than 10°C.

- 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.

PREPARED BY: WAYNE THOMAS	SECTION: 11.0	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 1 OF 4



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°C then it is recommended to place the bulk mince in the coolroom in a covered tub until it cools below 5°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 sausagemeat 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

PREPARED BY: WAYNE THOMAS	SECTION: 11.0	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 2 OF 4

MANDATORY REQUIREMENTS

2

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 valueadded 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 "<u>ready to eat</u>" 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 relabelled 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.

PREPARED BY: WAYNE THOMAS	SECTION: 11.0	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 3 OF 4



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)

PREPARED BY: WAYNE THOMAS	SECTION: 11.0	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 4 OF 4

Section 11.09 Refrigerated Service Display Practices



1. РОЦСҮ	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 1. POLICY	 & displayed in a manner the Please note the following Cr CCP #3 - Service Display Operating from a Serviced I additional requirements to a displayed for sale become accept liability over a produce When a store undertakes to processing (or even simple or considered by the Regulate Unpackaged foods in a refir to the inherent requirement Accelerated drying Incidental cross con Elevated temperatu Environmental conto service display, in proximity Storage and handling Display setup practice adequately segregate segregate in separa satisfactory. At the end of trade, wrap/plastic sheeting morning, or b) retain sliced meats, must b 2. Garnishes The use of ice, plasti 	at does not compromise food safet ritical Control Point (CCP) addressed Display requires adequate training of ensure the sale of safe food. The Qu wholly the responsibility of the Store uct when the store has further proce- re-labelling to identify the original p ory Authorities to be a "processor". igerated service display will be exp to access stock & service custome as surface area is increased / expo tamination with a range of differen- res due to continuous access require amination (including Listeria species with a plethora of processing activi- te displays but where this is not poss trays of product in the service displays. Tem be transferred to coolrooms. c or plant garnishes must be review eous matter / loose bits / damage of	y or quality. d in this procedure: and understanding of the vality and Safety of open products Owner. Manufacturers will not essed or labelled it. evident package for further roduct details), then the store is osed to the following factors due rs: sed t categories of foods red), due to the open nature of a ties and public access areas. ed or fermented meats are mination. It is preferable to sible, a perspex divider is ays are covered with stretch oolroom until the following perature sensitive products e.g. ed daily for proper condition (i.e.
2. N	 Ice must be sourced which states this. 	from potable water. Supplied ice r	must have a proper specification
	•	st be washed, sanitised and allowe st not be able to hold water.	d to completely air dry daily.
	Any plant or organic	: garnishes (i.e. kale, parsley etc) m	ust be:
	o Washed in fr	esh water before use to remove an	y contaminants or pests
	o Treated as "s	single use" & discarded at the end o	of each day.
	3. Service Display Categor	ries – Stock Control & Maximum She	lf Life
		of Smallgoods and Cheese Portioni	ng for guidance on traceability of
	opened products.		is is the propulse up are such of the s
		commended Service Display Life. The iginal package that each category	
		oolroom, before being sold. This list	
	on the delicatessen	wall for all staff to follow.	
		coolroom, which has been opened	· •
		ach time a service display is re-stoc	
	Note: The manufacture	urer's usage instructions after openi	ng must be followed at all times.
PREP	ARED BY: WAYNE THOMAS	SECTION: 11.0	ISSUE DATE: 08/11/19
	APPROVED BY: DAVID HOLT VERSION: 3.1 PAGE: 1 OF 2		

Section 11.09 Refrigerated Service Display Practices



	 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. 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.	18.24 - Weekly Cold & Hot Temperature Checksheet (CCP#3)
RECORDS	18.22 – Ullage Record

PREPARED BY: WAYNE THOMAS	SECTION: 11.0	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 2 OF 2

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)
	Fresh Cheeses (ricotta, cottage, bocconcini etc)	2 x Daily	2	1
	Fettas (must be immersed in original brine)	Daily	5	2
Cheeses	Sliced Cheeses	2 x Daily	1	1
CHECSES	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
	Shredded / Shaved / sliced – cooked smallgoods	2 x Daily	1	1/2
	Shredded / Shaved / sliced – cured smallgoods	2 x Daily	2	1
Case and	Skinned Cooked (cabanossi, frankfurts, etc)	2 x Daily	2	1
Small- goods	Skinned Cured (chorizo, kransky, twiggy, etc)	2 x Daily	3	1
90000	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
	All fresh red Meat	2 x Daily	1	1/2
Fresh Meat & Seafood	Marinated, Crumbed or seasoned red meats & seafood	2 x Daily	1	1/2
	All fresh Seafood	2 x Daily	2	1
Frozen	Frozen seafood fillets (thawed in display)	Daily	3	1
Seafood	Frozen crustaceans (prawns etc – thawed in display)	Daily	3	1
Fresh	Fresh & seasoned raw poultry (crumbed, marinated etc)	2 x Daily	2	1
Poultry	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
	Thawed / par – baked / value-added breads	2 x Daily	1	1/2
Bakery	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.

<u>IMPORTANT NOTE</u>: 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.

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APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 1 OF 1

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	 The temperature of all seafood must be Stored/Displayed no warmer than 5°C whilst in display. Do not store or display uncooked frozen or fresh seafood next to ready-to-eat/cooked foods. 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. 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. 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. In-store Value-Added Seafood Products Refer to 11.07 - Value-added RTE Food Preparation & Handling. 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). Below 15°C if 72 hours have lapsed from the time of harvesting. Sydney Rock Oysters: Selow 15°C if 72 hours have lapsed from the time of harvesting. Below 10°C.
3. RECORDS	contamination of the Oyster meat. 18.24 - Weekly Cold & Hot Temperature Checksheet 18.22 – Ullage Record

PREPARED BY: WAYNE THOMAS	SECTION: 11.0	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 1 OF 1



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

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. <u>"If in doubt, throw it out"</u>.

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.

PREPARED BY: WAYNE THOMAS	SECTION: 11.0	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 1 OF 2

2. MANDATORY REQUIREMENTS

POLICY



4. Labelling Advice

MANDATORY REQUIREMENTS

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RECORDS

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- 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:
 - o Product Name
 - o Supplier Name & Contact Details
 - o Ingredients List
 - o Ingredient Allergens
 - o Non-ingredient Allergen Warnings (may contain statements)
 - o Country Of Origin Statement
 - o 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.

18.22 – Ullage Record

PREPARED BY: WAYNE THOMAS	SECTION: 11.0	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 2 OF 2



This list is used to identify the <u>maximum</u> 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
НАМ			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					

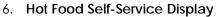
PREPARED BY: WAYNE THOMAS	SECTION: 11.0	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 1 OF 1

Section 11.12
Processing and Handling of Hot Take Away
Foods



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 chicke CCP #9 – Cooling of Cooked	ens & hot foods			
	 Ensure chickens are fully has not been achieved The temperature for ba products about 2cm an removal from the oven temperature attained is Checksheet. NOTE: This minimum temperator chickens being cooked at content 	s the minimum internal cook tempe y cooked in the thickest part of the l, the cook is to be extended until it kery lines containing meat &/or da id thinner e.g. burger patties, pizzas or fryer. Minimum surface temperar is recorded on the 18.24 - Weekly C ature may vary between oven or ro any one time. The Delicatessen Mar cooked chicken to ensure the minir aff.	breast and juices run clear. If this is achieved. iry ingredients, and cooked , etc., is taken at least daily upon ture of all these foods is 75°C . The old & Hot Temperature otisserie types and the number of mager is responsible for regularly		
	is notified, and the food 2. Cooking Sequence	ds are dumped. A service is call is m			
	 Each type of food is separately cooked in the oven, according to a pre-set list as plue by the Deli Manager. If there is only one oven in the store, bakery lines should be cooked first, followed by away foods containing meat or dairy ingredients. 				
IENTS					
DATORY REQUIREMENTS		er bag is replaced daily . f the next day, using fresh oil. Oil is			
	 Foods which have been store or received packa rapid and must follow the 	n previously cooked and successful aged from a supplier may be rehea ne manufacturer's instructions. Mini	ited only once. Reheating must be		
2. MAN	The temperature attain Checksheet.	······································			
	 Foods which have not been reheated at the express order of the customer must be displayed as per point 5 & 6. 				
	disposed.	ot be further cooled. Remaining rel	neated foods not sold, must be		
	 5. Hot Food Service Display The Deli Manager shall set the range and volume of hot take-away foods to en is minimised, and the temperature settings are adequate to ensure hot foods d 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 do be marked down for 	ods (within 4 hours of cooking) can roasts that are not going to be cessed as per Point 8. Any other d			
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APPR	OVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 1 OF 3		

Section 11.12 Processing and Handling of Hot Take Away Foods



- 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 <u>must be included in the final product label</u>, 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 <u>Use By</u> 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.

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APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 2 OF 3

Section 11.12 Processing and Handling of Hot Take Away Foods



18.22 – Ullage Record (CCP #6)

3. RECORDS

- 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)

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APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 3 OF 3



POLICY Produce lines are handled, processed and displayed in a manner that does not compromise food safety or quality. 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 portioning (halving) and skinned fruit e.g. pineapples, melons, pumpkins, etc; then, 2) 3) portioning leafy vegetables (halved celery bunches, whole cut cabbage, etc). The cutting bench & all utensils are wiped with a clean cloth, between variants. ٠ 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. MANDATORY REQUIREMENTS 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. 5. 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 Packedon 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.

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APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 1 OF 2

Section 11.13 Produce Handling, Processing & Display



3. RECORDS

18.24 - Weekly Cold & Hot Temperature Checksheet

18.22 – Ullage Record

PREPARED BY: WAYNE THOMAS	SECTION: 11.0	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 2 OF 2

Section 11.14			
Bakery Handling, Processing & Display			



1. POLICY	Bakery products are handled, processed and displayed in a manner that does not compromise food safety or quality.
	 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.
ENTS	 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°C.
	 Food contact & utensils surfaces where raw eggs are used must be washed & sanitised ahead of any other product contact or other further use.
N N	Donuts
QUIRI	 On the day of cooking, donut batter shall be prepared and cooked as per the manufacturer's instructions.
γ re	 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.
Ö	Filled sponges
MANDATORY REQUIREMENTS	 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.
2. M	 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.

PREPARED BY: WAYNE THOMAS	SECTION: 11.0	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 1 OF 2

Section 11.14 Bakery Handling, Processing & Display



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

PREPARED BY: WAYNE THOMAS	SECTION: 11.0	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 2 OF 2

Section 11.15 Inwards Goods Receiving



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		
	 the order is expected at Visually check the vehice i. Pest activity i.e. a ii. Foreign Odours; iii. Dangerous good Grocery Storage iv. Foreign matter i. For Meat/Seafood/small licence/registration with NOTE: The above Corrective Actions: If any of the above is unloaded. The relev 	artment Manager, if necessary, wh nd allow Departmental inspection the interior for evidence of: droppings, cockroaches, etc; ds i.e. fuels, or chemicals adequate b , Handling & Display , and not leaki e. pieces of glass, metal shavings, lgoods deliveries that the delivery the relevant State Food Authority b should be a quick visual check part ant Manager should be informed t	of any special delivery. ely segregated, refer to 11.01 - Dry ng; dirt etc. vehicle has a current to do so. rior to and after unloading . In the delivery is not to be o make a decision if unsure.
MENTS	unacceptable quali store. • Do not accept any • The relevant Manag	e based on whether accepting the ty risk, or if the stock might create of food products exposed to condition er must sign the delivery docket sto	a hygiene / infestation risk in the ns that will put them at risk. ating the reason for rejection.
REN		llowed to leave if the stock is rejec	ted
EQU	 2. Product Quality Checks If the load passes the at 	pove checks, the delivery may be u	unloaded subject to the followina
Y RE	quality checks. Each co	ase or pallet is checked for:	
MANDATORY REQUIREMENTS	ii. Evidence of fore	e i.e. holes, crushing, unsealed, tori ign matter or odour i.e. dirt, excess cked or dirty eggs direct from an e	ive dust, glass, spoilage odours etc.
2. MANI			f life have been delivered. This is ped by store) of minimum shelf life
	iv. For products not Metcash Food c	on this list simply checking for evid- and Grocery Distribution deliveries m need not be checked for date coc	ay be checked off within 24 hours.
	temperatures ar -12°C and hard t	ature is checked by using a calibra e at or below 5°C for potentially has rozen for frozen foods (i.e. show no	zardous foods, and are at or below
	vi. Evidence of any safety issue. It mo more sensitive to	ture Measurement Of Foods; perishable dairy lines that are deliverative ay result in rare, minor quality issues partial freezing. The department n per acceptable based on quality p	. Other lines e.g. produce , may be nanager should assess such lines to
	vii. Refrigerated stor	ck is accepted and placed in freez ery. No such stock is to be left unsu	er or cool-room storage within 20
		ceptions to the temperature requi	rements in point 2v:
	 Non-critical proc 	luce lines e.g. apples, oranges, ban	-
	-	neat bakery items e.g. croissants. ed at or below 18ºC and must be in	dividually stamped by supplier.
	REPARED BY: WAYNE THOMAS	SECTION: 11.0	ISSUE DATE: 08/11/19
А	PPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 1 OF 2



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 0 reiected. Where a temperature is specified for Potentially Hazardous Foods as per 10.1 -0 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 0 thawing then the delivery is rejected. For frozen ice cream deliveries received with surface temperatures between -12°C 0 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 0 abuse at the supplier. These products are to be rejected.

18.01 – Goods Inwards Summary (CCP #1a & 1b)

18.22 – Ullage Record

PREPARED BY: WAYNE THOMAS	SECTION: 11.0	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 2 OF 2

RECORDS

e c



	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			
POLICY	CCP #2 – Refrigerated storage			
6	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			
	1. General			
	Before use, staff shall ensure the thermometer is <u>not</u> 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 <i>indication</i> 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			
S	the outer carton.			
IN	 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 			
M	temperature of the food will display for approximately 10 seconds.			
. MANDATORY REQUIREMENTS	 When conducting surface temperature checking, it is best to avoid the following foods 			
3 U	(where possible) as the accuracy of the reading may be affected:			
RE	 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;			
<u></u>	 food types of high air content - food packs where there is air between the 			
I A	packaging and the food e.g. pies, pastries, frozen peas;			
N	 food in packaging materials designed to insulate - cardboard / tetra packs, foam packs, 			
M	 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.			
PRF	PARED BY: WAYNE THOMAS SECTION: 11.0 ISSUE DATE: 08/11/19			

VERSION: 3.1

APPROVED BY: DAVID HOLT

PAGE: 1 OF 3



3	. Pro	obe Thermometer Temperature Checks
	٠	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.
	٠	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.
		• 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.
		 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.
		 Always clean and sanifise the probe end as soon as possible after use.
	٠	Core temperature checks <u>must</u> be conducted in following scenarios:
		• 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.
		• 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.
		• <u>Reheating</u> – 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.
		 <u>Hot Foods Display Checks</u> - 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)
	,	 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.
		• 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.
	٠	Clamping temperature checks are conducted in following scenarios:
		 Potentially Hazardous Foods Receiving - Temperature checks on refrigerated loads mus
		be done within 1 minute of the goods being unloaded off the truck. <u>You are NOT</u>
		expected to check goods ON the truck.

Section 11.16 Temperature Measurement of Foods



	e ti o D	he 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 emperature attained is recorded on the 18.24 – Weekly Cold & Hot Temperature Checksheet.
3. RECORDS	18.23 – Hot F	es & Thermometer Calibration Checksheet (customised to store set-up). Foods Cooling Verification Record. kly Cold & Hot Temperature Checksheet (customised to store set-up). ge Record.

PREPARED BY: WAYNE THOMAS	SECTION: 11.0	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 3 OF 3

Section 11.17 Date Marking of Foods



I. 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.

3. RECORDS	N/J	A
		may precede the day.
		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. 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
	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.
		 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.
		 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.
2. MA		 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.
NDA ⁻		• 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.
TOR	9.	a date not later than 12 hours after the time the bread was baked. The date mark shall be in a prescribed form :
Y RE	0.	best-before date – (a) its baked-on date; or (b) its baked-for date. The baked-for date shall be
QUII	7. 8.	The date code marking shall be clear and legible with a minimum character height of 3mm . The label on a package of bread with a shelf life less than 7 days may include instead of a
REN	6.	Date code stickers that are applied in-store shall not cover any product labelling information.
2. MANDATORY REQUIREMENTS	5.	Please refer to 11.07 - Value-added RTE Food Preparation & Handling for products produced in-store from multiple ingredients.
		A " Packed On " date shall be applied to all products that are packaged on demand, for customers, from a service display.
		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.
		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.
	2.	instructions. A " Use By " date is generally applied to any high risk thawed, in-store pre-packed and re-
	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

PREPARED BY: WAYNE THOMAS	SECTION: 11.0	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 1 OF 1



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

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: <u>Small Package</u> - 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.

PREPARED BY: WAYNE THOMAS	SECTION: 11.0	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 1 OF 5



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 (<u>http://www.foodstandards.gov.au/industry/npc/Pages/Nutrition-Panel-Calculator-introduction.aspx</u>).

- 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 INFORMATIC	DN
Servings per packag	ge: 3	
Serving size: 150g	-	
	Quantity	Quantity
	per Serving	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,	18.6 g	12.4 g
total		
- sugars	18.6 g	12.4 g
Sodium	LESS THAN 5 mg	LESS THAN 5 mg
	mille Concentrate delving mill	

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 <u>in addition</u> 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.

PREPARED BY: WAYNE THOMAS	SECTION: 11.0	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 2 OF 5



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

PREPARED BY: WAYNE THOMAS	SECTION: 11.0	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 3 OF 5

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
 - 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.
 - A product 'made on the premises must have gone through a substantial transformation; 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, e.g. Bread made from a scratch bakery. Merely dividing and re-packaging of food from bulk to smaller portions or adding marinade does not qualify for an exemption.

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).

8. Country of Origin (CoO) Statements

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

PREPARED BY: WAYNE THOMAS	SECTION: 11.0	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 4 OF 5



-310	The Labelling & Packing Guide
9. 10. 11. It is pro	 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 klogram & total price, and, net weight of the article, less any packaging These 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 fuilt, dried fuilt, cheese, dressed poultry, fish, mushrooms, vegetables, meet 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 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 by bards of the service display by staff and other food types 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-
2	ase consult your Metcash State Food Safety Manager for any further advice.
Pro	duct labels (conform to FSANZ Food Standards Code) (CCP #4)

PREPARED BY: WAYNE THOMAS	SECTION: 11.0	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 5 OF 5

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 <u>must</u> bear a label.

Below is a quick reference guide to th	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 <u>pre-packaged display case</u> e.g. Marinated meats, Sausages, Bakery items, Fruit & Veg.	х	External Supplier	Х	Х	x	х	Х	Х	х	Х
Packaged items sold from a <u>pre-</u> <u>packaged display case</u> 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	х	External Supplier	Х	x	x	x	X	x	x	Х
Made and packaged on the premises from which it is sold from a <u>pre-packaged display case</u> e.g. Salads, Sandwiches, Hot BBQ Chickens, Sushi etc.	Х		Х	х	x	х	x	x	х	Х
Packaged Fresh Meat/Poultry/Seafood with <u>no</u> added ingredients sold from a <u>pre-</u> packaged display case	Х	External Supplier	х	Where food contact surfaces also process known allergens		Х	X			х
When a product <u>is not</u> required to be below	ar a label,	the information (depicted by	X) shall be: (a) provid e	ed upon request	from the custo	mer; or (b) displayed in co	onnection with the disp	olay of the food	, as per the
Sold loose from <u>self-service displays</u> e.g. Salad bars, bulk confectionery, loose bakery units etc	On the Ticket			х	Х		Х	x	Х	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			Х	Х	Х	Х	Х	Х	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 <u>sold loose from for self-</u> <u>service display</u> (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

PREPARED BY: WAYNE THOMAS	SECTION: 11.0	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 1 OF 1



(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.

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

STORE EXAMPLE

* 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.

PREPARED BY: WAYNE THOMAS	SECTION: 11	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 1 OF 1



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

1. Legislation

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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:
 - o cut, filleted, sliced, minced or diced; or
 - o pickled, cured, dried, smoked, frozen or preserved by other means; or
 - o marinated; or
 - o 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 <u>not</u> 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.

PREPARED BY: WAYNE THOMAS	SECTION: 11.0	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 1 OF 3

Section 11.20 Country of Origin Legislation



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

PREPARED BY: WAYNE THOMAS	SECTION: 11.0	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 2 OF 3

Section 11.20 Country of Origin Legislation



Records are required if:

RECORDS

- 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.

PREPARED BY: WAYNE THOMAS	SECTION: 11.0	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 3 OF 3



 To ensure that displayed stock is checked in a timely manner, so that it is either marked down 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. 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: Ersth Eaads & Beducad to Cloger Displayer 	and
 NOTE: The percentage mark-down on all such items is determined by Store Management. 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: 	
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 Displayed stock must be rotated (oldest or closest to Use-by/Best Before Date at front) inspected to ensure saleability. Recommended inspection frequency: 	
inspected to ensure saleability.Recommended inspection frequency:	١٥
Recommended inspection frequency:	Å.
 Fresh Foods & Reduced to Clear Displays – MINIMUM DAILY 	
 Perishable & Dairy Food Displays – MINIMUM WEEKLY 	
 Frozen Food Display – FORTNIGHTLY to MONTHLY 	النعام مالا
 The date codes on pre-packed lines are checked AT LEAST WEEKLY. Out of date stock be removed from sale. 	< snali
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	3 -
Date Coding Guideline.	
Mark down labels shall not obscure product information or date code.	
3. Tare Weight Checks against PLU	
 All products which are <u>packed or pre-packed in-store with a standard Tare Weight se</u> against the product PLU, must have the set tare weight of their packaging checked or 	
least a monthly basis to ensure ongoing accuracy.	in an
• Where a product/PLU e.g. T-bone steak, is packed on different sized trays, a tare weig	
may or may not be set against the PLU. When a tare weight is set the store must ensur	e 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 	
 Io 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 	sinale
 Where a product/PLU e.g. T-bone steak, is packed on different sized trays, a tare weight 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 item. This tare weight must be pre-set into the scales at that department, and activate the product's PLU number. NOTE: When determining the tare weight, take into account only the packaging place the scale when producing a price label, this may also include a soaker pad/s when us meat trays. Remember, it is an offence if you include some or all of the packaging in the net weight 	-
the product's PLU number.	
NOTE: When determining the tare weight, take into account only the packaging plac the scale when producing a price label, this may also include a soaker pad/s when us	
meat trays.	sed on
 Remember, it is an offence if you include some or all of the packaging in the net weight 	ght of
the goods sold	-
Adjust the tare weight information in the relevant scales or back office system, if requi	red,
 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 sala 	d or
488g Rump Steak, must be randomly checked (Daily or at least weekly) to ensure that	
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 	t must
 If the gross weight of the product is equal to or less than the label weight, the product be removed from sale and repackaged with the correct label weight. 	111031
• 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 Weigh	it
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 	ne
adjusted against the system PLU.	

PREPARED BY: WAYNE THOMAS	SECTION: 11.0	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 1 OF 2



Section 11.21 Stock Audit & Trade Measurement Checks

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.

	18.11a – Monthly System PLU Tare Weight Checks
Ω	10.110 - MOITINI System Lo Ture Weight Checks
\sim	

- 18.11b In-store Packed Net Weight Checks
- 18.22 Ullage Record (CCP #6)

3. RECO

PREPARED BY: WAYNE THOMAS	SECTION: 11.0	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 2 OF 2

Section 11.22 Quarantine Assessments



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	 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. 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 upper 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.

PREPARED BY: WAYNE THOMAS	SECTION: 11.0	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 1 OF 2



	4.	Quara	ntined Stock Assessment
		• The	e 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.
LS		b.	Stock Downgrade – Reduce to Clear or Donation
REQUIREMENTS			 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.
EN			 Department management are advised and authorise stock movement to a
UIR			'Reduced to Clear' (RTC) display or donation to local charity.
EQ			All RTC displays shall be checked daily, and defective or out-of-date stock
			removed, recorded and dumped.
RY		С.	Dump
TO			If stock is leaking or infested it is dumped immediately into the external bin.
DA			 Dump in accordance with approved Council procedures. Authorised staff organise any stock to be dumped into a waste bin in a manner
MANDATORY			that prevents any salvage.
2. M		d.	Quarantine Clearances
2			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.
S			
ORDS	18	22 - 111/2	age Record.
\mathbf{c}			at least 12 months of Recall & Withdrawal Notices.
RE(CC		difeasi iz mornins of Recail & Windiawa Notices.
З.			

PREPARED BY: WAYNE THOMAS	SECTION: 11.0	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 2 OF 2



DID 1.

Display in:

Receiving, & Dispatch areas;
 Quarantine areas - AWAY FROM CUSTOMER VIEW

Risk Type REJECT and / or DUMP MARKDOWNS/DONATIONS SALEABLE (food safety) (criteria to use before (criteria that means instant (allowed damage) dump or rejection) dump or sell) Any dent that damages the Review cans with just Smaller dents to the side seam, top seam or CANNED Larger side-wall dents over bottom seam. Any deep can wall less than FOODS 5cm (not dented on any dents, holes, or dents that 5cm. seam). buckle the can. Bags infested by weevils, ٠ Review minor leaks and mice, etc. if feasible may be taped Any bags that are "out of **BAGGED DRY** sealed. • date" FOODS E.G. Taped up foods should If Dusty, but clearly • FLOUR, SUGAR • Any leaking bags that are be clearly separated & sealed - wipe clean. & GRAINS a hygiene risk displayed in a "Reduced To Clear" Leaking bags more than 5% underweight location. • Any leaking potting mix **Review Minor** leaks and • • If Dusty, but bag is a health risk to if feasible, may be clearly sealed people and foods. taped sealed. wipe clean. GARDENING / If staff not wearing • Taped up underweight Damaged & adequate protection, such chemical goods if put POTTING MIX / taped up, but not DRY CHEMICAL products pose bacterial risk on retail sale should be underweight. of Legionnaires disease, GOODS clearly separated & Wash hands after • Listeria and other bacteria. displayed in a handling any "Reduced to Clear" • Any leaking bags more chemicals. than 5% underweight location. All food containers in glass • Review 'non-Glass' food All food packs packaging that has packs dropped from (except glass) dropped from excessive higher than waist height, dropped from below DROPPED height e.g. higher than FOOD for damage. waist height not waist height CONTAINERS • Review 'Glass' food showing any Product more than 5% • packs dropped from damage to seals or underweight due to ANY height for damage. container. product loss • Any water damaged dry Review "water • groceries that were sealed damaged" dry goods in porous or paper bags or Any Bottled or initially sealed in noncardboard packaging. Canned goods, also porous packs or bags. perishables/ frozen WATER Any water damaged • If ok - wipe with clean DAMAGED bottled or canned goods with just minor water cloth FOODS where the label details are stained labels but still • Review "moisture not visible & has been sealed with details damaged" perishables totally damaged, is visible – wipe clean. / frozen that are stained mouldy, stained or totally from thawing or ice. removed from package

PREPARED BY: WAYNE THOMAS	SECTION: 11.0	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 1 OF 2

Guideline 11.22a Quarantine Assessment



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

PREPARED BY: WAYNE THOMAS	SECTION: 11.0	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 2 OF 2

S	ection 11.23			
Pr	e-packed Meat Handling & Display			
X	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.			
POLICY	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.			
1.1	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			
	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			
(0)	 All short shelf life pre-packaged fresh meat products are marked down before their Best 			
EQUIREMENTS	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.			
JIREN	3. Supplied Product Labelling			
	 Stores shall not receive or accept unlabelled retail-ready fresh meat packs. It is illegal for stores to <u>re-label</u> prepared stock from external suppliers. 			
JRY F	 Suppliers shall label packs on the date produced (Compliance to this should be verified by a supplier visit) 			
2. MANDATORY RI	• 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,			
MAI	no reference to the 'supplied store', nor any 'supplied store' logos, shall be on the produc artwork or label.			
3	 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 produc 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.			
PREP	ARED BY: WAYNE THOMAS SECTION: 11.0 ISSUE DATE: 08/11/19			
	OVED BY: DAVID HOLT VERSION: 3.1 PAGE: 1 OF 4			

Section 11.23

4. Labelling of Supplied Bulk Product <u>WITHOUT</u> 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, (preprogrammed 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°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.

PREPARED BY: WAYNE THOMAS	SECTION: 11.0	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 2 OF 4

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 <u>on-sold in the original sealed pack</u>, 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 <u>change</u> 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 <u>overwrapped</u> & 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.

PREPARED BY: WAYNE THOMAS	SECTION: 11.0	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 3 OF 4

2. MANDATORY REQUIREMENTS

Section 11.23 Pre-packed Meat Handling & Display



	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:
ITS	 product temperature is consistently stored & displayed below 5°C. Optimum product temperature is 1-2°C
E	 packages are not leaking or damaged
KEN	 products are adequately labelled & coded, and most importantly.
UIF	 all stock LOOKS and smells wholesome & fresh, regardless of its shelf life.
REQUIREMENTS	 Product is handled as per 11.02 - Perishable & Frozen Foods Storage, Handling & Display.
0	10. Pet Meat Displays
2. MANDATORY	 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.
RECORDS	18.01 – Goods Inwards Summary 18.11a – Monthly System PLU Tare Weight Checks 18.11b - In-store Packed Net Weight Checks
3. RE	18.24 - Weekly Cold & Hot Temperature Checksheet (CCP #2 & #5) 18.22 – Ullage Record (CCP #6)

PREPARED BY: WAYNE THOMAS	SECTION: 11.0	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 4 OF 4

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

PREPARED BY: WAYNE THOMAS	SECTION: 11.0	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 1 OF 1

Section 11.24 Non-conforming Meat Products – QLD only

1. POLIC

3. REC



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	 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 foilure 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 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. Notification to SFPQ: Email: notify@safefood.ald.gov.au Fax: (07) 3253 9810 Brian Witherspoon: 0407 964 734 Andrew Wilson: 0457 896 652
ORDS	18.22 – Ullage Record

PREPARED BY: WAYNE THOMAS	SECTION: 11.0	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 1 OF 1



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.
 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. 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.
 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. 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

PREPARED BY: WAYNE THOMAS	SECTION: 11.0	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 1 OF 2



•	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)
 <u>accredited/registered with the relevant State Food Regulatory Authority for this purpose</u>. 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 <u>satellite** store</u> 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 <u>customers</u> 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.

RECORDS

MANDATORY REQUIREMENTS

18.08 - Delivery Record Check Sheet

PREPARED BY: WAYNE THOMAS	SECTION: 11.0	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 2 OF 2



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

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

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 <u>http://health.act.gov.au/public-information/businesses/food-safety-regulation/kilojoule-displays</u>

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).

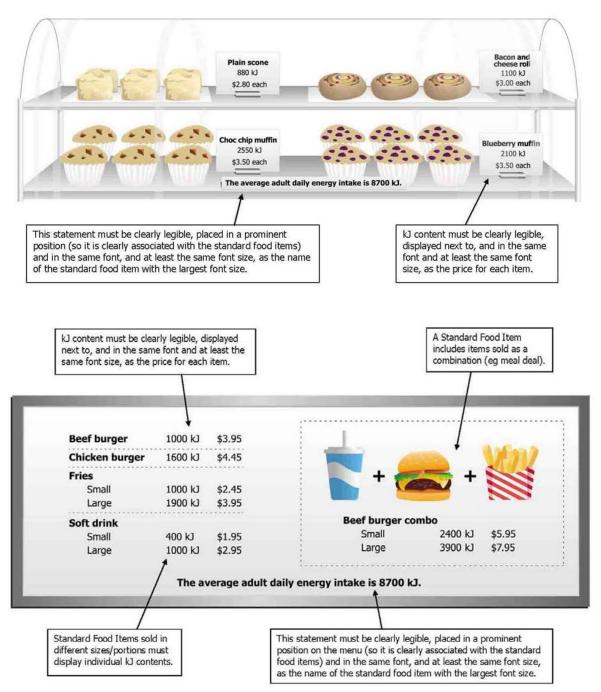
PREPARED BY: WAYNE THOMAS	SECTION: 11.0	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 1 OF 3

POLIC

Section 11.26 ACT Only Kilojoule Content Display Legislation

Food & Grocery

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 <u>http://www.foodstandards.gov.au/industry/npc/Pages/Nutrition-Panel-Calculatorintroduction.aspx</u>
- 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

PREPARED BY: WAYNE THOMAS	SECTION: 11.0	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 2 OF 3

Section 11.26 ACT Only Kilojoule Content Display Legislation



2. MANDATORY REQUIREMENTS

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).

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.

PREPARED BY: WAYNE THOMAS	SECTION: 11.0	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 3 OF 3



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

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 (1) 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 <u>http://www.foodauthority.nsw.gov.au/rp/kJs-on-menus</u>

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).

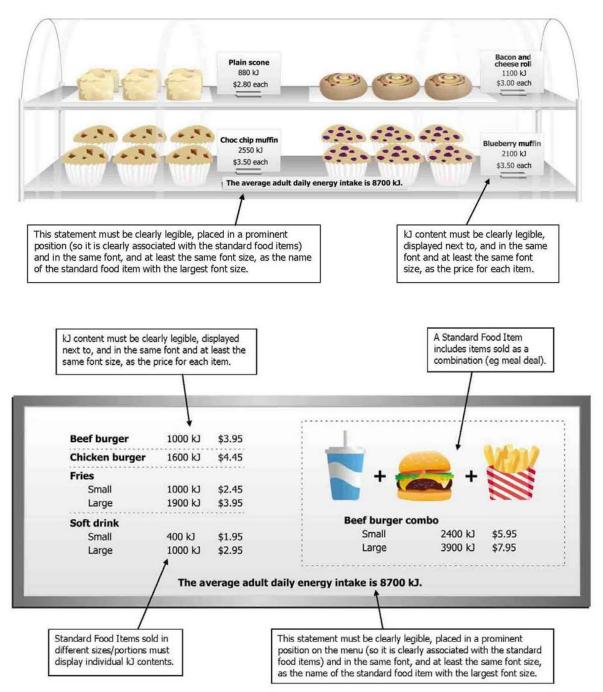
PREPARED BY: WAYNE THOMAS	SECTION: 11.0	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 1 OF 3

POLIC

Section 11.26 NSW Only Kilojoule Content Display Legislation

Food & Grocery

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 <u>http://www.foodstandards.gov.au/industry/npc/Pages/Nutrition-Panel-Calculatorintroduction.aspx</u>
- Nutritional analysis software
- Laboratory analysis
- Information from supplier

More information

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

PREPARED BY: WAYNE THOMAS	SECTION: 11.0	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 2 OF 3

Section 11.26 NSW Only Kilojoule Content Display Legislation



2. MANDATORY REQUIREMENTS

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

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.

PREPARED BY: WAYNE THOMAS	SECTION: 11.0	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 3 OF 3



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

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.gld.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).

PREPARED BY: WAYNE THOMAS	SECTION: 11.0	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 1 OF 3

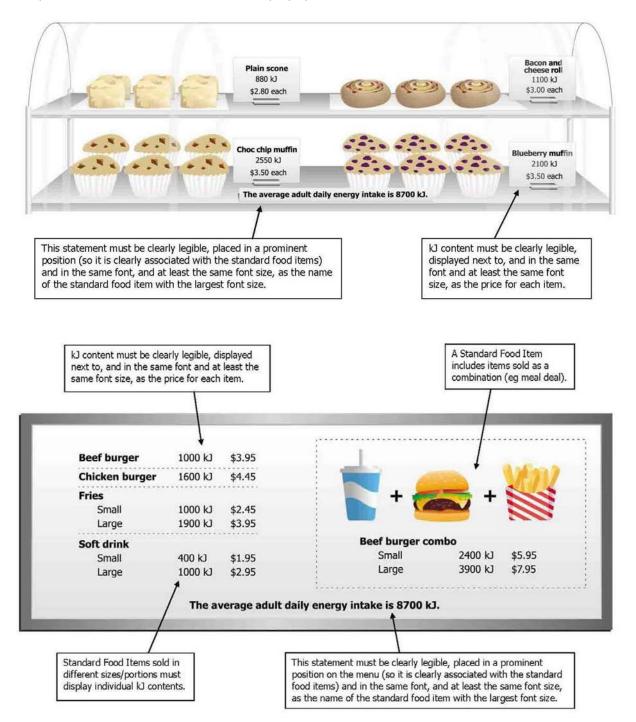
2. MANDATORY REQUIREMENTS

POLIC

Section 11.26 QLD Only Kilojoule Content Display Legislation

Food & Grocery

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 <u>http://www.foodstandards.gov.au/industry/npc/Pages/Nutrition-Panel-Calculator-introduction.aspx</u>
- Nutritional analysis software
- Laboratory analysis
- Information from supplier

PREPARED BY: WAYNE THOMAS	SECTION: 11.0	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 2 OF 3

Section 11.26 QLD Only Kilojoule Content Display Legislation



More information

• Visit the https://publications.qld.gov.au/dataset/food-labelling

Note

2. MANDATORY REQUIREMENTS

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).

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.

PREPARED BY: WAYNE THOMAS	SECTION: 11.0	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 3 OF 3



To ensure all required products are labelled with Kilojoule (KJ) Content as per VIC Food Amendment Act 2017. 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/policiesandquidelines/ki-labelling-informationsheet-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/ki-labelling-informationsheet-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).

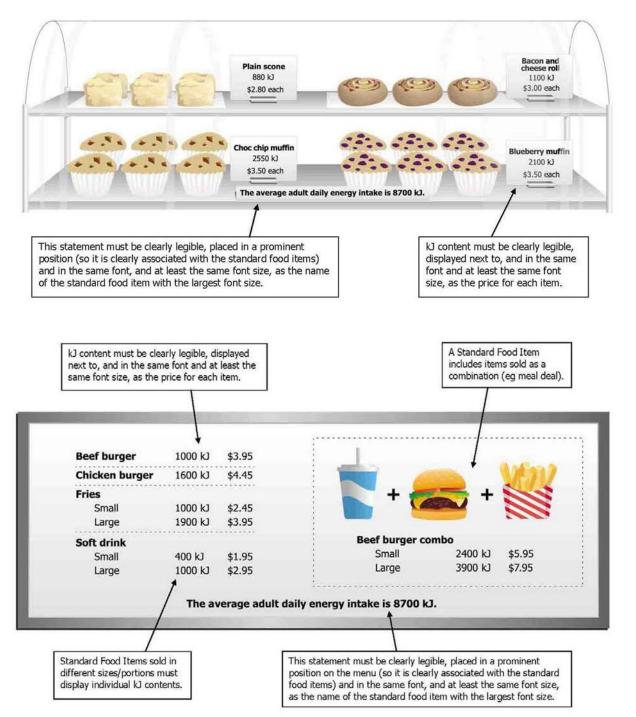
PREPARED BY: WAYNE THOMAS	SECTION: 11.0	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 1 OF 3

POLIC

Section 11.26 VIC Only Kilojoule Content Display Legislation

Food & Grocery

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 <u>http://www.foodstandards.gov.au/industry/npc/Pages/Nutrition-Panel-Calculator-</u> <u>introduction.aspx</u>
- Nutritional analysis software
- Laboratory analysis
- Information from supplier

PREPARED BY: WAYNE THOMAS	SECTION: 11.0	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 2 OF 3

Section 11.26 VIC Only Kilojoule Content Display Legislation



More information

• Visit https://www2.health.vic.gov.au/public-health/food-safety/food-safety-laws-localgovernment-and-auditors/food-safety-laws-and-regulations/kilojoule-labelling-scheme

Note

2. MANDATORY REQUIREMENTS

RECORDS

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).

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.

PREPARED BY: WAYNE THOMAS	SECTION: 11.0	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 3 OF 3



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	 Handling & Displ. Storage temperature Chance The Espresso Market Milk shall be place Grinder and Group Place a) Inspect the Grind corrosion. b) Fill the Hopper with a corrosion. b) Fill the Hopper with a corrosion. c) Grind beans, predint takes only a context the dosing a corrosion. d) Place dose in a context of the dose o	ay thure shall be checked and acksheet, customised to sto- chine water temperature sh- ced back into refrigerated si- eparation ler prior to use to ensure cle- th fresh coffee beans. ferably 'on demand', to the hamber. This will also reduce y a couple of minutes for group clean Group basket. a metal tamper. Idle into the group head ar- up/glass, place under the be used with 1 minute of ex- esh milk. Ensure all Milk is with is date on the Generic stor nough for the milk to doub vent waste. wand is over the drip tray, place arm on an angle that allow ure rises, slowly 'stretch' the uperature probe is recommand temperature is 63°C (Milk with arm with a clean cloth and hished pouring, throw away ter each use, preferably with ve differing dietary intolera its does not occur i.e. Dairy elled jugs, for each type of offee and Beans oes stale quickly when the at and direct sunlight can an bags of coffee beans in an ag is opened, store the be	hall be set to achieve 85°C-88°C. thorage when not in use. eanliness, no broken parts and no evidence of the correct dose for a fresh, high quality coffee, the wastage at the end of the day round coffee to go stale. And lock in securely. spouts and start the brew cycle immediately. thraction as crema will dissipate/breakdown after hin the 'Use by' Date. (Dispose of any Milk which the mark down / quarantine and ullage disposal le in size and only put as much milk in the jug as burge wand to release built up condensation. Urface of the milk and turn on full pressure. ws the milk to swirl around in a natural whirlpool milk by gently moving the jug lower. ended to be used to ensure the Milk is heated to vill boil and quality become poor quality at 70°C discarded). purge the steam wand. y any leftover milk. Do Not reheat milk. th a jug rinser. nces and it is important to ensure cross , Soy Milk, Almond Milk etc. It is recommended to Milk to be textured. oils inside the coffee beans are exposed to the II affect (change) coffee, both beans and	
		acturers Use-by or Best-Befo		
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F	PREPARED BY: WAYNE THOMA		ISSUE DATE: 08/11/19	
ŀ	APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 1 OF 2	

Section 11.27 Processing and Serving of Espresso Coffee



- 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

RECORDS

- 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.

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

PREPARED BY: WAYNE THOMAS	SECTION: 11.0	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 2 OF 2

Section 11.28 Sushi Preparation and Display



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

Finished sushi; and
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.

To ensure all Sushi prepared in-store is stored, handled, prepared, and displayed in a manner that does

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).

PREPARED BY: WAYNE THOMAS	SECTION: 11.0	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 1 OF 3

MANDATORY REQUIREMENTS

2

Section 11.28 Sushi Preparation and Display



- 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 when not being used and labelled with the date and time it was prepared. Acidified rice, with no other added ingredients, may be stored up to 8 hours at below 15°C after which it must be disposed.
- Where storage at a controlled temperature below 15°C is not achievable, then the Rice must be refrigerated and any remaining acidified rice must be disposed at the end of the day.

d) Preparation of fillings and sushi

- Acidified rice should be at room temperature prior to making the sushi products.
- 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

PREPARED BY: WAYNE THOMAS	SECTION: 11.0	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 2 OF 3

Section 11.28 Sushi Preparation and Display



- 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 ($\frac{1}{4}$ 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 • reauired.
- 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.
- 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

PREPARED BY: WAYNE THOMAS	SECTION: 11.0	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 3 OF 3

Section 12.0 Cleaning & Waste Disposal Programs	



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.				
	by identifying individual cle	esponsible for ensuring their cleanir aning responsibilities via staff roster guidelines & maintain a clean work	rs. It is the responsibility of all		
	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.				
UIREMENTS	 General Guidelines A store must customise & document a cleaning schedule (template schedules have bee provided as examples however may require customizing for your store i.e. 12.1 - 12.9 Deplated (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? 				
AANDATORY REG	 frequency of cleaning; chemicals used; who (position) undertakes the cleaning? any special instructions required to effectively dismantle & clean the composition of the state of				
2. N	Apply a suitable san sanitiser, as per man	itiser to food contact surfaces, equi ufacturer's instructions.	pmeni ana olensiis. Leave / Ilrise		
	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.				
	-	hall be used according to manufac			
		cals shall always be available for eff			
	 failure if a store runs out of the suitable sanitising chemical for food processing areas. 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 to be stored in these areas.	processing application and are		
	 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. 				
		cleaning & monitoring procedures for			
	10. Management shall prov for all cleaning & related	ide staff with appropriate equipme d activities.	nt, protective clothing & resources		
	e e e e e e e e e e e e e e e e e e e	aning (i.e. mops, buckets, brooms e	tc) shall be properly cleaned &		
	stored in a suitable location to dry, away from food storage, processing and display areas.				
PREF	PARED BY: WAYNE THOMAS	SECTION: 12.0	ISSUE DATE: 08/11/19		
	ROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 1 OF 2		

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 recleaned 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
- 1. 12.1 12.9 Dept Cleaning Schedules
- 2. 18.04 Meat Processing Daily Pre-Operational Checks (or similar)
- RECORDS 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)

PREPARED BY: WAYNE THOMAS	SECTION: 12.0	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 2 OF 2



EQUIPMENT / LOCATION TO BE CLEANED	PERSON RESPONSIBLE	CLEANING PROCEDURE	FREQUENCY	SPECIAL INSTRUCTION	SAFETY PRECAUTION
Band Saw	Cleaners	Scrub blade with <u>Detergent</u> solution. Rinse and air dry. Scrape entire unit of excess meat debris. Hose down using gun system and <u>Detergent</u> solution and scrub until visually clean. Hose down with clean, warm water. Spray with <u>commercial food grade Sanitiser</u> 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 <u>Detergent</u> 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 <u>commercial food grade</u> <u>Sanitiser</u> 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 <u>Detergent</u> solution. Rinse and place in a <u>commercial food grade Sanitiser</u> 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.
 Labeller/Packager Pricer/Labeller Stretch-Sealers Scales All other fixtures 	Cleaners	Wipe with moist cloth, rinse cloth in a bucket of <u>Detergent</u> 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.

PREPARED BY: WAYNE THOMAS	SECTION: 12	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 1 OF 4



EQUIPMENT / LOCATION TO BE CLEANED	PERSON Responsible	CLEANING PROCEDURE	FREQUENCY	SPECIAL INSTRUCTION	SAFETY PRECAUTION
Stainless Steel Benches/Cutting Boards/Frames	Meat Staff	Scrape/wipe off meat debris, spray with <u>commercial food grade Sanitiser</u> solution and wipe using a clean, dry, disposable cloth. Remove board from bench, spray with hot water	Between Species Nightly		Ensure no electrical leads, plugs or points are exposed to moisture.
	Cleaners	to remove meat debris. Scrub with <u>Detergent</u> solution and rinse with warm water. While wet sprinkle with <u>Powder Sanitiser</u> 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 <u>commercial food grade Sanitiser</u> and allowed to air dry.		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.	
Aluminium Trays	Cleaners	Scrub using <u>Detergent</u> 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 <u>Detergent</u> solution if soiled, rinse with hot water. Spray hand basins with <u>commercial</u> 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 <u>commercial food grade Sanitiser</u> solution and wipe using a clean, dry, disposable cloth. Wash in <u>Detergent</u> solution and rinse in warm water. Spray with <u>commercial food grade</u> <u>Sanitiser</u> 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.

PREPARED BY: WAYNE THOMAS	SECTION: 12	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 2 OF 4



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 <u>Detergent</u> solution and rinse with warm water. While wet sprinkle with <u>Powder</u> <u>Sanitiser</u> 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 <u>Detergent</u> solution and scrub walls and floor using a hard brush. Squeegee water to drain. Wipe all racks, fixtures with <u>Detergent</u> 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 <u>Detergent</u> 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 <u>Degreaser</u> 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 <u>Detergent</u> 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.

PREPARED BY: WAYNE THOMAS	SECTION: 12	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 3 OF 4



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 <u>Detergent</u> 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 <u>Detergent</u> solution until visually clean then rinse. Wash any food residue from drain. Pour about 100ml of <u>Pine-O-Clean Disinfectant</u> 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 <u>Detergent</u> and rinse with warm water. Allow to drain and air dry. Scrub unit with <u>Detergent</u> solution and rinse thoroughly with warm water. Allow to drain. Wipe both sides of glass surface with <u>Glass</u> <u>Cleaner</u> 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.

PREPARED BY: WAYNE THOMAS	SECTION: 12	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 4 OF 4

Section 12.2 Produce Area Cleaning Schedule Template



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.	

PREPARED BY: WAYNE THOMAS	SECTION: 12	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 1 OF 4

Section 12.2 Produce Area Cleaning Schedule Template



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 <u>Detergent</u> 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 <u>commercial food grade</u> <u>Sanitiser</u> solution and wipe using a clean, dry, disposable cloth. Remove board from bench, spray with hot water to remove debris. Scrub with <u>Detergent</u> solution and a hard brush then rinse thoroughly with warm water and allow to air dry. Benches and cutting boards to be sprayed with <u>commercial</u> <u>food grade Sanitiser</u> 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 <u>Detergent</u> solution and rinse with hot water. Spray hand basin with <u>commercial food grade Sanitiser.</u>	Nightly		Ensure no electrical units are exposed to water.
Knives, Buckets and all other Utensils		Scrape/wipe off debris, spray with <u>commercial food grade Sanitiser</u> solution and wipe using a clean, dry, disposable cloth. Wash in <u>Detergent</u> solution and rinse in warm water. Spray with <u>commercial food</u> <u>grade Sanitiser</u> 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.

PREPARED BY: WAYNE THOMAS	SECTION: 12	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 2 OF 4

Section 12.2 Produce Area Cleaning Schedule Template



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.	Nightly or as required.		
		Scrub walls and floor using a hard brush and <u>Detergent</u> solution. Squeegee water to drain. Wipe all racks, fixtures with <u>Detergent</u> solution. Allow to air dry.	Weekly	Remove pallets of produce to avoid splashing onto food products.	
Preparation Room Walls and Floor		Sweep or mop any spillages.	During trading as necessary.		Ensure no electrical leads, plugs or points are exposed to moisture.
		Scrub walls to head height and floor using a hard brush and <u>Detergent</u> solution. Rinse with hot water. Squeegee water to drain	Floor-nightly. Walls-weekly.	Ensure floor area is cleared prior to start.	
Display Gondolas and all other Fixtures		Remove produce from display. Scrub/wipe using <u>Detergent</u> 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.

PREPARED BY: WAYNE THOMAS	SECTION: 12	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 3 OF 4



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 <u>Detergent</u> solution until visually clean then rinse. Wash any food residue from drain. Replace grate. Pour about 100ml of <u>Pine-O-Clean</u> <u>Disinfectant</u> into each drain. Replace grate.	Nightly Weekly	Ensure all other cleaning is completed.	
Mats	Produce Staff	Sweep off all debris.	Nightly		
Cool room Fans	Contractors Contract Refrigeratio n Company	Replace contract mats with clean ones. To be dismantled and cleaned by contract refrigeration company.	Weekly. 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.

PREPARED BY: WAYNE THOMAS	SECTION: 12	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 4 OF 4



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 <u>Detergent</u> solution, rinse and air dry, Wash unit with <u>Detergent</u> solution, wipe with a fresh dry chux rinsed in clean water. Allow to air dry. Clean around and under unit with <u>Detergent</u> solution. Re- assemble slicer, spray with <u>commercial food grade</u> <u>Sanitiser</u> 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 <u>commercial food grade Sanitiser</u> 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 <u>Degreaser</u> solution. Rinse and wipe clean. Racks and trays are soaked in hot water for at least 15 min. then washed in <u>Detergent</u> 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.
 Benches, Cryovac Sealer, Shrink Sealer, Scales 		Wipe with <u>Detergent</u> solution then spray with <u>commercial food grade Sanitiser</u> 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.

PREPARED BY: WAYNE THOMAS	SECTION: 12	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 1 OF 4

Section 12.3 Delicatessen Cleaning Schedule Template



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 <u>Degreaser</u> and hot water. Rinse until visually clean. Reseal drain. Fill with fresh water to <u>just cover element only.</u> Wash trays in <u>Degreaser</u> , rinse with warm water and allow to air dry. Sanitise trays with <u>commercial food grade</u> <u>Sanitiser</u> solution Replace into display. Wipe both sides of glass surface with <u>Glass Cleaner</u> 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. <u>Refilling oil chamber.</u> 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 <u>Detergent</u> solution and rinse. Allow to air dry. <u>Replacing Oil.</u> Remove sump and drain oil into a container which is kept for pick-up by recycling company. Wash sump with <u>Degreaser</u> 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.

PREPARED BY: WAYNE THOMAS	SECTION: 12	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 2 OF 4

Section 12.3 Delicatessen Cleaning Schedule Template



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 <u>Detergent</u> solution and rinse with warm water. Allow to drain and air dry. Scrub unit with a hard brush and <u>Detergent</u> solution, rinse thoroughly with warm water. Allow to drain. Wipe both sides of glass surface with <u>Glass Cleaner</u> 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 <u>Detergent</u> solution, rinse and allow to air dry. Food swept off bench and floor area swept. Bench scrubbed with <u>Detergent</u> 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 <u>Detergent</u> 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 <u>Degreaser</u> 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 <u>Detergent</u> solution and rinse with warm water. While wet sprinkle with <u>Powder Sanitiser</u> 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 <u>Detergent</u> solution, rinse in clean, warm water and allow to air dry. Spray with <u>commercial food grade Sanitiser</u> solution.	Between uses, nightly or as required.		Take care when handling sharp utensils.

PREPARED BY: WAYNE THOMAS	SECTION: 12	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 3 OF 4

Section 12.3 Delicatessen Cleaning Schedule Template



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 <u>Degreaser</u> 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 <u>Degreaser</u> 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 <u>Degreaser</u> 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 <u>Detergent</u> solution until visually clean then rinse. Wash any food residue from drain. Pour about 100ml of <u>Pine-O-Clean Disinfectant</u> 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 <u>Detergent</u> 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 <u>Detergent</u> solution and wipe over with a clean, dry cloth.	Weekly		

PREPARED BY: WAYNE THOMAS	SECTION: 12	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 4 OF 4



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 <u>Detergent</u> solution. Rinse with warm water. Spray with <u>commercial</u> <u>food grade Sanitiser</u> solution and allow to air dry. Wipe mixer housing with a clean chux dipped in <u>Detergent</u> 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 <u>Detergent</u> 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	-	Wine handles, interior walls and floor using chux dipped in <u>Detergent</u> 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 <u>Glass Cleaner.</u>	Quarterly Weekly		Ensure mains switch is off and oven has cooled to room temperature prior to cleaning.
 Stretch-Sealer Labeler. Scales 		Wipe with moist cloth, rinse cloth in a bucket of <u>Detergent</u> 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 <u>commercial food grade Sanitiser</u> . Wipe with clean, dry disposable towel. Scrub using <u>Detergent</u> solution and rinse with warm water. Spray with <u>commercial food grade</u> <u>Sanitiser</u> solution and allow to air dry.	Between uses. Nightly		Take care when cleaning sharp surfaces.

PREPARED BY: WAYNE THOMAS	SECTION: 12	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 1 OF 3



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 <u>commercial</u> food grade Sanitiser solution and wipe using a clean, dry, disposable cloth.	Between jobs.		Ensure no electrical leads, plugs or points are exposed to moisture.
		Scrub with <u>Detergent</u> solution and rinse with warm water and allow to air dry.	Nightly, when used.		
Aluminum Trays		Scrub using <u>Detergent</u> 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 <u>Detergent</u> solution if soiled, rinse with hot water. Spray hand basins with <u>commercial</u> 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.	Nightly or as required.		
		Spray <u>Detergent</u> solution and scrub walls and floor using a hard brush. Squeegee water to drain. Wipe all racks, fixtures with <u>Detergent</u> solution. Allow to air dry.	Quarterly.	Remove food products from rear section first. Avoid splashing onto food products.	
Floor	Cleaners	Sweep excess debris and rubbish. Hose down with <u>Degreaser</u> 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.

PREPARED BY: WAYNE THOMAS	SECTION: 12	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 2 OF 3



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 <u>Detergent</u> 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 <u>Detergent</u> solution until visually clean then rinse. Wash any food residue from drain. Pour about 100ml of <u>Pine-O-Clean Disinfectant</u> into each drain. Replace grate.	Weekly.	Ensure all other cleaning is completed.	
Display Units and Fixtures		Remove trays, grills from display. Scrub using <u>Detergent</u> 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.

PREPARED BY: WAYNE THOMAS	SECTION: 12	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 3 OF 3



MASTER CLEANING SCHEDULE - GENERAL STORE AREA

EQUIPMENT / LOCATION TO BE CLEANED	PERSON Responsible	CLEANING PROCEDURE	FREQUENCY SPEC		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 <u>Detergent</u> 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 <u>Glass Cleaner</u> 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.

PREPARED BY: WAYNE THOMAS	SECTION: 12	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 1 OF 1



MASTER CLEANING SCHEDULE - CONTRACT CLEANING

EQUIPMENT / LOCATION TO BE CLEANED	PERSON Responsible	CLEANING PROCEDURE	FREQUENCY*	SPECIAL INSTRUCTION	SAFETY PRECAUTION
 Store Entry, Checkouts Trading Area 	Contract Cleaners	Floors swept, auto-scrubbed, mopped and spray buffed	Daily		
 Staff Amenities 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.

PREPARED BY: WAYNE THOMAS	SECTION: 12	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 1 OF 1



MASTER CLEANING SCHEDULE – BARISTA ESPRESSO COFFEE AREA

EQUIPMENT / LOCATION TO BE CLEANED	PERSON Responsible	CLEA	NING PROCEDURE	FREQUENCY	(SPECIAL INSTRUCTION	SAFETY PRECAUTION
Grinder Hopper	Store Staff	Wipe with a clean, solution to remove	er and store any unused beans. disposable cloth and <u>Detergent</u> any oils residue. Allow to air dry. rcial food grade Sanitiser.	Daily		
Grinder Dosing Chamber	Store Staff	clean, disposable or remove any oils res	d ground coffee. Wipe with a cloth and Detergent solution to sidue. Allow to air dry. Spray with grade Sanitiser solution.	Daily		
Group Baskets and Handles	Store Staff	water and allow to food grade Sanitise		At least daily or as required		
Drip Tray	Store Staff	Scrub using Deterg water and allow to	ent solution, rinse in clean, warm	Daily		
Espresso Machine	Store Staff		r of machine and grinder with a	Daily		
		recommended ch Place recommend chemical cleaner Lock into place, ru repeating this ten t	led amount of espresso machine into filter. n water through for five seconds, imes. It all cleaner from filter basket.	Bi-Weekly		
Milk Jugs	Store Staff		n water preferably with a jug	Between Uses		
			ent solution, rinse in clean, warm air dry. Spray with commercial er solution.	Daily		
PREPARED BY:	WAYNE THOMAS		SECTION: 12.0		ISSUE DATE: 08/11/19	
APPROVED BY	: DAVID HOLT		VERSION: 3.1		PAGE: 1 OF 2	

Section 12.8 Barista Espresso Coffee Area Cleaning Schedule Template



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.

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APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 2 OF 2

Section 12.9 Sushi Cleaning Schedule Template



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 <u>Degreaser</u> 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 <u>Refilling oil chamber</u> . 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 <u>Detergent</u> solution and rinse. Allow to air dry. <u>Replacing Oil</u> . Remove sump and drain oil into a container which is kept for pick-up by recycling company. Wash sump with <u>Degreaser</u> 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 <u>Degreaser</u> solution, rinse with warm water.	Nightly at end of trading.		Beware of electrical units.
Trays, Knives, Buckets, Utensils etc.		Scrub using <u>Detergent</u> solution, rinse in clean, warm water and allow to air dry. Spray with <u>commercial food grade Sanitiser</u> solution.	Between uses, nightly or as required.		Take care when handling sharp utensils.
1) Benches, 2) Shrink Sealer, 4) Scales		Wipe with <u>Detergent</u> solution then spray with <u>commercial food grade Sanitiser</u> 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.

PREPARED BY: WAYNE THOMAS	SECTION: 12	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 1 OF 3



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 <u>Detergent</u> solution and rinse with warm water. Allow to drain and air dry. Scrub unit with a hard brush and <u>Detergent</u> solution, rinse thoroughly with warm water. Allow to drain. Wipe both sides of glass surface with <u>Glass Cleaner</u> 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 <u>Degreaser</u> 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 <u>Detergent</u> solution and rinse with warm water. While wet sprinkle with <u>Powder Sanitiser</u> 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 <u>Degreaser</u> 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.

PREPARED BY: WAYNE THOMAS	SECTION: 12	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 2 OF 3



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 <u>Degreaser</u> 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 <u>Degreaser</u> 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 <u>Detergent</u> solution until visually clean then rinse. Wash any food residue from drain. Pour about 100ml of <u>Pine-O-</u> <u>Clean Disinfectant</u> into each drain. Replace grate.	Weekly	Ensure all other cleaning is completed.	
Rubbish Bins		To be emptied as required. To be washed with <u>Detergent</u> solution, rinsed and allowed to drain overnight.	As required Nightly	Empty into dumpmaster.	Seek assistance if too heavy or over 20kg.
Coolroom Fans	Refrigera-tion 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 <u>Detergent</u> solution and wipe over with a clean, dry cloth.	Weekly		

PREPARED BY: WAYNE THOMAS	SECTION: 12	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 3 OF 3



To ensure the adequate management of allergens in the Supermarket environment. ΰ POL Note: The Metcash Food & Grocery Retail Food Safety Program Template does not offer guidance on creating Gluten Free/Allergen Free zones. 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 alleraen 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 MANDATORY REQUIREMENTS **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 inaredients 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. 2 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.

PREPARED BY: WAYNE THOMAS	SECTION: 13.0	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 1 OF 2



2. MANDATORY REQUIREMENTS	 Food Preparation Keep processing surfaces, utensils, slicers, displays and hands clean. Clean and sanitise all food contact areas regularly especially between species and products containing known allergens. 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. 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. Repackaging of allergen free products into smaller packages in an environment that also processes known allergens are not to be labelled "Allergen Free". Staff Knowledge and Training Train and test your staff regularly in food safety, hygiene and allergen awareness. Train your staffs to 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. Have a specific process for staff to follow when a customer has advised that they are allergic to certain ingredients. If you are uncertain of the presence of any allergens in a product ask management for assistance, contact the manufacturer if required. 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.
	http://www.foodstandards.gov.au/consumer/foodallergies/foodallergenportal/Pages/allergenInfoForIn dustry.aspx
. 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)

PREPARED BY: WAYNE THOMAS	SECTION: 13.0	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 2 OF 2

Section 14.0 Food Safety Training Program



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 at Safety Program: QLD: All Supermarkets VIC: Class 1 or Class 2 register NSW: Supermarkets where Hot ACT: All Registered Food Busin SA/WA/TAS/NT: Not required A Food Safety Supervisor (FSS have the ability and of business and ensure fill know how to identify, Take reasonable step FSS must have successfully conthat shows they have acquired Training Organisation (RTO). Current competencies recogg SITXFSA001 - Handle for both of SITXFSA002 'Participan ALL STAFF: As a food business you must be and Hygiene commensurate The Training Program must be 1. Store management shall Staff training shall be und Staff training through aware of all procedures r competency based asset Level 1, 2, 3 and 4 Food S as online training through aware of all procedures r competency based asset Level 1, module 1 has also training is readily available Where access to The Met to review all documents// demonstrate orally and ir and can effectively carry Refresher training of all lev Matrix. All initial/refresher Training ongoing quality of goods Completion Register shou training was completed. 	At Food is being sold (must be current nesses (must be current within 5 years) authority to be able to supervise off hat it is done safely; prevent and alleviate food-handling s to ensure that the food business is completed an accredited FSS course ed the minimum competencies record and safety in a retail environment; enic practices for food safety' te in safe food handling practices' ensure that all staff have the skills a with their roles and responsibilities. e implemented as follows: maintain a Food Safety Training Pro- ertaken as per 14.1 - Guideline - For s are reviewed on a monthly basis afety Training Programs have been The Metcash Training Academy to necessary to maintain the safety of ssments for successful completion. b been included in 3.1 - Food Safet e for all staff. cash Training Academy is not avai procedures for each level of training a daily activities within their work en	ent within 5 years) ars) her people handling food in the ng hazards; and, s free from food-related hazards. e and attained a FSS Certificate guired of a FSS from a Registered nd knowledge of Food Safety ogram. bod Safety Training Matrix. (Refer to Guideline 19.0 a developed and made available o ensure that food handlers are food. This training includes y Induction to ensure induction lable, all employees are required ag required and will be required to avironment that they understand I - Guideline - Food Safety Training all employees to maintain the s. A Food Safety Training employee name and date cally.			
PRE	PARED BY: WAYNE THOMAS	SECTION: 14.0	ISSUE DATE: 08/11/19			
APP	APPROVED BY: DAVID HOLT VERSION: 3.1 PAGE: 1 OF 2					

Section 14.0 Food Safety Training Program



3. RECORDS

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

PREPARED BY: WAYNE THOMAS	SECTION: 14.0	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 2 OF 2

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
	1	3.1 - Food Safety Induction3.1 - Guideline - Jewellery & Personal Adornment IndustryPolicy	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
	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
	2	11.08 - Meat Room Processing & Packing	All Meat Department Staff	2 years
	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
	5	11.13 - Produce Handling, Processing & Display 11.02a - Guideline - Fresh Produce Storage Charts	All Produce Department Staff	2 years
	6	11.14 - Bakery Handling, Processing & Display	All Bakery Department Staff	2 years
	7	11.28 – Sushi Preparation and Display	All Sushi Department Staff	2 years
	1	11.15 - Inwards Goods Receiving 11.16 - Temperature Measurement Of Foods	All Department Managers/2IC	2 years
	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
lev	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

PREPARED BY: WAYNE THOMAS	SECTION: 14	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 1 OF 2

Guideline 14.1 Food Safety Training Matrix



	Module	Document Name	Staff	Frequency
Level 3	4 - Delivery	11.25 - Deliveries to Customers / Other Businesses	Meat Department Manager/2IC and Home Delivery Personnel	2 years
Lev	5	12.0 - Cleaning & Waste Disposal Program 12.1 – 12.9 Cleaning Schedule Templates	All Department Managers/2IC specific by department	2 years
	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/Manager s/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/Manager s/Assistant Managers/Duty Managers/Food Safety Supervisor	2 years
	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/Manager s/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.

PREPARED BY: WAYNE THOMAS	SECTION: 14	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 2 OF 2

Section 15 Pest Control Program



. POLICY

MANDATORY REQUIREMENTS

5.

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.

- 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 insects. 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) <u>shall not</u> 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.).

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 <u>each Pest Controller's current License</u> must also be included in the Register.

PREPARED BY: WAYNE THOMAS	SECTION: 15.0	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 1 OF 1

RECORDS

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Section 16.0 **Calibration Program**



POLIC 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.

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.

The store must ensure that the equipment used to weigh products, packed in store, are accurate

- 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 $\pm 1^{\circ}$ 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.

PREPARED BY: WAYNE THOMAS	SECTION: 16.0	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 1 OF 2



	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.
1ENTS	Thermometer kits such as the ECE Fast kit come with at least one 3°C test piece for easy weekly reference checking. If you sell hot food your kit must also contain a 63°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°C & 63°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.
UIRE	 Point the Infra-Red Gun Unit directly into the comparator and take a reading. The reading of the IR unit must be within ±1°C of the probe reading.
Ш	Ice Point (0°C)
2. MANDATORY REQUIREMENTS	 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°C ±1°C. Record reading.
M/	Boiling Point (100°C):
5.	 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°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

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Section 17 Product Recall & Consumer Support



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.

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

<u>NOTE:</u> 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 <u>consumersupport@metcash.com</u> 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** <u>ALL Recalls,</u> <u>regardless of whether they impact the store,</u> 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. <u>DEFINITIONS</u>

Product Notifications are identified into three distinct categories:

- <u>RECALLS</u> 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.
- <u>WITHDRAWALS</u> are actions taken to remove from distribution & sale where there is no public health & safety issue. Withdrawals are for product quality – related issues only
- <u>**OUARANTINE**</u> notices are for goods that are identified as suspected of being nonconforming 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: <u>http://www.foodstandards.gov.au/industry/foodrecalls/statecontacts/Documents/Action%20</u> <u>Officers%20-%20Business%20Hours%20(July%202014)%20-%20for%20the%20website.pdf</u>

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APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 1 OF 2

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 <u>product related</u> 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.

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

<u>REFERENCE</u>

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

PREPARED BY: WAYNE THOMAS	SECTION: 17.0	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 2 OF 2

Section 17.1 Guideline – Intentional Food Contamination – And QLD only



POLIC

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.

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 <u>immediately</u> 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 nonperishable 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.

PREPARED BY: WAYNE THOMAS	SECTION: 17.0	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 1 OF 2

Section 17.1 Guideline – Intentional Food Contamination – QLD only



What happens next?

2. MANDATORY REQUIREMENTS

3. RECORDS

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.gld.gov.au/industry/contamination/

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APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 2 OF 2

Guideline 18.0 Monitoring Records



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.

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 <u>2 years</u>.

MASTER LIST OF TEMPLATE RECORDS

DOCUMEN T 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
10.00		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

PREPARED BY: WAYNE THOMAS	SECTION: 18.0	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 1 OF 1

RECORDS

POLICY

18.01 – GOODS INWARDS SUMMARY

STORE	NAME:	DAT	E:	MANAC	SER CHECKE	D:	PAGE No.:				
	DELIVERY DETAILS	INC	COMING GOO	DS CHEC	KS	FINAL RESULT	S				
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	23 rd July	R	4.5		Reject	GP				
Metcash	Dairy	N/A	A	5.6	4.3	Accept	GP				

INSTRUCTIONS

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

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APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 1 OF 1

18.04 – MEAT PROCESSING DAILY PRE-OPERATIONAL CHECKS

NAME	SIGNATURE	



STORE NAME:_____

WEEK COMMENCING: _____

MANAGER SIGNATURE:_____

	ACTIVITY			w	EEK 1					w	EEK 2					WE	EEK 3						w	WEE	K 4					WE	EK 5		
ITEM TO BE CHECKED	(Refer to Cleaning Schedule)	м	Т	w	Т	F S	s s	M	Т	W	Т	FS	s s	5 M	Т	W	Т	F	S	s	M	Т	w	Т	F	S	S	M	Т	W 1	r F	S	S
CONDITION CHECKS																																	
UTENSILS, KNIVES AND POUCHES	No damage, rust or chipped																																
CUTTING BOARDS & BENCH FRAMES	No damage or excessive wear																														-	1	
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																														-	1	
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)

PREPARED BY: WAYNE THOMAS	SECTION: 18	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 1 OF 1

18.08 – DELIVERY RECORD CHECKSHEET

VEHICLE REGO:

STORE NAME:

MANAGER SIGNED:

	Customer	Product	Visual	Dispatch	Te	emperatu Dispatch		Arrival		emperatu al Destina		Accept	Custo-	Driver
Date	Name/ Deliver To	Description	Check Yes/No	Time	Chilled (≤ 5C)	Frozen (Hard frzn)	Hot (>60C)	Time	Chilled (≤ 5C)	Frozen (Hard frzn)	Hot (>60C)	/ Reject	mer Sign	Sign
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 - Deliveries To Customers & Other Businesses.

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APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 1 OF 1

18.11a – MONTHLY SYSTEM PLU TARE WEIGHT CHECKS

STOR	E NAME:			MONTH / YEAR: /	MGR SIC	BN:		
Α	В	С	D	E	F	G	Н	
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	Og	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:

Refer to document 11.21 (3) - Stock Audit & Trade Measurement Checks for guidance. Report any errors to the Department Manager.
 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.
 Store Manager to sign this document monthly and retain for 12 months.

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APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 1 OF 1

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.

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APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 1 OF 1

18.12a - MEAT DEPARTMENT CLEANING RECORD

NAME	SIGNATURE

STORE NAME:______

Food & Grocery MANAGER SIGNATURE:

BETWEEN SPECIES Vision / Wine & Samita Image: Samita <	FREQUENCY AND	ACTIVITY			v	VEEK	(1					١	WEE	٢2					V	VEEK	3					N	VEEK	EK 4						WEE	K 5		
UTENSLS, NAVES de Wahr / Yoo & Sanitie Image: Sanitie	ITEM TO BE CLEANED	(Refer to Cleaning Schedule)	M	Т	W	Т	F	S	S	M	Т	w	Т	F	S	S	м	Т	w	Т	F	S	S	М	т	w	Т	r I	F	S	s	MT	N	/ Т	F	S	S
CUTTING DOAMDS Wipe & Santie Image:	BETWEEN SPECIES																																				
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STRECTH WARPING MACHINE Wpp	CUTTING BOARDS	Wipe & Sanitise									Τ																				Т						
THROUGHOUT THE DAY Control Contro Control Control	MINCER, BANDSAW & OTHER MACHINERY	Dismantle / Remove debris							1																												
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ANY OTHER INCIDENTAL EQUIPMENT Wash & Sanitise Image: Constraint of the second constraints of the second constrat	RACKING AND SHELVING	Wash & Sanitise							1																						+		-		1		
COOLROOM FLOOR Wash & Sanitise Image: Cool Room (Wipe & Sanitise) Imag	STORAGE CABINETS	Wash & Sanitise		_					1		+	1	1																		+		+	+	1	1	
WALLS AND FIXTURES (PREP & COOLROOM) Wipe & Sanitise Image: Cool of the state of the st	ANY OTHER INCIDENTAL EQUIPMENT	Wash & Sanitise		_					1		+	1	1																		+		+	+	1	1	
INSECTOCUTER TRAYS Clean / Wipe Image: Constraint of the state of the stat	COOLROOM FLOOR	Wash & Sanitise							1																						+		-		1		
MONTHLY CLEAN Image: Constraint of the straint of	WALLS AND FIXTURES (PREP & COOLROOM)	Wipe & Sanitise							1																						+		-		1		
MONTHLY CLEAN Image: Constrainting of the strainting of										+	-																		+		+	-	+	-	+		
COOLROOM & PREP ROOM CEILINGS Wipe & Sanitise Image: Cool of the state of																																					
OVERHEAD RAILS AND ROLLERS Wipe & Sanitise Image: Constraint of the second		Wipe & Sanitise																													+		-				
FANS & AIR CONDITIONING VENTS Clean / Wipe Image: Constraint of the second		•		_					1	+	+		1															+	+		+		+	1	1		\square
QUARTERLY CLEAN									1	1	+	+	+															+	+		+	-+	+	+	1	1	
																															-						
	COOLROOM FANS & AIR CON (Contractor)	Deep Clean																													┭		-	-	1	<u> </u>	

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

PREPARED BY: WAYNE THOMAS	SECTION: 18	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 1 OF 1

18.12b - FRUIT & VEG DEPARTMENT CLEANING RECORD

NAME	SIGNATURE



NAME]	1		~		4						ST	ORE	NAM	ΛE:_													_					
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					- 4			-	F	00		G	roo			VVE	EN	COIVI		NCIP	IG:														
]					00	u u				,	MA	NAG	SER :	SIGN	IAT	JRE	:										-			
FREQUENCY AND	ACTIVITY			v	VEEK	(1					v	VEEK	2					w	EEK 3	3					WE	EK 4					v	VEEK	5		
ITEM TO BE CLEANED	(Refer to Cleaning Schedule)	м	Т	w	Т	F	s	s	м	Т	w	Т	F	S	s	м	Т	w	т	F	s	s	M	r I I	N ·	T I	F	s s	5 M	Т	w	Т	F	S	s
BETWEEN ACTIVITIES																																			
BUCKETS, KNIVES, SCOOPS & UTENSILS	Wash / Wipe & Sanitise																													1					_
CUTTING BOARDS	Wipe & Sanitise																											-	-			\square			_
STRETCH WRAPPING MACHINE	Wipe						\square			-											+	+		+	+		+	-	+	+		+-+			_
THROUGHOUT THE DAY																																			-
ELECTRICAL / LIGHT SWITCHES, DOOR HANDLES etc	Spot Clean / Sanitise																																		
RUBBISH BINS	Empty	1																			\uparrow					\top		\top	+	1					
RUBBISH / SPILLS / STAINS	Sweep / Wipe / Mop	1																			\uparrow	\uparrow					\top	\neg	1	1			\neg		
DAILY CLEAN																																			
BUCKETS, KNIVES, SCOOPS & UTENSILS PRICE & OTHER P.O.S. ITEMS	Wash & Sanitise																																		
KNIFE HOLDERS / MAGNETS	Wash & Sanitise																															\Box			
BENCHES & CUTTING BOARDS	Wash & Sanitise																													1					_
SCALES & STRETCH WRAPPING MACHINES	Wash & Sanitise																													1					
TROLLEYS	Wash & Sanitise																																		
SINKS & SHELVING	Wipe																							Т					Τ	Τ					
CUSTOMER SCALES	Spot Clean / Sanitise	1																																	
PREP AREA WALLS & FLOORS	Sweep / Wipe / Mop																															\square			_
FACING ON WALL CASES	Clean / Wipe																															\square			_
BIN DISPLAYS / TWISTIE TUBS	Clean / Wipe																															\square			_
DRIED FRUIT & NUT TUBS & COVERS	Clean / Wipe																													1					
RUBBISH BINS	Empty / Wash																															\square			_
FLOOR GRATES/DRAINS	Empty / Wash																													1					
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							1																					1						
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																																		
																														Τ					
					1			1			1								1										1				$ \neg $		_

PREPARED BY: WAYNE THOMAS	SECTION: 18	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 1 OF 1

18.12c - DELICATESSEN DEPARTMENT CLEANING RECORD

NAME	SIGNATURE

STORE NAME:______

Food & Grocery MANAGER SIGNATURE:

FREQUENCY AND	ACTIVITY				NEE	(1					1	WEE	К 2					v	VEEK	(3					N	/EEK	4					v	VEEK	5		
ITEM TO BE CLEANED	(Refer to Cleaning Schedule)	M	Т				s	s	м	Г				s	S	м	Т				s	s	м	т				S	S	M	Т		T		s	s
BETWEEN ACTIVITIES	(**************************************		-		-	-	-	-		-		-	-	-	-		-		-	-	-	-		-		-	-	-			-				-	<u> </u>
UTENSILS, KNIVES etc	Wash / Wipe & Sanitise					-					-																		—					-	-	_
RE-USABLE FOOD CONTAINERS	Wash & Sanitise		1	1		1	1		-	-	+-	-	-	1				-	1	-														-	-	
CHICKEN RODS	Wash		1	1		1	1		-	-	+-	-	-	1				-	1	-														-	-	
CUTTING BOARDS	Wipe & Sanitise	1	1	1		1	1			-		1	1	1			1	<u> </u>	1	<u> </u>																
SLICERS	Wipe & Sanitise		1	<u> </u>		1	1		-	-	+		1	1					1															-		
STRETCH WRAPPING MACHINE	Wipe		1	<u> </u>			1							1				<u> </u>	1	<u> </u>																
THROUGHOUT THE DAY																																				
ELECTRICAL / LIGHT SWITCHES,																																				
DOOR HANDLES etc	Spot Clean / Sanitise																												1 1				1			
DISPLAYS (COLD & HOT)	Spot Clean / Sanitise			1			1							1																						
RUBBISH BINS	Empty		1														1		1																	
RUBBISH / SPILLS / STAINS	Sweep / Wipe / Mop	Τ					Τ							Τ																						
DAILY CLEAN																																				
UTENSILS, KNIVES AND CUTLERY	Wash & Sanitise	1	1			1									1		1		1																	
RE-USABLE FOOD CONTAINERS	Wash & Sanitise	1						1	1	1							1																	\rightarrow	\neg	
PRICE TICKETS AND SIGNAGE	Wash & Sanitise	1						1	1	1							1																	\rightarrow	\neg	
CUTTING BOARDS & BENCH FRAMES	Wash & Sanitise	1																																\neg	\neg	
TUBS / TRAYS / LIDS etc	Wash & Sanitise			1			1							1																						
SLICERS	Dismantle, Wash & Sanitise		1												1				1																	
CHICKEN ROTISSERIE	Clean / Wipe		1														1		1																	
OVEN TRAYS AND RACKS	Wash		1														1		1																	
BAIN MARIE	Wash & Sanitise		1														1		1																	
FRYERS	Clean / Wipe		1														1		1																	
LABELLERS / PACKAGERS / WRAPPERS	Wipe & Sanitise		1																1																	
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																												\square				\square			
RUBBISH BINS	Empty / Wash																												\square				\square			
FLOOR GRATES/DRAINS	Empty / Wash																												\square				\square			
APRONS - PROTECTIVE CLOTHING	Replace / Wash																																			
WEEKLY CLEAN																																				
DISPLAY CABINETS	Wash & Sanitise																												\square				\square			
OVENS	Clean / Wipe																												\square				\square			
FRYERS	Empty / Wash / Replace Oil																												\vdash				\square			
TROLLEYS	Wash & Sanitise																												\vdash				\square			
RACKING AND SHELVING	Wash & Sanitise																												\vdash				\square			
STORAGE CABINETS	Wash & Sanitise																												\vdash				\square			
ANY OTHER INCIDENTAL EQUIPMENT	Wash & Sanitise			<u> </u>			<u> </u>							<u> </u>															\vdash				$ \square$	\rightarrow	\rightarrow	
COOLROOM FLOOR	Wash & Sanitise								_		_		_																\vdash	\square			\vdash	\rightarrow	\rightarrow	
WALLS AND FIXTURES (PREP & COOLROOM)	Wipe & Sanitise								_		_		_																\vdash	\square			\vdash	\rightarrow	\rightarrow	
INSECTOCUTER TRAYS	Clean / Wipe							_																												_
MONTHLY CLEAN																																				
COOLROOM & PREP ROOM CEILINGS	Wipe & Sanitise	-	<u> </u>			<u> </u>	_				_		_		-		-		<u> </u>		L	L							\vdash	\square			$ \square$		$ \rightarrow$	
OVEN CANOPY AND FILTER	Wipe & Sanitise	-	<u> </u>			<u> </u>	_				_		_		-		-		<u> </u>		L	L							\vdash	\square			$ \square$		$ \rightarrow$	
OVERHEAD FIXTURES	Wipe & Sanitise	-	<u> </u>			<u> </u>	_				_		_		-		-		<u> </u>		L	L							\vdash	\square			$ \square$		$ \rightarrow$	
FANS & AIR CONDITIONING VENTS	Wipe & Sanitise	-	<u> </u>			<u> </u>	_				_		_		-		-		<u> </u>		L	L							\vdash	\square			$ \square$		$ \rightarrow$	
FIRE HOSES AND EXTINGUISHERS	Clean / Wipe																																			
QUARTERLY CLEAN																																				
COOLROOM FANS & AIR CON (Contractor)	Deep Clean																																			

PREPARED BY: WAYNE THOMAS	SECTION: 18	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 1 OF 1

18.12d - BAKERY DEPARTMENT CLEANING RECORD

MAROS

NA	ME	SIGNATURE

STORE NAME:__

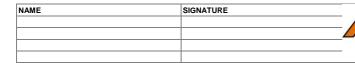
WEEK COMMENCING: _____

Food & Grocery MANAGER SIGNATURE:

FREQUENCY AND	ACTIVITY			1	NEE	< 1					,	NEEK	2					v	VEEK	3					W	/EEK	4					w	/EEK	5		
ITEM TO BE CLEANED	(Refer to Cleaning Schedule)	M	Т				S	S	м	Т				S	S	м	Т				S	S	M	т				S	S	M	т			F	S	S
BETWEEN ACTIVITIES	(noron to choaning constants)		· ·		- ·	<u> </u>		-		- ·		<u> </u>	· ·	-	-		· ·		· ·		-	-						-	-					-	-	<u> </u>
UTENSILS, KNIVES etc	Wash / Wipe & Sanitise																												—				-	-	-	-
RE-USABLE FOOD CONTAINERS	Wash & Sanitise	-		-	+	+	+	+		-							-	-	-									-	\vdash				\rightarrow	\rightarrow	-+	_
CUTTING BOARDS	Wipe & Sanitise	-		-	+	+	+	+		-							-	-	-									-	\vdash				\rightarrow	\rightarrow	-+	_
DOUGH MIXING BOWLS / DOLLY BINS	Wash & Sanitise	-		-	+	+	+	+		-							-	-	-									-	\vdash				\rightarrow	\rightarrow	-+	_
DOUGH MIXING UNITS	Wipe debris	-		-	+	+	+	+		-							-	-	-									-	\vdash				\rightarrow	\rightarrow	-+	_
DONUT MACHINES / FRYERS	Wipe debris	-		-	+	+	+	+		-							-	-	-									-	\vdash				\rightarrow	\rightarrow	-+	_
STRETCH WRAPPING MACHINE	Wipe	-	-	1	+	+	+	+	-	-	-	1					1	<u> </u>	1									1					\rightarrow	\rightarrow	\rightarrow	
THROUGHOUT THE DAY																																		-		
ELECTRICAL / LIGHT SWITCHES,				-	-	-		-	-														_	_									-	-	-	-
DOOR HANDLES etc	Spot Clean / Sanitise																												1 '							
DISPLAYS (AMBIENT & COLD)	Spot Clean / Sanitise	-		-	+	+	+	+		-							-	-	-									-	\vdash				\rightarrow	\rightarrow	-+	_
RUBBISH BINS	Empty	-	-		+	+	+	+	-	-	-																		\vdash				\rightarrow	\rightarrow	\rightarrow	-
RUBBISH / SPILLS / STAINS	Sweep / Wipe / Mop	-	-		+	+	+	+	-	-	-																		\vdash				\rightarrow	\rightarrow	\rightarrow	-
DAILY CLEAN																					-													-	-	
UTENSILS, KNIVES AND CUTLERY	Wash & Sanitise			-	-	-	-	-	-				-				-		-				_	_				-	<u> </u>						-	_
RE-USABLE FOOD CONTAINERS	Wash & Sanitise			+	+	+	+	+		+				-	$\left - \right $	-		-		-					\vdash	\vdash			<u> </u> '				$ \rightarrow$	\rightarrow	\rightarrow	-
PRICE TICKETS AND SIGNAGE	Wash & Sanitise	-	-	-	+	+	-	+	-	-	-	-	-		$\left \right $		-	-	-									-	–'				<u> </u>	\rightarrow	\rightarrow	—
CUTTING BOARDS & BENCH FRAMES	Wash & Sanitise	-			+	+	+	+		-					$\left - \right $														<u> </u> '				$ \rightarrow $	\rightarrow	\rightarrow	_
TUBS / TRAYS / LIDS etc	Wash & Sanitise		-	-	-	-		+	_	-	-		-				-		-										<u> </u>				$ \rightarrow$	\rightarrow	\rightarrow	_
DOUGH MIXING BOWLS / DOLLY BINS	Wash & Sanitise	-			+	+	+	+		-					$\left - \right $														<u> </u> '				$ \rightarrow $	\rightarrow	\rightarrow	_
DOUGH MIXING BOWES / DOLLT BINS	Wipe & Sanitise	-			+	+	+	+		-					$\left - \right $														<u> </u> '				$ \rightarrow $	\rightarrow	\rightarrow	_
DOUGH MIXING UNITS	Clean / Wipe	-	-	-				+	_	-	-		-				-		-										<u> </u>				$ \rightarrow$	\rightarrow	\rightarrow	_
OVEN TRAYS AND RACKS	Wash	-	-	-				+	_	-	-		-				-		-										<u> </u>				$ \rightarrow$	\rightarrow	\rightarrow	_
LABELLERS / PACKAGERS / WRAPPERS	Wash Wipe & Sanitise	-			+	+		+						<u> </u>	$\left - \right $					<u> </u>									<u> </u>					\rightarrow	\rightarrow	_
SCALES & OTHER FIXTURES	Wipe & Sanitise	-			+	+		+						<u> </u>	$\left - \right $					<u> </u>									<u> </u>					\rightarrow	\rightarrow	_
	Wash & Sanitise	-	-	-				+	_	-	-		-				-		-										<u> </u>				$ \rightarrow$	\rightarrow	\rightarrow	_
TABLES, BENCHES, FRAMES ETC SHELVING AND DISPLAY CABINETS		-	-	-				+	_	-	-						-		-										<u> </u>				$ \rightarrow$	\rightarrow	\rightarrow	_
SINK & HAND BASINS	Wipe & Sanitise Wipe & Sanitise	-	-	-	-	-		+	_	-	-						-		-										<u> </u>				$ \rightarrow$	\rightarrow	\rightarrow	_
ENTRY DOORS	Wipe & Sanitise	-	-	-	-	-		+	_	-	-		-				-		-										<u> </u>				$ \rightarrow$	\rightarrow	\rightarrow	_
PREP ROOM WALLS & FLOOR	Wash & Sanitise	-	-	-	-	-		+	_	-	-		-				-		-										<u> </u>				$ \rightarrow$	\rightarrow	\rightarrow	_
MATS	Wash / Replace	-	-	-				+	_	-	-						-		-										<u> </u>				$ \rightarrow$	\rightarrow	\rightarrow	_
COOLROOMS & DOORS	Spot Clean / Sanitise	-	-	-				+	_	-	-						-		-										<u> </u>				$ \rightarrow$	\rightarrow	\rightarrow	_
RUBBISH BINS	Empty / Wash	-			+	+	+	+		-					$\left - \right $														<u> </u> '				$ \rightarrow $	\rightarrow	\rightarrow	_
FLOOR GRATES/DRAINS	Empty / Wash	-	-	-	-	-		+	_	-	-		-				-		-										<u> </u>				$ \rightarrow$	\rightarrow	\rightarrow	_
APRONS / MITTS / PROTECTIVE CLOTHING	Replace / Wash	-	-	-	-	-		+	_	-	-		-				-		-										<u> </u>				$ \rightarrow$	\rightarrow	\rightarrow	_
	Replace / Wash			-	-	-		-		_																								-	<u> </u>	
					-	-		_																_					-					_	_	_
DISPLAY CABINETS	Wash & Sanitise	_	-	-	-	-		-	_	-	-			<u> </u>			-	-	-									-	<u> </u>					\rightarrow	\rightarrow	_
BAKING & PROOFING OVENS	Clean / Wipe	_	-	-	-	-		-	_	-	-			<u> </u>			-	-	-									-	<u> </u>					\rightarrow	\rightarrow	_
DONUT MACHINES / FRYERS	Empty / Wash / Replace Oil	_	-	-	-	-		-	_	-	-			<u> </u>			-	-	-									-	<u> </u>					\rightarrow	\rightarrow	_
TROLLEYS	Wash & Sanitise	_	-	-	-	-		-	_	-	-			<u> </u>			-	-	-									-	<u> </u>					\rightarrow	\rightarrow	_
RACKING AND SHELVING STORAGE CABINETS	Wash & Sanitise	_	-	-	-	-		-	_	-	-			<u> </u>			-	-	-									-	<u> </u>					\rightarrow	\rightarrow	_
	Wash & Sanitise	_	-	-	-	-		-	_	-	-			<u> </u>			-	-	-									-	<u> </u>					\rightarrow	\rightarrow	_
ANY OTHER INCIDENTAL EQUIPMENT	Wash & Sanitise	-			+	+		+						<u> </u>	$\left - \right $					<u> </u>									<u> </u>					\rightarrow	\rightarrow	_
	Wash & Sanitise	-			+	+		+						<u> </u>	$\left - \right $					<u> </u>									<u> </u>					\rightarrow	\rightarrow	_
WALLS AND FIXTURES (PREP & COOLROOM)	Wipe & Sanitise	_	-	-	-	-		-	_	-	-			<u> </u>			-	-	-									-	<u> </u>					\rightarrow	\rightarrow	_
INSECTOCUTER TRAYS	Clean / Wipe																												<u> </u> '					_	_	
MONTHLY CLEAN																																				
COOLROOM & PREP ROOM CEILINGS	Wipe & Sanitise			-			-		_	-			<u> </u>	<u> </u>				<u> </u>		<u> </u>	<u> </u>	<u> </u>							–∣				⊢	\rightarrow	\rightarrow	
OVEN CANOPY AND FILTER	Wipe & Sanitise			-			-		_	-			<u> </u>	<u> </u>	\square			<u> </u>		<u> </u>	<u> </u>	<u> </u>							–'				⊢	\rightarrow	\rightarrow	
OVERHEAD FIXTURES	Wipe & Sanitise	-		_	-	-	_	+		-		-					-		-									-	<u> </u>				$ \rightarrow $	\rightarrow	\rightarrow	
FANS & AIR CONDITIONING VENTS	Wipe & Sanitise	-	1		-	-		_	_		1	1	L				-	<u> </u>	-		L	L						-	<u> </u>				$ \rightarrow $			
FIRE HOSES AND EXTINGUISHERS	Clean / Wipe																												<u> </u>							
QUARTERLY CLEAN																																				
COOLROOM FANS & AIR CON (Contractor)	Deep Clean																																			

PREPARED BY: WAYNE THOMAS	SECTION: 18	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 1 OF 1

18.12g - SUSHI DEPARTMENT CLEANING RECORD





Food & Grocery

MANAGER SIGNATURE:

FREQUENCY AND	ACTIVITY WEEK 1 WEEK 2 WEEK 3					3					W	EEK	4				WEEK 5																			
ITEM TO BE CLEANED	(Refer to Cleaning Schedule)	м	Т				s	s	м	Т				S	s	м	т				S	S	м	т				s	s	M	T		T		S	s
BETWEEN ACTIVITIES	, , , , , , , , , , , , , , , , , , ,														-						-								-							
UTENSILS, KNIVES etc	Wash / Wipe & Sanitise																															-	-	-	-	-
RE-USABLE FOOD CONTAINERS	Wash & Sanitise						1		1						_										_			1		$ \rightarrow$	$ \rightarrow $	\rightarrow	-	-	-	-
CUTTING BOARDS	Wipe & Sanitise			-		1	1	-	1						_										_			1		$ \rightarrow$	$ \rightarrow $	\rightarrow	\rightarrow	-	\rightarrow	
STRETCH WRAPPING MACHINE	Wipe			-		1	1	-	1						_										_			1		$ \rightarrow$	$ \rightarrow $	\rightarrow	\rightarrow	-	\rightarrow	
THROUGHOUT THE DAY	11.po														_										_											
ELECTRICAL / LIGHT SWITCHES.			-				-	-	-						_									_	_	_		-			-	-		-+-	-	-
DOOR HANDLES etc	Spot Clean / Sanitise																													i	(
DISPLAYS (COLD)	Spot Clean / Sanitise		-	-	-	-	-	-	+						_			<u> </u>							_			+		$ \rightarrow$	$ \rightarrow $	\rightarrow	\rightarrow	\rightarrow	-	—
RUBBISH BINS	Empty			-	-		-	-	+						_										_			+			$ \rightarrow $	\rightarrow	\rightarrow	\rightarrow	-	-
RUBBISH / SPILLS / STAINS	Sweep / Wipe / Mop			-	-		-	-	+						_										_			+			$ \rightarrow $	\rightarrow	\rightarrow	\rightarrow	-	-
DAILY CLEAN	Gweep / Wipe / Miop														_										_										-	
UTENSILS, KNIVES AND CUTLERY	Wash & Sanitise																		_						_							-	-	-+-	-	_
RE-USABLE FOOD CONTAINERS	Wash & Sanitise										$\left \right $	<u> </u>			_										_						<u> </u>	\rightarrow	\rightarrow	\rightarrow	\rightarrow	_
PRICE TICKETS AND SIGNAGE	Wash & Sanitise		-	-	-	-	-	-	+	-					_										_							\rightarrow	\rightarrow	\rightarrow	\rightarrow	—
CUTTING BOARDS & BENCH FRAMES	Wash & Sanitise										$\left \right $	<u> </u>			_										_						<u> </u>	\rightarrow	\rightarrow	\rightarrow	\rightarrow	_
TUBS / TRAYS / LIDS etc	Wash & Sanitise										$\left \right $	<u> </u>			_										_						<u> </u>	\rightarrow	\rightarrow	\rightarrow	\rightarrow	_
MICROWAVE	Wash & Sanitise			-	-	-		-	+		$\left \right $	<u> </u>			_			<u> </u>			<u> </u>				_					$ \rightarrow$	<u> </u>	\rightarrow	\rightarrow	\rightarrow	\rightarrow	_
OVEN TRAYS AND RACKS	Wash & Santuse Wash		-	-	-	-	-	-	+	-					_										_							\rightarrow	\rightarrow	\rightarrow	\rightarrow	—
RICE COOKER	Wash & Sanitise										$\left \right $				_										_						<u> </u>	\rightarrow	\rightarrow	\rightarrow	\rightarrow	_
FRYERS	Clean / Wipe										$\left \right $				_										_						<u> </u>	\rightarrow	\rightarrow	\rightarrow	\rightarrow	_
LABELLERS / PACKAGERS / WRAPPERS	Wipe & Sanitise			-	-	-		-	+		$\left \right $	<u> </u>			_			<u> </u>			<u> </u>				_					$ \rightarrow$	<u> </u>	\rightarrow	\rightarrow	\rightarrow	\rightarrow	—
SCALES & OTHER FIXTURES	Wipe & Sanitise			-	-	-		-	+		$\left \right $	<u> </u>			_			<u> </u>			<u> </u>				_					$ \rightarrow$	<u> </u>	\rightarrow	\rightarrow	\rightarrow	\rightarrow	—
TABLES, BENCHES, FRAMES ETC	Wash & Sanitise		-	-	-	-	-	-	+	-					_										_							\rightarrow	\rightarrow	\rightarrow	\rightarrow	—
SHELVING AND DISPLAY CABINETS	Wipe & Sanitise		-	-	-	-	-	-	+	-					_										_							\rightarrow	\rightarrow	\rightarrow	\rightarrow	—
SINK & HAND BASINS	Wipe & Sanitise		-	-	-	-	-	-	+	-					_										_							\rightarrow	\rightarrow	\rightarrow	\rightarrow	—
ENTRY DOORS	Wipe & Sanitise			-	-	-		-	+		$\left \right $	<u> </u>			_			<u> </u>			<u> </u>				_					$ \rightarrow$	<u> </u>	\rightarrow	\rightarrow	\rightarrow	\rightarrow	—
PREP ROOM WALLS & FLOOR	Wash & Sanitise			-	-	-		-	+		$\left \right $	<u> </u>			_			<u> </u>			<u> </u>				_					$ \rightarrow$	<u> </u>	\rightarrow	\rightarrow	\rightarrow	\rightarrow	—
MATS	Wash / Replace		-	-	-	-	-	-	+	-					_										_							\rightarrow	\rightarrow	\rightarrow	\rightarrow	—
COOLROOMS & DOORS	Spot Clean / Sanitise		-	-	-	-	-	-	+	-					_										_							\rightarrow	\rightarrow	\rightarrow	\rightarrow	—
RUBBISH BINS	Empty / Wash			-	-		-	-	-	-					_										_			-		$ \rightarrow$	$ \rightarrow $	\rightarrow	\rightarrow	\rightarrow	\rightarrow	
FLOOR GRATES/DRAINS	Empty / Wash			-	-		-	-	-	-					_										_			-		$ \rightarrow$	$ \rightarrow $	\rightarrow	\rightarrow	\rightarrow	\rightarrow	-
APRONS - PROTECTIVE CLOTHING	Replace / Wash		-	-	-	-	-	-	+	-					_										_							\rightarrow	\rightarrow	\rightarrow	\rightarrow	_
WEEKLY CLEAN	Replace / Wash														_					_					_	_						-	_	-	_	
DISPLAY CABINETS	Wash & Sanitise																														$ \longrightarrow$	-	-	-	-	_
OVENS	Clean / Wipe	-		-	-		-		-	-					_										_					$ \rightarrow$	<u> </u>	\rightarrow	\rightarrow	\rightarrow	\rightarrow	_
FRYERS	Empty / Wash / Replace Oil	-		-	-		-		-	-					_										_					$ \rightarrow$	<u> </u>	\rightarrow	\rightarrow	\rightarrow	\rightarrow	_
TROLLEYS	Wash & Sanitise										$\left \right $	<u> </u>			-										_							\rightarrow	\rightarrow	\rightarrow	\rightarrow	-
RACKING AND SHELVING	Wash & Sanitise								+		$\left \right $														_							\rightarrow	\rightarrow	\rightarrow	\rightarrow	—
STORAGE CABINETS	Wash & Sanitise Wash & Sanitise			-	-	-		-	+		$\left \right $	<u> </u>			_			<u> </u>			<u> </u>				_					$ \rightarrow$	<u> </u>	\rightarrow	\rightarrow	\rightarrow	\rightarrow	—
ANY OTHER INCIDENTAL EQUIPMENT	Wash & Sanitise	-		-	-	-	-	-		-																				$ \rightarrow$	⊢ −+	\rightarrow	\rightarrow	\rightarrow	\rightarrow	_
COOLROOM FLOOR		-		-	-	-	-	-		-																				$ \rightarrow$	⊢ −+	\rightarrow	\rightarrow	\rightarrow	\rightarrow	_
WALLS AND FIXTURES (PREP & COOLROOM)	Wash & Sanitise			-	-	-		-	+		$\left \right $	<u> </u>			_			<u> </u>			<u> </u>				_					$ \rightarrow$	<u> </u>	\rightarrow	\rightarrow	\rightarrow	\rightarrow	—
INSECTOCUTER TRAYS	Wipe & Sanitise			-	-	-		-	+		$\left \right $	<u> </u>			_			<u> </u>			<u> </u>				_					$ \rightarrow$	<u> </u>	\rightarrow	\rightarrow	\rightarrow	\rightarrow	—
	Clean / Wipe							-							_										_			_				_	_	_	_	
MONTHLY CLEAN																																_	_	_	4	
COOLROOM & PREP ROOM CEILINGS	Wipe & Sanitise	-		-	-	-	-	-	-	-			-	\vdash														-		⊢	⊢−−+	\rightarrow	\rightarrow	\rightarrow	\rightarrow	
	Wipe & Sanitise	-		-	-	-	-	-	-	-			-	\vdash	_													-		⊢	⊢−−∔	\rightarrow	\rightarrow	\rightarrow	\rightarrow	-
OVERHEAD FIXTURES	Wipe & Sanitise		-				-							\mid	_						<u> </u>				_					┍━━┥	⊢−−−↓	\rightarrow	\rightarrow	\rightarrow	\rightarrow	
FANS & AIR CONDITIONING VENTS	Wipe & Sanitise		-				-					<u> </u>	<u> </u>	\mid		<u> </u>		<u> </u>												┍━━┦	⊢──┤	\rightarrow	\rightarrow	\rightarrow	\rightarrow	
FIRE HOSES AND EXTINGUISHERS	Clean / Wipe																																			
QUARTERLY CLEAN																																				
COOLROOM FANS & AIR CON (Contractor)	Deep Clean																																			

PREPARED BY: WAYNE THOMAS	SECTION: 18	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 1 OF 1

18.12h - ESPRESSO COFFEE CLEANING RECORD

NAME	SIGNATURE	
		I



MANAGER SIGNATURE:_____

FREQUENCY AND	ACTIVITY		,	WEEI	K 1					WE	EK 2					w	EEK :	3				1	WEE	K 4					w	EEK 5	j		
ITEM TO BE CLEANED	(Refer to Cleaning Schedule)	M				S	S	м	Т				s s	S N	и т				s s	: м	Т				S	S	м	т			FS	s	s
BETWEEN ACTIVITIES	(iterer to creating corround)			· ·		-	-										-	·	-		- ·		- ·	<u> </u>	Ť	Ū		- I		-	i ti		1
UTENSILS, KNIVES etc	Wash / Wipe & Sanitise																														-	-	-
MILK JUGS	Wash / Wipe & Sanitise			-		1					-				_						+		-		+	+				-	-	+	-
CUPS / GLASSES & SPOONS	Wash / Wipe & Sanitise			-		1					-				_						+		-		+	+				-	-	+	-
RE-USABLE FOOD CONTAINERS	Wash & Sanitise			+	-	1				-	+	-			-			-	-	-	+	+	-	-		+			-	-	+	-	-
STRETCH WRAPPING MACHINE	Wipe			+	-	1				-	+	-			-			-	-	-	+	+	-	-		+			-	-	+	-	-
THROUGHOUT THE DAY	11.00																																
ELECTRICAL / LIGHT SWITCHES.																																	-
DOOR HANDLES etc	Spot Clean / Sanitise																																
GROUP BASKETS / HANDLES	Spot Clean / Sanitise																																
DISPLAYS (COLD & HOT)	Spot Clean / Sanitise																																
RUBBISH BINS	Empty																								Τ								
RUBBISH / SPILLS / STAINS	Sweep / Wipe / Mop																																
DAILY CLEAN																																	
UTENSILS, KNIVES AND CUTLERY	Wash & Sanitise																															-	-
GRINDER/HOPPER	Wash & Sanitise		+-	1	1	1					+									+-	+	+	+	+				-	\rightarrow	-	-	+	\neg
DOSING CHAMBER	Wash & Sanitise			1	1																1	1	1	1						\neg		+	
ESPRESSO MACHINE	Wash & Sanitise			1	1												-				1	1	1	1					\rightarrow	\neg	\neg	+	
RE-USABLE FOOD CONTAINERS	Wash & Sanitise																					1											
PRICE TICKETS AND SIGNAGE	Wash & Sanitise																					1											
CUTTING BOARDS & BENCH FRAMES	Wash & Sanitise			1		1					-										1	+				1					-	-	
TUBS / TRAYS / LIDS etc	Wash & Sanitise			1		1					-										1	+				1					-	-	
OVEN TRAYS AND RACKS	Wash		-	1	1	1					+	-								+	+	+		+						-	-	-	
BAIN MARIE	Wash & Sanitise																					1											
FRYERS	Clean / Wipe																					1											
LABELLERS / PACKAGERS / WRAPPERS	Wipe & Sanitise																								1	1							
TABLES, BENCHES, FRAMES ETC	Wash & Sanitise																								1	1							
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			1		1					-										1	+				1					-	-	
FRYERS	Empty / Wash / Replace Oil																					1											
TROLLEYS	Wash & Sanitise																					1											
RACKING AND SHELVING	Wash & Sanitise																					1											
STORAGE CABINETS	Wash & Sanitise			1		1					-										1	+				1					-	-	
ANY OTHER INCIDENTAL EQUIPMENT	Wash & Sanitise			1		1					-										1	+				1					-	-	
WALLS AND FIXTURES	Wipe & Sanitise																					1											
INSECTOCUTER TRAYS	Clean / Wipe																					1											
MONTHLY CLEAN																																	
PREP AREA CEILINGS	Wipe & Sanitise																														-	-	-
OVEN CANOPY AND FILTER	Wipe & Sanitise		+-	1	1	1					+						-+			+-	1	+-	1	+	1	1		\rightarrow	-+	\rightarrow	-	+	-
OVERHEAD FIXTURES	Wipe & Sanitise		+-	1	1	1					+	-					\rightarrow			+-	1	+	1	+	1	1		\rightarrow	\rightarrow	\rightarrow	-	+	-
FANS & AIR CONDITIONING VENTS	Wipe & Sanitise		+-	1	1	1					+	-					\rightarrow			+-	1	+	1	+	1	1		\rightarrow	\rightarrow	\rightarrow	-	+	-
FIRE HOSES AND EXTINGUISHERS	Clean / Wipe		+-	+	+	1				+	+	+		-			-+	-+		+	+	+	1	+	1	1			\rightarrow	\rightarrow	+	+	\neg
QUARTERLY CLEAN																																	
AIR CON (Contractor)	Deep Clean																													-	-	+	-
				1		1	1									1					1					1							

PREPARED BY: WAYNE THOMAS	SECTION: 18	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 1 OF 1

18.12f – Daily Floor Inspection Log



Store Name:

Store Managers Name:

Date:

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

PREPARED BY: WAYNE THOMAS	SECTION: 18.0	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 1 OF 1

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.

PREPARED BY: WAYNE THOMAS	SECTION: 18	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 1 OF 1

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
wajor non-comormance.	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.

PREPARED BY: WAYNE THOMAS	SECTION: 18	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 1 OF 10

Date:// Store Name: Completed By:				
uestion No.	General Administration	Yes √, No X or N/A	Non- Compliance Level	Reference
1 S	Store has an approved Food Safety Program/Standard? (Where required)		Cr	Retail Food Safety Program
2 S	Store has a current and accredited Food Safety Supervisor? (Where Required)		Cr	Registered Training Organisation (RTO)
3 A	All Fresh Food Staff have completed Basic Food Safety Training?		Mi	3.1 - Food Safety Induction
4 S	Store has a hand held Probe thermometer device?		Cr	16.0 - Calibration Program
5 S	Store is conducting and recording thermometer device calibration checks weekly?		Mj	16.0 - Calibration Program 18.16 - Scales & Thermometer Calibration Checkshe
n	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 S	Store has Hot Food Cooking and Hot Storage temperature Records? Performed at least twice per day?		Cr	11.12 - Processing & Handling of Hot Takeaway Food 18.24 - Weekly Cold & Hot Temperature Checksheet
×	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 Foo 18.23 - Hot Foods Cooling Verification Record
u 1	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 1	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 Checkshe 16.0 - Calibration Program
	Store is conducting and recording tare weight checks on all packaging types at east 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 S	Stock Recall notices actioned and filed correctly? 12 months history available?		Mj	17.0 - Product Recall & Consumer Support
12	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
17	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
15	hand soap available?		Cr	3.1

PREPARED BY: WAYNE THOMAS	SECTION: 18	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 2 OF 10

Date	e:// Store Name:		_ Comple	eted 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 V, 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:			
	PARED BY: WAYNE THOMAS SECTION: 18		1001	E DATE: 08/11/19

Dat	e://Store Name:	Yes V, Non-		eted By:
uestion No.	Bakery Department	No X or N/A	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 a Handling
39 Corrective	date, original Use-by/Best-before date and all relevant product information?		Cr	

PREPARED BY: WAYNE THOMAS	SECTION: 18	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 4 OF 10

Date	e:// Store Name:		Comple	eted 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.			

PREPARED BY: WAYNE THOMAS	SECTION: 18	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 5 OF 10

Meat Department ck rotation and date code check in place? No items exceeding UBD on display? Perishables Products stored under refrigeration and within load lines? Pet Food correctly labelled and segregated? Food produced from the Meat department is fit for human consumption?	Yes V, No X or N/A	Non- Compliance Level Cr Cr	Reference 11.03 - Date Coding Guideline 11.02 - Perishable & Frozen Foods Storage, Handling &
Perishables Products stored under refrigeration and within load lines? Pet Food correctly labelled and segregated? Food produced from the Meat department is fit for human consumption?			11.02 - Perishable & Frozen Foods Storage, Handling &
Pet Food correctly labelled and segregated? Food produced from the Meat department is fit for human consumption?		Cr	
Food produced from the Meat department is fit for human consumption?			Display 11.23 - Pre-packed Meat Handling & Display
		Mj	11.23 - Pre-packed Meat Handling & Display
		Cr	11.08 - Meat Room Processing & Packing
store Packed Product (RTE or Value Added) Labelling includes Ingredients, tritional Panel, and Allergen Information on the pack?		Cr	11.18 - In-Store Labelling & Packing Guide 11.18a - Guideline - Labelling
In-store Packed Product Labelling includes Country of Origin on the pack?		Mj	11.20 - Country of Origin Legislation
Service Display products ticketing includes Country of Origin on the ticket?		Mj	11.20 - Country of Origin Legislation
in-store packaged or produced items free from any "Allergen Free" Claims?		Cr	11.18 - In-Store Labelling & Packing Guide 11.18a - Guideline - Labelling
nd wash area accessible, warm water, hand towel and hand soap available?		Cr	3.1 - Food Safety Induction
r fully covered in processing areas?		Mi	3.1 - Food Safety Induction
sonal Items not stored in processing areas is being adhered to?		Mj	3.1 - Food Safety Induction
only approved cleaning chemicals being used/stored in the department for d contact surfaces? Is Sanitiser available for use?		Mj	12.0 - Cleaning & Waste Disposal Program
plays Clean, no rust/flaking paint, visible damage, dust build up or spills/stains attended to?		Mj	12.1 - Meat Room Cleaning Schedule Template
ors, walls and ceilings clean with no damage? eparation/Storage/Coolrooms and Customer Areas)		Mj	12.1 - Meat Room Cleaning Schedule Template
partment Lighting no damage, light covers in place?		Cr	
at Transport Vehicle is licenced with the relevant Meat Authority (QLD, NSW, , , SA only)?		Cr	11.25 - Deliveries to Customers & Other Businesses
store ingredients are stored in sealed containers and labelled with 'opened' e, original Use-by/Best-before date and all relevant product information?		Cr	Section 11.07 Value-added RTE Food Preparation & Handling
	ervice Display products ticketing includes Country of Origin on the ticket? -store packaged or produced items free from any "Allergen Free" Claims? d wash area accessible, warm water, hand towel and hand soap available? fully covered in processing areas? onal Items not stored in processing areas is being adhered to? only approved cleaning chemicals being used/stored in the department for contact surfaces? Is Sanitiser available for use? ays Clean, no rust/flaking paint, visible damage, dust build up or spills/stains attended to? rs, walls and ceilings clean with no damage? baration/Storage/Coolrooms and Customer Areas) artment Lighting no damage, light covers in place? t Transport Vehicle is licenced with the relevant Meat Authority (QLD, NSW, SA only)? ore ingredients are stored in sealed containers and labelled with 'opened'	ervice Display products ticketing includes Country of Origin on the ticket? -store packaged or produced items free from any "Allergen Free" Claims? d wash area accessible, warm water, hand towel and hand soap available? fully covered in processing areas? onal Items not stored in processing areas is being adhered to? only approved cleaning chemicals being used/stored in the department for contact surfaces? Is Sanitiser available for use? ays Clean, no rust/flaking paint, visible damage, dust build up or spills/stains ittended to? rs, walls and ceilings clean with no damage? paration/Storage/Coolrooms and Customer Areas) artment Lighting no damage, light covers in place? t Transport Vehicle is licenced with the relevant Meat Authority (QLD, NSW, SA only)? ore ingredients are stored in sealed containers and labelled with 'opened' original Use-by/Best-before date and all relevant product information?	ervice Display products ticketing includes Country of Origin on the ticket?Mj-store packaged or produced items free from any "Allergen Free" Claims?Crd wash area accessible, warm water, hand towel and hand soap available?Crfully covered in processing areas?Mional Items not stored in processing areas is being adhered to?Mjonly approved cleaning chemicals being used/stored in the department for contact surfaces? Is Sanitiser available for use?Mjays Clean, no rust/flaking paint, visible damage, dust build up or spills/stains ittended to?Mjrs, walls and ceilings clean with no damage? baration/Storage/Coolrooms and Customer Areas)Mjortment Lighting no damage, light covers in place?Crt Transport Vehicle is licenced with the relevant Meat Authority (QLD, NSW, SA only)?Crore ingredients are stored in sealed containers and labelled with 'opened' original Use-by/Best-before date and all relevant product information?Cr

PREPARED BY: WAYNE THOMAS	SECTION: 18	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 6 OF 10

Produce Department Stock rotation and date code check in place? No items exceeding UBD on display? Critical produce items (pre-packed salads, processed foods, mushrooms or sprouts) stored under refrigeration? All in-store packaged or loose items free from any "Allergen Free" Claims? All required products includes Country of Origin on the ticket or pack, as required? Hand wash area accessible, warm water, hand towel and hand soap available?	Yes V, No X or N/A	Non- Compliance Level Cr Cr Cr Cr	Reference 11.03 - Date Coding Guideline 11.02 - Perishable & Frozen Foods Storage, Handling & Display 11.13 - Produce Handling Processing & Display 11.18 - In-Store Labelling & Packing Guide 11.18a - Guideline - Labelling
Critical produce items (pre-packed salads, processed foods, mushrooms or sprouts) stored under refrigeration? All in-store packaged or loose items free from any "Allergen Free" Claims? All required products includes Country of Origin on the ticket or pack, as required?		Cr Cr	11.02 - Perishable & Frozen Foods Storage, Handling & Display 11.13 - Produce Handling Processing & Display 11.18 - In-Store Labelling & Packing Guide 11.18a - Guideline - Labelling
Sprouts) stored under refrigeration? All in-store packaged or loose items free from any "Allergen Free" Claims? All required products includes Country of Origin on the ticket or pack, as required?		Cr	Display 11.13 - Produce Handling Processing & Display 11.18 - In-Store Labelling & Packing Guide 11.18a - Guideline - Labelling
All required products includes Country of Origin on the ticket or pack, as required?			11.18a - Guideline - Labelling
required?		Mj	
Hand wash area accessible, warm water, hand towel and hand soan available?			11.20 - Country of Origin Legislation
Tanu wash area accessible, warm water, nanu tower and nanu soap available:		Cr	3.1 - Food Safety Induction
Hair fully covered in processing areas?		Mi	3.1 - Food Safety Induction
Personal Items not stored in processing areas is being adhered to?		Mj	3.1 - Food Safety Induction
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
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
Floors, walls and ceilings clean with no damage? Preparation/Storage/Coolrooms and Customer Areas)		Mj	12.2 - Produce Area Cleaning Schedule Template
Department Lighting no damage, light covers in place?		Cr	
ctions:			
	ersonal Items not stored in processing areas is being adhered to? re only approved cleaning chemicals being used/stored in the department for ood contact surfaces? Is Sanitiser available for use? isplays Clean, no rust/flaking paint, visible damage, dust build up or spills/stains ot attended to? oors, walls and ceilings clean with no damage? Preparation/Storage/Coolrooms and Customer Areas) epartment Lighting no damage, light covers in place?	ersonal Items not stored in processing areas is being adhered to? re only approved cleaning chemicals being used/stored in the department for bod contact surfaces? Is Sanitiser available for use? isplays Clean, no rust/flaking paint, visible damage, dust build up or spills/stains ot attended to? oors, walls and ceilings clean with no damage? Preparation/Storage/Coolrooms and Customer Areas) epartment Lighting no damage, light covers in place? tions:	ersonal Items not stored in processing areas is being adhered to? Mj re only approved cleaning chemicals being used/stored in the department for bod contact surfaces? Is Sanitiser available for use? Mj isplays Clean, no rust/flaking paint, visible damage, dust build up or spills/stains ot attended to? Mj oors, walls and ceilings clean with no damage? Preparation/Storage/Coolrooms and Customer Areas) Mj epartment Lighting no damage, light covers in place? Cr tions:

PREPARED BY: WAYNE THOMAS	SECTION: 18	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 7 OF 10

1	e:// Store Name:		-	eted By:
uestion No.	Sushi Department	Yes √, No X or N/A	Non- Compliance Level	Reference
27	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
	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
74T	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
24σ	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
180	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
iuσ	Displays Clean, no rust/flaking paint, visible damage, dust build up or spills/stains not attended to?		Mj	12.9 - Sushi Cleaning Schedule Template
πα Ι	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	
- 4 44	In-store ingredients are stored in sealed containers and labelled with 'opened' date, original Use-by/Best-before date and all relevant product information?		Cr	Section 11.07 Value-added RTE Food Preparation & Handling

PREPARED BY: WAYNE THOMAS	SECTION: 18	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 8 OF 10

QSA 4 Monthly Check - January/May/September

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

PREPARED BY: WAYNE THOMAS	SECTION: 18	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 9 OF 10

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

PREPARED BY: WAYNE THOMAS	SECTION: 18	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 10 OF 10

18.16 – SCALES AND THERMOMETER CALIBRATION CHECKSHEET

Store Name:		<u>Checked</u>	By:		<u> </u>	lanager S	ign:	Date:
SCALES – check daily	READINGS (in ⁰C 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	63ºC Piece (62.6 to 63.4)	3ºC Piece (2.6 to 3.4)	Probe Therm. Reading	IR Therm. (Probe ⁺/- 1ºC)	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.**

PREPARED BY: WAYNE THOMAS	SECTION: 18	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 1 OF 1

RETAILER CONSUMER PRODUCT COMPLAINTS	Document No:18.17 - Consumer Complaints Form
REVISION: 3.1 Issue Date: 08/11/19	SECTION: 18.0 PAGE: 1 OF 1
PREPARED BY: Wayne Thomas	APPROVED BY: David Holt

RETAIL CONSUMER PRODUCT COMPLAINT FORM

Retailer Details	Received Date:														
Store:		Metcash Store N					ore Numb	er:							
Contact Name:		Contact Number:													
Customer Details															
Name:															
Postal Address		me (Mo	bile:				Email:					
Telephone: Private Label Product De		me ()		IVIO	blie:				Email:				_	
PLEASE CONTACT 1300 135 690 OR EMAIL CONSUMERSUPPORT@METCASH.COM FOR ALL PRIVATE LABEL COMPLAINTS															
Brand:	Bla	Black & Gold IGA				GA Signature Other					Bran	Brand Name:			
Product:						roduct Coc									
APN:		Supplier:													
Use by Best Before:						Batch Numb	ber:								
Non Corporate, Direct &	n-store	Produc	t corr	npla <u>ints</u>											
Product Description:									Grocery	,	Da	iry		Freezer	
Bakery Fresh	vleat	D	elicat	tessen		Seafood		Produ			Other [:_			
APN:		Product Code:													
Use by Best Before								:y							
Date Purchased		Date Ro													
Supplier		_		_		_	Su	pplier No	otified:	_	Yes			No	
Complaint Summary															
															_
Any illness or Yes] No	No Did the consumer require Medical Attention?				•	Yes		o 🗌	ACC	C Notifi	ed:	Yes	No 🗌]
Details of illness or injury															
	the co	nsumer	recei	iving med	ical t	reatment fi	rom a	register	ed doct	or or i	nurse, tl	he co	omplain	t must be	
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									able						
incident. Actions & Outcomes															
Area Manager notified?		Yes		No	Wa	s Product R	etur	ned?			Yes		No		
Was Receipt Returned?		Yes		No No	Were the Goods Replaced?				Yes		No				
Was a Refund Given?		Yes] No	(If yes) Refund Value:			\$ W			/as 2009 uarante			Yes	
Outcome:															
Complaint Status:		_		locod		Donding									
Manager:	_ Ope			losed	Signature:										
Customer Signature															
	e secur	ity of vo	our ne	ersonal in	form	ation is imr	orta	nt to us I	Please a	isk Ma	anagem	ent f	or a cor	by of our Pri	vacv
-			-			www.iga.co					magerin	circ I		,	ucy

State Food Safety	SA/WA – Wayne Thomas	VIC/TAS/NSW - David Holt	QLD/NT - Graham King			
Coordinators:	P: 0417 274 031	P: 0418 857 204	P: 0448 566 330			
Consumer Support:	1300 135 690	Consumersupport@metcash.com				

18.21 – DAILY PRODUCTION AND DISPLAY TIMES CHECKSHEET

<u>Store</u>	Name:			<u>Mana</u>	ger 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.

CORRECTIVE ACTION:

Sushi Serviced Display refer to **11.28 - Sushi Preparation and Display** for further advice. Display times are for quality purposes only. Where qty remaining after 4 hours is high, review production quantities.

PREPARED BY: WAYNE THOMAS	SECTION: 18	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 1 OF 1

18.22 - ULLAGE RECORD



Store Name: Day									Da	te:	THATNET					
										DEPAR	IMENI					
WASTAGE	<u>QTY</u>	<u>NORMAL</u> <u>SELLLING</u> <u>PRICE</u>	DISCOUNTED SELLING PRICE	WRITE DOWN	Grocery	Fruit & Vegetables	Dairy/Frozen	Delicatessen	Bakery	Seafood	Variety	Meat	Sushi	Tobacco	Liquor	Other Department
Total																

Managers Signature:

PREPARED BY: WAYNE THOMAS	SECTION: 18	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 1 OF 1

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	<i>N</i> /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

PREPARED BY: WAYNE THOMAS	SECTION: 18.0	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 1 OF 1

18.24 – WEEKLY COLD & HOT TEMPERATURE CHECKSHEET

STORE NAME:______ WEEK COMMENCING: _____

STORE STAFF: ______ MANAGER SIGN: _____

	PRODUCT TEMPERATURES														
Cold Storage/Display Freezer 5°C or Less Display		Stora -18°C	ge/ or Les	Ho ss Di	ot Foo isplay	d Stor 60°C d	age/ or abo	⊢ ve 7	lot Foo '5°C or	od Coo abov	oking e	Rel or a	neating above	g 60°C	;
Refrigeration/Hot Unit			ON		JE		ED		ΗU		RI		٩T	SL	JN
		М	Е	М	Е	М	Е	М	Е	М	Е	М	Е	М	Е

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:

PREPARED BY: WAYNE THOMAS	SECTION: 18	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 1 OF 1

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	13.2	4:00PM	200G	3.9	N/A	DD
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

PREPARED BY: WAYNE THOMAS	SECTION: 18.0	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 1 OF 1



STORE NAME:

Date	рН	pH 7.0 buffer	pH 4.0 buffer	Corrective	Initials
	Meter/Electrode	solution	solution	Actions/Comments	
01/08/17	PE-12	7.0	4.0	ОК	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.

PREPARED BY: WAYNE THOMAS	SECTION: 18.0	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 1 OF 1



Jo C prev Veri

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.

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

PREPARED BY: WAYNE THOMAS	SECTION: 19	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 1 OF 3

Mandatory Requirements

3.

Guideline 19.0 Food Safety Internal Verification Schedule



	VERIFIC	ATION ACTIVITIES - STAFF A	ND FOO	D SAFE	ΓY	
ACTIVITY	O	BJECTIVE	MININ FREQUI		WHO	RECORD/ REFERENCES
Staff Training Program		re trained in specific food per stores standards.	Mont Annuc emplor induc	hly/ Illy or yee is	Manager or Food Safety Supervisor	Store Training Register
Standard Operating Procedures	are effective. To ve	rrective action process is	Dai Mon Annu	ily thly	Manager or Food Safety Supervisor	Section 11
Quarantine Locations	To ensure that all sta adequately segreg orderly location.	ock unfit for sale is ated in a marked and	Mon	thly	Manager or Food Safety Supervisor	Monthly QSA
Hot foods cooling	, ,	e to the Food Standards f potentially hazardous	Mon	thly	Department Manager	Monitoring Form
Monitoring records		pring records to ensure ing met, and records are d and accurate.	Dail Wee Mon	kly/	Manager or Food Safety Supervisor	Section 18
Cleaning program & GMP processes		ng schedule and related being complied to & y or quality risks.	Wee Mon	kly/	Manager or Food Safety Supervisor	Section 18
	VERIFI	CATION ACTIVITIES - STORI	e enviro	NMENT		
ACTIVITY	O	BJECTIVE	MININ FREQUI		WHO	RECORD/ REFERENCES
Store Pest Control	active program of p	has established a pro- prevention and aken in the event of	Mon		Manager or Food Safety Supervisor	Pest control records, Service Reports
Structural & perimeter requirements	Visual inspection of continued complian requirements.		Mon	thly	Manager or Food Safety Supervisor	Section 10
	V	ERIFICATION ACTIVITIES - I	EQUIPMEI	NT		
ACTIVITY	O	BJECTIVE	MININ FREQUI	-	WHO	RECORD/ REFERENCES
Branch refrigeration validation	effective in maintai	Sustralian Cold Chain	Annu	ally	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).		Annu	ally	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 Anr	nually	Manager or Food Safety Supervisor	Contract
Maintenance & Calibration Maintenance			Calibro	As per Manage Calibration Food Saf Schedule Supervis		Section 10 Section 18 Section 16
PREPARED BY: WAYNE THOMAS			1			1
PREPARED BY: V	vayne thomas	SECTION: 19		ISSUE D	DATE: 08/11/19	

Guideline 19.0 Food Safety Internal Verification Schedule



	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 - REGULATO		NTS	
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.

PREPARED BY: WAYNE THOMAS	SECTION: 19	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 3 OF 3



Allergen	immune system fi		ormally vigorous immune response in which the reat that would otherwise be harmless to the en 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	probe thermometer	, ,	given by a measuring instrument, such as a known standard. See Support program 5: poment maintenance.
ССР	Critical Control Po		control can be applied to prevent or eliminate a
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 of	or occurrence of a con	taminant 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 re using disinfectants	kills bacteria. Surfaces must be clean of grease,
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		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 cove leaching chemica		ot contaminate food products, especially by
Food Display Area	An area where for	od products are displa	yed for sale, either self-serve or serviced.
Food handler		ectly engages in the h t with food, for a food	andling of food, or who handles surfaces likely to business.
PREPARED BY: W	AYNE THOMAS	SECTION: 21.0	ISSUE DATE: 08/11/19
APPROVED BY: [VERSION: 3.1	PAGE: 1 OF 4



The making, manufacturing, producing, collecting, extracting, processing, storing, transporting, delivering, preparing, treating, preserving, packing, cooking, thawing, serving or displaying of food.
A program that covers food handling, personal hygiene, cleaning of the equipment and monitoring of these practices to ensure the safe production of food.
Illness caused through eating contaminated food, such as chemical contamination or a virus or food-poisoning bacteria.
 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.
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.
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.
An Area where food products and stored for display replenishment at a later time.
A person or company that provides food ingredients, prepared foods, cooked or ready- to-eat foods to your business.
Foods made solid by refrigeration below freezing. Foods that are partially thawed are not frozen products.
Controlled storage/display conditions that maintain frozen products until required for use.
A biological, chemical or physical agent in, or a condition of, food that could be dangerous to human health.
Any living organism that can survive as a single cell, including bacteria, viruses, yeasts and moulds.
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.
Cooking of foods to above 75°C using appropriate equipment, and verifying this temperature with a probe thermometer
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.
The receipt of goods from a supplier, at which time the business then takes responsibility for the food.
To sell products at a reduced price for quick sale
A systematic process followed by staff to check a food handling activity.
Birds, rodents, crawling and flying insects.
The elimination of pests from a food premises and the prevention of pests from entering the premises.

PREPARED BY: WAYNE THOMAS	SECTION: 21.0	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 2 OF 4



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		
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		
PREPARED BY: W APPROVED BY: D			



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.	

PREPARED BY: WAYNE THOMAS	SECTION: 21.0	ISSUE DATE: 08/11/19
APPROVED BY: DAVID HOLT	VERSION: 3.1	PAGE: 4 OF 4