Name of business:

Food Control Plan
Food Service and Catering

Version 5.0
# Introduction

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<th>Ref</th>
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</tr>
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## Section 1: Management

<table>
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</tr>
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<tbody>
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</tr>
</tbody>
</table>

## Section 2: The Basics

| Readily perishable food                 | Version 5.0 | B1    |
| Water supply                            | Version 5.0 | B2    |
| Roof water supply                       | Version 5.0 | B2a   |
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| Personal hygiene                        | Version 5.0 | B5    |
| Cleaning and sanitising                 | Version 5.0 | B6    |
| Designing a cleaning schedule           | Version 5.0 | B6a   |
| Cleaning schedule                       | Version 5.0 | B6b   |
| Food allergens                          | Version 5.0 | B7    |
| Tableware and packaging                  | Version 5.0 | B8    |
| Food labelling                          | Version 5.0 | B9    |
| Waste management                        | Version 5.0 | B10   |
| Pest and animal control                 | Version 5.0 | B11   |
| Maintenance                             | Version 5.0 | B12   |
| Designing a maintenance schedule        | Version 5.0 | B13a  |
| Maintenance schedule                    | Version 5.0 | B13b  |
| Customer complaints and recalls         | Version 5.0 | B14   |
| Guidance on reopening after a civil emergency and checklist | Version 5.0 | B15a  |
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| Storage                                 | Version 5.0 | S3    |
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## Section 4: Records

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| Imported food consignments              | Version 5.0 | R8    |
| Approved suppliers – see Diary          | Version 5.0 |       |
| Thermometer calibration – see Diary     | Version 5.0 |       |
MPI may issue formal amendments that can affect the Procedures in your Food Control Plan.

**Updating your Food Control Plan**

When you receive an amendment:

- remove the appropriate outdated pages and replace them with the new issue pages supplied;
- mark as “outdated” the removed pages (keep them at the back of your plan or file them safely – they need to be kept for at least four years and made available on request);
- file the information that accompanies the new issue at the back of your Food Control Plan;
- sign off and date the *Amendment record* (this page).

Complete instructions will be given with the information that accompanies the amendment.

If you have any queries, please ask your verifier or registration authority.

```
<table>
<thead>
<tr>
<th>Amendment No.</th>
<th>Date</th>
<th>Initials</th>
</tr>
</thead>
<tbody>
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<table>
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</table>
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Is this plan for me?

This template Food Control Plan (FCP) has been developed by the Ministry for Primary Industries (MPI) to help food service and catering businesses meet food safety and suitability requirements under the Food Act 1981 and the Australia New Zealand Food Standards Code (the Code). It provides a set of procedures that can be tailored by a business to recognise how it deals with matters affecting food safety. It also contains pre-printed records and a diary that a business can use when it checks that it’s FCP is being followed.

It is important that your FCP fits your business. You will need to think about the activities of your business and check that the procedures in this template cover the types of things that you do.

This FCP template applies to:
- Food businesses that prepare, serve and sell ready-to-eat meals and snacks for immediate consumption by consumers both on and off the premises. For example, cafes, takeaway outlets, caterers and restaurants (including those situated in pubs or clubs).
- Food service or catering businesses that also produce packaged food products for immediate consumption for retail sale directly to consumers may be able to do so under this FCP template. You will need to check with your local council or MPI to see if this is possible.

If your business includes food processes or activities that are not covered in this template you may be able to make changes to the FCP template to cover them. These changes will require assessment and approval before they can be included in the FCP template. You will need to talk to your local council or MPI first to find out what this involves.

This FCP template does not apply to:
- Food service businesses that are serving vulnerable people such as those in hospices, hospitals, residential care homes, day-care centres etc; or
- Food service businesses that are wholesale manufacturers of food. For example, food that is prepared, packaged and distributed to retailers to sell.

What’s in the plan

The template FCP consists of four parts.

1. Management – contains your business details, document control requirements and training and supervision requirements.
2. Basics – includes procedures that need to be in place for your business to provide a clean and hygienic environment for food preparation.
3. Serve Safe – includes procedures that relate to the safe storage, preparation and service of food.
4. Records and Diary – are used to confirm that important tasks have been completed and record what action has been taken if something goes wrong.

How does it work?

Simply put, the plan doesn’t work unless you do! The plan provides you with guidance and a system to help you produce safe food for your customers.

The key to success is leadership. If management is committed to following the plan and producing safe food the staff will also be more likely to take their responsibility seriously.

Making it yours

Take the time to read through the plan and make sure it is suitable for your business.

Some of the procedures require you to identify the way you do things in your business (this is referred to as “tailoring the plan”). It is important that you take time to do this so that the template document becomes your FCP and reflects what happens in your business. You may do something very similar to, but not exactly as described by, a procedure identified in the template. This will be okay, provided it achieves the same outcome that is intended by the procedure – see the “goal” of the procedure. Talk it through with your verifier.

You may decide to remove or mark as “not applicable” parts of the template document that do not apply to your business (e.g. remove “Transporting food” if you do not transport food). If you do this, remember to update the Contents page. You may want to use your own records. This is okay, provided they are not less than your plan needs.

The person tailoring the plan should set aside time specifically for this task. You may find that it helps to do just a few pages at a time. Involving staff can help them become familiar with it and develop a sense of ownership. You may also want to discuss with staff the best place to keep day-to-day records – e.g. in the Food Control Plan Diary (the Diary).

Once the plan has been tailored, make sure the people who work in the business are familiar with the procedures that relate to their job (see Training and supervision procedure).

Use the Getting started checklist to help in implementing your FCP.
Food Control Plan

Introduction

How to use the plan

All of the procedures contained in the Basics and Serve Safe sections are formatted in the same way.

Key for Food Control Plan

Goal
This box contains a statement about the aim of the procedure.

Why
This box explains why the goal is important.

What if there is a problem
This box contains examples of the types of things you might need to do in the event that something goes wrong.

Write it down
If there is anything that you need to write down, you will find instructions here.

The Basics

Hand hygiene

Goal
To prevent food and food contact surfaces from becoming contaminated by unclean hands through effective hand washing and drying.

Why?
• Hand washing and drying is one of the best ways to prevent harmful microbes from getting onto food.
• Harmful microbes carried on hands (or gloves) can be passed onto food by either touching food directly or by touching other things that the food comes into contact with (e.g. benches, knives, chopping boards etc).

How this is done

Everyone (including contractors) follows good hand hygiene practices by washing and drying their hands, especially:
• when entering any area where unwrapped ready-to-eat food is handled;
• before touching unwrapped ready-to-eat foods;
• after touching raw food (meat, vegetables etc);
• before putting on gloves and after removing them;
• after coughing and sneezing;
• after using the toilet.

Hand washing

Step 1: Clean under each fingernail using warm running water, soap and a nail brush.

Step 2: Wash hands with warm running water and soap, rubbing vigorously (front, back and between fingers).

Step 3: Dry hands thoroughly (front, back and between fingers) by using:
- single-use cloth (roller) towel
- single-use paper towel
- air blower

Using gloves

Gloves are only worn for the following tasks:

Hand jewellery and finger nails

To enable good hand hygiene, fingernails should be kept short. Hand jewellery should not be worn, if the food handler is working with unwrapped food.

What if there is a problem?
When a staff member doesn’t follow correct hand hygiene discuss the issue straight away with the person, find out why.

You may need to:
• demonstrate the correct procedure to them;
• provide a hand wash basin at a more convenient location;
• change the type of hand cleaning materials;
• provide information, e.g. on a poster above the basin.

If there is not a supply of soap and hand towels, renew supply. Review restocking practice.

Write it down

Write down in the Diary when employees are noticed not following good hand hygiene and what was done to correct them.
How to use the diary

The Diary contains most of the record-keeping documents. As well as the weekly diary pages, there is a four-weekly diary review page. The Diary can also be used to keep other day-to-day records that you use to follow your plan. You can download the Diary and replacements from www.mpi.govt.nz

1 Date
Write Monday’s date here

2 Problems or changes
Write down in the Diary anything that went wrong that day and what you did to put things right.

3 Once a week checks
Tick the boxes after completing the tasks.

4 Sign off
At the end of each week, the day-to-day manager should sign the Diary to confirm that the plan has been followed.
# How to use the diary (continued)

The Diary contains most of the record-keeping documents. As well as the weekly diary pages, there is a four-weekly diary review page. The Diary can also be used to keep other day-to-day records that you use to follow your plan. You can download replacements from [www.mpi.govt.nz](http://www.mpi.govt.nz)

## Daily chilled and hot-held food checks

- Each day, write down the food temperature (see Checking temperatures procedure) within each unit used to hold either hot or chilled food.

<table>
<thead>
<tr>
<th>Unit</th>
<th>Mon</th>
<th>Tue</th>
<th>Wed</th>
<th>Thu</th>
<th>Fri</th>
<th>Sat</th>
<th>Sun</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
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</tbody>
</table>

These numbers refer to the numbers you assigned to your chiller units on page one.

Every business day, record the “food” temperature in each unit along with the time that you did the check.

This section is only used if you serve dishes that contain poultry.

## Face a week plan temperature checks

**Cooking poultry**

- Select one poultry setting cooks ≥75°C, or reaching at least 75°C.
- Check its cooked temperature to confirm that it is cooked by either:
  - meeting the time/temperature combinations in Cooking poultry.
  - reaching at least 75°C.

<table>
<thead>
<tr>
<th>Day</th>
<th>Poultry item</th>
<th>Select cooking time/temperature setting used</th>
<th>Time started cooking</th>
<th>1st probe*</th>
<th>2nd probe</th>
<th>Action taken if temperature not reached</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>temp</td>
<td>temp</td>
<td></td>
</tr>
</tbody>
</table>

*If the core temperature of the food when it is first probed is above 75°C, it isn’t necessary to probe it a second time.

## Reheating poultry

- Select one poultry item or dish that is reheated and check that its reheated temperature is at least 75°C.

<table>
<thead>
<tr>
<th>Day</th>
<th>Poultry item</th>
<th>Method (How was the poultry reheated?)</th>
<th>Time started reheating</th>
<th>Time finished reheating</th>
<th>Finished core temp**</th>
<th>Action taken if temperature not reached</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
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</tr>
</tbody>
</table>

**The core temperature of the food should be 75°C or above. If the food has not reached this temperature, keep reheating it until it does.

## Cooling readily perishable food

- Meat or poultry that has been cooled or heated and then cooled.

<table>
<thead>
<tr>
<th>Day</th>
<th>Food item</th>
<th>Method (How was the food cooled?)</th>
<th>Time start cooling</th>
<th>Temp after 2 hours***</th>
<th>Temp after 4 hours***</th>
<th>Action taken if temperature not reached</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>

***Food must be cooled from 60°C to below 5°C within four hours – see Cooling Hot food.

## Action taken if temperature not reached

- **The core temperature of the food should be 75°C or above. If the food has not reached this temperature, keep reheating it until it does.

*If the food has not reached this temperature, keep reheating it until it does.
# Getting started checklist

Use the following checklist to assist you to tailor and introduce the Food Control Plan to your business.

<table>
<thead>
<tr>
<th></th>
<th>Description</th>
<th>Done</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Read through all the pages in each section of the template and where there are blanks or tick boxes fill them in to show what happens in your business.</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>If there are things you do that you think are not covered by the template (e.g., making an uncooked fermented meat) stop and contact the registration authority for advice to see if the plan is appropriate for your business.</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Remove any pages that do not apply to your business (keep them in the back of your folder in case you change what you do and need them later) and update the contents page.</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Complete the cleaning and maintenance schedules.</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Write in the Diary the equipment used for cold storage and holding food, and customise the opening and closing checks.</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>If you use a particular time and temperature setting for cooking poultry, complete the <em>Proving that a time/temperature setting cooks poultry</em> procedure.</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Make sure that everyone who works in the business is trained and is familiar with your FCP.</td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>Register your completed FCP.</td>
<td></td>
</tr>
<tr>
<td>9</td>
<td><strong>Follow the procedures contained in your FCP.</strong></td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>Review your FCP when things change (to ensure that your FCP still fits your business) or go wrong (to prevent them from happening again in the future), and make amendments as required.</td>
<td></td>
</tr>
</tbody>
</table>

After your FCP is registered, your business will be checked (verified) against the plan on a regular basis.

*Contact your registration authority if you need further guidance on how to complete and register your FCP.*
### Management details

#### Business details

<table>
<thead>
<tr>
<th>Legal name</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Trading name</td>
<td></td>
</tr>
<tr>
<td>Legal status</td>
<td></td>
</tr>
</tbody>
</table>
- [ ] sole trader  
- [ ] partnership  
- [ ] limited liability company  
- [ ] other [specify]: |
| Type of business |  
- [ ] single outlet  
- [ ] managed branch of company  
- [ ] franchise  
- [ ] other [specify]: |
| Activity |  
- [ ] dine in  
- [ ] takeaway  
- [ ] on-site catering  
- [ ] off-site catering  
- [ ] other [specify]: |
| Postal address |  |
| Telephone |  |
| Fax |  |
| Email |  |

#### Location(s)

| Street address (1) |  |
| Water supply |  |

**Additional sites** (continue on a separate sheet if needed and attach)

List below any other premises that are used in connection with the food business (e.g. premises used for storage or pre-preparation of food). These activities and sites will also be covered by this FCP. If water is used for food purposes, identify the source of the water supply.

| Street address (2) |  |
| Activities/water supply source |  |
| Street address (3) |  |
| Activities/water supply source |  |
| Street address (4) |  |
| Activities/water supply |  |
## Management details

### Operator

The operator is the person who has overall control of the food business.

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
<th>Telephone</th>
</tr>
</thead>
</table>

### Day-to-day manager

(Write 'as above' if the day-to-day manager is the operator)

The day-to-day manager is the person who has the overall responsibility to make sure that the FCP is being followed and the appropriate checks and records are completed.

<table>
<thead>
<tr>
<th>Name and/or position</th>
<th>Telephone</th>
</tr>
</thead>
</table>

### Delegated responsibilities

In some cases, specific tasks may be undertaken by someone other than the day-to-day manager. Delegated tasks and the people responsible are identified below (unless otherwise stated, the back-up person for these tasks is the day-to-day manager).

<table>
<thead>
<tr>
<th>Name and/or position</th>
<th>Delegated duty</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>(Write name of procedure and that task is delegated)</td>
</tr>
</tbody>
</table>

### Registration authority

(This will be your local council unless your FCP covers premises situated in more than one council jurisdiction or you have a third-party verifier in which case it will be MPI)

<table>
<thead>
<tr>
<th>Registration authority</th>
<th>Contact</th>
<th>Address</th>
<th>Telephone</th>
<th>Fax</th>
<th>Email</th>
</tr>
</thead>
</table>

### Verifier (if not local council)

<table>
<thead>
<tr>
<th>Verifier (agency)</th>
<th>Contact person</th>
<th>Address</th>
<th>Telephone</th>
<th>Fax</th>
<th>Email</th>
</tr>
</thead>
</table>
### Documentation and record keeping

#### Making changes

Big changes to this template FCP are likely to require evaluation and approval by the registration authority before being incorporated into the plan.

Examples of changes that are likely to require evaluation and approval include:
- adding new processes that are not covered by the procedures in this template;
- providing meals to people other than general consumers (e.g. catering for a hospice).

Changes that are not likely to require approval from the registration authority include:
- using your own record sheets as long as they contain at least the same information as those provided in the template FCP;
- changing the order of the sections;
- removing or marking as “not applicable” parts of the template FCP that do not apply to your business (e.g. removing Transporting food if you do not transport food, or Display and self service if food is cooked to order).

If you are unsure whether a proposed change may require approval, contact your registration authority for advice.

#### Record keeping

Completing the Diary is an important part of record keeping. The Diary is used to:
- write down anything that goes wrong;
- write down what was done to correct the problem and to prevent customers from being affected;
- write down what was done to prevent it from happening again;
- confirm that the procedures in the FCP have been followed.

The Diary is also used to record:
- daily food temperature checks;
- weekly poultry temperature checks;
- thermometer calibrations.

You might find it useful to keep your cleaning and maintenance schedules in the Diary so you can easily confirm each week that they have been followed.

See How to use the diary in the introduction section and Using the diary in the Diary.

Other important record-keeping documents include:
- two-hour hot-held food;
- poultry cooking temperatures;
- approved suppliers;
- sickness;
- food-safety training.

Pre-printed forms for keeping these records are provided with this template.

#### Document control

If you make an approved change, make sure that affected pages in your FCP are updated with the date the change was made and a new version number. Update the Contents page at the front of your plan.

If you update your plan with an Amendment issued by MPI, update the Amendment record and Contents page at the front of the FCP with the date of change and new version number.

Versions that have been replaced must be kept for four years.

All documents, including procedures that are no longer used and monitoring records, will be kept for at least four years and made available on request.
### Design and location of the food business

Food business operators must take responsibility to ensure the places they operate from are designed and constructed appropriately, so they can be used to prepare and/or serve food that is safe and suitable.

The premises, place, facilities, appliances and essential services (such as water, gas, lighting etc) need to be appropriate for producing safe and suitable food.

The following matters have been considered in the design of the food premises to prevent or minimise contamination or cross-contamination:

- external environmental factors (including dust, pests, dirt, fumes, smoke);
- internal environmental factors (including transfer of contaminants from surfaces and between foods, dust from overhead fittings, the build-up of dirt, mould, condensation and the shedding of particles);
- size is sufficient in regard to the number of people working there, the nature of the business, the potential patronage and the volume and range of food prepared and served;
- provides working conditions that facilitate good operating practices and ensures that cross-contamination and deterioration of food is minimised;
- allows for the easy movement of people involved with preparing/serving food and provides good access to areas for cleaning, sanitation, checking and maintenance.

In addition, places used for food are:

- not used as a sleeping place and are not directly connected to any room that is used as a sleeping place;
- not used for any purpose that is likely to contaminate any food or adversely affect the suitability or cleanliness of any food;
- exclusively for the purpose of food business activities while the business is operating.

### Facilities and operational requirements

The following matters have been considered in the design and operation of the food business:

- materials used in the construction of exposed internal structures, surfaces and appliances or food containers are not a source of contamination for the food (e.g. they should not impart chemicals to the food);
- exposed internal structures, surfaces and appliances and food containers are made of materials that can be easily cleaned, sanitised and sterilised (as appropriate to their use);
- adequate lighting that gives sufficient natural or artificial light for all activities including cleaning;
- sufficient natural or mechanical ventilation to effectively remove fumes, smoke, steam and vapours, and in the case of a mechanically assisted air flow the intake must be positioned to draw clean air;
- adequate self-drainage of floors to minimise water ponding;
- provision of adequate supply of suitable water;
- an adequate hot water capacity for the nature of the business;
- suitable facilities that can meet temperature control requirements for the hygienic preparation and storage of food (e.g. chillers, freezers, ovens);
- an adequate number of hand washbasins with warm running water and supplies for hygienic cleaning, sanitising and drying of hands or another suitable means of cleaning, sanitising and drying hands;
- adequate facilities and appliances for cleaning and sanitising the premises, facilities and appliances.
**Training and supervision**

**Goal**
All staff have a good understanding of the FCP's requirements related to their area of work.
Appropriate training and supervision to meet FCP requirements is provided.

**How this is done**

The day-to-day manager must be familiar with and understand all of the procedures in the FCP.

**Training**
The day-to-day manager trains staff in each safe practice procedure relevant to their work, then watches them perform the task (correcting them as necessary).

All staff are trained in the following procedures before they can work:
- hand hygiene;
- personal hygiene;
- health and sickness;
- readily perishable food;
- cleaning and sanitising;
- food allergens;
- 
- 
- 
- 
- 
- 

When to train staff:
- before new staff start working;
- when introducing new procedures;
- when existing procedures are changed;
- whenever something goes wrong due to staff failing to follow procedures.

**What if there is a problem?**
Retrain staff if necessary.
You should also:
- review your staff training to see if it can be improved;
- make sure staff know why it's important to follow safe practices;
- make sure staff have access to the relevant procedures from the FCP;
- consider the need to increase supervision;
- write down in the Diary what went wrong, why and what you have done to help prevent it from happening again.

**Why?**
- Food may be contaminated and customers made ill if staff do not apply safe working practices.
- Staff need to know what to do to keep food safe.
- Some staff may need supervision due to inexperience, ability, size of operation etc.

**Write it down**

Complete a Staff training record for each person who works in the business.
Sign off each task on an employee’s Staff training record when he or she has received training in a task, has demonstrated a good understanding and has been observed consistently following the correct procedures.
Also record any retraining or refresher training in an employee’s Staff training record.

**Unless a staff member has received training in a specific task, then they are not allowed to perform that activity.**
Readily perishable food is food that must be kept at certain temperatures (at or below 5°C or above 60°C) to minimise the growth of harmful microbes that can be present in the food or to prevent toxins (poisons) forming in the food.

Readily perishable food must meet the temperature requirements contained in this FCP.

What is it?

For the purposes of this FCP, food that meets both of the following criteria is considered readily perishable:
• the food **may** contain microbes that need to multiply in order to cause illness; and
• the food **will** support the growth of harmful microbes.

Food that must be kept under temperature control to prevent toxins forming is also considered readily perishable. For example, scombroid fish (such as kahawai, tuna, mackerel etc) need to be kept chilled from shortly after capture to when they are cooked to minimise the formation of histamine.

Examples of foods considered readily perishable
• raw and cooked meat or foods containing raw or cooked meat, e.g. casseroles, curries, lasagne and meat pies;
• dairy products or foods containing dairy products, e.g. custard and dairy-based desserts;
• raw and cooked seafood (excluding live seafood) or foods containing seafood;
• processed fruits and vegetables, e.g. salads and unpasteurised juices;
• cooked rice and pasta;
• processed foods containing eggs, beans, nuts or other protein-rich food, e.g. quiche and soya bean products;
• foods that contain any of the above foods, e.g. sandwiches and quiches.

What food is not defined as readily perishable?

Many foods do not rely on temperature control for safety because they have been processed to ensure that harmful microbes are not present in the food or the food can’t support their growth. These foods are not considered readily perishable. Food manufacturers usually achieve food safety by one of the following methods:
• destroying any harmful microbes and packaging the food so it cannot be contaminated, e.g. canned and bottled food;
• creating an environment in the food that does not support the growth of harmful microbes (this is usually done by making the food too acidic for microbes to grow, reducing the available water in the food by drying the food and/or adding salt and sugar, using food additives that inhibit bacterial growth or a combination of these things, e.g. dried fruit, salted dried meats and fermented dried meats);
• destroying or reducing the number of harmful microbes in the food and creating an environment that will minimise or prevent the growth of any harmful microbes that are still present and could multiply in the food, e.g. cheeses, spreads, sauces, dried pasta, pasteurised juices, breads, dried milk and dried custard powder etc.

Although the above foods are not considered readily perishable they may become so when the food package is opened or the food is altered in some way. For example, a canned beef stew should be considered readily perishable once it is opened, and custard powder should be considered readily perishable once milk or water is added.

Many raw unprocessed or semi-processed foods are also not readily perishable because they either do not support the growth of foodborne pathogens (e.g. raw whole fruits and vegetables, uncooked rice, flour and sugar) or do not contain harmful microbes (e.g. nuts in the shell).
# The Basics

## Water supply

### Goal
To ensure water is kept clean and safe for making food, cleaning and for serving to customers.

### How this is done

<table>
<thead>
<tr>
<th>Water is sourced from: (tick as appropriate)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Network/council supply</td>
</tr>
<tr>
<td>Name of supplier</td>
</tr>
<tr>
<td>Surface or ground water</td>
</tr>
<tr>
<td>Roof water</td>
</tr>
</tbody>
</table>

If you ticked “Network/council supply”, this page and the extra information overleaf will give you the information you need. If you ticked “Surface or ground water” or “Roof water”, you need to obtain more information from the food safety website (www.mpi.govt.nz) or your local council in order to operate with this FCP.

As an operator, you are responsible for the safety of reticulated water from the point at which it enters your business’s water system.

**Water pipes are:**
- kept in a sound condition to prevent contaminants entering the system;
- flushed after repairs or maintenance to clean the system;
- flushed to remove stagnant water, if they’re not used for more than seven days.

**Water tanks:**
- are kept clean and in good repair to prevent any build up of sediment (see Cleaning schedule);
- have covered and screened openings to protect against access by animals, birds and debris.

**Lower quality water**
Water tanks, pipes and outlet taps of any water supplies on site that are not suitable for food processing are clearly identified (e.g. grey water for irrigation).

**Backflow devices**
Backflow devices are maintained in accordance with the manufacturer’s instructions to prevent contamination of clean water.

---

### Why?
- Water may carry harmful microbes and chemicals that can cause illness. Water can be contaminated during on-site storage and distribution around food premises.

### What if there is a problem?

If you suspect your water supply is not safe, don’t use it unless it has been:
- boiled for one minute; or
- disinfected by adding chlorine.

Alternatively, use a temporary supply of safe water (e.g. bottled water or water from a registered water tanker).
- Throw away any food that could have become contaminated.
- Clean any contaminated surfaces used for food preparation.

**Water contaminated onsite**
If water could have become contaminated from something that happened on site, identify the problem, arrange for its repair and don’t use the water until you’re notified that it’s safe to do so.

**Notification of contamination by supplier**
If the water supplier gives notice that the water supply might not be safe, follow their instructions until the supply is safe again.

Contact your verifier and advise them of the action you’ve taken.

---

### Write it down

Write down the annual checks for backflow devices and tanks in your Maintenance schedule.

Write down any problem with the water supply and what you did about it, in the appropriate day in the Diary.

---

**Backflow** is the unplanned reversal of flow of water or mixtures of water and contaminants into the water supply. Backflow devices like valves or an air gap are used to prevent this reverse flow occurring. In a food business, you will usually find a backflow device either on individual equipment (e.g. dishwashers, glass washers, drink dispensers with carbonators, some ovens) or in the reticulation line covering several equipment items or processing areas.
Extra information about keeping water safe

Definitions

<table>
<thead>
<tr>
<th>Cross-connection</th>
<th>Connections between pipe work that can result in different water flows mixing</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dead end</td>
<td>Unused pipe ends within a reticulation</td>
</tr>
</tbody>
</table>

Systems that are not routinely flushed with normal use

When you provide drinking water or sell food as part of your business you have a responsibility to make sure that the water you use will not harm your customers. The relevant legislation that applies is the Food Act 1981 and associated regulations. Legislation states if water is added to food it must be of potable (drinkable) quality.

The Ministry of Health Drinking-water Standards for New Zealand 2005 (Revised 2008) contain a series of maximum acceptable values for the supplier:

- **Escherichia coli** (less than one in 100mL of sample);
- **total pathogenic protozoa** (less than one infectious (∞) cyst per 100L of sample);
- **chemicals**.

Useful pamphlets provided by the Ministry of Health include:

- **Water Collection Tanks and Safe Household Water**
- **Household Water Supplies**
  - www.healthed.govt.nz/resource/household-water-supplies
- **Secure Groundwater Bores and Wells for Safe Household Water**

Water pipes, equipment and tanks

The pipes, pumps and storage tanks that deliver the water from its source to the tap are collectively called the reticulation system. It’s important your business’s water system doesn’t contaminate any water and is kept clean and in good repair. Pipes and outlet taps from an unsuitable water source should be clearly identified to prevent this water being used (cross-connected) for any food-related activity.

How to flush your business’s water system

Open taps to allow a substantial water flow. The length of time the water will need to flow will depend on the size of your building and water system. Enough water should be run through the taps to ensure pipes end up with fresh water in them.

Design and construction

Your water system

Ensure your water system is or has been designed and installed to prevent cross-connections, dead ends, unused pipes and backflow.

Tanks

Ensure all overflow, blow-off, clean-out or vent pipes are turned downwards to prevent rain entering the water system. Screen the tanks with removable, fine-mesh screens to keep out vermin and other contamination.

Ensure all inlet and outlet pipes of storage tanks are properly supported and located to minimise the effects of settling, i.e. they don’t allow sediment that has settled at the bottom of the tank to enter the pipes.

Use a cover on treated water storage tanks. Covers should be watertight, constructed of permanent materials (i.e. not wood), provided with handles and locks, and designed to drain freely, i.e. they don’t encourage pooling and they prevent the contamination of the stored water.

Maintenance of the water system

Disinfect all tanks before they’re put into service and after extensive repairs or cleaning. Develop a schedule of regular maintenance and inspection. Parts of your water system that need to have checks (at least annually) include backflow devices to make sure they are working correctly and water storage tanks to ensure they are clean and in good repair.

Complete the **Maintenance schedule** to identify the checks and when they need to be carried out.

Focus cleaning on removing accumulated sediments, leaf litter and other objects, such as insects and animals, that may have got into the tank.

Sediments can build up in the bottom of tanks and this might need to be removed. You can do this by either using tank cleaning contractors or installing a tank vacuum. For more details on how to clean out your tank, refer to the Ministry of Health information pamphlet Water Collection Tanks and Safe Household Water.

If you repair or change your water system, make sure you flush it with clean water before using the water for food processing.

Warning!

If you need to enter the tank to clean it, make sure the tank has adequate ventilation and that someone else is present.
The Basics

Health and sickness

Goal
To prevent anyone who is carrying a communicable disease from contaminating food.

Why?
- Food can become contaminated by people who are unwell with certain infections or are carrying the organisms in or on their body.
- Harmful microbes can be transmitted through a sick person’s faeces (poo), vomit and in some cases other body fluids.

How this is done

1. No one (including a contractor, visitor, etc) is permitted in a food-handling area if suffering from vomiting‡ or diarrhoea†.
   Anyone who has vomited or had diarrhoea in the 24 hours before entering the food premises must report it to .
2. Any food handler¤ who has had diarrhoea two or more times, or any vomiting within a 24–48 hour period must seek medical advice and have a faecal specimen tested to identify the cause of illness. must ensure the food handler is excluded from the premises until they meet the appropriate clearance criteria (see Exclusion of infected persons guidance).
   is to determine whether a sick food handler is to be given safe alternative work that does not involve direct contact with open food or surfaces and equipment in any food area.

Excluding food handlers
See the Exclusion of infected persons guidance for further information and clearance requirements.

If you are uncertain whether a food handler may pose a risk, seek advice from MPI or an Environmental Health Officer at your local council.

3. Any vomiting at work must be reported immediately to .
   - The food handler must be excluded immediately from all food-handling areas.
   - The affected area and all contaminated surfaces, including equipment and utensils, must be cleaned and sanitised.
   - Any food that may have become contaminated must be disposed of. will ensure that this is done.
4. No one with jaundice (yellowing of the skin) who is suspected of, or has, hepatitis A, is allowed in a food-handling area.
5. No one is permitted to handle food if they have scaly, weeping or infected skin that cannot be totally covered during food handling.

Notes for “How this is done”
‡ Vomiting in the absence of other obvious causes, e.g. morning sickness or alcohol poisoning.
† Diarrhoea other than that associated with conditions such as irritable bowel syndrome, Crohn’s disease or ulcerative colitis.
¤ Food handler any person who comes into direct contact with food or the equipment or utensils used to prepare food (e.g. cooks, waitresses etc).

What if there is a problem?
If staff are not following this procedure find out why and retrain them if necessary.
If someone vomits on the premises, clean and sanitise the area (including the cleaning equipment). Throw out any food that might have been infected and send the person home.

Write it down
Write down in the Staff sickness record (see Records section) when employees or others who visit the premises are unwell and what action has been taken (exclusion etc).
Write down what you did when something went wrong (e.g. someone vomited on the premises).
## Hand hygiene

### Goal
To prevent food and food contact surfaces from becoming contaminated by unclean hands through effective hand washing and drying.

### Why?
- Hand washing and drying is one of the best ways to prevent harmful microbes from getting onto food.
- Harmful microbes carried on hands (or gloves) can be passed onto food by either touching food directly or by touching other things that the food comes into contact with (e.g. benches, knives, chopping boards etc).

### How this is done
Everyone (including contractors) follows good hand hygiene practices by washing and drying their hands, especially:
- when entering any area where unwrapped ready-to-eat food is handled;
- before touching unwrapped ready-to-eat foods;
- after touching raw food (meat, vegetables etc);
- before putting on gloves and after removing them;
- after coughing and sneezing;
- after using the toilet.

**Hand washing**

**Step 1:** Clean under each fingernail using warm running water, soap and a nail brush.

**Step 2:** Wash hands with warm running water and soap, rubbing vigorously (front, back and between fingers).

**Step 3:** Dry hands thoroughly (front, back and between fingers) by using:
- single-use cloth (roller) towel
  - Rub hands on two sections of towel.
- single-use paper towel
  - Rub hands on two paper towels.
- air blower
  - Rub hands whilst air blower operating.

**Using gloves**

Using gloves is not a substitute for hand washing.

Gloves are changed between tasks (e.g. after handling uncooked food and before handling ready-to-eat foods etc).

Gloves do not protect food from cross-contamination (e.g. passing microbes from raw food to cooked food). Gloves, just like hands, can transfer microbes from raw food, equipment, utensils and surfaces to ready-to-eat food. Hands need to be washed when dirty gloves are removed and before clean gloves are put on.

### What if there is a problem?
When a staff member doesn’t follow correct hand hygiene discuss the issue straight away with the person to find out why. You may need to:
- demonstrate the correct procedure to them;
- provide a hand washbasin at a more convenient location;
- change the type of hand cleaning materials;
- provide information, e.g. on a poster above the basin.

If there is not a supply of soap and hand towels, renew supply. Review restocking practice.

### Write it down
Write down in the Diary when employees are noticed not following good hand hygiene and what was done to correct them.

---

**Hand jewellery and finger nails**

To enable good hand hygiene, fingernails should be kept short. Hand jewellery should not be worn, if the food handler is working with unwrapped food.

---

**It can be hard to judge time, so it is recommended you develop a habit that will help you measure the required washing time (e.g. try singing twice through the “happy birthday” song).**

---

**B4**

It can be hard to judge time, so it is recommended you develop a habit that will help you measure the required washing time (e.g. try singing twice through the “happy birthday” song).

---

**Gloves are only worn for the following tasks:**

- [ ]
- [ ]
- [ ]
- [ ]
- [ ]
- [ ]
- [ ]
- [ ]

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**Write it down**

Write down in the Diary when employees are noticed not following good hand hygiene and what was done to correct them.
**Personal hygiene**

**Goal**

To prevent contamination of food and food contact surfaces through clothing and inappropriate behaviour.

**Why?**

- Customers can become sick if they eat food that has been contaminated with harmful microbes carried by dirty food handlers.
- Dirty or inappropriate clothing can contaminate food.

**How this is done**

Anyone [including a contractor, visitor etc] entering a food preparation area is required to wear appropriate clean clothing and follow this procedure.

**Clothing**

Appropriate clean clothing is worn when handling unpackaged food to protect it from contamination.

The following standards of dress apply:

<table>
<thead>
<tr>
<th>Job/position</th>
<th>Clothing (dress standard)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Outer protective clothes (e.g. aprons etc) are removed when a food handler leaves food preparation areas (e.g. to go to the toilet, lunch room, going home etc).

**Personal conduct**

- Food handlers avoid touching nose, mouth, hair and skin during food preparation.
- Food handlers do not spit, sneeze or cough over food.
- Disposable tissues are used to blow nose; hands are washed afterwards.
- Smoking is not permitted in the food preparation area.
- Food is not eaten in food preparation areas.

**Cuts and sores**

- All cuts and sores on hands and arms are covered with a sticking plaster to stop microbes from the wound contaminating food.
- Brightly coloured waterproof sticking plasters are used that can be easily seen if they fall off. A disposable glove is used to cover sticking plasters if they are on the hand.
- If a cut or sore is weeping or infected and cannot be totally covered, the person must not handle food.

**What if there is a problem?**

If staff are not following this procedure find out why and retrain them if necessary.

If someone is handling food and has an uncovered weeping sore on their hand, stop the person and dispose of any food that might have been infected.

Do not allow the person to handle food until appropriate steps have been taken to ensure they will not infect the food (e.g. retraining, sore is covered etc).

**Write it down**

Write down in the Diary what action you took if something goes wrong (e.g. a food handler is observed working with an uncovered open sore on their hand or not wearing clothing that protects food from contamination).

Anyone (including a contractor, visitor etc) entering a food preparation area is required to wear appropriate clean clothing and follow this procedure.
Cleaning and sanitising

**Goal**
To ensure premises, equipment and utensils are kept clean.

**Why?**
Cleaning removes dirt and grease. Sanitising kills harmful microbes on surfaces.
- Unclean premises and equipment will enable microbes to grow, which, if they contaminate food, can make people sick.
- Dirty premises can attract pests, like mice, rats and cockroaches, that can spread disease.

**How this is done**

**Equipment and surfaces that come into contact with food** (e.g. chopping boards, utensils, pots, tongs, crockery, work surfaces etc) are cleaned and sanitised.

Other items that may contaminate food indirectly (e.g. by contaminating a food worker’s hands) are also cleaned and sanitised (e.g. door handles, taps, hand washbasins etc).

The facilities and equipment are cleaned regularly – see Designing a cleaning schedule.

**General cleaning requirements**
- The manufacturer’s instructions are followed when using chemicals and cleaning equipment.
- Food is appropriately protected or removed before cleaning or sanitising.
- Cleaning occurs between tasks (“clean as you go”).
- Wherever possible, items are left to air dry.
- Cloths are changed daily or more frequently if needed.
- Used towels (e.g. ones used for floor cleaning) are stowed for laundering and not mixed with in-use cloths.

**Dishwasher**
Where dishwashers are used they are operated and serviced according to the manufacturer’s instructions.

*When operating correctly, items in the dishwasher will be too hot to handle immediately after the rinse cycle.*

**For items that can’t be put through the dishwasher**
1. Pre-clean – remove visible dirt and food residue.
2. Main clean – wash with hot water and the correct amount of detergent.
3. Rinse with clean, hot water.
4. *Sanitise with a food-safe sanitiser.*
5. *Final rinse (see sanitiser instructions as required).*
6. Air dry or use a single-use drying cloth.

*Only required where equipment or surfaces come into contact with food.

**What if there is a problem?**
If an area, equipment or utensils etc are dirty, clean them. Discuss the problem with staff members involved and find out why the cleaning wasn’t effective. Take the action needed to reduce the likelihood of it happening again.

The solution might include:
- providing more training or assistance;
- changing the type of cleaning chemicals and materials used;
- replacing the item to be cleaned with something that is easier to clean.

Throw out any ready-to-eat food that may have become contaminated.

**Write it down**

Write down in the Cleaning schedule what items need to be cleaned, how they are to be cleaned and, if necessary, sanitised, how often and who will do it.
## Designing a cleaning schedule

<table>
<thead>
<tr>
<th>Goal</th>
<th>Why?</th>
</tr>
</thead>
</table>
| Premises, equipment and utensils must be cleaned on a regular basis. All surfaces and equipment that come into contact with food (e.g. benches, chopping boards, tongs, pots, cutlery etc) and equipment used to clean (e.g. cleaning cloths etc) must be cleaned and sanitised. | Cleaning removes dirt and grease. Sanitising kills harmful microbes on surfaces.  
- Unclean premises and equipment will enable microbes to grow, which, if they contaminate food, can make people sick.  
- Dirty premises can attract pests, like mice, rats and cockroaches, that can spread disease. |

### How this is done

#### High-priority cleaning:
Items that come into contact with food:
- work surfaces and chopping boards;  
- utensils, e.g. knives;  
- fridges;  
- equipment with moving parts, e.g. food mixers, slicers and processors;  
- sinks and soap dispensers;  
- reusable cloths and work clothes;  
- ice machines.

#### Frequently touched items:
- rubbish bins, broom and mop handles;  
- door handles, taps, switches and controls;  
- can openers, telephones.

#### Other cleaning:
- floors, walls, ceilings;  
- storage areas and freezers;  
- waste areas, waste containers and drains;  
- microwaves, ovens, dishwashers, hot holding and display cabinets;  
- self-service and staff areas.

For each item, or group of items, write down what should be done to clean them. Include details on:
- how to clean the item(s);  
- how to sanitise items;  
- what chemicals to use (and in what dilutions);  
- what equipment to use;  
- how often to clean the item(s).

Review your schedule regularly and check that all cleaning is being done properly. Let staff know what is on the cleaning schedule, so they know what they have to do and when. Supervise cleaning.

A template cleaning schedule is included in this FCP, or you can create your own. Complete it when you tailor your plan – see the Getting started checklist – and keep it handy for referring to, e.g. in the Diary.
## Cleaning schedule

<table>
<thead>
<tr>
<th>Items and areas to be cleaned</th>
<th>Frequency of cleaning task</th>
<th>Method of cleaning (including dilution of any chemicals)</th>
<th>Who is responsible</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>After use</td>
<td>Daily, Weekly, Other</td>
<td>e.g. kitchenhand</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
The Basics

**Food allergens**

**Goal**
To provide customers with accurate information on whether a food contains specific allergens or could have traces of an allergen from cross-contact.

**Why?**
- Customers must be able to make informed choices about the food they, and people in their care, eat.
- Food allergies can result in life-threatening reactions that affect the whole body, often within minutes of eating the food.

**How this is done**
- If a customer tells us that they have a food allergy, the following staff member is told:
  - head chef
  - day-to-day manager
  - other
- The person identified above is responsible for providing information to the customer on what allergens could be present in the food.

**Know what’s in the food**
Someone who has a food allergy needs to know the exact ingredients of the food that they eat.
- Be aware of all ingredients used in the food to be served to customers with a food allergy.
- Check all the ingredients in the dish, as well as what is used to cook the dish (e.g. oils etc) as well as sauces and garnishes served with the dish.

If there is any doubt about whether a food contains even a small amount of an allergen, tell the customer – never guess!

**Common allergens**
Foods that most frequently cause allergic reactions include cereals, shellfish, eggs, fish, milk, nuts, sesame seeds, peanuts, soybeans, sulphites, wheat, and bee products such as royal jelly, pollen and propolis. These foods are responsible for over 90 percent of serious reactions.

**Avoid cross-contact**
Make sure food doesn’t get contaminated with small amounts of an allergen from surfaces, utensils and equipment that have been used to prepare other foods.
- Ensure that clothing is clean and thoroughly wash your hands, see **Hand hygiene**.
- Prepare food containing different allergens in separate areas using separate equipment and utensils. If this is not possible, then thoroughly clean all equipment and utensils to be used before preparing the food.
- Do not fry food in oil that has previously been used to fry food containing an allergen.

**What if there is a problem?**
If you think a customer is having a severe allergic reaction:
- immediately ring 111 and ask for an ambulance with a paramedic straight away;
- immediately explain that your customer could be having an allergic reaction.

Identify what led to the customer’s allergic reaction.
Review ingredient labels and recipes to ensure all allergens are known.
Review the way staff prepare a dish for someone with a food allergy; make changes as appropriate.
Retrain staff to ensure that they understand how important it is to provide accurate information to food allergic customers.

**Write it down**
Keep details of the ingredients (and what they contain) for all dishes and pre-packaged food to be served to customers with a food-related allergy.

Write down in the Diary any action taken in the event that someone has an allergic reaction.
### The Basics

#### Tableware and packaging

<table>
<thead>
<tr>
<th>Goal</th>
<th>Why?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tableware and packaging (e.g. shrink wrap, takeaway containers etc) that come into contact with food are appropriate and meet industry standards.</td>
<td>• Tableware and packaging that do not meet industry standards or are not used correctly may contaminate food (e.g. chemicals and other substances may migrate from packaging and tableware into food).</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>How this is done</th>
<th>What if there is a problem?</th>
</tr>
</thead>
<tbody>
<tr>
<td>See also Storage.</td>
<td>Reject tableware and packaging that do not meet the required standard.</td>
</tr>
<tr>
<td>Before purchasing packaging that comes into contact with food (e.g. display trays, disposable drink cups, takeaway trays etc) a check is made with the supplier that it complies with either:</td>
<td>If packaging is not being used appropriately find out why, fix the problem and retrain staff if necessary.</td>
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<tr>
<td>• the requirements specified in the current US Code of Federal Regulations; or</td>
<td></td>
</tr>
<tr>
<td>• the requirements specified in the current Australian Standard for Plastics Materials for Food Contact Use, Australian Standard AS2070–1999; or</td>
<td></td>
</tr>
<tr>
<td>• any other appropriate international standard recognised as acceptable by MPI.</td>
<td></td>
</tr>
</tbody>
</table>

#### Packaging

All tableware is suitable and not capable of contaminating food, or imparting lead, antimony, arsenic, cadmium or any other hazardous substance to the food.

#### Tableware

All tableware is suitable and not capable of contaminating food, or imparting lead, antimony, arsenic, cadmium or any other hazardous substance to the food.

#### Misuse of food articles and packaging

Any utensil or equipment used to measure, store or pour chemicals is clearly identifiable and used for no other purpose.

Food is not to be put or stored in any container or package that is commonly used for medicine or chemicals.

“*Food safe*” is a term that is sometimes applied to articles likely to come into contact with food that won’t have a detrimental effect on, or taint, the food in any way.

---

See also Storage.

---

“Food safe” is a term that is sometimes applied to articles likely to come into contact with food that won’t have a detrimental effect on, or taint, the food in any way.
### Food labelling

#### Goal

To find out which foods need labelling information and what information needs to be on the label.

#### How this is done

**Pre-packaged food**

Pre-packaged food that is purchased for retail sale is checked to make sure that the labelling is in English, is legible and includes:

- quantity marking (e.g. net weight);
- name and address of manufacturer, supplier or importer within New Zealand or Australia;
- appropriate date marking;
- statement of ingredients (if needed);
- nutritional information (if needed).

Labels must also meet any food identification requirements and if appropriate:

- any specific standards;
- warning and/or advisory statements;
- instructions for storage and use.

**Bulk foods brought in for repackaging**

Food that is repackaged for retail sale is checked for labelling requirements using MPI's Labelling Guide.

If labels are required, the product information supplied with the bulk food is used as a basis to develop labels for the repackaged food.

**Foods made and packaged on site**

All foods that are being made and packaged for retail sale are checked for labelling requirements using MPI's Labelling Guide.

#### What food will not require labelling?

The following foods are generally unlikely to require full labelling:

- food made and packaged on the premises from which it’s sold;
- food delivered packaged and ready-to-eat at the express order of the purchaser (e.g. delivered pizza);
- food packed in the presence of the purchaser;
- food sold at a fundraiser event;
- food sold from an assisted display cabinet (e.g. deli counter).

Although some food will not require a label, you may still be required to provide certain information specific to the product if a customer asks for it, such as:

- Does this food contain an allergen?
- How much apple is in this apple pie?
- How can I safely store and cook this product?
- When should I eat it by?

It is important, however, to still use the Labelling Guide to check whether there are any product-specific labelling requirements for the food. The guide can be found at: [www.mpi.govt.nz](http://www.mpi.govt.nz)

#### Why?

- Food for sale in New Zealand must meet the requirements of the Australia New Zealand Food Standards Code (the Code).

#### How this is done

**Making a label**

Begin by writing down your recipe and ingredients. Work through MPI’s Labelling Guide, filling in the summary in section 15 as you go.

**Providing information when labelling is not legally required**

It is good practice to always provide information on a product label even if it is not legally required.

Consider including the following:

- name or description of the food;
- lot identification (date and batch number);
- your business name and address;
- a “use-by” date if the food must be consumed by this date for food safety reasons;
- directions for use and storage;
- any of the common food allergens present in the product.

#### What if there is a problem?

Your local council will be able to advise you where to get further information.

For labelling very complex products, a food safety consultant or legal professional will be able to advise you further.
## Food composition

### Goal
To ensure foods you are selling meet any requirements for composition and food additives.

### Why?
- Food sold in New Zealand (and Australia) must meet the requirements of the Australia New Zealand Food Standards Code. (the Code).

### How this is done

**Food additive requirements**

A food additive is a substance not normally consumed as a food itself but is added to the food to perform a particular function, such as:

- colouring;
- emulsifier;
- flavour enhancer (e.g. MSG);
- flavouring;
- intense sweetener;
- preservative;
- raising agent;
- stabiliser;
- thickener.

The Code lists the foods that are allowed to contain food additives and the permitted food additives. Only additives listed in the Code may be added to the food.

The Australia New Zealand Food Standards Code can be found at: [www.foodstandards.govt.nz](http://www.foodstandards.govt.nz)

**Food composition requirements**

Requirements relating to composition are outlined in the Code. The Code can specify the proportion of an ingredient that needs to be present in order to call the food a particular name. Some relevant examples for food service operators and caterers are:

- for a pie to be called a meat pie, it must contain at least 250g/kg of meat flesh;
- if a food contains brain, heart, kidney, liver, tongue or tripe, it must be declared by calling it “offal” or by its specific name;
- all bread products (except organic bread) must be made using iodised salt;
- in addition, in New Zealand, manufacturers can voluntarily fortify their bread products with folic acid;
- to be called “cream” (e.g. “apple pie and cream” on a dessert menu), the cream must be a product from separated milk containing no less than 350g/kg of milk fat.

---

**Goal**

To ensure foods you are selling meet any requirements for composition and food additives.

**Why?**

Food sold in New Zealand (and Australia) must meet the requirements of the Australia New Zealand Food Standards Code. (the Code).

**How this is done**

It’s important to know there is legislation covering what you are allowed to put or sell in food made by you or by someone else. The Code contains all this information and provides lists of, for example, permitted food colourings.

Food additive requirements

A food additive is a substance not normally consumed as a food itself but is added to the food to perform a particular function, such as:

- colouring;
- emulsifier;
- flavour enhancer (e.g. MSG);
- flavouring;
- intense sweetener;
- preservative;
- raising agent;
- stabiliser;
- thickener.

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- to be called “cream” (e.g. “apple pie and cream” on a dessert menu), the cream must be a product from separated milk containing no less than 350g/kg of milk fat.

Calculate the composition of food at the point of mixing your ingredients (you will also need to allow for any losses during cooking, if appropriate).

Check your descriptions of food are correct, e.g.:

- pies containing offal are correctly identified, e.g. steak and kidney pie;
- use of words “cream” or “mock cream”, where appropriate.

If you make a food that needs to comply with compositional requirements, keep a record with your recipe of how you’ve calculated the amount in the finished product.
### The Basics

#### Waste management

<table>
<thead>
<tr>
<th>Goal</th>
<th>Waste and recycling material is stored so that it is clearly identifiable and cannot be mistaken as usable. Bins and other equipment used for waste and recyclable material are not used for any other purpose.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Why?</td>
<td>Rubbish and recyclable material that is not stored appropriately and collected regularly can: * prevent effective cleaning; * encourage pests; * contaminate food and food-handling areas.</td>
</tr>
</tbody>
</table>

**Food preparation areas**
- An adequate number of watertight waste bins are provided.
- Where appropriate, bins with foot-operated lid openers are used.
- Bins are emptied when full, and at least daily.

**External storage areas**
External waste bins are pest proof and easily cleaned.

### How this is done

- Rubbish bins and other receptacles are cleaned regularly as part of the cleaning schedule.
- Grease traps and converters are used in accordance with the manufacturer’s instructions. Waste from grease traps is collected every (specify when) and as needed by:
  - Contractor
  - Phone
- Waste is collected and removed from the site every (specify when) and as needed by:
  - Contractor
  - Phone

**Waste water**
The sewage and waste-water system is adequate and managed so that it doesn’t contaminate food.

---

**Supplying food waste for feeding pigs**
If you supply food waste to someone else for feeding to pigs, the [Biosecurity (Meat and Food Waste for Pigs) Regulations 2005](https://www.biosecurity.govt.nz) apply to you. One way to ensure you meet your obligations under the regulations is to seek written assurance from the person who you supply the food waste to that it will be treated according to the regulations. (NOTE: seeking written assurance is not a regulatory requirement).

MPI has a template you can use for the written assurance. The template and additional information on the regulations are available at: [www.biosecurity.govt.nz/foodwaste](http://www.biosecurity.govt.nz/foodwaste), or you can email any queries to [foodwaste@mpi.govt.nz](mailto:foodwaste@mpi.govt.nz).

Contact details of pig waste collector(s) used (if any):

*This includes raw or cooked meat from any animal including fish, poultry, snails etc.*

**What if there is a problem?**
If rubbish and recyclable material is not being stored appropriately, check to make sure there are enough bins and that they are located appropriately.

Review staff work habits and refresh staff training as necessary.

Resolve any problems with the waste collector as they arise. If problems persist and can’t be fixed use another, more reliable waste collector.

---

**Write it down**

Write down the cleaning instructions for bins and areas used to store waste and recyclable material in the Cleaning schedule.
Include the grease traps and converters in the Maintenance schedule.
Keep any written assurances from your food waste collectors with your other records.
### Pest and animal control

#### Goal
To remove conditions that attract pests (e.g. animals, birds or insects) and prevent pests from entering premises.

To ensure that animals (such as pets) do not contaminate food on site.

#### How this is done

**Remove things that attract pests**
- **Rubbish** – bins are kept covered and rubbish is removed regularly (see Waste management).
- **Cleaning** – clearing and cleaning is carried out regularly (“clean as you go”). Spills etc are cleaned up straight away. Cleaning schedule tasks are completed. Outdoor dining areas are cleaned and cleared frequently, and used tableware, waste etc is not left to build up.
- **Food storage** – food is stored in pest-proof containers.

**Keep pests out**
- **Maintenance** – gaps and holes that could allow pest entry are repaired in a timely manner (e.g. holes in fly screens etc).
- **Incoming goods** – are checked to make sure pests are not inside the packaging.

**Keep a look out for pest activity**
Premises are checked at least weekly for signs of pests.
Traps and bait stations etc are looked at as part of regular checks.

Our pest control contractor is (if any):

<table>
<thead>
<tr>
<th>Company</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone</td>
<td></td>
</tr>
<tr>
<td>Email</td>
<td></td>
</tr>
</tbody>
</table>

The pest control contractor’s records are kept:

<table>
<thead>
<tr>
<th>Company</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone</td>
<td></td>
</tr>
<tr>
<td>Email</td>
<td></td>
</tr>
</tbody>
</table>

**Pesticides and pest control equipment**
Pest control equipment, such as bait stations, electric insect killers, traps etc, is installed and located so that it doesn’t cause contamination.

**Animals such as pets and disability assist animals**
Animals are not allowed in any area where food is stored, prepared or plated-up.
Sight- and hearing-assistance animals are permitted in customer areas, provided food on display is protected from contamination.

#### Why?
- Pests, such as mice, rats, birds, cockroaches and flies, carry microbes that can cause illness if these microbes come into contact with food.
- Faeces and urine from pests, such as rats and mice, can contaminate food and cause illness.
- Pests can damage stock.

#### Using pesticides
Remove all food before treating the premises with insecticides or chemical sprays. Clean food-contact surfaces (e.g. benches) to remove the chemical before using them again.

#### What if there is a problem?
If you see pests or evidence of pest activity (e.g. droppings, damaged goods etc) take action to:
- throw out any food that looks like it has been damaged by pests;
- clean down the affected areas and clean and sanitise areas where unwrapped food is prepared or handled;
- eliminate the pests and ensure that access routes are removed.

In the case of a severe pest infestation, or an infestation of cockroaches, call in a pest control company.

#### Write it down
Write in the Diary any sightings of pests or pest activity and what action you have taken to fix the problem.

Also note in the Diary if, when you do your regular checks, there is no evidence of any pests.

If you are not using a pest control contractor, write down where and what pesticides and/or traps are in use (keep this information in the FCP with this procedure).
## The Basics

### Maintenance

#### Goal

- To ensure that the premises enables good hygiene practices, including protection from contamination.
- To maintain premises and equipment in good working condition.

#### Why?

- Facilities and equipment need to be in good condition to enable the safe preparation and storage of food.
- Equipment that doesn’t operate efficiently may affect food safety (e.g. fridge not keeping food cold enough thereby allowing harmful microbes to grow).
- Surfaces that get worn or damaged can become hard to clean or sanitise resulting in a build up of harmful microbes.

### How this is done

The frequency with which places and equipment need regular maintenance will depend on a range of factors such as the type of the place or equipment, its age and frequency of use.

It is the operator’s responsibility to identify the maintenance frequency. This can be based on the information provided by the manufacturer on servicing their equipment or may need to be varied depending on the above factors.

Sometimes things get damaged, go wrong or break (unplanned maintenance) so it is also important to be able to have repairs carried out quickly.

#### Planned maintenance

Planned maintenance is based on the operator’s knowledge of the premises, and recommendation of equipment manufacturers or service persons.

- All equipment is serviced and, if appropriate, calibrated periodically. See Designing a maintenance schedule.
- The Maintenance schedule is used to check, on a regular basis, that the premises and equipment are in good working condition.

#### Unplanned maintenance or repairs

When damage occurs or equipment breaks down, repairs are done in a timely manner.

Whenever maintenance or repairs are carried out

- Maintenance and service personnel are required to follow all relevant procedures (including personal hygiene).
- Whenever possible, work is done outside food preparation times.
- Food that could become contaminated is covered or removed before maintenance tasks are carried out.

Following maintenance, any surfaces that could have become contaminated are cleaned (and sanitised if necessary).

#### Maintenance equipment

- Food-grade lubricant etc is used where necessary.
- Maintenance compounds, chemicals, tools and associated things are stored in a designated area away from food-handling areas.
- Compounds and chemicals etc are fully labelled, stored, sealed and used in accordance with the manufacturer’s instructions.

---

### General housekeeping

All unused and/or broken equipment is removed from food-handling areas.

### What if there is a problem?

If cracked, broken or damaged surfaces or equipment are noticed, repair or replace as appropriate.

Identify whether the Maintenance schedule needs updating.

Throw away any food that may have become contaminated.

Ensure that staff know what to do if something breaks down when you are not present.

---

### Write it down

Write down regular maintenance tasks in the Maintenance schedule.

Write down unplanned maintenance carried out in the appropriate day in the Diary.
### Designing a maintenance schedule

<table>
<thead>
<tr>
<th>Goal</th>
<th>Why?</th>
</tr>
</thead>
</table>
| To develop and implement a regular maintenance programme so that the premises and equipment stay in good working condition. | Regular maintenance of places and equipment:  
- can identify that things are starting to go wrong before they become an issue that affects the safety of food;  
- enables alternative action to be taken in advance of an issue arising that could affect the safety of food;  
- will help to prevent a situation arising – such as fire – that could affect staff and customers and close the business. |

### How this is done

<table>
<thead>
<tr>
<th>Mechanical/electrical equipment</th>
<th>Non-mechanical</th>
</tr>
</thead>
</table>
| • Ovens  
• Fridges  
• Freezers  
• Dishwashers  
• Ice machines  
• Air extraction equipment  
• Hot/cold holding equipment  
• Slicers  
• Mixers  
• Lighting | • Cutting/chopping blocks  
• Fly screens  
• Surface claddings  
• Hand tools – knives etc  
• Waste bins |

| How often you plan maintenance may vary and depend on the manufacturer’s information, frequency of use, age of item and its importance to your business. | For each item write down the frequency that it should be checked. (Your manufacturer may give you some guidance relating to this in the manual or when they install it.) |
| For each item of equipment or area of your premises write down who will carry out the maintenance and their contact details. | Keep this record up to date in case something breaks down when you are not on site. You may want staff to contact you first to confirm what action to take. |
| Write down a description of what work is to be undertaken. | This might be a general service by a service engineer or work a staff member can carry out, such as checking for damage or removing a build up of material around fridge motors and fans. |
| Keep a record to confirm that your planned maintenance has been carried out, noting the date that it occurred. | In the Diary, make a note of the maintenance work carried out. You can use the Diary to work out when the next maintenance is due. Increasingly frequent (and costly) maintenance can indicate that it is time to consider replacing a piece of equipment. |
| Review your maintenance schedule at least annually or when you purchase new equipment or no longer use a piece of equipment. | Regularly reviewing your maintenance schedule identifies whether you have included new equipment and whether some checks are either too frequent or not frequent enough. |

A template maintenance schedule is included in this FCP, or you can create your own. Complete it when you tailor your plan – see the *Getting started checklist* – and keep it handy for referring to – e.g. in the Diary.
## Maintenance schedule

Tick the boxes in the Diary to confirm when scheduled maintenance tasks have been carried out.

Use the Diary to plan when the next maintenance task needs doing.

<table>
<thead>
<tr>
<th>Equipment/item</th>
<th>Frequency (e.g. daily, weekly, fortnightly, monthly, six monthly, annually)</th>
<th>Contractor/person responsible</th>
<th>Description of maintenance activity</th>
</tr>
</thead>
<tbody>
<tr>
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</tbody>
</table>
## The Basics

### Customer complaints and recalls

<table>
<thead>
<tr>
<th>Goal</th>
<th>Why?</th>
</tr>
</thead>
<tbody>
<tr>
<td>To prevent recalled food from being used.</td>
<td>• Food that has been recalled by manufacturers and suppliers may not be safe.</td>
</tr>
<tr>
<td>To receive and appropriately investigate complaints from dissatisfied customers.</td>
<td>• Investigating complaints made by customers will help identify and prevent further problems.</td>
</tr>
</tbody>
</table>

### How this is done

#### Guidance on trade recalls

A food product can be recalled by manufacturers if it has been found to be unsafe or unsuitable. When information is received from a manufacturer, supplier, the authorities or the media that a food is being recalled, the following action is recommended:

- a check is made that the recalled food is not on display, in storage or been used as an ingredient in another food;
- all instructions provided in the recall notice are followed;
- any recalled product and other food that it has been used in is removed and put in a separate area clearly marked as “Recalled – do not use”;
- the supplier and/or manufacturer of the recalled product is notified of the quantity of product identified and arrangements made for its collection and disposal;
- if possible, an estimate is made of the amount of product already used.

- The recall notice should provide details on what to do with recalled product.

For information on recalled products and further advice, see the Food Safety website at: www.foodsafety.govt.nz

### What if there is a problem?

If a customer has further concerns:

- If someone has a complaint that relates to an object in the food, such as metal or glass, advise them to contact their local council Environmental Health Officer.
- If someone suspects that they have a foodborne illness, advise them to contact the local public health service [phone number]. Advise them to see their doctor if they have any concerns regarding their health.

Contact the local public health service as soon as possible to advise them of the suspected foodborne illness and seek further advice.

- If a complaint is traced to something that has happened at the business, take steps to ensure it doesn’t happen again, such as staff training, repair or replace equipment, review or add item to maintenance schedule, change suppliers.

### Write it down

#### Recalls

Keep a copy of the recall notice in the Diary and details of the quantity of affected product found, and action taken.

#### Customer complaints

Record in the Diary at the time that the complaint is made:

- customer details (name, address, telephone number – so that the business can contact them after investigating the problem);
- what the complaint is about (the product, what the customer is concerned about);
- date/time the item was purchased (so that the business can identify what batch/delivery/supplier might be involved).

You may also want to write down in the Diary what you did to investigate the issue, what you found and what you did to prevent the problem from happening again.

### Foreign objects in food

Foreign objects in food can be offensive and sometimes dangerous if they are small enough to be swallowed or are sharp.
Reopening a food business after a power cut or civil emergency 
(e.g. earthquake, flood)

As you get your business up and running again, it’s vital extra steps are taken to ensure food is safe for your customers.

What you do next will depend on the amount of damage to your premises and equipment, the availability and amount of drinking water supply you need, condition of food in stock and the type of food you want to sell.

The following points and the Reopening a food business checklist provide a summary of the most important things to consider as a food retailer reopening for business.

1. Are premises structurally sound for preparing or handling food?
   
   Once the building has formally been declared as safe, you will need to make sure any damage to food areas does not stop you from operating hygienically. Is there a chance that food will become contaminated, such as from leaking sewerage or damaged ceiling or wall claddings falling onto food?
   
   Make sure the services you need for power, water supply and drainage haven’t been damaged or weakened in the premises.

2. Are toilets and personnel hygiene facilities working?
   
   Make sure toilets for staff and customers are in working order. If a “boil water” notice is in effect, staff should wash hands using cooled boiled water or water treated with bleach or chlorine (5 drops of bleach to 1 litre of water); then use a hand sanitiser. Have hand wipes and hand sanitisers available for customer hygiene.

3. Can the premises be thoroughly cleaned before use?
   
   Areas used for food preparation and serving will need to be thoroughly cleaned, and food preparation surfaces and utensils sanitised before use, to ensure there is no risk to food safety.

4. Is the water safe to use?
   
   If a “boil water” notice is in effect, it is recommended that you use a supply of bottled drinking water if you need to use water as an ingredient in food while the notice is in place.

   Turn off ice machines until the “boil water” notice has been lifted.

   Turn off post-mix and slushy machines until the “boil water” notice has been lifted.

   Most coffee machines only heat water to 80–85°C, so these machines need to be supplied with pre-boiled water. Plumbed-in machines should not be used.

   Remember to use only cooled boiled water or water treated with bleach or chlorine (5 drops of bleach to 1 litre of water) to wash hands when preparing food. Use a sanitiser after washing hands, especially if water is scarce.

   Identify the best way to boil or chlorinate the water needed and make someone responsible for maintaining the supply.

   Using disposable gloves might help, but remember to change them regularly and wash your hands in clean water when you do so.

   When the “boil water” notice has been lifted, run taps to check the water before you use it. If you notice anything unusual with the colour or cloudiness or smell, contact your water supplier for advice. Don’t use the water until your supplier has confirmed that it is okay. Further information about water in food businesses can be found at: www.foodsafety.govt.nz/elibrary/industry/food-control-food-fcp-plans/water_supply.pdf

5. Is food still safe to use?
   
   Check how long fridges, chillers and freezers have been without power because food safety may have been affected. As a rule:

   - If power to fridges and chillers was off for less than 24 hours, and chillers were not opened during the power cut (or opened only briefly to add bags of ice), contents must be checked but should be okay.
   - If power was off for more than 24 hours, or chillers were opened (e.g. not to add bags of ice), readily perishable food should be discarded.
   - If in either instance, food beyond its “use-by” date must be thrown out.

   Readily perishable foods are those that need to be kept at 5°C or below. These are foods containing meat, fish, dairy products; plus prepared salads, sandwiches, cooked rice and pasta and processed foods containing eggs, beans, nuts or other protein-rich foods. Any harmful microbes on these foods can grow when the temperature of the food increases.

   - Perishable foods in the chiller, for example, fruit and hard cheeses, may still be safe to use if they are not showing obvious signs of spoilage.
   - If a freezer was full, power was off for less than four days and the freezer was not opened during the power cut and there is no evidence of thawing, contents should be okay to use.
   - If power was off for more than four days, or the freezer was opened during the power cut, or the freezer was not full, or there is any evidence that contents have completely thawed, or have thawed then refrozen, then DO NOT USE THE FOOD – throw it out. And don’t feed it to your pets.
   - Partially thawed food in the freezer should be completely defrosted and used immediately.

   Food still frozen with ice crystals throughout can continue to be kept frozen if you are sure it did not thaw out and then refreeze when the power came back on. Frozen food that has defrosted and was refrozen when the power was restored should not be used. This will not always be obvious, but important signs of defrosting and refreezing will be misshapen products, or drip from packaging that has become frozen, or packages stuck
together, or the pooling of frozen fluids in the bottom of sealed packages.

Other foods, such as shelf-stable foods, should be checked for damage. These foods can be used as long as packaging is intact and food is not exposed. Cans should not have damage around edges and seals. Thoroughly clean packaging before opening to prevent contamination of food.

**If in doubt, throw it out.**

6. Is refrigeration working?

Make sure chillers, freezers, display cabinets and other equipment have not been damaged and will work as intended.

7. Food for sale

Particularly while a “boil water” notice is in place, think about providing food that requires minimum handling or is very thoroughly cooked.

8. Sourcing new supplies

If you are restocking from local suppliers, ensure perishable or frozen foods were not affected by power outages. Check that your supplier has taken the steps indicated in 5 above.

9. Do your staff know what to do?

It is important everyone knows what they must do to produce safe food during an emergency, particularly if there is a disrupted clean water supply. It is vital hands and food preparation surfaces are kept clean. Mark different pots and pans being used to boil or cool water so people know which ones to use. **If in any doubt about what you should do, contact the Environmental Health Officer at your local council.**
Reopening a food business after a power cut or civil emergency – checklist

1. Call your local authority
   - Check with your local council before you open up to find out about any post-emergency provisions it may have for food businesses (e.g. a “boil water” notice).

2. Check the building condition
   - Can you officially use the building (e.g. has it been declared safe after an earthquake)?
   - If yes, make sure that the condition of the building structure, surface finishes and fittings allow you to hygienically prepare and handle any open food. Can debris drop onto food? Can surfaces used for food be kept clean?

3. Check the condition of the services and equipment
   - Make sure that services, facilities and equipment are fully functioning. Is sewage contained within the pipework and not flowing through the premises? Have power and water supplies to the building been damaged? If any services cannot be used, have you made adequate provision for:
     - electricity
     - gas
     - drinking water supply (see also 8 below):
       - boiling/cooling water
       - tankered-in water
       - bottled water
     - disposing of waste water
     - toilets
     - hand washing with clean water, soap, towels, hand sanitiser
     - disposing of rubbish
     - cooking, refrigerating and freezing food.

4. Is refrigerated food okay? If in doubt, throw it out!
   - Have fridges been damaged? Have contents been contaminated by water/sewage/debris?
   - Check how long fridges were without power.
   - If power was off for less than 24 hours, and chillers were not opened during the power cut, contents must be checked but should be okay.
   - If power was off for more than 24 hours, or chillers were opened during the power cut (other than to add bags of ice), readily perishable food should be discarded.
   - Throw out all food beyond its “use-by” date.

5. Is frozen food okay? If in doubt, throw it out!
   - Have freezers been damaged? Have contents been contaminated by water/sewage/debris?
   - Check how long freezers were without power.
   - If the freezer was full, power was off for less than four days and the freezer was not opened during the power cut and there is no evidence of thawing, contents should be okay to use.
   - If power was off for more than four days, or the freezer was opened during the power cut, or the freezer was not full, or there is any evidence that contents have thawed, or thawed and refrozen, then DO NOT USE THE FOOD – throw it out. And don’t feed it to pets or send for pig food. This food should not be used.

6. Check all other food
   - Throw out cans that leak and have badly dented seams or rims.
   - Throw out any items with damaged packaging that exposes the food.

7. Cleaning and sanitising
   - Clean food packaging, if required, before opening it.
   - Check that all stocks of food packaging materials are clean (e.g. takeaway containers).
   - Clean all food areas and clean and sanitise food surfaces, utensils and equipment.
   - Clean customer areas and clean and sanitise crockery and cutlery etc.

8. Before reopening
   - Check whether food served and stocked could be changed to a simpler and/or “safer” option.
   - Make sure staff know what to do and understand how your business will be operating until normal service has been resumed.

9. Boil the water?
   - Check whether there is a “boil water” notice in place for drinking water. Identify who will be responsible for maintaining a supply of boiled water (for drinking and cleaning food surfaces) or chlorinated water (for general cleaning) and also keep hand-washing facilities stocked with soap, clean towels and hand sanitiser.

Additional information about food safety when reopening after an emergency is available from MPI at: www.foodsafety.govt.nz

If you have any specific food safety questions not covered by the available advice please phone 0800 69 37 21 for further information.
Donating food

Food that is donated needs to be safe for human consumption. Food is unsafe if it is likely to cause the person eating it harm. There may be circumstances when food that is donated or given away could be construed as food for sale and provisions of the Food Act 1981 would apply. Particular care needs to be taken when donating foods that need temperature control and/or have a “use-by” date.

Issues that should be addressed when donating food include:
- food subject to a product recall for safety reasons must not be donated;
- food marked with a “use-by” date must either be used or thrown away by that date. It must not be donated after that date because it may be unsafe to eat after this date, even though spoilage may not be visible;
- where donated food will be safe to eat for only a limited time, inform the person receiving the food of the time limit;
- inform the person receiving the food about any food in a donation that requires special handling or storage;
- food marked with a “best-before” date can be donated after the date has passed, provided it is otherwise fit to eat. There may be some loss of quality after this date but there should not be any safety issue with the food;
- food withdrawn from sale because of incorrect and/or faulty labelling may be donated; however, correct information about the food needs to be provided with the food so that consumers have the information they need to make informed choices;
- for pre-packaged donated food, the packaging, or at least the inner wrapping, should completely enclose food. Do not donate any pre-packaged food in damaged wrapping that exposes the food – it may have become contaminated;
- food must be clear of mould or slime or other signs of spoilage, e.g. packaging inflated by spoilage gasses;
- cans that are excessively rusty or have been damaged along seams, or “spring” at the end, or are leaking must not be donated;
- fresh meat that will be frozen for donation should be frozen no later than on its “best-before” date. It should be hard-frozen when it leaves donor storage;
- chilled foods for donation should have been maintained in the chill-chain at or below 5°C;
- hot foods for donation should have been thoroughly cooked and kept above 60°C.

Further tips when donating food include:
- work closely with the receiving organisation to identify:
  - the range of foods that are most useful and can be safely handled;
  - the best or most appropriate times for food collection;
- check that the receiving organisation is aware of what needs to be done to keep food safe;
- if reusing boxes and packaging, ensure that these have not been used for anything other than food and have been made clean and hygienic;
- keep food items separated from non-food items;
- keep raw food separate from cooked and/or ready-to-eat food.
Checking temperatures

Goal
To accurately measure food temperatures.

Why?
- Regular checks of readily perishable food will show whether or not it is being kept at a safe temperature.
- A thermometer that is not correctly calibrated may provide inaccurate temperature readings.
- A dirty thermometer can transfer microbes onto food that could make people ill.

How this is done

Using the thermometer
The probe thermometer is sanitised before probing foods and between probing different items by: [tick method used]
- using sterile wipes
- washing the thermometer in hot soapy water, then sanitising
- other method

Probe is dried with: [tick method used]
- paper towel
- air dry.

Checking chilled food temperatures
The temperature of refrigerated food is checked using: [tick process used]
- a probe thermometer to measure the inside temperature of:
  - container of water
  - cube of jelly
  - food
  - other
- an infrared (IR) thermometer to check surface temperature of food
- an automated system that monitors the internal or surface temperature.

Checking cooked food and hot-held food temperatures
When checking cooking and hot holding temperatures, the probe thermometer is inserted into the centre of the thickest piece of the meat or part of the dish.

When cooking batches of food, a sample of items is probed rather than every one. Items are probed from different parts of the oven to check that heat is being distributed evenly and that all foods have been cooked properly – see Checking poultry is cooked.

Calibrating the thermometer
This is done every 12 weeks to check that the thermometer is working correctly (see the procedure in the Diary).

Automated temperature monitoring system
The system is commissioned, operated and maintained according to the manufacturer’s instructions.

Responses to automated system alarms/alerts ensure that chilled/frozen food meets the requirements of the FCP.

What if there is a problem?
If the thermometer doesn’t reach 0°C (plus or minus 1°C) in the ice point check or 100°C (plus or minus 1°C) in the boiling point check, then the thermometer must be either replaced or sent for servicing to:

- [ ]
- [ ]
- [ ]

Use another thermometer until the original has been recalibrated.
If the alarm on an automated system does not activate at the correct temperature, the system is checked by service personnel and reset.

It’s good practice to regularly check that an automated monitoring system is set correctly by checking food temperatures using an accurate probe or IR thermometer.

Write it down
Write down in the Diary the calibration results on the Thermometer calibration record.
Write down in the Diary what happened if an automated system was not set at the correct alarm temperature and what was done to put it right. Also write down what was done to check any affected food was still safe.
**Serve Safe**

## Purchasing and receiving goods

### Goal
To ensure ingredients and supplies are obtained from reputable suppliers, and to check that they are transported appropriately and arrive in good condition.

### Why?
- Food may be contaminated with harmful microbes, chemicals or physical objects during processing or delivery.
- Harmful microbes can grow if readily perishable food is not kept cold during delivery.
- Appropriate labelling will help you identify food in the event of a recall.

### How this is done

#### Food suppliers
Food is only bought from growers, manufacturers and suppliers who are registered with:
- MPI; or
- a local council;
- an appropriate third party, e.g. New Zealand GAP (Good Agricultural Practice).

#### Other factors to consider when choosing a food supplier
- How quickly do they respond to your concerns?
- Do they seem responsible in the way they store, transport and pack their goods?

### Receiving incoming goods
The following checks are made when food is delivered:
- packages are free of damage;
- packages are properly labelled with the name and address of the manufacturer or supplier/importer and have a batch code or date mark;
- food is not past its expiry date;
- the vehicle and delivery person are clean and food has not been exposed to any hazards (chemicals, machinery etc) during transportation;
- frozen food is frozen solid when delivered with no sign of defrosting;
- readily perishable food is delivered chilled (cold to touch – if in any doubt, the temperature is checked using a thermometer to confirm it’s at 5°C or below) or at a temperature recommended by a manufacturer;
- hot deliveries of perishable food are kept at 60°C or above.

Food that does not meet the above requirements will be rejected and sent back to the supplier unless it can be used according to the FCP.

#### Write it down
Write down the information of all suppliers in the Approved suppliers record.
Write down in the Diary when goods are received that do not meet the requirements and what you did to address the problem (include time, condition of goods, supplier, batch numbers and a description of products).

### What if there is a problem?
Reject or return goods to the supplier if any of the following happens:
- frozen products are thawed;
- frozen products are not frozen solid unless they will be thawed and used straight away;
- chilled readily perishable and ready-to-eat food is too warm (above 5°C), unless you’re confident that it has been held between 5°C and 60°C for less than two hours;
- hot, readily perishable food is delivered below 60°C, unless you’re confident that it has been held between 5°C and 60°C for less than two hours;
- date marks have expired;
- products have been transported or handled in a manner that exposes them to risk of contamination;
- packaging/seals are damaged.

If goods can’t be sent straight back to the supplier, store the damaged goods in a separate area and label “Not for sale or use”.

Contact the supplier to resolve any problems as soon as they arise. If problems persist and can’t be fixed, use a different supplier.

#### Write it down
Keep a record of the delivery temperature of chilled foods (e.g. in the Diary or on despatch notes, invoices).
### Storage

#### Goal
To store all food, equipment, utensils and packaging materials safely and appropriately.

#### How this is done

All food and food-related material (e.g. packaging, tableware, utensils etc) is stored to protect it from contamination.

Toilet areas, wash rooms and changing areas are not used to store food or food-related material.

**Shelf-stable goods**
- Products are stored off the floor (this helps with cleaning and prevents them from picking up dirt that could be transferred to work surfaces).
- Products with damaged packaging are thrown away (e.g. cans that are damaged, bulging or corroded).
- Food is clearly labelled.
- Food is stored in pest-proof containers.
- Storage areas are kept clean and free of pests (see Cleaning and sanitising and Pest and animal control).

**Stock rotation**
- First in first out policy: old stock is shifted to the front and new stock is put at the back.
- Throw out food past its “use-by” date.

**Utensils and equipment**
- Tableware, packaging, utensils, equipment etc are stored so that they remain clean and protected from contamination.
- Tableware that is chipped, broken or cracked and is awaiting disposal is stored so that it is clearly identified as “Not for use”.

#### Why?
- Equipment, utensils and packaging material can become contaminated if not correctly stored.
- Stock that is not sold before its “use-by” date can result in customers becoming ill.

#### What if there is a problem?

If food is found that has passed its “use-by” date throw it away.

Identify why this happened, and review staff training as needed.

Throw away food that has signs of pest infestation (e.g. droppings, eggs, webs etc). Review your pest control procedure and take appropriate action to control pests.

If chilled perishable food is too warm (i.e. above 5°C) follow the practices in Chilled/frozen food storage.

#### Write it down

Write down in the Diary what action you have taken if food or equipment etc was not been stored correctly.

Keep a record in the Diary of any maintenance that was undertaken as a result of something going wrong with food storage.

See also Chilled/frozen food storage.
Chilled/frozen food storage

Goal
To protect chilled and frozen food from contamination and prevent microbes growing to harmful levels.

Why?
- Storing readily perishable foods too warm can allow harmful microbes to grow.
- Stock that is not sold before its “use-by” date could result in customers becoming ill.

How this is done

Equipment used to hold chilled and frozen food is always operated within its design capacity and capability.

Chilled food
- Readily perishable food is stored at or below 5°C or below unless otherwise directed by the manufacturer’s instructions.
- Food is kept covered and date marked.

Uncooked, raw food is separated from cooked or ready-to-eat food by:
- storing cooked and ready-to-eat food covered and above raw, uncoked food in the chiller or fridge
- storing cooked and ready-to-eat food covered in different areas (sides) of the chiller or fridge from raw, uncooked food
- using separate chillers for storing cooked, ready-to-eat food and raw uncooked food.

Raw poultry is stored so that it can’t touch or drip juices onto other foods. Where possible, it is stored in a separate refrigerator.

Frozen food
- Frozen food is stored frozen solid or in accordance with the manufacturer’s instructions.
- Food is kept covered.

Foods that must be kept cold
Certain foods need to be chilled or frozen to help slow the growth of harmful microbes. These include raw and cooked meat, poultry, seafood and dairy products. See Readily perishable food.

What if there is a problem?

- Throw out ready-to-eat food that has become contaminated by raw food.
- Throw away food that has passed its “use-by” date.

Chilled food above 5°C
Ready-to-eat readily perishable foods that have been stored at temperatures between 5°C and 60°C for a total of:
- less than two hours must be refrigerated or used immediately;
- between two and four hours must be used immediately;
- longer than four hours must be thrown out.

Freezer is not working properly
If food is still frozen solid, move it to another freezer. If this can’t be done, keep the freezer door closed. Arrange for the appliance to be repaired.

If readily perishable food has thawed to the point of being soft to the touch, it must be defrosted and used within its normal refrigeration storage time.

If frozen ready-to-eat readily perishable food has defrosted and has been above 5°C for more than four hours, it should be thrown out.

Do not refreeze any part-defrosted or fully defrosted food.

Write it down

Each day, note in the Diary the food temperature in each chiller or display used for readily perishable food.

Write down in the Diary what action you took if food has not been stored correctly.

Keep a record in the Diary of any maintenance that has been undertaken of chillers and freezers.
Defrosting frozen food

Goal
To ensure food is fully defrosted before cooking.
To prevent juices from food that is defrosting from dripping onto other foods or surfaces that come into contact with food.

How this is done
Food is thoroughly defrosted before cooking (unless the manufacturer’s instructions state otherwise).
This is done by:
• planning ahead and allowing enough time and space to defrost food in the fridge or chiller;
• defrosting food in a way that prevents dripping and contamination of other foods or surfaces (e.g. defrosting in a dish or container and never defrosting food above ready-to-eat food);
• making sure food thawed at room temperature is refrigerated or used as soon as possible once it's thawed.
When it’s not possible to defrost food in the fridge or chiller, the following procedure(s) will be followed: [tick as appropriate]
- food is thawed in the microwave (if using this method, then use the food as soon as it’s defrosted)
- food is put into an air-tight container and then placed under cold running water
- food is defrosted on a bench for a period not exceeding four hours.
Check defrosted food before cooking, to make sure that the centre has thawed.

Why?
• If food is still frozen, or partially frozen, it might not cook properly and any harmful microbes present might not get killed off.
• Food in the temperature danger zone (5°C to 60°C) will encourage harmful microbes to grow rapidly that could make people ill.
• The juices from defrosting food can contaminate other foods and surfaces with harmful microbes.

What if there is a problem?
If food has not fully defrosted, continue to defrost the food until no ice crystals are left. Check again before cooking.
Speed up the defrosting process (e.g. divide the product into smaller portions).

Write it down
Write down in the Diary what action you took if food was not properly defrosted.

Do not refreeze thawed ready-to-eat food.
### Preparation

**Goal**

To prevent food from contamination during preparation from:
- microbes, e.g. bacteria and viruses;
- physical, e.g. hair, packaging;
- chemical, e.g. cleaning chemicals, pesticides.

To prevent the growth of harmful microbes that may be present in food from multiplying to harmful numbers.

---

**Why?**

- Harmful microbes will grow rapidly at temperatures between 5°C to 60°C (the temperature danger zone).
- Harmful microbes can contaminate food through unclean people, equipment and utensils.
- Food contaminated by chemicals can cause illness.
- Objects can fall into uncovered food affecting its suitability and/or safety.

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**How this is done**

- Food preparation surfaces are clean and sanitised before use (see Cleaning and sanitising).
- Good personal hygiene practices are followed (see Hand hygiene and Personal hygiene).

### Avoiding cross-contamination

Never use the same equipment or utensils (e.g. knives, plates, containers etc) for raw and ready-to-eat foods – unless they have been thoroughly cleaned, sanitised and dried between tasks.

Ready-to-eat food is protected from contamination from surfaces (including equipment and utensils) that have come into contact with raw or uncooked food by:
- using a defined area in the kitchen to prepare raw food that is separate from cooked or ready-to-eat food; or
- preparing raw and ready-to-eat food at different times with thorough cleaning and sanitising in between.

Using different cutting boards and/or surfaces that are dedicated to a particular food is one way to help prevent cross-contamination. You can either clearly mark what each surface is used for or use a colour-code system.

The following cutting boards are used for each of these foods:
- *raw meat*
- *raw poultry*
- *raw fish*
- *fruit and vegetables*
- *cooked meat/poultry.*

*Write down what cutting board is used for which food (e.g. red for raw meat).*

- Staff know which preparation surface to use with which food.

### Fruit and vegetables

The outer surfaces of fruit and vegetables are washed before cutting or serving to remove any chemicals or harmful microbes present.

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**Eggs**

Whole eggs are free from cracks and are clean.

Break eggs into a clean container before adding to other ingredients. This will prevent the possibility of the ingredients becoming contaminated by pieces of broken egg shell.

When using egg pulp, pasteurised egg pulp is used for uncooked or lightly cooked foods.

**Piping bags** [tick as appropriate]
- Disposable single-use piping bags are used.
- Reusable piping bags are used; and
  - they are cleaned and sanitised between tasks
  - separate piping bags are used for different purposes
  - piping bags are replaced as appropriate.

**Dehydrated products**

Once milk or water is added to products such as potato flakes/granules, custard powder etc they should be used immediately, or either kept chilled (at or below 5°C) or hot (at, or above, 60°C).

**Time, temperature and food safety**

- The time readily perishable food is left at room temperature (the temperature danger zone) during preparation is kept to a minimum (this also includes batter mixes etc).
- When not in use, readily perishable food and ingredients are kept at 5°C or below.

**What if there is a problem?**

- Throw away any ready-to-eat food that has been contaminated.
- Change practices and/or retrain staff where necessary.

**Glass breakage**

If a glass object or window breaks in the kitchen:
- clean up the broken glass immediately;
- throw away any uncovered food in the surrounding area;
- check the area carefully for glass;
- dispose of glass fragments in an outside rubbish bin (not the kitchen).

*Write it down*

Write down in the Diary what action you have taken if food was not been prepared correctly.
Cooking poultry

Goal
To ensure that poultry (including liver) and dishes containing poultry are thoroughly cooked to the centre.

Why?
Thoroughly cooking poultry will kill the harmful microbes that can make customers ill.

How this is done

See also Checking temperatures.

- Poultry and poultry products are thoroughly defrosted before cooking (unless otherwise directed by the manufacturer’s instructions).
- Oven is pre-heated before cooking starts.
- Poultry (including liver) is cooked so that the centre of the thickest part either exceeds 75°C or reaches one of the temperature/time combinations below.

<table>
<thead>
<tr>
<th>Internal temperature</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>65°C</td>
<td>for 10 minutes</td>
</tr>
<tr>
<td>70°C</td>
<td>for 2 minutes</td>
</tr>
<tr>
<td>75°C</td>
<td>for 15 seconds</td>
</tr>
</tbody>
</table>

Checking poultry is cooked

A temperature probe is used to check that the thickest part of the meat (usually the breast or the innermost part of the thigh) has reached at least 75°C or one of the time/temperature combinations above. This is done in one of the following ways:

- each time the poultry item is cooked, the temperature is measured; or
- each time a batch of the same poultry item is cooked, one item in the batch is temperature probed; or
- when a standard (proven) cooking procedure is followed, one dish is temperature probed each week – see Proving that a time/temperature setting cooks poultry procedure.

It is not necessary to temperature probe diced or thinly sliced poultry (such as in a stir-fry). This is because smaller pieces are more likely to cook through to the middle more easily and it’s difficult to get a representative reading.

When using a temperature probe, follow the procedure Checking temperatures.

Poultry is always cooked thoroughly and is never served medium or rare.

What if there is a problem?
If poultry does not reach a high enough temperature, keep cooking until it does!

When poultry that is being cooked using a standard time/temperature setting is found not to have been cooked properly, take action to find out why. Here are questions to ask.

- Was the procedure followed correctly?
- Does the equipment (e.g. oven) need repairing?
- Have the recipe ingredients changed (different cuts of meat)?

Write it down

Write down in the Checking poultry is cooked procedure each of the poultry dishes that are served and select which option will be used to check that they are thoroughly cooked.

Standard time/temperature setting

When a standard time/temperature setting is to be used, write down the checks that have been made to prove that the time/temperature setting will either:

- cook the food to at least 75°C; or
- cook the food for the correct length of time at the temperature determined (e.g. for 10 minutes at the internal temperature of 65°C) see Proving that a time/temperature setting cooks poultry procedure.

For poultry items that are cooked using a standard time/temperature setting, it is only necessary to check the temperature of the poultry in one dish, every week. Write this down in the Once a week poultry temperature checks record in the Diary.

Poultry dishes with no standard time/temperature setting

For poultry dishes that aren’t cooked using an established standard time/temperature setting, write down the temperature of each poultry item or one item from a batch in the Cooking poultry temperature record. This must be done every time the food is cooked.

Write down in the Diary any action taken if food doesn’t reach a safe temperature.
Proving that a time/temperature setting cooks poultry

This is what you can do if you regularly cook a poultry item or poultry dish and don’t want to check its temperature each time you cook it. You will need to use the same equipment and same standard ingredients (type, weight, size etc) each time you cook the item or dish. The following process will enable you to demonstrate that a standard cooking procedure (such as a particular temperature for a set time) will properly cook the poultry item.

1. Cook the food using the standard cooking procedure.

2. Check the thickest part of the poultry item with a probe thermometer to ensure it has either reached more than 75°C or one of the time/temperature combinations from the table below.

<table>
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</table>

3. Repeat the standard cooking method in steps 1 and 2 on at least three separate occasions until you are confident a safe temperature will be consistently reached.

If the food does not reach a safe temperature on three occasions, increase the cooking time and/or cooking temperature and repeat steps 1 to 3 above.

4. Write down the results of your time/temperature checks below.

Poultry item:

Select the temperature the poultry item will be cooked to: [tick as appropriate]

- [ ] Cooked to higher than 75°C
- [ ] Cooked at _________ °C for _________ minutes

Cooking details

<table>
<thead>
<tr>
<th>Method (How was the food cooked?)</th>
<th>What equipment was used?</th>
<th>What temperature setting was used?</th>
<th>Date</th>
<th>Time started cooking</th>
<th>1st probe*</th>
<th>2nd probe</th>
<th>Initials</th>
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</table>

* If the temperature is higher than 75°C, it isn’t necessary to probe a second time.

Poultry item:

Select the temperature the poultry item will be cooked to: [tick as appropriate]

- [ ] Cooked to higher than 75°C
- [ ] Cooked at _________ °C for _________ minutes

Cooking details

<table>
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</tbody>
</table>

* If the temperature is higher than 75°C, it isn’t necessary to probe a second time.
Proving that a time/temperature setting cooks poultry (continued)

<table>
<thead>
<tr>
<th>Poultry item:</th>
<th>Select the temperature the poultry item will be cooked to: [tick as appropriate]</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>☐ Cooked to higher than 75°C                                             ☐ Cooked at __________ ºC for __________ minutes</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Cooking details</th>
<th>Method (How was the food cooked?)</th>
<th>What equipment was used?</th>
<th>What temperature setting was used?</th>
<th>Date</th>
<th>Time started cooking</th>
<th>1st probe*</th>
<th>2nd probe*</th>
<th>Initials</th>
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</table>

* If the temperature is higher than 75ºC, it isn't necessary to probe a second time.
It is important that all poultry and dishes containing poultry are thoroughly cooked. The table below identifies what checks are done for each poultry item or dish to ensure that it is properly cooked.

### Write it down

Use the table below to identify and record which checks are done to make sure poultry dishes you serve are properly cooked.

**Step 1** – in column A write down all the poultry dishes that you cook that need checking.

**Step 2** – in column E tick a box to show the temperature (and time) the dish will be cooked to. This will either be an instant temperature above 75°C or one of the temperature/time combinations below.

**Step 3** – in columns B to D identify how you check that each dish is properly cooked.
- If you temperature probe the dish every time it is cooked, tick the box in column B. Each time you cook this dish, write the temperature it has been cooked to on the *Cooking poultry temperature* record.
- If you cook a number of the same dishes together (batch cook) and temperature probe one dish in each batch, tick the box in column C. Each time you cook a batch of this dish, write the temperature of the probed item on the *Cooking poultry temperature* record.
- If you have a proven time/cooking setting for the dish (you have completed the *Proving that a time/temperature setting cooks poultry* procedure for the dish), tick the box in column D. Each week, the temperature of one dish cooked from column D is checked. Write this temperature in the space that is provided each week in the Diary. If you have identified more than one dish in column D, choose a different dish to check each week.

<table>
<thead>
<tr>
<th>Internal temperature</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>65°C</td>
<td>for 10 minutes</td>
</tr>
<tr>
<td>70°C</td>
<td>for 2 minutes</td>
</tr>
<tr>
<td>75°C</td>
<td>for 15 seconds</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>A</th>
<th>B</th>
<th>C</th>
<th>D</th>
<th>E</th>
</tr>
</thead>
<tbody>
<tr>
<td>Poultry item (list each dish)</td>
<td>Every dish, every time</td>
<td>One dish in every batch</td>
<td>One dish once a week</td>
<td>Temperature poultry dish must reach in thickest part (tick as appropriate)</td>
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</table>
Cooking

Goal
To ensure food is properly cooked.

Why?
- Harmful microbes are present in many foods. Cooking (and reheating) can kill harmful microbes.
- Microbes are invisible to the human eye and cannot be physically removed from food.

How this is done

Customer self-cook
- The following steps are taken when food is provided for customers to cook their own meals (e.g. hot stone, steamboat, hotpot, barbecue etc).
- Customers are given appropriate instructions on how to cook and handle food safely.
- Sufficient appropriate utensils and tableware are provided to enable customers to avoid cross-contamination.
- Cooking equipment (e.g. hot stone, grill etc) provided is capable of cooking food safely.

What if there is a problem?
If food isn’t cooked thoroughly:
- cook the food for longer;
- look at recipes and change cooking times and/or temperatures;
- divide the food into smaller quantities or use different equipment;
- retrain staff as necessary.

Tasting dishes
When tasting food, always use a clean spoon or utensil each time. Don’t put any food left from the tasting back into the dish.

Write it down
If food does not cook properly when following set recipes and procedures, record in the Diary:
- what you did with the food that did not cook properly; and
- what action was taken to prevent this happening again.

Poultry
See Cooking poultry.

Processed meat
Follow the manufacturer’s cooking instructions, if any.
- Processed meat products are checked that they are steaming hot through to the centre with no red or pink meat remaining.
- Rolled joints are checked by inserting a skewer into the centre until juices run out. Juices must show no pink or red when properly cooked.

Whole cuts and whole joints of meat
- The surface of the meat is thoroughly sealed to kill the microbes present.

Livers
Livers and liver patés are thoroughly cooked – see Cooking poultry. There is guidance on the safe cooking of livers at www.mpi.govt.nz

Liquid dishes (e.g. soups, sauces, gravies)
- Cold spots are avoided by stirring frequently so that an even temperature is reached throughout.
- Dishes are brought to a simmer.

Shellfish
- Look for change in colour and texture. Prawns will turn from blue–grey to pink and scallops become milky white and firm when cooked.
- Any mussel or clam with an open or damaged shell is thrown out before cooking as it may not be safe to eat.
- To check that a mussel or clam is cooked, make sure the shell is open and that the mussel or clam has shrunk inside the shell. If the shell has not opened during cooking, throw it away.

Processed meat, such as rolled joints, tenderised or injected meats, minced meats and meat products (e.g. sausages, burgers) and livers, must be thoroughly cooked because microbial contamination can be throughout the meat.

Whole cuts and whole joints of meat can be cooked to preference and can be served rare, if properly sealed (any contamination will only be on the outside surface of the meat).

Livers and liver patés are thoroughly cooked – see Cooking poultry. There is guidance on the safe cooking of livers at www.mpi.govt.nz

Liquid dishes (e.g. soups, sauces, gravies)
- Cold spots are avoided by stirring frequently so that an even temperature is reached throughout.
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## Food Control Plan

### Serve Safe

### Hot holding prepared food

#### Goal

To reduce the time that prepared ready-to-eat food is held in the temperature danger zone (5°C to 60°C).

<table>
<thead>
<tr>
<th>Why?</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Food in the temperature danger zone (5°C to 60°C) will encourage harmful microbes to grow rapidly.</td>
</tr>
</tbody>
</table>

#### How this is done

- Always reheat food first before putting it in a bain-marie or hot cabinet – neither are able to thoroughly reheat food.

**Hot holding**

The *Reheating prepared food* procedure is followed when food is to be reheated before being hot held.

- Equipment such as bains-marie and warming cabinets are cleaned and preheated before food is put into them.
- Bains-marie are not overloaded.
- Food is held at 60°C or hotter.
- Food is stirred to make sure it’s kept hot right through.
- Existing batches of food are never topped up with new batches.

Use a probe thermometer to check the temperature of food that has been hot held for two hours – see *Checking temperatures*.

#### What if there is a problem?

- If hot food has been held at a temperature below 60°C but higher than 21°C for more than two hours, it must be thrown away.
- If hot food has been held at a temperature below 60°C for less than two hours, it can either be:
  - thoroughly reheated and served hot (above 60°C); or
  - cooled to below 5°C within four hours and kept at this temperature until it is eaten.

#### Write it down

Write down in the Two-hour hot-held food record the temperature of foods that have been hot held for two hours.

Write down any problems that you have had in hot holding food at an internal temperature of 60°C or above and what action you took.

Make a note in the Diary of any items that you have had to throw away, and why.

Also write down any matters that might need following up (e.g. maintenance, training, review cleaning schedule etc).
Cooling hot prepared food

**Goal**
To cool hot, ready-to-eat food quickly to minimise the length of time it spends in the temperature danger zone.

**Why?**
- Food in the temperature danger zone (5°C to 60°C) will encourage harmful microbes to grow rapidly.

**How this is done**

**Cool hot food quickly**
Readily perishable food needs to be cooled:
- from 60°C to 21°C within two hours; and
- from 21°C to below 5°C in another two hours (maximum time between 60°C and 5°C = four hours).

Cooked readily perishable food is:
- cooled quickly to 5°C or below;
- protected from contamination during cooling.

**Methods for chilling hot food dishes**
1. Use a blast chiller.
2. Put the food into a tray or larger dish (preferably metal) to increase its surface area.
3. Divide food into smaller portions.
4. Place on a rack to improve air circulation around the food.
5. Move hot food to a colder area.
6. Place vacuum packed foods into iced water.
7. Stand pans of hot food in cold or iced water.
8. Stir hot liquid as it is chilling.
9. Use the “cool setting” on the oven (the oven must be cool first!).
10. Place the food in the chiller once it has cooled to 21°C.

Regularly check that food has cooled within the time frame by using a probe thermometer – see Checking temperatures.

**What if there is a problem?**
If hot prepared food has not been cooled from 60°C to 21°C in two hours and from 21°C to below 5°C in a further two hours (total of four hours maximum) it should be thrown away.

Try out alternative cooling methods to find one that will cool food to 5°C or below within the required time.

**Write it down**
Once a week, write down in the Diary the temperature check made on one readily perishable item or dish that has been cooled down.

Write down any problems that you have had in cooling food to below 5°C in the required time and what action you took.

Make a note in the Diary of any items that you have had to throw away.

Also write down in the Diary any matters that might need following up (e.g. training, cooling method etc).
Serve Safe

Reheating prepared food

Goal

To reheat food quickly and thoroughly.
To reduce the amount of time readily perishable food is held in the temperature danger zone (5°C to 60°C).

Why?

- Microbes can survive in food that is not thoroughly reheated to the centre.
- Food in the temperature danger zone (5°C to 60°C) will encourage harmful microbes to grow rapidly.

How this is done

Reheat food well

- Follow the manufacturer’s instructions (if any) for reheating food.
- Use equipment that reheats food effectively.

The following methods are used to reheat food: [tick as appropriate]
- microwave (note: observe standing times)
- oven
- pot/pan/wok etc.

- Where possible, stir or mix foods to make sure there are no cold spots and the food is evenly reheated.
- When reheating poultry, a probe thermometer is used to check that it reaches an internal temperature of 75°C or more.
- Check that food has been reheated properly by using the same checks as when cooking (see Cooking).
- Serve reheated food quickly or keep it at 60°C or hotter.

What if there is a problem?

If food does not reheat sufficiently, increase the temperature and/or reheating time.
Retrain staff as necessary.

Use of plastics in microwave ovens

- Avoid direct contact of plastic film with food when using it to reheat food. Clean, white absorbent kitchen paper may be a preferable alternative to prevent spatter.
- Only use plastic containers designed for use in the microwave. Other containers may seem okay but may not have been tested for use at high temperatures (e.g. ice cream containers, which are not designed to be exposed to high temperatures).
- As chemical migration is more likely to occur into hot fatty foods, glass containers are a suitable choice for heating these products.

Write it down

Once a week, write down in the Diary the temperature of one poultry item that has been reheated.
Write down any problems that you have had in reheating food and what action you took.
Display and self service

**Goal**

To display and serve food in a manner that minimises the risk of contamination and the growth of harmful microbes.

To reduce the amount of time prepared readily perishable food is held in the temperature danger zone (5°C to 60°C).

**Why?**

- Food in the temperature danger zone (5°C to 60°C) will encourage harmful microbes to grow rapidly.
- Poor arrangement of food can lead to contamination when customers reach across displays.
- Self-service displays present a high risk because many people have access to the food.

### How this is done

#### Hot food

When reheating food:
- the instructions in the *Reheating prepared food procedure* are followed;
- the instructions in the *Hot holding prepared food procedure* are followed.

#### Chilled food

- Ready-to-eat readily perishable foods are: [tick method used]
  - held at 5°C or below
  - displayed unrefrigerated for no longer than four hours.
- The time ready-to-eat food is left on display above 5°C is indicated by: [tick method used]
  - time written on stickers stuck on wrapping or next to the food
  - coloured stickers that can be matched to the time food was put on display stuck on wrapping or next to the food
  - other

#### Display and serving

- Food is put out for display or service as soon as possible after preparation.
- Clean serving utensils are provided for each food item or dish, and handles do not touch the food.
- Food is protected from contamination by the use of: [tick method used]
  - sneeze guards
  - covers over food
  - other

- When unwrapped displays (e.g. self-service salads, hot foods etc) need more food they are replaced with completely new batches of food rather than the previous batch being “topped-up”.
- Left-over self-service food is not reused (e.g. it is not carried over to the next day for use).
- Serving spoons are replaced whenever they have become contaminated – e.g. dropped on the floor or been misused – e.g. food is on handles.
- Single-use items are thrown away after use (e.g. paper plates, cups, plastic cutlery etc).
- Self-service displays are appropriately supervised.

### What if there is a problem?

Replace food and/or serving utensils that could have become contaminated through poor food-handling practices or misuse.

Throw any food that may have been contaminated by customers or others.

#### Hot food

If hot food has been held at less than 60°C but higher than 21°C for more than two hours, it must be thrown away.

If hot food has been held at a temperature below 60°C for less than two hours, it can either be:
- thoroughly reheated and served hot (above 60°C); or
- cooled to below 5°C within four hours – see *Cooling hot prepared food*.

#### Chilled food

Ready-to-eat readily perishable food that has been held at temperatures between 5°C and 60°C:
- for a total of less than two hours must be refrigerated or used immediately; or
- for a total of between two and four hours must be used immediately; or
- for a total of four hours or longer must be thrown out.

#### Write it down

Write down in the Diary any problems that you’ve had keeping food at the correct temperature and what action you took to fix it.

Make a note in the Diary of any items that you have had to throw away, and why.

Also write down any matters that need follow up (e.g. training, review cleaning schedule etc).
Displaying food for retail sale

**Goal**

To display all retail food for customer self-selection safely and appropriately.

**Why?**

- Readily perishable food in the temperature danger zone (5°C to 60°C) can allow harmful microbes to grow.
- Food that is on display after its “use-by” date could result in consumers becoming ill.
- Food that is not displayed properly could become contaminated.

**How this is done**

- **See also:**
  - Purchasing and receiving goods;
  - Storage;
  - Hot holding prepared food;
  - Display and self service;
  - Food labelling.

**Food on display**

- Ready-to-eat food on display is wrapped or covered to protect it from contamination (e.g. self serve from a closed cabinet).
- Readily perishable food is displayed under temperature control.
- Pre-packaged food is displayed in accordance with any manufacturer or supplier’s storage instructions.
- Raw foods are stored so they can’t contaminate cooked or ready-to-eat foods.
- Repackaged bulk food is correctly labelled for retail sale.
- Food in packaging is thrown away if its wrapping has been damaged to the extent that the food is exposed, or no longer contained in, the wrapping.
- Food cans that are bulging, corroded or damaged are thrown away or returned to the supplier.

**Stock rotation**

- A “first in first out” policy for displayed food is used. Old stock is displayed so that it is used or sold first; new stock is placed behind old stock.
- “Use-by” dates are checked daily. Food dated that day is either used or thrown away at the end of the trading day.
- Food that has reached its “best-before” date is removed from display or sold clearly marked as past its “best-before” date.

**Tips for increasing the effectiveness of a chilled/frozen food display cabinet to keep food cold (and reducing running costs). See also Design and use of food premises and Maintenance sections).**

Use display cabinets with doors, plastic curtains or other ways of containing cold air. Open display cabinets have to work harder to keep food chilled.

- Keep the temperature of the retail area cool, so the display cabinet motors will not have to work as hard to keep food cool.
- Situate open display cabinets away from strong drafts as they remove cold air from the unit, affect the temperature of food and make the motor work harder.
- Keep air vents clear of stock. This will help the unit operate as intended by the manufacturer.
- Display food within the load lines. This will help keep it at the intended temperature and prevent food wastage.
- Keep door seals free from ice build-up and defrost regularly. This will stop cold air leaking out and mean the motor does not have to work as hard.
- Regularly clean dust from heat exchange and motor surfaces to help display cabinets run more effectively.

**What if there is a problem?**

If food is displayed past its “use-by” dates, identify why and review staff training; check incoming goods and food storage as needed.

If chilled food is above 5°C, or frozen food has thawed, follow actions in the “What if there is a problem?” section in Chilled/frozen food storage.

If packaging has been damaged, identify why and review staff training; handling activities and incoming goods checks as needed.

**Write it down**

Write down in the Diary any problem that you had with retail food and what action you took to fix it.
## Transporting food

### Goal

To transport food safely including:

- from a supplier;
- to customers;
- to an off-site venue for service at an event.

### Why?

- Dust, dirt, chemicals, pests and other foreign objects can contaminate unprotected food.
- Harmful microbes can multiply if readily perishable food is transported at temperatures between 5°C and 60°C.
- Harmful microbes can be transferred from raw to ready-to-eat food if transported together without adequate separation.

### How this is done

All food that is transported is covered or packed in a way that protects it from contamination.

- The parts of the vehicle where food is carried are clean.
- Ready-to-eat food is separated from raw food.
- Food is not transported along with anything that could contaminate the food or equipment (e.g. tools, chemicals etc).
- Animals are not allowed access to any vehicle used to transport food or food equipment.

**Readily perishable food**

- Readily perishable food is only delivered at temperatures between 5°C and 60°C if it is going to be used or eaten within four hours of being at this temperature.
- Readily perishable food that will not be used or eaten within four hours is either transported cold at or below 5°C; or hot above 60°C by using: [tick box]
- insulated boxes to maintain food at safe temperatures
- portable chillers or hot holding equipment
- other

### What if there is a problem?

**Goal**

- Dust, dirt, chemicals, pests and other foreign objects can contaminate unprotected food.
- Harmful microbes can multiply if readily perishable food is transported at temperatures between 5°C and 60°C.
- Harmful microbes can be transferred from raw to ready-to-eat food if transported together without adequate separation.

**Why?**

- Dust, dirt, chemicals, pests and other foreign objects can contaminate unprotected food.
- Harmful microbes can multiply if readily perishable food is transported at temperatures between 5°C and 60°C.
- Harmful microbes can be transferred from raw to ready-to-eat food if transported together without adequate separation.

**Write it down**

- Check the temperature of chilled/hot food just before transporting it and again at the delivery point. Record these temperatures on the Transporting readily perishable food record.

---

See also:
- Hot holding prepared food;
- Cooling prepared food;
- Reheating prepared food.
Off-site catering

Goal
To ensure that off-site events are properly resourced and organised in advance.

Why?
• The lack of appropriate off-site facilities may result in food becoming contaminated.

How this is done

Pre-event check
Before each off-site catering event, the extent of the food preparation and handling activities to be undertaken off site is determined and relevant procedures and record-keeping requirements of this plan identified.

The following checks are made.
• What facilities will be available at the venue or site for:
  – food storage (including chilled and frozen food);
  – preparation;
  – cooking;
  – changing areas for staff;
  – toilets;
  – hand washing;
  – cleaning equipment etc.
• What services are on-site:
  – water;
  – electricity (if needed);
  – solid and liquid waste disposal.

All of the procedures in this FCP continue to apply and are followed when catering off site.

Staffing
• Sufficient staff are available, and casual staff are appropriately trained and supervised.

Transportation
• Sufficient and appropriate food transport is available – see Transporting food.
• Equipment, utensils and food supplies etc are checked on arrival at the off-site venue to ensure that they are still appropriate to use – see Purchasing and receiving goods.

What if there is a problem?

Throw away any ready-to-eat food that becomes contaminated.
Throw away readily perishable food that has been kept between 5°C and 60°C for longer than four hours.
If there has been an equipment breakdown or failure, make arrangements to replace or repair equipment. Review the adequacy of the maintenance schedule and make changes as appropriate.

Write it down

Use the Off-site catering pre-event checklist to record what arrangements are needed.
Follow the record-keeping requirements in the procedures relevant to the event such as Transporting food, Reheating prepared food, Display and self-service, Hot holding prepared food etc.
Staff training

Name: [ ] Telephone: [ ]
Position: [ ] Start date: [ ]
Address: [ ]

<table>
<thead>
<tr>
<th>Topic</th>
<th>Relevant</th>
<th>Employee signed*</th>
<th>Supervisor signed†</th>
<th>Date</th>
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<tbody>
<tr>
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<td>Chilled/frozen storage</td>
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<tr>
<td>Defrosting frozen food</td>
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<tr>
<td>Preparation</td>
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<tr>
<td>Cooking</td>
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<tr>
<td>Cooking poultry and meat products</td>
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<tr>
<td>Hot holding prepared food</td>
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<tr>
<td>Cooling hot prepared food</td>
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<tr>
<td>Reheating prepared food</td>
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<tr>
<td>Transporting food</td>
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<tr>
<td>Display and self service</td>
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<tr>
<td>Off-site catering</td>
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</tbody>
</table>

* I acknowledge that I have received training in the procedure and agree to follow it.
† The employee has been trained and has demonstrated a good understanding of the procedure and has been observed consistently following it.

Other training

<table>
<thead>
<tr>
<th>Date</th>
<th>Details</th>
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</table>

Notes:
<table>
<thead>
<tr>
<th>Name</th>
<th>Date of symptom onset</th>
<th>Date notified</th>
<th>Date excluded from work</th>
<th>Faecal result (if any)</th>
<th>Date returned to work</th>
<th>Date excluded</th>
<th>Date returned to work</th>
<th>Action taken</th>
<th>Date excluded</th>
<th>Date returned to work</th>
<th>Action taken</th>
<th>Date excluded</th>
<th>Date returned to work</th>
<th>Action taken</th>
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</tbody>
</table>
Exclusion of infected persons

1. Exclusion controls for unspecified vomiting and diarrhoea

Vomiting is an important symptom of a viral or bacterial infection. A food handler who has vomited (in the absence of other obvious causes, e.g. alcohol poisoning, morning sickness etc) in the 48 hours before starting work must be excluded, and the ill person must seek medical advice. The person must tell the doctor that they work as a food handler (the doctor should then arrange for faecal testing).

Diarrhoea other than that associated with conditions such as irritable bowel syndrome, Crohn’s disease or ulcerative colitis may also indicate the presence of an infection – see also section 6 below: Factors not associated with microbiological contamination of food. Anyone suffering from diarrhoea must cease work immediately. If there is only one episode of diarrhoea and no other symptoms, such as ongoing nausea, abdominal cramps or fever, the person may resume food-handling duties again after 48 hours of being symptom free. They should be reminded of the importance of good hand hygiene practice, particularly hand washing and thorough drying. If symptoms persist, the person should seek medical advice. The person must tell the doctor that they work as a food handler (the doctor should then arrange for faecal testing).

Faecal (poo) testing

It is important that faecal specimens of food handlers who have been ill are tested if they have vomited or have had two or more episodes of diarrhoea.

There are also some specific illnesses where clearance with faecal specimens is required, so it is important to know the identity of the cause of the illness (see next section). Clearance with faecal specimens can be arranged by a doctor or through the local public health unit.

2. Exclusion controls for specific illnesses

<table>
<thead>
<tr>
<th>Organism (Hazard)</th>
<th>Action to be taken (Control)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Campylobacter</td>
<td>Exclude from work until well and without diarrhoea for a period of 48 hours.</td>
</tr>
<tr>
<td>Cryptosporidium</td>
<td>Exclude from work until well and without diarrhoea for a period of 48 hours.</td>
</tr>
<tr>
<td>Giardia</td>
<td>Exclude from work until well and without diarrhoea for a period of 48 hours.</td>
</tr>
<tr>
<td>Hepatitis A</td>
<td>Exclude from work until cleared by the Medical Officer of Health. See section 3 below: Illnesses requiring special consideration for further control measures.</td>
</tr>
<tr>
<td>Shigella</td>
<td>Exclude from work until two consecutive negative faecal specimens (taken 48 hours apart) have been confirmed.*</td>
</tr>
<tr>
<td>Salmonella</td>
<td>Exclude from work until two consecutive negative faecal specimens (taken 48 hours apart) have been confirmed.*</td>
</tr>
<tr>
<td>Organisms causing Typhoid, Paratyphoid and Cholera</td>
<td>Exclude from work until clearance is given by a Medical Officer of Health. See section 3 below: Illnesses requiring special consideration for further control measures.</td>
</tr>
<tr>
<td>VTEC (such as E.coli 0157:H7)</td>
<td>Exclude from work until two consecutive negative faecal specimens (taken 48 hours apart) have been confirmed.* The number of organisms needed to cause infection is low and the health implications for high-risk groups, such as the elderly, young, pregnant and immuno-compromised, can be serious, with some cases resulting in death.</td>
</tr>
<tr>
<td>Yersinia</td>
<td>Exclude from work until well and without diarrhoea for a period of 48 hours.</td>
</tr>
<tr>
<td>Viruses (such as Norovirus) (presenting as gastrointestinal illness consisting of diarrhoea, nausea or vomiting)</td>
<td>Exclude from work until well and without diarrhoea for a period of 48 hours. Highly infective. Virus particles survive in the environment for long periods. Seek immediate advice from the public health unit regarding disinfecting work areas and disposal of potentially contaminated food.</td>
</tr>
</tbody>
</table>

* Illness that requires medical clearance before returning to work. Specimens should be collected at least 48 hours after the last dose of any antibiotic treatment. Negative faecal specimens are required, as the organism may still be excreted even after the symptoms have stopped.
Exclusion of infected persons

3. Illnesses requiring special consideration

Hepatitis A

Anyone either infected, or suspected of being infected, with hepatitis A must be excluded from food handling for at least seven days after the onset of symptoms. Most adults will experience the sudden onset of an influenza-like illness followed by muscle aches, headache, loss of appetite, abdominal discomfort, fever and jaundice (yellowing of the skin). Advice in all cases should be sought from the public health unit.

The period of highest infectivity is just before and after the onset of symptoms. This presents a risk, as a person will not normally be diagnosed until after the onset of symptoms. In such cases, the public health unit will need to assess whether other corrective action may need to be taken in addition to excluding the food handler (e.g. sanitising work areas and communal facilities, disposing of food where there has been a risk of contamination and immunising other food handlers or food consumers to reduce their risk of illness). There is often a short time frame to offer protection, so early notification is essential.

Typhoid and paratyphoid

Investigation and management of people with typhoid, paratyphoid or cholera will normally be carried out by the local public health unit, which will usually require people to be excluded from food-handling work until faecal tests indicate that the infecting organism is no longer being excreted. If food handlers are found to have typhoid, paratyphoid or cholera they should be excluded from all food-handling activities and the local public health unit should be contacted immediately.

4. Skin conditions

Food handlers with lesions on exposed skin (hands, face, neck or scalp) that are actively weeping or discharging must be excluded from work until the lesions have healed.

An infection of the fingernail-bed or boil on the face or other exposed skin, even if covered with a suitable waterproof dressing, will be considered grounds for exclusion as a food handler.

In contrast, infected lesions on non-exposed skin, e.g. the back of the legs, are not an impediment to food-handling duties; however, the importance of meticulous hand hygiene should be emphasised.

Clean wounds must be totally covered with a distinctively coloured waterproof dressing but there is no need to discontinue food handling.

5. Infections of the eyes, ears, mouth and throat

Any food handler whose eyes, ears, mouth or gums are weeping or discharging must be excluded from food handling until they are better. Those with a persistent sore throat and no other respiratory symptoms, such as a runny nose or cough, may have a streptococcal throat infection and should be referred to a doctor for assessment.

6. Factors not associated with microbiological contamination of food

Non-infective gastrointestinal disorders

Disorders such as irritable bowel syndrome, Crohn’s disease or ulcerative colitis are not a barrier to employment as a food handler, even though they may result in diarrhoea. Workers with these disorders must be aware of the need to seek medical advice and notify the manager if any change from their normal bowel habit occurs, as this must be assumed to be infectious until proven otherwise.

Chest and long-term respiratory diseases

Tuberculosis is not spread through food handling. However, the disease may affect a person’s general health so as to make them unfit for work or they pose a risk of infection to others in the workplace. Contact the public health unit for more information on this.

Bloodborne infections

Infections such as HIV, hepatitis B or C do not themselves present a risk of food contamination. As long as workers are well, there is no reason why people with these infections should not be employed as food handlers.

All blood spills should be treated as if infected, and the affected area should be suitably cleaned and sanitised (e.g. with a diluted bleach solution) and any affected food discarded.
Cooking poultry temperature

Dishes containing poultry items that are not cooked using a standard time/temperature setting must be checked with a probe thermometer to ensure that they reach at least 75°C.

The temperature check should be taken in the thickest part of the meat (usually the breast or the innermost part of the thigh).

If temperature probing one item in a batch, indicate this by ticking the “One of a batch” column.

<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>Food</th>
<th>Type of check</th>
<th>Temp</th>
<th>Signed</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>Individual</td>
<td>1st probe</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>One of a batch</td>
<td>2nd probe</td>
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</table>
Two-hour hot-held food temperature

Hot-held food is kept hot at 60°C or above. Any food that has been held for two hours is checked with a temperature probe to ensure that it is still at, or above, 60°C (this temperature check is repeated for every two hours that the food is hot held).

<table>
<thead>
<tr>
<th>Date</th>
<th>Time*</th>
<th>Food items</th>
<th>2hr temp</th>
<th>Time of check</th>
<th>Comments/action</th>
<th>Initials</th>
</tr>
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</table>

* Time the food commenced hot-holding.

What if food is below 60°C?

If hot food has been held at a temperature below 60°C for two hours or less, it can either be:
- thoroughly reheated to 60°C or above, and served hot (above 60°C); or
- cooled to below 5°C and kept at this temperature until it’s eaten. Continued cooling needs to ensure that the food has spent no more than four hours between 60°C and 5°C;

If hot food has been held at a temperature below 60°C for more than two hours it must be thrown away.
Ready-to-eat, readily perishable food must be transported:
- chilled to below 5°C; or
- hot at 60°C or above – unless it will be used or eaten within four hours of being at this temperature.

Use this record when transporting ready-to-eat readily perishable food that will not be used or eaten within four hours.

<table>
<thead>
<tr>
<th>Date</th>
<th>Type of food (e.g., sandwiches, quiche, cooked chicken wings etc)</th>
<th>Food immediately before transporting</th>
<th>Food after delivery before service</th>
<th>Action taken (if food has been held between 5°C and 60°C for four or more hours)</th>
</tr>
</thead>
<tbody>
<tr>
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<td>time</td>
<td>temp</td>
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**Off-site catering pre-event checklist**

**Function**

Name of function:  
Client:  
Client telephone:  
Venue:  
Date:  
Style of function:  
Food service: Cocktail/served meal/buffet meal  
hot food  
cold food  
What food preparation/cooking will be carried out on site?  

Event: Indoor/outdoor (e.g. tent) [specify]  
Duration: One day/other [specify]  
Catering facilities: In building/other [specify]  
Guest number(s):  
Serving time(s):  
Special dietary needs (e.g. allergies):  
What is the access to the venue?

Check that the following facilities, equipment and services are available at the venue or site and that they will be suitable and sufficient for the catering activities to be undertaken.

<table>
<thead>
<tr>
<th>Venue</th>
<th>Yes</th>
<th>No</th>
<th>What needs to be provided</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Facilities and equipment</strong></td>
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<tr>
<td>Dry goods storage</td>
<td></td>
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<tr>
<td>Catering area (size, construction etc)</td>
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<tr>
<td>Benches</td>
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<tr>
<td>Sinks/wash-hand basins</td>
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<tr>
<td>Hot water</td>
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<tr>
<td>Fridge storage</td>
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<tr>
<td>Freezer storage</td>
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<tr>
<td>Oven(s)</td>
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<tr>
<td>Number of hotplates</td>
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<tr>
<td>Hot-holding (bain-marie etc)</td>
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<tr>
<td>Clearing zone for used/dirty dishes etc</td>
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<td>Staff changing area</td>
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<td>Toilet facilities</td>
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<tr>
<td><strong>Services provided</strong></td>
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<td>Electricity supply (and sufficient electrical points)</td>
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<td>Water (potable water supply)</td>
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<tr>
<td>Waste</td>
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<tr>
<td><strong>Staff</strong></td>
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<tr>
<td>Sufficient trained staff available</td>
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<td><strong>Transportation</strong></td>
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<tr>
<td>Suitable means of transporting food</td>
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</table>

The procedures in the FCP need to be followed when catering off site. This includes any record-keeping requirements.