New Zealand Food Safety
Ministry for Primary Industries
Manatū Ahu Matua

Template Food Control Plan

– Simply Safe & Suitable

You can use this template if you are a:

- food retail business that prepares or makes and sells food – such as a butcher, fishmonger, retail baker, deli or supermarket,
- food service business, such as restaurant, café, takeaway or on- or off-site caterer,
- operator of residential care facilities including hospitals, hospices, rest homes, prisons, and educational facilities.

This is a legal document.
You must not add any procedures to this plan.

S39-00002

Set-up

Day cycle

Contents

Set-up

Contents

Business details

Fill out your business details below

Business details	
Legal name	
Trading name	
Activity [tick as appropriate]	
Food Service: ☐ dine in ☐ takeaway ☐ on-site catering ☐ off-site catering ☐ other [specify]: _____ **Food Retail:** ☐ butcher ☐ delicatessen ☐ bakery ☐ fishmonger ☐ fresh produce ☐ grocery ☐ transport/delivery ☐ mobile food service or retail ☐ transport/logistics ☐ other [specify]: _____	
Postal address	
Telephone	
Email	
Location(s)	
Street address (1) (premises where food business operates)	
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 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 source	
Operator: The operator is the owner or other person in control of the food business. If the food control plan applies to more than one food business, the operator is the person responsible for the FCP*	
Name	
Physical address (Business or Residential)	
Telephone	
Email	

***Operator of each food business** (if plan applies to more than one food business) Add additional rows as necessary.	
Name	
Physical address (Business or Residential)	
Telephone	
Email	

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. The records and your plan must be kept for at least 4 years. All records must be written in English and be easy to read. All records must include a date and the name of the person who performed the task.	
Name and/or position	
Telephone	

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)	
Registration authority	☐ MPI ☐ Council [Council name]:
Contact person	
Address	
Telephone	
Email	
Verifier (if not local council)	
Verification agency	
Contact person	
Address	
Telephone	
Email	

Set-up

Business layout

You must make sure that the design and physical location of your food business allows you to make safe and suitable food.

- You need to draw a map and floor plan that includes:
  - your building,
  - the buildings surrounding it,
  - what happens in the different areas on your map, including your food preparation areas (e.g. your kitchen),
  - what happens in your buildings, including non-food activities,
  - what happens in the different areas of the building,
  - some non-food activities being conducted in the same or neighbouring building/property that might affect food safety may need to be included in your map of your business.

Layout — Inside of your business

*this could be a hand drawn plan or photograph.

Layout — Outside of your business

*this could be a hand drawn plan or photograph.

Managing risks near your business

Note here any non-food activities being conducted in your building, or at neighbouring buildings/properties that might affect food safety or suitability in your business, and anything you do to manage risk.

Risk to food safety	How we manage the risk
Example: Dust from the neighbouring garden centre (especially from the bulk compost heap) could carry bugs that contaminate food and make it unsafe.	Example: Keep windows/doors closed in the garden centre side of the building. Ready-to-eat food preparation and service areas located as far away from the service entrance (which is on the garden side of the building) as possible.

Set-up

Checking the plan is working well

K

Know

What do you need to know?

- It is your responsibility to regularly check that food safety and suitability is being well managed in your business.
- What to check and how often, depends on the effect of something going wrong in your business. You should check the most important things (e.g. thermometers) most often.
- An audit by a company you supply also counts as an internal check, but you must still conduct regular checks yourself.
- You should check:
  - that people are doing what they need to,
  - the procedures you have put in place are being followed and are effective,
  - your facilities and equipment remain suitable for the food activities at your business.
- You or one of your staff must be your own internal verifier (self-auditor).

Why is self-auditing important?

- You are responsible for your business and the food you produce. If you wait for someone else to tell you that something has gone wrong, it may become costly and your food may make people sick.

K

Know

- Check your plan is working well by (for example):
  - checking whether staff are carrying out key food safety behaviours (e.g. washing hands etc.),
  - checking records are being completed and kept,
  - looking through records to check that things are working as expected,
  - reviewing **'When something goes wrong'** information and checking that steps have been taken to prevent problems from happening again,
  - running food safety quizzes with staff,
  - using the **'Show'** sections in this template to ask the same questions or check the same things that your verifier would ask or look at,
  - testing the environment or foods for certain bugs or chemicals to show procedures (e.g. cleaning and sanitising) are effective.

Some notes about testing:

- There are specific requirements for testing in some situations (e.g. self-supply water). There are also rules about certain limits for bugs or chemicals in the Australia New Zealand Food Standards Code www.foodstandards.govt.nz/code/Pages/default.aspx A limit doesn't mean you always have to test the food for that bug or chemical. If you are thinking about using sampling and testing to show your plan is working well, this shouldn't be the only check that you do. It is not possible to test your way to food safety.
- Testing can be a useful tool, but it has limitations. If, for example, testing results find harmful bugs, that might mean some part of the process is not working well.

K

Know

- A negative result may not prove that your plan is working perfectly (or that the food is safe). Bugs, in particular, are not usually evenly distributed in food. It's possible to test some food and get a negative result, when another part of the food in the same batch has high levels of harmful bugs.
- If you want to include testing as one of your checks, it is often more effective to test the environment rather than final foods.
- If you use sampling and testing as part of your procedure for checking, it is highly recommended that the testing plan is developed by an expert. If you don't have an expert in your business, a consultant, your verifier or MPI can provide information about putting together a sampling and testing plan.

D

Do

What do you need to do?

- You must set up procedures for regularly checking that you and your staff are making safe and suitable food and meeting your requirements and responsibilities under the and the *Food Act 2014.*
- Follow the procedure on **'When something goes wrong'** if your self-checks identify mistakes or actions that could have made food unsafe or unsuitable.

S

Show

What do you need to show?

- Show your verifier:
  - how you check that your procedures are working well,
  - results of the checks you have made.

Set-up

Set-up

Training and competency

K

Know

What do you need to know?

- Staff have different training needs. You must know what training staff and visitors need, to achieve safe and suitable food.
- All staff and visitors must understand the training they are given.
- All staff must be confident that they know exactly what to do and follow the plan to make sure safe and suitable food is produced.

D

Do

What do you need to do?

- Assign someone who is responsible for making sure the plan is followed: (tick as appropriate)
  - ☐ day-to-day manager, or
  - ☐ delegated person.

    Name: _____
- The ☐ day-to-day manager or ☐ delegated person (tick as appropriate) must make sure that all staff and visitors are trained so they know how to meet the rules about:
  - cleaning hands,
  - wearing clean clothing,
  - reporting sickness,

D

Do

- dealing with foods that could make people sick,
- cleaning and sanitising,
- keeping foods separate in the food preparation area (including, managing allergens, keeping raw/uncooked food away from cooked food, and managing chemicals and poisons),
- other procedures which are specific to your food business,
- what to do when something goes wrong.

- Train staff:
  - before they start working in your food business,
  - when a procedure is introduced or changed.
- All visitors (e.g. delivery people, contractors etc.) must keep food safe while they are in your food business.

S

Show

What do you need to show?

- Show your verifier:
  - a **record** of how and when staff were trained to follow the plan. Include:
    - who was trained,
    - when,
    - what parts of the plan you covered,
    - signatures from the trainer and trainee.

Set-up

Water Supply: Registered supplier

K

Know

What do you need to know?

- Water can carry harmful bugs and chemicals which can make people sick. You must only use clean, uncontaminated water for food preparation.
- Water can be contaminated when being stored on-site and being distributed around food premises.
- You must have enough clean water available to clean your food preparation areas, equipment and utensils.
- You must have clean water available for staff to wash their hands.
- Water can be contaminated at the source of supply. It is important to follow your local council's advice.

D

Do

What do you need to do?

- Provide the name of your registered supplier.

  Name of supplier:_____

- Always use water which is safe for food preparation, cleaning and washing hands. If your water supplier advises the water is unsafe, you must:
  - not use it, or
  - boil it for at least 1 minute before use, or
  - disinfect it with chlorine before use, or

D

Do

- use another supply of water which you are sure is safe (e.g. bottled water).

- Always throw out any food which has been contaminated by unclean water.
- Only use water tanks, pipes and outlet taps of any water supplies on site that are suitable for food processing, hand washing and cleaning.

S

Show

What do you need to show?

- Show your verifier:
  - a **record** of any maintenance you've done (see the **'Maintaining equipment and facilities'** card).

Set-up

Water Supply: Roof water and Surface or ground water

K

Know

What do you need to know?

- Water can carry harmful bugs and chemicals which can make people sick. You must only use clean, uncontaminated water for food preparation.
- Water can be contaminated when being stored on-site and being distributed around food premises.
- You must have enough clean water available to clean your food preparation areas, equipment and utensils.
- You must have clean water available for staff to wash their hands.
- There is information on the MPI website about accredited labs.
- Your water supply may be subject to other legislation.

D

Do

What do you need to do?

- Always use water which is safe for food preparation, cleaning and washing hands. If your water supply becomes unsafe you must:
  - not use it, or
  - boil it for at least 1 minute before use, or
  - disinfect it with chlorine before use, or
  - use another supply of water which you know is safe (e.g. bottled water).

D

Do

- Always throw out any food which has become contaminated by unclean water.
- Select where you get your water from:
  - ☐ roof water supply
  - ☐ surface or insecure ground water supply
  - ☐ secure ground water supply (a supply that meets the definition of 'secure' is in the Drinking Water Standards for New Zealand)*
  - ☐ a supply which is currently subject to a Public Health Risk Management Programme*

*You don't need to do anything more if you choose to use one of these programmes.

- If you choose to supply your own clean water, you must test it at least annually to make sure it is safe to use. You must test your water:
  - before starting a new business, or
  - if you don't have any records of self-supplied water testing.
- Your water must meet all of the limits in the table below:

Measurement	Criteria
Escherichia coli	Less than 1 in any 100 ml sample*
Turbidity	Must not exceed 5 Nephelometric Turbidity Units
Chlorine (when chlorinated)	Not less than 0.2mg/l (ppm) free available chlorine with a minimum of 20 minute contact time
pH (when chlorinated)	6.5 – 8.0

**Escherichia coli* testing must be performed by an accredited lab.

D

Do

- You must retest water no later than 1 week after:
  - getting water from a new self-supplied source, or
  - knowing of a change to the environment or activities that may affect the safety and suitability of water.
- You must use a water treatment system to make sure water for food processing, hand washing and cleaning, is clean at the point of use. Tick which one you use:
  - ☐ Filtration
  - ☐ Chlorination
  - ☐ UV disinfection
  - ☐ Other _____
- You must clearly mark outlet taps, tanks, and pipes that do not contain clean water. These must not be used for food processing, hand washing and cleaning.

For surface and (insecure) ground water intakes must be:

- at least 10m away from livestock,
- at least 50m away from potential sources of contamination including silage stacks, offal pits, human and animal waste, potential chemical stores and tanks (e.g. fuel tank).

- You must know and list all near-by activities and naturally occurring chemicals that may contaminate your water supply.

S

Show

What do you need to show?

- Show your verifier a **record** of:
  - your initial or annual water test results,
  - a list of all near-by activities which might affect the safety of your water.
- Show your verifier how you know your water treatment system is working properly.

Starting

Wash hands

Your verifier will check these every time

K Know

What do you need to know?

- Washing your hands helps to keep bugs out of the kitchen. Regular hand washing helps prevent contamination of your food.
- Uncovered cuts and sores can spread bugs and make food unsafe and unsuitable.

D Do

What do you need to do?

- Wash your hands in soapy water for 20 seconds then dry thoroughly using paper towels, single use cloths, or an air dryer.
- Always have soap and paper towels, single-use cloths or an air dryer by the handwashing sink.
- You must keep your handwashing area clean.
- You must wash your hands:
  - when entering the kitchen,
  - before handling food,
  - after coughing or sneezing,
  - after using the toilet,
  - after using your phone,
  - after taking out rubbish,
  - after touching something you think is dirty.

Starting

D

Do

- You must manage any cuts or sores by:
  (tick as appropriate)
  - ☐ covering any cuts and sores, or
  - ☐ not handling food if cuts and sores are weeping or infected and can't be totally covered.

S

Show

What do you need to show?

- Tell your verifier who is responsible for making sure your handwashing area is fully stocked and clean.
- Your verifier may check that staff are washing their hands when they should.
- Your verifier will wash their hands when they enter your business, checking that everything they need is there.

Starting

Protecting food from contamination by staff

K

Know

What do you need to know?

- Food can become unsafe and unsuitable if contaminated by sick people or dirty clothing.
- Harmful bugs can be transferred to food through a sick person's faeces, vomit and other body fluids (e.g. blood, snot).
- Wearing clean clothes (including aprons etc.) helps to keep bugs out of the food, equipment and food preparation areas.
- Dirty clothing can contaminate food, surfaces and equipment.
- If sick staff contaminate food, you might have to recall it. See **'Recalling your food' .**

D

Do

What do you need to do?

Manage sick staff

- Any staff or visitors (including contractors) who have vomited or had diarrhoea in the 48 hours before entering the food premises must tell the: (tick as appropriate).
  - ☐ day-to-day manager, or
  - ☐ delegated person

    Name: _____

D

Do

- Food handlers who have vomited or had diarrhoea in the 48 hours before entering the food premises, or on the food premises, must tell the

  ☐ day-to-day manager, or

  ☐ delegated person (tick as appropriate)
  Name: _____
  immediately and seek medical advice if it has happened 2 or more times.
- Staff must stay away from the food processing area until they are well, if they have an illness they can pass on.
- Sick staff may be able to complete tasks that do not come into direct contact with food or food preparation areas.

Wear clean clothing

- Clean clothing (e.g. apron etc.) must be worn before handling food or entering food preparation areas (this applies to contractors and visitors too).
- You must make sure of one of the following, either: (tick as appropriate)

  ☐ staff wear their own clean clothing, or

  ☐ I provide clean clothing for staff.
- Remove outer protective clothing (e.g. aprons etc.) before leaving the food preparation area (e.g. to go to the toilet, outside etc.)

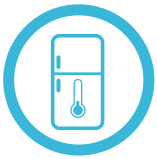
S

Show

What do you need to show?

- Your verifier may ask you to explain how you manage sick staff.
- Show your verifier:
  - a written **record** of when staff were sick,
  - that everyone who handles food puts on clean clothing/aprons at the start of (as required during) each shift,
  - how you make sure clothing is clean.
- Your verifier may also ask you questions about your rules around clean clothing or any issues you have had with your rules.

Starting



Keeping food cold

K

Know

What do you need to know?

- Keeping food at the right temperature prevents bugs from growing quickly.
- Some foods must be kept cold (chilled or frozen) to stop bugs growing.
- You need to know the difference between:
  - foods you need to keep cold to keep them safe (e.g. milk), and
  - foods you can keep cold so your customer enjoys them (e.g. beer).
- You need to know which foods must be kept cold. Find out from your supplier or food labels.

D

Do

What do you need to do?

- Check daily that the food in your fridge is being kept at 5ºC or lower.
- Monitor the temperature of the food in your fridge by: (tick as appropriate)

  ☐ using a probe thermometer to check the temperature of food or other substance (e.g. a container of water), or

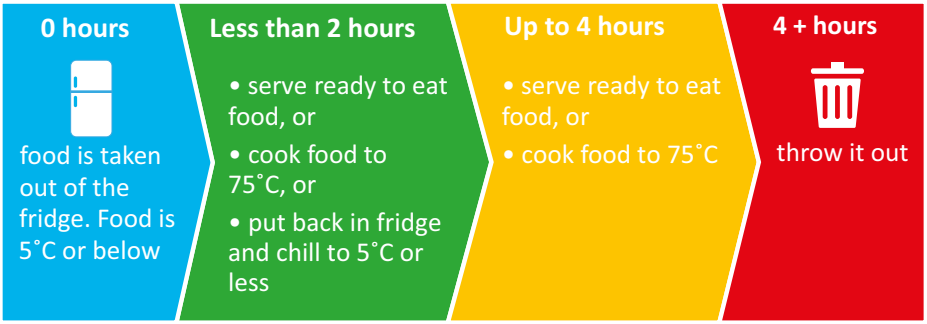
D

Do

- ☐ using an infrared thermometer to measure the surface temperature of the food, or
- ☐ using an automated system to monitor the internal temperature or surface temperature of your food.

- Check that food in the freezer is still frozen. You don't have to record the temperature of the frozen food.
- Follow the 2-hour/4-hour rule, as shown in the diagram below.

Total time that food is kept between 5 - 60˚C



D

Do

- If transporting cold food always use: (tick as appropriate)
  - ☐ a freezer/chiller vehicle
  - ☐ a chilly bin with ice blocks
  - ☐ an insulated container
  - ☐ other _____

S

Show

What do you need to show?

- Show your verifier:
  - how you check the temperature of your food or the internal temperature of your fridge(s),
  - a **record** of your temperature checks.

Starting

Checking for pests

K

Know

What do you need to know?

- Pests such as mice, birds and insects can spread disease. They do this by picking up bugs from dirty items such as waste and transferring them to food and food equipment.

D

Do

What do you need to do?

- Check for and remove any signs of pests daily (e.g. droppings, empty full traps, dead insects).
- Clean and sanitise any affected equipment and areas that come into contact with food.
- Follow the procedure on what to do **'When something goes wrong'** if you find signs that a pest may be present in your food business.

S

Show

What do you need to show?

- Show your verifier how you check for pests.

Separating food

K

Know

What do you need to know?

- Keeping raw/uncooked food away from cooked/ready-to-eat foods (e.g. salad) will stop bugs spreading.
- There are 11 common food allergens you must know about. These are: sulphites, cereals containing gluten (e.g. wheat), shellfish, eggs, fish, milk, peanuts, soybeans, sesame seeds, tree nuts and lupin.
- Some foods/ingredients could cause an allergic reaction. Keeping food that doesn't contain allergens separate from foods containing the allergens listed above will stop people getting sick and possibly dying.
- Know what allergens are in the food you sell – you must be able to tell customers if they ask or include this information on the packaging.
- Poisons and dangerous chemicals can make people sick if they get into food.

D

Do

What do you need to do?

- You must choose one of the following methods when preparing: (tick as appropriate)
  - raw and cooked/ready-to-eat foods,
  - foods that contain the allergens listed in the **Know**, and foods that don't contain those allergens,

D

Do

- ☐ use different spaces and equipment (chopping boards, knives and utensils), or
- ☐ process at different times (cleaning in between), and/or
- ☐ thoroughly clean and sanitise surfaces, boards, knives and other utensils between use.

- Wash your hands and, if required, change protective clothing (e.g. aprons) between handling:
  - raw and cooked/ready-to-eat, or
  - foods that contain the allergens listed in the **Know**, and foods that don't contain those allergens, or
  - dangerous chemicals or poisons and food.
- Keep all products not intended for human consumption (e.g. pet food) away from food and food preparation areas.
- Label poisons and dangerous chemicals clearly, store them away from food and make sure food is protected when using them.
- Label and store all food that could cause an allergic reaction separately.
- Tell your customers which foods you make or sell contain allergens if asked.
- When transporting your food, separate:

D

Do

- raw and cooked/ready-to-eat, or
- foods that contain the allergens listed in the **Know**, and foods that don't contain those allergens.

S

Show

What do you need to show?

- Your verifier may ask your staff to explain how they know which foods you make or serve contain allergens.
- Show your verifier that foods containing any of the allergens listed in the **Know**, and poisons and dangerous chemicals are clearly labelled and kept away from food.
- Show or explain to your verifier how you separate:
  - raw and cooked/ready-to-eat products, or
  - foods that contain the allergens listed in the **Know**, and foods that don't contain those allergens, or
  - dangerous chemicals or poisons and food.

Preparing food safely

K

Know

What do you need to know?

- Harmful bugs from food and allergens can be spread by contaminated food, dirt, hands, clothes and surfaces. A dirty or badly-organised preparation space allows bugs to grow and spread quickly and easily.
- There are rules in the Australia New Zealand Food Standards Code (the Code) about the types of food additives (e.g. preservatives) you can add to some foods. Food service businesses are unlikely to need to know about these rules. If you use food additives, check the Code or ask your verifier for more information.
- There are composition rules in the Code that only apply to some foods you may make, (e.g. sausages, meat pies etc.). Check the Code or ask your verifier for more information.

D

Do

What do you need to do?

- Design your workflow so you can safely move around your area (e.g. so you don't carry raw chicken across areas where cooked/ready-to-eat food is being handled).

D

Do

- Clean and sanitise your work areas as you go.
- Check additive requirements in the Code if you use food additives (e.g. preservatives) to make your foods.
- Check composition requirements in the Code are met (if applicable).

S

Show

What do you need to show?

- Show or explain to your verifier how you work in your kitchen including:
  - how you clean as you go,
  - how your food preparation area flows to stop bugs from growing and spreading,
  - your recipes to show how you meet additive and composition rules if they apply to you.

Preparing

Sourcing, receiving and storing food

K

Know

What do you need to know?

- Cooking does not necessarily make all food safe.
- Some foods must be kept cold (chilled or frozen) to stop bugs growing.
- Vending machines must store food at the correct temperature to stop bugs from growing.
- Food or ingredients must not be used or sold after their ‘use-by date’ (this includes food from vending machines).
- Only source food from a reputable supplier (e.g. registered food business).

D

Do

What do you need to do?

- Only buy food from approved suppliers.
- When receiving food, record:
  - the name and contact details of your supplier,
  - the type and quantity of food,
  - the temperature of the food, if it needs to be kept at a certain temperature to make sure it is safe and suitable.
- When collecting or receiving chilled food, measure the temperature of it with a thermometer. You must check that:

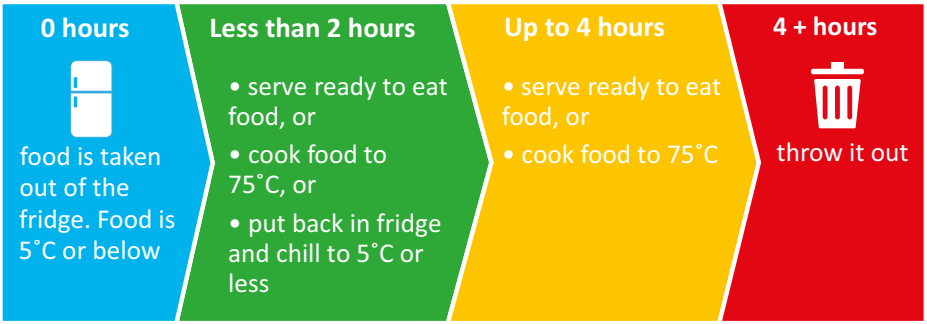
D

Do

- cold food is cold,
- frozen food is frozen,
- packaging is not damaged or dirty,
- food is not past its use-by date.

- Store food safely. Put chilled food away first, then frozen food, then food that can be stored at room temperature.
- Arrange your supplies so food with the closest use-by or best-before dates is used first.
- Throw out food at its use-by date.
- Store food covered and clearly labelled.
- Follow the 2-hour/4-hour rule, as shown in the diagram below:

Total time that food is kept between 5 - 60˚C



S

Show

What do you need to show?

- Your verifier will check:
  - **records** of your approved supplier list and supplier assurances,
  - **records** of:
    - the name and contact details of your supplier,
    - the type and quantity of food,
    - the temperature of the food, if it needs to be kept at a certain temperature to make sure it is safe and suitable.
- Show your verifier that food is stored, labelled and covered.

Cooking food

K

Know

What do you need to know?

- Some foods are likely to be contaminated with bugs that will make people sick or die.
- Cooking is a common way to kill these bugs and make the food safe to eat.
- Foods that need to be cooked to be safe include poultry and meat.

D

Do

What do you need to do?

- Cook poultry, minced meat and chicken livers using the **'Cooking poultry, minced meat and chicken liver'** card. Other meats can be served rare but must be seared before serving.
- Follow any manufacturer's instructions for cooking processed and ready-to-eat foods/ingredients.
- Always check dishes for cold spots, they must be cooked evenly and all the way through.
- Stir dishes frequently to avoid cold spots.
- Cooked food that is held between 5°C and 60°C, can be reheated again to above 75°C and served hot (above 60°C) within 4 hours, otherwise it must be thrown out.

D

Do

- Check the temperature of your food by:
  - ☐ using a probe thermometer to check the internal temperature of the food, or
  - ☐ using an infrared thermometer to measure the surface temperature of the food, or
  - ☐ using an automated system to monitor the internal temperature or surface temperature of your food (e.g. data logger).

S

Show

What do you need to show?

- Show your verifier how you know your food is always thoroughly cooked by:
  - taking the temperature of each item of food you cook, and/or
  - using the manufacturer's instructions.

Cooking poultry, minced meat and chicken liver

K

Know

What do you need to know?

- Cooking foods thoroughly kills harmful bugs.
- Some foods must be cooked thoroughly to kill bugs. You must know which of your foods are high risk and must be cooked thoroughly every time (e.g. chicken).
- Mincing meats means that any bugs on the surface may be spread through the product. Minced meat products must be thoroughly cooked.
- You don't need to take the temperature of thinly sliced poultry.

D

Do

What do you need to do?

- Cook poultry (e.g. chicken, duck, chicken livers) and minced or finely ground meat (e.g. sausages, meat patties) to specific temperatures for a set amount of time to make sure they are safe.
- Always use one of the following time/temperature combinations if you cook poultry, minced or finely ground meat, or chicken livers:

Internal temperature	Minimum time at temperature
65°C	15 minutes
70°C	3 minutes
75°C	30 seconds

D

Do

- Use a thermometer to check that the centre of the thickest part of the meat and/or poultry thicker than 4cm has reached one of the time/temperature combinations above.
- You must either:
  - record the temperature of at least 1 item from each batch, or
  - you must test each batch of poultry or minced meat you cook unless you can prove your method of cooking works every time. See the **'Proving the method you use to kill bugs works every time'** card.

Cooking processes I check every time:	Cooking processes I will 'prove':

- Throw out any cooked poultry and minced meat which has been held between 5°C and 60°C, and reheated to above 75°C but not eaten within 4 hours.

S

Show

What do you need to show?

- Show your verifier **records** of how you safely cook poultry and minced meat. **Record:**
  - the food,
  - the date cooked,
  - the temperature the food was cooked to and how long it stayed at this temperature.
- If you can prove your cooking method works, show your verifier records required from the **'Proving the method you use to kill bugs works every time'** card..

Proving the method you use to kill bugs works every time

K

Know

What do you need to know?

- If you make or cook any of the following foods, you can prove your method works to kill bugs every time:
  - poultry (e.g. chicken, liver),
  - minced meat (e.g. sausages, meat patties),
  - drying,
  - pickled or brined meat and/or vegetables,
  - hot smoked meat or seafood,
  - sushi (made with acidified rice),
  - Chinese style roast duck,
  - sous vide (meat or poultry).
- Proving your method works means that you don't have to test every single food item, each time you make it.

D

Do

What do you need to do?

- Identify the methods you will prove: (tick as appropriate)
  - ☐ poultry (e.g. chicken, liver)
  - ☐ minced meat (e.g. sausages, meat patties)
  - ☐ drying

D

Do

- ☐ pickled or brined meat and/or vegetables
- ☐ hot smoked meat or seafood
- ☐ sushi (made with acidified rice)
- ☐ Chinese style roast duck
- ☐ sous vide (meat or poultry)

- You must use the same equipment and same ingredients (type, weight, size, vinegar solution etc.) every time you make the food.
- Make or cook the food/cooking equipment using the standard procedure from the relevant card.
- Check/test the food to make sure it is meeting the required limits (e.g. poultry and minced meat products are cooked to 75°C for at least 30 seconds, the pH of acidified rice is at 4.6 or below, water bath is at the correct temperature for sous vide).
- If your standard method doesn't meet the required temperature/limit, you must adjust your cooking temperature/ingredients to make your method work.
- Check your method works 3 times with different batches of food so you know it works.
- Record your method and checks.
- Check your method works every week by checking the temperature of 1 batch of food.

S

Show

What do you need to show?

- Show your verifier **records** of:
  - your method,
  - your weekly batch checks.

Reheating food

K
Know

What do you need to know?

- You must reheat food safely so that it does not stay in the temperature danger zone (5°C–60°C).
- If you don't reheat food correctly, bugs will grow and make your food unsafe and unsuitable.
- Vending machines must reheat food safely.
- Bain-maries and hot cabinets do not reheat food. They keep food warm once it has been cooked or reheated.

D
Do

What do you need to do?

- Use the right equipment to reheat food quickly: (tick as appropriate)
  - ☐ microwave
  - ☐ stovetop
  - ☐ oven
  - ☐ other _____
- Reheat food until steaming hot (at least 75°C) in the coolest part (if a liquid) or the middle (if solid) and keep it above 60°C until it is used.

D

Do

- Reheated food that is held between 5°C and 60°C, can be reheated again to above 75°C and served hot (above 60°C) within 4 hours, otherwise it must be thrown out.
- Vending machines that reheat food must reheat it to at least 75°C in the coolest part and keep the food above 60°C until it is used.

S

Show

What do you need to show?

- Show your verifier:
  - how you safely reheat food to above 75°C,
  - how you know the food you reheated was above 75°C,
  - how you know your vending machine reheats food safely.

Cooling freshly cooked food

K

Know

What do you need to know?

- You must cool food correctly, so that it does not stay in the temperature danger zone (5°C–60°C) long enough for bugs to grow to unsafe levels.
- If you don't cool hot food quickly, bugs will grow and make your food unsafe and unsuitable.

D

Do

What do you need to do?

- Cool food quickly to stop bugs growing or producing toxins.
- When cooling freshly cooked food it must get from:
  - 60°C to 5°C (or below) in less than 6 hours or it must be thrown out,
  - 60°C to room temperature or 21°C (whichever is colder) in less than 2 hours, then room temperature or 21°C (whichever is colder) to 5°C (or below) in less than 4 hours.
- Use any (or a combination) of these methods: (tick as appropriate):
  - ☐ placing your food into shallow containers
  - ☐ using an ice bath
  - ☐ separating your food into smaller portions
  - ☐ placing your food in a blast chiller

D

Do

- Once your food is at room temperature or 21°C (whichever is colder), put it in the fridge or chiller.
- Check after 4 hours that food is at 5°C or below.
- Throw out any freshly cooked food which has been in the temperature danger zone for more than 6 hours.

S

Show

What do you need to show?

- Show or describe to your verifier how you cool freshly cooked food quickly.
- Show your verifier **records** of how you safely cool each batch of freshly cooked food (i.e. 60°C to room temperature or 21°C (whichever is colder) in less than 2 hours, then room temperature or 21°C (whichever is colder) to 5°C (or below) in less than 4 hours.
- Write down:
  - the food,
  - date the food was cooked,
  - the time it took to cool down.

Defrosting food

K
Know

What do you need to know?

- Juices from defrosted food can contain harmful bugs. If these juices get onto other food and surfaces they can make people sick.
- If food is only partially defrosted, it may not reach the correct temperatures during cooking to destroy bugs.

D
Do

What do you need to do?

- Plan ahead if using frozen food so you have enough time to thaw it safely, either in the fridge or chiller.
- When provided, thaw products according to manufacturer's instructions.
- Keep food being defrosted in a container and near the bottom of the fridge/chiller to stop juices from spreading onto surfaces and other foods.
- If you can't defrost food in a fridge/chiller, you can use any (or a combination) of these methods:
  (tick as appropriate)
  - ☐ thaw in the microwave and use food immediately
  - ☐ thaw under running cold water in an air tight container
  - ☐ defrost on the bench for no more than 4 hours

D

Do

- Once thawed, foods that are normally kept cold or kept hot must be refrigerated, cooked or kept hot.
- Food must be fully defrosted before being reheated or cooked.

S

Show

What do you need to show?

- Show your verifier:
  - how you defrost your food,
  - how you keep defrosted food safe.

Making + Cooking

Using water activity, acid or hot-smoking to control bugs

K

Know

What do you need to know?

- Harmful bugs need moisture to grow. Lowering the moisture content (water activity) of your food will help to stop their growth.
- Many harmful bugs cannot grow or grow very slowly in acidic environments (pH of 4.6 or less).
- To achieve the above conditions (respectively):
  - remove water (dry or brine) to achieve a water activity 0.85 or less,
  - lower the pH (pickle) to 4.6 or less.
- Hot smoking can help to stop bugs growing in your food but it may need further processing or cold storage to make sure it is safe. It can be used to cook your food or to flavour your food.
- This procedure applies to people who concentrate and dry food.
- MPI has developed a guide to help you calculate shelf life http://www.foodsafety.govt.nz/elibrary/industry/determine-shelf-life-of-food/
- There are rules in the Australia New Zealand Food Standards Code (the Code) about the types of food additives (e.g. preservatives) you can add to some foods. See the Code or ask your verifier for more information.

D

Do

What do you need to do?

Reducing water activity

Drying

- Dried products must have a water activity of 0.85 or less unless they are either: (tick if one applies)
  - ☐ stored chilled at 5°C or below until it is use,
  - ☐ subject to other valid preservation methods (e.g. reducing pH)
- All drying equipment (e.g. heating, fans, humidifiers) must be regularly checked that they are working properly.
- Drying must take place: (tick as appropriate)
  - ☐ in a temperature-controlled space,
  - ☐ at ambient air temperatures.
- If you are making products with a water activity of 0.85 or less, you must test them to make sure they achieve this.
- If you have a proven method for drying your food to a water activity of 0.85 or less, you must send 3 batches of your product to an accredited lab for water activity testing. This must be done at least once initially, and then you can use your own method to calculate water activity (e.g. weight loss). See the **'Proving the method you use to kill bugs works every time'** card.

Brining

- During immersion brining, meat must be fully immersed in the brine.
- Empty and clean brining tanks regularly.
- Check injection equipment before and after each use for any broken or missing parts.

D

Do

Making food acidic

- Pickled products must have a pH of 4.6 or less.

Brining and pickling solutions

- Only use permitted food additives. See the rules in the Code for the list of additives you can use.
- Make and use preparations following the manufacturer's instructions, or with own tried and tested recipes.
- Do not dilute the concentration of food additives (e.g. nitrite) and salt necessary to achieve brining and pickling.
- Stored chilled preparations at 5°C or below. Keep them covered until use.
- Carry out brining and pickling at 5°C or below.
- Throw out any recirculated or re-used preparations, and preparations which may been contaminated such as those used in injecting, at the end of each batch or day's operation.

Hot smoking

- If smoking seafood, use only fresh seafood.
- If hot-smoking is part of the cooking process for meat products, it must be cooked to a temperature of 75°C for at least 30 seconds. See the **'Cooking poultry, minced meat and chicken liver'** card.
- All smoke equipment (e.g. heating, air circulation, wood chips) must be safe and working properly.
- Smoking must be carried out: (tick as appropriate)
  - ☐ in a temperature-controlled space,

D

Do

- ☐ with the smoking temperature manually controlled.

- The product must be spaced out evenly to help air circulation and even smoking of your product.
- Follow manufacturer's instructions when using liquid smoke.
- After your food has been smoked, food which needs to be kept cold must be stored at or below 5°C and must be: (tick as appropriate)
  - ☐ marked with the date and time it was smoked, and then either used, or sold to be consumed, within 5 days of processing,
  - ☐ given a 'use-by' date.
- Identify the reason that you are hot-smoking. Choose which applies:
  - ☐ hot-smoking to cook food,
  - ☐ hot-smoking to impart flavour.
- For each batch of food you hot-smoke as part of the cooking process, you must record the following:
  - the smoke house air temperature,
  - the smoking start time,
  - the smoking finish time,
  - the core temperature of the food at the end of the cooking period,
  - if additional time for cooking was required.
- For each batch of food you hot-smoke to flavour your food, you must record the following:
  - the smoke house air temperature,
  - the length of time of the smoking process.

D

Do

- If you regularly dry, brine, pickle or hot-smoke your products, you can prove your method so that you only need to check batches weekly. See the **'Proving the method you use to kill bugs works every time'** card.

S

Show

What do you need to show?

Reducing water activity

Show your verifier

- any laboratory test results or results from your own method (e.g. weight loss) for water activity testing (if applicable),
- how you safely dry and brine your food,
- a written **record** of your method of drying food,
- a written **record** of your recipe for brining solutions.

Reducing pH

- Show your verifier:
  - how you achieve a pH of less than 4.6,
  - a written **record** your recipe for pickling solutions.

Hot-smoking

- Show your verifier:
  - how you safely hot smoke your food.
  - if hot-smoking as part of the cooking process, written **record** of:
    - the smoke house air temperature,

S

Show

- the smoking start time,
- the smoking finish time,
- the core temperature of the food at the end of the cooking period,
- if additional time for cooking was required.

- If hot-smoking to flavour your food, a written **record** of:
  - the smoke house air temperature,
  - the length of time of the smoking process.

Keeping food hot

K

Know

What do you need to know?

- You must keep foods that would normally be kept cold or hot out of the temperature danger zone (5°C - 60°C) to stop bugs from growing and making people sick.
- Hot food must be kept above 60°C to stop bugs growing.

D

Do

What do you need to do?

- Follow manufacturers' instructions for using equipment.
- Heat food to 75°C or more before placing in a bain-marie or hot cabinet.
- Your equipment must keep food above 60°C. Use a thermometer to check the temperature of the food.
- When food is being kept hot for more than 2 hours, check the temperature every 2 hours so you are sure it is above 60°C.
- If the 2 hour check shows that the food temperature is too low, reheat food to above 75°C and increase the temperature of the bain-marie or hot cabinet. If it's below 60°C at the next check, throw it out.
- If hot food has been held at a temperature below 60°C for more than 2 hours, it must be thrown away.

D

Do

- If hot food has been held at a temperature below 60°C for less than 2 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.
- Stir food to ensure it is kept hot all the way through.
- Do not mix old and new batches of reheated or hot, ready-to-eat food.

S

Show

What do you need to show?

- Show your verifier:
  - how you keep food hot,
  - how you measure temperature,
  - how you know you're checking temperatures in the required time limits.

Transporting your food

K

Know

What do you need to know?

- When transporting food that would normally be kept cold or hot, you must take steps to keep the food out of the temperature danger zone (5°C - 60°C) to stop bugs growing.

D

Do

What do you need to do?

Control temperatures

- Food must be transported and delivered at the correct temperature. You must regularly check this.
- Keep frozen food frozen.
- Only deliver food in the temperature danger zone if it's going to be eaten within 4 hours of entering the temperature danger zone.
- Transport cold food cold (at or below 5°C) or hot food hot (above 60°C).
- Use appropriate equipment for transporting food so you know your food will be safe. Use: (tick as appropriate)
  - ☐ insulated bags/boxes
  - ☐ portable chillers
  - ☐ hot-holding equipment
  - ☐ other _____

D

Do

Plan before transporting

- Animals must not be able to access the parts of your vehicle used for food.
- All parts of the vehicle that you use to transport food or food equipment must be clean (and sanitised if going to be in direct contact with ready-to-eat food).
- Throw out:
  - any food that has become contaminated,
  - food that has been kept in the danger zone for more than 4 hours.

S

Show

What do you need to show?

- Show your verifier:
  - how you make sure food is kept at the correct temperature when being transported,
  - what method you use to maintain temperatures and keep foods separate while transporting food,
  - your vehicle used for transporting food.
- A **record** of the temperature your food was transported at if it was not used within 4 hours.

Displaying food and customers serving themselves

K

Know

What do you need to know?

- Food can become contaminated by sick people or dirty clothing.
- Your customers can bring bugs into your food business. Harmful bugs can be transferred to foods through a sick person's faeces, vomit and other body fluids (e.g. snot and blood).
- Poorly arranged self-serve displays can increase the risk of customers transferring bugs to your food, (e.g. reaching across food).

D

Do

What do you need to do?

- Ready-to-eat food for customer self-selection must be: (tick as appropriate):
  - ☐ pre-wrapped before display, or
  - ☐ protected with sneeze guards and covers.
- If you are serving hot food, you must follow the rules for **'Keeping food hot'.**
- Display ready-to-eat foods that would normally be kept cold or hot for no more than 4 hours (after more than 4 hours between 5°C and 60°C it must be thrown away).

D

Do

- Always provide clean serving utensils. Utensil handles must not touch the food. Replace utensils when dirty (e.g. customer drops spoon on the floor) or the batch or dish changes.
- Have dedicated serving utensils for foods that contain the allergens listed in the **Know** in the **'Separating food'** card and foods that don't contain those allergens.

S

Show

What do you need to show?

- Show your verifier:
  - how you make sure that food for self-service is kept safe, (e.g. how you take temperature of your food, how long that your food is left out for),
  - how you display your food for self-service and stop your customers contaminating your food.

Knowing what's in your food

K

Know

What do you need to know?

- You must know, and be able to tell your customers what's in their food so they can make informed choices. This is especially important for people with food allergies.
- You must know what's in the ingredients you use. If you are importing food, you must understand the label.
- There are 11 common food allergens you must know about. These are sulphites, cereals containing gluten (e.g. wheat), shellfish, eggs, fish, milk, peanuts, soybeans, sesame seeds, tree nuts and lupin.
- Food allergies can result in life-threatening reactions that can occur within minutes of eating the food. Know which foods you sell that can cause allergic reactions.
- You need to know about additives and food composition rules in the Australia New Zealand Foods Standards Code. See the **'Preparing food safely'** card.

D

Do

What do you need to do?

- Check the labels of your ingredients. You must be able to understand them.
- Keep details of the ingredients you use, (e.g. record and follow your recipes so you know what allergens they contain).

D

Do

- Tell your staff which foods contain any of the allergens listed in the **Know**. They must know how important it is that they are aware of allergies and allergens.
- Either the ☐ day-to-day manager or ☐ delegated person (tick as appropriate)
  Name: _____
  must be able to talk to customers about what's in their food.
- Check all of the ingredients in the food, as well as sauces, garnishes served with, or added to, the food.

S

Show

What do you need to show?

- Show your verifier how you know what is in the ingredients you use.
- Your verifier may ask staff to tell them which foods contain allergens.

Packaging and labelling your food

K

Know

What do you need to know?

- You don't have to label your food if your food is:
  - not packaged,
  - made, packaged and sold in the same premises,
  - packaged in front of your customer,
  - whole or fresh cut fruit and vegetables (except for if you sell sprouts),
  - ready-to-eat food which is delivered to your business already packaged and ready to sell as is,
  - sold at a fundraising event,
  - displayed in a service cabinet which your customer doesn't have access to.
- Even if your food doesn't have to be labelled you must be able to tell your customers or display:
  - what's in the food,
  - any warning statements,
  - if the food is made from or contains genetically modified ingredients or irradiated foods.
- Food that is made in one premises and packaged in another premises must be labelled. Foods that are labelled must meet the rules about labelling in the Code.
- MPI has developed a guide to help you create your food label. Follow 'A guide to food labelling' http://www.mpi.govt.nz/document-vault/2965

D

Do

What do you need to do?

- If your food must be labelled you must include:
  - name of the food,
  - lot/batch identification,
  - name and address of your New Zealand or Australian business,
  - any applicable advisory statements, warning statements and declarations,
  - conditions for storage and use,
  - ingredients list,
  - date marking (e.g. use-by, best before etc.),
  - nutrition information panel,
  - information about nutrition, health and related claims (only if you've made a claim),
  - information about characterising ingredients and components,
  - if the product is or has been made with genetically modified foods or irradiated foods .
- Keep details of the ingredients you use in your food.
- Label your foods correctly, for your staff and for your customers.
- Use food safe packaging and packaging accessories (e.g. clips) to keep bugs and allergens out of food.

S

Show

What do you need to show?

- Show your verifier:
  - how you know what information to include on your food labels,
  - your food labels.

Selling your food to other businesses

K

Know

What do you need to know?

- You can only sell food you've made to another business if:
  - it does not change the main purpose of what you do (i.e. sell your food direct to consumers), and
  - you don’t have to do anything different to your food (e.g. change the way you package or label it).
  - Any businesses that you supply can only sell your food direct to their consumers, and not to other businesses. Examples of people that can use this plan include bakers who sell pies, cakes, slices etc. to café’s or retail butchers providing sausages/ steaks etc. to restaurants.
- When your food leaves your premises, you can no longer keep it safe and suitable – you rely on others to do this for you.
- You need to know the names and contact details of any businesses you regularly supply so you can recall any food if there is any problem.
- Anyone who consumes your food needs to know what is in it. If you are supplying other businesses that sell your food, you need to provide them with enough information so that they can answer any questions about what’s in your food.

K

Know

- If you find you are mostly making food to sell to other businesses, you might be using the wrong plan. Contact MPI (foodactinfo@mpi.govt.nz) for help.
- If you want to supply your products to another business in packaging they specify (e.g. with their branding) instead of in ways you use to supply your own customers, you cannot use this plan. Contact MPI (foodactinfo@mpi.govt.nz) for help.

D

Do

What do you need to do?

- You must keep a record of:
  - any businesses that you knowingly supply food to,
  - the product(s) you have supplied them,
  - the amount you have supplied them,
  - the date you supplied them.
- You must provide all food businesses that sell your food enough information so that they can answer any questions about what's in your food. Follow the **'Packaging and labelling your food'** and **'Knowing what's in your food'** cards.
- You must tell any business that you supply how to keep your food safe, and how long it can be kept before being used or thrown out.
- You must not change the way you package or label food from the way you do for your own consumers, even if a business you are supplying requests it.

- If you discover something wrong with your food that you supplied to a business, you must follow the **'Recalling your food'** and **'When something goes wrong'** cards.

S

Show

What do you need to show?

- Show your verifier a **record** of:
  - any businesses that you knowingly supply food to,
  - the product(s) you have supplied them,
  - the amount you have supplied them,
  - the date you supplied them.
- Show or explain to your verifier:
  - how you know that any business you supply food to sells it direct to their consumer,
  - how any food you supply to other businesses is packaged and (if applicable) labelled.

Serving + Selling

Closing

Cleaning up

K Know

What do you need to know?

- Bugs will grow on dirty surfaces and equipment and could make your customers sick.
- Dirty premises can attract pests like mice, rats and cockroaches which can spread disease.
- You must remove rubbish so that it does not attract pests.
- Removing rubbish reduces the risk of people/clothing becoming contaminated and the risk of your food becoming contaminated.
- Using unclean water can make people sick.
- Cleaning and sanitising are two different things:
  - cleaning removes dirt and grease,
  - sanitising kills harmful bugs on surfaces.

D Do

What do you need to do?

Using safe food

- Throw out stock by its use-by date.
- Throw out any food that has been kept hot on display or cool quickly and refrigerate to use cold the next day.
- Throw out any food or ingredients that have been contaminated.
- Throw out any leftover marinades or coatings

D

Do

- Throw out any leftover brining or pickling solutions.
- Throw out any food which has come into contact with unclean water.
- All remaining food which is safe to be used later, must be labelled and stored properly (e.g. cold food is in the fridge, food is protected from contamination (i.e. in containers).

Cleaning up your food preparation area

- Sort and/or wash dirty laundry (if you choose to supply your staff with clean clothing).
- Empty bins and remove rubbish from processing areas at the end of the day and when full.
- Dispose of rubbish regularly.
- Clean bins and rubbish area regularly.
- You must clean and sanitise all surfaces that come into contact with food.
- You must use hot soapy water or food grade cleaning chemicals.
- Always follow the instructions when using cleaning chemicals.
- Always sanitise food preparation areas and equipment after cleaning.

D

Do

- You must use clean water for cleaning your food preparation areas and equipment.
- You must sweep, vacuum and/or mop all areas of your food business.

S

Show

What do you need to show?

- Show your verifier:
  - your ‘end-of-day’ routines including stock control,
  - a **record** of your cleaning tasks, who does it and when,
  - how you remove waste,
  - how you clean your bins and rubbish area, and who is responsible,
  - that your premises and equipment is clean and that laundry is being done when necessary,
  - how you clean and sanitise your food preparation areas and equipment,
  - how you use chemicals safely.

Closing

Maintaining equipment and facilities

K

Know

What do you need to know?

- If your premises and equipment aren't designed for food use, aren't in good condition and/or don't work properly you may make unsafe and/or unsuitable food.
- It is important to assess where you make food and make sure it's not made of materials that could contaminate food, can be easily cleaned, has the necessary services (e.g. power, water) and is big enough for all the food activities (and staff) you have. You need to regularly check that all of this remains true (is maintained) for your business.
- If your premises and equipment aren’t in good condition and/or don’t work properly you may make unsafe and/or unsuitable food.
- Broken equipment and an unkempt building (e.g. holes in floors and walls) can allow pests and bugs in your food. This can lead to unsafe and unsuitable food.
- The water you use for food preparation, hand washing and cleaning must always be clean. You need to know how to repair and maintain water pipes, tanks and water treatment systems etc.

D

Do

What do you need to do?

- Check your premises for signs of deterioration (e.g. holes in floors and walls) and fix as necessary.
- Check your equipment for signs of deterioration and fix as necessary.
- Service your equipment regularly and if necessary calibrate according to your calibration schedule.
- Maintenance compounds and chemicals must:
  - be fully labelled, stored, sealed and used following the manufacturer's instructions,
  - be stored and transported in containers that are clearly different from food containers.
- You must manage and control pests by either:
  - ☐ employing a pest control specialist, or
  - ☐ managing these risks yourself.

For all water supplies

- Water pipes must work properly to stop animals, birds, dirt and waste from contaminating your water.
- Always flush water pipes after:
  - repairs and maintenance,
  - after 7 days without use to remove stagnant water,
- Keep water tanks:
  - Clean and in good condition to stop the build-up of sediment, and
  - Covered to stop animals, birds and dirt form contaminating water.

D

Do

For surface or ground water supply only

- You must install, operate and maintain the water treatment system following the manufacturer's instructions.
- You must follow the manufacturer's instructions for replacing and cleaning filters.
- Bores must be designed and maintained so they are protected from surface contamination.

For roof water supply only

- Water must only be collected from clean roofs and gutters made from safe materials (e.g. no lead based paints, bitumen, exposed timber or copper gutters).
- You must reduce the risk of contamination as much as possible. This includes:
  - putting screening gutters up, and
  - removing overhanging branches and vegetation, and
  - mounting aerials and satellite dishes away from water collection areas, and
  - installing a first flush device (a device which diverts the first flush of water when it rains).
- You must install, operate and maintain the water treatment system (e.g. replacing filters) following the manufacturer's instructions.

S

Show

What do you need to show?

- Show your verifier:
  - what you do to check your premises and equipment are designed for food use and are in good working order,
  - how often you do maintenance checks,
  - what you check for during maintenance checks,
  - a **record** of your regular maintenance tasks or repairs, who does them and when,
  - how you control pests,
  - how often you've inspected and maintained your water system and tanks. Also **record** who did it and when.
- Your verifier will check that you are calibrating your equipment as required.

For self-supplied water only (surface, ground or roof supply)

- Show how often you've inspected and maintained (e.g. changed filters) your water treatment system.

When something goes wrong

K

Know

What do you need to know?

- You must keep records for at least 4 years.
- Records must clearly describe what went wrong, who was involved and how the problem was fixed.
- Things don't always go as expected. You must have a procedure for dealing with things that go wrong in your plan.

D

Do

What do you need to do?

- Take immediate action as soon as a problem affecting food safety and/or suitability is identified. Record the action that you took.
- Use your records to look over the past week/few days. Determine if anything has gone wrong in your plan, for example:
  - fridge temperatures were too high,
  - there was a sign of pests,
  - received food was not at the correct temperature,
  - poultry was not cooked to at least 65°C for 15 minutes,
  - food was not reheated to above 75°C,
  - food was cooled too slowly,
  - food was transported at the incorrect temperature.

D

Do

- If something's gone wrong, identify where the problem started and how many times it happened. Identify if a procedure is missing from your plan.
- Is the food you produced unsafe or unsuitable? Do you need to tell your customers?
- Fix the problem yourself or tell the person responsible for that area about the problem.
- Take action to prevent the problem from happening again.
- Keep clear, accurate and complete records for at least 4 years.
- Notify your verifier if any of your food has become unsafe or unsuitable when following any procedures in your plan.

S

Show

What do you need to show?

- Show your verifier your **records** from times where things have gone wrong.
- You must show your verifier a **record** of:
  - what the problem was,
  - what you did to immediately fix the problem,
  - what changes you made to stop the problem from happening again,
  - how you kept food safe or made sure no unsafe and unsuitable food was sold.

Troubleshooting

Dealing with customer complaints

K

Know

What do you need to know?

- You must be able to identify if the complaint is about food safety, suitability or quality.
- Customer complaints about food safety and/or suitability must be dealt with immediately.
- You must have someone responsible for dealing with customer complaints.

D

Do

What do you need to do?

- Identify who is responsible for dealing with complaints:
  ☐ day-to-day manager or ☐ delegated person
  (tick as appropriate)
  Name: _____
- Identify if the complaint is about food safety, suitability or quality.
- If the complaint affects the food safety and/or suitability of a batch or individual item/dish, you must separate until proven to be safe or throw out affected food and associated ingredients,
  - check food that has been in the same area or has been prepared at the same time,
  - identify where the problem started,
  - fix the problem,
  - take action to prevent the problem from happening again.

D

Do

- Notify your verifier:
  - if someone who eats your food ends up sick, or
  - could end up sick if they eat your food.

S

Show

What do you need to show?

- Show your verifier a **record** of all of the following if the complaint is about food safety or suitability:
  - the contact details of the person who made the complaint,
  - the date and time of the purchase,
  - your food that was affected including the batch/lot ID,
  - what the complaint was about,
  - the cause of the problem,
  - the action you took immediately and the action you took to prevent it from happening again.

Troubleshooting

Tracing your food

K

Know

What do you need to know?

- You must be able to trace your food if a product you've made becomes unsafe and unsuitable.
- You have 2 options for tracing your food:
  1. record all information (including suppliers information with batch/lot identification) so that your product can be traced and recalled (if necessary), or
  2. only record the minimum amount of information required and recall all food you have made if there is a problem.
- The minimum information you need to keep when receiving food is:
  - the name and contact details of your supplier,
  - the type and quantity of food,
  - the temperature of the food, if it needs to be kept at a certain temperature to make it safe and suitable.
- If you choose option 1, you must have a written plan to be able to trace your food, and recall it if necessary, if there's a food safety problem with either your product or any of the ingredients in your product.
- If you choose option 2, you must recall or dispose of all of the food which may have been affected.

K

Know

- Option 2 could be expensive as if there's a food safety problem, you would have to recall or dispose of all foods produced in your premises which may have been affected.
- There is specific information you must keep about foods you import.

D

Do

What do you need to do?

- To trace imported food you must keep:
  - the name and contact details of:
    - your supplier,
    - the manufacturer of the food,
  - any information that shows the food:
    - has been assessed or confirmed as being safe and suitable,
    - is transported and stored safely to stop deterioration and contamination,
  - a description of the food including commodity, brand and lot or batch identification,
  - any information which will allow food to be traced:
    - from the supplier to the registered importer,
    - while it is under the registered importer's possession,
    - to the next person the food is passed onto (other than the final consumer).
- For all food choose either: (tick as appropriate)

  ☐ option 1 – record all information to enable targeted recall; or

  ☐ option 2 – record minimum information.

D

Do

If you choose option 1 :

- you must have a plan for recording where your food has come from and where it has gone,
- your staff must know how to follow the plan (i.e. recording batch/lot identification, and where to look for this information on pre-packaged products).

S

Show

What do you need to show?

- A **record** of all information outlined in the **Do** if you are importing food.
- If you choose option 1, a **record** of all batch/lot identification information.
- If you choose option 2, a **record** of the minimum information is required.

Troubleshooting

Recalling your food

K

Know

What do you need to know?

- Food that is unsafe or unsuitable can make people sick.
- You must be able to recall your food if there's a problem.
- The records you keep may help you in the event of a recall.
- There is helpful information about recalling food on the MPI website: http://www.foodsafety.govt.nz/recalls-warnings/
- There can be 2 reasons for recalls:
  1. your supplier may need to recall a food product or piece of equipment or packaging you use, or
  2. you may need to recall the food you have made from your customers.

D

Do

What do you need to do?

- If a food product or piece of equipment or packaging that you have used in your business must be recalled, you must:
  - be able to identify if your food has been affected,
  - identify if the recalled food is on display, in storage or been used as an ingredient in another food,
  - identify if the recalled food contact item (e.g. plastic container) is being used in your business,

D

Do

- be able to follow and meet with all of the instructions in the recall notice,
- separate any recalled produce and label it as ‘Recalled – do not use’,
- tell your supplier how much of their affected product is at your food business,
- arrange for affected product to be picked up and disposed of.

- If you have made and sold food which is unsafe or unsuitable, you must do all of the following:
  - call 0800 00 83 33 and ask for the Food Compliance team (if during work hours) or ask for the on-call MPI Food Safety Officer (if calling after hours),
  - complete the recall hazard/risk analysis form and send it to your Food Act Officer http://www.foodsafety.govt.nz/elibrary/industry/recall-hazard/index.htm
  - you must report to MPI your decision to recall within 24 hours,
  - draft a newspaper advertisement using the appropriate template:
    - food recall notice template – General products http://www.foodsafety.govt.nz/elibrary/industry/Food_Recall_Warning-Advertisement_Microsoft.rtf
    - food recall notice template – Allergen warning http://www.foodsafety.govt.nz/elibrary/industry/Food_Recall-Advertisement_Microsoft.rtf

D

Do

- send the newspaper advertisement to your Food Act Officer for approval. Publish the advertisement once approved. All advertisements must be approved by your Food Act Officer before publishing,
- ask your Food Act Officer if there is anything else you have to do (e.g. point of sale notice (Food recall notice template - Point of sale: http://www.foodsafety.govt.nz/elibrary/industry/Food_Recall-Microsoft_Word.rtf), press release (Example press release: http://www.foodsafety.govt.nz/elibrary/industry/Example_Press-Demonstrates_Main.htm), radio advertisement, website notice) and complete as required.

S

Show

What do you need to show?

- If your food must be recalled, you must show your verifier a **record** of:
  - completed recall hazard/risk analysis form,
  - a copy of the recall notice.

Specialist

Making sushi with acidified rice

K

Know

What do you need to know?

- Adding vinegar solution to rice makes it acidic. Harmful bugs cannot grow as well in acidified rice.
- You can make sushi with acidified or non-acidified rice. Sushi made with non-acidified rice cannot be kept for as long as sushi made with acidified rice.
- You must get the pH of your rice right so you don't harm your customers (i.e. if rice is too acidic (pH less than 2.4) you could burn someone's throat, if it's not acidic enough (i.e. more than 4.6) bugs can grow).
- Brown rice cannot be acidified because the hard surface coating on the grain stops the vinegar solution from soaking in.
- There are rules about how long sushi can be left outside of temperature control. The 2-hour/4-hour rule is modified for sushi made from acidified rice.

D

Do

What do you need to do?

Make non-acidified rice using white or brown rice

- Cool cooked rice from 60°C to room temperature or 21°C (whichever is colder) within 2 hours and to 5°C in another 4 hours.
- Do not keep sushi and/or onigiri above 5°C for more than 4 hours.

Specialist

D

Do

Make acidified rice

- You must only acidify white rice.
- Make and add a vinegar solution to your rice as soon as it is cooked. You must record the amount of vinegar solution you use.
- After acidifying your rice you must test the pH by mixing 1 part clean water with 3 parts acidified rice (e.g. ¼ cup clean water mixed with ¾ cup rice with vinegar).
- Test the pH of your acidified rice mixture using one of the following (tick which one you use):
  - ☐ pH strip
  - ☐ pH paper
  - ☐ calibrated pH meter
- Each batch of rice must have a pH of between 4.6 and 2.4.
- You must test each batch of rice you acidify, unless you can prove your method of acidifying works every time. See the **'Proving the method you use to kill bugs works every time'** card.
- You must cool acidified rice from 60°C to room temperature or 21°C (whichever is colder) in 2 hours, and to 15°C or less within another 4 hours.
- You must store acidified rice at temperatures between 5°C and 15°C for no more than 8 hours, after which it must be thrown out.
- You must not mix leftover rice with freshly prepared rice.

Specialist

D

Do

Display sushi made with acidified rice safely

- You must store:
  - nigiri pieces between 5°C and 15°C for no more than 8 hours, or else throw them out,
  - nori rolls between 5°C and 15°C for no more than 12 hours, or else throw them out.

(The times above include any time the acidified rice was between 5°C and 15°C before the sushi was shaped)

S

Show

What do you need to show?

Show your verifier:

- how you safely make sushi with non-acidified rice,
- how you safely make sushi with acidified rice including:
  - how you make your vinegar solution,
  - how you measure the pH of your rice,
  - a **record** of the pH measures of your rice,
- how you safely display sushi.

Specialist

Making Chinese style roast duck

K

Know

What do you need to know?

- Harmful bugs grow rapidly in the temperature danger zone.
- Boiling water kills bugs. The vinegar helps to stop bugs from growing while the duck is drying.
- Keeping the skin intact stops bugs from getting onto, and growing on, the meat.

D

Do

What do you need to do?

Preparation

- Defrost frozen duck thoroughly.
- Dip the duck in boiling water, vinegar and other ingredients (as used in your recipe).
- Hang the duck to dry in a cool area for no more than 6 hours.
- Check the temperature of the duck, with a thermometer, at the start and half way through the drying process. The internal temperature must not be more than 25°C.

Cooking

- The duck must be roasted.
  (see **'Cooking poultry, minced meat and chicken liver'** card).

D

Do

Display/storage

- Use the hanging hook to carry the duck. The duck must not be touched.
- Keep the duck's skin intact. It must not be broken during display and storage. If the skin breaks, cut the meat up and keep it above 60°C until served.
- Only display and store duck in a well ventilated, cool and dry area to prevent moisture build up (i.e. keep out of enclosed glass cabinets).
- Ducks must not touch each other or any other products on display or during storage. Move them away immediately if they touch.
- If ducks have accidentally been in contact with each other for a long time, you must cut them up and reheat the meat to 75ºC. Then either:
  - keep the meat at or above 60ºC until it's served, or
  - cool the meat from 60ºC to 21ºC within 2 hours, and from 21ºC to 5ºC in the next 4 hours and store at or below 4ºC.
- Wrapped duck must not be on display for more than 5 hours.
- Remove and dispose of any duck that has been on display for more than 22 hours.

Drying

You must:

- re-boil any water that's used to dip the ducks if the mixture has cooled down,
- move any ducks that have a core temperature higher than 25ºC during the drying process to the chiller until the temperature drops below 25ºC,

D

Do

- throw away any ducks that have been hung to dry for a period longer than 6 hours.

S

Show

What do you need to show?

- Show your verifier a written **record** of:
  - the temperature of each duck at the time it was hung up to dry and the time that drying started,
  - the temperature of the duck halfway through the drying process and what you did to bring it down if it was higher than 25ºC,
  - the time the duck was taken from the drying area to be cooked.

Specialist

Making doner kebabs

K

Know

What do you need to know?

- Raw doner kebab meat may contain bugs which can contaminate ready-to-eat food.
- You must cook meat thoroughly to kill bugs.

D

Do

What do you need to do?

Preparing a kebab spit

- Only use fresh meat from an approved supplier.
- Store meat below 5°C until needed.
- Prepare spits away from areas where salads, dips, sauces and cooked food is kept.
- Only use thin cuts of meat when forming the spit.
- Protect prepared spits from dirt and other contamination.
- The length of the formed block of meat must not be longer than the length of the burners.

Cooking and serving

- Doner kebab cooked on a vertical grill must be cooked before serving.
- The outside of the doner kebab must be thoroughly cooked before thin slices of meat are shaved from the outside surface.

D

Do

- Shaved meat must be collected before falling into the drip tray.
- Heating elements must be kept on and not turned down when the doner kebab starts cooking.
- When minced meat spits are cooked from frozen, shaved meat must undergo further cooking on a griddle/hot plate prior to use.
- Any shaved meat that has not been cooked thoroughly must be further cooked by using a hotplate or grill.
- If the doner kebab has not been completely used at the end of service you must:
  - ☐ throw it away, or
  - ☐ carve off any part cooked meat from the skewer. Cook thin slices on the grill/hotplate. Cool the cooked shaved meat, cover it and store in the fridge. The next day it may be reheated and served.
- You must cool the raw meat that remains on the skewer to room temperature or 21°C (whichever is colder) within two hours and to below 5°C within a further four hours.

Specialist

S

Show

What do you need to show?

- Show your verifier:
  - A written **record** of how you safely cooked poultry and meat including:
    - the food,
    - the date cooked,
    - the temperature the food was cooked to and how long it stayed at this temperature.
- Show or describe to your verifier:
  - how you cool hot food quickly;
  - how you know the food you reheated was above 75°C,
  - how you keep food hot,
  - how you measure temperature.

Specialist

Cooking using the sous vide method

K

Know

What do you need to know?

- The sous vide method cooks foods at temperatures in the danger zone (at or below 60°C). It is possible to do this safely – but only by managing this process very carefully. Mistakes can lead to people getting sick or dying.
- Cooking foods at a lower temperature takes longer to kill bugs.
- If the cooking temperature is too low, bugs cannot be killed.
- Harmful bugs will survive and grow if you do not follow the time and temperatures below.
- This process only works for meat and poultry cuts.
- This process does not cover whole birds (e.g. chicken, duck), fish or cooking in a sous vide oven. If you wish to do this, you will need to develop a custom FCP and complete the scientific research to prove you can do this safely.

Specialist

D

Do

What do you need to do?

- When preparing meat and poultry cuts to be sous vide, you must keep raw and ready-to-eat foods separate by either: (tick as appropriate)
  - ☐ not using your vacuum sealer for ready-to-eat foods if it is used for raw meat, or
  - ☐ cleaning and sanitising your vacuum sealer between using it for ready-to-eat foods,
  - cut meat and poultry pieces into equal portions so they are the same size, weight and shape,
  - store vacuum sealed product prepared for sous vide in the fridge until it is used.
- When setting up your water bath, you must:
  - calibrate water baths at least monthly,
  - make sure water is always able to circulate freely,
  - only use cooking equipment which has accurate and consistent temperature control,
  - preheat your water bath to at least 55°C for red meat and 60°C for poultry,
  - have good water circulation in your water bath,
  - change the water in the water bath after each batch.
- When cooking using the sous vide method, you must:
  - always completely submerge packs and make sure they are evenly distributed,
  - record the water bath temperature regularly or use an inbuilt data logger,

Specialist

D

Do

- always keep the water bath temperature above 55°C when cooking red meat and 60°C when cooking poultry at all times,
- the meat or poultry must reach the temperature of the water bath within 4 hours, if it takes longer, it must be thrown out.
- always test the temperature of the meat or poultry using a needle probe thermometer at the thickest part of the meat or poultry,
- always test the meat or poultry which has been in the coolest part of the water bath,
- check the temperature of the thickest part of the meat or poultry:
  - at the start of cooking the batch, and
  - before the start of the holding time, and
  - at the end of cooking the batch,
- check that the vacuum seal has not been broken after taking the temperature,
- always finish cooking one batch before adding chilled food to the water bath.

Specialist

D

Do

You must only use the following time and temperature combinations: (the times below are holding times, they only start once your product has reached the required temperature)

Internal temperature and holding times

Internal food temperature °C		Cook-serve: Serve immediately or within 2 days of cooking		Cook-Chill: Serve immediately or within 5 days of cooking
		All meats except poultry Time (Minutes/hours)	Poultry Time (Minutes/hours)	Red meat and poultry Time (Minutes/hours)
Temperature danger zone *	55	420 mins / 7 hrs	Poultry must not be sous vide at temperatures lower than 60°C	If storing sous vide red meat or poultry for longer than 2 days, **do not** cook at temperatures lower than 60°C
	56	296 mins / 4 hrs 56 mins		
	57	208 mins / 3 hrs 28 mins		
	58	147 mins / 2 hrs 27 mins		
	59	104 mins / 1 hr 44 mins		
60		73 mins / 1 hr 13 mins	56 mins	91 mins / 1 hr 31mins
61		52 mins	40 mins	63 mins / 1hr 3mins
62		36 mins	29 mins	44 mins
63		26 mins	21 mins	30 mins
64		18 mins	15 mins	21 mins
65		13 mins	11 mins	15 mins
66		9 mins	8 mins	10 mins
67		7 mins	6 mins	7 mins

*minimum time once product has reached this temperature

Specialist

D

Do

- Once meat and poultry has been cooked, you must keep it in its bag until it is ready to be used and either:
  - serve it directly from the bag,
  - remove it from the bag, sear it (or cook it in some other way) and serve immediately,
  - keep it in the bag, cool it quickly by following the **'Cooling freshly cooked food'** card and store it below 5°C for up to 2 days (only if you use the cook-serve method)
  - keep it in the bag, cool it quickly and store it below 5°C for up to 5 days (only if you use the cook-chill method).
- You must label cooked food with the date and time it was made, the type of food it is, whether it is cook-serve or cook-chill, and throw out date.

Proving your method

- If you don't want to take the temperature of every batch you cook, you can prove your method of cooking works every time. See the **'Proving the method you use to kill bugs works every time'** card.

Specialist

S

Show

What do you need to show?

- Show or tell your verifier:
  - how you calibrate water baths at least monthly,
  - **record** of:
    - water bath temperatures before the food was added to the water,
    - the time taken for the food to reach the selected internal temperature,
    - the length of holding time once the food reached the selected food temperature,
    - internal temperature of the food at the start and the end of holding time,
    - cooling time (for products cooled and stored for later service).

Specialist

Preparing red meat for mincing and serving lightly-cooked or raw

K

Know

What do you need to know?

- This process only covers red meat – beef, lamb and venison. This process does not cover pork, chicken, duck or livers.
- This process only needs to be followed if you choose to serve red meat lightly-cooked or raw.
- Bugs are found on the surface of whole cuts of meat. Mincing meat spreads the bugs from the surface all the way through the meat.
- It only takes a few harmful bugs to make people sick.
- The only way to make meat safe to be served lightly-cooked or raw is to kill the bugs on the surface of the meat before it is minced.
- There are 3 ways to reduce the number of bugs on the outside of meat – sear it, blanch it or sanitise it.
- Bugs can be hidden under flaps, in cavities and between the seams of whole cuts of meat. Make the outside of the meat smooth by removing any parts which could stop the searing, blanching or sanitising solution from killing bugs.

Specialist

K

Know

- All additional ingredients used with the sanitised red meat (e.g. seasonings, binders etc.) must be safe and suitable for use.
- You do not need to follow the rules about cooking minced red meat on the **'Cooking poultry, minced meat and chicken liver'** card if you follow this procedure.

D

Do

What do you need to do?

- You must choose one of the following methods:
  - searing, or
  - blanching, or
  - using sanitising solution.
- You must only use cuts of meat with a smooth surface. (E.g. prime cuts like sirloin, rump, thick flank, silverside, topside).
- You must either:
  - trim any seams, obvious flaps and/or cavities before searing, blanching or sanitising so the entire surface of the meat is evenly treated, or
  - cut or trim the meat into smaller portions (i.e. no flaps or cavities) before searing, blanching or sanitising so the entire surface of the meat is evenly treated.

Searing

- When searing, all surfaces of the meat (including any fat layer) must come into contact with the oiled hot plate, grill or pan.

Specialist

D

Do

Blanching

- When blanching, you can choose to blanch the meat either unwrapped or in a vacuum-sealed bag. If you use a vacuum-sealed bag, all surfaces of the meat must come into direct contact with the bag.
- The meat must be fully covered by water or stock that is at a rolling boil, for at least:
  - 30 seconds if it is not in a bag, or
  - 60 seconds if it is in a vacuum-sealed bag.

For both searing and blanching

- You must rapidly chill the seared or blanched meat by either:
  - placing the meat in an ice slurry, or
  - putting the meat in the fridge, or
  - putting the meat in the freezer.

Using sanitising solution

- When sanitising, you must only use one of the following chemicals: (tick as appropriate)
  - ☐ lactic acid
  - ☐ peroxyacetic acid (POAA)
- You must not use a lower or higher concentration of sanitising solution.
- The whole piece of meat must always be fully covered by the sanitising solution. All surfaces of the meat must come in direct contact with the sanitising solution.
- You must use a new sanitising solution for each piece of meat you sanitise.

Specialist

D

Do

Using lactic acid

- You must use a solution that is between 2—5%.
- You must dip the whole piece of meat in the solution for 9 seconds. The solution must be used at 55°C.

Using POAA

- You must use a concentration of between 150—220 parts per million.
- The concentration of hydrogen peroxide must be 75 parts per million or less (note: if using pre-prepared concentrate, you don't need to do this).
- You must dip the whole piece of meat in the solution for 10—15 seconds (no more than 30 seconds) at room temperature.

For all methods

- All meat that has been seared, blanched, or sanitised must be used within a maximum of 48 hours.
- Formed patties must be used within 24 hours or frozen immediately for later use.
- Thawed patties must be used within 24 hours.
- All seared, blanched, or sanitised meat must be stored at 5°C or less when not being used or handled.

S

Show

What do you need to show?

Show or describe to your verifier:

- how the method you have chosen is followed exactly, every time,
- how you kill the bugs on the outside of whole cuts of meat,

Specialist

S

Show

- how you handle the meat after it has been either seared, blanched, or sanitised,
- how you ensure, blanched, seared or sanitised meat is used within 48 hours,
- how you mince red meat safely and use the resulting patties within 24 hours,
- how you mince red meat safely.

Sanitising solution method

- Show or describe to your verifier:
  - how you prepare the sanitising solution,
  - how you know you have used the right:
    - chemical, and
    - concentration, and
    - temperature, and
    - amount of time to kill bugs.

Specialist