

| | | |
|--|----------------------------|----------------------|
| | HACCP Document No: HA00.00 | |
| Maleny Supa IGA | Revision: 3 | Issue Date: 10/10/12 |
| Table of Contents - Department Related | Section: TOC | |
| | Page:1 of 4 | |
| Prepared by: Graham King | Approved by: George Passas | |

TABLE OF CONTENTS - DEPARTMENT RELATED

This Food Safety Plan Contains the Following Sections:

| | |
|---------------------|--|
| Section 1.0 | Plan Notification & Approval & Corrective Actions |
| Section 2.0 | Store Manager's Quality Policy |
| Section 3.0 | HACCP – Management's Quality & Food Safety Policy |
| Section 4.0 | HACCP - Team Details |
| Section 5.0 | Description of Product Types in Storage |
| Section 6.0 | Facility Layout |
| Section 7.0 | HACCP – Process Flow Charts |
| Section 8.0 | HACCP – Hazard Risk Assessment Charts |
| Section 9.0 | HACCP – Hazard Audit Tables |
| Section 10.0 | HACCP – Facilities, Equipment & Maintenance |
| Section 11.0 | HACCP – Standard Operating Procedures |
| Section 12.0 | Staff & Contract Cleaning Program |
| Section 13.0 | GMP / Hygiene Policies and Standards |
| Section 14.0 | Staff Training Structure & Records |
| Section 15.0 | Store Pest Control Program + Contract |
| Section 16.0 | Calibration Schedule Program + Contract |
| Section 17.0 | Customer Complaints / Product Recall Procedures |
| Section 18.0 | HACCP Monitoring Records |
| Section 19.0 | HACCP Verification & Audit Schedule – see Store's QSA Booklet |

| | | |
|---|-----------------------------------|-----------------------------|
| | HACCP Document No: HA00.00 | |
| Maleny Supa IGA | Revision: 3 | Issue Date: 10/10/12 |
| Table of Contents - Department Related | Section: TOC | |
| | Page:2 of 4 | |
| Prepared by: Graham King | Approved by: George Passas | |

Based on the current departments selected via the departments form the following documents are included in this plan:

| # | Document Name | Reference # |
|----------|---|--------------------|
| 1. | Table of Contents - Department Related | HA00.00 |
| 2. | Food Safety Plan Notification for Approval | HA01.00 |
| 3. | HACCP Plan History of Amendments | HA01.01 |
| 4. | Manager's Quality Policy | HA02.00 |
| 5. | HACCP Terms & Definitions | HA03.00a |
| 6. | The Black Thirteen - Critical Food Safety Issues | HA03.01 |
| 7. | National Policy Product List (F,C,G) | HA03.03 |
| 8. | Storage and Packing Guidelines | HA03.03a |
| 9. | Team Details | HA04.00 |
| 10. | Description & Specifications of Product Types Found in Storage plus Approve Suppliers | HA05.00 |
| 11. | Facility Layout | HA06.00 |
| 12. | Process Flowcharts | HA07.00 |
| 13. | General Purchasing & Administration | HA07.01 |
| 14. | General Grocery Receival, Storage & Display | HA07.02 |
| 15. | General Perishable and Frozen Receivals, Storage & Display | HA07.03 |
| 16. | Meat Dept - Raw Meat - Poultry Processing & Display (Loose or Packed) | HA07.04 |
| 17. | Meat or Deli Dept - Processing & Display of RTE Meat Products | HA07.04b |
| 18. | Cryovac Procedure | HA07.04c |
| 19. | Meats or Seafood Thawing Procedure | HA07.04d |
| 20. | Meat Dept - Mincing & Sausage Making Procedure | HA07.04e |
| 21. | Produce Dept - Fresh Produce Preparation & Display | HA07.05 |
| 22. | Deli Dept - Smallgoods or Meat Slicing & Display | HA07.06 |
| 23. | Deli Dept - Fresh Seafood Handling & Display | HA07.07 |
| 24. | Deli Dept - Cooking of Chickens & Display | HA07.08 |
| 25. | Deli Dept - Cooking of Take Away Foods & Display | HA07.09 |
| 26. | Deli Dept - Pizza Salad & Sandwich Preparation Display & Cooking | HA07.10 |
| 27. | Bakery Dept - Donut Cooking & Display | HA07.11 |
| 28. | Bakery Dept - Frozen Bread or Danish Baking & Display | HA07.12 |
| 29. | Home Deliveries - Perishable, Frozen & Grocery Foods | HA07.13 |
| 30. | Hazard Risk Assessment Charts | HA08.00 |
| 31. | General Purchasing & Administration for Food Deliveries | HA08.01 |
| 32. | General Packaged Grocery - Receival, Storage and Display | HA08.02 |
| 33. | General Perishable & Frozen Food Receipt, Storage & Display | HA08.03 |
| 34. | Raw Meat or Poultry Processing | HA08.04 |
| 35. | Meat or Deli Dept - Processing & Display of RTE Meat Products | HA08.04b |
| 36. | Cryovac Processing | HA08.04c |
| 37. | Meats or Seafood Thawing Procedure | HA08.04d |
| 38. | Meat Dept - Mincing Sausage Making Procedure | HA08.04e |
| 39. | Fresh Produce Preparation & Display | HA08.05 |
| 40. | Smallgoods or Meat Slicing & Display | HA08.06 |
| 41. | Fresh Seafood Handling & Display | HA08.07 |
| 42. | Cooking of Chickens & Display | HA08.08 |
| 43. | Cooking of Take Aways & Display | HA08.09 |
| 44. | Pizza, Salad & Sandwich Preparation Display & Cooking | HA08.10 |
| 45. | Donut Cooking & Display | HA08.11 |
| 46. | Frozen Bread or Danish Baking & Display | HA08.12 |
| 47. | Home Deliveries | HA08.13 |
| 48. | Hazard Audit Tables - Food Safety Standards | HA09.00 |

| | |
|---|--|
| | HACCP Document No: HA00.00 |
| Maleny Supa IGA | Revision: 3 Issue Date: 10/10/12 |
| Table of Contents - Department Related | Section: TOC |
| | Page:3 of 4 |
| Prepared by: Graham King | Approved by: George Passas |

| # | Document Name | Reference # |
|----------|--|--------------------|
| 49. | Inwards Goods Receivals | HA09.01 |
| 50. | Refrigerated Foods Storage & Display | HA09.02 |
| 51. | Fresh Produce Preparation & Display | HA09.03 |
| 52. | Hot Food Cooking & Display | HA09.04 |
| 53. | Meat or Deli Dept - Processing & Display of RTE Meat Products | HA09.04b |
| 54. | Cryovac Procedures | HA09.04c |
| 55. | Meats or Seafood Thawing Procedure | HA09.04d |
| 56. | Meat Dept - Mincing Sausage Making Procedure | HA09.04e |
| 57. | General Dairy & Frozen Display | HA09.05 |
| 58. | Home Deliveries & Distribution | HA09.06 |
| 59. | HACCP - Minimum Facility, Equipment and Maintenance Specifications | HA10.00 |
| 60. | Refrigerated Transport | HA10.01 |
| 61. | Temperature Settings | HA10.02 |
| 62. | Preventative Maintenance Schedules Refrigeration Units | HA10.03a |
| 63. | Preventative Maintenance Schedules | HA10.05 |
| 64. | Contract Transport HACCP Requirements Letter | HA10.07 |
| 65. | Standard Operating Procedures | HA11.00 |
| 66. | Authorisation for Receiving Inwards Goods and Returns (Optional) | HA11.01 |
| 67. | Inwards Goods Checking & Receiving | HA11.02 |
| 68. | Meat Room Processing, Handling & Display | HA11.03 |
| 69. | Meat Dept Legislation | HA11.03a |
| 70. | Random Weight Meat Labelling Guidelines | HA11.03b |
| 71. | Fresh Produce Storage, Handling & Display | HA11.04 |
| 72. | Registered Service Display Practices | HA11.05 |
| 73. | Chicken Shoppe Shelf Life & Cooking Instructions | HA11.05a |
| 74. | Slicing of Smallgoods Meats and Cheeses | HA11.06 |
| 75. | Vacuum Packing of RTE Meats, Smallgoods and Cheeses | HA11.06a |
| 76. | Processing & Handling of Hot Take Away Foods | HA11.07 |
| 77. | Pizzas, Salads & Sandwiches | HA11.09 |
| 78. | Seafood Handling & Display | HA11.10 |
| 79. | Bakery Products, Storage, Processing & Display | HA11.11 |
| 80. | General Grocery Products Handling & Display | HA11.12 |
| 81. | Perishable Frozen Products Handling & Display | HA11.13 |
| 82. | Retail Sell-By List | HA11.13a |
| 83. | Home Deliveries | HA11.14 |
| 84. | Quarantine Procedures | HA11.15 |
| 85. | Disposal of Quarantined & Out of Date Goods - SUMMARY | HA11.15a |
| 86. | Quarantined, Damaged or Recall Goods | HA11.15b |
| 87. | Temperature Checking of Foods | HA11.16 |
| 88. | Manual Date Coding Guideline for Foods | HA11.19 |
| 89. | ISB Thawed Use By List | HA11.19a |
| 90. | Thawing of Frozen Foods | HA11.20 |
| 91. | Food Labelling and Nutritional Informational | HA11.23 |
| 92. | Country of Origin Labelling - National Newsletter Dec 06#1 | HA11.24 |
| 93. | Cleaning & Sanitation Program for Equipment and Facility | HA12.00 |
| 94. | Master Cleaning Schedule - Meat Room | HA12.01 |
| 95. | Master Cleaning Schedule - Produce Area | HA12.02 |
| 96. | Master Cleaning Schedule - Delicatessen | HA12.03 |
| 97. | Master Cleaning Schedule - Bakery Dept | HA12.04 |
| 98. | Master Cleaning Schedule - General Store Area | HA12.05 |
| 99. | Master Cleaning Schedule - Contract Cleaning | HA12.06 |
| 100. | Weekly Pre-Operational Hygiene Checklist | HA12.09 |

| | | |
|---|-----------------------------------|-----------------------------|
| | HACCP Document No: HA00.00 | |
| Maleny Supa IGA | Revision: 3 | Issue Date: 10/10/12 |
| Table of Contents - Department Related | Section: TOC | |
| | Page:4 of 4 | |
| Prepared by: Graham King | Approved by: George Passas | |

| # | Document Name | Reference # |
|----------|--|--------------------|
| 101. | Corporate Policies | HA13.00 |
| 102. | Warehouse Policies | HA13.01 |
| 103. | Good Hygiene Policies (GHP) | HA13.02 |
| 104. | Glass Policy | HA13.03 |
| 105. | Date Marking of Food | HA13.04 |
| 106. | Site Policies | HA13.05 |
| 107. | Training Program | HA14.00 |
| 108. | Dangerous Goods Clean Up Procedures Training | HA14.01 |
| 109. | Dangerous Goods - Clean Up Procedures | HA14.01a |
| 110. | Food Safety - Training Structure | HA14.02 |
| 111. | Staff Training Matrix | HA14.03 |
| 112. | Pest Control Program | HA15.00 |
| 113. | Pest Control Measures | HA15.02 |
| 114. | Equipment Calibration | HA16.00 |
| 115. | Consumer Complaints and Product Recall Procedures | HA17.00 |
| 116. | Complaint Form - METCASH | HA17.01 |
| 117. | Complaints Flowchart | HA17.02 |
| 118. | Monitoring Records | HA18.00 |
| 119. | Daily 'Goods Inwards Summary' (GIS Sheet) | HA18.01 |
| 120. | Storage and Cooking Check Sheet | HA18.08 |
| 121. | Pick Up or Goods Returned Advice | HA18.10 |
| 122. | Thermometer Weekly Calibration Checksheet | HA18.11 |
| 123. | Cleaning & Sanitation Checksheet - Meat Room | HA18.12a |
| 124. | Cleaning & Sanitation Check Sheet - Delicatessen | HA18.12b |
| 125. | Pest Control Sightings Record | HA18.13 |
| 126. | Daily Scales Calibration Checksheet | HA18.15 |
| 127. | Sausage Meat Preparation Check Sheet | HA18.17 |
| 128. | Verification and Audit Schedule | HA19.00 |
| 129. | Manager's Store Audit Guide | HA19.01 |
| 130. | Manager's Store Audit | HA19.02 |
| 131. | Retail Food Safety Standards - Audit Guide | HA22.04b |
| 132. | Ice Blanket Brochure | HA.INFO |
| 133. | Allergen Warnings | HA.INFO |
| 134. | Labelling legislation-Debbie Behan 3 pager | HA.INFO |
| 135. | Safefood NSW Weekly Pre-Operational Hygiene Checksheet | HA.INFO |

| | | |
|---|-----------------------------------|-----------------------------|
| | HACCP Document No: HA01.00 | |
| Maleny Supa IGA | Revision: 3 | Issue Date: 10/10/12 |
| Food Safety Plan Notification for Approval | Section: 1 | |
| | Page:1 of 1 | |
| Prepared by: Graham King | Approved by: George Passas | |

FOOD SAFETY PLAN NOTIFICATION FOR APPROVAL

Business Name: **Maleny Supa IGA**

Address: **26 Maple St
Maleny
QLD 4552**

Business Telephone No. **07 54942257**

Contact Name: **Rob Outridge / Sam Davies**

Business Registration Details:

Food Safety Accreditation Details:

Date: **Monday, 12 November 2012**

This is to certify that this Food Safety Plan has been examined and approved by the local or state authority for compliance to:

- Procedural & monitoring requirements,
- Acceptable food handling practices,
- Support systems (such as cleaning facilities, pest control, calibration, recall systems, etc), and found to comply with both local & state regulatory requirements.

Approved by: _____

Title: _____

Date: _____

| | |
|---|--|
| | HACCP Document No: HA01.01 |
| Maleny Supa IGA | Revision: 3 Issue Date: 10/10/12 |
| HACCP Plan History of Amendments | Section: |
| | Page:1 of 1 |
| Prepared by: Graham King | Approved by: George Passas |

HACCP PLAN HISTORY OF AMENDMENTS

| Rev # | Reason for change | Doc Ref | Revision Date | Approved by |
|-------|-------------------|---------|---------------|-------------|
|-------|-------------------|---------|---------------|-------------|

Table of Contents - Department Related

| | | | | |
|---|------------------|---------|-------------|-------------|
| 1 | First published. | | 2 Oct 2012 | |
| 2 | Header edited | HA00.00 | 10 Oct 2012 | Graham King |

Food Safety Plan Notification for Approval

| | | | | |
|---|------------------|---------|-------------|-------------|
| 1 | First published. | | 2 Oct 2012 | |
| 2 | Header edited | HA01.00 | 10 Oct 2012 | Graham King |

HACCP Plan History of Amendments

| | | | | |
|---|------------------|---------|-------------|-------------|
| 1 | First published. | | 2 Oct 2012 | |
| 2 | Edit Header | HA01.01 | 10 Oct 2012 | Graham King |

Manager's Quality Policy

| | | | | |
|---|---|---------|-------------|-------------|
| 1 | First published. | | 2 Oct 2012 | |
| 2 | Header edited | HA02.00 | 10 Oct 2012 | Graham King |
| 3 | "Pillarnname" merge field removed from the body of document | HA02.00 | 26 Oct 2012 | Graham King |

HACCP Terms & Definitions

| | | | | |
|---|------------------|----------|-------------|-------------|
| 1 | First published. | | 2 Oct 2012 | |
| 2 | Header edited | HA03.00a | 10 Oct 2012 | Graham King |

The Black Thirteen - Critical Food Safety Issues

| | | | | |
|---|------------------|---------|-------------|-------------|
| 1 | First published. | | 2 Oct 2012 | |
| 2 | Header edited | HA03.01 | 10 Oct 2012 | Graham King |

Team Details

| | | | | |
|---|------------------------------|---------|-------------|-------------|
| 1 | First published. | | 2 Oct 2012 | |
| 2 | Header updated | HA04.00 | 8 Oct 2012 | Graham King |
| 3 | 'Store Owner' added to table | HA04.00 | 26 Oct 2012 | Graham King |

Cooking of Chickens & Display

| | | | | |
|---|------------------|---------|------------|-------------|
| 1 | First published. | | 2 Oct 2012 | |
| 2 | Header updated | HA08.08 | 8 Oct 2012 | Graham King |

| | | |
|--------------------------|----------------------------|----------------------|
| | HACCP Document No: HA02.00 | |
| Maleny Supa IGA | Revision: 4 | Issue Date: 26/10/12 |
| Manager's Quality Policy | Section: 2 | |
| | Page:1 of 1 | |
| Prepared by: Graham King | Approved by: George Passas | |

MANAGER'S QUALITY POLICY

MALENY SUPA IGA is committed to the retail sale of fresh and grocery food products of the highest quality that are appealing and safe to all customers.

The major aim of **MALENY SUPA IGA** is committed to:

- providing exceptional quality food and grocery products,
- maintaining the integrity of the food products, whilst in our care
- excellence in customer service.

To achieve this, we shall operate under a food safety system approved by the FSANZ Food Code requirements and State Food Authority, which shall be a significant component of each employee's training and culture.

All staff directly handling and processing foods shall be aware of all their requirements, and store standards & procedures. They shall be given the adequate resources to enable them to understand, participate in and maintain the store Quality Program effectively. These procedures are reviewed by key staff, and updated when changes are necessary, with the aim of continuous improvement and exceeding consumer expectations.

Signed: _____ (Owner / Manager)

Date: _____

| | | |
|---------------------------|-----------------------------|----------------------|
| | HACCP Document No: HA03.00a | |
| Maleny Supa IGA | Revision: 3 | Issue Date: 10/10/12 |
| HACCP Terms & Definitions | Section: 3 | |
| | Page:1 of 4 | |
| Prepared by: Graham King | Approved by: George Passas | |

HACCP TERMS & DEFINITIONS

H.A.C.C.P. stands for

HAZARD ANALYSIS & CRITICAL CONTROL POINTS

WHAT IS IT ?

- HACCP is an approach to Quality Assurance & food safety that identifies & prevents problems before they occur.
- It involves a **hazard analysis** of the potential food safety hazards in the chain, and develops systems and **critical control points** to eliminate those hazards or reduce their risk.
- An audit of the process will require conformance to State Health Legislation.

BACKGROUND

- Since 1999 most states have introduced new food safety legislation that requires all food premises (including distributors and those who participate in the production and handling of food) to implement **H.A.C.C.P.** based food safety programs and hygienic food handling practices.
- Metcash has created the National Technical Services Unit who are responsible for developing H.A.C.C.P. systems and procedures and supporting the training of management and on-line staff in all business units.
- Given that the company sees this as an opportunity to gain, or in some cases catch up on, our competitors' marketing edge, H.A.C.C.P. plans, systems and training are available to Independent Retailers who are either part of a franchise group of stores, or to independent banners supplied by Metcash.
- One day Food Safety Training courses are available in all states.

DEFINITION CLARIFICATIONS

1. **HAZARD - means** any microbial, chemical or physical property that has the potential to cause harm to humans.
2. **HAZARD ANALYSIS - means the** identification and assessment of the above hazards within the food premise.
3. **CRITICAL CONTROL POINT means a** step at which control can be applied and a hazard prevented, reduced or even eliminated. Similarly, it is a point where loss of control may lead to a safety problem. (See chart attached)

The 7 H.A.C.C.P. PRINCIPLES

- When HACCP was designed by NASA in the 60's, they came up with a methodology that guaranteed 100% Food safety if all 7 principles were adopted by a food manufacturer or handler of food. They are...
 1. **Conduct a Hazard Analysis.**
 2. **Identify the Critical Control Points (C.C.P.'s).**
 3. **Set Critical Limits.**
 4. **Monitor the C.C.P.'s.**
 5. **Take Corrective Action.**
 6. **Set up Record Keeping Systems.**
 7. **Verify that the system is working (including audits).**

| | |
|---------------------------|----------------------------------|
| | HACCP Document No: HA03.00a |
| Maleny Supa IGA | Revision: 3 Issue Date: 10/10/12 |
| HACCP Terms & Definitions | Section: 3 |
| | Page:2 of 4 |
| Prepared by: Graham King | Approved by: George Passas |

The 12 STEPS to Implement a HACCP based “Food Safety Program”

1. Assemble the Core H.A.C.C.P. team.
2. Describe the products.
3. Identify their intended use.
4. Develop a process flow diagram.
5. Verify that diagram
6. List all potential hazards.
7. Establish critical control points.
8. Establish critical limits.
9. Establish a monitoring system.
10. Establish corrective actions.
11. Establish verification procedures.
12. Establish record keeping.

NOTE: The intention is for Metcash trading Food Safety Department to train all, cost effectively, so you can MEET the new legislative requirements via a 1 day Course AND THE HACCP MANUAL that provides all the materials and all the necessary steps, C.C.P.'s, Monitoring Systems, Standard Operating Procedures, etc., which can then be adopted with minimal customisation by stores.

How Metcash Can Assist On Questions About H.A.C.C.P.

- Speak to Food Safety staff by phone or fax or e-mail. See below for contact details.
- Speak to your Local State Fresh Food Specialist for support and or details about HACCP support.

Contact Details : Metcash Trading Ltd, 4 Newington Rd, Silverwater, NSW, 2128, or directly to

| Graham King (National Food Safety Team Leader & QLD / NT Food Safety Coordinator) | Scott Eastwood (NSW / ACT Food Safety & National QA Coordinator) |
|--|---|
| Phone : (07) 3804 3621 | Phone: (02) 9741 7337 |
| Fax : (07) 54745862 | Fax: (02) 9741 3463 |
| Mob : 0448 566 330 | Mob: 0418 177 913 |
| E-mail : graham.king@metcash.com | E-mail : scott.eastwood@igadist.com.au |
| Matthew Kuhnell (Food Safety Coordinator VIC, SA, Tas, NZ) | Peta Brenes (Food Safety Co-Ordinator WA) |
| Phone : n/a | Phone : (08) 9311 6327 |
| Fax : n/a | Fax : (08) 9311 6350 |
| Mob : 0429 463 450 | Mob : 0448 448 250 |
| E-mail : matthew.kuhnell@metcash.com | E-mail : peta.brenes@metcash.com |

| | | |
|---------------------------|-----------------------------|----------------------|
| | HACCP Document No: HA03.00a | |
| Maleny Supa IGA | Revision: 3 | Issue Date: 10/10/12 |
| HACCP Terms & Definitions | Section: 3 | |
| | Page:3 of 4 | |
| Prepared by: Graham King | Approved by: George Passas | |

LIKELY IMPACT OF REQUIREMENTS ON THE FOOD PREMISE

- **A FOCUS ON** staff training is a major requirement and support to an effective H.A.C.C.P. process.
- The best national standards available are the Nationally Accredited programs that cover crucial food hygiene practice education including personal hygiene, cleaning, sanitation, chemical and food handling, GMP, pest management, .etc
- It is necessary to set up a store-specific H.A.C.C.P. Co-ordinator or Food Safety Supervisor asap to help modify procedures and control sheets (monitor or manage the process), maintain records etc. Each new employee needs to be inducted according to the Training program set-up at store level and co-ordinated by the above.
- Learn to locally introduce or revise procedures for all stages of food handling, from the receiving of goods to their packing at the checkout, especially ***after any minor or major capital works occur on site.***
- Modify, update or replace plant and equipment which ***may not*** be meeting the minimum HACCP based critical control point limits or cannot be supported via the corrective actions required.
- Any new management changes can be trained in HACCP from the retail store template provided within a Metcash 1 Day HACCP Course, specifically designed for the retail or warehouse business type.

| | | |
|---------------------------|-----------------------------|----------------------|
| | HACCP Document No: HA03.00a | |
| Maleny Supa IGA | Revision: 3 | Issue Date: 10/10/12 |
| HACCP Terms & Definitions | Section: 3 | |
| | Page:4 of 4 | |
| Prepared by: Graham King | Approved by: George Passas | |

DEFINITIONS

Auditor: A person who conducts an audit.

Control (verb): To take all necessary actions to ensure and maintain compliance with criteria established in the H.A.C.C.P. plan.

Control (noun): The state wherein correct procedures are being followed and criteria are being met.

Control Measure: Any action or activity that can be used to prevent or eliminate a food safety hazard or reduce it to an acceptable level.

Corrective Action: Any action to be taken when the results of monitoring at the C.C.P. indicate a loss of control.

Critical Control Point (C.C.P.): A step at which control can be applied and is essential to prevent or eliminate a food safety hazard or reduce it to an acceptable level.

Critical Limit: A criterion which separates acceptability from unacceptability.

H.A.C.C.P.: A system which identifies, evaluates, and controls hazards which are significant for food safety.

H.A.C.C.P. Plan: A document prepared in accordance with the principles of H.A.C.C.P. to ensure control of hazards which are significant for food safety in the segment of the food chain under consideration,

Hazard: A biological, chemical or physical agent in, or condition of, food with the potential to cause an adverse health effect in humans.

Hazard Analysis: The process of collecting and evaluating information on hazards and conditions leading to their presence, to decide which are significant for food safety and therefore should be addressed in the H.A.C.C.P. plan.

Monitor: The act of conducting a planned sequence of observations or measurements of control parameters to assess whether a C.C.P. is under control.

Step: A point, procedure, operation or stage in the food chain including raw materials, from primary production to final consumption.

| | | |
|--|----------------------------|----------------------|
| | HACCP Document No: HA03.01 | |
| Maleny Supa IGA | Revision: 3 | Issue Date: 10/10/12 |
| The Black Thirteen - Critical Food Safety Issues | Section: 3 | |
| | Page:1 of 2 | |
| Prepared by: Graham King | Approved by: George Passas | |

THE BLACK THIRTEEN - CRITICAL FOOD SAFETY ISSUES

Please place this notice in each lunchroom area and fresh food department.

Get the right CULTURE- Regular checks WILL promote food safety and staff confidence.

1. All cold food must meet Australian Cold Chain Standards and ANZFA standard by meeting the: "Never warmer than" rules of:
 - **Perishables to be stored never warmer than 4°C**
 - **Frozen goods to be stored never warmer than -18°C**
2. When storing foods (cool rooms, fridges) always remember golden rule:
 - **"If it leaks keep it Low" e.g. chickens, cheese, seafoods...** This means – ONLY store these products on the bottom shelf in your fridges so that they have less chance of contaminating cooked products and other fresh foods if they start leaking.
3. Always separate contaminant risks
 - **All exposed glass / ceramics aren't permitted in prep areas**
 - **Store chemicals, potting mix, pet foods at least ONE aisle away from food & drinks**
4. Always **cover** the following in food preparation areas:
 - **Lights (use covers or non-breakable tubes)**
 - **Hair (must be covered with the use of hats or hairnets)**
 - **Hands (use gloves/bags/sheets/tongs when handling unpackaged foods)**
 - **Uniforms (use aprons) & jewellery (see policy Sect 13)**
5. When handling Fresh Foods use the FIFO (First In First Out) rule
 - **First In First Out - use day-dots or pen on receipt dates**
 - **Regular daily audits of short shelf life foods e.g. dairy**
6. Home Deliveries must not exceed **5 km** or **20 minutes** without Refrigeration support
 - **Use ice blocks or bricks inside Esky or polystyrene foam boxes.**

| | | |
|--|----------------------------|----------------------|
| | HACCP Document No: HA03.01 | |
| Maleny Supa IGA | Revision: 3 | Issue Date: 10/10/12 |
| The Black Thirteen - Critical Food Safety Issues | Section: 3 | |
| | Page:2 of 2 | |
| Prepared by: Graham King | Approved by: George Passas | |

7. Cooked Chickens must be cooked **to a minimum 74°C (or 88°C Standard) in the centre.**
 - **Check regularly using temperature probe and record.**
8. All hot foods must be **stored with product temperature above 60°C**
 - **Check regularly and use temperature probe and record.**
9. To chill any cooked foods, you must get the middle of the product to:
 - **21 °C in 2 hrs (and keep chilling to)**
 - **5 °C in the next 2 to 4 hrs**
10. **Whole fish must be iced** at all times and separated from old stock
11. **All in store date-marking** meets Food Standards Code requirements
 - Legible, accurate, ingredients, clear & not false /misleading
 - Always follow shelf-life provided by manufacturer and or Metcash (e.g. thaw bakery), or take on full product liability.
12. **Regular Cleaning is the best form of Pest Control**
 - If cleaning is done effectively, it produces nothing.
 - If cleaning is not done effectively, it produces significant costs to the business.
13. **All thermometers and scales should be correctly calibrated**
 - Thermometers must be **accurate to \pm 1°C & checked weekly.**
 - **Scales must be exactly accurate & checked daily.**
 - Only **use correctly designed calibration** procedures.

| | |
|--------------------------------------|----------------------------------|
| | HACCP Document No: HA03.03 |
| NATIONAL POLICY | REVISION: 2 Issue Date: 02/10/12 |
| NATIONAL POLICY PRODUCT LIST (F,C,G) | SECTION: 3.0 |
| | PAGE: 1 of 1 |
| Prepared by: Graham King | Approved by: George Passas |

NATIONAL POLICY PRODUCT LIST (F,C,G)

| Type | PRODUCT LIST | Type | PRODUCT LIST |
|----------------|--------------------------------------|-----------------|--|
| F | Confectionery | F | Prepared meals |
| F | Chocolates | F | Cake and pastry mixes, biscuits |
| F | Beverages | F | Fruits, dried and crystallised |
| F | Coffee | F | Desserts - packets |
| F | Tea | F | Toppings |
| F | Powdered Milk | G | Bags, wraps and foils |
| F | Canned Milks and Creams | G or DG | Paper & plastic party, catering needs |
| F | Soft drinks | G | Toilet rolls and holders |
| F | Cordials and Extracts | G | Tissues |
| F | Fruit juices | G | Towels and towel holders |
| F | Non alcoholic wines and coolers | G or C | Stationary |
| F | Soups - canned & powdered | F or C | Medicinal products and vitamins |
| F | Fish and Snails - Canned | G | Sanitary products |
| F | Meats and Dinners - Canned | C | Deodorants |
| F | Baked beans and Spaghetti-Canned | C, G ,DG | Toiletries (including DG – <i>aerosols</i>) |
| F | Vegetables - Canned | C | Batteries, bulbs and flashlights |
| F | Tomato products | C | Laundry products |
| F | Fruits - Canned | C or G | Hardware, gardening, pool products |
| F+C+G | Baby Foods and Baby Sundries | C | Bleaches and cleaners |
| F | Jams and Honey | C+DG | Fly sprays, insecticides, rodent killers |
| F | Pastes and spreads | C or G | Pet food and pet sundries |
| F | Health foods | F | Breakfast foods |
| F | Condiments, pickles and vinegar | F | Nuts, snack and savouries |
| F | Mayonnaise and salad dressings | C or G | Cigarette, tobacco products |
| F | Sauces | C or G | Wrapping sundries and store needs |
| F | Cake and cooking needs | G | GM - soft goods-haberdashery |
| F | Flour | G | GM - hard goods – hard-ware |
| F+ DG's | Oils, cooking-aerosols , shortenings | G | GM - hard goods – house-ware |
| F | Salt | F | Beer, wines, alcohol and spirits |
| F | Spices, seasoning and curry powder | G | Sales aids |
| F | Sugar | | New Others... |
| F | Rice | C or G | Motor Products |
| F | Seeds and grain | C + DG | Lighters |
| F | Spaghetti and pasta - dry | F | Distilled Water |
| F | Breads | | |

| | |
|--------------------------------|---------------------------------|
| | HACCP Document No: HA03.03a |
| NATIONAL POLICY | REVISION: 2 Issue Date:17/09/04 |
| Storage and Packing Guidelines | SECTION: 3.0 |
| | PAGE: 1 of 1 |
| Prepared by: Graham King | Approved by: George Passas |

STORAGE AND PACKING GUIDELINES

As at 28th October 2002, Floor Planning in IGA Retail Stores should be planned according to Food Safety regulations.

All goods within a retail premise can now be simply categorized as to their potential Food Safety Risk. In some cases having Dangerous Goods within the category also needs highlighting.

Definitions: All saleable items in a typical retail store are either:

- ♦ **F = FOODS** can be drunk or eaten by a human being
- ♦ **C = CONTAMINANTS** can contaminate foods if exposed directly or even indirectly. Chemicals which are contaminant risks include: bleaches, fabric softeners, floor cleaners, laundry detergents, floor waxes, drain cleaner, air fresheners, shampoos, hair conditioners, perfumes & cosmetics, detergents, hand soaps, personal care items, pesticides, charcoal & charcoal lighter fluids, motor oils, any other cleaning chemicals, other previously returned / quarantine items, forklift batteries, etc. Microbiological contaminants are fertilisers, potting mixes, pet-foods.
- ♦ **G = GENERAL GOODS** are not intended for human consumption or able to contaminate foods. These can be all types of paper goods, wrapping, foils, plastic goods, toys, hardware, homeware, sanitary products, sales aids, general merchandise, etc
- ♦ **DG = DANGEROUS GOODS** as identified on their packages according to Dangerous Goods Regulations. Generally all aerosols, poisons, flammable items, corrosives are marked as dangerous goods.

Rules:

- **Foods** can be stored, displayed & packed beside or adjacent to **General Goods**
- **Contaminants** can be stored, displayed & packed beside or adjacent to **General Goods**
- **Contaminants** MUST NEVER be stored above **Foods** as they may leak onto the food
- **Foods & Contaminants** MUST NOT be stored or displayed together as this is regarded as LONG-TERM storage.
- Contaminants must be at least one metre apart from foods OR preferably on separate aisles.

Where goods are packed at the register, or for home deliveries, this is regarded as SHORT-TERM storage. To MINIMISE any contamination of foods the following minimum standards should apply:

- ♦ **4 Barrier rule:** Food packs that have been packed within an inner product package, and encased within another outer package or carton (making 2 barriers), can be packed or transported beside chemical goods that have been similarly packed with 2 packaging layers (another 2 barriers) for up to 90 min.
- ♦ **3 Barrier Rule** Food packs that have been packed within a drum or a single-layer bag (only 1 barrier), can be packed into shopping bags or transported for home deliveries beside chemical goods that have been packed with 2 packaging layers (another 2 barriers) for up to 90 min.
The 3-barrier rule is the minimum acceptable separation rule for IGAD deliveries as well.
- ♦ **2 Barrier rule:** Food packs that have been packed within a drum or a single-layer bag (only 1 barrier) are NOT TO BE PACKED with chemical goods that have been similarly packed with only 1 packaging layer.

Retail store examples of concern are ...

All individual packs of chemicals and/or glass packaged goods should be separated at all times to minimise the risk of cross contamination.

- ♦ Chemical / Glass containers stored above or next to food bags on the same vertical stack.
- ♦ Chemical containers e.g. drums indicating leakage / spillage adjacent to bagged material foods.
- ♦ Numerous individual chemical packs and individual barrier packs of food are placed beside each other on promotion displays (gondola ends) and / or in same checkout bags packed together.

The only exception to this rule permitted is if the food item involved is packed in a solid or impervious container.

| | | |
|--------------------------|----------------------------|----------------------|
| | HACCP Document No: HA04.00 | |
| Maleny Supa IGA | Revision: 4 | Issue Date: 26/10/12 |
| Team Details | Section: 4 | |
| | Page:1 of 2 | |
| Prepared by: Graham King | Approved by: George Passas | |

TEAM DETAILS

NAMES OF KEY FSP TEAM MEMBERS

| FOOD SAFETY SUPERVISORS | |
|------------------------------------|-----------------|
| STORE OWNER | Rob Outridge |
| STORE MANAGER | Sam Davies |
| ASSISTANT STORE MANAGER | |
| STORE FOOD SAFETY SUPERVISOR | Leisa Payne |
| NIGHT MANAGER | Owen Gray |
| RELIEF MANAGER | Karen Gray |
| WEEKEND MANAGER | |
| KEY DEPARTMENT MANAGERS | |
| DELICATESSEN MANAGER | Leisa Payne |
| ASSISTANT DELICATESSEN MANAGER | |
| MEAT MANAGER | Graeme Rodgers |
| ASSISTANT MEAT MANAGER | |
| BAKERY MANAGER | Karlle Svenson |
| ASSISTANT BAKERY MANAGER | |
| SEAFOOD MANAGER | |
| ASSISTANT SEAFOOD MANAGER | |
| PRODUCE MANAGER | Larry Gaslevich |
| ASSISTANT PRODUCE MANAGER | Peter Fuery |
| DAIRY-FREEZER SUPERVISOR | Katrina Bell |
| ASSISTANT DAIRY-FREEZER SUPERVISOR | Owen Gray |
| RECEIPT STORE-PERSON 1 | |
| RECEIPT STORE-PERSON 2 | |

FSP = Food Safety Program

| | | |
|---------------------------------|-----------------------------------|-----------------------------|
| | HACCP Document No: HA04.00 | |
| Maleny Supa IGA | Revision: 4 | Issue Date: 26/10/12 |
| Team Details | Section: 4 | |
| | Page:2 of 2 | |
| Prepared by: Graham King | Approved by: George Passas | |

Position Responsibilities

| Position | Job Description (Duty Statements) |
|--------------------------------------|--|
| Store Owner | Responsible for providing the adequate resources necessary for the overall Food Safety Program training, materials and equipment design |
| Store Manager | Responsible for communication with department managers and the maintenance of the overall Food Safety Program including providing the resources being allocated towards – training plans, raw materials, monitoring materials, equipment maintenance, support programs |
| Food Safety Supervisor / Coordinator | This is usually the Store Owner or Store manager or a delegated person who is responsible for the full maintenance of the Food Safety Program and checking that monitoring sheets are being recorded on and the correct forms are being maintained by key department managers. |
| Assistant Store Manager | Responsible for assisting with all of above Food Safety Program materials and equipment |
| Delicatessen Manager | Responsible for maintenance of the Delicatessen Department based Food Safety Program activities including providing the resources being allocated towards - training plans, raw materials , monitoring materials, equipment maintenance, support programs |
| Meat Manager | Responsible for maintenance of the Meat Department based Food Safety Program activities including providing the resources being allocated towards - training plans, raw materials, monitoring materials, equipment maintenance, support programs |
| Dairy / Freezer Supervisor | Responsible for maintenance of the Dairy / Freezer area based Food Safety Program activities including providing the resources being allocated towards – training plans, raw materials, monitoring materials, equipment maintenance, support programs |
| Produce Manager | Responsible for maintenance of the Produce Department based Food Safety Program activities including providing the resources being allocated towards – training plans, raw materials , monitoring materials, equipment maintenance, support programs |
| Receiver | Responsible for maintenance of the Receipt store-room area activities including communication with department managers, store managers and providing adequate resources towards raw material handling, monitoring materials, equipment maintenance, and support programs applicable. |

See Overall and Dept Organisation Charts attachments where required

| | |
|---|----------------------------------|
| | HACCP Document No: HA05.00 |
| NATIONAL POLICY | REVISION: 2 Issue Date: 05/05/09 |
| Description & Specifications of Product Types Found in Storage plus Approve Suppliers | SECTION: 5.0 |
| | PAGE: 1 of 3 |
| Prepared by: Graham King | Approved by: George Passas |

DESCRIPTION & SPECIFICATIONS OF PRODUCT TYPES FOUND IN

Metcash Business Units including IGA Distribution, Campbell's Cash & Carry, CSD & Australian Liquor Marketers may receive, store, cross dock and distribute to customers including ANZFA Food Type codes 2, 4, 5, 6, 8,10,11,12,14,15 :

- ◇ Bakery Products - fresh & frozen
- ◇ Chemicals - household & industrial
- ◇ Dairy Products - chilled & shelf stable
- ◇ Dangerous Goods – matches, liquids, aerosols
- ◇ Eggs & Egg Products
- ◇ Fats & Oils - chilled & shelf stable
- ◇ Frozen Groceries
- ◇ Fruit Juices - chilled & shelf stable
- ◇ General Dry Packaged Grocery Products
- ◇ General Merchandise
- ◇ Meat & Poultry Products - fresh, frozen, cured or processed
- ◇ Pesticides – household
- ◇ Seafood Products - frozen & shelf stable
- ◇ Liquor Products

A more detailed site list of goods can be obtained from site management.

Description : Metcash Warehouses principally receive, store, handle and distribute food and general grocery products to customers who are largely in the food service and hospitality industry. Foods are generally sold by purchase but sometimes outer packaging is opened to sell by unit. In these cases the food is not removed from their tamper evident packaging throughout the period of receipt, storage & handling.

In the case of some customers, the Warehouse can be the sole supplier of certain food and grocery products. In these cases the customers can dictate and direct certain quality requirements for the receipt, handling, storage and even delivery of certain products, i.e. we may be requested to store a frozen product in the chiller to thaw it by the time it is delivered so that it may be used immediately on receipt by the customer. At no time is a food safety issue allowed to be compromised in the total cold - chain process.

All incoming food specifications are pre – determined by the supplier except corporate branded products where periodical testing for physical, chemical & microbiological standards is performed by Metcash Corporate Management. As a result product specifications for all products handled by Metcash businesses may not be required, as customers often dictate what products they require and how and where Metcash businesses or IGA source these products from either manufacturers or principal storage sites.

Approved Suppliers Program : Food is purchased from approved food manufacturers or distributors who have demonstrated that safe food handling practices are in place as defined by ANZFA Food Safety Standards and that an audit has successfully been completed. The Approved Supplier Program is managed at Metcash Head Office (Silverwater) and controlled directly by Technical Services under company policy HA 20. It allows for audit equivalency and is available upon request.

Purchasing Specifications : The following General Specifications outline the Company Policy requirements for foods to be received into warehouse / stores to ensure food safety and quality if delivered as a direct product.

| | |
|---|----------------------------------|
| | HACCP Document No: HA05.00 |
| NATIONAL POLICY | REVISION: 2 Issue Date: 05/05/09 |
| Description & Specifications of Product Types Found in Storage plus Approve Suppliers | SECTION: 5.0 |
| | PAGE: 2 of 3 |
| Prepared by: Graham King | Approved by: George Passas |

SPECIFICATIONS FOR ALL PERISHABLE & FROZEN FOODS

GENERAL REQUIREMENTS

All perishable & frozen food products must be supplied in fresh condition, free from any odour, discolouration or signs of spoilage. There shall be no evidence of physical, chemical or microbiological contamination. Uncooked fermented comminuted meat products must be prepared according to the Food Standards Code and the Code of Hygienic Production for Uncooked Fermented Comminuted Meat Products

PACKAGING & LABELLING

All perishable & frozen packaged foods must be delivered in food grade packaging that is free from chemical or physical contaminants. Labelling shall comply with the requirements of the Food Act 1984 & the Food Standards Code 1995, and any subsequent amendments or legislation.

All perishable unpackaged foods are to be stored in suitable containers that do not introduce any food safety or quality risks to the goods.

TRANSPORT & DELIVERY

All perishable & frozen foods are to be transported in vehicles that do not introduce any food safety or quality risks to the goods. The vehicle must conform to the requirements outlined in procedure HA 11 – 02. These products are not to be transported in a manner where they may come in contact with unpackaged meats, animals, infestation, plants, chemicals or soils.

All perishable foods shall be transported and delivered so that their temperatures are never warmer than **4°C**.

All frozen foods shall be transported and delivered so that their temperatures are never warmer than **-18°C**.

All ice cream products shall be transported and delivered so their temperatures are never warmer than **-18°C**.

SHELF LIFE OF GOODS

All perishable & frozen food products shall be delivered with shelf life exceeding that specified by the Metcash Ltd National Acceptance Dates List. Exceptions to this shall be as per procedure HA 11 – 02NAD.

CONDITIONS FOR SUPPLY

It is required that all perishable & frozen foods supplied comply with the relevant Food Act and current appropriate food standards codes at all times. Failure to do so will result in the refusal of the goods.

FOOD SAFETY PROGRAM

It is a requirement of Metcash Trading Ltd that the supplier has implemented a food safety program based on H.A.C.C.P. (Hazard Analysis Critical Control Points) principles, which meets with the description of food safety programs in the state Food Acts. If a food safety program is not currently in operation, it is required that a supplier develops and implements such a program within 12 months of initial delivery.

SPECIFICATION FOR ALL DRY FOODS (includes all liquor products)

GENERAL REQUIREMENTS

All dry food products must be supplied in fresh condition, free from any odour, moisture or infestation. There shall be no evidence of physical or chemical contamination.

| | |
|--|--|
| | HACCP Document No: HA05.00 |
| NATIONAL POLICY | REVISION: 2 Issue Date: 05/05/09 |
| Description & Specifications of Product Types Found in Storage plus Approve Suppliers | SECTION: 5.0 |
| | PAGE: 3 of 3 |
| Prepared by: Graham King | Approved by: George Passas |

PACKAGING & LABELLING

All dry packaged foods must be delivered in food grade packaging that is free from chemical or physical contaminants. Labelling shall comply with the requirements of the Food Act 1984 & the Food Standards Code 1995 and any subsequent amendments or legislation.

TRANSPORT & DELIVERY

All dry foods are to be transported in vehicles that do not introduce any food safety or quality risks to the goods. The vehicle must conform to the requirements outlined in procedure HA 11 – 02. These products are not to be transported in a manner where they may come in contact with un-packaged meats, animals, infestation, plants, chemicals or soils.

SHELF LIFE OF GOODS

All dry food products shall be delivered with shelf life exceeding that specified by the Metcash Ltd National Acceptance Dates List. Exceptions to this shall be as per procedure HA 11 – 02NAD.

CONDITIONS FOR SUPPLY

It is required that all dry foods supplied comply with the relevant Food Act and current appropriate food standards codes at all times. Failure to do so will result in the refusal of the goods.

FOOD SAFETY PROGRAM

It is a requirement of Metcash Trading Ltd that the supplier has implemented a food safety program based on H.A.C.C.P. (Hazard Analysis Critical Control Points) principles, which meets with the description of food safety programs in State Food Act. If a food safety program is not currently in operation, it is required that a supplier develops and implements such a program within 12 months of initial delivery.

| | |
|--------------------------|----------------------------------|
| | HACCP Document No: HA06.00 |
| Maleny Supa IGA | REVISION: 2 Issue Date: 02/10/12 |
| Facility Layout | SECTION: 6.0 |
| | PAGE: 1 of 1 |
| Prepared by: Graham King | Approved by: George Passas |

FACILITY LAYOUT

Facility Layout is used for a number of purposes. They are to demonstrate that the food business meets the requirements for various building codes, food safety monitoring and food safety controls that prevent contamination of food. A Site Layout will help identify if any short-comings exist in meeting the food premise design requirements and highlight any risks of cross contamination. It may be a hand-drawn documents or photocopy of OH&S emergency evacuations etc.

Remember for the health of persons and the hygiene of food handlers – the food premise design needs to prevent ‘contaminants’ which can be any biological or chemical agent, foreign matter, or other substance that may compromise food safety or food suitability. That means to ensure ready-to-eat food is clearly separated, canteen areas and equipment used on the premises are well set up.

Thus, Food premises must ensure that ...

1. food contamination risks be minimised when receiving, storing, processing or the physically moving of food inside and outside the food premises.
2. they maintain adequate dedicated hand-washing facilities, that are accessible and not obstructed from easy use, be connected to warm running potable water of around 40°C to 44°C, with adequate soap and correctly installed single use hand drying facilities.

To assist with food premise review - each key factor below is to be drawn (and marked with the code identifier in bold) onto site map for ease of use by store managers health authorities and auditors:

| Description of area to be marked on the site's facility layout | Mark as... |
|--|--|
| 1. To identify any cross-contamination points possible from an overview of food handling flows. Use arrows to show flows for key food types eg fresh fish & meat, F&Veg, chilled, frozen, security goods | Use arrows to show flows. |
| 2. To identify where the Pest Rodent Bait Stations are for the Pest Control Program use | Use B₁, B₂ |
| 3. To identify which locations has which type of food handling equipment which includes cool-rooms, freezer coffins / doors, deli slicer, meat preparation equipment, cooking units like bain maries, combi steamers, etc and the various food preparation areas | Mark with their names on site layout. |
| 4. To identify where the Temperature Gauges are on the site for viewing by staff and EHO's. | T |
| 5. To identify where Thermometers and scales are stored. | Th or S |
| 6. To identify where calibration equipment for Thermometers and scales are stored. | C |
| 7. Identify where all the Cleaning Workstations are located | CL |
| 8. Identify where all the chemicals are stored for cleaning – including names of product groups where stored on the site on shelves | CH |
| 9. Identify that there are enough wash basins for regular hand cleaning. | WB |

| | | |
|--------------------------|----------------------------|----------------------|
| | HACCP Document No: HA07.00 | |
| Maleny Supa IGA | REVISION: 2 | Issue Date: 02/10/12 |
| Process Flowcharts | SECTION: | |
| | PAGE:1 of 1 | |
| Prepared by: Graham King | Approved by: George Passas | |

PROCESS FLOWCHARTS

Note: All of the flowcharts available in the system are listed here. **Maleny Supa IGA** has only been provided with the flowcharts from this list that are related to the departments in this store. A list of the actual documents for this store is located at the front of the food safety plan in the table of contents. If you require additional documents from the list below, update your departments form and republish.

The following flowcharts indicate the store's receiving, storage & handling processes.

| | | |
|-----------------|--|----------|
| General | - General Purchasing & Administration | HA07-01 |
| General | - General Grocery Receival, Storage & Display | HA07-02 |
| General | - General Perishable and Frozen Receivals, Storage & Display | HA07-03 |
| Meat Dept | - Raw Meat/Poultry Processing and Display | HA07-04 |
| Meat/Deli | - RTE Meat Products Processing and Display | HA07-04b |
| All Depts | - Cryovac Packaging Procedure | HA07-04c |
| Meat/Deli | - Meat & Seafood Thawing Procedure | HA07-04d |
| Meat Dept | - Mincing & Sausage Making Procedure | HA07-04e |
| Produce Dept | - Fresh Produce Preparation & Display | HA07-05 |
| Deli Dept | - Smallgoods or Meat Slicing & Display | HA07-06 |
| Deli Dept | - Fresh Seafood Handling & Display | HA07-07 |
| Deli Dept | - Cooking of Chickens and Display for sale | HA07-08 |
| Deli Dept | - Cooking of Take Away Foods & Display | HA07-09 |
| Deli Dept | - Pizza Salad & Salad Preparation Display & Cooking | HA07-10 |
| Bakery Dept | - Donut Cooking & Display | HA07-11 |
| Bakery Dept | - Frozen Bread or Danish Baking & Display | HA07-12 |
| Home Deliveries | - Perishable, Frozen & Grocery Foods | HA07-13 |

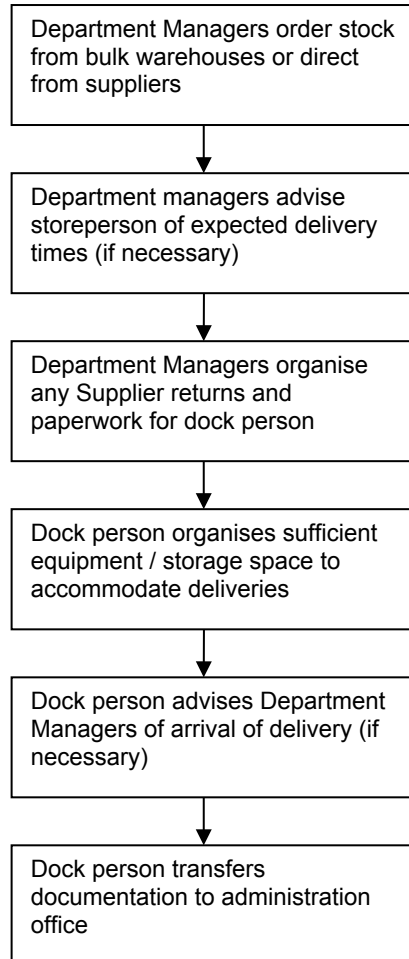
Legend ... Coloured in steps - Indicates a

CCP "**Critical Control Point**" as identified in hazard risk assessment in Section's 8 & 9

RCP "**Random Check Point**" when checking via Fortnightly audits (See HA18-14)

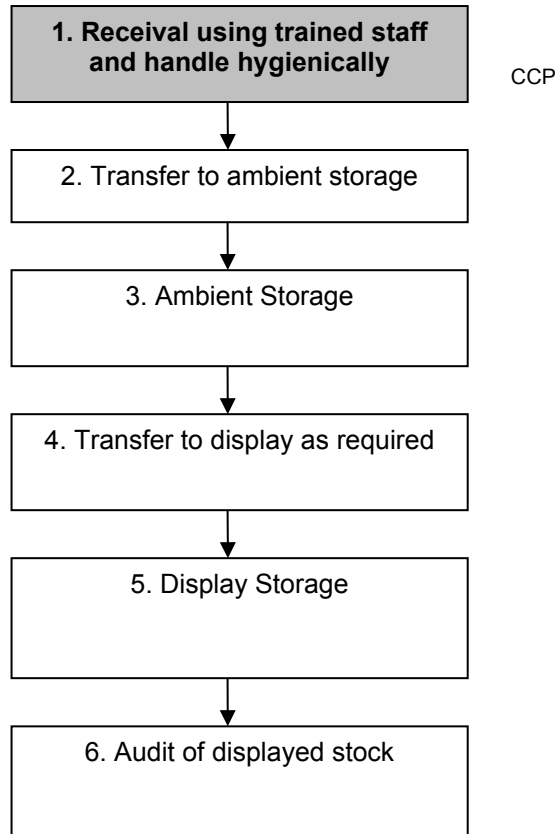
| | | |
|-------------------------------------|----------------------------|----------------------|
| | HACCP Document No: HA07.01 | |
| MALENY SUPA IGA | REVISION: 2 | Issue Date: 02/10/12 |
| General Purchasing & Administration | SECTION: 7.0 | |
| | PAGE: 1 of 1 | |
| Prepared by: Graham King | Approved by: George Passas | |

GENERAL PURCHASING & ADMINISTRATION



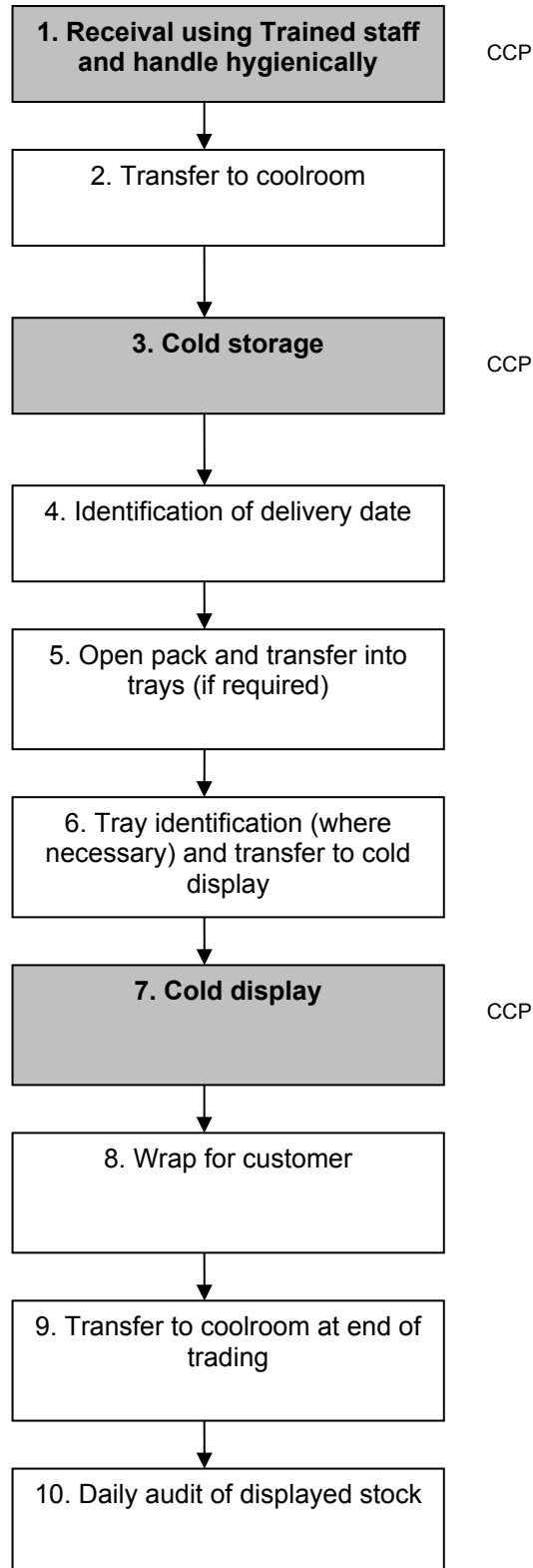
| | | |
|---|----------------------------|----------------------|
| | HACCP Document No: HA07.02 | |
| MALENY SUPA IGA | REVISION: 2 | Issue Date: 02/10/12 |
| General Grocery Receival, Storage & Display | SECTION: 7.0 | |
| | PAGE: 1 of 1 | |
| Prepared by: Graham King | Approved by: George Passas | |

GENERAL GROCERY RECEIVAL, STORAGE & DISPLAY



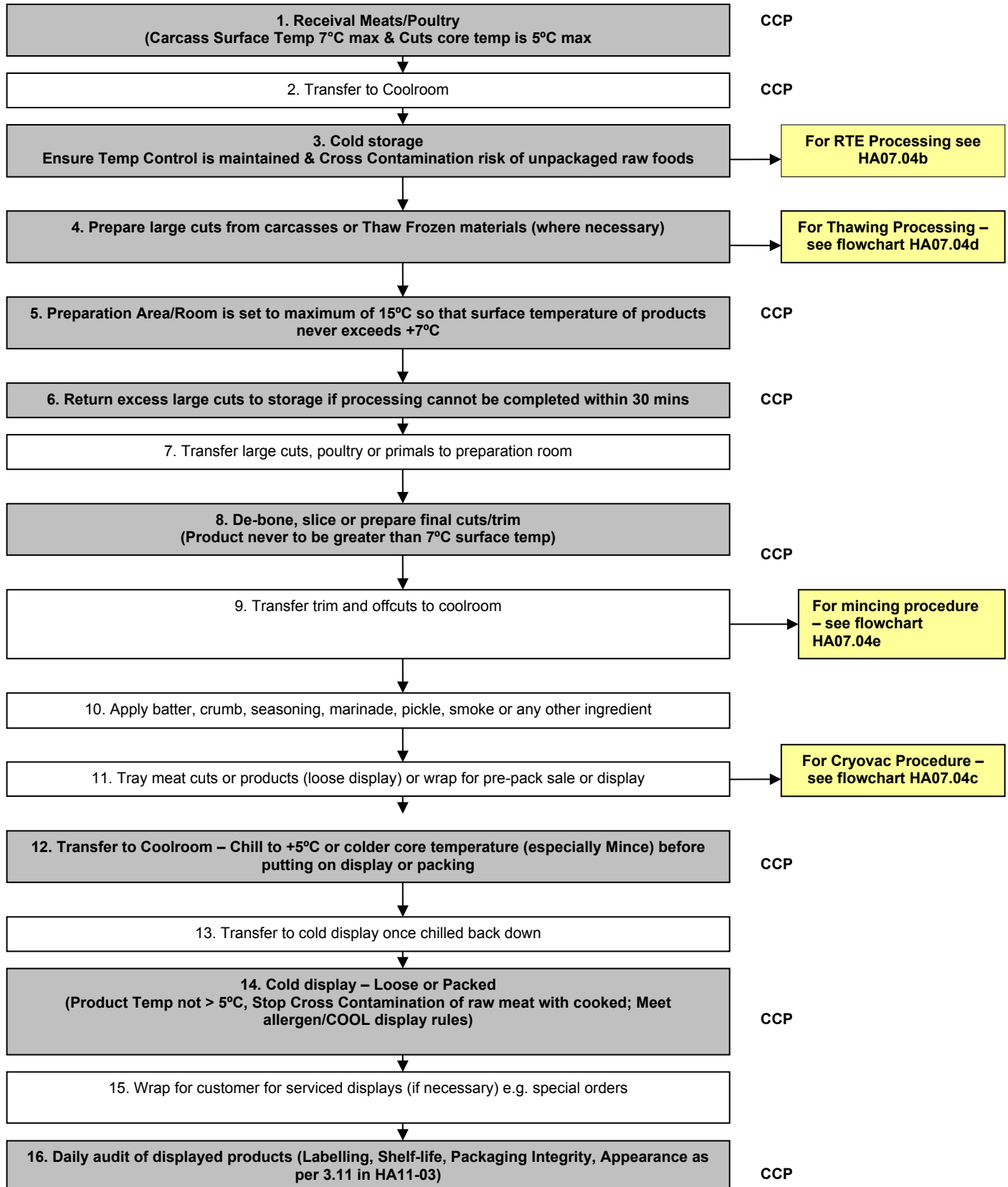
| | | |
|---|----------------------------|----------------------|
| | HACCP Document No: HA07.03 | |
| MALENY SUPA IGA | REVISION: 2 | Issue Date: 02/10/12 |
| General Perishable and Frozen Receivals, Storage & Display | SECTION: 7.0 | |
| | PAGE: 1 of 1 | |
| Prepared by: Graham King | Approved by: George Passas | |

GENERAL PERISHABLE AND FROZEN RECEIVALS, STORAGE & DISPLAY



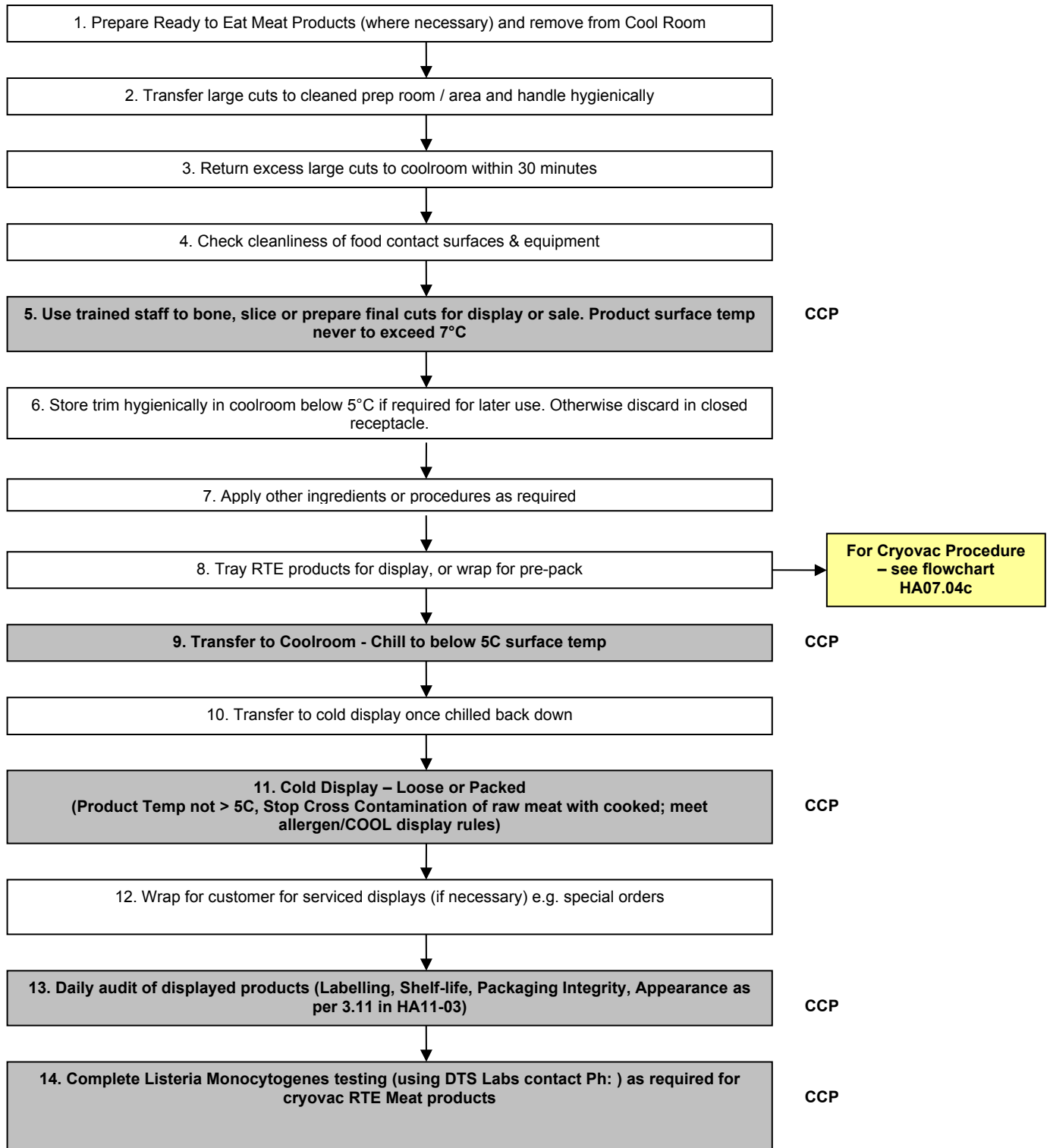
| | | |
|---|----------------------------|----------------------|
| | HACCP Document No: HA07.04 | |
| MALENY SUPA IGA | REVISION: 2 | Issue Date: 02/10/12 |
| Meat Dept - Raw Meat - Poultry Processing & Display (Loose or Packed) | SECTION: 7.0 | |
| | PAGE: 1 of 1 | |
| Prepared by: Graham King | Approved by: George Passas | |

MEAT DEPT - RAW MEAT - POULTRY PROCESSING & DISPLAY (LOOSE OR



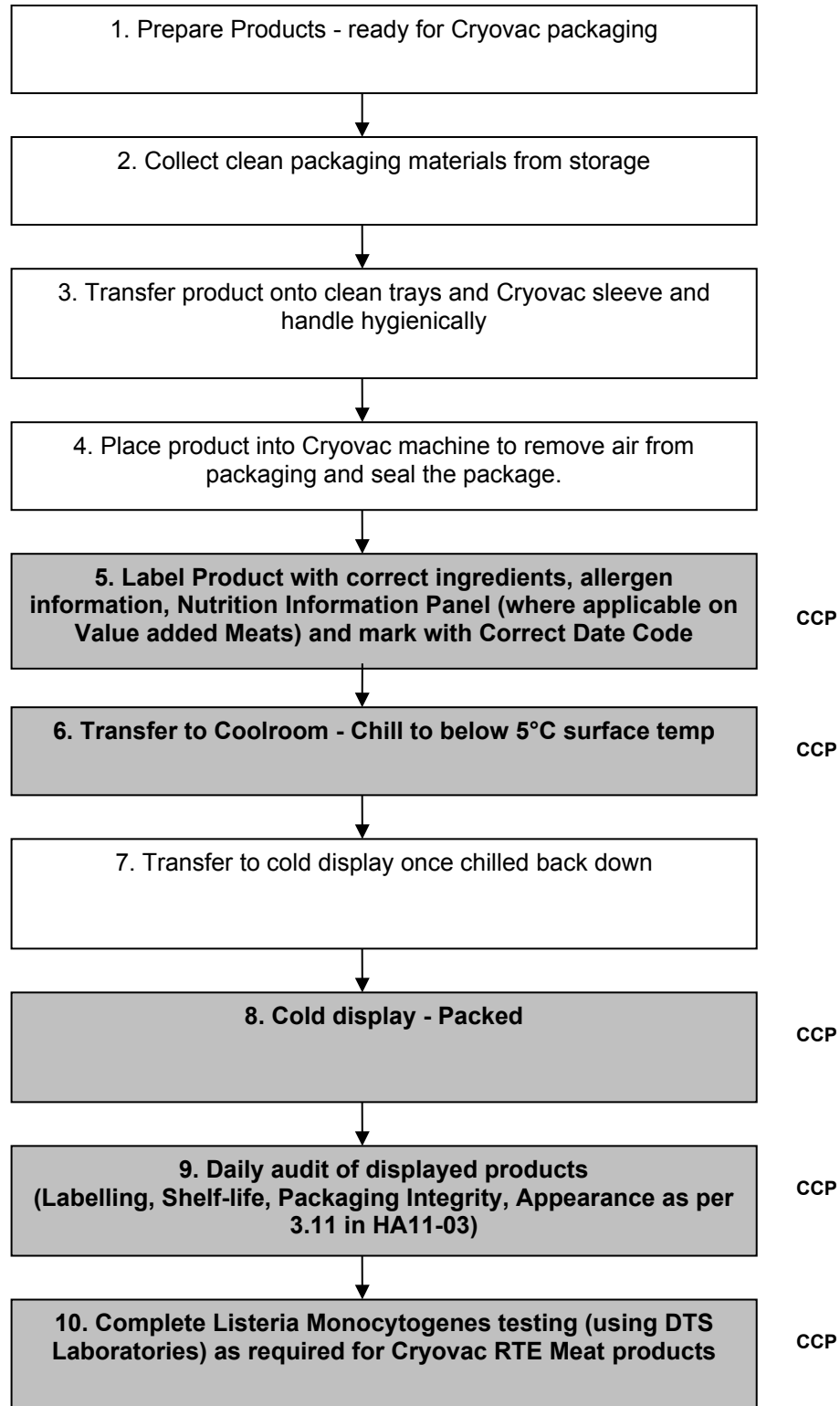
| | | |
|---|-----------------------------|----------------------|
| | HACCP Document No: HA07.04b | |
| MALENY SUPA IGA | REVISION: 2 | Issue Date: 02/10/12 |
| Meat or Deli Dept - Processing & Display of RTE Meat Products | SECTION: 7.0 | |
| | PAGE: 1 of 1 | |
| Prepared by: Graham King | Approved by: George Passas | |

MEAT OR DELI DEPT - PROCESSING & DISPLAY OF RTE MEAT PRODUCTS



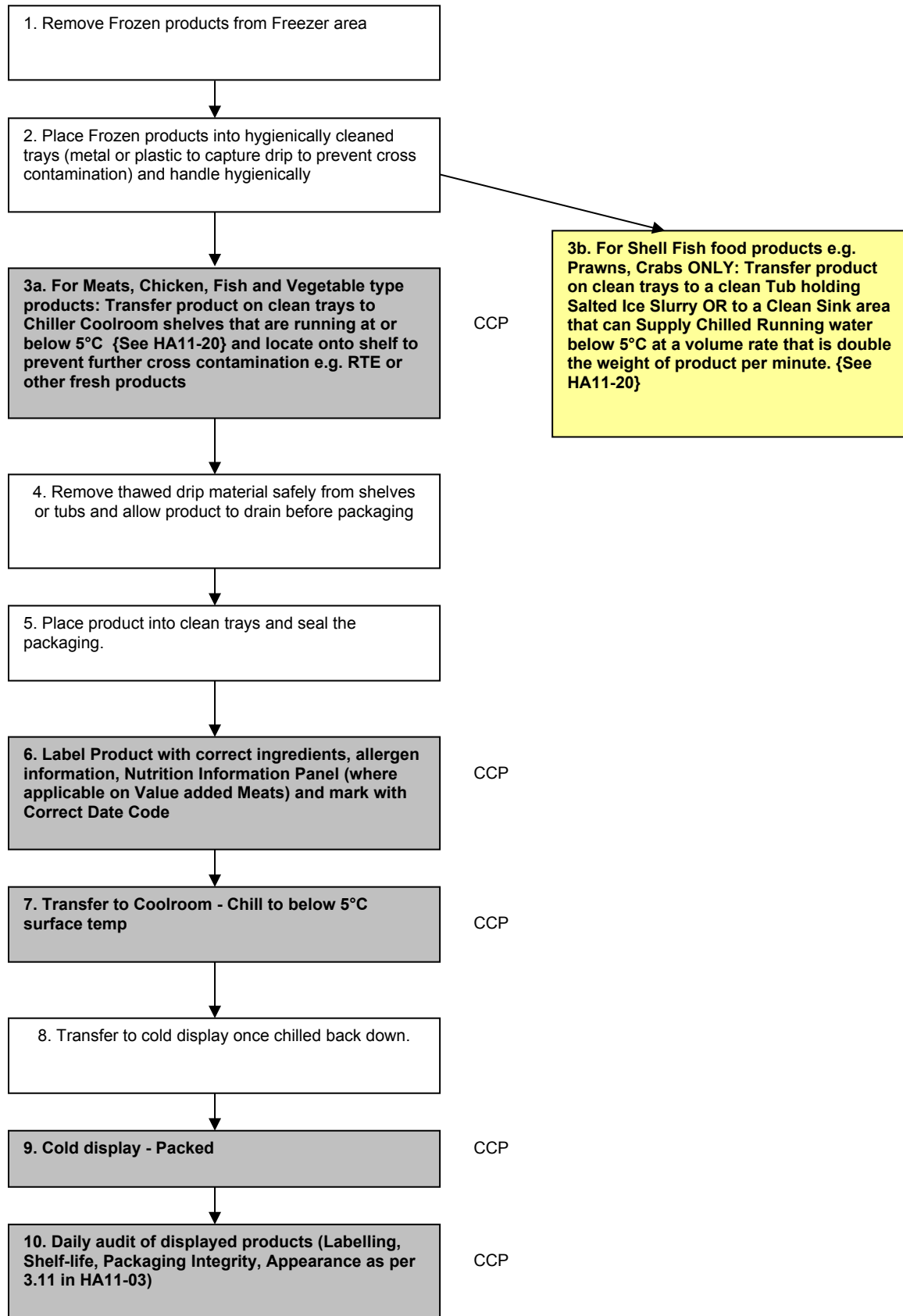
| | | |
|--------------------------|-----------------------------|----------------------|
| | HACCP Document No: HA07.04c | |
| MALENY SUPA IGA | REVISION: 2 | Issue Date: 02/10/12 |
| Cryovac Procedure | SECTION: 7.0 | |
| | PAGE: 1 of 1 | |
| Prepared by: Graham King | Approved by: George Passas | |

CRYOVAC PROCEDURE



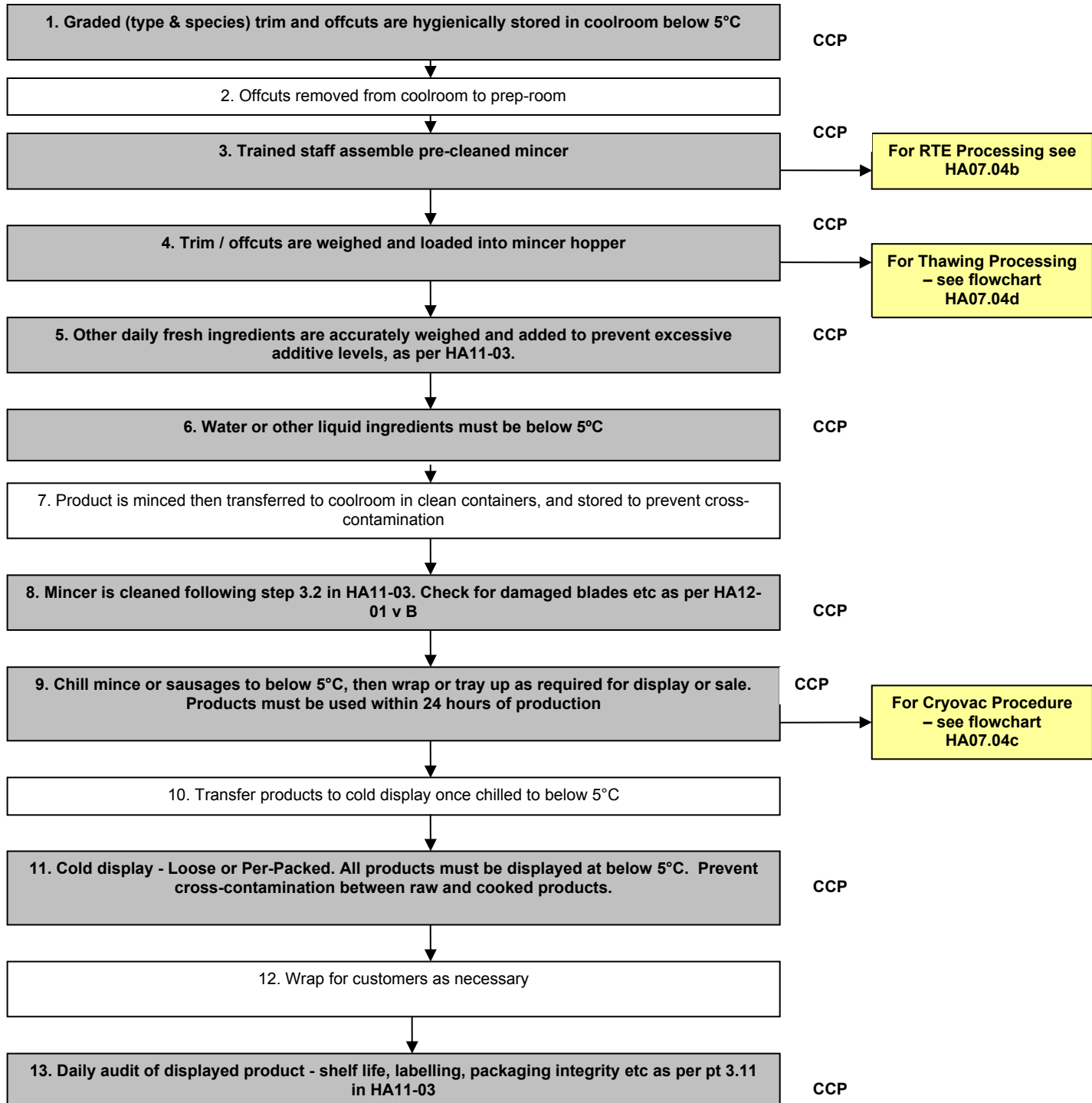
| | | |
|---|-----------------------------------|-----------------------------|
| | HACCP Document No: HA07.04d | |
| MALENY SUPA IGA | REVISION: 2 | Issue Date: 02/10/12 |
| Meats or Seafood Thawing Procedure | SECTION: 7.0 | |
| | PAGE: 1 of 1 | |
| Prepared by: Graham King | Approved by: George Passas | |

MEATS OR SEAFOOD THAWING PROCEDURE



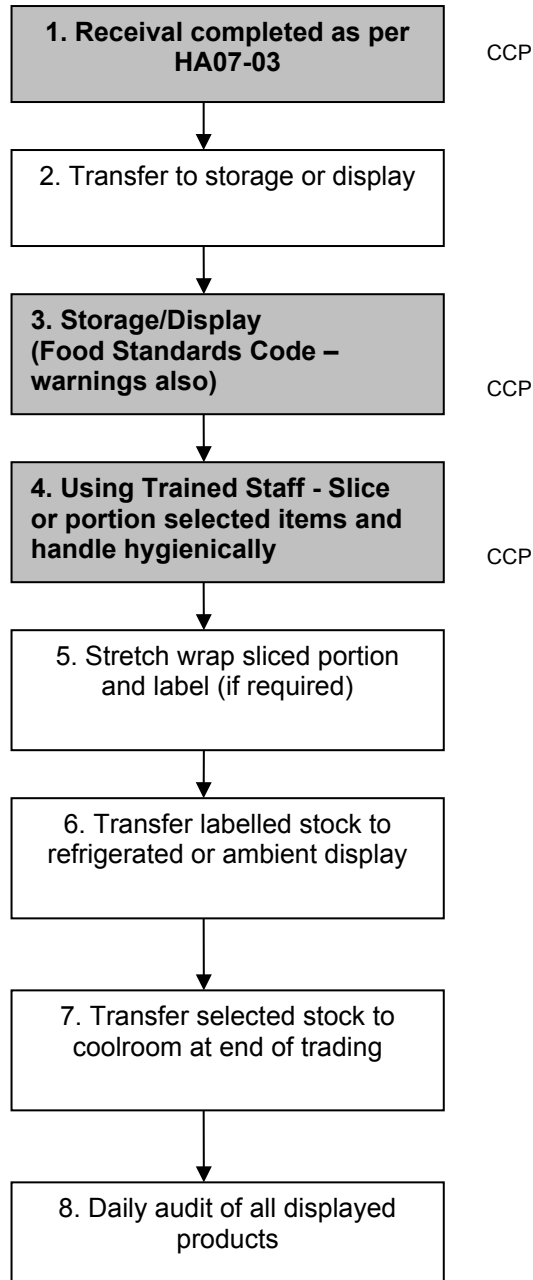
| | | |
|---|-----------------------------------|-----------------------------|
| | HACCP Document No: HA07.04e | |
| MALENY SUPA IGA | REVISION: 2 | Issue Date: 02/10/12 |
| Meat Dept - Mincing & Sausage Making Procedure | SECTION: 7.0 | |
| | PAGE: 1 of 1 | |
| Prepared by: Graham King | Approved by: George Passas | |

MEAT DEPT - MINCING & SAUSAGE MAKING PROCEDURE



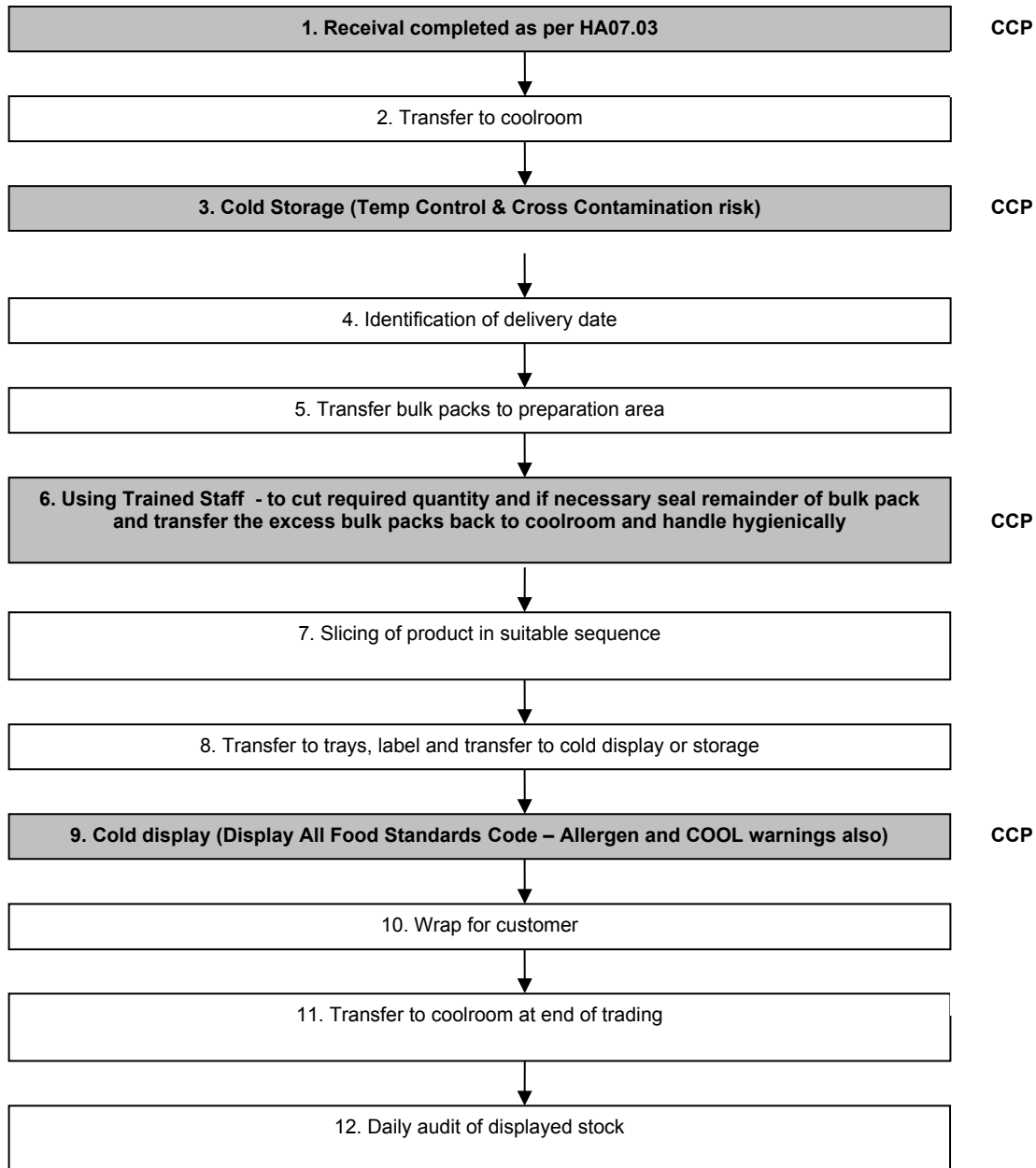
| | | |
|--|----------------------------|----------------------|
| | HACCP Document No: HA07.05 | |
| MALENY SUPA IGA | REVISION: 2 | Issue Date: 02/10/12 |
| Produce Dept - Fresh Produce Preparation & Display | SECTION: 7.0 | |
| | PAGE: 1 of 1 | |
| Prepared by: Graham King | Approved by: George Passas | |

PRODUCE DEPT - FRESH PRODUCE PREPARATION & DISPLAY



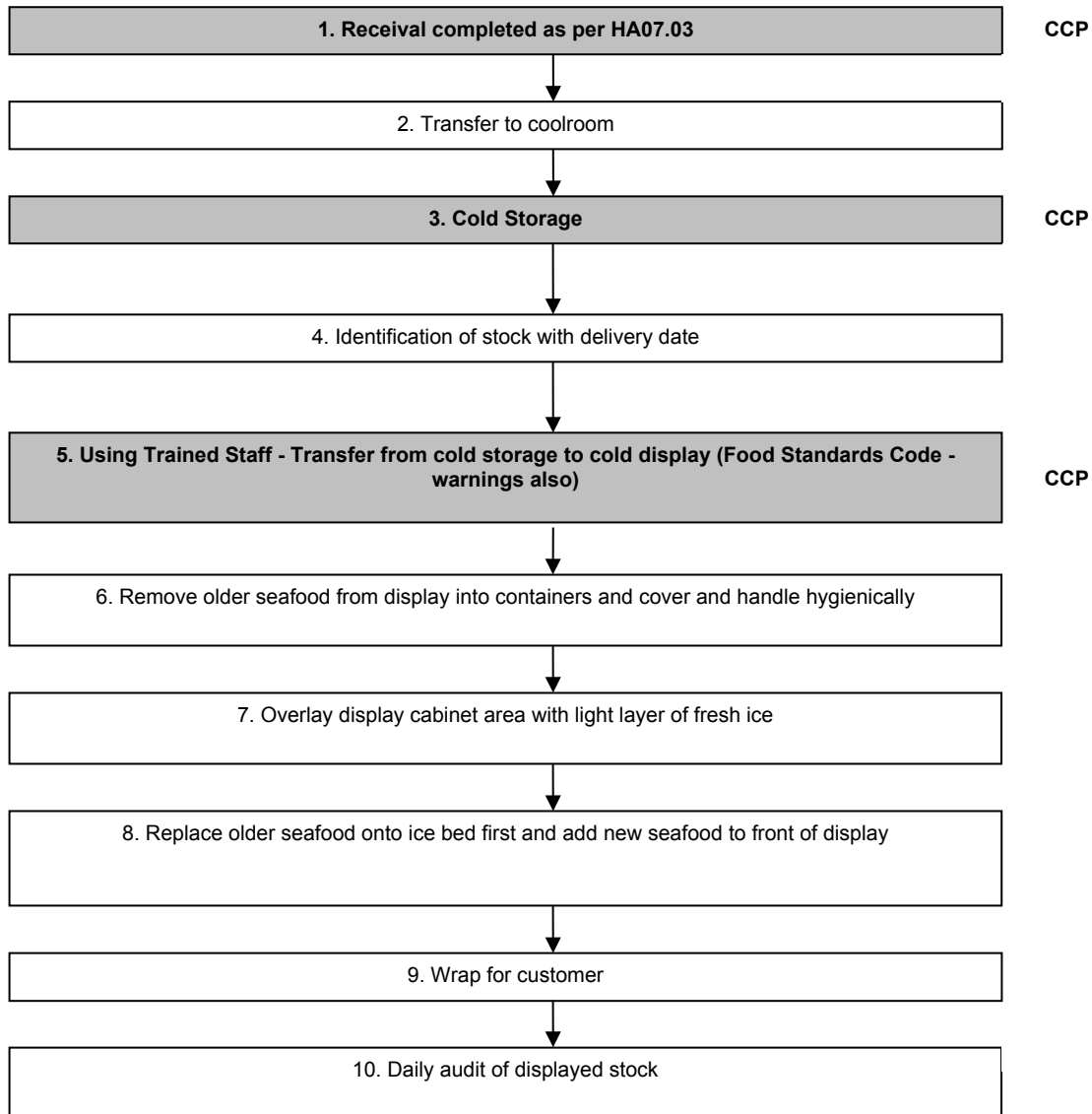
| | | |
|--|----------------------------|----------------------|
| | HACCP Document No: HA07.06 | |
| MALENY SUPA IGA | REVISION: 2 | Issue Date: 02/10/12 |
| Deli Dept - Smallgoods or Meat Slicing & Display | SECTION: 7.0 | |
| | PAGE: 1 of 1 | |
| Prepared by: Graham King | Approved by: George Passas | |

DELI DEPT - SMALLGOODS OR MEAT SLICING & DISPLAY



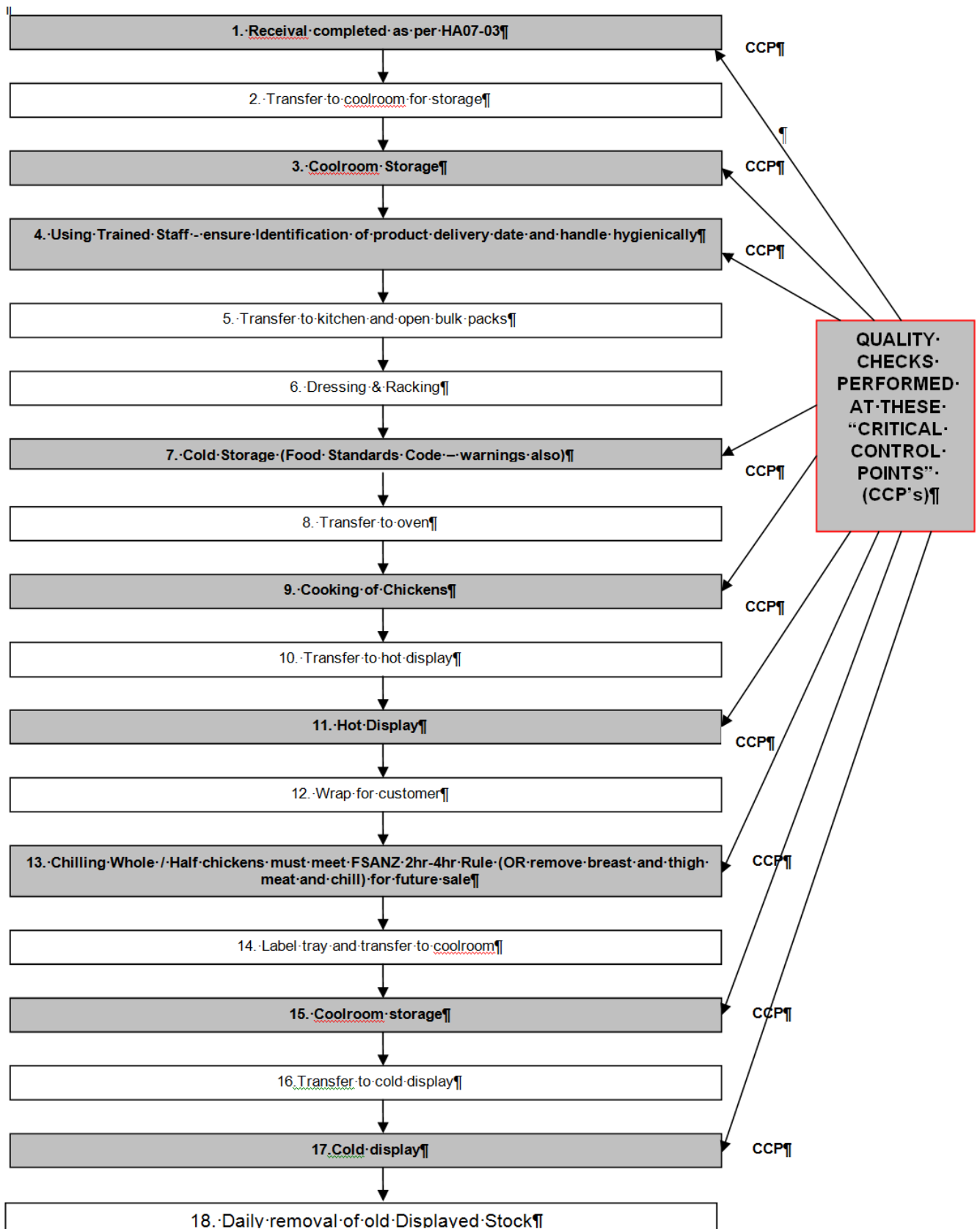
| | | |
|--|----------------------------|----------------------|
| | HACCP Document No: HA07.07 | |
| MALENY SUPA IGA | REVISION: 2 | Issue Date: 02/10/12 |
| Deli Dept - Fresh Seafood Handling & Display | SECTION: 7.0 | |
| | PAGE: 1 of 1 | |
| Prepared by: Graham King | Approved by: George Passas | |

DELI DEPT - FRESH SEAFOOD HANDLING & DISPLAY



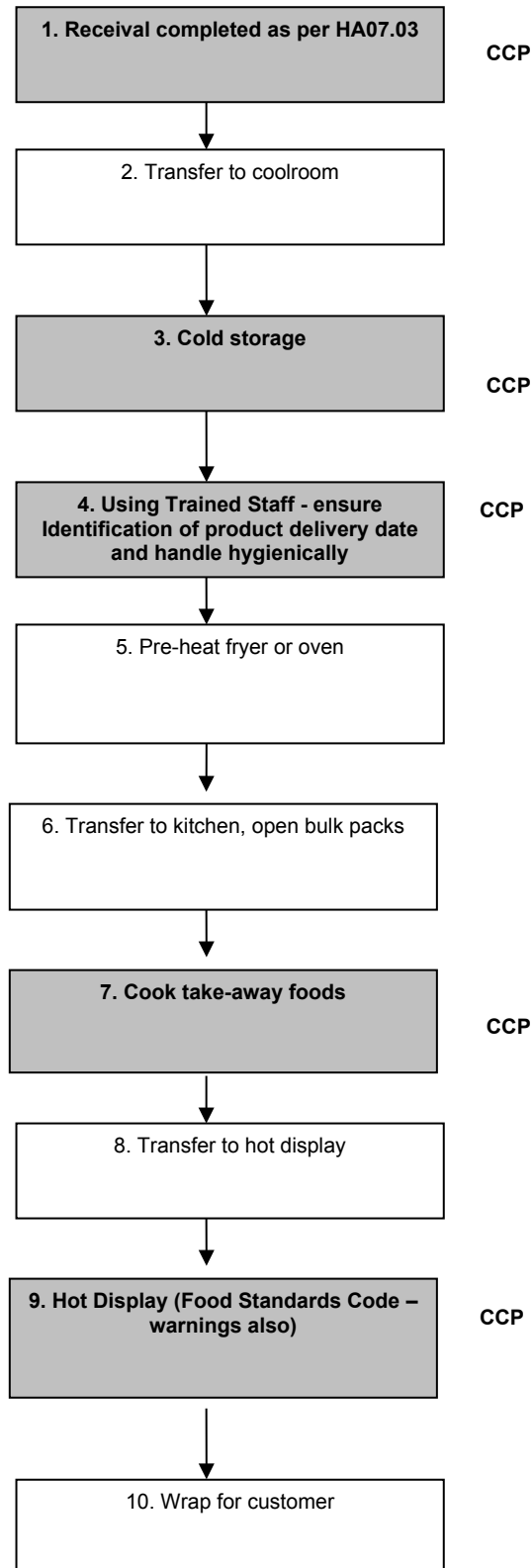
| | | |
|---|----------------------------|----------------------|
| | HACCP Document No: HA07.08 | |
| MALENY SUPA IGA | REVISION: 2 | Issue Date: 02/10/12 |
| Deli Dept - Cooking of Chickens & Display | SECTION: 7.0 | |
| | PAGE: 1 of 1 | |
| Prepared by: Graham King | Approved by: George Passas | |

DELI DEPT - COOKING OF CHICKENS & DISPLAY



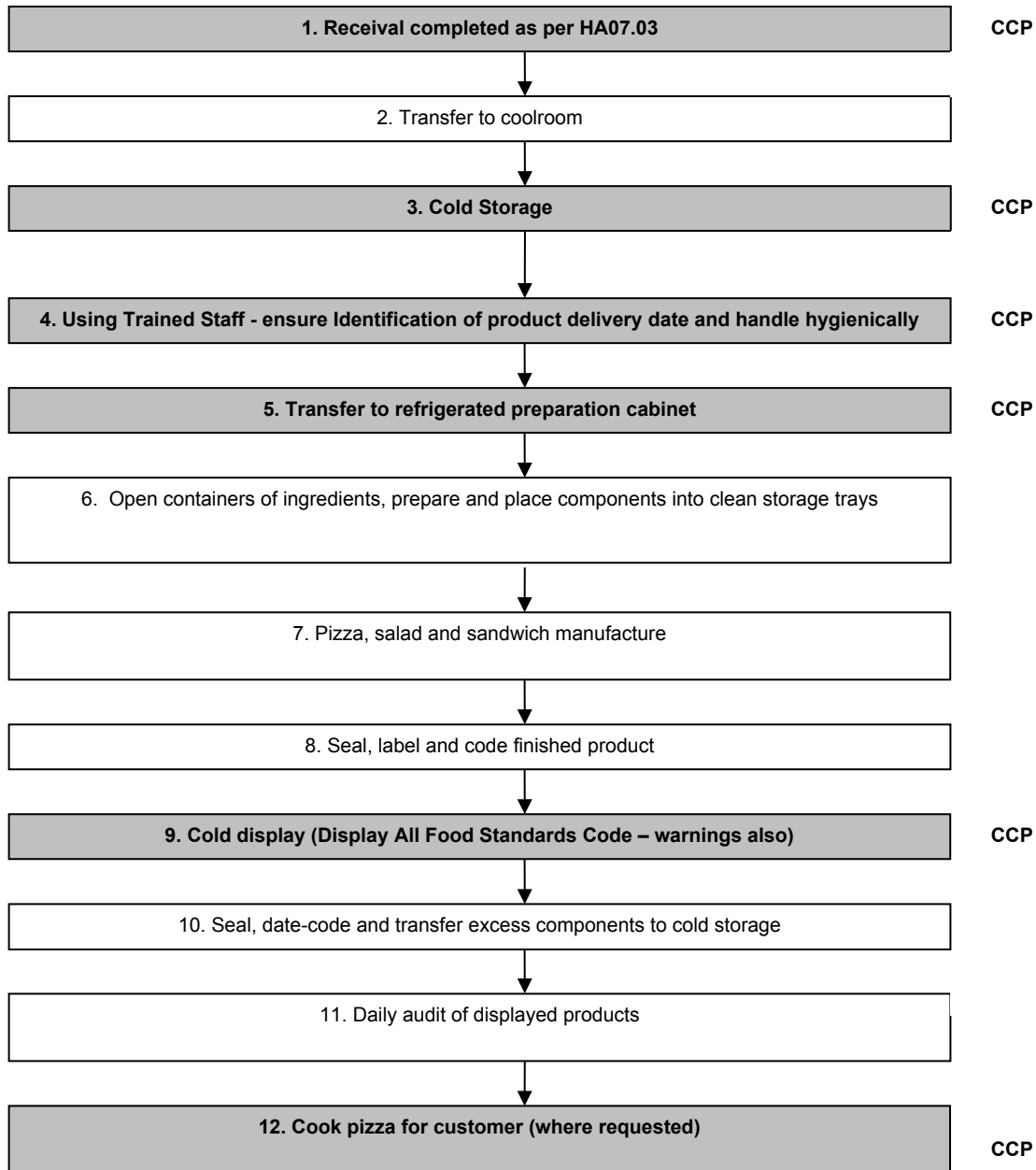
| | | |
|--|----------------------------|----------------------|
| | HACCP Document No: HA07.09 | |
| MALENY SUPA IGA | REVISION: 2 | Issue Date: 02/10/12 |
| Deli Dept - Cooking of Take Away Foods & Display | SECTION: 7.0 | |
| | PAGE: 1 of 1 | |
| Prepared by: Graham King | Approved by: George Passas | |

DELI DEPT - COOKING OF TAKE AWAY FOODS & DISPLAY



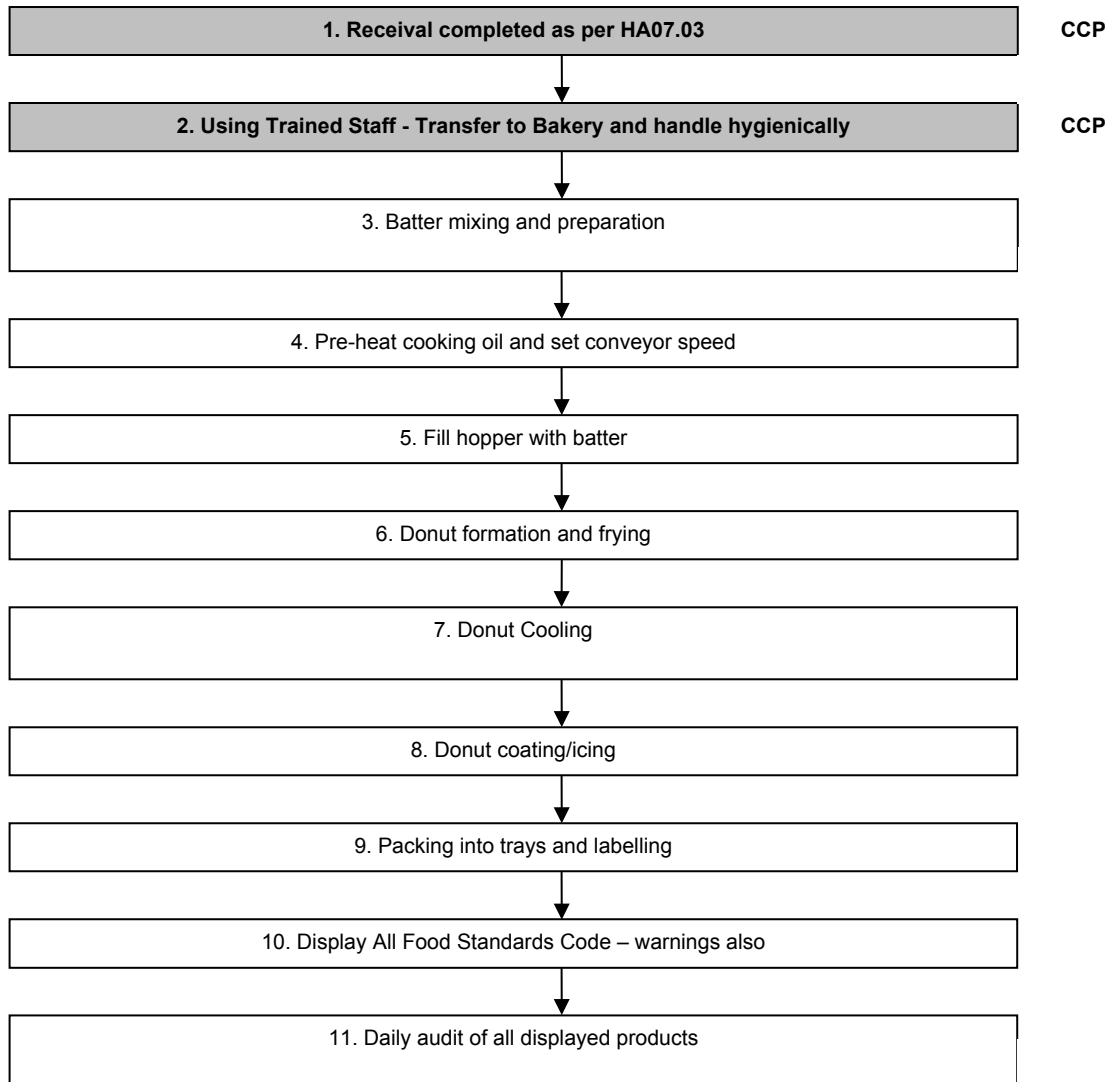
| | | |
|---|----------------------------|----------------------|
| | HACCP Document No: HA07.10 | |
| MALENY SUPA IGA | REVISION: 2 | Issue Date: 02/10/12 |
| Deli Dept - Pizza Salad & Sandwich Preparation Display & Cooking | SECTION: 7.0 | |
| | PAGE: 1 of 1 | |
| Prepared by: Graham King | Approved by: George Passas | |

DELI DEPT - PIZZA SALAD & SANDWICH PREPARATION DISPLAY &



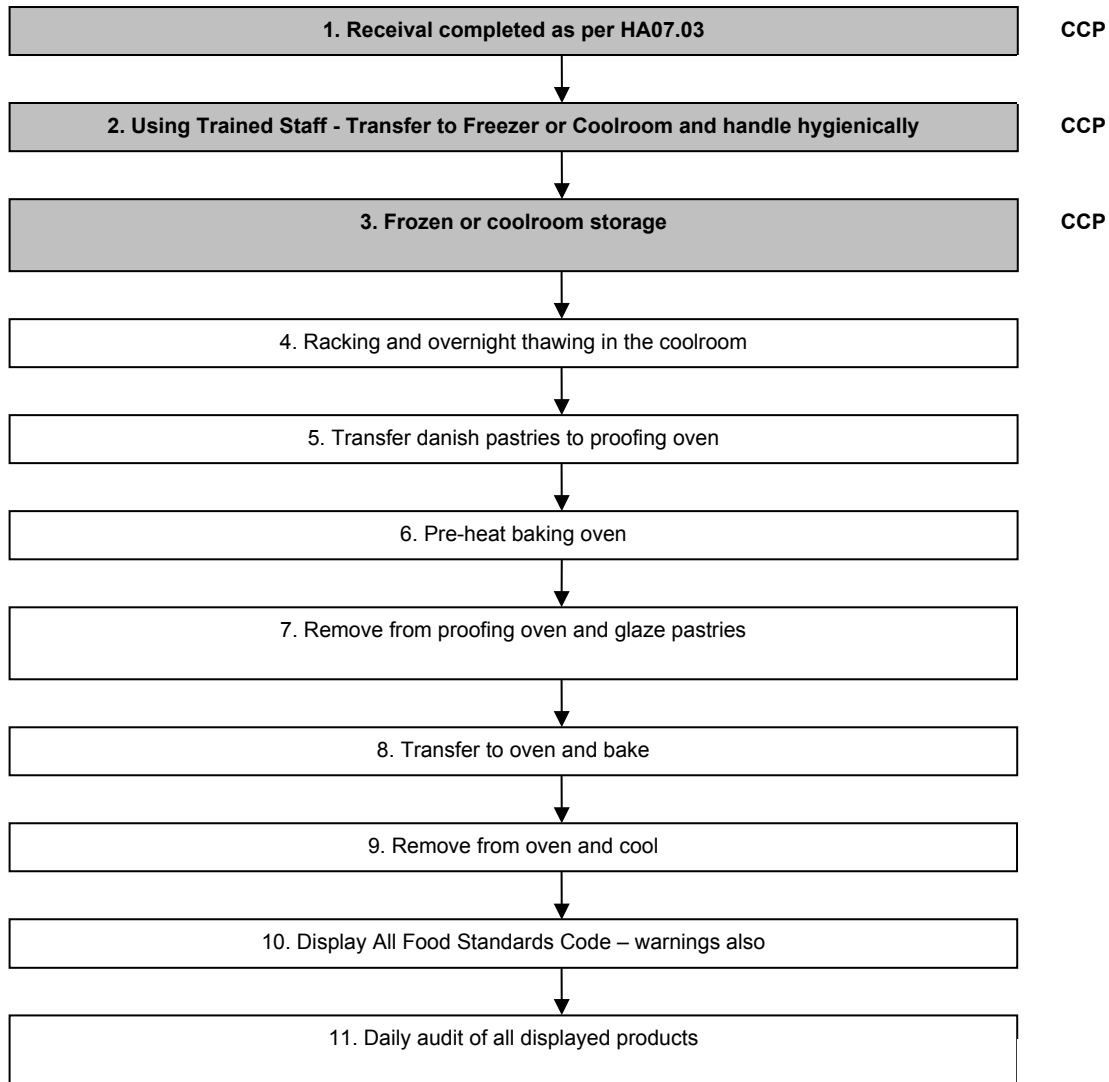
| | |
|---------------------------------------|----------------------------------|
| | HACCP Document No: HA07.11 |
| MALENY SUPA IGA | REVISION: 2 Issue Date: 02/10/12 |
| Bakery Dept - Donut Cooking & Display | SECTION: 7.0 |
| | PAGE: 1 of 1 |
| Prepared by: Graham King | Approved by: George Passas |

BAKERY DEPT - DONUT COOKING & DISPLAY



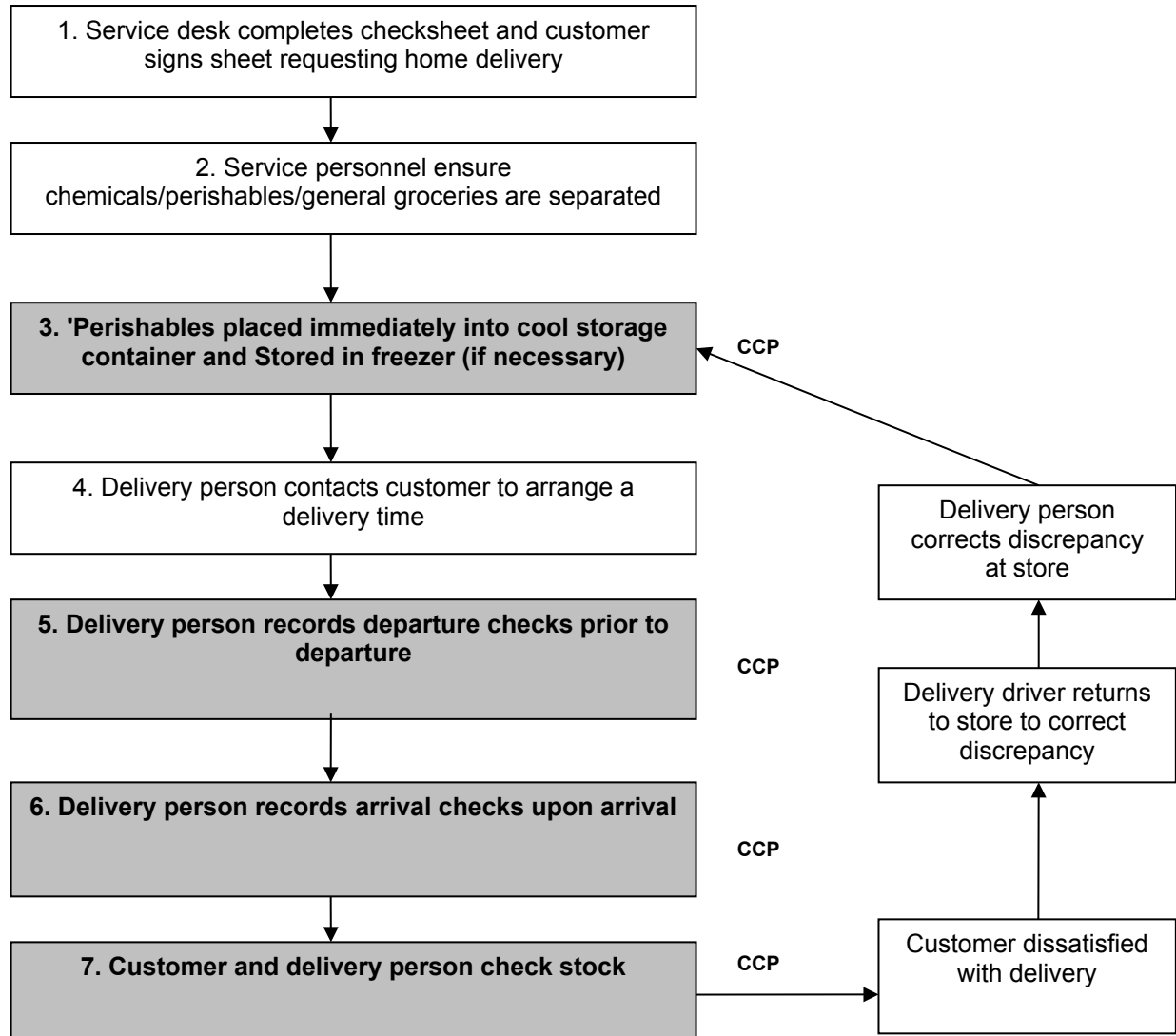
| | | |
|---|----------------------------|----------------------|
| | HACCP Document No: HA07.12 | |
| MALENY SUPA IGA | REVISION: 2 | Issue Date: 02/10/12 |
| Bakery Dept - Frozen Bread or Danish Baking & Display | SECTION: 7.0 | |
| | PAGE: 1 of 1 | |
| Prepared by: Graham King | Approved by: George Passas | |

BAKERY DEPT - FROZEN BREAD OR DANISH BAKING & DISPLAY



| | | |
|---|-----------------------------------|-----------------------------|
| | HACCP Document No: HA07.13 | |
| MALENY SUPA IGA | REVISION: 2 | Issue Date: 02/10/12 |
| Home Deliveries - Perishable, Frozen & Grocery Foods | SECTION: 7.0 | |
| | PAGE: 1 of 1 | |
| Prepared by: Graham King | Approved by: George Passas | |

HOME DELIVERIES - PERISHABLE, FROZEN & GROCERY FOODS



| | | |
|--------------------------------------|-----------------------------------|-----------------------------|
| | HACCP Document No: HA08.00 | |
| Maleny Supa IGA | REVISION: 2 | Issue Date: 02/10/12 |
| Hazard Risk Assessment Charts | SECTION: | |
| | PAGE:1 of 1 | |
| Prepared by: Graham King | Approved by: George Passas | |

HAZARD RISK ASSESSMENT CHARTS

Note: All of the hazard risk charts available in the system are listed here. **Maleny Supa IGA** has only been provided with the hazard risk charts from this list that are related to the departments in this store. A list of the actual documents for this store is located at the front of the food safety plan in the table of contents. If you require additional documents from the list below, update your departments form and republish.

The following Hazard Risk Charts are an analysis of each step of the previous Process Flowcharts and are a legislative requirement by "Safe Food Qld", for retail stores who conduct any form of fresh meat, poultry & seafood processing in Queensland:

- | | |
|--|----------|
| • Meat Dept - Raw Meat/Poultry Processing and Display for sale | HA08-04 |
| • Meat / Deli Dept – Processing and Display of RTE Meat Products | HA08-04b |
| • Deli Dept - Cooking of Chickens and Display | HA08-08 |
| • Dispatch - Home Deliveries | HA08-13 |

All other Hazard Risk Charts:

- | | |
|---|----------|
| • General Purchasing & Administration for Food Deliveries | HA08-01 |
| • General Packaged Grocery – Receival, Storage and Display | HA08-02 |
| • General Perishable and Frozen Food Receipt, Storage & Display | HA08-03 |
| • Cryovac Processing | HA08.04c |
| • Meats of Seafood Thawing Procedures | HA08.04d |
| • Meat Dept. Mincing Sausage Making Procedure | HA08.04e |
| • Fresh Produce Preparation & Display | HA08-05 |
| • Small Goods or Meat Slicing & Display | HA08-06 |
| • Fresh Seafood Handling & Display | HA08-07 |
| • Cooking of Chickens & Display | HA08-08 |
| • Cooking of Take Away Foods & Display | HA08-09 |
| • Pizza, Salad & or Sandwich Preparation Display & Cooking | HA08-10 |
| • Donut Production & Display | HA08-11 |
| • Frozen Bread or Danish Baking & Display | HA08-12 |
| • Home Deliveries | HA08-13 |

| | |
|--|--|
| | HACCP Document No: HA08.01 |
| MALENY SUPA IGA | REVISION: 2 Issue Date: 02/10/12 |
| General Purchasing & Administration for Food Deliveries | SECTION: 8.0 |
| | PAGE: 1 of 1 |
| Prepared by: Graham King | Approved by: George Passas |

GENERAL PURCHASING & ADMINISTRATION FOR FOOD DELIVERIES

| Step No: | (1) Ingredient / Processing Step | (2) Food Safety Hazard(s) Introduced or Controlled | (3) Food Safety Hazards Significant? Yes/No | (4) Justification | (5) Preventative Measure(s) | (6) Critical Control Point? Yes/No |
|-----------------|--|---|--|---|---|---|
| 1 | Dept Managers order stock from bulk warehouses or direct from suppliers | Nil | No | Prevent excessive amount of stock on hand to minimise wastage and food safety risk | Order sheets to be completed in a disciplined way to keep wastage at a minimum. | No |
| 2 | Dept Managers advise RECEIVERS of expected delivery details | Nil | No | Prevention of physical contamination i.e. pests, dirt etc, and cross-contamination with fresh delivered goods | Transfer to storage as soon as delivery is accepted. | No |
| 3 | Dept Manager organise any supplier returns and paperwork for receivers | Physical / Chemical & Biological | Yes | Prevention of physical and chemical contamination i.e. chemical spills, pests, dirt etc. Temperature controlled. | Store in sealed containers on pallets in off-floor racking. Store in correct temperature room till pickup | No No |
| 4 | RECEIVER organise sufficient equipment and storeroom space to accommodate deliveries | Physical Chemical Biological | Yes | Prevention of physical and chemical contamination i.e. chemical spills, pests, dirt etc. due to enough capacity to store in isolated locations. | Ensure shelves are clean and dry. Ensure cool-rooms , hooks, are clean, dry in time and available for deliveries | No |
| 5 | RECEIVERS advise Dept Managers of arrival of delivery | Nil | No | No food safety involved. | Nil | No |
| 6 | RECEIVERS transfer documentation to admin office | Nil | No | No food safety involved. | Nil | No |

| | |
|--|----------------------------------|
| | HACCP Document No: HA08.02 |
| MALENY SUPA IGA | REVISION: 2 Issue Date: 02/10/12 |
| General Packaged Grocery - Receival, Storage and Display | SECTION: 8.0 |
| | PAGE: 1 of 1 |
| Prepared by: Graham King | Approved by: George Passas |

GENERAL PACKAGED GROCERY - RECEIVAL, STORAGE AND DISPLAY

| Step No: | (1) Ingredient / Processing Step | (2) Food Safety Hazard(s) Introduced or Controlled | (3) Food Safety Hazards Significant? Yes/No | (4) Justification | (5) Preventative Measure(s) | (6) Critical Control Point? Yes/No |
|----------|--|--|--|---|--|---------------------------------------|
| 1 | Receival using trained staff and handle hygienically | Truck Cleanliness Truck Storage Conditions Product Physical Defects Date Code | Yes Yes Yes Yes | Prevent physical contamination of product due to foreign objects/odours in the truck. Prevent chemical contamination of product due to poor storage conditions. Possibility of product contamination due to external factors i.e. pests, damage, foreign matter/odours etc. Ensure has visible date code. | Truck to be visually clean and odour free. No pest activity. Visual check. Truck not to store chemicals of any nature with food. Chemicals to be physically separated ensuring no risk of contamination. Visual Check Visual Check | Yes Yes Yes Yes |
| 2 | Transfer to Ambient Storage | Physical | Yes | Prevention of physical contamination i.e. pests, dirt etc. | Transfer to storage as soon as delivery is accepted. | No |
| 3 | Ambient Storage | Physical / Chemical | Yes | Prevention of physical and chemical contamination i.e. chemical spills, pests, dirt etc. | Store in sealed containers on pallets or off-floor racking. | No |
| 4 | Transfer to Display Shelves (as required) | Physical | Yes | Prevention of physical and chemical contamination i.e. chemical spills, pests, dirt etc. | Ensure shelves are clean and dry. | No |
| 5 | Grocery Shelf - Display Storage | Physical Chemical | Yes | Prevention of physical and chemical contamination i.e. chemical spills, pests, dirt etc. | Ensure shelves are clean and dry. Keep Chemicals at least 1 aisle away from loose food packs. Keep glass products separated where possible. | No |
| 6 | Audit of Display Products | Product Integrity | Yes | Prevention of damaged, leaking or tampered stock becoming available to customers. | Ensure products are in their displayed position. All displays to be checked for damaged or tampered stock. All spills to be cleaned up. | No |

| | |
|---|----------------------------------|
| | HACCP Document No: HA08.03 |
| Maleny Supa IGA | REVISION: 2 Issue Date: 02/10/12 |
| General Perishable & Frozen Food Receipt, Storage & Display | SECTION: 8.0 |
| | PAGE: 1 of 2 |
| Prepared by: Graham King | Approved by: George Passas |

GENERAL PERISHABLE & FROZEN FOOD RECEIPT, STORAGE & DISPLAY

HAZARD RISK ASSESSMENT

| Step No: | (1) Ingredient / Processing Step | (2) Food Safety Hazard(s) Introduced or Controlled | (3) Food Safety Hazards Significant? Yes/No | (4) Justification | (5) Preventative Measure(s) | (6) Critical Control Point? Yes/No |
|----------|---|---|--|---|---|---------------------------------------|
| 1 | Receival | Truck cleanliness | Yes | Prevent physical contamination of product due to foreign objects/odours in the truck. | Truck to be visually clean and odour free. No pest activity. Visual check. | Yes |
| | | Truck storage conditions | Yes | Prevent chemical contamination of product due to poor storage conditions. | Truck not to store chemicals of any nature with food. Chemicals to be physically separated ensuring no risk of contamination. | Yes |
| | | Product date code | Yes | Ensure product has adequate shelf-life. | Visual check | Yes |
| | | Product temperature | Yes | Possibility of microbiological activity due to poor storage conditions. | Temperature check on delivered goods. | Yes |
| | | Product physical defects | Yes | Possibility of product contamination due to external factors i.e. Pests, damage, foreign matter/odours etc. | Visual check. | Yes |
| 2 | Transfer to coolroom | Physical / microbiological | Yes | Prevention of unacceptable biological growth. | Transfer to coolroom as soon as delivery is checked and accepted. | No |
| 3 | Cold storage | Product temperature | Yes | Prevention of unacceptable biological growth. | Temperature check on coolroom. | Yes |
| 4 | Identification of product expiry date. | None | No | Facilitate effective stock rotation. Ensure traceability in the event of a product recall. | Mark each package with delivery date (deli and meat only) and reorganise stock position for effective rotation. | No |
| 5 | Transfer to kitchen and open bulk packs (if required) | Product temperature | Yes | Prevention of unacceptable biological growth. | Transfer to display as quickly as possible. Remove only what is required. | No |
| | | Physical contamination. | Yes | Possibility of foreign matter. | Ensure knife and tray used are clean and dry. | No |

| | |
|---|----------------------------------|
| | HACCP Document No: HA08.03 |
| Maleny Supa IGA | REVISION: 2 Issue Date: 02/10/12 |
| General Perishable & Frozen Food Receipt, Storage & Display | SECTION: 8.0 |
| | PAGE: 2 of 2 |
| Prepared by: Graham King | Approved by: George Passas |

HAZARD RISK ASSESSMENT

| | (1) | (2) | (3) | (4) | (5) | (6) |
|----------|--|--|---|---|---|--------------------------------|
| Step No: | Ingredient / Processing Step | Food Safety Hazard(s) Introduced or Controlled | Food Safety Hazards Significant? Yes/No | Justification | Preventative Measure(s) | Critical Control Point? Yes/No |
| 6 | Tray identification (where necessary) and transfer to cold display | Product appearance / odour | Yes | Prevention of unacceptable biological growth. | Transfer to display as quickly as possible. Remove only what is required. | No |
| | | Shelf life | Yes | Ensure traceability of product. | Code each tray with processing/opening date. | No |
| 7 | Refrigerated or frozen display. | Product temperature | Yes | Prevention of unacceptable microbiological growth. | Temperature check on display unit. | Yes |
| 8 | Wrap product for customer (if necessary) | Product integrity | Yes | Prevention of foreign matter and cross-contamination due to handling. | Clean, dry disposable gloves to be used for each customer. Follow general hygiene requirements as per store policy. | No |
| 9 | Label & transfer stock to coolroom at end of day (if necessary). | Date code | Yes | Product traceability and shelf life. | Each tray to be coded. | No |
| | | Product temperature | Yes | Prevention of unacceptable microbiological growth. | Transfer to coolroom as soon as possible. | No |
| 10 | Daily audit of displayed products. | Shelf life | Yes | Prevent out-of-date stock becoming available to customers. | All displays to be checked for products at or near end of shelf life. Visual, smell. | No |
| | | Product integrity | Yes | Ensure product on display is fresh, sealed and appealing to customer. | | No |
| | | Product temperature | Yes | Prevention of unacceptable microbiological growth. | Ensure products do not exceed load line of display fridge/freezer. | No |

| | |
|--------------------------------|----------------------------------|
| | HACCP Document No: HA08.04 |
| MALENY SUPA IGA | REVISION: 2 Issue Date: 02/10/12 |
| Raw Meat or Poultry Processing | SECTION: 8.0 |
| | PAGE: 1 of 3 |
| Prepared by: Graham King | Approved by: George Passas |

RAW MEAT OR POULTRY PROCESSING

| Step No: | (1) Ingredient / Processing Step | (2) Food Safety Hazard(s) Introduced or Controlled | (3) Food Safety Hazards Significant? Yes/No | (4) Justification | (5) Preventative Measure(s) | (6) Critical Control Point? Yes/No |
|----------|---|---|--|---|--|---------------------------------------|
| 1 | Receival | Truck Cleanliness | Yes | Prevent physical contamination of product due to foreign objects/odours in the truck. | Truck to be visually clean and odour free. No pest activity. Visual check. | Yes |
| | | Truck Storage Conditions | Yes | Prevent chemical contamination of product due to poor storage conditions. | Truck not to store chemicals with food. Chemicals to be physically separated ensuring no risk of contamination. Visual Check | Yes |
| | | Product Date Code | Yes | Ensure product has adequate shelf-life. | Temperature check on delivered goods. | Yes |
| | | Product Temp. | Yes | Possibility of biological activity due to poor storage conditions. | Visual Check. | Yes |
| | | Product Physical Defects | Yes | Possibility of product contamination due to external factors i.e. pests, damage, foreign matter/odours etc. | | |
| 2 | Transfer to Coolroom | Physical / Microbiological | Yes | Prevention of unacceptable biological growth. | Transfer to coolroom as soon as delivery is checked and accepted. | No |
| 3 | Coolroom Storage | Product Temperature | Yes | Prevention of unacceptable biological growth. | Temperature check on coolroom. | Yes |
| 4 | Prepare Large Cuts from Carcasses | Product Appearance / Odour | Yes | Ensure product integrity is maintained. | Visual, smell. | No |
| 5 | Preparation Area/Room | Product Temperature | Yes | Prevention of unacceptable biological growth. | Temperature check on prep room. | Yes |
| 6 | Return Large Trimmed Cuts to Cold Storage Unless Required | Product Temperature | Yes | Prevention of unacceptable microbiological growth. | Transfer to coolroom as soon as possible. | No |

| | |
|---------------------------------------|--|
| | HACCP Document No: HA08.04 |
| MALENY SUPA IGA | REVISION: 2 Issue Date: 02/10/12 |
| Raw Meat or Poultry Processing | SECTION: 8.0 |
| | PAGE: 2 of 3 |
| Prepared by: Graham King | Approved by: George Passas |

| Step No: | (1) Ingredient / Processing Step | (2) Food Safety Hazard(s) Introduced or Controlled | (3) Food Safety Hazards Significant? Yes/No | (4) Justification | (5) Preventative Measure(s) | (6) Critical Control Point? Yes/No |
|-----------------|--|---|--|--|---|---|
| 7 | Transfer Large Cuts, Beef Packs or Chickens to Preparation Areas | Product Appearance / Odour | Yes | Ensure product integrity is maintained. | Visual, smell. Only remove what is immediately required for processing. | No |
| 8 | De-bone, Slice or Prepare Final Cuts/Trim | Product Temperature Product Integrity Physical Contamination | Yes Yes Yes | Minimise risk of microbiological growth. Minimise risk of cross-contamination. Prevent possibility of foreign / extraneous matter, infestation etc. | Temperature check on processing area. Utensils & trays to be cleaned between jobs. Cutting equipment and benches to be scraped/wiped. Each job to be completed prior to breaks. No uncovered meats to be left unsupervised prior to packing/display. | Yes No No |
| 9 | Transfer trim and offcuts to coolroom | Physical Contamination | Yes | Minimise risk of cross-contamination and foreign matter. | Ensure correct covered containers are used.. | No |
| 10 | Apply Ingredients to Meat Products | Physical Contamination Microbiological | Yes Yes | Prevent possibility of foreign matter, infestation etc. Minimise risk of unacceptable microbiological growth. | Ensure added ingredients are visually and organoleptically fresh and come from sealed or covered containers. Check date code on container. Clean, dry containers to be used for new batches of ingredients. | No No |
| 11 | Tray Meat Cuts or Products, Label & Shrink-Wrap | Date Code Product Identification Physical Contamination | Yes Yes Yes | Prevent possibility of poor stock rotation. Ensure product is identified correctly. Possibility of foreign matter, infestation etc. | Ensure correct shelf-life is marked on each tray of product as per HA11-03. Label / Sticker. Ensure tray of product is visually fresh, clean and sealed. | No No No |
| 12 | Transfer to Coolroom | Product Temperature | Yes | Prevention of unacceptable microbiological growth. | Transfer to coolroom as soon as processing & packaging are completed. | Yes |

| | |
|--------------------------------|----------------------------------|
| | HACCP Document No: HA08.04 |
| MALENY SUPA IGA | REVISION: 2 Issue Date: 02/10/12 |
| Raw Meat or Poultry Processing | SECTION: 8.0 |
| | PAGE: 3 of 3 |
| Prepared by: Graham King | Approved by: George Passas |

| | (1) | (2) | (3) | (4) | (5) | (6) |
|----------|--|--|---|---|---|--------------------------------|
| Step No: | Ingredient / Processing Step | Food Safety Hazard(s) Introduced or Controlled | Food Safety Hazards Significant? Yes/No | Justification | Preventative Measure(s) | Critical Control Point? Yes/No |
| 13 | Transfer to Refrigerated Display. | Micro-biological | Yes | Prevention of unacceptable biological growth. | Product to remain in coolroom until product temp is below 5°C | No |
| | | Product Appearance / Odour | Yes | Prevention of unacceptable biological growth. | Transfer to display as quickly as possible. Remove only what is required. | No |
| | | Shelf Life | Yes | Ensure traceability of product. | Code each tray with process/open date. | No |
| 14 | Cold Display | Product Temperature | Yes | Prevention of unacceptable microbiological growth. | Temperature check on display product. | Yes |
| 15 | Wrap Product for Customer | Product Integrity | Yes | Prevention of foreign matter and cross-contamination due to handling. | Clean, dry disposable gloves to be used for each customer. Follow general hygiene requirements as per store policy. | No |
| 16 | Daily Audit of All Displayed Products. | Shelf Life | Yes | Prevent out-of-date stock becoming available to customers. | All displays to be checked for products at or near end of shelf life. | Yes |
| | | Product Integrity | Yes | Ensure product on display is fresh, sealed and appealing to customer. | Visual,smell. | No |
| | | Product Temperature | Yes | Prevent excessive microbiological growth. | Ensure products do not exceed load line of display fridge/freezer. | Yes |

| | |
|---|----------------------------------|
| | HACCP Document No: HA08.04b |
| MALENY SUPA IGA | REVISION: 2 Issue Date: 02/10/12 |
| Meat or Deli Dept - Processing & Display of RTE Meat Products | SECTION: 8.0 |
| | PAGE: 1 of 3 |
| Prepared by: Graham King | Approved by: George Passas |

MEAT OR DELI DEPT - PROCESSING & DISPLAY OF RTE MEAT PRODUCTS

Hazard Risk Assessment

| Step No: | (1) Ingredient / Processing Step | (2) Food Safety Hazard(s) Introduced or Controlled | (3) Food Safety Hazards Significant? Yes/No | (4) Justification | (5) Preventative Measure(s) | (6) Critical Control Point? Yes/No |
|----------|---|---|--|--|--|---------------------------------------|
| 1 | Transfer Ready to Eat Meat Products from coolroom to prep room / area | Product Temperature | Yes | Prevention of unacceptable micro-biological growth. | Transfer to display as quickly as possible. Remove only what is required. | No |
| 2 | Prepare products for later processing | Product Temperature Physical Contamination | Yes Yes | Prevention of unacceptable micro-biological growth. Possibility of foreign matter. | Transfer to display as quickly as possible. Remove only what is required. Ensure knife and tray used are clean and dry. | No |
| 3 | Return excess large cuts to coolroom within 30 minutes | Product Temperature | Yes | Prevention of unacceptable microbiological growth. | Transfer to coolroom as soon as possible. | Yes |
| 4 | Check cleanliness of food contact surfaces & equipment | Microbiological Physical | Yes Yes | Prevention of unacceptable microbiological growth. Possibility of foreign contamination. | Clean food contact surfaces & equipment Clean as above | No No |
| 5 | Slice or prepare final cuts for display or sale. Product surface temp never to exceed 7°C | Microbiological Physical | Yes Yes | Possibility of microbiological cross-contamination. Possibility of foreign contamination. | Wipe slicer with disposable cloth and spray with sanitiser solution between each variety of product. As Above | No No |
| 6 | Store trim hygienically in coolroom | Product Temperature | Yes | Prevention of unacceptable microbiological growth. | Transfer to coolroom as soon as possible. Store to prevent cross-contamination. | No |

| | |
|--|--|
| | HACCP Document No: HA08.04b |
| MALENY SUPA IGA | REVISION: 2 Issue Date: 02/10/12 |
| Meat or Deli Dept - Processing & Display of RTE Meat Products | SECTION: 8.0 |
| | PAGE: 2 of 3 |
| Prepared by: Graham King | Approved by: George Passas |

HAZARD RISK ASSESSMENT

| | (1) | (2) | (3) | (4) | (5) | (6) |
|-----------------|---|---|--|---|--|---------------------------------------|
| Step No: | Ingredient / Processing Step | Food Safety Hazard(s) Introduced or Controlled | Food Safety Hazards Significant? Yes/No | Justification | Preventative Measure(s) | Critical Control Point? Yes/No |
| 7 | Apply other ingredients or procedures as required | Physical Contamination | Yes | Prevent possibility of foreign matter, infestation etc. | Ensure added ingredients are visually and organoleptically fresh and come from sealed or covered containers. | No |
| | | Microbiological | Yes | Minimise risk of unacceptable microbiological growth. | Check date code on containers. Clean, dry containers to be used for new batches of ingredients. | No |
| 8 | Tray RTE products for display, or wrap for pre-pack | Date Code | Yes | Prevent possibility of poor stock rotation. | Ensure correct shelf-life is marked on each tray of product as per HA11-03. | No |
| | | Product Identification | Yes | Ensure product is identified correctly. | Label / Sticker. | No |
| | | Physical Contamination | Yes | Possibility of foreign matter, infestation etc. | RTE Products to be cryovac packed must refer to HA07-04c. | No |
| 9 | Transfer to Coolroom | Product Temperature | Yes | Prevention of unacceptable microbiological growth. | Temperature check on coolroom. | Yes |
| 10 | Transfer to cold display | Micro-biological | Yes | Prevention of unacceptable biological growth. | Processed, packaged product to remain in coolroom to storage until temp is below 5°C. | No |
| | | Product Appearance / Odour | Yes | Prevention of unacceptable biological growth. | Transfer to display as quickly as possible. Remove only what is required. | No |
| | | Shelf Life | Yes | Ensure traceability of product. | Code each tray with process/open date. | No |

| | |
|---|----------------------------------|
| | HACCP Document No: HA08.04b |
| MALENY SUPA IGA | REVISION: 2 Issue Date: 02/10/12 |
| Meat or Deli Dept - Processing & Display of RTE Meat Products | SECTION: 8.0 |
| | PAGE: 3 of 3 |
| Prepared by: Graham King | Approved by: George Passas |

HAZARD RISK ASSESSMENT

| | (1) | (2) | (3) | (4) | (5) | (6) |
|----------|---|--|---|--|--|--------------------------------|
| Step No: | Ingredient / Processing Step | Food Safety Hazard(s) Introduced or Controlled | Food Safety Hazards Significant? Yes/No | Justification | Preventative Measure(s) | Critical Control Point? Yes/No |
| 11 | Cold Display | Product Temperature | Yes | Prevention of unacceptable microbiological growth. | Temperature check on display product. | Yes |
| 12 | Wrap for customer for serviced displays | Product Integrity | Yes | Prevention of foreign matter and cross-contamination due to handling. | Clean, dry disposable gloves to be used for each customer. Follow general hygiene requirements as per store policy. | No |
| 13 | Daily audit of displayed products | Shelf Life Product Integrity Product Temperature | Yes Yes Yes | Prevent out-of-date stock becoming available to customers. Ensure product on display is fresh, sealed and appealing to customer. Prevent excessive microbiological growth. | All displays to be checked for products at or near end of shelf life. Visual,smell. Ensure products do not exceed load line of display fridge/freezer. | Yes No Yes |

| | |
|--------------------------|----------------------------------|
| | HACCP Document No: HA08.04c |
| MALENY SUPA IGA | REVISION: 2 Issue Date: 02/10/12 |
| Cryovac Processing | SECTION: 8.0 |
| | PAGE: 1 of 2 |
| Prepared by: Graham King | Approved by: George Passas |

CRYOVAC PROCESSING

HAZARD RISK ASSESSMENT

| Step No: | (1) Ingredient / Processing Step | (2) Food Safety Hazard(s) Introduced or Controlled | (3) Food Safety Hazards Significant? Yes/No | (4) Justification | (5) Preventative Measure(s) | (6) Critical Control Point? Yes/No |
|----------|--|---|--|--|--|---------------------------------------|
| 1 | Prepare Products - ready for cryovac packaging | Product Temperature | Yes | Prevention of unacceptable micro-biological growth. | Remove only what is required | No |
| 2 | Collect clean packaging materials from storage | Physical Contamination. | No | Possibility of foreign matter. | Visually inspect | No |
| 3 | Transfer product onto clean trays and cryovac sleeve | Microbiological Physical | Yes Yes | Prevention of unacceptable microbiological growth. Possibility of foreign contamination. | Clean food contact surfaces & equipment Clean as above | No No |
| 4 | Place product into cryovac machine to remove air from packaging and seal the package. | Microbiological Physical Product Integrity | Yes No Yes | Prevention of unacceptable microbiological growth. Possibility of foreign contamination. Ensure product is sealed and appealing to customer. | Clean food contact surfaces & equipment Clean as above Visually inspect | No No No |
| 5 | Label Product with correct ingredients, allergen information, Nutrition Information Panel (where applicable) and mark with Correct Date Code | Product Identification Date Code | Yes Yes | Ensure product is identified correctly. Prevent possibility of poor stock rotation. | Ensure product is visually fresh, clean and sealed. Ensure shelf-life is marked on each product. Label / Sticker. | No No |
| 6 | Transfer to Coolroom | Product Temperature | Yes | Prevention of unacceptable microbiological growth. | Transfer to coolroom as quickly as possible. | No |

| | |
|--------------------------|----------------------------------|
| | HACCP Document No: HA08.04c |
| MALENY SUPA IGA | REVISION: 2 Issue Date: 02/10/12 |
| Cryovac Processing | SECTION: 8.0 |
| | PAGE: 2 of 2 |
| Prepared by: Graham King | Approved by: George Passas |

HAZARD RISK ASSESSMENT

| | (1) | (2) | (3) | (4) | (5) | (6) |
|----------|---|--|---|--|--|--------------------------------|
| Step No: | Ingredient / Processing Step | Food Safety Hazard(s) Introduced or Controlled | Food Safety Hazards Significant? Yes/No | Justification | Preventative Measure(s) | Critical Control Point? Yes/No |
| 7 | Coolroom Storage | Microbiological | Yes | Prevent unacceptable microbiological growth | Temperature check on stored product | Yes |
| 8 | Transfer to cold display | Product Temperature | Yes | Prevention of unacceptable microbiological growth. | Transfer to display as quickly as possible. | No |
| 9 | Cold Display | Product Temperature | Yes | Prevention of unacceptable microbiological growth. | Temperature check on display product. Ensure products do not exceed load line of display fridge/freezer. | Yes No |
| 10 | Daily audit of displayed products | Shelf Life | Yes | Prevent out-of-date stock becoming available to customers. Ensure product on display is fresh, sealed and appealing to customer. | All displays to be checked for products at or near end of shelf life. | Yes |
| | | Product Integrity | Yes | | Visual, smell. | No |
| 11 | Complete Listeria Monocytogenes testing | Microbiological | Yes | Identify potential Listeria Monocytogenes | Testing using DTS Labs as required for cryovac RTE Meat products | Yes |

| | |
|------------------------------------|----------------------------------|
| | HACCP Document No: HA08.04d |
| MALENY SUPA IGA | REVISION: 2 Issue Date: 02/10/12 |
| Meats or Seafood Thawing Procedure | SECTION: 8.0 |
| | PAGE: 1 of 2 |
| Prepared by: Graham King | Approved by: George Passas |

MEATS OR SEAFOOD THAWING PROCEDURE

HAZARD RISK ASSESSMENT

| Step No: | (1) Ingredient / Processing Step | (2) Food Safety Hazard(s) Introduced or Controlled | (3) Food Safety Hazards Significant? Yes/No | (4) Justification | (5) Preventative Measure(s) | (6) Critical Control Point? Yes/No |
|----------|--|---|--|---|--|---------------------------------------|
| 1 | Remove Frozen products from Freezer | Microbiological | Yes | Prevention of unacceptable microbiological growth. | Place products on trays or in slurry and into coolroom without delay | No |
| 2 | Place Frozen products on trays | Physical Contamination. | No | Possibility of foreign matter. | Clean food contact surfaces | No |
| 3a | Transfer product on trays to Coolroom | Microbiological | Yes | Prevention of unacceptable microbiological growth. | Clean food contact surfaces | No |
| | | Physical | Yes | Possibility of foreign contamination. | Clean as above | No |
| 3b | Shellfish into Salted Ice Slurry in Coolroom | Microbiological | Yes | Prevention of unacceptable microbiological growth. | Clean food contact surfaces | No |
| | | Physical | Yes | Possibility of foreign contamination. | Clean as above | No |
| 4 | Remove thawed material | Microbiological | Yes | Cross Contamination from dripping | Keep trays and tubs low in the coolroom avoid dripping when transferring or carrying | No |
| 5 | Place product into clean trays and seal the packaging. | Microbiological | Yes | Prevention of unacceptable microbiological growth. | Clean food contact surfaces & equipment | No |
| | | Physical | No | Possibility of foreign contamination. | Clean as above | No |
| | | Product Integrity | Yes | Ensure product is sealed and appealing to customer. | Visually inspect | No |
| 6 | Label Product with correct ingredients, allergen information, Nutrition Information Panel (where applicable) and mark with Correct Date Code | Product Identification | Yes | Ensure product is identified correctly. | Ensure product is visually fresh, clean and sealed. | No |
| | | Date Code | Yes | Prevent possibility of poor stock rotation. | Ensure shelf-life is marked on each product. Label / Sticker. | No |

| | |
|---|--|
| | HACCP Document No: HA08.04d |
| MALENY SUPA IGA | REVISION: 2 Issue Date: 02/10/12 |
| Meats or Seafood Thawing Procedure | SECTION: 8.0 |
| | PAGE: 2 of 2 |
| Prepared by: Graham King | Approved by: George Passas |

HAZARD RISK ASSESSMENT

| | (1) | (2) | (3) | (4) | (5) | (6) |
|-----------------|--|---|--|--|--|---------------------------------------|
| Step No: | Ingredient / Processing Step | Food Safety Hazard(s) Introduced or Controlled | Food Safety Hazards Significant? Yes/No | Justification | Preventative Measure(s) | Critical Control Point? Yes/No |
| 7 | Transfer to Coolroom | Product Temperature | Yes | Prevention of unacceptable microbiological growth. | Temperature check on coolroom. | Yes |
| 8 | Transfer to cold display | Product Temperature | Yes | Prevention of unacceptable micro-biological growth. | Transfer to display as quickly as possible. | No |
| 9 | Cold Display | Product Temperature | Yes | Prevention of unacceptable microbiological growth. | Temperature check on display unit. | Yes |
| 10 | Daily audit of displayed products | Shelf Life | Yes | Prevent out-of-date stock becoming available to customers. | All displays to be checked for products at or near end of shelf life. | Yes |
| | | Product Integrity | Yes | Ensure product on display is fresh, sealed and appealing to customer. | Visual smell. | No |
| | | Product Temperature | Yes | Prevent excessive microbiological growth. | Ensure products do not exceed load line of display fridge/freezer. | No |

| | |
|--|----------------------------------|
| | HACCP Document No: HA08 04e |
| MALENY SUPA IGA | REVISION: 2 Issue Date: 02/10/12 |
| Meat Dept - Mincing Sausage Making Procedure | SECTION: 8.0 |
| | PAGE: 1 of 2 |
| Prepared by: Graham King | Approved by: George Passas |

MEAT DEPT - MINCING SAUSAGE MAKING PROCEDURE

HAZARD RISK ASSESSMENT

| Step No: | (1) Ingredient / Processing Step | (2) Food Safety Hazard(s) Introduced or Controlled | (3) Food Safety Hazards Significant? Yes/No | (4) Justification | (5) Preventative Measure(s) | (6) Critical Control Point? Yes/No |
|----------|--|---|--|---|---|---------------------------------------|
| 1 | Assemble mincer | Physical Contamination | Yes | Possibility of foreign matter. | Visually inspect | No |
| 2 | Transfer trim and offcuts from coolroom to prep-room | Microbiological Physical Contamination | Yes Yes | Prevention of unacceptable micro-biological growth. Possibility of foreign matter. | Check date code on containers. Remove only what is required. Ensure trim and offcuts are organoleptically fresh and come from covered containers. | No |
| 3 | Trim and offcuts are weighed and loaded into mincer hopper | Physical Contamination | Yes | Possibility of foreign matter. | Visually inspect | No |
| 4 | Add other ingredients accurately as per HA11-03 | Physical Contamination Microbiological | Yes Yes | Prevent possibility of foreign matter. Minimise risk of unacceptable microbiological growth. | Ensure added ingredients are organoleptically fresh and come from sealed or covered containers. Check date code on containers. Clean, dry containers to be used for new batches of ingredients. | No No |
| 5 | Product is minced then transferred to coolroom | Physical Contamination | Yes | Possibility of foreign matter. | Visually inspect. Clean, dry containers to be used. | No |
| 6 | Chill mince or sausages to below 5°C | Product Temperature | Yes | Prevention of unacceptable microbiological growth. | Temperature check on display unit. | Yes |

| | |
|--|----------------------------------|
| | HACCP Document No: HA08 04e |
| MALENY SUPA IGA | REVISION: 2 Issue Date: 02/10/12 |
| Meat Dept - Mincing Sausage Making Procedure | SECTION: 8.0 |
| | PAGE: 2 of 2 |
| Prepared by: Graham King | Approved by: George Passas |

HAZARD RISK ASSESSMENT

| Step No: | (1) Ingredient / Processing Step | (2) Food Safety Hazard(s) Introduced or Controlled | (3) Food Safety Hazards Significant? Yes/No | (4) Justification | (5) Preventative Measure(s) | (6) Critical Control Point? Yes/No |
|----------|---|---|--|--|---|---------------------------------------|
| 7 | Wrap , tray up and label as required for display or sale. | Date Code Product Identification Physical Contamination | Yes Yes Yes | Prevent possibility of poor stock rotation. Ensure product is identified correctly. Possibility of foreign matter, infestation etc. | Ensure correct shelf-life is marked on each tray of product as per HA11-03. Label / Sticker. Ensure tray of product is visually fresh, clean and sealed. Products must be used within 24 hours of production | No No No |
| 8 | Transfer products to cold display | Micro-biological Product Appearance / Odour Shelf Life | Yes Yes Yes | Prevention of unacceptable biological growth. Prevention of unacceptable biological growth. Ensure traceability of product. | Processed, packaged product to remain in coolroom storage until temp is below 5°C. Transfer to display as quickly as possible. Remove only what is required. Code each tray with process/open date. | No No No |
| 9 | Cold Display | Product Temperature | Yes | Prevention of unacceptable microbiological growth. | Temperature check on display unit. | Yes |
| 10 | Wrap for customers as necessary | Product Integrity | Yes | Prevention of foreign matter and cross-contamination due to handling. | Clean, dry disposable gloves to be used for each customer. Follow general hygiene requirements as per store policy. | No |
| 11 | Daily audit of displayed product | Shelf Life Product Integrity Product Temperature | Yes Yes Yes | Prevent out-of-date stock becoming available to customers. Ensure product on display is fresh, sealed and appealing to customer. Prevent excessive microbiological growth. | All displays to be checked for products at or near end of shelf life. Visual,smell. Ensure products do not exceed load line of display fridge/freezer. | Yes No No |

| | |
|-------------------------------------|----------------------------------|
| | HACCP Document No: HA08.05 |
| Maleny Supa IGA | REVISION: 2 Issue Date: 02/10/12 |
| Fresh Produce Preparation & Display | SECTION: 8.0 |
| | PAGE: 1 of 2 |
| Prepared by: Graham King | Approved by: George Passas |

FRESH PRODUCE PREPARATION & DISPLAY

HAZARD RISK ASSESSMENT

| Step No: | (1) Ingredient / Processing Step | (2) Food Safety Hazard(s) Introduced or Controlled | (3) Food Safety Hazards Significant? Yes/No | (4) Justification | (5) Preventative Measure(s) | (6) Critical Control Point? Yes/No |
|----------|-------------------------------------|---|--|---|--|---------------------------------------|
| 1 | Receival | Truck cleanliness | Yes | Prevent physical contamination of product due to foreign objects/odours in the truck. | Truck to be visually clean and odour free. No pest activity. Visual check. | Yes |
| | | Truck storage conditions | Yes | Prevent chemical contamination of product due to poor storage conditions. | Truck not to store chemicals of any nature with food. Chemicals to be physically separated ensuring no risk of contamination. | Yes |
| | | Product date code | Yes | Ensure coded product has adequate shelf-life. | Visual check on <u>value added perishable products only</u> . | Yes |
| | | Product temp. | Yes | Possibility of microbiological activity due to poor storage conditions. | Temperature check on <u>value added perishable goods only</u> . | Yes |
| | | Product physical defects | Yes | Possibility of product contamination due to external factors i.e. Pests, damage, foreign matter/odours etc. | Visual check. | Yes |
| 2 | Transfer to storage or display | Physical / microbiological | Yes | Prevention of unacceptable biological growth or foreign contamination. | Transfer to storage/display as soon as delivery is checked and accepted. | No |
| 3 | Coolroom storage | Product temperature | Yes | Prevention of unacceptable spoilage. | Temperature check on coolroom. | Yes |
| 4 | Slice or portion selected items | Physical / chemical microbiological | Yes | Possibility of foreign matter/odour, risk of unacceptable microbiological growth | Ensure cutting utensils and preparation table is clean, no uncovered cut produce to be left unsupervised prior to sealing sanitise and wipe cutting bench with clean cloth between variants. | No |

| | |
|-------------------------------------|----------------------------------|
| | HACCP Document No: HA08.05 |
| Maleny Supa IGA | REVISION: 2 Issue Date: 02/10/12 |
| Fresh Produce Preparation & Display | SECTION: 8.0 |
| | PAGE: 2 of 2 |
| Prepared by: Graham King | Approved by: George Passas |

HAZARD RISK ASSESSMENT

| | (1) | (2) | (3) | (4) | (5) | (6) |
|----------|---|--|---|---|--|--------------------------------|
| Step No: | Ingredient / Processing Step | Food Safety Hazard(s) Introduced or Controlled | Food Safety Hazards Significant? Yes/No | Justification | Preventative Measure(s) | Critical Control Point? Yes/No |
| 5 | Stretch-wrap sliced portion and label | Physical / chemical Product integrity | Yes | Possibility of post slicing contamination/ infestation Ensure only fresh sliced product is available to customers | Ensure entire package/portion is stretch sealed. Label with date of slicing. Allow 1 day shelf-life. | No No |
| 6 | Transfer labelled stock to refrigerated or ambient display. | Product integrity | Yes | Prevention of unacceptable spoilage. | Transfer to display as quickly as possible. Remove only what is required. | No |
| 7 | Transfer stock to coolroom at end of day | Product integrity | Yes | Prevention of unacceptable spoilage. | Transfer to coolroom as soon as possible. | No |
| 8 | Daily audit of all displayed products. | Shelf life Product integrity Product temperature | Yes Yes Yes | Prevent out-of-date stock becoming available to customers. Ensure product on display is fresh, sealed and appealing to customer. Prevention of unacceptable microbiological growth. | All displays to be checked for products at or near end of shelf life. Visual, smell. Ensure value added perishable products do not exceed load line of display fridge/freezer. | No No No |

| | |
|--------------------------------------|----------------------------------|
| | HACCP Document No: HA08.06 |
| Maleny Supa IGA | REVISION: 2 Issue Date: 02/10/12 |
| Smallgoods or Meat Slicing & Display | SECTION: 8.0 |
| | PAGE: 1 of 2 |
| Prepared by: Graham King | Approved by: George Passas |

SMALLGOODS OR MEAT SLICING & DISPLAY

HAZARD RISK ASSESSMENT

| Step No: | (1) Ingredient / Processing Step | (2) Food Safety Hazard(s) Introduced or Controlled | (3) Food Safety Hazards Significant? Yes/No | (4) Justification | (5) Preventative Measure(s) | (6) Critical Control Point? Yes/No |
|----------|---|---|--|---|---|---------------------------------------|
| 1 | Receival | Truck cleanliness | Yes | Prevent physical contamination of product due to foreign objects/odours in the truck. | Truck to be visually clean and odour free. No pest activity. Visual check. | Yes |
| | | Truck storage conditions | Yes | Prevent chemical contamination of product due to poor storage conditions. | Truck not to store chemicals of any nature with food. Chemicals to be physically separated ensuring no risk of contamination. | Yes |
| | | Product date code | Yes | Ensure product has adequate shelf-life. | Visual check | Yes |
| | | Product temp. | Yes | Possibility of microbiological activity due to poor storage conditions. | Temperature check on delivered goods. | Yes |
| | | Product physical defects | Yes | Possibility of product contamination due to external factors i.e. Pests, damage, foreign matter/odours etc. | Visual check. | Yes |
| 2 | Transfer to coolroom | Physical / microbiological | Yes | Prevention of unacceptable micro-biological growth. | Transfer to coolroom as soon as delivery is checked and accepted. | No |
| 3 | Cold storage | Product temperature | Yes | Prevention of unacceptable microbiological growth. | Temperature check on coolroom. | Yes |
| 4 | Identification of product expiry date | None | No | Facilitate effective stock rotation and ensure traceability in the event of a product recall. | Mark each package with expiry date and reorganise stock position for effective rotation. | No |
| 5 | Transfer bulk packs to preparation area | Product temperature | Yes | Prevention of unacceptable micro-biological growth. | Transfer to display as quickly as possible. Remove only what is required. | No |
| | | Physical contamination. | Yes | Possibility of foreign matter. | Ensure knife and tray used are clean and dry. | No |

| | |
|--------------------------------------|----------------------------------|
| | HACCP Document No: HA08.06 |
| Maleny Supa IGA | REVISION: 2 Issue Date: 02/10/12 |
| Smallgoods or Meat Slicing & Display | SECTION: 8.0 |
| | PAGE: 2 of 2 |
| Prepared by: Graham King | Approved by: George Passas |

HAZARD RISK ASSESSMENT

| | (1) | (2) | (3) | (4) | (5) | (6) |
|----------|--|--|---|---|---|--------------------------------|
| Step No: | Ingredient / Processing Step | Food Safety Hazard(s) Introduced or Controlled | Food Safety Hazards Significant? Yes/No | Justification | Preventative Measure(s) | Critical Control Point? Yes/No |
| 6 | Cut required quantity. Seal, label bulk packs with date opened-transfer to coolroom. | Microbiological | Yes | Possibility of unacceptable microbiological activity if not handled hygienically. | Label with date opened and transfer immediately to coolroom once sealed. Temperature check on coolroom. | Yes |
| 7 | Slice product in suitable sequence | Microbiological | Yes | Possibility of microbiological cross-contamination. | Wipe slicer with disposable cloth and spray with sanitiser solution between each variety of product. | No |
| | | Physical | Yes | Possibility of foreign contamination. | As above | No |
| 8 | Tray, label & transfer to cold display/storage. | Physical / microbiological | Yes | Prevention of unacceptable biological growth. | Transfer to cold display as soon as sliced and trayed up. | No |
| 9 | Cold display storage | Product temperature | Yes | Prevention of unacceptable biological growth. | Temperature check on display unit. | Yes |
| 10 | Wrap product for customer | Product integrity | Yes | Prevention of foreign matter and cross-contamination due to handling. | Clean, dry disposable gloves to be used for each customer. Follow general hygiene requirements as per store policy. | No |
| 11 | Label and transfer to coolroom at end of day | Date code | Yes | Product traceability and shelf life. | Each tray to be coded. | No |
| | | Product temperature | Yes | Prevention of unacceptable microbiological growth. | Transfer to coolroom as soon as possible. | No |
| 12 | Daily audit of displayed stock. | Shelf life | Yes | Prevent out-of-date stock becoming available to customers. | All displays to be checked for products at or near end of shelf life. | No |
| | | Product integrity | Yes | Ensure product on display is fresh, sealed and appealing to customer. | Visual, smell. | No |

| | |
|----------------------------------|----------------------------------|
| | HACCP Document No: HA08.07 |
| Maleny Supa IGA | REVISION: 2 Issue Date: 02/10/12 |
| Fresh Seafood Handling & Display | SECTION: 8.0 |
| | PAGE: 1 of 2 |
| Prepared by: Graham King | Approved by: George Passas |

FRESH SEAFOOD HANDLING & DISPLAY

HAZARD RISK ASSESSMENT

| | (1) | (2) | (3) | (4) | (5) | (6) |
|----------|---|--|---|---|--|--------------------------------|
| Step No: | Ingredient / Processing Step | Food Safety Hazard(s) Introduced or Controlled | Food Safety Hazards Significant? Yes/No | Justification | Preventative Measure(s) | Critical Control Point? Yes/No |
| 1 | Receival | Truck cleanliness | Yes | Prevent physical contamination of product due to foreign objects/odours in the truck. | Truck to be visually clean and odour free. No pest activity. Visual check. | Yes |
| | | Truck storage conditions | Yes | Prevent chemical contamination of product due to poor storage conditions. | Truck not to store chemicals of any nature with food. Chemicals to be physically separated ensuring no risk of contamination. Visual check | Yes |
| | | Product date code | Yes | Ensure product has adequate shelf-life. | Temperature check on delivered goods. | Yes |
| | | Product temp. | Yes | Possibility of biological activity due to poor storage conditions. | Visual check. | Yes |
| | | Product physical defects | Yes | Possibility of product contamination due to external factors i.e. Pests, damage, foreign matter/odours etc. | | |
| 2 | Transfer to coolroom | Physical / microbiological | Yes | Prevention of unacceptable biological growth. | Transfer to coolroom as soon as delivery is checked and accepted. | No |
| 3 | Cold storage | Product temperature | Yes | Prevention of unacceptable biological growth. | Temperature check on coolroom. | Yes |
| 4 | Identification of product expiry date | None | No | Facilitate effective stock rotation. Ensure traceability in the event of a product recall. | Mark each package with expiry date and reorganise stock position for effective rotation. | No |
| 5 | Transfer from cold storage to cold display. | Product temperature | Yes | Prevention of unacceptable biological growth. | Transfer to display as quickly as possible. Remove only what is required. | Yes |
| | | Physical contamination. | Yes | Possibility of foreign matter. | Ensure any utensils used are clean and dry. | No |

| | |
|---|--|
| | HACCP Document No: HA08.07 |
| Maleny Supa IGA | REVISION: 2 Issue Date: 02/10/12 |
| Fresh Seafood Handling & Display | SECTION: 8.0 |
| | PAGE: 2 of 2 |
| Prepared by: Graham King | Approved by: George Passas |

HAZARD RISK ASSESSMENT

| | (1) | (2) | (3) | (4) | (5) | (6) |
|-----------------|--|---|--|--|---|---------------------------------------|
| Step No: | Ingredient / Processing Step | Food Safety Hazard(s) Introduced or Controlled | Food Safety Hazards Significant? Yes/No | Justification | Preventative Measure(s) | Critical Control Point? Yes/No |
| 6 | Remove seafood from display cabinet | Physical / microbiological | Yes | Minimise risk of foreign contamination and unacceptable microbiological growth. | Place in clean, dry plastic bucket, cover with plastic sheet and ensure seafood is removed from display no more than 30 minutes. Follow general hygiene procedures as per store policy. | No |
| 7 | Overlaying of fresh ice. | Product integrity | Yes | Minimise risk of microbiological contamination. | Overlay ice bed with fresh ice at least 5-6cm thick. Use clean, dry container. | No |
| 8 | Replace older seafood onto ice bed first and add new seafood to front of display | Shelf life | Yes | Product traceability | Separate products with different display dates by fresh disposable plastic sheets. | No |
| 9 | Wrap product for customer | Product integrity | Yes | Prevention of foreign matter and cross-contamination due to handling. | Clean, dry disposable gloves to be used for each customer. Follow general hygiene requirements as per store policy. | No |
| 10 | Daily audit of displayed products. | Shelf life Product integrity | Yes Yes | Prevent out-of-date stock becoming available to customers. Ensure product on display is fresh, and appealing to customer. | All displays to be checked for products at or near end of shelf life. Visual, smell. | No No |

| | |
|-------------------------------|----------------------------------|
| | HACCP Document No: HA08.08 |
| Maleny Supa IGA | Revision: 3 Issue Date: 08/10/12 |
| Cooking of Chickens & Display | Section: 8.0 |
| | Page: 1 of 3 |
| Prepared by: Graham King | Approved by: George Passas |

COOKING OF CHICKENS & DISPLAY

HAZARD RISK ASSESSMENT

| | (1) | (2) | (3) | (4) | (5) | (6) |
|----------|---|---|---|---|--|---|
| Step No: | Ingredient / Processing Step | Food Safety Hazard(s) Introduced or Controlled | Food Safety Hazards Significant ? Yes/No | Justification | Preventative Measure(s) | Critical Control Point? Yes/No |
| 1 | Receival | Truck cleanliness Truck storage conditions Product date code Product temperature Physical defects | Yes Yes Yes Yes Yes | Prevent physical contamination of product due to foreign objects/odours in the truck. Prevent chemical contamination of product due to poor storage conditions. Ensure product has adequate shelf-life. Possibility of microbiological activity due to poor storage conditions. Possibility of product contamination due to external factors i.e. Pests, damage, foreign matter/odours etc. | Truck to be visually clean and odour free. No pest activity. Visual check. Truck not to store chemicals of any nature with food. Chemicals to be physically separated ensuring no risk of contamination. Visual check Temperature check on delivered goods. Visual check. | Yes Yes Yes Yes Yes |
| 2 | Transfer to coolroom | Physical / microbiological | Yes | Prevention of unacceptable biological growth. | Transfer to coolroom as soon as delivery is checked and accepted. | No |
| 3 | Coolroom storage | Product temperature | Yes | Prevention of unacceptable biological growth. | Temperature check on coolroom. | Yes |
| 4 | Identification of product expiry date. | None | No | Facilitate effective stock rotation. Ensure traceability in the event of a product recall. | Mark each package with expiry date and reorganise stock position for effective rotation. | No |
| 5 | Transfer to kitchen and open bulk packs | Product temperature Physical contamination. | Yes Yes | Prevention of unacceptable biological growth. Possibility of foreign matter. | Transfer to display as quickly as possible. Remove only what is required. Ensure utensils used are clean and dry. | No No |

| | |
|-------------------------------|----------------------------------|
| | HACCP Document No: HA08.08 |
| Maleny Supa IGA | Revision: 3 Issue Date: 08/10/12 |
| Cooking of Chickens & Display | Section: 8.0 |
| | Page: 2 of 3 |
| Prepared by: Graham King | Approved by: George Passas |

HAZARD RISK ASSESSMENT

| | (1) | (2) | (3) | (4) | (5) | (6) |
|----------|---------------------------------|--|---|---|---|--------------------------------|
| Step No: | Ingredient / Processing Step | Food Safety Hazard(s) Introduced or Controlled | Food Safety Hazards Significant ? Yes/No | Justification | Preventative Measure(s) | Critical Control Point? Yes/No |
| 6 | Dressing & racking of chickens | Physical, microbiological contamination. | Yes | Possibility of contamination due to direct handling and addition of spice mix. | Use clean, dry disposable plastic gloves. Once commenced, this operation is to be supervised until complete. | No |
| 7 | Cold storage | Product temperature | Yes | Prevention of unacceptable biological growth. | Temperature check on coolroom. | Yes |
| 8 | Transfer rack to oven | Physical / microbiological | Yes | Possibility of foreign matter or microbiological risk. | Transfer to oven as soon as possible directly from cool storage. | No |
| 9 | Cooking of chickens | Microbiological | Yes | Risk of under-processed chickens being a contamination source. | Ensure specified cook process is uninterrupted and complete i.e. Medium steam, vent open, setting 150°C for 70mins. Check temperature of chicken each cook | Yes |
| 10 | Transfer to hot display | Physical, microbiological contamination | Yes | Possibility of cross-contamination due to direct handling. | Use clean, dry plastic gloves. Transfer within 5 mins of removing from oven. | No |
| 11 | Hot holding at >60° C | Microbiological Product integrity | Yes | Risk of unacceptable biological growth. Risk of unacceptable drying. | Holding display to be checked three (3) times daily during use. Dial setting at 95°C. Chickens to be sold within four (4) hours of cooking. | Yes No |
| 12 | Wrap product for customer | Product integrity | Yes | Prevention of foreign matter and cross-contamination due to handling. | Clean, dry disposable gloves to be used for each customer. Follow general hygiene requirements as per store policy. | No |

| | |
|--|--|
| | HACCP Document No: HA08.08 |
| Maleny Supa IGA | Revision: 3 Issue Date: 08/10/12 |
| Cooking of Chickens & Display | Section: 8.0 |
| | Page: 3 of 3 |
| Prepared by: Graham King | Approved by: George Passas |

HAZARD RISK ASSESSMENT

| | (1) | (2) | (3) | (4) | (5) | (6) |
|-----------------|--|---|---|--|--|---------------------------------------|
| Step No: | Ingredient / Processing Step | Food Safety Hazard(s) Introduced or Controlled | Food Safety Hazards Significant ? Yes/No | Justification | Preventative Measure(s) | Critical Control Point? Yes/No |
| 13 | Remove breast and thigh meat from hot bird for chilling and future sale | Microbiological, physical | Yes | Possibility of contamination due to direct handling or inefficient cooling. | Removal of breast and thigh meat from bone using clean, dry disposable plastic gloves into a clean, dry stainless tray. Remainder of the chicken is to be dumped Stainless tray to be covered and to be placed in a cold zone in the coolroom . | Yes |
| 14 | Label tray and transfer to coolroom | Product appearance/ odour | Yes | Prevention of unacceptable biological growth. | Stainless tray to be covered and to be placed in a cold zone in the coolroom . | No |
| | | Shelf-life | Yes | Ensure traceability of product. | Code each tray with processing/opening date. | No |
| 15 | Coolroom Storage | Product temperature | Yes | Prevention of unacceptable biological growth. | Temperature check on display unit. | Yes |
| 16 | Transfer to cold display | Product appearance/ odour | Yes | Prevention of unacceptable biological growth. | Transfer to display as quickly as possible. Remove only what is required. | No |
| 17 | Cold display storage | Product temperature | Yes | Prevention of unacceptable biological growth. | Temperature check on display unit. | Yes |
| 18 | Daily removal of old displayed stock | Shelf life | Yes | Prevent out-of-date stock becoming available to customers. | All displays to be checked for products at or near end of shelf life. | No |
| | | Product integrity | Yes | Ensure product on display is fresh, sealed and appealing to customer. | Visual, smell. | No |

| | |
|---------------------------------|----------------------------------|
| | HACCP Document No: HA08.09 |
| Maleny Supa IGA | REVISION: 2 Issue Date: 02/10/12 |
| Cooking of Take Aways & Display | SECTION: 8.0 |
| | PAGE: 1 of 2 |
| Prepared by: Graham King | Approved by: George Passas |

COOKING OF TAKE AWAYS & DISPLAY

HAZARD RISK ASSESSMENT

| Step No: | (1) Ingredient / Processing Step | (2) Food Safety Hazard(s) Introduced or Controlled | (3) Food Safety Hazards Significant? Yes/No | (4) Justification | (5) Preventative Measure(s) | (6) Critical Control Point? Yes/No |
|----------|--|---|--|---|---|---|
| 1 | Receival | Truck cleanliness Truck storage conditions Product date code Product temp. Product physical defects | Yes Yes Yes Yes Yes | Prevent physical contamination of product due to foreign objects/odours in the truck. Prevent chemical contamination of product due to poor storage conditions. Ensure product has adequate shelf-life. Possibility of microbiological activity due to poor storage conditions. Possibility of product contamination due to external factors i.e. Pests, damage, foreign matter/odours etc. | Truck to be visually clean and odour free. No pest activity. Visual check. Truck not to store chemicals of any nature with food. Chemicals to be physically separated ensuring no risk of contamination. Visual check Temperature check on delivered goods. Visual check. | Yes Yes Yes Yes Yes |
| 2 | Transfer to coolroom | Physical / microbiological | Yes | Prevention of unacceptable biological growth. | Transfer to coolroom as soon as delivery is checked and accepted. | No |
| 3 | Cold storage | Product temperature | Yes | Prevention of unacceptable biological growth. | Temperature check on coolroom. | Yes |
| 4 | Identification of product expiry date. | None | No | Facilitate effective stock rotation and ensure traceability in the event of a product recall. | Mark each package with expiry date and reorganise stock position for effective rotation. | No |
| 5 | Pre-heat fryer or oven | None | No | No perceived food safety risk. | Set fryer to 190°C and switch on. Allow to preheat for 15 mins. Set oven to 150°C on medium steam. Allow to preheat for 15 mins. | No |

| | |
|---------------------------------|----------------------------------|
| | HACCP Document No: HA08.09 |
| Maleny Supa IGA | REVISION: 2 Issue Date: 02/10/12 |
| Cooking of Take Aways & Display | SECTION: 8.0 |
| | PAGE: 2 of 2 |
| Prepared by: Graham King | Approved by: George Passas |

HAZARD RISK ASSESSMENT

| Step No: | (1) Ingredient / Processing Step | (2) Food Safety Hazard(s) Introduced or Controlled | (3) Food Safety Hazards Significant? Yes/No | (4) Justification | (5) Preventative Measure(s) | (6) Critical Control Point? Yes/No |
|----------|---|--|--|--|---|---------------------------------------|
| 6 | Transfer to kitchen and open bulk packs | Product temperature Physical contamination. | Yes Yes | Prevention of unacceptable biological growth. Possibility of foreign matter. | Transfer to display as quickly as possible. Remove only what is required. Ensure utensils used are clean and dry. | No No |
| 7 | Cook take-away foods | Microbiological | Yes | Risk of undercooked foods being a contamination source. | All fried products to be deep fried for a minimum of 2 minutes at 190°C. Potato chips and wedges adjust time for a longer cook until golden brown. All baked products to be cooked at 150°C for 45 mins. | Yes |
| 8 | Transfer to hot display | Physical, microbiological contamination | Yes | Possibility of contamination due to direct handling. | Use clean, dry disposable plastic gloves. Transfer within 2 mins of removing from fryer. | No |
| 9 | Hot display at >60°C | Microbiological Product integrity | Yes Yes | Risk of unacceptable biological growth. Risk of unacceptable drying | Holding display to be checked three (3) times daily during use. Dial setting at 95°C. Products to be sold within (4) hours of cooking. | Yes No |
| 10 | Wrap product for customer | Product integrity | Yes | Prevention of foreign matter and cross-contamination due to handling. | Clean, dry disposable gloves to be used for each customer. Follow general hygiene requirements as per store policy. | No |

| | |
|---|----------------------------------|
| | HACCP Document No: HA08.10 |
| Maleny Supa IGA | REVISION: 2 Issue Date: 02/10/12 |
| Pizza, Salad & Sandwich Preparation Display & Cooking | SECTION: 8.0 |
| | PAGE: 1 of 2 |
| Prepared by: Graham King | Approved by: George Passas |

PIZZA, SALAD & SANDWICH PREPARATION DISPLAY & COOKING

HAZARD RISK ASSESSMENT

| Step No: | (1) Ingredient / Processing Step | (2) Food Safety Hazard(s) Introduced or Controlled | (3) Food Safety Hazards Significant? Yes/No | (4) Justification | (5) Preventative Measure(s) | (6) Critical Control Point? Yes/No |
|----------|---|---|--|---|--|---------------------------------------|
| 1 | Receival | Truck cleanliness | Yes | Prevent physical contamination of product due to foreign objects/odours in the truck. | Truck to be visually clean and odour free. No pest activity. Visual check. | Yes |
| | | Truck storage conditions | Yes | Prevent chemical contamination of product due to poor storage conditions. | Truck not to store chemicals of any nature with food. Chemicals to be physically separated ensuring no risk of contamination. Visual check | Yes |
| | | Product date code | Yes | Ensure product has adequate shelf-life. | Temperature check on delivered goods. | Yes |
| | | Product temp. | Yes | Possibility of microbiological activity due to poor storage conditions. | Visual check. | Yes |
| | | Product physical defects | Yes | Possibility of product contamination due to external factors i.e. Pests, damage, foreign matter/odours etc. | | Yes |
| 2 | Transfer to coolroom | Physical / microbiological | Yes | Prevention of unacceptable biological growth. | Transfer to coolroom as soon as delivery is checked and accepted. | No |
| 3 | Cold storage | Product temperature | Yes | Prevention of unacceptable biological growth. | Temperature check on coolroom. | Yes |
| 4 | Identification of ingredient expiry date. | None | No | Facilitate effective stock rotation and ensure traceability in the event of a product recall. | Mark each package with expiry date and reorganise stock position for effective rotation. | No |
| 5 | Transfer bulk ingredients to refrigeration in preparation area | Product temperature | Yes | Prevention of unacceptable biological growth. | Transfer directly to display. Remove only what is required. | Yes |
| 6 | Prepare ingredients by opening packs or cutting & then placing into trays | Physical contamination. | Yes | Possibility of foreign matter | Ensure knife and tray used are clean and dry. | No |

| | |
|---|----------------------------------|
| | HACCP Document No: HA08.10 |
| Maleny Supa IGA | REVISION: 2 Issue Date: 02/10/12 |
| Pizza, Salad & Sandwich Preparation Display & Cooking | SECTION: 8.0 |
| | PAGE: 2 of 2 |
| Prepared by: Graham King | Approved by: George Passas |

HAZARD RISK ASSESSMENT

| Step No: | (1) Ingredient / Processing Step | (2) Food Safety Hazard(s) Introduced or Controlled | (3) Food Safety Hazards Significant? Yes/No | (4) Justification | (5) Preventative Measure(s) | (6) Critical Control Point? Yes/No |
|----------|--|--|--|---|--|---------------------------------------|
| 7 | Manufacture of Pizzas, salads and sandwiches | Physical / Chemical / Microbiological | Yes | Ensure that pizzas ,salads and sandwiches are made in a hygienic, timely manner, avoiding any risk on food safety. | Clean, dry disposable plastic gloves to be used and gloves to be changed between ingredient types. Preparation containers to be covered with plastic if unattended Entire process to be completed as soon as possible or <u>within 30mins</u> . General hygiene requirements as per store policy. | No |
| 8 | Seal, label and date code finished product | Physical Contamination Shelf Life | Yes Yes | Possibility of introduction of foreign matter, infestation risk. Facilitate effective stock rotation. | Completed pizzas, salads and to be sealed and identified without delay. General hygiene requirements as per store policy. Place date code sticker on pizza, salad or sandwiches | No No |
| 9 | Cold Display | Product Temperature | Yes | Prevention of excessive microbiological growth. | Temperature check on display unit. | Yes |
| 10 | Label & transfer stock to coolroom at end of day | Date Code Product Temperature | Yes Yes | Product traceability and shelf life. Prevention of unacceptable microbiological growth. | Each pizza , salad or sandwich pack to be coded with date of preparation (if day of packing is later). Transfer to coolroom as soon as possible. | No No |
| 11 | Daily Audit of Displayed Products. | Shelf Life Product Integrity Product Temperature | Yes Yes Yes | Prevent out-of-date stock getting to customers. Ensure product on display is fresh, sealed and appealing Prevention of microbe growth | All displays to be checked for products at or near end of shelf life. Visual, smell. Ensure products don't exceed load line of display fridge/freezer. | No No No |
| 12 | Cook pizza for Customer (where necessary) | Microbiological | Yes | Risk of undercooked pizzas being a contamination source. | Each pizza cooked to be checked for temperature after cooking. | Yes |

| | |
|--------------------------|----------------------------------|
| | HACCP Document No: HA08.11 |
| Maleny Supa IGA | REVISION: 2 Issue Date: 02/10/12 |
| Donut Cooking & Display | SECTION: 8.0 |
| | PAGE: 1 of 2 |
| Prepared by: Graham King | Approved by: George Passas |

DONUT COOKING & DISPLAY

HAZARD RISK ASSESSMENT

| | (1) | (2) | (3) | (4) | (5) | (6) |
|----------|-------------------------------|--|---|---|---|--------------------------------|
| Step No: | Ingredient / Processing Step | Food Safety Hazard(s) Introduced or Controlled | Food Safety Hazards Significant? Yes/No | Justification | Preventative Measure(s) | Critical Control Point? Yes/No |
| 1 | Receival | Truck cleanliness | Yes | Prevent physical contamination of product due to foreign objects / odours in the truck. | Truck to be visually clean and odour free. No pest activity. | Yes |
| | | Truck storage conditions | Yes | Prevent chemical contamination of product due to poor storage conditions. | Visual check. Truck not to store chemicals with food ensuring no risk of contamination. | Yes |
| | | Product physical defects | Yes | Possibility of product contamination due to external factors i.e. Pests, damage, foreign matter/odours etc. | Visual check | Yes |
| | | Product date code | Yes | Ensure product has visible date code. | Visual check | Yes |
| 2 | Transfer to preparation area | Physical | Yes | Prevention of physical contamination i.e. Pests, dirt etc. | Transfer to storage as soon as delivery is accepted. | No |
| 3 | Batter mixing and preparation | Physical / chemical contamination | Yes | Ensure ingredients and machinery are not contaminated with foreign matter or odours. | Visual check, smell. | No |
| 4 | Pre-heat cooking oil in fryer | None | No | Ensure oil heater is working. | Visual check. Setting at 120c for up to 30 min then set to 200c for 10 min prior to frying. | No |
| 5 | Fill hopper with batter | Physical, chemical | Yes | Ensure fryer unit is not contaminated with foreign matter, odours. | Visual check, smell. | No |
| 6 | Donut frying | Physical | Yes | Ensure donuts appear wholesome, cooked. | Visual check, smell. Speed setting at 90. | No |

| | |
|--------------------------|----------------------------------|
| | HACCP Document No: HA08.11 |
| Maleny Supa IGA | REVISION: 2 Issue Date: 02/10/12 |
| Donut Cooking & Display | SECTION: 8.0 |
| | PAGE: 2 of 2 |
| Prepared by: Graham King | Approved by: George Passas |

HAZARD RISK ASSESSMENT

| | (1) | (2) | (3) | (4) | (5) | (6) |
|----------|-------------------------------------|--|---|--|--|--------------------------------|
| Step No: | Ingredient / Processing Step | Food Safety Hazard(s) Introduced or Controlled | Food Safety Hazards Significant? Yes/No | Justification | Preventative Measure(s) | Critical Control Point? Yes/No |
| 7 | Cool to room temperature | None | No | Cool for display. | Visual check. | No |
| 8 | Donut coating / icing | Physical / chemical contamination | Yes | Ensure ingredients are not contaminated with foreign odours or matter. | Visual check, smell. | No |
| 9 | Packing into trays and labelling | Date code | Yes | Prevent possibility of poor stock rotation. | Ensure 3 days shelf life is marked on each tray of product. | No |
| | | Product identification | Yes | Ensure product is correctly identified. | Label / sticker | No |
| | | Physical contamination | Yes | Possibility of foreign matter, pests etc. | Ensure each tray is visually fresh, clean and sealed. | No |
| 10 | Transfer to display shelves | Physical | Yes | Prevention of physical and chemical contamination i.e. Chemical spills, pests, dirt etc. | Ensure shelves are clean and dry. | No |
| 11 | Daily audit of all display products | Product integrity | Yes | Prevention of damaged, leaking stock becoming available to customers. | Ensure products are in their displayed position. All displays to be checked for damaged stock. | No |
| | | Shelf life | Yes | Prevent out of date stock becoming available to customers | All displays to be checked for products at or near shelf life. | No |

| | |
|---|----------------------------------|
| | HACCP Document No: HA08.12 |
| Maleny Supa IGA | REVISION: 2 Issue Date: 02/10/12 |
| Frozen Bread or Danish Baking & Display | SECTION: |
| | PAGE:1 of 2 |
| Prepared by: Graham King | Approved by: George Passas |

FROZEN BREAD OR DANISH BAKING & DISPLAY

HAZARD RISK ASSESSMENT

| | (1) | (2) | (3) | (4) | (5) | (6) |
|----------|--|---|---|---|---|---|
| Step No. | Ingredient / Processing Step | Food Safety Hazard(s) Introduced or Controlled | Food Safety Hazards Significant? Yes/No | Justification | Preventative Measure(s) | Critical Control Point? Yes/No |
| 1 | Receival | Truck cleanliness Truck storage conditions Product date code Product temp. Product physical defects | Yes Yes Yes Yes Yes | Prevent physical contamination of product due to foreign objects/odours in the truck. Prevent chemical contamination of product due to poor storage conditions. Ensure product has adequate shelf-life. Possibility of microbiological activity due to poor storage conditions. Possibility of product contamination due to external factors i.e. Pests, damage, foreign matter/odours etc. | Truck to be visually clean and odour free. No pest activity. Visual check. Truck not to store chemicals of any nature with food. Chemicals to be physically separated ensuring no risk of contamination. Visual check Temperature check on delivered goods. Visual check. | Yes Yes Yes Yes Yes |
| 2 | Transfer to freezer or coolroom | Physical / microbiological | Yes | Prevention of unacceptable biological growth. | Transfer to coolroom as soon as delivery is checked and accepted. | No |
| 3 | Cold storage | Product temperature | Yes | Prevention of unacceptable biological growth. | Temperature check on coolroom. | Yes |
| 4 | Racking and overnight thawing in coolroom | Physical / microbiological contamination. | Yes | Ensure products thaw completely and without significant microbiological growth. Prevent foreign object or pest contamination. | Visual check, smell. | No |
| 5 | Transfer pastries from coolroom to proofing oven | Physical | Yes | Prevent foreign / pest contamination. | Transfer directly to proofing oven. Proof at 30°C - 35°C for 1hr. | No |

| | |
|--|--|
| | HACCP Document No: HA08.12 |
| Maleny Supa IGA | REVISION: 2 Issue Date: 02/10/12 |
| Frozen Bread or Danish Baking & Display | SECTION: |
| | PAGE:2 of 2 |
| Prepared by: Graham King | Approved by: George Passas |

HAZARD RISK ASSESSMENT

| | (1) | (2) | (3) | (4) | (5) | (6) |
|-----------------|--|---|--|---|---|---------------------------------------|
| Step No: | Ingredient / Processing Step | Food Safety Hazard(s) Introduced or Controlled | Food Safety Hazards Significant? Yes/No | Justification | Preventative Measure(s) | Critical Control Point? Yes/No |
| 6 | Pre-heat baking oven | None | No | Ensure oven is pre-heated for baking. | Set to 170°C - 180°C at least 15 mins prior to baking. | No |
| 7 | Remove from proofing oven and glaze pastries | Physical / chemical | Yes | Ensure egg white used is fresh and appealing. | Visual check, smell. | No |
| 8 | Transfer to oven and bake | Physical, microbiological | Yes | Ensure product is physically cooked. | Visual check/smell. Bake for 17-20 mins. | No |
| 9 | Remove from oven and cool to room temperature. | None | No | Cool for display. | Visual check. | No |
| 10 | Transfer to display shelves as required | Physical | Yes | Prevention of physical and chemical contamination i.e. Pests, dirt etc. | Ensure shelves are clean and dry. | No |
| 11 | Daily audit of displayed products | Product integrity | Yes | Prevention of damaged or out of date stock becoming available to customers. | Ensure products are in their displayed position. All displays to be checked for damaged or out of date stock. | No |

| | |
|--------------------------|----------------------------------|
| | HACCP Document No: HA08.13 |
| MALENY SUPA IGA | REVISION: 2 Issue Date: 02/10/12 |
| Home Deliveries | SECTION: 8.0 |
| | PAGE: 1 of 1 |
| Prepared by: Graham King | Approved by: George Passas |

HOME DELIVERIES

HAZARD RISK ASSESSMENT

| Step No: | (1) Ingredient / Processing Step | (2) Food Safety Hazard(s) Introduced or Controlled | (3) Food Safety Hazards Significant? Yes/No | (4) Justification | (5) Preventative Measure(s) | (6) Critical Control Point? Yes/No |
|----------|--|---|--|--|--|---------------------------------------|
| 1 | Customer Indicates Home Delivery Required and Service Desk Completes Customer Details. | None | No | Ensure request is recorded and communicated. | Complete all details on Home Deliveries Checksheet. Customer to sign. | No |
| 2 | Service Personnel Separate Perishables, Chemicals and General Grocery. | Chemical Microbiological | Yes Yes | Possibility of chemical contamination of food products. Possibility of unacceptable microbiological growth. | Chemical/Non-food items to be placed in separate bags. Perishable and frozen stock to be placed in separate bags. | No No |
| 3 | Perishables Placed in Frozen or Refrigerated Storage | Microbiological | Yes | Possibility of unacceptable microbiological growth. | Store in freezer and/or coolroom until required for delivery. | Yes |
| 4 | Staff Arrange Delivery Time | None | No | Ensure delivery time is communicated. | Phone call/verbal at store. | No |
| 5 | Delivery Staff Record Departure Checks. | Microbiological | Yes | Possibility of unacceptable microbiological growth. | Surface temperature of products to be recorded upon departure. | Yes |
| 6 | Delivery Staff Record Arrival Checks | Microbiological | Yes | Possibility of unacceptable microbiological growth. | Surface temperature of products to be recorded upon arrival. | Yes |
| 7 | Delivery Staff Checks Groceries with Customer | Physical / Chemical | Yes | Possibility of damaged / leaking items delivered. | Check all products with customer upon delivery. Customer signs checksheet. | Yes |

| | |
|--|--|
| | HACCP Document No: HA09.00 |
| MALENY SUPA IGA | REVISION: 2 Issue Date: 02/10/12 |
| Hazard Audit Tables - Food Safety Standards | SECTION: 9.0 |
| | PAGE: 1 of 1 |
| Prepared by: Graham King | Approved by: George Passas |

HAZARD AUDIT TABLES - FOOD SAFETY STANDARDS

Note: All of the hazard audit tables available in the system are listed here. **Maleny Supa IGA** has only been provided with the hazard audit tables from this list that are related to the departments in this store. A list of the actual documents for this store is located at the front of the food safety plan in the table of contents. If you require additional documents from the list below, update your departments form and republish.

The following section is a summary of the checks that must be done regularly to ensure compliance to State and Federal food safety legislation.

They are split by department for larger stores.

- Inwards Goods Receiving HA09.01
- Refrigerated Foods Storage & Display HA09.02
- Fresh Produce Preparation & Display HA09.03
- Hot Food Cooking & Display HA09.04
- Meat / Deli Dept – Processing & Display of RTE Meat Products HA09.04b
- Cryovac Procedure HA09.04c
- Meats / Seafood Thawing Procedure HA09.04d
- Meats Dept – Mincing & Sausage Making Procedure HA09.04e
- General Dairy & Frozen Display HA09.05
- Home Deliveries & Distribution HA09.06

| | |
|--------------------------|----------------------------------|
| | HACCP Document No: HA09.01 |
| Maleny Supa IGA | REVISION: 2 Issue Date: 02/10/12 |
| Inwards Goods Receipts | SECTION: 9.0 |
| | PAGE: 1 of 2 |
| Prepared by: Graham King | Approved by: George Passas |

INWARDS GOODS RECEIVALS

FOOD SAFETY STANDARDS TABLE

| (1) | (2) | (3) | (4) | (5) | (6) | (7) | (8) | (9) | (10) |
|---------------------|---|--|--|------------|----------------|--------------------|--|-----------------------|--|
| CCP | Significant Hazard | Critical Limits | | Monitoring | | | Corrective Action | Records | Verification |
| | | | What | How | Frequency | Who | | | |
| All food deliveries | Physical/chemical Contamination of truck. | Interior of truck to show no evidence of foreign bodies, pest infestation, foreign odours. All chemicals to be stored separately and product to show no sign of damage or leaks. | Truck interior conditions & integrity. | Visual | Each delivery. | Trained Dock staff | All non-conformances are to be rejected if there is a hygiene risk to store or a quality risk to the stock. Note: Dept. Manager to authorise acceptance or rejection. | Inwards goods summary | To be signed by store manager or dept. Mngr. |
| | Physical/chemical Contamination of product. | No physical damage or pest contamination. No evidence of chemical odours or contamination. Containers sealed. | Packaging conditions & integrity. | | | | Reject stock if: A) Packaging is unsealed or damaged. B) Evidence of foreign odour, damage, foreign contamination, or pest infestation of product. | | |
| | Traceability of stock. | Batch or date codes present on all stock received. | Batch or date code. | | | | Reject stock if codes are illegible or not present. Direct goods to be checked at receipt. | | |

| | |
|--------------------------|----------------------------------|
| | HACCP Document No: HA09.01 |
| Maleny Supa IGA | REVISION: 2 Issue Date: 02/10/12 |
| Inwards Goods Receipts | SECTION: 9.0 |
| | PAGE: 2 of 2 |
| Prepared by: Graham King | Approved by: George Passas |

FOOD SAFETY STANDARDS TABLE

| (1) | (2) | (3) | (4) | (5) | (6) | (7) | (8) | (9) | (10) |
|----------------------------------|--------------------|---|---------------------|---|------------------------------------|------------|---|-----------------------|---|
| CCP | Significant Hazard | Critical Limits | | Monitoring | | | Corrective Action | Records | Verification |
| | | | What | How | Frequency | Who | | | |
| Delivery of all perishable foods | Microbiological | 1) frozen goods to show no evidence of thawing and be at or below -15°C | Product temperature | Any thermometer that is calibrated at least weekly and accurate to +/- 1°C. | Every delivery - minimum 2 checks. | Dock staff | A) reject stock if warmer than -12°C or shows visual evidence of thawing. B) stock between -12°C & -15°C to be inspected by dept. Manager prior to accepting or rejecting. | Inwards goods summary | To be signed by store manager or dept. Manager. |
| | | 2) ice-cream products to be below -18°C | | | | | A) reject stock if warmer than -15°C. B) stock between -15°C & -18°C to be inspected by dept. Manager prior to accepting or rejecting. | | |
| | | 3) refrigerated goods to be below 5°C | | | | | A) reject stock if warmer than 7°C. B) stock between 5°C & 7°C to be inspected by dept. Manager prior to accepting or rejecting. Note: Probe thermometer as per ha11/02 section 2.6 to ensure food is safe to receive. | | |

| | |
|--------------------------------------|----------------------------------|
| | HACCP Document No: HA09.02 |
| MALENY SUPA IGA | REVISION: 2 Issue Date: 02/10/12 |
| Refrigerated Foods Storage & Display | SECTION: 9.0 |
| | PAGE: 1 of 1 |
| Prepared by: Graham King | Approved by: George Passas |

REFRIGERATED FOODS STORAGE & DISPLAY

| (1) | (2) | (3) | (4) | (5) | (6) | (7) | (8) | (9) | (10) |
|--|--------------------|---|--|--|--|------------|--|---|---|
| CCP | Significant Hazard | Critical Limits | Monitoring | | | | Corrective Action | Records | Verification |
| | | | What | How | Frequency | Who | | | |
| Dairy, Meat & Delicatessen Coolrooms without glass door displays | Micro-biological | Coolroom to operate at or below 4°C. NOTE: Normal running temperature for fresh meat & seafood coolrooms is 2°C. | Gauge Temperature | Visual check of dial or digital thermometer calibrated at least annually (section 10) | 2 checks per day. a) Start of day. b) During last hour of trading. | Dept Staff | 1. Double check readings with alarm system reading. 2. Inform Store Manager if alarm indicates failure. 3. Call service personnel immediately. 4. Store Manager or delegate to contact refrigeration service. 5.Transfer product to alternate cool-room or to an alternate Display storage area immediately. | Cold Storage Check sheet | To be signed by Store Manager or Dept. Manager. |
| Refrigerated produce displays and coolrooms | | Product temperature to be at or below 10°C. | Temperature of one random product per display | Any thermometer that is calibrated at least weekly and accurate to +/- 1°C. (section 16) | | | | | |
| All Pre-pack or Service Refrigerated Dairy & Fresh Displays (except produce) | | Displayed product temperatures to be at or below 4°C. | Product temperatures of one or three random products per display as required | | | | | | |
| Frozen Foods Displays & Storage | | Displayed or stored product temperatures to be at or below -18°C. *(-15°C is acceptable if no ice creams stored) | | | | | | | |
| Pet Meat | | | Pet food display segregated from fresh meat. Display cases to have perspex dividers and signage in place | Segregation | Visual | | | Remove all pet meat stock from normal meat cases and only display separately. | IGA Food Safety Audit |

| | |
|-------------------------------------|----------------------------------|
| | HACCP Document No: HA09.03 |
| Maleny Supa IGA | REVISION: 2 Issue Date: 02/10/12 |
| Fresh Produce Preparation & Display | SECTION: 9.0 |
| | PAGE: 1 of 2 |
| Prepared by: Graham King | Approved by: George Passas |

FRESH PRODUCE PREPARATION & DISPLAY

HAZARD AUDIT TABLE

| (1) | (2) | (3) | (4) | (5) | (6) | (7) | (8) | (9) | (10) |
|------------------------|---|--|--|--------|----------------|-----------------------|--|--|---|
| CCP | Significant Hazard | Critical Limits | Monitoring | | | | Corrective Action | Records | Verification |
| | | | What | How | Frequency | Who | | | |
| All produce deliveries | Physical/chemical Contamination of truck. | Interior of truck to show no evidence of foreign contamination, infestation, foreign odours. Chemicals to be stored separately and to show no sign of damage or leaks. | Truck interior conditions & integrity. | Visual | Each delivery. | Trained Produce staff | Do not unload delivery prior to check. Inform dept. Manager. If stock is not affected by physical problems and is sealed then delivery may be accepted. If chemical spills or foreign odour - reject. Dept manager to authorise acceptance or rejection. | Produce receival and cold storage checksheet Ha18-05 | To be signed by produce manager / delegate or store manager |
| | Physical/chemical Contamination of product. | No physical damage or pest contamination. No evidence of chemical odours or contamination. Containers sealed. | Packaging conditions & integrity. | | | | Reject stock if A) packaging is unsealed or damaged. B) evidence of foreign odour, foreign contamination, pest infestation on product. | | |

| | |
|-------------------------------------|----------------------------------|
| | HACCP Document No: HA09.03 |
| Maleny Supa IGA | REVISION: 2 Issue Date: 02/10/12 |
| Fresh Produce Preparation & Display | SECTION: 9.0 |
| | PAGE: 2 of 2 |
| Prepared by: Graham King | Approved by: George Passas |

HAZARD AUDIT TABLE

| (1) | (2) | (3) | (4) | (5) | (6) | (7) | (8) | (9) | (10) |
|---|------------------------|---|--|-----------------------------|---|---------------|---|---|---|
| CCP | Significant Hazard | Critical Limits | Monitoring | | | | Corrective Action | Records | Verification |
| | | | What | How | Frequency | Who | | | |
| Delivery of value added produce with limited shelf life | Traceability of stock. | Batch or date codes present on all stock received. | Batch or date code. | Visually | Every batch. | Produce staff | Reject stock if codes are illegible or not present. | Produce receival and storage checksheet ha18-05 | To be signed by produce manager / delegate or store manager |
| | Microbiological | Refrigerated goods to be received and stored below 5 ⁰ c | Product temperature | Raytek infrared thermometer | Every delivery - minimum 2 checks. | | A) reject stock if above 7 ⁰ c B) stock between 5 ⁰ c - 7 ⁰ c to be inspected by dept . Manager prior to accepting or rejecting. Note: Probe thermometer as per ha11/02 section 2.6 to ensure food is safe to receive. | | |
| Self-service refrigerated display of value added products | | Display temperature to be colder than 5 ⁰ c | Temperature of two random products per display | | Three checks per day. A)start of day B)3-4pm C)during the last hour of trading | | Double check readings with alarm monitoring system reading. Inform store manager if alarm indicates failure. Call service personnel immediately. Transfer product to alternate cool-room or display storage immediately. | | |

| | |
|----------------------------|----------------------------------|
| | HACCP Document No: HA09.04 |
| Maleny Supa IGA | REVISION: 2 Issue Date: 02/10/12 |
| Hot Food Cooking & Display | SECTION: 9.0 |
| | PAGE: 1 of 1 |
| Prepared by: Graham King | Approved by: George Passas |

HOT FOOD COOKING & DISPLAY

FOOD SAFETY STANDARDS TABLE

| (1) | (2) | (3) | (4) | (5) | (6) | (7) | (8) | (9) | (10) |
|--|--------------------|--|---|---|--|-------------|---|----------------------------------|--|
| CCP | Significant Hazard | Critical Limits | Monitoring | | | | Corrective Action | Records | Verification |
| | | | What | How | Frequency | Who | | | |
| Cooking of hot foods | Microbiological | Core temperature of chicken to be above 74°C. | Core temp. or surface temp. of cooked food. | A) surface thermometer for thin foods less than 2cm thick. B) probe thermometer for thicker foods. | Each cook. | Fresh staff | Place chickens back into oven, cook for further 5mins. Repeat until 74°C is attained. Note: record extra cook. <u>Frying</u> Place food back into fryer, cook for further 30secs. Repeat until 74°C is met. Note: record extra cook. <u>Baking</u> Place back into oven, cook for further 3 mins. Repeat until 74°C met & record. | Storage & processing check sheet | To be signed by the deli manager or delegate at least daily. |
| Display of hot chickens & take-away foods. | | Product temperature to be above 60°C. | Surface temp of hot foods. | | 2 checks per day. A) 10am or 2hrs after initial cook. B) last hour of trading. | | Call service personnel immediately. Monitor product temperature. If falls below 60°C dump all hot food. Note: increase operating setting if possible to ensure 60°C product temperature. | | |
| Cooling and re-sale of any unsold hot chickens | | Hot chickens must be cooled from above 60°C to below 5°C in less than 6 hours. | Core temp. of cooled hot chickens. | Probe thermometer | At least monthly to verify the cooling procedure. | | Review cooling method and ensure a hygienic cooling procedure is communicated to all applicable deli staff. | | |

| | |
|---|----------------------------------|
| | HACCP Document No: HA09.04b |
| Maleny Supa IGA | REVISION: 2 Issue Date: 02/10/12 |
| Meat or Deli Dept - Processing & Display of RTE Meat Products | SECTION: 9.0 |
| | PAGE: 1 of 1 |
| Prepared by: Graham King | Approved by: George Passas |

MEAT OR DELI DEPT - PROCESSING & DISPLAY OF RTE MEAT PRODUCTS

HAZARD AUDIT TABLE

| (1) | (2) | (3) | (4) | (5) | (6) | (7) | (8) | (9) | (10) |
|--|--------------------|---|--|---|--|--------------------|--|----------------------------------|---|
| CCP | Significant Hazard | Critical Limits | Monitoring | | | | Corrective Action | Records | Verification |
| | | | What | How | Frequency | Who | | | |
| Return excess large cuts to coolroom within 30 minutes | Micro-biological | Coolroom to operate at or below 4°C. Note: normal running temperature for fresh meat & seafood coolrooms is 2°C. | Gauge temperature | Visual check of dial or digital thermometer calibrated at least annually (section 10) | 2 checks per day. A) start of day. B) during last hour of trading. | Trained Dept staff | 1. Double check readings with alarm system reading. 2. Inform store manager if alarm indicates failure. 3. Call service personnel immediately. | Cold storage check sheet Ha18-09 | To be signed by store manager or dept. Manager. |
| Transfer to coolroom - chill to below 5c surface temp | Micro-biological | | | | | | | | |
| Cold display - loose or packed | Micro-biological | Displayed product temperatures to be at or below 4°C. | Product temperatures of one or three random products per display as required | Least weekly and accurate to +/- 1°C. (section 16) | | | Transfer product to alternate cool-room or to an alternate display storage area immediately. | | |
| Daily audit of displayed products | Micro-biological | Refrigerator to operate at or below 4°C | Shelf life and packaging integrity | Visually | Daily | | Remove from sale and place in ullage | Nor 20 ullage report | Store managers Signature |

| | |
|--------------------------|----------------------------------|
| | HACCP Document No: HA09.04c |
| Maleny Supa IGA | REVISION: 2 Issue Date: 02/10/12 |
| Cryovac Procedures | SECTION: 9.0 |
| | PAGE: 1 of 1 |
| Prepared by: Graham King | Approved by: George Passas |

CRYOVAC PROCEDURES

HAZARD AUDIT TABLE

| (1) | (2) | (3) | (4) | (5) | (6) | (7) | (8) | (9) | (10) |
|---|--------------------|---|--|---|--|--------------------------------------|--|----------------------------------|---|
| CCP | Significant Hazard | Critical Limits | Monitoring | | | | Corrective Action | Records | Verification |
| | | | What | How | Frequency | Who | | | |
| Transfer to coolroom | Micro-biological | Coolroom to operate at or below 4°C. Note: normal running temperature for fresh meat & seafood coolrooms is 2°C. | Gauge temperature | Visual check of dial or digital thermometer calibrated at least annually (section 10) | 2 checks per day. A) start of day. B) during last hour of trading. | Trained Dept staff | 1. Double check readings with alarm system reading. 2. Inform store manager if alarm indicates failure. 3. Call service personnel immediately. | Cold storage check sheet Ha18-09 | To be signed by store manager or dept. Manager. |
| Cold display - packed | | Displayed product temperatures to be at or below 4°C. | Product temperatures of one or three random products per display as required | Least weekly and accurate to +/- 1°C. (section 16) | | | 5.transfer product to alternate cool-room or to an alternate display storage area immediately. | | |
| Daily audit of display products | | Refrigerator to operate at or below 4°C | | | | | | | |
| Complete Listeria Monocytogenes testing | Listeria | Plate count as per DTS labs | Sample cryovac RTE meat products | Microbiological testing | Weekly | DTS labs contact phone: 03 8371 7600 | Dispose of relevant cryovac RTE meat products | DTS labs report | |

| | |
|------------------------------------|----------------------------------|
| | HACCP Document No: HA09.04d |
| MALENY SUPA IGA | REVISION: 2 Issue Date: 02/10/12 |
| Meats or Seafood Thawing Procedure | SECTION: 9.0 |
| | PAGE: 1 of 1 |
| Prepared by: Graham King | Approved by: George Passas |

MEATS OR SEAFOOD THAWING PROCEDURE

| (1) | (2) | (3) | (4) | (5) | (6) | (7) | (8) | (9) | (10) |
|--|--------------------|---|---|---|--|--------------------|--|----------------------------------|---|
| CCP | Significant Hazard | Critical Limits | Monitoring | | | | Corrective Action | Records | Verification |
| | | | What | How | Frequency | Who | | | |
| Transfer product on clean trays to Chiller Coolroom shelves that are running at or below 5°C {See HA11-20} and e.g RTE or other fresh products | Micro-biological | Coolroom to operate at or below 4°C. NOTE: Normal running temperature for fresh meat & seafood coolrooms is 2°C. | Gauge Temperature locate onto a low shelf to prevent cross contamination | Visual check of dial or digital thermometer calibrated at least annually (section 10) | 2 checks per day. a) Start of day. b) During last hour of trading. | Trained Dept Staff | 1. Double check readings with alarm system reading. 2. Inform Store Manager if alarm indicates failure. 3. Call service personnel immediately. | Cold Storage Check sheet HA18-09 | To be signed by Store Manager or Dept. Manager. |
| Transfer to Coolroom | Micro-biological | | | | | | | | |
| Cold display - Packed | Micro-biological | Displayed product temperatures to be at or below 4°C. | Product temperatures of one or three random products per display as required | least weekly and accurate to +/- 1°C. (section 16) | | | 5. Transfer product to alternate cool-room or to an alternate Display storage area immediately. | | |
| Daily audit of displayed products | Micro-biological | Refrigerator to operate at or below 4°C | shelf life and packaging integrity | Visually | Daily | | Remove from sale and place in Ullage | NOR 20 Ullage report | Store Managers signature |

| | |
|--|----------------------------------|
| | HACCP Document No: HA09 04e |
| MALENY SUPA IGA | REVISION: 2 Issue Date: 02/10/12 |
| Meat Dept - Mincing Sausage Making Procedure | SECTION: 9.0 |
| | PAGE: 1 of 2 |
| Prepared by: Graham King | Approved by: George Passas |

MEAT DEPT - MINCING SAUSAGE MAKING PROCEDURE

| (1) CCP | (2) Significant Hazard | (3) Critical Limits | (4) | (5) | (6) | (7) | (8) | (9) | (10) |
|--------------------------------------|---------------------------|--|--------------------------|---|---|--|---|--|---|
| | | | Monitoring | | | | Corrective Action | Records | Verification |
| | | | What | How | Frequency | Who | | | |
| Apply ingred's to sausage mince | Chemical | Permissible preservatives not to exceed 500mg / kg | Preservative content | Measure accurately with calibrate scale | Every batch | Butcher | Rework or dump | Sausage making check-sheet HA18-17 | Butcher to sign |
| | Physical | Fat-free flesh to be at least 50% of total batch weight. Fat no to exceed 50% of fat-free flesh content | Relative content of each | Inspect'n | Every batch | Butcher | Rework or dump | Sausage making check-sheet HA18-17 | Butcher to sign |
| Chill mince or sausages to below 5°C | Micro-biological | Coolroom to operate at or below 4°C. NOTE: Normal running temperature for fresh meat & seafood coolrooms is 2°C. | Gauge Temp | Visual check of dial or digital thermometer calibrated at least annually (section 10) | 2 checks per day. a) Start of day. b) During last hour of trading. (continued page 2). Cont'd below. | Trained Dept Staff Cont'd below | 1. Double check readings with alarm system reading. 2. Inform Store Manager if alarm indicates failure. 3. Call service personnel immediately. 4. Transfer product to alternate cool-room or to an alternate Display storage area immediately. Cont'd below | Cold Storage Check sheet HA18-09 Cont'd below | To be signed by Store Manager or Dept. Manager. Cont'd below |

| | |
|---|--|
| | HACCP Document No: HA09 04e |
| MALENY SUPA IGA | REVISION: 2 Issue Date: 02/10/12 |
| Meat Dept - Mincing Sausage Making Procedure | SECTION: 9.0 |
| | PAGE: 2 of 2 |
| Prepared by: Graham King | Approved by: George Passas |

| (1) CCP | (2) Significant Hazard | (3) Critical Limits | (4) | (5) | (6) | (7) | (8) Corrective Action | (9) Records | (10) Verification |
|-------------------------------------|---------------------------|---|--|---|-------|-----|--------------------------------------|----------------------|--------------------------|
| | | | Monitoring | | | | | | |
| Cold display - Loose or Pre-Packed. | Micro-biological | Displayed product temperatures to be at or below 4°C. | Product temp of one or three random products per display as required | Visual check of dial or digital thermometer calibrated at least annually (section 10) | | | | | |
| Daily audit of displayed products | Micro-biological | Refrigerator to operate at or below 4°C | Shelf life and package integrity | Visually | Daily | | Remove from sale and place in Ullage | NOR 20 Ullage report | Store Managers signature |

| | |
|--------------------------------|----------------------------------|
| | HACCP Document No: HA09.05 |
| MALENY SUPA IGA | REVISION: 2 Issue Date: 02/10/12 |
| General Dairy & Frozen Display | SECTION: 9.0 |
| | PAGE: 1 of 1 |
| Prepared by: Graham King | Approved by: George Passas |

GENERAL DAIRY & FROZEN DISPLAY

| (1) | (2) | (3) | (4) | (5) | (6) | (7) | (8) | (9) | (10) |
|--|--------------------|---|--|-------------------------------|---|-------------------------|---|--|--|
| CCP | Significant Hazard | Critical Limits | Monitoring | | | | Corrective Action | Records | Verification |
| | | | What | How | Frequency | Who | | | |
| A)Freezer storage and display B)Chest freezer | Microbiological | Freezer to operate at or below -18°C | Product Temperature check of three random products per display | Raytek Infra-red thermo-meter | Three checks per day. a)Start of day b)3-4pm c)During last hour of trading | Freezer/ Dairy staff | Double check readings with alarm monitoring system reading. Inform Store Manager or delegate if alarm indicates failure. Call service personnel immediately. Transfer product to alternate coolroom or display storage immediately. | Freezer/ Dairy Cold Storage Checksheets HA18-09 | To be signed by Freezer/ Dairy staff or Store Manager |
| A)Pasta Fridge B)Fresh Juice Fridge C)Dairy Fridge D)Dairy/ Smallgoods Fridge | | Refrigerator to operate at or below 4°C | | | | | | | |

| | |
|---|--|
| | HACCP Document No: HA09.06 |
| MALENY SUPA IGA | REVISION: 2 Issue Date: 02/10/12 |
| Home Deliveries & Distribution | SECTION: 9.0 |
| | PAGE: 1 of 1 |
| Prepared by: Graham King | Approved by: George Passas |

HOME DELIVERIES & DISTRIBUTION

| (1) | (2) | (3) | (4) | (5) | (6) | (7) | (8) | (9) | (10) |
|---|--------------------|---|--|--|---|-----------------------|--|-----------------------------|-----------------------------|
| CCP | Significant Hazard | Critical Limits | Monitoring | | | | Corrective Action | Records | Verification |
| | | | What | How | Frequency | Who | | | |
| Segregation of Refrigerated Foods | Microbiological | All dairy & frozen foods to be separated and placed in frozen storage asap after passing through the checkouts. | Separation of perishable and/or frozen foods from all other goods. | Visual | Every delivery - each bag. | Delivery/ Store Staff | Perishables to be placed in freezer storage to blast chill whilst awaiting delivery within 15 mins or as soon as possible. | Manager's Weekly Audit | Authorised Manager to sign. |
| Segregation of Foods from Contaminant Goods | Chemical | All foods to be segregated from any contaminant groceries whilst passing through the checkouts. | Separation of dry foods from contaminant goods. | | | | All chemical or contaminant goods to be placed in separate bags to foods. | | |
| Delivery Departure & Arrival Temperature Checks (ONLY FOR RUNS GREATER THAN 20min.) | Microbiological | Frozen food to show no evidence of thawing and a surface temperature of no warmer than -15°C. Refrigerated food surface temperature to be no warmer than 5°C. | Product Temperature at the last delivery of a run. | Any thermometer that is calibrated at least weekly and accurate to +/- 1°C | At least twice annually during the worst case longest run on a hot day. | | Review distance to customer and number of deliveries per run. Follow procedure HA 11-14 | Home Deliveries Check Sheet | |
| Delivery Of Pre-packed Meat to Another Place of Sale further than 30 min away. | | Delivery vehicle must be licensed to the relevant State Authority. | Vehicle Licence number. | Payment | Annually | Store Manager / Owner | Licence to be paid asap. | Registration sticker | Payment imprint on sticker. |

| | |
|--|----------------------------------|
| | HACCP Document No: HA10.00 |
| MALENY SUPA IGA | REVISION: 2 Issue Date: 02/10/12 |
| HACCP - Minimum Facility, Equipment and Maintenance Specifications | SECTION: 10.0 |
| | PAGE: 1 of 1 |
| Prepared by: Graham King | Approved by: George Passas |

HACCP - MINIMUM FACILITY, EQUIPMENT AND MAINTENANCE

The following specifications must comply with FSANZ standards.

| | |
|--|------------------|
| Refrigerated Transport | HA 10-01 |
| Temperature Settings | HA 10-02 |
| Preventative Maintenance Schedule Refrigeration Units | HA 10-03a |
| Preventative Maintenance Schedule | HA 10-05 |

Pick the schedule that matches to the refrigeration / freezer model used on the site owned vehicles...

- *Trailers and larger freezer/chiller models: SB-III, SL, SMX and SMX II (IGA DC's)*
- *Medium size rigid truck freezers- for ThermoKing models : KD-II, MD-II, RD-II, SDZ, STD-II, TD-II, TS-200, TS-300, TS-500, TS-600 & XDS*
- *Smaller chiller units (ThermoKing all "V – series" models)*
- *Transfridge freezer units (models: OED-5, OED-10 & OED-12 freezer)*
- *Kirby Cooltemp, CrispAir, & Eeze Freeze units*
- *Custom Air Model C3500 – 2 multi tempzones for the new CCC IVECO'S(AGENTS)*

| | |
|---|-----------------|
| Transporters Requirements letter | HA 10-07 |
|---|-----------------|

| | |
|--------------------------|----------------------------------|
| | HACCP Document No: HA10.01 |
| NATIONAL POLICY | REVISION: 2 Issue Date: 02/10/12 |
| Refrigerated Transport | SECTION: 10.0 |
| | PAGE: 1 of 3 |
| Prepared by: Graham King | Approved by: George Passas |

REFRIGERATED TRANSPORT

METCASH LTD STANDARDS FOR DESIGN AND OPERATION OF COMPANY NOMINATED REFRIGERATED TRANSPORT

1. ZONE A – Local runs up to 12 hours

A. Operational Standards – Warehouse

1. All refrigerated trucks to be loaded with frozen goods must be pre-chilled for at least **one hour** before loading.
2. Stock removed from refrigerated storage, to be loaded at a distribution warehouse, must be kept between **0°C and 4 °C** for chilled and **between -18 °C and –22°C** for frozen foods.
3. Where trucks are loaded in **ambient conditions** the maximum time frozen or chilled stock is out of refrigerated storage is **20 minutes**.
4. Where trucks are loaded in **chilled ante rooms below 4°C** the maximum time frozen or chilled stock is out of refrigerated storage is **90 minutes**. All efforts must be made to minimise this during operation.
5. In both 3. & 4. above, time is calculated from when stock leaves refrigerated storage to when the truck is loaded, doors are sealed and the refrigeration unit is switched on.
6. Loads must be designed at picking and staging to ensure re - stacking when the truck is to be loaded is avoided.

B. Vehicle Design

1. Transport companies employed to carry Metcash Ltd goods must ensure that vehicles and their refrigeration units are designed and maintained to capably keep foods within Australian Cold Chain Guidelines through the course of a distribution run.
2. Vehicles that are employed to carry frozen goods must be designed so that walls are insulated with industry approved polyurethane material at least 45mm thick, roof and floors at least 125mm thick.
3. Refrigeration units must be designed and maintained to **exceed** the refrigeration requirement of the individual truck's load space **by at least 10%**.
4. Vehicles not fitted with a bulkhead are acceptable for **Zone A distribution only**.
5. If a bulkhead exists on a distribution vehicle then it is to be employed.
6. No bulkhead is to be modified from original design unless it is proven to improve temp control during transport.
7. Loads must be organised to avoid intermingling of frozen and chilled pallets during distribution. The only exception to this is where it is proven that drop times on a specific run are significantly reduced by intermingling the load, or where no bulkhead exists on the vehicle. Each run is to be assessed on its own merit.
8. Distribution vehicles not fitted with refrigeration units are not to distribute perishable or frozen foods for distances greater than **5km or 20 min.** (whichever comes first). The only exception to this is fats and oils such as butter, margarine, lard, etc. where these may only be transported in an insulated cooler for **up to 12 hr**.

| | |
|--------------------------|----------------------------------|
| | HACCP Document No: HA10.01 |
| NATIONAL POLICY | REVISION: 2 Issue Date: 02/10/12 |
| Refrigerated Transport | SECTION: 10.0 |
| | PAGE: 2 of 3 |
| Prepared by: Graham King | Approved by: George Passas |

C. Vehicle Refrigeration Settings

1. Distribution vehicles employed to carry **frozen** goods must be set at **no warmer than –25°C**. Vehicles employed to carry **chilled** goods only must be set at **no warmer than 4°C at air temperature gauge**.
2. Where a distribution run employs a split zone refrigeration system, separated by a solid bulkhead then the same settings for each zone employed as above shall apply.
3. For distribution vehicles employed to carry a **mixed load** of chilled & frozen goods, the refrigeration system should be set at **–25°C**. In such cases, industry approved thermal blankets are recommended for chilled goods.

D. Operational Standards - Distribution

1. Refrigeration units must be **operational and doors closed** (unless regulations prescribe otherwise) during a run except when unloading goods at a designated drop. The only other exceptions to this are:
 - a) when stock is being manually handled, before or after a drop, to minimise future drop times. Where this occurs the refrigeration unit may be switched off but the doors must be in the shut position to minimise warming.
 - b) where scheduled deliveries cannot avoid O.H. & S. issues Metcash Ltd will schedule deliveries wherever possible to avoid delivery times where noise or health issues are a concern, in agreement with the customer.
2. The vehicle's refrigeration unit should be switched **off** when the doors are open. The only exception to this is if the unit is in defrost status. If the unit is allowed to complete the defrost whilst unloading the driver must be aware of the sudden volume change when it returns to cooling mode and **immediately switch off the refrigeration**. Between loads at the same delivery point doors may be shut to minimise temperature increases where feasible (hand unloading).
3. All drivers must ensure that drop times are minimised by:
 - a) communicating with receiving staff **prior** to switching off refrigeration units and opening doors, where applicable, and,
 - b) co-ordinating paperwork, returns, complaints, etc. **prior to starting or after a drop has been completed**, and,
 - c) explaining to problem customers the impact of extended drop times further down the delivery schedule and how they could possibly help us to control temperature during a particular run.
4. Refrigeration units must be **switched on for the return journey** after deliveries have been completed, when returning to the depot, unless no chilled or frozen stock is to be returned **and** it has been confirmed there are no further deliveries to be made that day.

2. ZONE B – Regional Runs from 12 hrs up to 48 hours

Note: All Metcash Standards applicable to Zone A also apply to Zone B distribution. The only exceptions are:

1. Full length strip curtain bulkheads and / or industry approved thermal blankets are required for Zone B distribution in the absence of solid bulkheads and multi - zone refrigeration systems.
2. Where feasible, Metcash will source distribution options from transport companies that provide vehicles with adequate separation facilities for frozen and chilled foods, to ensure the safety and quality of foods over regional and long distance runs.

| | |
|--------------------------|----------------------------------|
| | HACCP Document No: HA10.01 |
| NATIONAL POLICY | REVISION: 2 Issue Date: 02/10/12 |
| Refrigerated Transport | SECTION: 10.0 |
| | PAGE: 3 of 3 |
| Prepared by: Graham King | Approved by: George Passas |

3. ZONE 3 – Long Distance Runs Greater than 48 Hours

Note: All Metcash Standards applicable to Zones A & B also apply to Zone C distribution. The only exceptions are:

1. Solid bulkheads and multi - zone refrigeration systems are required for Zone C distribution i.e. intermingling of chilled and frozen pallets when loading is unacceptable.
2. Full length strip curtain bulkheads and / or industry approved thermal blankets are not adequate protection methods for Zone C runs.

| | |
|--------------------------|----------------------------------|
| | HACCP Document No: HA10.02 |
| MALENY SUPA IGA | REVISION: 2 Issue Date: 02/10/12 |
| Temperature Settings | SECTION: 10.0 |
| | PAGE: 1 of 2 |
| Prepared by: Graham King | Approved by: George Passas |

TEMPERATURE SETTINGS

METCASH STORAGE & DISTRIBUTION TEMPERATURE SETTINGS & STANDARDS

| | Product Surface Scan | | Temperature Settings | |
|---|---------------------------|-------------------------|------------------------------|---------------------|
| | Receipt | Storage | Receipt | Storage |
| Fresh & Value Added Meat | -1 to 5°C | Maximum 4°C | Target 2°C 1° to 3° C | 0° to 2° C |
| Critical Produce Lines and Dairy | 0° to 7°C (probe <5°C) | Maximum 5°C | Target 2°C 1° to 4° C | 0° to 4°C |
| Temp Controlled Produce Lines | 2° to 15°C | Maximum 15°C | Target 8°C 10° to 12°C | No warmer than 15°C |
| Low Risk Produce Lines | N/A | Maximum 18°C | Target 12°C 11° to 15°C | No warmer than 15°C |
| Fresh Eggs | 5° to 20°C | Maximum 20°C | Target 12°C 11° to 15°C | No warmer than 15°C |
| Frozen Foods | No warmer than -15°C | No warmer than -18°C | Target 22°C -21° to -23°C | -20° to -22°C |

| | |
|--------------------------|----------------------------------|
| | HACCP Document No: HA10.02 |
| MALENY SUPA IGA | REVISION: 2 Issue Date: 02/10/12 |
| Temperature Settings | SECTION: 10.0 |
| | PAGE: 2 of 2 |
| Prepared by: Graham King | Approved by: George Passas |

METCASH REFRIGERATION SETTINGS & STANDARDS

The following table outlines the minimum recommended time & temperature settings by which contract refrigeration companies should set refrigeration temperatures & alarm systems at retail stores or warehouses.

| FRIDGE/FREEZER TYPE | GUAGE TEMP. LIMITS (°C) | DEFROST FREQUENCY (24hr clock) | DEFROST LENGTH | ALARM HIGH TEMP. (°C) | ALARM RESET TEMP. (°C) | ALARM TIME OUT PERIOD |
|--|-------------------------|---|-------------------------|-----------------------|------------------------|-------------------------|
| Freezer Storerooms / Glass Door Displays | No warmer than -18 | Maximum of 4. Defrosts on rotation if applicable. | No greater than 45 min. | No warmer than -15 | No warmer than -20 | No greater than 60 min. |
| Open Chest Freezers | No warmer than -18 | Maximum of 4 | No greater than 45 min. | No warmer than -12 | No warmer than -20 | No greater than 60 min. |
| Chiller Storerooms / Glass Door Displays | No warmer than +4 | Maximum of 4. Defrosts on rotation if applicable. | No greater than 45 min. | No warmer than 7 | No warmer than +4 | No greater than 60 min. |
| Open Smallgoods or Meat Cases | No warmer than +2 | Maximum of 4 | No greater than 30 min. | No warmer than 5 | No warmer than +1 | No greater than 60 min. |
| Open Dairy Cases | No warmer than +2 | Maximum of 4. Defrosts on rotation if applicable. | No greater than 45 min. | No warmer than 7 | No warmer than +4 | No greater than 60 min. |
| Confectionery Storage Rooms | No warmer than +18 | N/A | N/A | No warmer than 25 | No warmer than +18 | No greater than 90 min. |
| Medium Temperature Produce Stores | No warmer than +15°C | N/A | N/A | No warmer than 18 | No warmer than +18 | No greater than 90 min. |
| Produce Staging Areas | No warmer than +18°C | N/A | N/A | No warmer than 18 | No warmer than +18 | No greater than 90 min. |

| | |
|--|----------------------------------|
| | HACCP Document No: HA10.03a |
| Maleny Supa IGA | REVISION: 2 Issue Date: 02/10/12 |
| Preventative Maintenance Schedules Refrigeration Units | SECTION: |
| | PAGE:1 of 4 |
| Prepared by: Graham King | Approved by: George Passas |

PREVENTATIVE MAINTENANCE SCHEDULES REFRIGERATION UNITS

SCHEDULE – FREEZER, DAIRY & CONFECTIONERY COOLROOMS

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

* Calibration Procedure

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

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

| | |
|---|--|
| | HACCP Document No: HA10.03a |
| Maleny Supa IGA | REVISION: 2 Issue Date: 02/10/12 |
| Preventative Maintenance Schedules Refrigeration Units | SECTION: |
| | PAGE:2 of 4 |
| Prepared by: Graham King | Approved by: George Passas |

SCHEDULE – OPEN DISPLAY REFRIGERATED CASES & CHEST FREEZERS

| 4 Mo. | 8 Mo. | Annual | INSPECT / SERVICE THESE ITEMS |
|--------------------|--------------------|--------------------|---|
| <u>Date</u> | <u>Date</u> | <u>Date</u> | |
| | | | Ensure operating temperature is within accepted limits. |
| | | | Check evaporator fan operation and fan control / isolators. |
| | | | Check evaporator coil condition. Clean coils as required. |
| | | | Check evaporator fin condition. |
| | | | Check for correct operation of TX (Thermostatic Expansion) valves. |
| | | | Check all condensate drains for blockages. Flush drains clean as required. |
| | | | Check defrost system operation and set points. |
| | | | Check each case internal and external panels, covers and trims. Adjust or repair as required. |
| | | | Check air screen and discharge grill for correct airflow. Clean or repair as required. |
| | | | Check temperature alarms and set points as well as alarm system operation through to store dial out system (** see below). |
| | | | Check temperature control operation and set points |
| | | | Check each case anti sweat heater operation |
| | | | Check operation of all case lighting. Replace faulty globes and light covers as required. |
| | | | Carry out a refrigerant leak test. Repair & report as required. |
| | | | Check electrical wiring, electrical junction boxes and covers. Re-vapour seal or refit covers as required. |
| | | | Thermometer calibration (* see page 1 above) |
| | | | Evaporator coils to be cleaned of all foreign build – ups and dried as required. Surrounding areas to be sprayed in sanitiser solution. See staff for cleaning chemicals. |

****Alarm testing Procedure**

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

NOTE: Service Co. to initial each item upon each service as completed (as required). **MANAGER SIGN** _____

| | |
|---|--|
| | HACCP Document No: HA10.03a |
| Maleny Supa IGA | REVISION: 2 Issue Date: 02/10/12 |
| Preventative Maintenance Schedules Refrigeration Units | SECTION: |
| | PAGE:3 of 4 |
| Prepared by: Graham King | Approved by: George Passas |

SCHEDULE– REFRIGERATION COMPRESSORS (PLANT ROOM)

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

| | |
|------------------------------------|---------------------------------|
| | HACCP Document No: HA10.05 |
| NATIONAL POLICY | REVISION: 2 Issue Date:12/06/02 |
| Preventative Maintenance Schedules | SECTION: 10.0 |
| | PAGE: 1 of 1 |
| Prepared by: Graham King | Approved by: George Passas |

PREVENTATIVE MAINTENANCE SCHEDULES

SCHEDULE OF ACTIVITIES

The following is a list of activities that are addressed as part of the store's annual preventative maintenance schedule.

Annual service agreements must exist for all machinery listed below and their service records suffice (e.g. Crown Forklifts etc.).

As well as this, issues, mentioned below, that form part of the **Weekly GMP Audit** (HA 18-14) must be addressed and recorded on that document. This document is a reference list for Store Managers to review and act on all the issues mentioned below.

INSPECT / SERVICE THESE ITEMS

Store must be connected to a potable (drinking quality), mains water supply. Only potable water is to be available and **MUST** be used for ALL food processing, washing, sanitising and hand washing in the store.

Forklifts, electronic pallet movers & electronic pallet stackers operation are checked. Faults and other issues reported to Service Provider.

Ullage / Quarantine area signage is maintained and in good condition. (HA 18-14)

Any access holes in the roof & walls are pest proofed. (Pest Control Reports)

Any access points in doors or shutters are pest proofed.(HA 18-14)

MEAT DEPT – band saw, mincer, tenderiser & automatic stretch sealer.

DELI / BAKERY DEPT – cooking oven, pizza cooker, fryer, automatic & manual slicers, bain-marie, pie warmer

BAKERY DEPT – proofing oven, baking oven, mixing equipment, doughnut machine



HACCP BASED FOOD SAFETY REQUIREMENTS – Maleny Supa IGA

Dear Contractor,

As you will be aware new laws covering food safety standards are being introduced throughout Australia. Based on the International HACCP (Hazard Analysis & Critical Control Points) food safety systems. The new legislation covers all aspects of the food supply chain, including transport, warehousing, distribution and retail.

National legislation came into effect during 2001. As a result all **IGA** warehouses have achieved, or are moving towards, compliance to an accredited Food Safety Program via a third party certification process. For products being delivered to and dispatched from our Liquor & Dry Goods Distribution warehouses the following standards will apply on all distribution vehicles used for receiving, and being loaded with foods.

From 2002 **IGA** staff will be monitoring all vehicles to ensure that they have:

- No evidence of any pest activity, i.e. droppings, infestation etc.,
- No evidence of foreign odours, i.e. seafood, chlorine etc.,
- No evidence of foreign objects / matter, i.e. broken glass, rubbish etc.,
- Been adequately cleaned & dried from any biological fluids, i.e. blood from carcass meat etc.,
- No obvious leaks in the storage compartment from which food contamination can occur during transit, and,
- All chemicals or food contaminants stored separately and these are not leaking.

Transport contractors will need to demonstrate all vehicle storage compartments are maintained to prevent contamination or damage to foods during transit. Where applicable, this includes:

- Ensuring floors and walls are maintained in a hygienic state, i.e. dirt build ups & spills cleaned,
 - Refrigerated vehicles containing perishable / frozen loads, that are also picking up a dry goods load;
1. Do not switch off their refrigeration units unless specifically authorised by warehouse management (this will only occur if an O.H. & S. issue is identified & reported by a loader – the driver will be expected to switch the unit on as soon as the loading is completed),
 2. Have the refrigerated load completely sealed by a solid bulkhead towards the front of the storage compartment,
 3. Do not mingle dry and refrigerated / frozen loads during loading.

Company nominated carriers are expected to ensure **all drivers** are adequately informed of the **Standard Delivery & Drop Off Procedure** outlined in each site's HACCP Manual. Training for drivers and copies of the procedure are available upon request via Metcash Group Food Safety Dept. at Silverwater Corporate Office **(02 9741 3138)**.

Metcash Trading Ltd shall approach all the above issues with the aim of fostering a culture of procedural compliance and continuous quality improvement with all its company nominated and customer nominated transport. Now that the legislation is upon us we strongly recommend that you comply to the above requirements as soon as possible as some of them may take some time to implement.

Please be advised that future Metcash Trading contracts will include a Food Safety clause requesting compliance to Australian Cold Chain and Metcash standards. If you have any questions regarding the above issues please do not hesitate to contact **Scott Geale** (State Distribution Manager) on **07 54942257**.

Yours sincerely

(insert name)
State Operations Manager

(insert name)
Warehouse Manager

| | |
|--------------------------------------|--|
| | HACCP Document No: HA11.00 |
| MALENY SUPA IGA | REVISION: 2 Issue Date: 02/10/12 |
| Standard Operating Procedures | SECTION: 11.0 |
| | PAGE: 1 of 1 |
| Prepared by: Graham King | Approved by: George Passas |

STANDARD OPERATING PROCEDURES

Note: All of the procedures available in the system are listed here. **Maleny Supa IGA** has only been provided with the procedures from this list that are related to the departments in this store. A list of the actual documents for this store is located at the front of the food safety plan in the table of contents. If you require additional documents from the list below, update your departments form and republish.

| | | |
|-----------------|---|----------|
| • Dock | Authorisation for Receiving Inwards Goods and Returns | HA11-01 |
| • Dock | Inwards Goods Checking & Receiving | HA11-02 |
| • Meat Dept | Meat Room Processing, Handling & Display | HA11.03 |
| • Meat Dept | Meat Dept Legislation | HA11-03a |
| • Meat Dept | Random Weight Meat Labelling Guidelines | HA11-03b |
| • Produce Dept | Fresh Produce, Storage, Handling & Display | HA11-04 |
| • Fresh Dept | Refrigerated Service Display Practices | HA11-05 |
| • Deli Dept | Slicing of Smallgoods, Meats and Cheeses | HA11-06 |
| • Deli Dept | Vacuum Packing of RTE Meats, Smallgoods and Cheeses | HA11-06a |
| • Deli Dept | Processing & Handling of Hot Take-away Foods | HA11-07 |
| • Deli Dept | Fresh Pizza, Salad & Sandwiches Handling & Display | HA11-09 |
| • Deli Dept | Seafood Handling & Display | HA11-10 |
| • Bakery Dept | Bakery Products Storage, Processing & Display | HA11-11 |
| • Dry Goods | General Grocery Products Handling & Display | HA11-12 |
| • Dairy/Freezer | Perishable & Frozen Products Handling & Display | HA11-13 |
| • Dairy/Freezer | Retail Sell-By List | HA11-13a |
| • Dock | Home Deliveries | HA11-14 |
| • All Areas | Quarantine Procedures | HA11-15 |
| • All Areas | Disposal of Quarantined and Out of Date Goods - SUMMARY | HA11-15a |
| • All Areas | Quarantined, Damaged or Recall Goods | HA11-15b |
| • All Areas | Temperature Checking of Foods – ECE Fast 6D Kit | HA11-16 |
| • All Areas | Manual Date Coding Guidelines For Foods | HA11-19 |
| • All Areas | ISB Thawed Foods Use-By List (RevJ) | HA11-19a |
| • All Areas | Thawing Of Frozen Foods | HA11-20 |
| • All Areas | Food Labelling & Nutritional Information | HA11-23 |
| • All Areas | Country of Origin Labelling | HA11-24 |

| | |
|--|----------------------------------|
| | HACCP Document No: HA11.01 |
| Maleny Supa IGA | REVISION: 2 Issue Date: 02/10/12 |
| Authorisation for Receiving Inwards Goods and Returns (Optional) | SECTION: |
| | PAGE:1 of 1 |
| Prepared by: Graham King | Approved by: George Passas |

Authorisation for Receiving Inwards Goods and Returns (Optional)

PURPOSE:

To ensure only authorised personnel sign for inwards goods delivered. This procedure is OPTIONAL and is generally used by larger stores with departmentalised staff.

RESPONSIBILITY:

The Store Manager or Owner is responsible for the authorised personnel to be trained and the list to be updated as required.

DETAILED INSTRUCTION:

- 1 Store Manager or Owner will review all staff members who have been nominated to receive inwards goods or returns as required.
- 2 Each nominated staff member must be adequately trained and copied on the correct receiving procedure (HA 11-02) by an authorised staff member.
- 3 All nominated staff sign this page once it is agreed that they have been adequately trained.
- 4 A copy of this page is issued to the following personnel:
 1. Food Safety Manual (master)
 2. Receiving Dock
 3. Accounts Staff
 4. Department Managers (upon request)

| NAME | POSITION | SIGNATURE |
|-----------------|---------------------------|-----------|
| Rob Outridge | Store Manager / Owner | |
| | Assistant Store Manager | |
| Owen Gray | Night Manager | |
| | Weekend Manager | |
| Connor Adsett | Dock Storeman | |
| Rob Outridge | Stores/Grocery | |
| Leisa Payne | Delicatessen Manager | |
| Graeme Rodgers | Meat Manager | |
| Karlie Svenson | Bakery Manager | |
| Larry Gaslevich | Produce Manager | |
| Peter Fuery | Assistant Produce Manager | |

| | |
|------------------------------------|----------------------------------|
| | HACCP Document No: HA11.02 |
| MALENY SUPA IGA | REVISION: 2 Issue Date: 02/10/12 |
| Inwards Goods Checking & Receiving | SECTION: 11.0 |
| | PAGE: 1 of 5 |
| Prepared by: Graham King | Approved by: George Passas |

INWARDS GOODS CHECKING & RECEIVING

PURPOSE:

To ensure all goods that are accepted into the store, have been ordered, and conform to, or exceed, minimum quality standards.

RESPONSIBILITY:

The Store person who is the main receiver is responsible for the update of this procedure & the Goods Inwards Summary, as required and authorised by the Store Manager or Owner.

DETAILED INSTRUCTION:

The store person or any authorised personnel receives and unloads deliveries and checks the quality of incoming stock before delivery is accepted. Department Managers or delegates must be available if there is any concern regarding the quality of the delivery.

2.1 Planning prior to receiving

- 2.1.1 Dock personnel are generally advised of all expected deliveries by Department Managers, and have the necessary paperwork ready to record the day's receipt activities.
- 2.1.2 Unusually large quantities, such as pallet lots etc. are planned for, ensuring sufficient storage space is available and sufficient staff are scheduled to receive and process the delivery.
- 2.1.3 Any supplier returns and the accompanying return forms are in correct storage at the receiving dock ready for return when a delivery is expected.
- 2.1.4 All necessary equipment is available to unload and store the delivery e.g. carcass hooks for meat, forklift, hoist, etc.

2.2 Vehicle & Load Checks - Prior to Unloading

- 2.2.1 Inform the relevant Department Manager, if necessary, when a delivery arrives to confirm if the order is expected and allow Departmental inspection of any special delivery.
- 2.2.2 Check the vehicle interior for evidence of:
 - I. Pest activity i.e. droppings, cockroaches, etc
 - II. Foreign Odours
 - III. Dangerous goods i.e. fuels, or Chemicals (such as soaps, pesticides etc.) stored separately and not leaking,
 - IV. Foreign matter i.e. pieces of glass, metal shavings, dirt etc.

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

| | |
|------------------------------------|----------------------------------|
| | HACCP Document No: HA11.02 |
| MALENY SUPA IGA | REVISION: 2 Issue Date: 02/10/12 |
| Inwards Goods Checking & Receiving | SECTION: 11.0 |
| | PAGE: 2 of 5 |
| Prepared by: Graham King | Approved by: George Passas |

2.3 Vehicle & Load Defects – Corrective Actions

- 2.3.1 If evidence of the any of the above is found then the delivery is not to be unloaded. The relevant Manager should be informed to make a decision if unsure.
- 2.3.2 Rejections should be based on whether accepting the stock would pose a food safety / unacceptable quality risk, or if the stock might create a hygiene / infestation risk in the store.
Do not accept any food products exposed to conditions that will put them at risk.
- 2.3.3 The relevant Manager must sign the delivery docket stating the reason for rejection.
- 2.3.4 The vehicle is then allowed to leave if the stock is rejected and the receiver records all the details of the rejection on the Goods Inwards Summary.

2.4 Load Checks After Unloading

If the above checks are passed then the delivery may be unloaded subject to quality checks on the load. Prior to that the following administrative checks are completed.

- 2.4.1 Check the delivery docket to ensure all details are correct and cross check the order detail with the actual delivery.
- 2.4.2 Check all carcass weights against the invoice. Any other random weight goods, eg, bulk meats, deli products etc., must be spot-checked and counted against the delivery docket/invoice item by item. **Do not simply perform a case count.**

2.5 Product Quality Checks

Each case or pallet is checked for:

- 2.5.1 Physical damage i.e. holes, crushing, unsealed, ripped containers, broken glass etc.
- 2.5.2 Evidence of foreign matter or odour i.e. dirt, excessive dust, glass, spoilage odours etc. Deliveries of **cracked or dirty eggs** direct from an egg farm or packer.
- 2.5.3 Date codes by ensuring goods with adequate shelf life have been delivered. This is checked off against a **Direct Deliveries List** (attached) of minimum shelf life at receipt for perishable stock. For products not on this list simply checking for evidence of a code is sufficient. IGA Distribution deliveries may be checked off within 24 hours against a standard **National Acceptance Dates List**. Non-food items need not be checked for date codes.
- 2.5.4 Product surface temperature for refrigerated foods, where the product is checked by using a calibrated thermometer to ensure temperatures **are at or below 5°C** for perishable foods, **-15°C** for frozen foods and **-18°C** for Ice-Creams, and show no evidence of thawing.
- 2.5.5 Refrigerated stock is accepted and placed in freezer or coolroom storage **within 20 minutes of delivery**. No such stock is to be left unsupervised at the dock or between breaks.

| | |
|------------------------------------|----------------------------------|
| | HACCP Document No: HA11.02 |
| MALENY SUPA IGA | REVISION: 2 Issue Date: 02/10/12 |
| Inwards Goods Checking & Receiving | SECTION: 11.0 |
| | PAGE: 3 of 5 |
| Prepared by: Graham King | Approved by: George Passas |

2.6 Load Quality Defects – Corrective Actions

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

- 2.6.1 Physical damage: Each damaged container/carton is rejected and returned to the supplier. Remainder of delivery may be accepted.
- 2.6.2 Evidence of foreign matter or odours: Part, or even the entire delivery, may be rejected and returned to supplier, at the discretion of the Manager. Refer to point no. 2.3.2.
- 2.6.3 Insufficient shelf life: as per point no. 2.6.1.
- 2.6.4 Product temperature: Open **at least 2 random cartons** and check the temperature of the goods using a calibrated thermometer. The following “no go” limits apply:
- If frozen goods are **above -12°C, or indicate any evidence of thawing** then the delivery is rejected.
 - For ice-creams, any delivery **above -15°C** must be rejected.
 - If chilled goods are **above 7°C** then the delivery is rejected.
- 2.6.5 For **frozen deliveries between -12°C and -15°C** and **chilled deliveries between 5°C and 7°C** the relevant Manager is immediately informed and a secondary check using a calibrated probe thermometer is performed to confirm the surface temperature readings.
Probe checks showing:
- lower temperatures than surface temperature readings indicate poor truck storage conditions. These may be accepted but the supplier is to be informed promptly.
 - higher temperatures than surface temperature readings indicate storage abuse at the supplier. **These products are to be rejected.**
- 2.6.6 If the temperatures are near the limits and the delivery is accepted, then it is placed in correct cold storage for a minimum of 2 hours to cool the product down as quickly as possible, prior to any further handling or moving onto refrigerated display.

NOTE: Eggs received chilled **MUST** be stored chilled. Eggs received at ambient temp may be stored at either ambient or chilled temp. This will prevent the formation of condensation on the eggs, which may lead to bacterial contamination.

NOTE: The above procedure is the most critical of all activities performed at Inwards Goods and takes preference over general grocery deliveries.

In the event of problems with conformance to delivery temperatures, store personnel must act as quickly as possible to ensure that a delivery is either rejected or, if accepted, placed in cold storage to re-attain acceptable product temperature. We will not accept the responsibility for products that have been poorly treated as they will place our customers and our jobs at risk.

- 2.6.7 In all instances, rejections must be communicated to the relevant Manager, who must sign the relevant paperwork, stating the reason for rejection, identifying what is returned.
- 2.6.8 Results of all vehicle, product and temperature checks are recorded on the Goods Inwards Summary and signed by the Receiver or the relevant Manager.

| | | |
|---|-----------------------------------|-----------------------------|
| | HACCP Document No: HA11.02 | |
| MALENY SUPA IGA | REVISION: 2 | Issue Date: 02/10/12 |
| Inwards Goods Checking & Receiving | SECTION: 11.0 | |
| | PAGE: 4 of 5 | |
| Prepared by: Graham King | Approved by: George Passas | |

2.7 Accepting a Delivery

- 2.7.1 Ensure the correct copy of the delivery docket/invoice is retained.
- 2.7.2 Ensure all the relevant delivery details are recorded on the Goods Inwards Summary.
- 2.7.3 All delivery dockets are attached to the GIS for that day and sent to the office at the end of the day's receiving activity.

2.8 Stock returns

- 2.8.1 Stock returns are initiated by the relevant Managers or Sales Representatives only.
- 2.8.2 Inwards Goods personnel are advised of the product, code and quantity and record this information in detail in the relevant stock returns forms.
- 2.8.3 Inwards Goods keep a record of all stock to be returned at any one time, and the stock is kept in a designated quarantine area until a delivery from the same company is made, where it is then loaded on the delivery vehicle.
- 2.8.4 Once picked up, the stock returns form copy is attached to the GIS and sent to the administration office at the end of the day.

2.9 Discrepancy Claims

- 2.9.1 Discrepancies or shortages in invoiced deliveries are recorded on the relevant Discrepancy Claim Form by receiving personnel.
- 2.9.2 Extra stock to the delivery docket is never accepted.
- 2.9.3 Any delivery discrepancy is recorded in detail and communicated to the relevant Manager.
- 2.9.4 Once completed, the form is attached to the delivery docket and handled accordingly.

| | |
|---|--|
| | HACCP Document No: HA11.02 |
| MALENY SUPA IGA | REVISION: 2 Issue Date: 02/10/12 |
| Inwards Goods Checking & Receiving | SECTION: 11.0 |
| | PAGE: 5 of 5 |
| Prepared by: Graham King | Approved by: George Passas |

MINIMUM SHELF-LIFE AT RECEIPT OF PERISHABLE GOODS:**
“DIRECT DELIVERIES – EXAMPLE ONLY”

| GOODS DELIVERED | MINIMUM SHELF LIFE (DAYS) |
|--|----------------------------------|
| BREAD AND CRUMPETS | 4 |
| BUTTER-and blends | 60 |
| CAKES-fresh | 14 |
| CHEESE-block | 60 |
| -sliced, shredded, processed | 60 |
| -fresh, soft,i.e.camembert, ricotta | 60 |
| CONTINENTAL GOODS-chilled non-meat | 55 |
| CREAM-fresh | 7 |
| -rich, thick, sour | 14 |
| -aerosol | 50 |
| CUSTARD-fresh | 11 |
| DESSERTS-mousse | 11 |
| -fruche, fromage | 30 |
| -jelly | 50 |
| DIPS/PATE'-general | 12 |
| -Kraft, Pauls | 30 |
| EGGS | 21 |
| FROZEN FOODS-all types | 90 |
| FRUIT JUICES/DRINKS-fresh | 7 |
| GARLIC BREAD | 12 |
| MARGARINE-and blends | 60 |
| MEALS - fresh | 5 |
| MILK-fresh, flavoured, goat's, etc. | 7 |
| -soymilk | 10 |
| -buttermilk | 20 |
| PASTA-fresh | 10 |
| PASTRY-fresh | 18 |
| PET FOOD | 20 |
| PIES and PASTIES-fresh | 4 |
| -pork pies | 10 |
| PIZZAS-fresh, pizza bases | 9 |
| POULTRY-fresh chickens, turkeys etc. | 6 |
| QUICHES-fresh | 7 |
| SALADS-fresh, fruit salads, etc. | 10 |
| SEAFOOD-fresh, chilled, fillets, smoked, dry | 5 |
| -smoked salmon, ocean trout etc. | 21 |
| SMALLGOODS-meats, poultry | 20 |
| SOY MILK - fresh | 10 |
| YOGHURTS | 11 |

****Note:** This list is an example only and must be customised regularly to reflect all goods direct delivered to the store by the relevant Department Managers as part of their Department Approved Supplier Program (section 5).

A copy of a customised list should exist at the receiving dock for accurate checking at receipt.

| | |
|--|----------------------------------|
| | HACCP Document No: HA11.03 |
| Maleny Supa IGA | REVISION: 2 Issue Date: 02/10/12 |
| Meat Room Processing, Handling & Display | SECTION: 11.0 |
| | PAGE: 1 of 6 |
| Prepared by: Graham King | Approved by: George Passas |

MEAT ROOM PROCESSING, HANDLING & DISPLAY

PURPOSE: To ensure all products that are stored, handled & displayed in the Meat Department are done so under State and National Guidelines, ensuring their safety and quality.

DEFINITIONS: For further detail of meat department procedures please refer to the MEAT DEPARTMENT OPERATIONS MANUAL. This procedure only highlights the food safety and quality standards in the meat department.

RESPONSIBILITY: The Meat Department Manager is responsible for ensuring that all meat staff are trained in this procedure, and to update this document when required.

DETAILED INSTRUCTION:

In all procedures detailed below, general hygiene principles detailed in section 13 apply.

Only clean, potable water is used in all food processing areas in the store.

The use of clean, disposable plastic gloves is advised when handling & packaging raw meats. Disposable gloves are also changed as often as is necessary to prevent cross- contamination of different species of meats and possibly between customers.

All meat trimming & cutting procedures require an **OHS approved mesh glove** to be used when holding down carcass or meat primals for cutting, whilst the cutting hand can hold the knife without a plastic glove. This practice is to be used provided that all staff cutting meat follow correct hand washing procedures prior to cutting, and between species, to minimise cross-contamination.

Mesh Gloves are to be put into a sanitising solution at each meal break or every 2 hours and rinsed under water before re-use. Note: Safety Legislation requires that mesh gloves are not to be worn when operating the band saw.

CORRECTIVE ACTIONS – During processing, where potential contamination has occurred (i.e., dropped meat onto floor or other contaminated surfaces) the Department Manager must be advised immediately to determine corrective action.

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

3.1 Processing of raw meat cuts

- 3.1.1 The initial requirement for re-filling the pre-pack display/s is taken by the Meat Manager, or an authorised delegate. Customised sheets may be used to assist with this.
- 3.1.2 Only what is immediately required for processing is removed from the coolroom. Generally meat is taken out in species-specific runs, i.e. beef first, lamb second etc., and the various meat cuts are processed.
- 3.1.3 Once meat is removed for processing, it is under general supervision throughout its process until it is packaged and placed into a refrigerated display.

This should take no longer than 30 minutes.

NOTE 1: The 30 minute rule is based on industry standards which say that carcass meat being processed is not to rise above 7°C (surface temp) and if so must only be handled in air conditioned preparation rooms. The above 30-minute rule applies if meat comes out of a coolroom at or below 4°C, and if preparation room temperature is less than 15°C.

NOTE 2: All product which has a surface temperature between 4°C and 7°C (after processing) must be returned to the coolroom and chilled to below 4°C before being put out onto the display case.

| | |
|--|----------------------------------|
| | HACCP Document No: HA11.03 |
| Maleny Supa IGA | REVISION: 2 Issue Date: 02/10/12 |
| Meat Room Processing, Handling & Display | SECTION: 11.0 |
| | PAGE: 2 of 6 |
| Prepared by: Graham King | Approved by: George Passas |

Mincing of Fresh Meat (refer to flow chart HA07-04e)

All minced products are passed through the mincer. Raw, unprocessed meat packs on their last day of shelf life are NOT used for mince. These packs are marked down for quick sale or dumped.

- 3.2.1 Various grades of trim are separated into plastic containers during cutting. This trim is checked by the Meat Manager or authorised staff and used to make each specific type of mince.
- 3.2.2 The trim is identified and segregated during processing, by a qualified butcher, into each grade of mince (e.g. Gourmet, Premium, Hamburger, etc) as well as any species- specific variants (such as lamb mince) to be produced. Colour coded tubs with lids are preferred be used to assist in this and to minimise the risk of cross-contamination.
- 3.2.3 A variable quantity of trim is added to the hopper of the mincer and run through the mincer twice. The first run is always at a slow speed through a coarse plate, regardless of variety. The second is always at normal speed. There are only two speed settings on the mincer, each identified by a specific start button.
- 3.2.4 Between species, the mincer worm mechanism is completely dismantled, and all contact surfaces are rinsed with hot, then cold water, and air dried prior to the next species run.
- 3.2.5 The following chart indicates the type of mince produced and the plate size for each of the second runs through the mincer:

| MINCE TYPE | PLATE TYPE |
|-------------|------------|
| Gourmet | Fine |
| Premium | Fine |
| Pork & Veal | Medium |
| Hamburger | Medium |
| Lamb | Coarse |
| Pork | Medium |
| Chicken | Medium |
| Sausage | Fine |

- 3.2.6 To avoid excessive clean-ups and prevent the risk of contamination between species the following sequence of mince production is recommended from the start of processing:
 - 1) **Gourmet** (beef only)
 - 2) **Premium** (beef only)
 - 3) **Pork & Veal**
 - 4) **Hamburger**
Dismantle, hot & cold water rinse & air dry
 - 5) **Lamb**
Dismantle, hot & cold water rinse & air dry
 - 6) **Pork**
Dismantle, hot & cold water rinse & air dry
 - 7) **Chicken**
Dismantle, hot wash & cold water rinse
 - 8) **Sausage meat** (made periodically)
Dismantle, wash & sanitise

| | | |
|--|----------------------------|----------------------|
| | HACCP Document No: HA11.03 | |
| Maleny Supa IGA | REVISION: 2 | Issue Date: 02/10/12 |
| Meat Room Processing, Handling & Display | SECTION: 11.0 | |
| | PAGE: 3 of 6 | |
| Prepared by: Graham King | Approved by: George Passas | |

3.3 Sausage meat preparation (refer to flow chart HA07-04e)

Ensure that sausage meat is prepared as per the meal manufacturer's instructions by trained meat room staff only.

Recipes and instructions for preparation of all variations of sausage meat eg, different flavours, shall be retained in the meat room and accessible to all meat staff.

To prevent allergen cross-contamination from dry sausage meal, it should be stored off the floor, away from preparation benches in a sealed bag or clean, covered container after opening. Staff preparing sausage meat shall wear clean, disposable gloves when handling ingredients, and dispose of them properly after use.

Sausage meal and edible casings (if applicable) shall only be sourced from Approved Suppliers. Direct suppliers shall be approved via the procedures in document HA05-04 of the Food Safety Manual. Obtain specifications for all sausage meal for labelling purposes.

3.3.1 Conduct a visual inspection of the trim to ensure that it complies with the following legislative requirements (ref: Food Standards Code, Standard 2.2.1, Cause 3).

- * Fat-free flesh content is at least 50% of total volume of sausage meat.
- * Fat content is less than 50% of the total volume of fat-free flesh.

On the Sausage Meat Preparation Checksheet (HA18-17), butcher must initial the corresponding boxes if the product complies with these standards. If the batch of trim does not meet these requirements, it will need to be reworked.

3.3.2 Dry sausage meal is added to the trim in the mincer, in accordance with the meal manufacturer's instructions, and recorded on the HA18-17 checksheet.

3.3.3 Chilled potable water (below 5°C) is also added according to the label.

3.3.4 The ingredients are added to the hopper and allowed to mix for at least 8-10 minutes or until visually homogenous.

3.3.5 The mix is run through a course plate first at slow speed.

3.3.6 The mix is then passed through a fine plate at normal speed and deposited into a clean, dry plastic container. Total batch weight is recorded on the HA18-17 checksheet.

3.3.7 The mince is generally covered and placed in the coolroom to cure overnight but may be used on the same day.

3.3.8 Sausage mince is used the next day to produce sausages, sausage meat rissoles and sausage meat loaves.

3.3.9 Sausage meat is given a 7 day shelf life from date of production, and is stored in the coolroom when not required. Preservative-free sausage meat (if made) is given a 3 day shelf life from date of production.

Further information:

Any deviations from this procedure, or from the sausage meal manufacturer's instructions, must be reviewed by the butcher to ensure that the final product complies with the requirements of the Food Standards Code, Standard 1.3.1, Schedule 1, Clauses 8.3 & 8.4. Heavy fines apply for non-compliance.

| | | |
|---|-----------------------------------|-----------------------------|
| | HACCP Document No: HA11.03 | |
| Maleny Supa IGA | REVISION: 2 | Issue Date: 02/10/12 |
| Meat Room Processing, Handling & Display | SECTION: 11.0 | |
| | PAGE: 4 of 6 | |
| Prepared by: Graham King | Approved by: George Passas | |

Standard 1.3.1, Schedule 1, Clause 8.3

Sausage and sausage meat containing raw, unprocessed meat.

Additives must not be added to sausage and sausage meat containing raw, unprocessed meat, unless expressly permitted below:

| INS Number | Additive Name | Maximum Permitted Level |
|---------------------------------------|---|--------------------------------|
| 220, 221, 222, 223, 224, 225, 228. | Sulphur dioxide and sodium and potassium sulphates | 500mg / kg |

3.4 Meat tenderising

Steaks are tenderised using the automatic tenderiser and are passed through the blades just once. A simple on/off switch operates the tenderiser and it has no speed settings.

3.5 Batter preparation

Batter is simply prepared by adding a pre-packed dry mix with enough chilled water to give a creamy liquid consistency. This is done visually and must give the meat the correct coverage for seasoning or crumbing purposes. Batter mix is prepared fresh each day and the dry mix may be stored in a sealed, identified container, in the coolroom when not in use.

3.6 Seasoning

Seasoning is simply prepared by adding a pre-packed dry mix with chilled water to give a firm, lumpy consistency. Only what is immediately required is prepared at any one time. Any unused dry mix may be stored for up to 7 days after opening in the coolroom.

3.7 Crumbing

For crumbing, only what is immediately required is prepared at any one time. Any unused dry mix may be stored for up to 7 days after opening in the coolroom.

3.8 Marinating

Prepared marinades are manually added to adequately cover the entire surface of the raw meat. Any opened marinades are to be stored in the coolroom after opening

NOTE 1: Only fresh cut meat is to be used for operations 3.3 to 3.8.

NOTE 2: Any store which chooses to conduct any other processes, such as pickling, corning, smoking, fermenting, or any other production of “ready to eat” meat products, must conduct a risk assessment and develop specific procedures, then submit them to their appropriate regulatory body for approval PRIOR to commencing production. Listeria testing may be required in some instances.

| | | |
|--|----------------------------|----------------------|
| | HACCP Document No: HA11.03 | |
| Maleny Supa IGA | REVISION: 2 | Issue Date: 02/10/12 |
| Meat Room Processing, Handling & Display | SECTION: | 11.0 |
| | PAGE: | 5 of 6 |
| Prepared by: Graham King | Approved by: George Passas | |

3.9 Fresh Meat Packing & Coding

All products packaged for self-serve display, or as customers are ordering, are tared & weighed using regularly calibrated scales.

The following minimum coding standards apply to all fresh meat products sold at IGA stores:

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

Automatic Stretch-Wrapping & Labelling (where applicable)

All products packaged for self-serve display may be run through an automatic Labeller Packager. The unit automatically stretch wraps a product on a foam tray and produces an identification label specifying "Use-by Date", Net Weight and price.

- 3.9.1 The correct P.L.U. number is keyed and the P.L.U. button is depressed.
- 3.9.2 The correct & complete packaging is tared on the unit.
- 3.9.3 A tray of product is placed on the conveyor & the unit automatically conveys it through the stretch wrap and seals it. A label is automatically also produced & placed on the product.
- 3.9.4 Sealed packets are placed back onto racks for chilling, and then placed into the correct refrigerated display case as soon as possible.

Manual stretch wrapping and labelling

- 3.9.5 The correct packaging is tared on the scale.
- 3.9.6 Press the correct PLU number to initiate cost analysis which prints or produces an identification label specifying "Use-by Date", Packed weight (NSW both), Net Weight and extended price.

3.10 Breakdown of Machinery During Processing

- 3.10.1 When breakdowns greater than 15 minutes occur, the cutting process must stop (at the discretion of the Meat Manager) until the backlog of meat is cleared or the machinery is operational again.
- 3.10.2 Meat products awaiting packaging on trolleys are to be transported to the coolroom **within 15 minutes of a breakdown** if the problem cannot be immediately rectified.
- 3.10.3 If the problem cannot be fixed **within 30 minutes** then all meat on the preparation benches is placed in plastic tubs as well, and placed in the coolroom until the problem is resolved.
- 3.10.4 All machinery which utilises blades in its process (band saw, meat tenderiser, slicer etc) shall, when subjected to a blade breakage, be thoroughly inspected by the Meat Manager, cleaned and reassembled with a replacement blade/s. All product being processed at the time of the breakage shall be isolated and dumped immediately. Exposed product in the near vicinity must be thoroughly inspected by the Meat Manager to ensure no contamination has occurred. **Refer HA12-01.**

| | |
|--|----------------------------------|
| | HACCP Document No: HA11.03 |
| Maleny Supa IGA | REVISION: 2 Issue Date: 02/10/12 |
| Meat Room Processing, Handling & Display | SECTION: 11.0 |
| | PAGE: 6 of 6 |
| Prepared by: Graham King | Approved by: George Passas |

3.10.5 If the breakage is not noticed until during the cleaning process, all product processed on that machine since the previous cleanup, must be isolated and dumped immediately. All such rejection and dumping of product must be properly recorded, stating the reason for the rejection and the amount of product involved. **Refer HA12-01.**

3.11 Display Checks

3.11.1 All displays of meat products are periodically audited during the day by meat dept. staff to ensure the labelling, shelf life, integrity and fresh appearance of the final products.

3.11.2 All value-added meat products (marinated, crumbed, seasoned, sausages etc.) must be labelled with an ingredients list, allergen warnings and a nutritional panel (where applicable) according to National Legislation.

3.11.3 Temperature checks on all refrigerated coolrooms, processing areas & displays as well as the processing room are recorded at least twice daily, on the relevant check sheet.

Pet Meat is a critical area for separation of ingredients and goods.

- ❖ The State laws require that only meat that is fit for human consumption is permitted to be sold on display.
- ❖ Meat which is unfit for human consumption shall not enter, be stored at or sold from a retail butcher/meat premise.
- ❖ All display of supplied pet meat must be physically well separated by PERSPEX DIVIDERS FROM NORMAL MEAT IN DISPLAY CASES or separately located from meat.

3.12 Labelling Tips

3.12.1 It is recommended that **no reference to a percentage of species content** be made on any packaged product, ie "100% Beef". Such a statement can be inaccurate and open to abuse &/or prosecution / litigation.

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

3.12.3 Any store which **produces, processes or packages food for transport and sale at another location** must affix all relevant labels to that food before it is transported. It shall be the responsibility of the Department Head to ensure that this is done.

| | |
|--------------------------|---------------------------------|
| | HACCP Document No: HA11.03a |
| NATIONAL POLICY | REVISION: 2 Issue Date:29/09/05 |
| Meat Dept Legislation | SECTION: 11.0 |
| | PAGE: 1 of 1 |
| Prepared by: Graham King | Approved by: George Passas |

MEAT DEPT LEGISLATION

PURPOSE:

To ensure all fresh meat products that are processed & displayed in an IGA Store Meat Case are done so under State and National Guidelines, ensuring their safety and quality.

DEFINITIONS:

This is a summary of the "Meat Industry – Labelling & Compositional Standards" released by State Health Authorities.

RESPONSIBILITY:

The Meat Department Manager is responsible for ensuring that all meat staff are aware of these standards.

MINCE & DICED MEAT

Preservatives & Additives: Nil. Mince & diced meat are considered to be raw meat and cannot contain preservatives or any other additives.

Fat: If you label any mince or diced meat product as "Lean" or "Low Fat" or "Trim", or make ANY reference to dietary requirements whatsoever, the label must declare a "Maximum Fat Content", expressed in g/100g of the product.
If this mince is displayed unpackaged in a service display case, the fat content must be provided to the customer upon request.

NOTE 1: To ensure this is to be done correctly the Meat Department Manager must submit at least 2 typical samples of each product (where a claim is made) to a registered laboratory for testing AT LEAST ANNUALLY, or whenever the processing procedure, or supply of meat changes for each product. The registered laboratory should submit a Certificate of Analysis for this, which should be kept in the store's Food Safety Manual for audit purposes. "Lean" or "Trim" meat products cannot contain more than 10g/100g fat
"Low Fat" meat products cannot contain more than 3g/100g fat.

NOTE 2: Minced or diced meat CANNOT be called "Diet Mince". To call a product diet, it cannot have greater than 3g/100g fat or greater than a specified kilojoule content. Unfortunately, meat with all visible fat removed still exceeds this limit.

Species: If you advertise mince as a certain species (e.g., Pork Mince), that is the only meat species permitted in the mince. That means that all the trim added must be of the same species, and the mincer is dismantled and at least rinsed & dried, until no visible debris is apparent, prior to mincing this product.

Sausages:

Preservatives: May contain sulphur dioxide, and sodium & potassium sulphites up to a maximum 500mg/kg total.

Fat: Minimum of 50% fat free flesh. Fat content must be no more than half the fat free content.

Species: If you advertise sausages as a certain species (eg, Pork Sausages), that is the only meat species permitted in the sausage. (Refer to Species notes above)

RISSOLES

Preservatives: Nil. Risssoles are considered to be a minced meat product. The minced meat component cannot contain ANY additives. However, other food ingredients may be added to the minced meat as part of the standard recipe for your risssoles.

NOTE 3: If you call your risssoles "Sausage Meat Patties", they can contain preservatives, but must comply with the standard for sausage meat (above).

| | |
|---|----------------------------------|
| | HACCP Document No: HA11.03b |
| MALENY SUPA IGA | REVISION: 2 Issue Date: 02/10/12 |
| Random Weight Meat Labelling Guidelines | SECTION: 11.0 |
| | PAGE: 1 of 1 |
| Prepared by: Graham King | Approved by: George Passas |

RANDOM WEIGHT MEAT LABELLING GUIDELINES

PURPOSE:

To ensure correct labelling & coding guidelines are employed on bulk vacuum sealed fresh meat lines to meet Trade Measurement and State Food Act requirements.

RESPONSIBILITY:

Meat Department Managers are responsible for ensuring all staff are trained in this procedure, and for ensuring the equipment & consumables are continually maintained so that stock on display is accurately labelled.

PROCEDURES:

A large range of random weight bulk fresh meat products are available with only a "Packed On" date on the outer carton. These products are intended for processing at the store as the inner vacuum sealed packs are not individually labelled.

If a store intends to individually sell any of these pre-packed lines they must ensure the following is copied onto the label for each pack sold:

1. **Product Description** - as per the original carton label description. Where possible also include the packer's name (i.e. "Tey's Whole Rump") to ensure traceability in the event of a complaint / recall.
2. **Nett Sale Weight** – calculated using a default "worst case" packaging tare weight of 40g which is pre-programmed into the weighing system. Please ensure all scales practices conform to procedure HA16-00.
3. **Use By Date** – as per HA11-19 guidelines. No packaged fresh meat products are to be sold from a retail store without a Use By or Best Before date. The following standards are recommended for unlabelled vacuum sealed bulk fresh meat packs:
 - **Beef** – 14 days maximum display life*
 - **Lamb & Pork** – 7 days maximum display life*

* The Use By date applied must never exceed:

- 84 days from original "Packed On" date for beef products
- 21 days from original "Packed On" date for lamb & pork products, or,
- If the packer has placed a Use By / Best Before date on the **outer carton** then that date code must be not be exceeded
- If the packer has already placed a Use By or Best Before date on the **display pack** then that date code must be used.

4. **Price per Kg** – as per legislative requirements.

5. **Total Sell Price**

Please call the Consumer Support Line on **1300 135 690** for any further labeling advice.

| | | |
|--|-----------------------------------|-----------------------------|
| | HACCP Document No: HA11.04 | |
| NATIONAL POLICY | REVISION: 2 | Issue Date: 02/10/12 |
| Fresh Produce Storage, Handling & Display | SECTION: 11.0 | |
| | PAGE: 1 of 1 | |
| Prepared by: Graham King | Approved by: George Passas | |

FRESH PRODUCE STORAGE, HANDLING & DISPLAY

PURPOSE:

To ensure fresh produce is stored, handled & displayed in a manner that does not compromise its quality.

RESPONSIBILITY:

The Produce Manager is responsible for ensuring that all produce staff are adequately trained in this procedure and for the update of this document as required.

DETAILED INSTRUCTION:

4.1 Receival

All fresh produce is delivered either direct from markets or from IGA approved warehouses. Most products are placed in coolroom storage upon receival, except some specific variants that don't require refrigeration, such as potatoes.

Special attention must be exercised at receival of produce when looking for signs of infestation.

4.2 Storage

4.2.1 Only what is required fresh for display is ordered and the coolroom is only used for overflow storage. Storage temperature for coolrooms that specifically store produce is generally 8 – 10°C. This is to maintain the integrity & shelf life of the produce.

4.2.2 Where coolrooms are shared with dairy or meat products the coolroom must be kept at or below 4°C. Care must be exercised to ensure that produce integrity is maintained at this lower temperature.

4.3 Processing

4.3.1 It is recommended to rinse all produce, prior to cutting, from any dirt or debris.

4.3.2 All produce is cut in a hygienic manner, minimising handling, and is done so in sequence of:

- a) any fruit salad preparation first,
- b) skinned fruit second (pineapples, melons, etc), then,
- c) leafy vegetables last (celery, cabbage, etc).

Produce cutting boards should be made of any material that does not pose a hygiene risk.

4.3.3 The cutting bench & all utensils are wiped between variants to minimise co-mingling.

4.3.4 All cut produce is pre-weighed, prior to wrapping, then immediately and completely stretch-wrapped, labelled, and placed directly onto the respective display.

4.3.5 Only a minimal amount of stock is cut for display as it generally labelled with the date of cutting. Any cut produce is marked down after 12 hours. All marked down goods must be sold within 12 hours of markdown otherwise they are dumped immediately.

4.3.6 The cutting bench, and the immediate area, are wiped or swept at the completion of the cutting run to prevent the risk of infestation. The cutting board is washed & dried immediately.

4.4 Display

4.4.1 Displayed stock is generally rotated and audited consistently throughout trading to ensure its saleability. All produce that is below standard is discounted or weighed and recorded in the ullage records.

4.4.2 Pre-packaged stock with a temperature or date code is stored on the refrigerated display at the temp on the package (eg, sprouts, salads etc) and monitored daily to ensure damaged or out-of-date stock is removed from sale.

4.4.3 All produce refrigeration temperatures are recorded on the relevant check sheet.

| | |
|--------------------------------------|----------------------------------|
| | HACCP Document No: HA11.05 |
| Maleny Supa IGA | REVISION: 2 Issue Date: 20/06/08 |
| Registered Service Display Practices | SECTION: 11.0 |
| | PAGE: 1 of 4 |
| Prepared by: Graham King | Approved by: George Passas |

REGISTERED SERVICE DISPLAY PRACTICES

PURPOSE:

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

DEFINITIONS:

This procedure covers all packaged and unpackaged products that may or may not have been processed in-store, which are sold from refrigerated service display cabinets in the Deli & Meat Depts.

RESPONSIBILITY: The Delicatessen and, where applicable, Meat Dept Managers are responsible for **ensuring that all staff directly handling foods in service display cases** are adequately trained in this procedure and for the update of this document as required.

Hygiene Culture

In all procedures, general hygiene principles detailed in section 13 of this manual apply. The options of maintaining a hygienic food handling culture are detailed below.

GLOVES: The use of approved clean, dry, disposable plastic gloves is essential when there are no other protection mechanisms for the handling of foods, and is usually a last resort. Gloves are to be used on both hands during one-stop processing operations such as slicing, or preparation of recipes. They are to be used on one hand ONLY if a person is serving customers so that the non-gloved hand is used to handle machinery, doors, taps & money, i.e. they are not contaminated by handling anything other than foods. Gloves are changed as often as is necessary to prevent cross- contamination of different species of meats, not just necessarily between customers. It is the responsibility of the Dept. Manager to ensure that all staff directly handling foods maintain a strong food safety culture & strictly abide by all company hygiene requirements whilst wearing gloves. (Remember: Gloves in the wrong hands may be as lethal as a gun!)

SINGLE-PURPOSE PLASTIC SHEETS: These may be used with care as an option to protect against direct hand or surface contact with foods. One approved single-purpose sheet is to be used at a time. Care is to be exercised regarding taring the sheet prior to using it on a scale.

BAG INSIDE-OUT: Another option is to use approved disposable plastic bags turned inside out to avoid direct contact with foods. Like plastic sheets, this can be a little clumsy or difficult with some foods, but in specific areas can be very effective. Again, care is to be exercised regarding taring the sheet prior to using it on a scale.

TONGS – COLD: The use of tongs in refrigerated displays must be well managed to ensure that direct hand contact is avoided as far as possible, and that the tongs are maintained in a fit state for food use. Tongs should show no signs of damage, rust etc, and be made of non-porous plastic or stainless steel. Enough tongs must be supplied to provide for a culture of adequate segregation of use between different categories of foods in the same display cabinet to avoid cross-contamination. The Department Manager or their delegates must review the state of the tongs at least 2-hourly during trading to ensure they are kept visually hygienic. It is recommended that busier displays carry two sets of tongs for this purpose.

TONGS – HOT: Tongs must not be stored in any hot displays. Tongs used for hot foods must be kept in a plastic container filled with boiling hot water, next to the display. One set of tongs is adequate for all hot foods. The container and the tongs are washed at least 2-hourly during trading and the container is re-filled with fresh boiling water. It is not recommended to use any sanitiser for this. NOTE: Periodical swabs by Jasol can be used to microbiologically validate the above system.

| | |
|--------------------------------------|----------------------------------|
| | HACCP Document No: HA11.05 |
| Maleny Supa IGA | REVISION: 2 Issue Date: 20/06/08 |
| Registered Service Display Practices | SECTION: 11.0 |
| | PAGE: 2 of 4 |
| Prepared by: Graham King | Approved by: George Passas |

Storage and handling

- 5.1.1 Upon receipt, all refrigerated foods are stored in the coolroom until required for display. Each pack may be either marked with a receipt date or re-arranged to a separate location in the coolroom to facilitate effective stock rotation.
- 5.1.2 When the product is required, the operator removes a pack from the coolroom, cuts open and empties the required quantity into a clean, dry plastic display tub, if necessary. **No refrigerated goods are kept out of refrigerated storage for longer than 15 minutes.**
- 5.1.3 The tray is marked with a colour-coded day-dot sticker (contact Fildes - 1800673644) to identify the date of preparation or filling of that tray, if the goods are deemed to have a shelf life of 48 hours or more, according to the attached recommended list (below), to ensure traceability & quality standards, and immediately placed into a refrigerated display cabinet.
- 5.1.4 All display setup practices must ensure that raw and cooked or fermented meats are adequately segregated as far as possible to minimize risks of cross-contamination. It is preferable to segregate in separate displays but where this is not possible, a perspex divider is satisfactory.
- 5.1.5 Products with different date codes are unpacked into separate, clean tubs when the stock in the display cabinet is low. Older stock is to be reviewed & may be placed on top of a tub of new stock and segregated by a Slab Sheet when the plastic tub is replaced, to facilitate effective rotation of stock.
- 5.1.6 At the end of the day, selected trays of products in the service displays may be covered with stretch wrap, placed on a rack and put in the coolroom until the next morning. This is optional. If this is not done then stock remaining in the refrigerated displays is covered with disposable plastic sheeting to avoid drying out.
- 5.1.7 When staff remove the stock from the coolroom at the beginning of the next days trading, they must check each tray of previously displayed product to ensure that it smells, looks and even tastes fresh & appealing to the customer. It is always best to maintain the principle: "If in doubt, throw it out", regardless of shelf life. All stock that is dumped must be weighed first and recorded as waste.

NOTE: The importance of this check cannot be understated as from time-to-time, quality variations in products will mean that they must be removed from sale prior to their intended expiry date. A good way to look at it is: "If you cannot confidently expect an ill child to eat it, then don't sell it".

- 5.1.8 The use of ice, plastic or plant garnishes is reviewed daily by the relevant Manager and must not increase the risk of food contamination by their use.
- 5.1.9 Temperature checks on all refrigerated coolrooms & displays are recorded at least twice daily and recorded on the relevant check sheet.

| | |
|--------------------------------------|----------------------------------|
| | HACCP Document No: HA11.05 |
| Maleny Supa IGA | REVISION: 2 Issue Date: 20/06/08 |
| Registered Service Display Practices | SECTION: 11.0 |
| | PAGE: 3 of 4 |
| Prepared by: Graham King | Approved by: George Passas |

SERVICE DISPLAY CATEGORIES – MAXIMUM SHELF LIFE

- This list is the maximum amount of time, after opening the original package, each category of goods is recommended to be kept in a service display cabinet, at or below 4°C, before being sold.
- Unsold stock approaching its maximum display life is to be marked down for sale **prior to the recommended limit, not after.**
- Reserve stock in the coolroom, opened & re-sealed will last longer but must be reviewed each time a service display is re-stocked.
- Quantities in the service display should be based on how much you expect to sell in the recommended maximum time allowed. **Smaller amounts should be held on quieter days.**
- Before opening original packages, you should check the quantity in the service display, and any opened stock in the coolroom (if applicable), to ensure that it is required.
- **It is everyone's responsibility to eliminate waste.**
- For ideal control of batches on display a log book of date codes by product is recommended.

This list should be laminated and placed on the delicatessen wall for all staff to follow.

| | |
|--------------------------------------|----------------------------------|
| | HACCP Document No: HA11.05 |
| Maleny Supa IGA | REVISION: 2 Issue Date: 20/06/08 |
| Registered Service Display Practices | SECTION: 11.0 |
| | PAGE: 4 of 4 |
| Prepared by: Graham King | Approved by: George Passas |

SERVICE DISPLAY CATEGORIES – TABLE

| PRODUCT CATEGORY | SUB - CATEGORY | MAXIMUM SERVICE DISPLAY LIFE |
|------------------------------|--|------------------------------|
| Cheeses | Soft Cheeses (ricotta, cottage etc) | 48 hours |
| | Fettas (must be immersed in brine) | 5 days |
| | Flavoured Party Cheeses (walnut, pepper etc) | 7 days |
| | Semi-Hard (cheddar, tasty etc) | 14days |
| | Vintage & Hard (Pecorino, Parmesan etc) | 21 days (review weekly) |
| Smallgoods | Shredded / Shaved - cooked or fermented meats | 24 hours (*not next day) |
| | Sliced - cooked or fermented meats | 48 hours(*not 3rd day) |
| | Skinless (salami, frankfurters, etc) | 48 hours |
| | Cured & Smoked - bacons & other smallgoods | 3 days |
| | Whole knob - cooked meats (ham, chicken roll etc) | 7 days (review daily) |
| | Whole knob - fermented meats (salami, mettwurst) | 14 days (review daily) |
| Meat Pastes | Liverwurst, Pate' etc (cut from original knob) | 24 hours |
| | Liverwurst, Pate' etc (pre-sealed in-store) | 3 days |
| Fresh Meat | All fresh Seafood, Red Meat | 16hrs or to end of trading |
| | Crumbed or seasoned red meats | 24 hours |
| | Raw, Crumbed or seasoned poultry | 48 hours |
| | Marinated poultry or red meats (completely covered) | 48 hours |
| | Frozen Seafood (thawed from out of freezer store) | 3 days |
| Olives & Antipastos | (must be immersed in brine or oil) | 7 days |
| All Types of Salads | Prepared in – store | 16hrs or to end of trading |
| | Pre-prepared (Mrs Crocketts etc) | 48 hours |
| Bakery / Meat | Thawed / par – baked / value-added breads | 24 hours |
| | Savoury meat or fresh dairy filled / iced pastries | 48 hours |
| | Unfilled or fruit filled pastries, cakes, croissants etc | 48 hours |
| Hot Foods | Whole Chickens & all types | 4 hours |
| In-store Vacuum Sealed Foods | Smallgood meats, Soft Cheeses | 7 days from opening |
| | Non – meat goods (other cheeses etc) | 14 days from opening |



PRIZE POULTRY CABINET SHELF LIFE & COOKING INSTRUCTIONS

| Product | Cabinet Shelf Life | Cooking Instructions (Optional) |
|--|----------------------------|---|
| Raw Unprocessed Chicken Goods | | |
| Chicken Mignon | 16hrs or to end of trading | Bake in 180 degree Oven 30-35mins |
| Chicken Roast - Traditional | 16hrs or to end of trading | Cover with foil Bake in 180 degree Oven 30-35mins Remove foil and bake for a further 30-35 mins |
| Chicken Breast Fillet S/Off | 16hrs or to end of trading | NIL |
| Chicken Thigh Fillet S/Off | 16hrs or to end of trading | NIL |
| Chicken Drumsticks | 16hrs or to end of trading | NIL |
| Chicken Wings | 16hrs or to end of trading | NIL |
| Premium Chicken Mince | 16hrs or to end of trading | NIL |
| Breakfast Sausages | 16hrs or to end of trading | Bake in 180 degree Oven 25-30mins |
| Mediterranean Sausages | 16hrs or to end of trading | Bake in 180 degree Oven 25-30mins |
| Crumbed / Seasoned Goods | | |
| Chicken Pattie - Seasoned | 24 hours | Bake in 180 degree Oven 30-35mins |
| Chicken Pattie - Tomato & Onion | 24 hours | Bake in 180 degree Oven 30-35mins |
| Chicken Roast - Apricot & Almond | 24 hours | Cover with foil Bake in 180 degree Oven 30-35mins Remove foil and bake for a further 30-35 mins |
| Breast Schnitzel | 24 hours | Bake in 180 degree Oven 20-25 mins |
| Garlic Kiev | 24 hours | Bake in 180 degree Oven 25-30mins |
| Breast Parmigiana | 24 hours | Bake in 180 degree Oven 25-30mins |
| Spinach & Ricotta Roll-Ups | 24 hours | Bake in 180 degree Oven 35-40mins |
| Mediterranean Roll-Ups | 24 hours | Bake in 180 degree Oven 35-40mins |
| Italian Schnitzel | 24 hours | Bake in 180 degree Oven 20-25 mins |
| Cordon Bleu | 24 hours | Bake in 180 degree Oven 25-30mins |
| Thigh Schnitzel | 24 hours | Bake in 180 degree Oven 20-25 mins |
| Marinated Goods | | |
| Chicken Stir Fry - Honey Soy | 48 hours | NIL |
| Chicken Stir Fry - Satay | 48 hours | NIL |
| Ovenbake Chicken Cutlets - Honey Mustard | 48 hours | Bake in 180 degree Oven 25-30mins |
| Ovenbake Chicken Cutlets - Sundried Tomato & Oregano | 48 hours | Bake in 180 degree Oven 25-30mins |
| Butter Chicken in Simmer Sauce | 48 hours | Bake in 180 degree Oven 40 mins |
| Italian Chicken in Simmer Sauce | 48 hours | Bake in 180 degree Oven 40 mins |
| Honey Soy Kebabs | 48 hours | Bake in 180 degree Oven 20-25 mins |
| Satay Kebabs | 48 hours | Bake in 180 degree Oven 20-25 mins |
| Smoky BBQ Kebabs | 48 hours | Bake in 180 degree Oven 20-25 mins |
| Honey Soy Nibbles | 48 hours | Bake in 180 degree Oven 25-30mins |
| Satay Nibbles | 48 hours | Bake in 180 degree Oven 25-30mins |
| Smoky BBQ Nibbles | 48 hours | Bake in 180 degree Oven 25-30mins |
| Spicy Thai Kebabs | 48 hours | Bake in 180 degree Oven 20-25 mins |
| Tandoori Kebabs | 48 hours | Bake in 180 degree Oven 20-25 mins |
| Spicy Thai Nibbles | 48 hours | Bake in 180 degree Oven 25-30mins |
| Tandoori Nibbles | 48 hours | Bake in 180 degree Oven 25-30mins |
| BBQ Drumsticks | 48 hours | Bake in 180 degree Oven 25-30mins |
| Honey Soy Drumsticks | 48 hours | Bake in 180 degree Oven 25-30mins |
| Mild Thai Wing Sticks | 48 hours | Bake in 180 degree Oven 25-30mins |
| Lemon & Coriander Wing Sticks | 48 hours | Bake in 180 degree Oven 25-30mins |
| Tandoori Half Split Chicken | 48 hours | Bake in 180 degree Oven 25-30mins |
| Mexican Half Split Chicken | 48 hours | Bake in 180 degree Oven 25-30mins |
| Peri Peri Half Split Chicken | 48 hours | Bake in 180 degree Oven 25-30mins |
| Tandoori Breast Steak | 48 hours | Bake in 180 degree Oven 20-25 mins |
| Pastry Goods | | |
| Chicken Enchilada | 48 hours | Bake in 180 degree Oven 30-35mins |
| Chicken Filo with Mushroom Filling | 48 hours | Bake in 180 degree Oven 25-30mins |
| Chicken Filo with Spinach & Fetta Filling | 48 hours | Bake in 180 degree Oven 25-30mins |
| Chicken Pocket with Spinach/Fetta & Ham | 48 hours | Bake in 180 degree Oven 35-40mins |

***All products may be cooked at the end of their nominated shelf life according to instructions, and placed in Bain Marie for a maximum of 4 hours, for hot food sale.**

REVISION DATE: 15/11/05 REVISION: A

5/07/2010

| | |
|---|----------------------------------|
| | HACCP Document No: HA11.06 |
| MALENY SUPA IGA | REVISION: 2 Issue Date: 02/10/12 |
| Slicing of Smallgoods Meats and Cheeses | SECTION: 11.0 |
| | PAGE: 1 of 4 |
| Prepared by: Graham King | Approved by: George Passas |

SLICING OF SMALLGOODS MEATS AND CHEESES

PURPOSE: To ensure smallgoods meats are sliced in a hygienic and safe manner.

DEFINITIONS:

This procedure covers all products that are sliced in the delicatessen for that days sale. All such products are stored in the coolroom until required for display. A list of maximum slicing quantities is attached to minimise ullages due to slicing too much.

RESPONSIBILITY:

The Delicatessen Manager is responsible for ensuring that all delicatessen staff are adequately trained in this procedure and for the update of this document as required.

NOTE: It is strongly recommended that employees under 16 years of age are not authorised to operate slicers.

DETAILED INSTRUCTION:

General Storage & Handling Standards

- In all procedures, the hygiene principles detailed in Section 13, & options in HA 11-05 apply. The use of clean & approved plastic gloves, tongs, slab sheets or plastic bags is essential in creating a hygienic culture when handling all processed and raw foods.
- Once smallgoods knobs are unpackaged & sliced they will decompose quite rapidly. Depending on the volume of sales it is always best to slice on demand. This requires a strict cleaning culture at the slicer between categories of meats. Where this is not feasible, and stock is to be "sliced to stock", then slicing is best done on the day of sale.
- Operators must be aware that the slicer can be a significant source of bacterial contamination and will result in premature ageing or ullage of sliced foods if cleaning procedures are not followed.
- Any slicing run at the start of the day must be sequenced to ensure the following slicing order:
 - Cheeses
 - Cooked Meats
 - Semi -cooked meats
 - Uncooked Fermented meats or smoked meats

Preparation ~ Start of day tasks

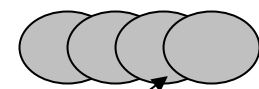
- Check that all equipment & slicers are clean, switched off and in good working order and that settings are turned to zero setting.
- Check that the blade of the slicer is not burred or damaged.
- Wipe over the blade with a clean disposable cloth & a no-rinse sanitiser. Leave to air dry.
- Turn equipment on at power points
- Prior to slicing any foods the operator must check the quality and date of opening of previously sliced product, or any previously opened ends of bulk knobs, to ensure that it smells, looks & even tastes fresh & appealing to the customer. "If in doubt, throw it out".

6.1 Procedure

- The product is removed from the coolroom and the end of the knob of meat is sparingly cut with a clean, dry knife, and the meat is placed on the slicer holder.
- The correct thickness is set on the slicer by adjusting the dial. (refer to "Meat Slicing Settings") & the safety guard is placed onto the meat product.

| | |
|---|----------------------------------|
| | HACCP Document No: HA11.06 |
| MALENY SUPA IGA | REVISION: 2 Issue Date: 02/10/12 |
| Slicing of Smallgoods Meats and Cheeses | SECTION: 11.0 |
| | PAGE: 2 of 4 |
| Prepared by: Graham King | Approved by: George Passas |

6.1.3 The unit is then switched on. A minimum quantity is sliced and placed on a disposable slab sheet.

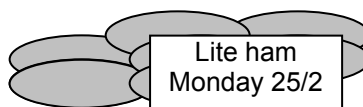
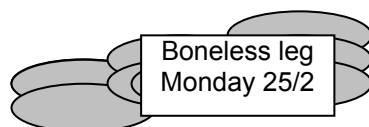


Layered meat goes onto
Slab sheets



Ensure meat is protected by sheet. Place the next sheet
on top and keep slicing

6.1.4 Over-wrap any extra product, sliced to stock for later in the day, on a separate clean dry tray & immediately store in the coolroom. When pre-slicing, make sure the product placed in the coolroom has a label placed on the over wrap. Some products look similar and staff member may get them mixed up.



6.1.5 The sliced meat is placed to the front of the display to ensure effective stock rotation.

6.1.6 Smallgoods meats should be sliced in a sequence that groups product categories. The recommended sequence for all IGA categories is attached.

6.1.7 The slicer plate and blade is wiped clean using a disposable cloth prior to continuing with the next category of meat product.

6.1.8 Once slicing is complete, the slicer dial is adjusted back to zero as a safety precaution.

6.1.9 If the entire knob is not sliced immediately, the knob is coded with the original slicing date at the base, completely covered with stretch-wrap, and immediately placed in cool storage.
NOTE: The shelf life of a knob of meat once it is cut is **severely shortened from the original shelf life**.

6.1.10 At the end of the days trading, any remaining sliced meat may be stretch sealed, coded placed in the coolroom (optional). This stock is checked the next morning as in HA 11-05.

TYPICAL MEAT SLICING SETTINGS (example only)

| DESCRIPTION | AUTOMATIC | MANUAL |
|------------------|-----------|--------|
| Devon | 3 | 3 |
| Square Ham | 3 | 3 |
| Honey Ham | 3 | 3 |
| Mortadella | 2 | 2 |
| Chicken Roll | 3 | 3 |
| Chicken Loaf | 2 | 2 |
| All Salamis | 2 ½ | 2 |
| All Shaved Meats | 1 ½ | 1 ½ |

| | | |
|---|----------------------------|----------------------|
| | HACCP Document No: HA11.06 | |
| MALENY SUPA IGA | REVISION: 2 | Issue Date: 02/10/12 |
| Slicing of Smallgoods Meats and Cheeses | SECTION: | 11.0 |
| | PAGE: | 3 of 4 |
| Prepared by: Graham King | Approved by: George Passas | |

6.2 Breakdown Procedure

- 6.2.1 If blade damage occurs during slicing of product, the machine must be switched off and inspected by Deli Manager to assess and arrange for the necessary repairs immediately.
- 6.2.2 All product being processed at the time of the blade damage is to be rejected and dumped immediately. All exposed product in the near vicinity is to be carefully inspected and assessed by the Deli Manager for potential contamination. **Refer also to HA12-03.**
- 6.2.3 If the blade damage is not noticed until during the cleanup or at some later time, all product processed on that slicer since the previous inspection or cleanup is to be rejected and dumped immediately. **Refer also to HA12-03.**
- 6.2.4 All products rejected and dumped are to be properly recorded and approved by authorized store personnel.

| | |
|---|----------------------------------|
| | HACCP Document No: HA11.06 |
| MALENY SUPA IGA | REVISION: 2 Issue Date: 02/10/12 |
| Slicing of Smallgoods Meats and Cheeses | SECTION: 11.0 |
| | PAGE: 4 of 4 |
| Prepared by: Graham King | Approved by: George Passas |

SLICED SMALLGOOD MEATS - MAXIMUM STOCK QUANTITIES (example only)

This list indicates the maximum quantity of sliced meat for each variety that is to be held at any one time.

Smaller amounts should be held on days that are not busy.

Before slicing, you should check the quantity in the display cabinet and in the coolroom (if applicable) to ensure that it is required.

It is very important that we aim to minimise ullages by only slicing what we expect to sell. Ullages are a waste of product, profits and a waste of time.

It is everybody's responsibility to eliminate ullages.

| PRODUCT - SEQUENCED | MIN STOCK | MAX STOCK | SETTING |
|--------------------------|-----------|-----------|---------|
| CHEESES | | | |
| Sliced Mild | | | |
| Sliced Tasty | | | |
| HAMS | | | |
| Shaved Lite | | | |
| Shaved off the Bone | | | |
| Shaved Leg | | | |
| Ham off the Bone | | | |
| Shoulder Ham | | | |
| Soccerball Ham | | | |
| Champagne Ham | | | |
| Ham Deluxe | | | |
| Ham Steaks | | | |
| Golden Roast Ham | | | |
| Honey Roast Ham | | | |
| Double Smoked Ham | | | |
| Triple Smoked Ham | | | |
| Oven Roasted Mustard Ham | | | |
| Green Peppercorn Ham | | | |
| BEEF | | | |
| Roast Beef | | | |
| Silverside | | | |
| POULTRY | | | |
| Turkey Breast | | | |
| Chicken Breast Supreme | | | |
| Chicken Roll | | | |
| Chicken Loaf | | | |
| Seasoned Chicken | | | |
| PORK | | | |
| Roast Pork | | | |
| Seasoned Roast Pork | | | |
| OTHER MEATS | | | |
| Devon | | | |
| Berliner | | | |
| Mortadella | | | |
| Olive Mortadella | | | |
| FERMENTED MEATS | | | |
| Spicy Aussie Roll | | | |
| Prosciutto | | | |
| Pastrami | | | |
| Polish Salami | | | |
| Shaved Mild Salami | | | |
| Shaved Pepperoni | | | |
| Shaved Hot Salami | | | |

| | | |
|---|-----------------------------|----------------------|
| | HACCP Document No: HA11.06a | |
| Maleny Supa IGA | REVISION: 2 | Issue Date: 02/10/12 |
| Vacuum Packing of RTE Meats, Smallgoods and Cheeses | SECTION: 11 | |
| | PAGE: 1 of 2 | |
| Prepared by: Graham King | Approved by: George Passas | |

Vacuum Packing of RTE Meats, Smallgoods and Cheeses

PURPOSE:

To ensure that all vacuum packaging of meats, ready to eat (RTE) meats, smallgoods and cheeses, is conducted in a safe and hygienic manner, compliant with the Food Standards Code and all Local, State and National Food Safety requirements.

DEFINITIONS:

This procedure applies to all fresh raw and ready to eat meats, smallgoods and cheeses, which may be handled, sliced or otherwise processed and vacuum packed in-store, by the use of an electric vacuum packaging machine.

RESPONSIBILITY:

The Manager of the department whose products are being vacuum packed, is responsible for ensuring that all staff using the vacuum packing machine have been properly trained in its safe and effective operation, and are familiar with the manufacturer's directions and operating instructions for the safe and effective use of the machine, as provided in the Operator's Manual, supplied with the machine.

A copy of the Operator's Manual must be readily accessible to the operator, and located in close proximity to the machine, for easy reference if necessary.

The Managers of the departments which are providing the products for vacuum packing (meat, deli or other dept) are responsible for ensuring that all such products have been stored, handled and processed in a safe and hygienic manner prior to vacuum packing. Therefore, reference should be made to documents HA11-03 (meat dept) and HA11-06 (deli dept), or any other similar document for other departments (eg, seafood, bakery) etc.

DETAILED INSTRUCTIONS:

In all procedures detailed below, general hygiene principles provided in Section 13, apply.

06a.1 - Only fresh meat (including fish & poultry etc), or freshly-opened RTE products (meats, smallgoods & cheeses), or freshly prepared and chilled bakery products (eg, quiches), are to be used for vacuum packing.

NOTE: Vacuum packing is not to be used as a method for extending the shelf life of remnants or old product, or any product which has been dropped or exposed to potential contamination, as this may create both safety and quality risks. These products must be marked down or dumped. Only fresh products, or RTE products that have been opened within the past 24 hours before vacuum packing, should be packed in this manner. No more than 7 days UBD should be placed on RTE products containing meat, seafood, chicken etc; and no more than 14 days should be placed on RTE products containing no meat. UBD must never extend beyond the original manufacturer's date code on the product.

06a.2 - Only remove from the coolroom storage, enough product to permit the vacuum packing to be completed in less than 30 minutes (to prevent product temperature rising to unsafe levels). Replace often with fresh, cold product.

06a.3 - The use of clean, disposable gloves is required when handling products to be vacuum packed. Disposable gloves should be changed as often as necessary to prevent cross contamination between different products.

| | | |
|--|------------------------------------|-----------------------------|
| | HACCP Document No: HA11.06a | |
| Maleny Supa IGA | REVISION: 2 | Issue Date: 02/10/12 |
| Vacuum Packing of RTE Meats, Smallgoods and Cheeses | SECTION: 11 | |
| | PAGE: 2 of 2 | |
| Prepared by: Graham King | Approved by: George Passas | |

06a.4 - The vacuum packing machine should be inspected before commencement, to ensure cleanliness of the machine, welding bar, and gasket. Refer to manufacturer's operating instructions.

06a.5 - Correct, approved gas (if using gas or gas mixtures) and vacuum pressure settings must always be used for this procedure. Refer to the Operator's Manual supplied with the machine.

06a.6 - Only suitable packaging materials, which have been hygienically stored and handled to minimise potential contamination, should be used for this procedure. Basic specifications for these packaging materials should be in the Operator's Manual, providing details of the maximum material thickness and welding bar temperature required for the machine to operate and seal successfully.

06a.7 - Prepared product is arranged on a clean, dry, sanitised surface, in reasonable proximity to the packaging materials and vacuum packing machine.

06a.8 - Product is placed into the clean plastic bag / sleeve, and this is inserted into the machine, with the open end situated across the welding bar. Refer to Operator's Manual for any specific requirements for your model.

06a.9 - Lid is closed and the pressure pump activated for the correct period of time.

06a.10 - Once the process is completed, packaged product is removed from machine and the weld is inspected to ensure it is completely and securely sealed. Continue until the all product is packaged and sealed.

06a.11 - All vacuum packed products should be inspected immediately after packaging, to check the quality of the seal. Loose end of package or sleeve is removed.

06a.12 - Any product which has been imperfectly sealed, can be resealed by removing the product and immediately repeating the entire packaging process, always using a new pack or sleeve.

06a.13 - Any product which shows evidence of excessive air retained within the pack, may be removed and repacked immediately, as per the original procedure, always using a new pack or sleeve.

06a.14 - Appropriate labels are attached. These should include product description, ingredients, allergen declarations, processor's details, key identifying ingredients (if relevant), net weight, price per kilogram, country or origin, batch identification details or use-by date, or other as may be appropriate.

06a.15 - This product should now be returned immediately to cold storage and chilled to below 4°C before being placed out into display cases for sale.

06a.16 - Next batch of product is to be handled in the same manner as above, until all product has been packaged.

06a.17 - Once completed, the machine is to be turned off and cleaned, as per the instructions in the operator's manual. Packaging materials should be returned to the appropriate storage area, work surfaces and other utensils should be cleaned as per the Cleaning Schedule for the site, shown in Section 12 of the site's Food Safety Manual.

NOTE: Some food authorities may require a suitable procedure and schedule for microbiological testing & validation. Discuss this with your State Food Safety Coordinator before proceeding.

| | |
|--|----------------------------------|
| | HACCP Document No: HA11.07 |
| MALENY SUPA IGA | REVISION: 2 Issue Date: 02/10/12 |
| Processing & Handling of Hot Take Away Foods | SECTION: 11.0 |
| | PAGE: 1 of 5 |
| Prepared by: Graham King | Approved by: George Passas |

PROCESSING & HANDLING OF HOT TAKE AWAY FOODS

PURPOSE:

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

DEFINITIONS:

This procedure covers all foods that are baked, fried or heat processed at the store, and sold at the Bain-Marie, which are sold as "ready-to-eat".

RESPONSIBILITY:

The Delicatessen Manager is responsible for ensuring that all delicatessen staff are adequately trained in this procedure and for the update of this document when required.

DETAILED INSTRUCTION:

In all procedures detailed below, the hygiene principles detailed in Section 13, & options in HA 11-05 apply. The use of clean & approved plastic gloves, tongs, slab sheets or plastic bags is essential in creating a hygienic culture when handling all processed and raw foods. It is recommended that key deli staff who handle cooked foods are formally trained in basic food hygiene principles.

7.1 Storage

Foods to be cooked may be stored in the freezer at or below -18°C , or in the coolroom at or below 4°C . Coolroom, hot display & processing temperatures are monitored by delicatessen staff and recorded on the relevant check sheet.

7.2 Processing & Handling Of Chickens

- 7.2.1 Fresh chickens are brought to the preparation area where they are removed from their packaging and dressed. The dressing procedure is optional and may include to the pin the wings back, to poke a hole in the skin at the rear of the chicken and to only use (food grade) thread in both legs.
- 7.2.2 A light sprinkling of Fried Chicken Seasoning may be then added on top.
- 7.2.3 Only size 12 & 14 chickens are roasted. Different size chickens are placed on separate trays and displayed separately as large and small.
- 7.2.4 The chickens are placed on the stainless steel racks or skewers (whichever is applicable) and placed into the oven or rotisserie.
A maximum of 12 chickens can be cooked at any one time, but are kept to minimum lots to ensure a **maximum 4 hours** in the hot display before sale.
- 7.2.5 Oven settings are usually pre-set on newer models but all staff should be familiar with each program or cook setting.
- 7.2.6 The chickens then are allowed to cook until the cycle is complete and the oven gives a buzzer sound. Once cooked, the rack is removed and allowed to stand for up to 1 minute.
- 7.2.7 The cooked chickens are then carefully but immediately placed in the hot display. The use of stainless steel tongs and a non-porous approved safety glove is recommended.

| | |
|--|----------------------------------|
| | HACCP Document No: HA11.07 |
| MALENY SUPA IGA | REVISION: 2 Issue Date: 02/10/12 |
| Processing & Handling of Hot Take Away Foods | SECTION: 11.0 |
| | PAGE: 2 of 5 |
| Prepared by: Graham King | Approved by: George Passas |

7.3 Cooking Of Bakery Lines & Other Hot Foods

- 7.3.1 Each type of food is separately cooked in the oven, according to a pre-set list as designed by the Deli Mgr.
- 7.3.2 Bakery lines should be cooked first, prior to any take-away foods containing meat or dairy ingredients, if there is only one oven in the store.

7.4 Frying Foods

- 7.4.1 The fryer is switched on to pre-heat the frying oil.
- 7.4.2 The timer is preset by rotating the dial to the appropriate number of minutes and pressing the red button on the dial.
- 7.4.3 The fryer automatically buzzes once the preset cook cycle has been completed.
- 7.4.4 Each type of food is separately fried, according to a pre-set list that indicates maximum quantities per cook, and time & temperature settings as designed by the Deli Mgr.
- 7.4.5 Smaller quantities are fried at a time to minimize waste. Larger quantities of potato chips or wedges are fried as required.
- 7.4.6 Generally foods are supervised closely & fried until visually golden brown according to the quantity in the fryer.
Note: If equipment failure occurs during cooking then the product being cooked is to be dumped.

7.5 Frying Oil Cleaning

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

7.6 Temperature Checking Of Hot Foods

a) Chickens:

- 7.6.1 The core temperature of a chicken cook is taken by inserting a clean, dry, sanitised probe thermometer into the thickest part of the breast of one chicken upon removing the rack / skewer from the oven and waiting for the temperature to peak, whilst unloading the other chickens into the hot display. The highest core temperature attained is recorded.
- 7.6.2 Food legislation stipulates that the minimum internal cook temperature of all hot foods is **74°C** (with standard of 88°C preferred). If this has not been attained, the cook is to be extended until this is attained, otherwise the food is to be dumped.

NOTE: A chicken is sufficiently cooked when its internal temperature has reached at least 74°C or when the juices of the chicken run clear when the chicken is pierced between the breast & the leg. Generally, a good, even cook will have the wings still moist and the core temperature around 95-100°. The cook temperature setting should be lowered & time is to be increased if this is not the case. Record at least 2 cook temperatures per day.

| | |
|--|----------------------------------|
| | HACCP Document No: HA11.07 |
| MALENY SUPA IGA | REVISION: 2 Issue Date: 02/10/12 |
| Processing & Handling of Hot Take Away Foods | SECTION: 11.0 |
| | PAGE: 3 of 5 |
| Prepared by: Graham King | Approved by: George Passas |

7.6.3 If equipment failure prevents the chicken core temperature from reaching 74°C then the Manager is notified and the chickens are dumped. A service is call is made immediately.

b) Thicker Take-Away Foods:

7.6.4 The **core** temperature for **each cook** of all other take-away foods **thicker than 2cm** (i.e. rissoles, chicken pieces etc.), except bakery lines, is taken by inserting a clean, dry, sanitised probe thermometer into the thickest part of the product & recording **the highest temperature attained** on the relevant check sheet.

c) Thinner Take-Away Foods:

7.6.5 The **surface** temperature for bakery lines containing meat &/or dairy ingredients, and products about 2cm & thinner (i.e. burgers, pizzas etc.), is taken **at least daily** using a calibrated surface temperature thermometer upon removing from the oven or fryer.

NOTE: Minimum surface temperature of all these foods is 74°C. If this has not been attained, the cook is to be extended until this is attained, otherwise the food is to be dumped.

7.7 Hot Foods Display

7.7.1 The hot display must be switched on first thing in the morning and the trays placed inside to ensure that they will preheat to **greater than 60°C** by the time hot food is ready to be loaded. The normal thermostat setting for this is 95 for the unit.

7.7.2 The temperature of the chickens are taken twice daily by inserting a calibrated probe thermometer and recording it on the relevant check sheet. **All temperature checks should indicate that the foods are displayed at or above 60°C at all times.** Generally the temperature should not exceed 65°C (if at all possible) as well, as this will shorten the shelf life of hot foods in the Bain Marie.

7.7.3 Temperature checks on chickens should be done before midday or at least 2 hours after the first cook, and during the last hour of trading. No other products in the hot display need to be temperature checked if chickens are checked.

7.7.4 All quantities of hot foods cooked during trading are to be sold **within four (4) hours** on the basis that the oldest cooks are sold first, i.e., first in, first out. This is a recommended standard and not a rule.

7.7.5 Generally a pre-set list of each type of hot food cooked at the Deli, that indicates maximum quantities per cook, and time & temperature settings, is designed and monitored by the Deli Manager to ensure waste is minimized. Larger quantities may be cooked as required, according to demand.

7.7.6 Any unsold take-away foods are either marked down, dumped or given away at the end of that days trading & these quantities are recorded.

7.7.7 When it is obvious any whole cooked chickens remaining are not going to be sold by the end of the day's trading they are to be either:

- marked down at the discretion of the relevant Manager until sold.
- dumped or given away, or,
- removed from display at or above 60°C and further processed.

NOTE: Freezing the chicken is not a recommended option due to quality reasons.

| | |
|--|----------------------------------|
| | HACCP Document No: HA11.07 |
| MALENY SUPA IGA | REVISION: 2 Issue Date: 02/10/12 |
| Processing & Handling of Hot Take Away Foods | SECTION: 11.0 |
| | PAGE: 4 of 5 |
| Prepared by: Graham King | Approved by: George Passas |

7.8 Further Processing & Cooling of Hot Chickens (options)

General Instruction:

- Any further processing of whole chickens at the end of the day's trading must be done in a hygienic and controlled manner to ensure that the quality and safety of the chicken will not be compromised. The use of clean, dry disposable gloves is essential in this process and once the operation has started, must not be interrupted until completed.
- All staff handling chickens according to this procedure must be adequately trained to understand the contamination risks associated with cooling cooked foods.
- The Deli manager is responsible for periodically monitoring and validating the temperature of the chicken **at least monthly** to ensure that it will cool within the following temperatures and times:
 - greater than 60°C to 21°C in less than 2 hours, and,
 - 21°C to less than 5°C in less than 4 hours,
- to ensure that the cooling of the food complies to national food safety laws.
- Selling whole cold chickens is not a recommended IGA practice unless each store can regularly validate the safety of the chickens by doing microbiological tests at a registered laboratory, or they can regularly prove that the whole cold chickens can be cooled in the above timeframes.

To ensure this occurs the following options are used:

Option 1: Sale of Broken Down Whole Chickens

- The chicken is removed from the hot display, one at a time & hygienically broken down into 4-6 pieces.
- All pieces of that chicken are placed in a separate clean, dry tray for each chicken.
- The tray is completely stretch sealed and immediately placed into the coolroom.
- The process is repeated for the next chicken.
- The next day each tray is removed from the coolroom and each broken chicken is placed into an approved chicken bag, and labelled with the date of packing.
- The broken chicken is to be sold by the end of that day, otherwise it is dumped.

Option 2: Sale of Boneless, Skinless Chicken Meat

- The breast, leg and thigh meat are hygienically and carefully removed from the bone, ensuring no skin, bone or gristle are included. The rest of the chicken is dumped.
- The chicken meat is placed in a clean, dry tray until filled, or for a maximum time of 20 min. (whichever comes first).
- The tray of chicken meat is marked with a day-dot sticker, the tray is completely stretch sealed and immediately placed into the coolroom.
- The process is repeated for the next tray of chicken meat (if applicable).
- Next day the meat is removed from the cool room and placed into an appropriate position in the service display & sold at a premium price at the discretion of the relevant Manager.
- The shelf life of the chicken meat is no longer than 48hours from the time it is removed from the hot display.(using clean disposable gloves).

| | | |
|---|-----------------------------------|-----------------------------|
| | HACCP Document No: HA11.07 | |
| MALENY SUPA IGA | REVISION: 2 | Issue Date: 02/10/12 |
| Processing & Handling of Hot Take Away Foods | SECTION: 11.0 | |
| | PAGE: 5 of 5 | |
| Prepared by: Graham King | Approved by: George Passas | |

Option 3:

- The first four points in option 2 (above) are followed, then,
- Next day the meat is removed from the cool room and used as an ingredient for pizzas, salads and sandwiches.

NOTE: It is best to minimize, or even eliminate the amount of hot chickens that are left at the end of the day's trading by carefully managing cook volumes to match demand as far as possible & keeping within the 4-hours hot display rule.

| | |
|-----------------------------|----------------------------------|
| | HACCP Document No: HA11.09 |
| MALENY SUPA IGA | REVISION: 2 Issue Date: 02/10/12 |
| Pizzas, Salads & Sandwiches | SECTION: 11.0 |
| | PAGE: 1 of 4 |
| Prepared by: Graham King | Approved by: George Passas |

PIZZAS, SALADS & SANDWICHES

PURPOSE:

To ensure all cold processed foods made in-store, such as sandwiches, pizzas, & salads are manufactured, packaged & displayed in a manner that does not compromise food safety or quality.

RESPONSIBILITY:

The Delicatessen Manager is responsible for ensuring that all staff are adequately trained in this procedure and for the update of this document when required.

DETAILED INSTRUCTION:

General

- Ingredients for fresh pizza, salads and sandwiches may be kept in a specified area in the coolroom or taken fresh from other departments within the store as required.
- The Delicatessen Manager is responsible for allocating the most feasible times for making these foods and must ensure that stock levels of pizza, salads and sandwiches are maintained & sold within their recommended shelf life.
- It is critical that when preparing pizza, salads and sandwiches each lot is completed within **20 min**. To achieve this it is recommended to review the number of products required each morning and to make daily runs, as well as do this during quieter periods of trading when other staff are available to serve customers.

9.1 Manufacture

- 9.1.1 Pizzas, salads and sandwiches are prepared on a cleaned & sanitised, dry preparation bench where there is no risk of foreign contamination.
- 9.1.2 The shrink sealer is switched on to pre-heat prior to making pizzas & set on "HIGH".
- 9.1.3 Each package of ingredients is removed from the coolroom & opened as required, and placed in an **individual clean, dry stainless steel container**. Generally one container of each ingredient is used to make pizza, salads and sandwiches at a time.
- 9.1.4 Frozen pizza bases are placed on top of a cardboard pizza base, & prepared according to the attached recipes (below).
- 9.1.5 Once a set no. of pizzas are made, they are immediately & completely shrink sealed.
- 9.1.6 The pizza is placed on the metal stand and a section of pre-cut shrink film is placed evenly over the pizza. The ends of the film begin to shrink from the heat and air is excluded gently from the top by hand.
- 9.1.7 The pizza is removed from the shrink sealer and labelled. The operator produces a sticker containing the PLU number, product description, and shelf life, for each pre-packed product. Recommended shelf life for each product or variety is listed below.
- 9.1.8 The pizzas are immediately placed in a refrigerated, self-serve display unit.
- 9.1.9 The above is repeated for the desired number of sandwiches & any salads, which are prepared according to their recipes detailed below. For salads and sandwiches, hand - wrapping or individual plastic containers may be used.

| | |
|-----------------------------|----------------------------------|
| | HACCP Document No: HA11.09 |
| MALENY SUPA IGA | REVISION: 2 Issue Date: 02/10/12 |
| Pizzas, Salads & Sandwiches | SECTION: 11.0 |
| | PAGE: 2 of 4 |
| Prepared by: Graham King | Approved by: George Passas |

- 9.1.10 All remaining trays of ingredients are either dumped or over-wrapped and placed immediately in the coolroom. Each ingredient tray is coded with the date and opened trays of ingredients are only kept preferably for 24 hrs OR for a maximum of two days (depending upon ingredient risk level) otherwise they are to be dumped.
- 9.1.11 The pizza, salads and sandwiches display and preparation area is immediately cleaned & sanitised.
- 9.1.12 When staff remove the stock from the coolroom at the beginning of another preparation date, they must check each tray of previously displayed product to ensure that it smells, looks and even tastes fresh & appealing to the customer. It is always best to maintain the principle: "If in doubt, throw it out", regardless of shelf life.
- 9.1.13 All in-store pre-packed pizzas on display may be removed from an open display at the end of the day's trading & stored in the coolroom overnight. This is optional. Remaining salads & sandwiches are not kept overnight. These are recorded & dumped.
- 9.1.14 Pizzas must be checked each morning for shelf life by the Delicatessen Manager or a delegate. Pizzas on their last day of expiry date may be discounted for quick sale, or even baked for customer tasting. Stock remaining at the completion of shelf life is to be recorded, then dumped.

9.2 Cooking

Pizza, and maybe grilling of any sandwiches may be cooked for customers if requested. The cooking unit for pizzas and sandwiches is a simple bench-top grill with a timer switch.

- 9.2.1 The pizza or sandwich is unwrapped and placed into the grill.
(Ensure cardboard base is also removed from the pizza).
- 9.2.2 The grill is switched on and the timer is set for 4 minutes.
- 9.2.3 Once cooked, the surface temperature of the pizza cooked may be spot-checked using a calibrated surface temperature thermometer and recorded on the relevant check sheet. **A minimum surface temperature of 74°C must be reached.**
- 9.2.4 If 74°C is not reached, the pizza is cooked for another minute and re-checked. If the unit breaks down during a cook the food is dumped

| | |
|-----------------------------|----------------------------------|
| | HACCP Document No: HA11.09 |
| MALENY SUPA IGA | REVISION: 2 Issue Date: 02/10/12 |
| Pizzas, Salads & Sandwiches | SECTION: 11.0 |
| | PAGE: 3 of 4 |
| Prepared by: Graham King | Approved by: George Passas |

PRODUCT RECIPES: PIZZAS

These recipes are followed when making different varieties of pizza.
NOTE: For large pizzas use a large handful of ingredients.

| INGREDIENTS | SUPREME | PEPPERONI | HAM & PINEAPPLE | VEGETARIAN |
|----------------------|-----------------|-----------------|-----------------|---------------|
| Pizza Sauce | Cover Base | Cover Base | Cover Base | Cover Base |
| Mozzarella Cheese | Cover Base | Cover Base | Cover Base | Cover Base |
| Shredded Ham | Even Thin Layer | Even Thin Layer | Even Thin Layer | ----- |
| Sliced Pepperoni | 5 Slices | 5 Slices | ----- | ----- |
| Diced Onion | Small Handful | Small Handful | ----- | Small Handful |
| Sliced Mushroom | Small Handful | ----- | ----- | Small Handful |
| Sliced Red Capsicum | 3 Slices | ----- | ----- | 3 Slices |
| Diced Green Capsicum | Small Handful | Small Handful | ----- | Small Handful |
| Sliced Olives | Small Handful | ----- | ----- | Small Handful |
| Diced Pineapple | ----- | ----- | Small Handful | ----- |
| Mozzarella Cheese | Cover Top | Cover Top | Cover Top | Cover Top |
| Mixed Herbs | Even Sprinkle | Even Sprinkle | Even Sprinkle | Even Sprinkle |

Shelf Life of In-store made Pizzas

- Garlic Pizza, no vegetables or meat - 7 days. Mark down on the 5th day.
- Pizzas containing fresh seafood - 2 days. Mark down on the 2nd day.
- All other pizzas containing meat &/or vegetables - 3 days. Mark down on the 2nd day.

| | |
|----------------------------|----------------------------------|
| | HACCP Document No: HA11.10 |
| MALENY SUPA IGA | REVISION: 2 Issue Date: 02/10/12 |
| Seafood Handling & Display | SECTION: 11.0 |
| | PAGE: 1 of 2 |
| Prepared by: Graham King | Approved by: George Passas |

SEAFOOD HANDLING & DISPLAY

PURPOSE:

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

DEFINITIONS:

This procedure covers raw and cooked seafood products that are received fresh or frozen and sold whilst being thawed in a refrigerated display, or used in further processed goods such as seafood mixes, pizzas, salads or sandwiches (refer to procedure HA 11-09).

RESPONSIBILITY:

The relevant department Manager is responsible for ensuring that all staff are adequately trained in this procedure and to update this document when required.

GENERAL

- Hygiene principles are detailed in section 13 apply.
- The use of clean, dry, disposable plastic gloves is essential when handling seafood.
- **It is essential that prior to & after handling uncooked frozen seafood, gloves are changed before resuming any other tasks.**
- Ingredients for seafood salad or marinara mix may be kept in a specified area in the coolroom or taken fresh from other departments within the store as required.
- It is critical that when preparing seafood recipes each lot is completed within **20 min**. It is recommended to review the volume required each morning and to make daily runs, as well as do this during quieter periods of trading when other staff are available to serve customers.

10.1 Frozen seafood

- 10.1.1 Staff remove a container from the coolroom and immediately place a minimal quantity of stock to the front of the refrigerated display unit.
- 10.1.2 Any older stock from the same original container is moved to the rear of the display and segregated by the use of a slab sheet to identify it.
- 10.1.3 When stock with a different date code is introduced, older stock is to be physically separated between the two different codes, again by using a slab sheet. This controls stock rotation and reduce cross-contamination risks.
- NOTE: The shelf life of frozen seafood is 3 days "USE BY" from the date it is removed from freezer storage, if it is thawed in a bed of ice in a service display. All seafood in ice must be kept below 5°C surface temperature whilst in display.**
- 10.1.4 When transferring stock to coolroom overnight, different date coded stock is kept in separate storage tubs along with a plastic slab sheet identifying the display date for traceability of stock.
- 10.1.5 At the beginning of trading, the ice bed in the refrigerated seafood display is fortified with a fresh layer of crushed ice. Generally a layer of between 2cm to 3 cm is recommended and a clean, dry container is used (depending on ability of refrigeration to maintain temperature and amount of stock on sale). NOTE: All ice used must be made from potable water (i.e. food grade).
- 10.1.6 When staff remove seafood from the coolroom at the beginning of the next days trading, they must check each type of previously displayed product to ensure that it smells, looks and even tastes fresh & appealing to the customer. It is always best to maintain the principle: "If in doubt, throw it out", regardless of shelf life. All stock that is dumped must be weighed first and recorded as waste.
- 10.1.7 All refrigeration temperatures are recorded daily on the relevant check sheet.

| | |
|---------------------------------------|--|
| | HACCP Document No: HA11.10 |
| MALENY SUPA IGA | REVISION: 2 Issue Date: 02/10/12 |
| Seafood Handling & Display | SECTION: 11.0 |
| | PAGE: 2 of 2 |
| Prepared by: Graham King | Approved by: George Passas |

10.2 Fresh seafood

- 10.2.1 Fresh Seafood is generally delivered on the morning of the day of sale. Once it is checked & received a Deli representative is notified.
- 10.2.2 The seafood is placed immediately in ice in the seafood display counter. Fresh seafood is only purchased periodically during busy seasonal trading.
- 10.2.3 Fresh seafood generally has shelf life of **up to 2 days** when stored in a coolroom, and has only a **16 hour** shelf life in a refrigerated display case.

NOTE: Uncooked frozen or fresh seafood must be physically separated from other foods. It is preferable that seafood displays are in separate display cases to minimise the risk of contamination to or from other types of foods. If this is not possible, then a physical barrier separating the seafood section from other foods within the display case is acceptable.

10.3 Seafood salad

Seafood salad & Marinara Mix is prepared using cleaned & sanitised utensils, on a dry preparation bench where there is no risk of foreign contamination. Each ingredient is removed from the coolroom & opened as required.

- 10.3.1 Prior to the preparation, about 200g of fresh celery sticks (from Produce) are cleaned and diced and a medium sized jar (about 500g) of mayonnaise is obtained.
- 10.3.2 About 1kg of Seafood Extender is thawed in the coolroom in a clean, dry plastic tub with a handful of frozen, medium sized King Tiger Prawns. Once thawed, the prawns are shelled if unshelled are unavailable.
- 10.3.3 Once the seafood has been separated and cleaned of extraneous shell matter, the celery and mayonnaise is added and manually mixed until visually homogenous.

10.4 Marinara Mix

- 10.4.1 The following ingredients prepare 1kg of Marinara mix (scale recipe up/down as required):
150g Squid tubes, 150g Prawn kebabs (3 pack), 50g Scallop meat (roe on), 250g Capsicum (use different colours from a trio pack), 300g Fresh fish (varieties to use: Longnose Emperor, Red Snapper, Scarlet Perch, Blue Spot Emperor, Moses Perch and/or Maroon Perch), 100g Salmon offcuts
- 10.4.2 Clean ingredients and dice, then combine ingredients.

10.5 After Preparation

- 10.5.1 Once a batch of marinara mix or seafood salad is made, it is immediately placed in a clean, dry tray and placed in the refrigerated / ice bed service display cabinet for sale on that day only. What is not sold is dumped at the end of the day's trading.
- 10.5.2 All remaining ingredients are either dumped or over-wrapped and placed immediately in the coolroom.
NOTE: Each ingredient tray is coded with the date of opening, and opened trays of ingredients are only kept preferably for 24 hrs OR for a maximum of two days (depending upon ingredient risk level) otherwise they are to be dumped.
- 10.5.3 The preparation area is immediately cleaned & sanitised.

| | |
|--|----------------------------------|
| | HACCP Document No: HA11.11 |
| Maleny Supa IGA | REVISION: 2 Issue Date: 02/10/12 |
| Bakery Products, Storage, Processing & Display | SECTION: 11.0 |
| | PAGE: 1 of 2 |
| Prepared by: Graham King | Approved by: George Passas |

BAKERY PRODUCTS, STORAGE, PROCESSING & DISPLAY

PURPOSE: To ensure bakery products are processed and displayed in a manner that does not compromise food safety or quality.

DEFINITIONS: All frozen bakery products are stored in the freezer until required. The procedures detailed below are performed in the Bakery or the Deli.
All other bakery products are received fresh daily and require no further processing.

RESPONSIBILITY: The relevant Manager is responsible for ensuring that all staff handling bakery goods are properly trained in this procedure & for updating of this document as required.

SPECIAL NOTE #1 – USE OF FRESH EGGS

- Inspect carefully, & **do not use cracked or dirty eggs**, if the eggs won't be cooked.
- **Wash hands IMMEDIATELY** after handling dirty or cracked eggs.
- It is recommended to purchase & use **pasteurised** egg products as an ingredient if the eggs are not to be fully cooked.

DETAILED INSTRUCTION:

11.1 Danish Pastries

When preparing all bakery lines, clean, dry disposable plastic gloves must be worn. All utensils must be clean prior to and as promptly as possible after production.

- 11.1.1 Only what is required for the next day is removed and placed onto baking trays & racks.
- 11.1.2 This stock is transferred to the Bakery Coolroom to thaw overnight. **No stock is to be thawed at room temperature** to prevent any contamination, i.e. pests.
- 11.1.3 The next morning, this stock is placed into the proofing oven. The proofer is pre-warmed by switching on and setting at 30°C-35°C. Danish Pastries are proofed for about 1 hour.
- 11.1.4 Once proofed, they are removed and each pastry is glazed with fresh egg white just prior to placing in the oven.
- 11.1.5 The APV oven is switched on and set to 170°C-180°C to preheat at least 30 minutes before the pastries are ready to be baked.
- 11.1.6 Once each tray of product is placed in the oven, the cook time is pre-set to 17-20 minutes (depending on load) and a switch activates the cook time counter.
- 11.1.8 Once baked, the pastries are carefully removed and placed in the Danish Pastry cabinet for self-serve sale for that day only. **Unsold pastries are either marked down for quick sale or dumped at the end of the day.**

11.2 Frozen Bread Rolls and Cookies

These products are treated as above except the proofing stage.

Bread rolls are sold on that day only (same as Danish Pastries).

Baked cookies are stretch-sealed in a foam tray, labelled and given a **2-day shelf life**.

| | |
|--|----------------------------------|
| | HACCP Document No: HA11.11 |
| Maleny Supa IGA | REVISION: 2 Issue Date: 02/10/12 |
| Bakery Products, Storage, Processing & Display | SECTION: 11.0 |
| | PAGE: 2 of 2 |
| Prepared by: Graham King | Approved by: George Passas |

11.3 Donuts

- 11.3.1 Prior to donut batter preparation, the donut fryer is switched on and allowed to pre-heat on low setting (120°C) for up to 30 minutes.
- 11.3.2 The reservoir is filled with frying oil to cover the chain mechanism.
- 11.3.3 The hopper and mixer mechanism is assembled and set using the wheel on the side of the mixer. The mixing speed and motion is pre-set by using the middle setting (on the side of the mixer).
- 11.3.4 The donut batter is prepared by pre-weighing 12kg of donut mix and 4 litres of water and blending in a hopper for 2-3 minutes and, once mixed, the mixer is switched off.
- 11.3.5 The bowl is lowered and the mix is scraped off the mixing arm. The mix is allowed to cure for 5-10 minutes.
- 11.3.6 While the mix is curing, the donut fryer is set to a high setting (200°C) and the oil level is double checked. The exhaust vent is switched on.
- 11.3.7 The batter reservoir mechanism is set up on the fryer by assembling the hopper, swivelling it clockwise and placing the gear arm into the socket.
- 11.3.8 Batter mix is scooped into the reservoir and the power buttons for the former and the conveyor drive are depressed.
- 11.3.10 The fry time adjustment dial is pre-set to the mark (about 90) and the plastic receiving tray is placed on the carousel on the other end. This is also switched on.
- 11.3.11 All dismantled parts are removed at the completion of manufacture and washed.
- 11.3.12 Donuts are either sprinkled with sugar/cinnamon or iced when cooled using fondant which has been coloured and sprinkled.
- 11.3.13 Donuts may also be manually stretch-sealed onto a foam tray, labelled and sold with a **3-day shelf life**.

11.4 Filled sponges

Plain sponge cakes are brought in fresh as required and are manually cut in half and filled with jam and imitation cream, which is a pre-prepared non-dairy blend that is simply whipped until firm. Only what is required is used and any excess is stretch-sealed and kept in the coolroom for the next day.

The filled sponge cakes are then stretch-sealed, labelled and given a **6-day shelf life**.

SPECIAL NOTE #2 – USE OF FRESH CREAM

- Fresh cream is **only applied onto chilled or frozen sponge cake surfaces** and is **not to be directly applied onto just baked or heated cakes**, to prevent spoilage. Any sponge cakes or other similar products containing **fresh cream** are given a **3-day shelf life** & **must be stored at or below 5°C** in refrigerated display

| | |
|---|----------------------------------|
| | HACCP Document No: HA11.12 |
| MALENY SUPA IGA | REVISION: 2 Issue Date: 02/10/12 |
| General Grocery Products Handling & Display | SECTION: 11.0 |
| | PAGE: 1 of 1 |
| Prepared by: Graham King | Approved by: George Passas |

GENERAL GROCERY PRODUCTS HANDLING & DISPLAY

PURPOSE:

To ensure that dry grocery foods are stored and handled in a manner that does not compromise their food safety or quality.

RESPONSIBILITY:

The Grocery Manager is responsible for ensuring that all staff are trained in this procedure **during their induction**, and for the update of this document when required.

DETAILED INSTRUCTION:

12.1 Ordering

- 12.1.1 Most grocery items are delivered from IGA Distribution warehouse via regular orders prepared by allocated staff. Some dry goods are also received direct from manufacturers.

12.2 Handling

- 12.2.1 Dry grocery stock is transferred directly to the respective area once passed or stored at the receiving dock until required.
- 12.2.2 Stock is de-palletised by the relevant staff. Each person filling must fill shelves keeping an eye on rotating products on a first in - first out basis.

12.3 Displaying, stock rotation and hazards separation

- 12.3.1 Products with less shelf life should be placed to the front of a display.
- 12.3.2 Displays should be cleaned with a moist cloth (and soapy water if necessary) when they are empty, or near empty, prior to re-stocking, if visually unclean or dusty.
- 12.3.3 Displays of chemicals such as pesticides, cleaners, washing powders etc. must be kept on separate racks to food items to minimise the risk of cross-contamination from damaged containers. Refer to section 5.
- 12.3.4 Items packed in glass containers or pottery/clay containers are kept segregated from bagged food products (i.e. plastic bags of sugar and jars of sugar) wherever possible, to minimise the risk of glass contamination from any damaged containers, by placing bagged stock (if possible) above glass containers.
- 12.3.5 All spillages due to damaged or dropped glass or other containers must be promptly cleaned up to avoid hygiene or pest hazards as well as health and safety risks.

12.4 Periodical Display Stock Shelf Life Checks

It is recommended that Management allow for the **monthly checking of ALL dry foods displays** to ensure that out-of-date stock does not become available to customers & to ensure products are marked down to be sold before the end of their shelf life. Checks may be random and focussed towards slow moving stock, or stock with short shelf life. Generally, this should be done by the staff who order the stock as they are accountable for order quantities and monitoring sales volumes.

Generally, **all dry foods with a shelf life should be marked down within 30 days of their date code**, as per the recommended IGA Retail Sell Limit Policy.

| | | |
|---|----------------------------|----------------------|
| | HACCP Document No: HA11.13 | |
| MALENY SUPA IGA | REVISION: 2 | Issue Date: 02/10/12 |
| Perishable Frozen Products Handling & Display | SECTION: 11.0 | |
| | PAGE: 1 of 3 | |
| Prepared by: Graham King | Approved by: George Passas | |

PERISHABLE FROZEN PRODUCTS HANDLING & DISPLAY

PURPOSE:

To ensure packaged perishable and frozen products are stored and handled in a manner that does not compromise their food safety or quality.

RESPONSIBILITY:

The Store Manager / Owner is responsible for ensuring that all staff are trained in this procedure during their induction, & for the update of this document as needed.

The Store Manager / Owner is responsible for any changes to refrigeration alarm set points, in agreement with Refrigeration Personnel, & for daily monitoring of the alarm system.

DETAILED INSTRUCTION:

Ordering

Most dry grocery items are delivered from IGA Distribution bulk warehouse through regular orders prepared by allocated staff. Some freezer / dairy goods may be received direct from other suppliers.

13.1 Storage & Handling

13.1.1 All frozen and perishable stock is transferred directly to its respective coolroom, once received & checked. Generally, this should take less than 20 minutes to prevent unnecessary thawing of products.

13.1.2 The stock is de-palletised in the coolroom / freezers into respective categories as required. All stock in cool storage is kept on pallets off the floor and removed on a first in - first out basis.

13.1.3 Once required, the respective stock is placed on a trolley or removed by hand from storage, placed next to its respective display position & promptly unpacked to fill the display.

NOTE: Ice creams, or any other frozen foods, packed in stretch-wrap only, must be put into their respective displays first as they are more sensitive to thawing.

13.1.4 Each person filling must fill the fridges keeping an eye on rotating products with older date codes on top of or in front of same products with newer codes.

NOTE: The respective manager is to ensure that staff only remove stock from storage that will be placed into a display within 20 minutes, to prevent excessive thawing.

No product is to be left unsupervised at any time in ambient conditions.

13.1.5 When loading display fridges and freezers, it is critical that the load line of each unit is not exceeded as the unit is only designed to adequately cool up to that point. **Exceeding this limit places the customer's health at risk.**

13.1.6 All store staff are responsible for returning perishables to their respective positions if a customer has not done so, as this product may become a health risk.

13.1.7 Any refrigerated stock found abandoned, showing any evidence of thawing or warming is recorded, & dumped, and the relevant Manager informed immediately.

| | | |
|---|----------------------------|----------------------|
| | HACCP Document No: HA11.13 | |
| MALENY SUPA IGA | REVISION: 2 | Issue Date: 02/10/12 |
| Perishable Frozen Products Handling & Display | SECTION: 11.0 | |
| | PAGE: 2 of 3 | |
| Prepared by: Graham King | Approved by: George Passas | |

13.2 Daily Refrigerated Display Audits

All refrigerated packaged fresh foods displays must be audited at least each morning prior to the commencement of trading. Each product must be checked for:

- a) **Shelf Life** - to prevent out of date stock becoming available to customers & to ensure products are marked down to be sold before the end of their shelf life.
- b) **Product Integrity** - to ensure that displayed product is visually fresh & appealing, in the correct position, and has not been tampered with.
- c) **Storage Condition** - To ensure the product is not placed above the load limit of the display fridge, ensuring its correct storage. All open case refrigeration air vents should not be blocked or covered by any food packages, price tags or any other obstruction to air flow of the unit.
- d) **Product Temperature** - All freezer, coolroom & refrigerated display temperatures are recorded twice daily on the relevant check sheet.

13.3 Periodical Refrigerated Display Shelf Life Checks

It is recommended that Manager / Owners allow for the regular checking of displayed stock to ensure that out-of-date stock does not become available to customers & to ensure products are marked down to be sold before the end of their shelf life. Checks may be random and focussed towards slow moving stock, or stock with short shelf life. Generally, this should be done by the staff who order the stock, as they are accountable for order quantities and monitoring sales volumes.

The following shelf-life checking regime is recommended within the store:

- Fresh Foods & Reduced To Clear Displays - **Daily**
- Perishable / Dairy Displays - **Weekly**
- Frozen Foods Displays - **Fortnightly**
- Dry Goods & Grocery Displays - **Monthly**

Generally stock should be marked down as per the IGA Retail Sell Limit Policy (document HA11-13a).

13.4 Refrigeration and Alarm Set Point Details

Maleny Supa IGA monitor refrigeration temperatures via **Flashing Red Light** refrigeration alarm system. A continual readout of the Gauge Temperatures is located at the Department Managers' office upstairs.

The Store Manager / Owner and nominated staff members must ensure that they are aware of the specific alarm points, & be vigilant in monitoring the alarm system regularly each day.

13.5 Refrigeration Alarm or Failure Corrective Action

In the event of a refrigeration alarm becoming activated, the manager is responsible for the following:

- 13.5.1 Verify that the alarm has been activated due to a refrigeration failure.
- 13.5.2 Establish whether the system can simply be reset, and do so if possible.
- 13.5.3 If the system cannot be reset, contact the store's refrigeration contractor immediately and arrange their immediate attendance to repair the failed system.

| | | |
|--|-----------------------------------|-----------------------------|
| | HACCP Document No: HA11.13 | |
| MALENY SUPA IGA | REVISION: 2 | Issue Date: 02/10/12 |
| Perishable Frozen Products Handling & Display | SECTION: 11.0 | |
| | PAGE: 3 of 3 | |
| Prepared by: Graham King | Approved by: George Passas | |

- 13.5.4 Immediately seal off the failed refrigeration unit to prevent access by staff or customers, and to minimise further temperature loss.
- 13.5.5 Check and record the time, and product surface temperatures within the failed unit, using a calibrated thermometer. These details should be recorded hourly until the failed unit is repaired and normal operational temperatures have been regained.
- 13.5.6 Based on advice from the contractor, establish if the unit is likely to be inoperable for more than 4 hours. If so, all stock should be transferred immediately to suitable, alternative refrigeration, spending a minimum of time (no more than 15 minutes) outside the refrigerated environment.
- 13.5.7 Once the unit is fully operational and normal operational temperatures have been restored, all stock should be retrieved from it's alternative location, and restored to it's original location in the repaired unit. During this process, the stock must spend no more than 15 minutes outside of the refrigerated environment.
- 13.5.8 Any stock which exhibits evidence of thawing, or is found to be outside the normal, acceptable temperature limits, should be transferred to a Quarantine location for later assessment, or simply recorded, written off and dumped.

| | |
|--------------------------|---------------------------------|
| | HACCP Document No: HA11.13a |
| NATIONAL POLICY | REVISION: 2 Issue Date:01/09/05 |
| Retail Sell-By List | SECTION: 11.0 |
| | PAGE: 1 of 4 |
| Prepared by: Graham King | Approved by: George Passas |

RETAIL SELL-BY LIST

RECOMMENDED FOR CHILLED FOODS

| PRODUCT CATEGORY | SUB GROUP / BRAND | RETAIL SELL-BY LIMIT |
|---------------------|--|----------------------|
| Bacon | All KR, Darling Downs, & Huttons bacon lines | 7 |
| | Black & Gold-114370, 121474, 171178 | 7 |
| | All other bacon lines | 7 |
| Butter | All lines | 14 |
| Breads-Garlic/Herb | All other Garlic & Herb bread lines | 7 |
| | La Famiglia-119401, 161864, 172035 | 7 |
| | Black & Gold Garlic Bread | 14 |
| Cheese | All Block cheeses | 14 |
| | All Sliced & Shredded cheeses | 14 |
| | Specialty Cheeses | See Below |
| Cookie Dough | Auntie Kath's | 30 |
| Cream | Pura-187674 only | 2 |
| | Pauls | 2 |
| | Black & Gold, All other Pura lines | 7 |
| | All other creams | 7 |
| Desserts & Custards | Pauls, Norco, SoyLife | 7 |
| | Delico | 7 |
| | Fruche (except Fruche On Fruit) | 7 |
| | Jelly Cups | 30 |
| | All other desserts & custards | 7 |
| Dips & Pate's | Chris's Greek Dips | 7 |
| | Black Swan Dips | 7 |
| | All other dips & pate's | 14 |
| Eggs-fresh | Black & Gold | 2 |
| Juices | Fresh & Reconstituted Fruit Juices | See Below |
| | Fresh & Reconstituted Fruit Drinks | See Below |
| | Concentrated Fruit Juices & Drinks | See Below |
| Margarine | All lines | 14 |
| Meat-fresh | All lines | 7 |
| Milk & Soy Drinks | Dairy Farm, So Natural | 7 |
| | Vitagen-150936 | 7 |
| | Milo & Nesquik milk drinks | 30 |
| | All other fresh milk & soy drink lines | 7 |
| Mussels | Logan Farm | 7 |
| Noodles-fresh | All lines | 7 |
| Pasta & Sauces | Latina, Dorato fresh pasta & pasta sauces | 7 |
| | San Remo | 7 |
| | Fantastic | 30 |
| Pastry-fresh | Antoniou-146474 | 7 |
| Pizza Bases | Aldo's-165224 | 7 |
| Salmon-smoked | All lines | 7 |
| Shortening | All lines | 14 |

| | |
|---------------------------------|---|
| | HACCP Document No: HA11.13a |
| NATIONAL POLICY | REVISION: 2 Issue Date:01/09/05 |
| Retail Sell-By List | SECTION: 11.0 |
| | PAGE: 2 of 4 |
| Prepared by: Graham King | Approved by: George Passas |

| | | |
|-------------------|---|---|
| Smallgoods | Dandy-190504 | 7 |
| | KR-117506, 117572, 120622, 169210, 180240 Huttons-152807, 152831, 152849, 143320 All Don lines Maker's Choice-181652 | 7 |
| | Hans-173633, 173641, 173683, 173691, 173706, 189189, 189032 | 7 |
| | All other smallgoods lines | 7 |
| | | |
| Tofu | Joyce tofu lines | 7 |
| | Soyaking, Silken, Nigari tofu | 7 |
| Yoghurt | Jalna, Pauls, Bulla | 7 |
| | All other yoghurts | 7 |

FRESH & RECONSTITUTED JUICES

| SUPPLIER | BRAND / TYPE | RETAIL SELL-BY LIMIT |
|------------------|--|-------------------------------------|
| Berri | All Australian Fresh, Daily Juice variants | 7 |
| | Black & Gold-102983, 116631 All Mr Juicy 1L & 2L juices | 7 |
| | | |
| Grove Fruit | Only Juice-133405 | 7 |
| Pure & Natural | P & N-130986, 131063, 166822 | 2 |
| United Beverages | Orchy-181123 | 14 |

FRESH & RECONSTITUTED FRUIT DRINKS

| SUPPLIER | BRAND / TYPE | RETAIL SELL-BY LIMIT |
|-----------------|---|-------------------------------------|
| Berri | All Mildura/Sunrise drinks | 7 |
| | Black & Gold-117077, 117360, 149082, 160664 | |
| | All Squeeze variants | 7 |
| Pure & Natural | Australian Fruit-161238, 161288, 161597 | 7 |
| United Bev. | Orchy-105305, 133269, 133829 | 14 |

CONCENTRATED FRUIT JUICES & DRINKS

| SUPPLIER | BRAND / TYPE | RETAIL SELL-BY LIMIT |
|-----------------|---|-------------------------------------|
| Berri | All 500ml Mr Juicy, Quelch, Sunrise concentrates. | 7 |
| | Black & Gold-110253, 155300 | 7 |
| Pure & Natural | Australian Fruit-131186, 131209 | 7 |
| United Bev. | Orchy-105428 | 14 |

| | |
|---------------------------------|---|
| | HACCP Document No: HA11.13a |
| NATIONAL POLICY | REVISION: 2 Issue Date:01/09/05 |
| Retail Sell-By List | SECTION: 11.0 |
| | PAGE: 3 of 4 |
| Prepared by: Graham King | Approved by: George Passas |

SPECIALTY CHEESE PRODUCTS

| SUPPLIER | BRAND / TYPE | RETAIL SELL-BY LIMIT |
|-----------------|--|----------------------------|
| Bonland | Mainland-105070, 133502, 149731, 150287, 186440, 186474 | 14 |
| | Royale-169862 | |
| | Bega-113798, 114207 | |
| | Perfect Cheese-107674, 188793 | 7 |
| Dairy Farmers | Dairy Farm, Weight Watchers, Oak & No Frills Cottage Cheeses | 7 |
| | Fred Walker-140305, 140313 | 14 |
| | Ausfarm Fetta-193421 | 30 |
| | Ausfarm-Blue Vein-111631 | 7 |
| Kraft | 100795-Camembert | 30 |
| | 158251-Brie | 30 |
| | 114061-Philadelphia | 30 |
| | All Philly varieties 181157-Philadelphia Light | 30 |
| Lactos | Australian Gold Brie-179435 | 30 |
| | Australian Gold Camembert-179451 | |
| Manassen | Grunland, Castello Cheese | 30 |
| | Bel BabyBel-108206 | 14 |
| Murray Goulburn | Black & Gold Cream Cheese-155504 | 30 |
| Pantalica | Bella Mozzarella-178968 | 30 |
| | Ricotta-133992, 896605 | 7 |
| Pauls | 167098-Warwick Camembert | 7 |
| Piam | Unicorn-Brie, Camembert | 7 |
| Regal | All Bulla Cottage Cheese variants | 7 |

| | |
|--------------------------|---------------------------------|
| | HACCP Document No: HA11.13a |
| NATIONAL POLICY | REVISION: 2 Issue Date:01/09/05 |
| Retail Sell-By List | SECTION: 11.0 |
| | PAGE: 4 of 4 |
| Prepared by: Graham King | Approved by: George Passas |

RECOMMENDED FOR FROZEN FOODS

| PRODUCT CATEGORY | SUB GROUP / BRAND | RETAIL SELL-BY LIMIT |
|------------------------------|---|----------------------------|
| Beans | Black & Gold beans | 14 |
| | All other frozen beans lines | 30 |
| Beefburgers | Black & Gold beefburgers | 14 |
| | All other frozen beefburgers | 30 |
| Cakes & Pastries | All Black & Gold cake & pastry lines | 14 |
| | Findus-132038, 137221 | 14 |
| | All other frozen cake & pastry lines | 30 |
| Chickens / Poultry | All uncooked frozen poultry variants | N/A* |
| Chips / Fries | Black & Gold chips | 14 |
| | All other frozen chips lines | 30 |
| Dinners & Meals | Black & Gold dinners | 14 |
| | Findus, Dolmio & Kantong frozen dinners | 14 |
| | All other frozen dinners | 30 |
| Ice Cream | All Black & Gold bulk & stick ice cream lines | 14 |
| | Norco-176144, 197328 | 14 |
| | All other bulk, stick & specialty ice cream lines | 30 |
| Meat Pies & Rolls | Black & Gold meat pies & rolls | 14 |
| | Marathon-176966 | 14 |
| | All other frozen meat pies & rolls | 30 |
| Peas | All frozen peas lines | 30 |
| Poultry-value added | All Black & Gold frozen poultry lines | 14 |
| | All other value-added frozen poultry lines | 30 |
| Seafood | All Black & Gold frozen seafood lines | 14 |
| | All Findus frozen seafood lines | 14 |
| | All other frozen seafood lines | 30 |
| Vegetables | Black & Gold vegetables | 14 |
| | All Findus frozen vegetable lines | 14 |
| | All other frozen vegetables lines | 30 |
| Yoghurt | All frozen yoghurt lines | 30 |

* No date code required on these goods by law as they have over 2 years shelf life.

| | |
|--------------------------|----------------------------------|
| | HACCP Document No: HA11.14 |
| MALENY SUPA IGA | REVISION: 2 Issue Date: 02/10/12 |
| Home Deliveries | SECTION: 11.0 |
| | PAGE: 1 of 2 |
| Prepared by: Graham King | Approved by: George Passas |

HOME DELIVERIES

PURPOSE:

To ensure that products delivered for customers upon their request, are received in a condition that does not compromise food safety and integrity.

RESPONSIBILITY:

The Store Manager is responsible for ensuring that all delivery staff are adequately trained in this procedure and for the update of this document when required.

Store management and delivery personnel must be aware that groceries purchased by the customer are still the responsibility of the store until accepted by the customer. As a result, the store is responsible for any thawing of frozen or refrigerated stock or general damage or contamination, until the products have been delivered and accepted.

DETAILED INSTRUCTION:

Store Policy

Maleny Supa IGA offer a home delivery service between the hours of 8am and 6pm.

Customers phoning in orders will not be accepted unless the customer is a recognised patron and the Store Manager has authorised the delivery.

14.1 Home Delivery - Store Procedure

- 14.1.1 Once the customer has nominated that they require a home delivery, the check-out person must ensure that the frozen and refrigerated stock is separated from general grocery items, and that non-food items are separated from food packages in separate bags.
- 14.1.2 Service staff immediately call for support personnel to transfer the general grocery stock to a respective holding location or directly to the delivery vehicle.
- 14.1.3 All bags of goods are sealed by tying the bags by the handles and identified, either by marking each bag or a sticker. Name, address and no. of bags (i.e. 1 of 4, 2 of 4, etc) is recommended, along with any other relevant details. The register support personnel must complete all details and organise the storage or transfer of goods immediately. It is the responsibility of cashier supervision to ensure prompt service with register personnel and that the above transfers are carried out without delay.
- 14.1.4 Frozen and refrigerated stock is placed directly into an insulated cool storage container such as an Esky. This container is held in an area in the freezer, allocated for home deliveries, until the delivery occurs or is placed in the delivery vehicle for immediate delivery if requested.
- 14.1.5 For first time deliveries and problem customers, the delivery person must ensure that they contact the customer prior to leaving to ensure that someone is at the destination to accept the groceries. This is recommended at the Store Manager's discretion.
- 14.1.6 Once the delivery is organised, then the groceries are loaded into the delivery vehicle in a fashion that prevents damage during transit.

| | |
|--------------------------|----------------------------------|
| | HACCP Document No: HA11.14 |
| MALENY SUPA IGA | REVISION: 2 Issue Date: 02/10/12 |
| Home Deliveries | SECTION: 11.0 |
| | PAGE: 2 of 2 |
| Prepared by: Graham King | Approved by: George Passas |

14.2 Refrigerated Foods Deliveries – IGA Policies

- 14.2.1 For delivery runs up to 20 minutes, a pre-chilled & sealed esky is recommended, and is sufficient to ensure dairy & frozen goods will be delivered at the correct temperatures. This means that the last drop is within 20 min. of stock being removed from the freezer store.
- 14.2.2 For delivery runs greater than 20 min. and up to 90 minutes, a pre-chilled & sealed esky must be used along with a recommended freezer blanket (if available), and is sufficient to ensure dairy & frozen goods will be delivered at the correct temperatures. This means that the last drop is within 90 min. of stock being removed from the freezer store.

NOTE: Any runs delivering refrigerated foods greater than 90 minutes from the store must be reviewed by the manager to ensure this limit is not breached. The only exception to this is if the delivery vehicle has a refrigeration unit activated. Store policy must be clear to customers that any requests beyond 90 min. compromise the safety and quality of refrigerated foods.

It is recommended all hot food deliveries be avoided due to food safety risks. It is an IGA Policy that all hot foods are delivered within 20min ONLY from removal from a Bain-Marie.

- 14.2.3 A spot check on the frozen and refrigerated items temperature is performed using a calibrated thermometer or data-logger, and recorded on the above checksheet. If temperature indicates some thawing of stock has occurred, the esky must be transferred to the freezer for a minimum 1 hour and opened to allow to cool the product for delivery.

14.3 Refrigerated Foods Deliveries – Periodical Checks

It is an IGA requirement that the “worst case scenario” for refrigerated foods deliveries (i.e. the busiest run on a hot summer’s day, over 30°C) be checked at least twice annually to ensure that the goods are delivered within acceptable temperatures.

- 14.3.1 The delivery person documents their departure time and arrival time, on the Home Delivery Check sheet (HA18-10) and spot checks temperatures of frozen and refrigerated items upon removal from the freezer, and upon arrival at the last delivery of the run.
- 14.3.2 The delivery person is responsible for checking the delivered items match the list and ensures that the customer signs the check sheet indicating that they accept the groceries.

14.4 Customer Delivery Problems

- 14.4.1 If the customer is not available to accept the delivery upon arrival the delivery person must return to the store and unload the delivery at the respective storage points immediately.
- 14.4.2 If not contacted by the customer, the delivery person must contact the customer within 2 hours to rearrange the delivery.
- 14.4.3 If the customer is not available the second time then Store Management must contact the customer and indicate their concerns. Store policy should be no further delivery attempts will be made and the customer must organise to collect the goods.

| | |
|--------------------------|----------------------------------|
| | HACCP Document No: HA11.15 |
| Maleny Supa IGA | REVISION: 2 Issue Date: 02/10/12 |
| Quarantine Procedures | SECTION: 11.0 |
| | PAGE: 1 of 3 |
| Prepared by: Graham King | Approved by: George Passas |

QUARANTINE PROCEDURES

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

DEFINITIONS: Quarantined products shall be identified as:

- a) Rejected stock via recalls, withdrawals or incorrect delivery awaiting pick-up by supplier
- b) Rejected stock that has a physical, chemical or microbiological defect that is awaiting authorisation for dumping,
- c) Stock on hold awaiting a decision or analysis.
- d) Leaking/Infested Stock-transfer immediately to outside loading dock for fumigation or dump into Exterior dumpmaster. Advise Supplier and/or Store Manager.

RESPONSIBILITY:

The Store Manager is responsible for ensuring that all staff are adequately trained in this procedure and for the update of this document when required.

The Dock and or allocated Store staff, and each Department Manager, is responsible for the correct and efficient disposal of quarantined stock in their respective area.

DETAILED INSTRUCTION:

It is an IGA requirement that a clearly defined area or suitable method of identification of goods is clear so as goods do not become mixed in or treated and sold as suitable stock for sale.

There are two methods available:

1. **Keep well-defined storage locations** that are clearly identified with a sign, within each department, so as to minimize the risk of cross-contamination with good stock. For larger stores the following locations are recommended:
 2. General Grocery Items-store area (located next to store office on pallets off ground).
 3. Meat and Poultry -meat coolroom.
 4. Delicatessen -deli coolroom.
 5. Bakery/Dairy Products -dairy coolroom
 6. Frozen Products -freezer room

Signs should read "QUARANTINED GOODS-NOT FOR SALE"

OR

1. **Clearly Label all stock** as unsuitable for sale. If there is insufficient space to isolate quarantined goods, then it is mandatory to **adopt the simple traffic light signal system of labelling** to clearly identify all quarantined goods within the area (to advise staff not to handle them unless authorised).

| | |
|--------------------------|----------------------------------|
| | HACCP Document No: HA11.15 |
| Maleny Supa IGA | REVISION: 2 Issue Date: 02/10/12 |
| Quarantine Procedures | SECTION: 11.0 |
| | PAGE: 2 of 3 |
| Prepared by: Graham King | Approved by: George Passas |

THE TRAFFIC LIGHT LABEL SYSTEM

RED STICKER means “STOP” - It may say “Damaged / unsafe goods”.

Action: Only authorised management can release goods to supplier, etc

Do not release to anyone for use unless they have received authorisation from the supplier for collection or been advised by a recognised authority within the business.

ORANGE STICKER means “WARNING” - It may say “Quarantined / unsafe goods”.

Action: Only Store/ Department managers can release goods for sale.

GREEN STICKER means “OK” - It may say “Checked / released now as safe goods”.

Action: All Department staff can now release goods into store for sale.

Note: All above labels available from IGA Distribution warehouses. See sample labels attached.

15.1 During Delivery of Goods

- 15.1.1 Where possible defective stock should not be unloaded from a delivery vehicle and returned immediately to the supplier.
- 15.1.2 If this not possible an **orange** ‘QUARANTINED’ or **red** “DAMAGED” sticker is placed on each rejected item or to a pallet of rejected product, ensuring all details are completed.
- 15.1.3 Then complete the Corrective Action section for the amount and action taken on the rejected product on the Inward Goods Inspection Record (HA18-04) and on the delivery docket/invoice.
- 15.1.4 Place the rejected product on a separate pallet to other acceptable product whilst unloading stock, if possible.
- 15.1.5 Transport item(s) to the appropriate quarantine location immediately and ensure quarantine sticker is visible when on shelf areas.
- 15.1.6 Complete all relevant details in the Stock Return Form (Doc. No. HA18-03) and contact the supplier for a prompt pick up of the goods.

15.2 Stock problems identified by Customers

- 15.2.1 Customer returns are accepted on all stock. Each item returned is inspected prior to accepting the return to ensure its saleability. Any customer complaints should be followed as per national guidelines in Section 17 of this manual for Customer Complaint handling.
- 15.2.2 Customer returns on damaged, perishable or frozen items may be replaced at discretion of Store Management and the item may be referred to the supplier or the manufacturer for credit.
Perishable or frozen returns are NEVER re-sold

| | | |
|--------------------------|----------------------------|----------------------|
| | HACCP Document No: HA11.15 | |
| Maleny Supa IGA | REVISION: 2 | Issue Date: 02/10/12 |
| Quarantine Procedures | SECTION: 11.0 | |
| | PAGE: 3 of 3 | |
| Prepared by: Graham King | Approved by: George Passas | |

15.3 Stock problems identified after Storage and display

15.3.1 Stock that is defective (from either inspection during daily audits or from product recalls or product withdrawals or found to be out of date) is removed from display immediately and a **orange** 'QUARANTINED' or **red** "DAMAGED" sticker is placed on each item of rejected product

15.3.2 If stock is leaking or infested it is to be transported outside the receiving dock for fumigation or dumped immediately into the dumpmaster and the respective supplier advised.

Please dump in accordance with approved procedure identified in HA11-15a.

NOTE: All pest sightings to be recorded on the Pest Sighting Log Store Manager to be advised.

15.3.3 Unsealed perishable goods that are not fresh or contaminated are recorded & dumped.

15.3.4 Sealed perishable goods are placed in each respective department coolroom and the supplier or representative is contacted for a pick up.

15.3.5 Perishable or frozen stock that has been found abandoned in ambient storage is to be given to the respective Department Manager who records it and dumps the product.

15.3.6 Perishable or frozen stock that is not required by the customer at the cash register or any other location within the store, and handed to store staff, is to be immediately returned to its respective fridge/freezer location.

15.3.7 General grocery stock that has been damaged but is still sealed and visibly saleable is to be referred to the Department Manager who will make a decision to either dump or apply red sticker or assess as suitable for human consumption (see HA11-15a) and then place on display for sale (clearly marked as damaged).

15.3.8 Any other damaged stock indicating unsealed packaging is to be referred to the respective Department Manager who is to fill out the ullage advice and dump the product.

15.3.9 Out of date stock is generally treated as above unless the respective section is being controlled by a sales representative, such as chips, biscuits, fresh cakes, etc. In this case the stock is segregated, placed on a pallet, stickered with a 'quarantine' sticker and placed in the stores quarantine location.

15.3.10 No stock is to be re-packed for sale in any form.

15.4 Quarantine Clearances

15.4.1 As any isolated stock problems are resolved by authorised inspection or documented announcements, then the **green "Checked" sticker** is applied **over the red or orange sticker** with relevant Store Manager's signature allowing stock now to be sold and if necessary what corrective actions are to be performed to release stock for sale.

| | |
|---|---------------------------------|
| | HACCP Document No: HA11.15a |
| NATIONAL POLICY | REVISION: 2 Issue Date:15/05/02 |
| Disposal of Quarantined & Out of Date Goods - SUMMARY | SECTION: 11.0 |
| | PAGE: 1 of 1 |
| Prepared by: Graham King | Approved by: George Passas |

DISPOSAL OF QUARANTINED & OUT OF DATE GOODS - SUMMARY

PURPOSE:

To ensure the effective and legal disposal of out-of-date, damaged or quarantined goods i.e. ensure stock which is not saleable is identified, disposed of correctly, recorded properly and abides to all regulatory processes.

RESPONSIBILITY:

Site Management is responsible for ensuring all staff are adequately trained in this.

REFERENCE:

The following procedure is a **summary** of the revised national policy regarding disposal of quarantined goods and types of out of date foods (HA 11-15a).

DETAILED INSTRUCTION:

This highlights requirements to be followed by all staff and used in reference to the detailed HA11-15a.

PAST "USE-BY" DATE FOODS

Food Standards Code (FSC) states: "Food must not be sold past its Use-By date" [1.2.5, clause 3]

As a policy:

- ❑ "Don't ever sell past "Use-By" date foods: to customers; to staff, or donate to charities."
- ❑ "Any staff found knowingly and intentionally selling products past their "Use-By" date (without the above manufacturer's approval) or altering the manufacturers original date code may be subject to disciplinary action up to and including termination of employment"
- ❑ Foods and Non-foods past their "Use-By" date can only be handled in 2 ways at the site:
 1. RETURN for CREDIT (for all direct deliveries) to return to manufacturer / supplier, or
 2. DUMP hygienically and safely under suitable control methods into EPA approved industrial sites e.g. Putrescible waste bins (don't leak) or at tip under supervision and permit controls.

PAST "BEST BEFORE" DATE FOODS

FSC Definition: Best Before Date means "the date which signifies the end of the estimated period, where the food will remain fully marketable and will retain any specific qualities for which express or implied claims have been made {if stored in accordance with stated storage conditions}."

The New Food Standards Code DOES NOT stop the selling of past "Best Before" date food. [However, a State may in the future decide to amend the Food Act to specify otherwise.]

As a policy:

- ❑ "Sites should never donate or sell past "Best Before" date goods to staff or local charities"
- ❑ "Staff should always remove past "Best Before" date goods from normal shelf sale, place in quarantine area for recording, sorting and possible sale to an approved jobber"
- ❑ All foods that are past their "Best Before" date must only be stored at the site quarantine locations and not be available to customer access. The policy is to ONLY sell foods past their "Best Before" date to specific approved jobbers (with agreed levels of public indemnity insurance).

Foods and non-foods past their "Best Before" Date can ONLY be handled in 3 ways at the site:

1. SELL only when jobbers meet certain 'approval' conditions (see HA11-15a for more details)
2. RETURN for CREDIT to manufacturer (if applicable), or
3. DUMP hygienically and safely under suitable control methods (see HA11-15a for details)

| | |
|--------------------------------------|---------------------------------|
| | HACCP Document No: HA11.15b |
| NATIONAL POLICY | REVISION: 2 Issue Date:02/09/09 |
| Quarantined, Damaged or Recall Goods | SECTION: 11.0 |
| | PAGE: 1 of 2 |
| Prepared by: Graham King | Approved by: George Passas |

- Technical Services will maintain TS002 guidelines and advise if and when this policy is updated.
- Please display in 1. Receiving, & Dispatch areas; 2. Quarantine areas - **AWAY FROM CUSTOMER VIEW**

| Risk Type (to food safety) | REJECT and / or DUMP (criteria that means instant dump or rejection) | REVIEW /INSPECT (criteria to use before dump or sell) | SALEABLE (allowed damage) |
|---|--|---|---|
| CANNED FOODS | <ul style="list-style-type: none"> Any dent that damages the side seam, top seam or bottom seam. Any deep dents, holes, or dents that buckle the can. | <ul style="list-style-type: none"> Review cans with just Larger side-wall dents over 5cm (not dented on any seam). | <ul style="list-style-type: none"> Smaller dents to the can wall less than 5cm. |
| BAGGED DRY FOODS E.G. FLOUR, SUGAR & GRAINS | <ul style="list-style-type: none"> Bags infested by weevils, mice, etc Any bags that are "Out of date" Any leaking bags that are a hygiene risk Leaking bags more than 5% underweight | <ul style="list-style-type: none"> Review minor leaks and if feasible may be taped sealed. <i>Taped up foods should be clearly separated & displayed in a "Reduced To Clear" location.</i> | <ul style="list-style-type: none"> If Dusty, but clearly sealed - wipe clean. |
| GARDENING / POTTING MIX / DRY CHEMICAL GOODS | <ul style="list-style-type: none"> Any leaking potting mix bag is a health risk to people and foods. Any leaking bags >5% underweight Such products contain bacterial risk to employees if not wearing adequate protection from Legionnaires disease, Listeria and other bacterium. | <ul style="list-style-type: none"> Review Minor leaks and if feasible, may be taped sealed. <i>Taped up underweight chemical goods if put on retail sale should be clearly separated & displayed in a "Reduced To Clear" location.</i> | <ul style="list-style-type: none"> If Dusty, but clearly sealed - wipe clean. Damaged & taped up, but not underweight. Wash hands after handling any chemicals. |
| DROPPED FOOD CONTAINERS | <ul style="list-style-type: none"> All food containers in glass packaging that has dropped from excessive height (e.g. higher than waist height) Any product >5% underweight | <ul style="list-style-type: none"> Review 'non-Glass' food packs dropped from higher than waist height, for damage. Review 'Glass' food packs dropped from ANY height for damage. | <ul style="list-style-type: none"> All food packs (except glass) dropped from below waist height not showing any damage to seals or container. |
| WATER DAMAGED FOODS | <ul style="list-style-type: none"> Any water damaged dry groceries that were sealed in porous or paper bags or cardboard packaging. Any water damaged bottled or canned goods where the label details are not visible & has been totally damaged, is mouldy, stained or totally removed from package | <ul style="list-style-type: none"> Review "water damaged" dry goods initially sealed in non-porous packs or bags. <i>{If ok - wipe with clean cloth}</i> Review "moisture damaged" perishables / frozens that are stained from thawing or ice. | <ul style="list-style-type: none"> Any Bottled or Canned goods, also perishables / frozens with just minor water stained labels but still sealed with details visible – wipe clean. |
| THAWED OR WARMED UP FOODS <i>(Follow HA11-02 & HA11-16 guidelines)</i> | <ul style="list-style-type: none"> FROZEN FOOD product temperature is warmer than -5°C or evidence of thawing (i.e. clumping or icing of free flowing foods). PERISHABLES product temperature is warmer than 7°C for more than 4 hours. | <ul style="list-style-type: none"> Review ICE CREAM products if warmer than -12°C but not warmer than -5°C. Review PERISHABLE food product temperature if warmer than 7°C for up to 4 hours. | <ul style="list-style-type: none"> Only goods mildly affected by acceptable refrigeration defrosts. Frozen goods below -12°C & perishable goods below 7°C surface temperature. |
| SHELF-LIFE <ul style="list-style-type: none"> LOW LIFE PAST DATE | <ul style="list-style-type: none"> All goods past the: "Use-By" Date "Best Before" Date <i>Refer HA11-15a for disposal steps and comments</i> | <ul style="list-style-type: none"> Review all Low Shelf-Life goods that are near end of shelf life according to the current mark-down policy. | <ul style="list-style-type: none"> Low Shelf Life foods not exceeding the mark-down policy. |

| | |
|--------------------------------------|---------------------------------|
| | HACCP Document No: HA11.15b |
| NATIONAL POLICY | REVISION: 2 Issue Date:02/09/09 |
| Quarantined, Damaged or Recall Goods | SECTION: 11.0 |
| | PAGE: 2 of 2 |
| Prepared by: Graham King | Approved by: George Passas |

| Risk Type (to food safety) | REJECT and / or DUMP (criteria that means instant dump or rejection) | REVIEW /INSPECT (criteria to use before dump or sell) | SALEABLE (allowed damage) |
|---|--|--|---|
| CO-MINGLED CONTAMINATED FOODS <i>[Refer to HA13-02 storage and spill guidelines.]</i> | All Food and drink exposed directly to : <ul style="list-style-type: none"> Leaking chemicals (Chemical risk) Poorly cleaned utensils (Cross contamin'n) Leaking gardening mixes (Bacteria risk) (e.g. potting mix, dog litter, manure, etc) | Review any contaminated and or foods damaged in transport or stored badly but not directly affected by potting mix leaks, chemical leaks, poorly cleaned utensils or pest activities. | <ul style="list-style-type: none"> All packaged goods protected in transport by 4 barrier rule (i.e. has inner & outer protection to reduce co-mingling of food and contaminants) |
| PEST CONTAMINATION | <ul style="list-style-type: none"> Any Individual Food packs in any packaging, permeable or otherwise, showing clear damage or evidence of direct pest contact directly on the individual pack (i.e. faecal contamination like excrement, or stains, footprints, fur, greasy marks, chew-marks etc) | <ul style="list-style-type: none"> Foods in permeable packaging where outer carton (only) shows evidence of direct contact, but individual packs show no evidence of contamination. If so, discard outer packaging and re-pack for sale to jobber. | <ul style="list-style-type: none"> Foods in impermeable packages (cans, bottles etc) or where outer carton only had evidence of direct pest contact can be wiped off & sold as individual packs |
| QUARANTINED GOODS <i>[Refer to site quarantine guidelines.]</i> | <ul style="list-style-type: none"> Foods after being recalled (as per recall notification) Goods damaged from truck rollovers | Review withdrawn foods (as per withdrawal notification). | <ul style="list-style-type: none"> Products released to sell as per authorised withdrawal advice |

| | |
|-------------------------------|----------------------------------|
| | HACCP Document No: HA11.16 |
| MALENY SUPA IGA | REVISION: 2 Issue Date: 02/10/12 |
| Temperature Checking of Foods | SECTION: 11.0 |
| | PAGE: 1 of 2 |
| Prepared by: Graham King | Approved by: George Passas |

TEMPERATURE CHECKING OF FOODS

PURPOSE:

To ensure product checked for temperature, using the recommended Raytek 6D kit is done so in a correct manner according to manufacturer's guidelines.

DEFINITIONS:

This procedure refers to the use of E.C.E. Fast infrared thermometer and probes and is based on supplied information.

RESPONSIBILITY:

It is the responsibility of each Department and Site Manager to ensure all staff checking temperatures of foods adhere to this procedure, and that staff ensure each unit is:

- A) maintained in a clean and operational state,
- B) not damaged, lost or stolen, and,
- C) calibrated and recorded as per the calibration schedule HA16-00.

The Store Manager may update this procedure when necessary.

DETAILED INSTRUCTIONS:

11.1 SURFACE TEMPERATURE CHECKS

Surface temperature checks may be performed using the infrared Raytek thermometer. This unit has an accuracy of +/- 1.0°C when used correctly and when mindful of its limitations.

When used in low room temperatures between 0 and 4°C we have noted accuracy is reduced to +/- 2°C.

11.1.1 The unit is pointed directly at a food or food contact surface approximately 10-15cm from the surface.

11.1.2 The trigger is pressed for a minimum 1 second to a count of 3. NO LONGER.

11.1.3 The temperature of the food will display for approximately 10 seconds. Record each check on the relevant check sheet.

11.1.4 *Do not test:*

- **A) reflective surfaces** such as metals, stainless steel, thick plastics/glass due to infra-red sensitivity.
- **B) non-food contact surfaces** (i.e. food packaging that has no physical contact with the food eg pizza boxes)
- **C) food types of high air content** (e.g. pies, pastries, frozen peas/frozen food bags where there is air between the packaging and the food)
- **D) packaging materials designed to insulate** such as cardboard or tetra pack boxes, foam packs, thick plastic tubs (e.g. ice cream), aluminium (as above), black coloured packaging where possible
- **E) at distances too far or too close** by pointing the Raytek less than or more than 6 inches away from the food. Note : Too close to frozen foods can fog up the temperature sensor very quickly.
- **F) on surface for long periods** as surrounding temperature affects repetitive accuracy (NB: not laser)
- **G) inside freezer rooms** or below 0°C as the lens freezes up with moisture droplets and is rendered unusable. Will recover when allowed to sit for minimum of 15 minutes in ambient (room) temp.

| | | |
|-------------------------------|----------------------------|----------------------|
| | HACCP Document No: HA11.16 | |
| MALENY SUPA IGA | REVISION: 2 | Issue Date: 02/10/12 |
| Temperature Checking of Foods | SECTION: 11.0 | |
| | PAGE: 2 of 2 | |
| Prepared by: Graham King | Approved by: George Passas | |

11.2 CORE TEMPERATURE CHECKS

Insertion into the product is the MOST ACCURATE RESULT POSSIBLE!!

All core temperature checks are performed using a calibrated probe thermometer with an accuracy of no less than +/- 0.5°C as this procedure may be used to validate surface temperature results and is potentially a destructive test for packaged foods.

11.2.1 The probe portion of the thermometer is checked to ensure it is clean and dry prior to use. It is then inserted into the food so that the end **40-50 mm** of the probe is approximately in the thickest part, or the core, of the food.

[DO NOT SIT Probe between bags of food as this probe is not sufficient to determine an accurate reading this way. However, if you need to perform a non-destructive test, then you need to minimise exposure to the probe by fully covering every millimetre of the probe as best as possible. If incorrectly done, readings will not be true.]

11.2.2 The probe portion is to sit in the food for at least 3 minutes to allow the temperature to stabilise. The food must be kept in adequate storage during this period, i.e. the Bain-Marie for hot foods, a freezer for ice creams, or a refrigerator for perishables.

NOTE: Do not attempt to place the probe into frozen food as this may cause probe bending and damage to testing device.

11.2.3 Record each check on the relevant check sheet and remove the probe.

11.2.4 Carefully remove the probe from the thermometer unit and wash it with soapy water. Rinse well and allow to air dry.

NB: BE CAREFUL- do not expose the thermometer unit or any connection plugs to water.

NOTE: Please refer to section 16 for the calibration schedule of the ECE thermometer kit.

| | |
|--|----------------------------------|
| | HACCP Document No: HA11.19 |
| MALENY SUPA IGA | REVISION: 2 Issue Date: 02/10/12 |
| Manual Date Coding Guideline for Foods | SECTION: 11.0 |
| | PAGE: 1 of 1 |
| Prepared by: Graham King | Approved by: George Passas |

MANUAL DATE CODING GUIDELINE FOR FOODS

PURPOSE:

To ensure store staff use correct date marking devices and procedures to meet the Food Standards Code legislation & IGA requirements.

DEFINITIONS:

The Food Standards Code has date codes defined as:

- ❑ **“Use By” Date** - is the last date the food (if stored in accordance with any manufacturer’s stated storage conditions, in its original intact package) can be consumed safely. After this date the food should not be consumed because of Health & Safety reasons.

In all situations, the food acts in each state require that foods are not permitted to be sold after the end of their Use-By date, i.e. it is ILLEGAL.

- ❑ **“Best Before” Date** - is the last date the food (if stored in accordance with manufacturer’s stated storage conditions, in its original intact package) can be expected to keep all of its specific qualities. After this date the manufacturer implies that the food is not marketable.

Staff should be aware that it is not illegal to sell goods beyond their “Best Before” date but consumer expectations and IGA Standards require that stores avoid this practice as the store automatically takes the legal responsibility for any food safety issue after this date.

This also applies to bargain bins.

- ❑ **No Date Code** – Food Acts in each state require that all packaged foods are not permitted to be sold without a legible date code of at least 3mm in height, i.e. it is ILLEGAL to sell any of the ISB Thaw-Back range or any in-store pre-packed foods without a date code.

RESPONSIBILITY: Department Managers are responsible for ensuring that all staff are trained in this procedure, and for ensuring the correct date coding equipment & supplies are continually maintained to ensure all applicable stock on display is accurately coded.

REFERENCES: Refer also to the latest revision of the IGA In-Store-Bakery Thaw-Back List for the recommended shelf life of packaged foods received frozen from IGA Distribution and required to be date coded by store staff for display.

EQUIPMENT: If the store does not have sophisticated date marking systems with their scales, simple date marking equipment is required for packaged ISB items, or stock that is pre-packed in the store. These items can be purchased by contacting **Mark Biden at IGA Retail Development Department on 0419745439, or by fax on .**

Date Marking – In-Store

- ❑ All thawed foods, and in-store pre-packed foods containing high-risk ingredients, i.e. meat, seafood, chicken or dairy, are to be marked with a **“Use By”** date label clearly expressing the life of the goods permitted.
- ❑ All other in-store pre-packed produce or bakery foods that do not contain high-risk ingredients may be marked with a **“Best Before”** date label.
- ❑ All fresh in-store pre-packed foods with a shelf life of 48 hours or less (i.e. salads, sandwiches, etc.) are recommended to be marked with a **“Date Of Packing”** as well as a **“Use By”** date on the label.
- ❑ In all situations, the date code created must be clear & legible (not half missing or smudged) of at least 3mm in height to meet the legislation requirements.

NOTE: Any enquiries regarding shelf life of goods, or date marking systems, contact your State Fresh food specialist and or Metcash Food Safety Dept via the hotline number **1300 135 690**.

| | |
|--------------------------|----------------------------------|
| | HACCP Document No: HA11.19a |
| Maleny Supa IGA | REVISION: 2 Issue Date: 02/10/12 |
| ISB Thawed Use By List | SECTION: 19 |
| | PAGE:1 of 6 |
| Prepared by: Graham King | Approved by: George Passas |

ISB THAWED USE BY LIST

**Received frozen. Must be sold REFRIGERATED at or below 4°C.
Stores MUST apply a USE BY date using the guide below.
Manufacturers have NOT coded these lines.**

*** Date Label to be placed on goods in-store via "date-marking guns" or "in store scale printout"**

| Product Code | Description | Min. IGAD Dispatch Life. | Rcvd As | Thaw In | Thaw Life* | Mark Down |
|--------------|-------------|--------------------------|---------|---------|------------|-----------|
|--------------|-------------|--------------------------|---------|---------|------------|-----------|

BAKING AUSTRALIA

| | | | | | | |
|--------|--------------------------------|----|--------|---------|---|---|
| 116966 | IGA B/OVN PROFIT CUST CH/TP8PK | 90 | Frozen | Chiller | 5 | 1 |
| 117409 | IGA B/OVN ECLAIR CR/FIL LGE2PK | 90 | Frozen | Chiller | 5 | 1 |
| 117425 | IGA B/OVN ECLAIR CR/FIL MIN4PK | 90 | Frozen | Chiller | 5 | 1 |

BAKERY FRESH PTY LTD

| | | | | | | |
|--------|---------------------------------|----|--------|---------|----|---|
| 108939 | IGA SIG GR LIC & CHS LOAF 425GM | 60 | Frozen | Chiller | 28 | 1 |
| 110033 | IGA SIG GARLIC LOAF 360GM | 60 | Frozen | Chiller | 28 | 1 |
| 124618 | B/GOLD GARLIC BRD 2X225GM | 60 | Frozen | Chiller | 28 | 1 |
| 171568 | B/GOLD GARLIC BRD 3X225GM | 60 | Frozen | Chiller | 28 | 1 |

BAM FOODS PTY LTD (Bernards Bakery)

| | | | | | | |
|--------|----------------------------|----|--------|---------|---|---|
| 151940 | IGA B/OVN CUSTARD TART 2PK | 60 | Frozen | Chiller | 5 | 1 |
|--------|----------------------------|----|--------|---------|---|---|

BELLA PASTRY

| | | | | | | |
|--------|--------------------------------|----|--------|---------|---|---|
| 128201 | IGA PIZZA BASES 5INCH 12PK600G | 90 | Frozen | Chiller | 5 | 1 |
| 193358 | IGA DELI PIZZA HAM&P/APL 500GM | 90 | Frozen | Chiller | 7 | 1 |
| 193390 | IGA DELI PIZZA MEATLOVERS500GM | 90 | Frozen | Chiller | 7 | 1 |
| 193439 | IGA DELI PIZZA SUPREME 500GM | 90 | Frozen | Chiller | 7 | 1 |
| 146220 | IGA B/OVN PIES APPLE 450GM | 90 | Frozen | Chiller | 5 | 1 |

BERNARDS BAKERY

| | | | | | | |
|--------|-----------------------------|----|--------|---------|---|---|
| 179281 | IGA DELI GARLIC BREAD 250GM | 45 | Frozen | Chiller | 5 | 1 |
|--------|-----------------------------|----|--------|---------|---|---|

GEORGE WESTON - SPEEDIBAKE

| | | | | | | |
|--------|--------------------------------|----|--------|---------|----|---|
| 117991 | IGA B/OVN GARLIC BRD TWN 450GM | 90 | Frozen | Chiller | 14 | 2 |
|--------|--------------------------------|----|--------|---------|----|---|

GRANNY'S PIES AND CAKES

| | | | | | | |
|--------|---------------------------------|----|--------|---------|---|---|
| 102221 | IGA B/OVN PIES PTY 12PK% 700GM | 90 | Frozen | Chiller | 7 | 1 |
| 102239 | IGA B/OVN S/ROLL PTY 24P% 800GM | 90 | Frozen | Chiller | 7 | 1 |
| 102247 | IGA B/OVN PIES 4PK %600GM | 90 | Frozen | Chiller | 7 | 1 |
| 108811 | IGA B/OVN PARTY PACK MIXD 620GM | 90 | Frozen | Chiller | 7 | 1 |

| | |
|---------------------------------|--|
| | HACCP Document No: HA11.19a |
| Maleny Supa IGA | REVISION: 1.0.4 Issue Date: 02/10/12 |
| ISB Thawed Use By List | SECTION: 19 |
| | PAGE:2 of 6 |
| Prepared by: Graham King | Approved by: George Passas |

Received frozen. Can be sold AMBIENT.
Stores MUST apply a USE BY date using the guide below.
Manufacturers have NOT coded these lines.

*** Date Label to be placed on goods in-store via "date-marking guns" or "in store scale printout"**

| Product Code | Description | Min. IGAD Dispatch Life | Rcvd As | Thaw In | Thaw Life* | Mark Down |
|---------------------|--------------------|--------------------------------|----------------|----------------|-------------------|------------------|
|---------------------|--------------------|--------------------------------|----------------|----------------|-------------------|------------------|

BAM FOOD GROUP P/L (Bernards Bakery)

| | | | | | | |
|--------|---------------------------------|----|--------|---------|----|---|
| 105834 | IGA B/OVN LOAF FRT DUTCH 450GM | 60 | Frozen | Ambient | 14 | 2 |
| 106725 | IGA B/OVN LOAF FRT APRICOT450G | 60 | Frozen | Ambient | 14 | 2 |
| 138984 | IGA B/OVN MUDCKE CHOC %600GM | 60 | Frozen | Ambient | 7 | 1 |
| 140054 | IGA B/OVN MUDCKE WHTCHOC%600GM | 60 | Frozen | Ambient | 7 | 1 |
| 140232 | IGA B/OVN MUDCKE CARAMEL% 600GM | 60 | Frozen | Ambient | 7 | 1 |
| 140371 | IGA B/OVN CUPCK CHOC %4PK 360GM | 60 | Frozen | Ambient | 7 | 1 |
| 140402 | IGA B/OVN CUPCK S/BRY%4PK 360GM | 60 | Frozen | Ambient | 7 | 1 |
| 140436 | IGA B/OVN MINI MUDCKE%4PK360GM | 60 | Frozen | Ambient | 7 | 1 |

BAM FOOD GROUP P/L (Routley's VIC)

| | | | | | | |
|--------|--------------------------------|----|--------|---------|----|---|
| 120512 | IGA DELI PIE MEAT FAMILY 800GM | 60 | Frozen | Ambient | 14 | 1 |
|--------|--------------------------------|----|--------|---------|----|---|

BAM FOOD GROUP P/L (Sunbake)

| | | | | | | |
|--------|--------------------------------|----|--------|---------|---|---|
| 124922 | IGA B/OVN LEB BRD WHT 6PK 450G | 60 | Frozen | Ambient | 6 | 1 |
| 124930 | IGA B/OVN LEB BRD WML 6PK 450G | 60 | Frozen | Ambient | 6 | 1 |
| 124943 | IGA B/OVN PCKT BRD WHITE 330G | 60 | Frozen | Ambient | 6 | 1 |
| 124948 | IGA B/OVN PCKT BRD W/MEAL 330G | 60 | Frozen | Ambient | 6 | 1 |
| 124951 | IGA B/OVN NAAN BRD PLN 240GM | 60 | Frozen | Ambient | 6 | 1 |
| 124956 | IGA B/OVN NAAN BRD TAND 240GM | 60 | Frozen | Ambient | 6 | 1 |
| 124964 | IGA B/OVN BRD SOUVLAKI 6PK480G | 60 | Frozen | Ambient | 6 | 1 |
| 126526 | IGA B/O LIB P/BRD WHT GF 375GM | 60 | Frozen | Ambient | 6 | 1 |
| 126534 | IGA B/O LIB P/BRD BRN GF 375GM | 60 | Frozen | Ambient | 6 | 1 |
| 126542 | IGA B/O LIB P/BRD WHT GF 275GM | 60 | Frozen | Ambient | 6 | 1 |
| 126550 | IGA B/O LIB P/BRD BRN GF 275GM | 60 | Frozen | Ambient | 6 | 1 |
| 127904 | IGA B/O LIB LAMNGTN SQ GF250GM | 45 | Frozen | Ambient | 5 | 1 |
| 127909 | IGA B/O LIB JAM ROLL GF 450GM | 45 | Frozen | Ambient | 5 | 1 |
| 127912 | IGA B/O LIB CHOC ROLL GF 450GM | 45 | Frozen | Ambient | 5 | 1 |

BELLA PASTRY

| | | | | | | |
|--------|---------------------------------|----|--------|---------|----|---|
| 113808 | IGA B/OVN MUFF CHOC CHIP 250GM | 90 | Frozen | Ambient | 21 | 2 |
| 113816 | IGA B/OVN MUFF CHOC 250GM | 90 | Frozen | Ambient | 21 | 2 |
| 113824 | IGA B/OVN MUFF SULTANA 250GM | 90 | Frozen | Ambient | 21 | 2 |
| 113832 | IGA B/OVN MUFF ORG&POPPYSD 250G | 90 | Frozen | Ambient | 21 | 2 |
| 126275 | IGA B/OVN DANISH PECAN 450GM | 90 | Frozen | Ambient | 5 | 1 |
| 127239 | IGA B/OVN CROIS 5FOR4 BNS200GM | 90 | Frozen | Ambient | 5 | 1 |
| 156356 | IGA B/OVN CROIS MINI CHOC%200G | 90 | Frozen | Ambient | 5 | 1 |
| 170601 | IGA B/OVN CROIS BTR 3PK200GM | 90 | Frozen | Ambient | 5 | 1 |
| 170685 | IGA B/OVN CROIS BTR 4PK200GM | 90 | Frozen | Ambient | 5 | 1 |

BERNARDS BAKERY

| | | | | | | |
|--------|---------------------------------|----|--------|---------|----|---|
| 100936 | IGA B/OVN COOKIE VAN C/CH 250GM | 22 | Frozen | Ambient | 60 | 2 |
| 100944 | IGA B/OVN COOKIE DBL C/CH 250GM | 22 | Frozen | Ambient | 60 | 2 |

BERNARDS BAKERY * Seasonal Lines

| | | | | | | |
|--------|---------------------------------|----|--------|---------|---|---|
| 114951 | IGA B/OVN MUDCKE MOTHER/D% 600G | 60 | Frozen | Ambient | 7 | 1 |
| 114969 | IGA B/OVN MUDCKE VAL/DAY% 600GM | 60 | Frozen | Ambient | 7 | 1 |
| 114977 | IGA B/OVN MUDCKE FATHER/D% 600G | 60 | Frozen | Ambient | 7 | 1 |
| 114985 | IGA B/OVN MUDCKE EASTER %600GM | 60 | Frozen | Ambient | 7 | 1 |

COUNTRY CHEF

| | | | | | | |
|--------|-------------------------------|----|--------|---------|----|---|
| 100533 | IGA B/OVN PAVLOVA BASE %500GM | 90 | Frozen | Ambient | 14 | 2 |
|--------|-------------------------------|----|--------|---------|----|---|

| | |
|---------------------------------|--|
| | HACCP Document No: HA11.19a |
| Maleny Supa IGA | REVISION: 1.0.4 Issue Date: 02/10/12 |
| ISB Thawed Use By List | SECTION: 19 |
| | PAGE:3 of 6 |
| Prepared by: Graham King | Approved by: George Passas |

**Received frozen. Can be sold AMBIENT.
Stores MUST apply a USE BY date using the guide below.
Manufacturers have NOT coded these lines.**

*** Date Label to be placed on goods in-store via "date-marking guns" or "in store scale printout"**

| Product Code | Description | Min. IGAD Dispatch Life | Rcvd As | Thaw In | Thaw Life* | Mark Down |
|---------------------|--------------------|--------------------------------|----------------|----------------|-------------------|------------------|
|---------------------|--------------------|--------------------------------|----------------|----------------|-------------------|------------------|

GEORGE WESTON – SPEEDIBAKE

| | | | | | | |
|--------|---------------------------------|----|--------|---------|---|---|
| 114736 | IGA B/OVN ROLL H&G 9635%6S 210G | 90 | Frozen | Ambient | 5 | 1 |
| 115300 | IGA B/OVN PETIT PAIN 9639%4PK | 90 | Frozen | Ambient | 5 | 1 |
| 115407 | IGA B/OVN DIN/ROLL BNS 9986%8S | 90 | Frozen | Ambient | 5 | 1 |
| 116770 | IGA B/OVN CIABATTA LF9805% 350G | 90 | Frozen | Ambient | 5 | 1 |
| 141270 | IGA B/OVN BAH TURK SQR 9645%3P | 90 | Frozen | Ambient | 5 | 1 |
| 162446 | IGA B/OVN DNR RL SOY/LINS 6PK | 90 | Frozen | Ambient | 5 | 1 |
| 196916 | IGA B/OVN DIN/ROLL WHT 9610%6S | 90 | Frozen | Ambient | 5 | 1 |
| 197289 | IGA B/OVN ROLL BUFFET 9638%12S | 90 | Frozen | Ambient | 5 | 1 |
| 938928 | IGA B/OVN BAH TURK 9641 %350GM | 90 | Frozen | Ambient | 5 | 1 |

GEORGE WESTON – BAKERY

| | | | | | | |
|--------|--------------------------------|----|--------|---------|----|---|
| 101848 | IGA B/OVN LAMNTON SQR JAM360GM | 60 | Frozen | Ambient | 28 | 2 |
| 101856 | IGA B/OVN LAMNTON SQR CRM360GM | 60 | Frozen | Ambient | 28 | 2 |
| 106018 | IGA B/OVN CAKE SULTANA %350GM | 60 | Frozen | Ambient | 28 | 2 |
| 106107 | IGA B/OVN CAKE R/BOW LAY%375GM | 60 | Frozen | Ambient | 28 | 2 |
| 106351 | IGA B/OVN CKE MAD ORG ICE%400G | 60 | Frozen | Ambient | 28 | 2 |
| 117548 | IGA B/OVN BAR BANANA BRD 400GM | 60 | Frozen | Ambient | 28 | 2 |
| 121788 | IGA B/OVN LAMINGTON FNDR 240GM | 90 | Frozen | Ambient | 14 | 2 |
| 125478 | IGA B/OVN D/SPNG U/F VAN 350GM | 60 | Frozen | Ambient | 5 | 2 |
| 125826 | IGA B/OVN D/SPNG U/F CHOC350GM | 60 | Frozen | Ambient | 5 | 1 |
| 178879 | IGA B/OVN CAKE BLOCK MAD%500GM | 60 | Frozen | Ambient | 7 | 1 |
| 178895 | IGA B/OVN CAKE BLCK MARBL%500G | 60 | Frozen | Ambient | 7 | 2 |
| 178926 | IGA B/OVN CAKE BLCK CHOC%500GM | 60 | Frozen | Ambient | 7 | 2 |
| 187721 | IGA B/OVN ROLL CHOC %350GM | 60 | Frozen | Ambient | 28 | 2 |
| 190677 | IGA B/OVN ROLLETTE ASTD %250GM | 60 | Frozen | Ambient | 28 | 2 |
| 190685 | IGA B/OVN ROLLETTE FRNCH%250GM | 60 | Frozen | Ambient | 28 | 2 |
| 193243 | IGA B/OVN ROLLETTE CHOC %250GM | 60 | Frozen | Ambient | 28 | 2 |
| 193293 | IGA B/OVN ROLLETTE SWISS%250GM | 60 | Frozen | Ambient | 28 | 2 |

GRANNY'S PIES AND CAKES

| | | | | | | |
|--------|--|----|--------|---------|---|---|
| 108528 | IGA B/OVN SCONE 6PK 380GM | 90 | Frozen | Ambient | 5 | 1 |
| 108536 | IGA B/OVN SCONE FRT 6PK 380GM | 90 | Frozen | Ambient | 5 | 1 |
| 113206 | IGA B/OVN CAKE CARROT 360GM | 90 | Frozen | Ambient | 7 | 1 |
| 113214 | IGA B/OVN CHOCOLATE 360GM | 90 | Frozen | Ambient | 7 | 1 |
| 113222 | IGA B/OVN CAKE BANANA 360GM | 90 | Frozen | Ambient | 7 | 1 |
| 125431 | IGA B/OVN BLACK FOREST TRAY CAKE 360GM | 90 | Frozen | Ambient | 7 | 1 |
| 125449 | IGA B/OVN BROWNIE TRAY CAKE 360GM | 90 | Frozen | Ambient | 7 | 1 |
| 125452 | IGA B/OVN MARBLE TRAY CAKE 360GM | 90 | Frozen | Ambient | 7 | 1 |
| 125465 | IGA B/OVN GINGER TRAY CAKE 360GM | 90 | Frozen | Ambient | 7 | 1 |
| 501662 | IGA B/OVN MUFF R/BRY&WHT C 400G | 90 | Frozen | Ambient | 7 | 1 |

| | |
|---------------------------------|--|
| | HACCP Document No: HA11.19a |
| Maleny Supa IGA | REVISION: 1.0.4 Issue Date: 02/10/12 |
| ISB Thawed Use By List | SECTION: 19 |
| | PAGE:4 of 6 |
| Prepared by: Graham King | Approved by: George Passas |

**Received frozen. Can be sold AMBIENT.
Stores MUST apply a USE BY date using the guide below.
Manufacturers have NOT coded these lines.**

*** Date Label to be placed on goods in-store via "date-marking guns" or "in store scale printout"**

| Product Code | Description | Min. IGAD Dispatch Life | Rcvd As | Thaw In | Thaw Life* | Mark Down |
|---------------------|--------------------|--------------------------------|----------------|----------------|-------------------|------------------|
|---------------------|--------------------|--------------------------------|----------------|----------------|-------------------|------------------|

GRANNY'S PIES AND CAKES

| | | | | | | |
|--------|---------------------------------|----|--------|---------|---|---|
| 501697 | IGA B/OVN MUFF CARL CH/CHP 400G | 90 | Frozen | Ambient | 7 | 1 |
| 501727 | IGA B/OVN MUFF TRPL CH/CHP 400G | 90 | Frozen | Ambient | 7 | 1 |
| 501794 | IGA B/OVN MUFF VAN CHOC 400G | 90 | Frozen | Ambient | 7 | 1 |
| 100232 | IGA B/OVN MUFF APL&CINN 4PK | 60 | Frozen | Ambient | 7 | 1 |
| 100347 | IGA B/OVN MUFF BLU/BRY 4PK | 60 | Frozen | Ambient | 7 | 1 |
| 100525 | IGA B/OVN MUFF BANANA 4PK | 60 | Frozen | Ambient | 7 | 1 |
| 100672 | IGA B/OVN MUFF VAN CH/CHP 4PK | 60 | Frozen | Ambient | 7 | 1 |
| 100698 | IGA B/OVN MUFF DBL CH/CHP 4PK | 60 | Frozen | Ambient | 7 | 1 |

HANDY FOODS

| | | | | | | |
|--------|--------------------------------|----|--------|---------|---|---|
| 126212 | IGA B/OVN NAT DEL CAR&WNT600GM | 90 | Frozen | Ambient | 7 | 1 |
| 126288 | IGA B/OVN NAT DEL DTE&WNT600GM | 90 | Frozen | Ambient | 7 | 1 |
| 126822 | IGA B/OVN NAT DEL MADEIRA600GM | 90 | Frozen | Ambient | 7 | 1 |
| 126953 | IGA B/OVN NAT DEL BANANA 600GM | 90 | Frozen | Ambient | 7 | 1 |
| 127129 | IGA B/OVN NAT DEL SULT 600GM | 90 | Frozen | Ambient | 7 | 1 |
| 127666 | IGA B/OVN NAT DEL BLU/BRY600GM | 90 | Frozen | Ambient | 7 | 1 |
| 127917 | IGA B/OVN CUP CAKES MINI 12PK | 90 | Frozen | Ambient | 7 | 1 |
| 128329 | IGA B/OVN MUD SELEC MIXED 12PK | 90 | Frozen | Ambient | 7 | 1 |
| 128808 | IGA B/OVN MUDCKE MINI CHOC12PK | 90 | Frozen | Ambient | 7 | 1 |

HAWKEN MANUFACTURING

| | | | | | | |
|--------|--------------------------------|----|--------|---------|----|---|
| 117629 | IGA B/OVEN FINGERS BROWNIE 6PK | 90 | Frozen | Ambient | 28 | 2 |
| 170766 | IGA B/OVEN FINGERS LEMON 6PK | 90 | Frozen | Ambient | 28 | 2 |
| 170782 | IGA B/OVEN FINGERS CARAMEL 6PK | 90 | Frozen | Ambient | 28 | 2 |
| 170821 | IGA B/OVEN FINGERS HDGEHOG 6PK | 90 | Frozen | Ambient | 28 | 2 |

RAFFLES HEALTHY FOODS

| | | | | | | |
|--------|--------------------------------|----|--------|---------|----|---|
| 118581 | IGA B/O LIB CKE CHOC 550GM | 45 | Frozen | Ambient | 14 | 2 |
| 118573 | IGA B/O LIB CKE CARROT 550GM | 45 | Frozen | Ambient | 14 | 2 |
| 118586 | IGA B/O LIB CKE ORG&P/SEED550G | 45 | Frozen | Ambient | 14 | 2 |
| 118612 | IGA B/O LIB CKE BOY/BRY GF400G | 45 | Frozen | Ambient | 14 | 2 |
| 118620 | IGA B/O LIB CKE ORG CH/CHP400G | 45 | Frozen | Ambient | 14 | 2 |
| 118638 | IGA B/O LIB CKE LEMON 400GM | 45 | Frozen | Ambient | 14 | 2 |
| 118646 | IGA B/O LIB MUFF CHOC 480GM | 45 | Frozen | Ambient | 14 | 2 |
| 118654 | IGA B/O LIB MUFF OR&P/SEED480G | 45 | Frozen | Ambient | 14 | 2 |
| 118662 | IGA B/O LIB MUFF BLU/BRY 480GM | 45 | Frozen | Ambient | 14 | 2 |

SARA LEE

| | | | | | | |
|--------|-----------------------------|----|--------|---------|---|---|
| 173146 | IGA B/OVN DANISH CUST 450GM | 90 | Frozen | Ambient | 5 | 1 |
|--------|-----------------------------|----|--------|---------|---|---|

SOURCE FOOD & DRINK

| | | | | | | |
|--------|----------------------------------|----|--------|---------|---|---|
| 696343 | PAIN RAISIN BAKED 2 PACK | 90 | Frozen | Ambient | 3 | 1 |
| 696351 | VANILLA CRÈME CROWN BAKED 2 PACK | 90 | Frozen | Ambient | 3 | 1 |
| 696369 | CINNAMON SWIRL BAKED 2 PACK | 90 | Frozen | Ambient | 3 | 1 |
| 696377 | MAPLE PECAN PLAIT BAKED 2 PACK | 90 | Frozen | Ambient | 3 | 1 |
| 696385 | CHEESE TWIST BAKED 2 PACK | 90 | Frozen | Ambient | 3 | 1 |
| 696393 | ALL BUTTER CROISSANT 2 PACK | 90 | Frozen | Ambient | 3 | 1 |

| | |
|---------------------------------|--|
| | HACCP Document No: HA11.19a |
| Maleny Supa IGA | REVISION: 1.0.4 Issue Date: 02/10/12 |
| ISB Thawed Use By List | SECTION: 19 |
| | PAGE:5 of 6 |
| Prepared by: Graham King | Approved by: George Passas |

**Received frozen. Can be sold AMBIENT.
Stores MUST apply a USE BY date using the guide below.
Manufacturers have NOT coded these lines.**

*** Date Label to be placed on goods in-store via "date-marking guns" or "in store scale printout"**

| Product Code | Description | Min. IGAD Dispatch Life | Rcvd As | Thaw In | Thaw Life* | Mark Down |
|---------------------|--------------------|--------------------------------|----------------|----------------|-------------------|------------------|
|---------------------|--------------------|--------------------------------|----------------|----------------|-------------------|------------------|

SUSAN DAY

| | | | | | | |
|--------|--------------------------------|----|--------|---------|----|---|
| 120855 | IGA B/OVN LAMNTON FNGR18S350GM | 90 | Frozen | Ambient | 21 | 2 |
| 120863 | IGA B/OVN ROLL SPNG JAM 350GM | 90 | Frozen | Ambient | 21 | 2 |
| 120871 | IGA B/OVN ROLL SPNG CHOC 350GM | 90 | Frozen | Ambient | 21 | 2 |
| 120902 | IGA B/OVN FAIRY CKE JAM12S300G | 90 | Frozen | Ambient | 21 | 2 |
| 120889 | IGA B/OVN ROLL LAMINGTON 350GM | 90 | Frozen | Ambient | 21 | 2 |
| 120910 | IGA B/OVN FAIRY CKE SUL12S300G | 90 | Frozen | Ambient | 21 | 2 |
| 121364 | IGA B/OVN FAIRY CKE JAM 150GM | 90 | Frozen | Ambient | 21 | 2 |
| 121372 | IGA B/OVN FAIRY CKE SULT 150GM | 90 | Frozen | Ambient | 21 | 2 |
| 128170 | IGA B/OVN LAM FING PINK 350GM | 90 | Frozen | Ambient | 6 | 2 |

TRADITIONAL FOODS

| | | | | | | |
|--------|--------------------------------|----|--------|---------|----|---|
| 120423 | IGA B/OVN CKE BAR I/COFF 370GM | 90 | Frozen | Ambient | 21 | 2 |
| 120428 | IGA B/OVN CKE BAR I/CHOC 370GM | 90 | Frozen | Ambient | 21 | 2 |
| 120431 | IGA B/OVN CKE BAR I/LEM 370GM | 90 | Frozen | Ambient | 21 | 2 |
| 120444 | IGA B/OVN CKE BAR SP/TEA 300G | 90 | Frozen | Ambient | 21 | 2 |
| 120449 | IGA B/OVN CKE BAR I/SULT 500GM | 90 | Frozen | Ambient | 21 | 2 |
| 125782 | IGA B/OVN CKE SWIRL O/ICED370G | 90 | Frozen | Ambient | 21 | 2 |

QUALITY DESSERTS

| | | | | | | |
|--------|--------------------------------|----|--------|---------|---|---|
| 100685 | IGA B/OVN LAMNTON CHOC 6S 340G | 60 | Frozen | Ambient | 7 | 1 |
| 100693 | IGA B/OVN LAMNTON RSPB 6S 340G | 60 | Frozen | Ambient | 7 | 1 |
| 100708 | IGA B/OVN LAMNTON LEMN 6S 340G | 60 | Frozen | Ambient | 7 | 1 |

| | |
|---------------------------------|--|
| | HACCP Document No: HA11.19a |
| Maleny Supa IGA | REVISION: 1.0.4 Issue Date: 02/10/12 |
| ISB Thawed Use By List | SECTION: 19 |
| | PAGE:6 of 6 |
| Prepared by: Graham King | Approved by: George Passas |

Received frozen. Par-baked and Packed In Store.
Received frozen in bulk cartons and baked daily in store.
May be sold LOOSE OR PACKED In Store.
Stores MUST use recommended packaging and apply the CORRECT LABELS with a 2 day
USE BY date using the guide below.
Manufacturers have NOT coded these lines.

*** Date Label to be placed on goods in-store via "date-marking guns" or "in store scale printout"**

| Metcash Order Code | Baked Product Code | Description | Min. IGAD Dispatch Life | Rcvd As | Baked In | Thaw Life* | Mark Down |
|-----------------------------------|-----------------------------------|--------------------|--|----------------|-----------------|-----------------------|----------------------|
|-----------------------------------|-----------------------------------|--------------------|--|----------------|-----------------|-----------------------|----------------------|

GOODMAN FIELDER

| | | | | | | | |
|--------|--------|---------------------------------|----|--------|---------------|-----|------------|
| 107742 | 107742 | B/OVN ARTSN COB WHITE RUST550GM | 60 | Frozen | Baked/Ambient | N/A | End of day |
| 107988 | 107988 | B/OVN ARTSN LF BAT S/DOUG500GM | 60 | Frozen | Baked/Ambient | N/A | End of day |
| 124663 | 124663 | B/OVN BATARD CHEESE 450GM | 60 | Frozen | Baked/Ambient | N/A | End of day |
| 124671 | 124671 | B/OVN BATARD GARLIC 450GM | 60 | Frozen | Baked/Ambient | N/A | End of day |
| 124710 | 124710 | B/OVN BATARD KALAM OLV 400GM | 60 | Frozen | Baked/Ambient | N/A | End of day |
| 124728 | 124728 | B/OVN BATARD GRAIN 450GM | 60 | Frozen | Baked/Ambient | N/A | End of day |
| 124736 | 124736 | B/OVN LOAF WHITE ARTISAN 450GM | 60 | Frozen | Baked/Ambient | N/A | End of day |
| 124744 | 124744 | B/OVN CIABATTA 450GM | 60 | Frozen | Baked/Ambient | N/A | End of day |
| 157302 | 979097 | B/OVN L/F CRST VIENNA %450GM | 60 | Frozen | Baked/Ambient | N/A | End of day |
| 157394 | 978790 | B/OVN HALF STICK CRUSTY 2PK | 60 | Frozen | Baked/Ambient | N/A | End of day |
| 157425 | 978627 | B/OVN STICK FRENCH CRUSTY 1PK | 60 | Frozen | Baked/Ambient | N/A | End of day |
| 157564 | 978457 | B/OVN ROLL WHT LONG CRUSTY 6PK | 60 | Frozen | Baked/Ambient | N/A | End of day |
| 157572 | 976243 | B/OVN ROLL SFT CHSE/BACN 6PK | 60 | Frozen | Baked/Ambient | N/A | End of day |
| 157645 | 975996 | B/OVN ROLL SFT CHSE 6PK | 60 | Frozen | Baked/Ambient | N/A | End of day |
| 157687 | 974819 | B/OVN ROLL HOTDOG WHT 6PK | 60 | Frozen | Baked/Ambient | N/A | End of day |
| 157734 | 973716 | B/OVN HAMBURGER WHT FLT 6PK | 60 | Frozen | Baked/Ambient | N/A | End of day |
| 157742 | 973562 | B/OVN ROLL DINNER WHT 6PK | 60 | Frozen | Baked/Ambient | N/A | End of day |
| 157807 | 973538 | B/OVN ROLL SFT WHT 6PK | 60 | Frozen | Baked/Ambient | N/A | End of day |
| 157849 | 976552 | B/OVN ROLL W/MEAL SFT 6PK | 60 | Frozen | Baked/Ambient | N/A | End of day |
| 157865 | 977419 | B/OVN ROLL GRAIN SFT 6PK | 60 | Frozen | Baked/Ambient | N/A | End of day |
| 157962 | 977752 | B/OVN ROLL WHT CRUSTY 6PK | 60 | Frozen | Baked/Ambient | N/A | End of day |

SOURCE FOOD & DRINK

| | | | | | | | |
|--------|--------|--------------------------------|--|--------|---------------|-----|------------|
| 119561 | 119561 | B/OVN MAPLE PECAN PLAIT 98GM | | Frozen | Baked/Ambient | N/A | End of day |
| 119579 | 119579 | B/OVN CHEESE TWISTS 90GM | | Frozen | Baked/Ambient | N/A | End of day |
| 119587 | 19587 | B/OVN VAN CREAM CROWN 100GM | | Frozen | Baked/Ambient | N/A | End of day |
| 119595 | 119595 | B/OVN CINNAMON SWIRL 88GM | | Frozen | Baked/Ambient | N/A | End of day |
| 119600 | 119600 | B/OVN CROISSANT ALL BUTTER70GM | | Frozen | Baked/Ambient | N/A | End of day |
| 119618 | 119618 | B/OVN PAIN RAISIN 120GM | | Frozen | Baked/Ambient | N/A | End of day |
| 119626 | 119626 | B/OVN TART PORTUGUSE 58GM | | Frozen | Baked/Ambient | N/A | End of day |
| 122352 | 122352 | B/OVN APRICOT CROWN 100GM | | Frozen | Baked/Ambient | N/A | End of day |

| | |
|--------------------------|---------------------------------|
| | HACCP Document No: HA11.20 |
| NATIONAL POLICY | REVISION: 2 Issue Date:08/01/08 |
| Thawing of Frozen Foods | SECTION: 11.0 |
| | PAGE: 1 of 2 |
| Prepared by: Graham King | Approved by: George Passas |

THAWING OF FROZEN FOODS

PURPOSE:

To ensure packaged or un-packaged foods sold in refrigerated service displays are thawed & displayed for sale in a manner that does not compromise food safety or quality, and complies to all legislation.

DEFINITIONS:

This procedure covers all packaged and unpackaged frozen foods that are thawed in-store and are sold from refrigerated display cabinets in the Deli & Meat Depts.

RESPONSIBILITY:

The Delicatessen & Meat Dept Managers are responsible for ensuring that all staff thawing foods are adequately trained in this procedure and for the update of this document as required.

DETAILED INSTRUCTION:

Approved thawing options to be used are:

1. Thawing in a coolroom operating at 4°C or lower {as preferred option at all times}
2. Thawing in a suitable microwave (ONLY if product is to be cooked immediately)

NOTE: It is not acceptable to thaw any product, either under running water or in a container of water, as this may allow bacteria to breed and grow within the product.

1) Pre-Packaged Foods

Customers must be clearly informed that the product being sold to them is not a freshly prepared product but is in fact a previously frozen product now sitting under refrigerated conditions, thus the following signage must be displayed on or adjacent to all pre-packaged food so as to not deceive the consumer:

**THAWED
FOR YOUR
CONVENIENCE
DO NOT RE-FREEZE**

[NB: 'THAWED FOR YOUR CONVENIENCE DO NOT RE-FREEZE' stickers (Item #9818) and signs for point of sale are available through Metcash via the GM warehouse for use over or near all thawed or thawing packaged and non-packaged foods]

2) In-Store Packaged Foods

Example of a suitable Scale Label for in-store packaged foods should read:

| | |
|----------------------|-----------------------------|
| PLU Number | XXXXXXXX |
| Product Description: | YYYYYYYYYYYYYYYYYYY |
| Packed Date | ZZ/ZZ/ZZZZ |
| Or Use By Date: | ZZ/ZZ/YYYY |
| Ingredients List: | GHFWDJBDKNDKJWNEKJNDNC J |
| Instructions: | DO NOT RE-FREEZE |

| | |
|--------------------------|---------------------------------|
| | HACCP Document No: HA11.20 |
| NATIONAL POLICY | REVISION: 2 Issue Date:08/01/08 |
| Thawing of Frozen Foods | SECTION: 11.0 |
| | PAGE: 2 of 2 |
| Prepared by: Graham King | Approved by: George Passas |

THAWING PROCEDURES FOR EACH SPECIFIC SITUATION

1. Frozen packed foods that will be thawed in their packs for sale

e.g. thawing under refrigeration products like imported caviar, frozen meat like Vienna Schnitzels, frozen fish like smoked cod packs, or frozen pet food.

PROCEDURE: Please have over the goods a “Thawed for your convenience - Do not re-freeze” sticker placed on goods BUT NOT over Use-By dates or Product label ingredients information.

- If packaging already has a statement of “Do Not Re-freeze, then no sticker or label needs to be applied.

2. a) Frozen, processed packaged foods re-packed in store and thawed for sale

e.g. thawed bulk packs of chicken nuggets placed onto tray packs of 10 or other amount for local customer needs.

b) Frozen uncooked packaged foods re-packed in store and thawed for sale

e.g. thawed whole fish packed onto single trays by store staff, or thawed fish fillets packed in various quantities onto trays by store staff

c) Frozen uncooked or processed foods thawed and used as an ingredient for a in-store pre-packed product

e.g. seafood salads using thawed frozen prawns (and won't be cooked by the customer) OR freshly prepared pizza (using thawed frozen components which require to be cooked)

PROCEDURE: Please have over the goods a display sign “Thawed for your convenience” and “Do not re-freeze” on bottom of the scale label, or as a separate sticker placed on the re-packaged goods, BUT NOT over any Use-By or Packed dates information or over any Product label ingredients information provided.

3. a) Frozen bulk packed processed foods unpacked for individual sale

e.g. thawed pre-baked meat pies in deli cases, etc.

b) Frozen uncooked bulk packed foods unpacked for individual sale

e.g. frozen fish sitting on ice hygienically displayed under refrigerated delicatessen display cases, seafood product (frozen prawns) thawing on ice to sell in deli cases

PROCEDURE: Please have over the goods a display sign “Thawed for your convenience” and ensure that when handing to the customer the scale label or a sticker is placed on the wrapping with the words “Do not re-freeze”.

4. Frozen uncooked or processed foods to be cooked in the store.

If cooking foods after thawing, it is important to thaw them COMPLETELY before cooking to ensure food safety & quality {except in c) below}

PROCEDURE: No signs or labels are needed for consumers if cooked in store, BUT Store staff MUST:

- Mark on all thawing goods what time and day those goods began thawing for other staff to know [Day dots are helpful here as a tool]
- Never “partly thaw” foods thicker than 2cm and cook (as the goods may under-cook)
- Only ever “partly thaw” foods thinner than 2cm for cooking e.g. chicken nuggets.

| | |
|--|----------------------------------|
| | HACCP Document No: HA11.23 |
| Maleny Supa IGA | REVISION: 2 Issue Date: 02/10/12 |
| Food Labelling and Nutritional Informational | SECTION: |
| | PAGE:1 of 5 |
| Prepared by: Graham King | Approved by: George Passas |

FOOD LABELLING AND NUTRITIONAL INFORMATIONAL

PURPOSE:

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

DEFINITIONS:

Value-added foods: Foods that contain two or more ingredients or components
 Non-ingredient allergens: Allergens that may be present through the use of same equipment or utensils

REFERENCES:

Food Standards Code: www.foodstandards.gov.au
 Trade Measurement: www.measurement.gov.au

RESPONSIBILITY:

It is the responsibility of the relevant Fresh Dept. Manager to ensure that all staff packaging foods that require advisory warnings and ingredient information displays and labels, are trained and aware of the legal requirements of food labelling and update the in-store database as required.

NOTE: ALL FOOD LABELLING MUST MEET A NUMBER OF COMPLIANCE REQUIREMENTS. INCORRECT LABELLING ATTRACTS SIGNIFICANT FINES IN AUSTRALIA. CONTACT YOUR STATE FOOD SAFETY COORDINATOR OR CALL FSANZ TOLL FREE: 1300 652 166 IF YOU REQUIRE MORE INFORMATION.

Food Safety Coordinators:

QLD: Graham King 0448 566 330 VIC/SA/TAS: Matt Kuhnell 0429 463 450
 NSW: Scott Eastwood 0418 177 913 WA : Peta Brenes 0448 448 250

23.1 GENERAL REQUIREMENTS

Information requirements demanded by regulators and consumers are based on ensuring truth and detail on a food. Retailers must have proper labelling equipment, tools, systems & staff training to manage the database of information in accordance with national legislation & consumer expectations.

General Labelling Requirements – Service vs Self Serve Display (Value-added foods from suppliers)

The following chart indicates what is generally required to be included when producing a label for in-store pre-packaged foods or foods displayed in a service display environment. Refer to Section 23.2 'Labelling Summary for Retailers and Direct Suppliers' table for additional guidelines

| LABELLING ISSUE | SERVICE DISPLAY | PRE-PACK CASE |
|--|------------------------|-------------------------------|
| Legible Product Name or Description | Required—at least 3mm | Required—at least 3mm |
| Key Ingredient Name— real or flavoured | Required as per recipe | Required as per recipe |
| Minimum Net Weight | Price per net kg | Net Weight |
| Date Coding | Use By or Best Before | Use By or Best Before |
| Specified Storage Requirements | Required on the label | Required |
| Ingredients List | Not required | Required |
| % Key Ingredient (if real only) | Not required | Required |
| Food Additives | Not required | Identified in Ingredient List |
| Nutritional Panel | Not required | Required |
| Ingredient & Non-Ingredient Allergens | Required upon request | Required |
| Business Name & Contact phone | Required on the label | Required |

| | |
|--|----------------------------------|
| | HACCP Document No: HA11.23 |
| Maleny Supa IGA | REVISION: 2 Issue Date: 02/10/12 |
| FOOD LABELLING AND NUTRITIONAL INFORMATIONAL | SECTION: 11.0 |
| | PAGE: 2 of 5 |
| Prepared by: Graham King | Approved by: George Passas |

23.2 LABELLING SUMMARY FOR RETAILERS AND DIRECT SUPPLIERS

| Column 1 | Column 2 | Column 3 | Column 4 |
|---|--|--|--|
| Foods exempt from bearing labels (Refer to columns 3 & 4 for additional requirements for labelling 'exempt' foods for retail purposes) | Labelling of value-added foods i.e. goods supplied by local butchers or bakeries either pre-packed, or packed in-store, and displayed in a self-serve display cabinet | Labels for foods that may meet certain criteria in Column 1 (e.g. made in-store) and are <i>unpacked</i> for self serve display cabinet | Labels for foods that may meet certain criteria in Column 1 (e.g. made and packaged in-store) and are <i>packed</i> for self serve display cabinet |
| a) Food not in a package e.g. Produce b) Food in inner packages not designed for retail sale without the outer package e.g. multi-pack chips c) Food made and packaged on the premises from which it is to be sold e.g. serviced display cabinets at deli's, butchers, bakeries, pre-packaged food from a service counter d) Food packaged in the presence of the purchaser e.g. deli's, self-serve salads. e) Whole or cut fresh fruit and veg, not obscuring the view of the product . Exception – sprouting seeds must be labelled. f) Single Ingredient or single category packs of foods e.g. carrots bagged g) Food delivered packaged and ready for consumption on express order of buyer. h) Food for catering purposes i) Food fund raiser sales j) Food in small packages e.g. chewing gum | All value-added packaged/bulk goods from manufacturers or suppliers must have labels as specified in Chapter 2 of Food Standards Code that show: a) Product name/description (Approved prescribed name) b) Lot identification (date code) c) Name and address in Australia/ New Zealand of the supplier d) Mandatory warning and advisory statements and declarations e.g. allergens e) Ingredient listing f) Date marking (may be Lot Identification i.e. UBD/BBD) g) Nutrition Information Panel h) Percentage Labeling (re characterizing ingredients & components) i) Directions for use and or storage j) Country of Origin | Label must be placed in association with the food stating: a) Product name/description (Approved prescribed name) b) Mandatory warning and advisory statements and declarations e.g. allergens c) Country of Origin (Produce) | Label placed on package stating: a) Product name/description (Approved prescribed name) b) Lot identification (date code) c) Name and address in Australia/ New Zealand of the supplier d) Mandatory warning and advisory statements and declarations e.g. allergens e) Date marking (may be Lot Identification i.e. UBD/BBD) f) Directions for use and or storage g) Country of Origin |
| For value-added products displayed behind glass that are exempt from bearing labels e.g. deli: Information in Column 2 must be obtained from manufacturers and kept in department in the event that customers request this information | Reference: Food Standards Code Part 1.2 – Labelling and other Information Requirements www.foodstandards.gov.au | Value-added food: Information in Column 2 must be obtained from manufacturers and kept in department in the event that customers request this information | <ul style="list-style-type: none"> No Ingredient listing[®] or Nutritional Information Panel generally required. [®]Ingredient listing on marinated meats refer to section 23.3 for guidelines Note: Other requirements apply for mince if labelled 'low fat', & formed fish products. |

| | | |
|---|-----------------------------------|-----------------------------|
| | HACCP Document No: HA11.23 | |
| Maleny Supa IGA | REVISION: 2 | Issue Date: 02/10/12 |
| Food Labelling and Nutritional Information | SECTION: | |
| | PAGE:3 of 5 | |
| Prepared by: Graham King | Approved by: George Passas | |

23.3 NUTRITION INFORMATION PANELS

Foods manufactured externally and packaged (externally or internally) from a recipe must have labels that include:

- a nutrition information panel, including “Servings per package” & recommended “Serving size” information (as shown below)
- nutritional information calculated as per recommended “Serving size” as well as “Quantity per 100g”
- the percentage of the characterising ingredient (e.g. 9% strawberries in strawberry yoghurt)
- full disclosure of ingredients and non-ingredient allergens that can cause major reactions (e.g. peanut components can cause anaphylactic shock)

| NUTRITION INFORMATION | | |
|--|---|----------------------|
| Servings per package: 3 | | |
| Serving size: 150g | | |
| | Quantity per serving size of 150g | Quantity Per 100g |
| Energy | 608 kJ | 405 kJ |
| Protein | 4.2 g | 2.8 g |
| Fat, total | 7.4 g | 4.9 g |
| - unsaturated | 4.5 g | 3.0 g |
| Carbohydrate, total | 18.6 g | 12.4 g |
| - sugars | 18.6 g | 12.4 g |
| Sodium | 90 mg | 60 mg |
| Calcium | 300 mg (38%)* | 200 mg |
| <i>* Percentage of recommended dietary intake.</i> | | |
| Ingredients: Whole Milk , concentrated skim milk , sugar, Strawberries (9%), gelatine, culture, thickener (1442). May contain traces of egg. | | |

Value-added meat lines exception:

Labelling requirements for packaged raw meat lines that have been value-added ONLY with a sub-assembly of ingredients such as a pre-prepared marinade or spice mix etc.:

- Ingredients Listing; &
- Allergen advice, saying “Marinade Contains.....” or, “Spice Mix contains.....” is sufficient.

In these cases the food is yet to be cooked and is not “ready to eat”, and a nutritional panel is not necessary.

For further nutritional label information and other general labelling advice:

- log on to: www.foodstandards.gov.au or,
- call FSANZ on their toll free number: **1300 652 166**.

| | |
|--|----------------------------------|
| | HACCP Document No: HA11.23 |
| Maleny Supa IGA | REVISION: 2 Issue Date: 02/10/12 |
| Food Labelling and Nutritional Informational | SECTION: |
| | PAGE:4 of 5 |
| Prepared by: Graham King | Approved by: George Passas |

23.4 ALLERGEN AND MISCELLANEOUS STATEMENTS

The following table outlines requirements/statements that must be included on a package, label, or declared to the customer upon request

| Allergen declarations – Foods containing ... | |
|--|---|
| <ul style="list-style-type: none"> ◆ Gluten from wheat, rye, barley, oats and spelt cereals ◆ Crustacean and their products ◆ Eggs and egg products ◆ Fish and Fish products ◆ Milk and Milk products ◆ Nuts and sesame seeds and products ◆ Peanuts and byproducts (e.g. peanut oil) ◆ Soybeans and their products (eg soy oil) ◆ Added Sulphites at levels > 10mg/kg | <p>The food allergen is identified <u>either</u> :</p> <ul style="list-style-type: none"> ◆ in the ingredient list, (on labels) or ◆ on the package, (on printed labels) or ◆ displayed in conjunction with unpackaged food, (via point of sale materials) or ◆ provided to the consumer upon request (by well trained and informed staff). |
| <input type="checkbox"/> Royal jelly as a food or present in a food | <p>In 3 mm type font : “THIS PRODUCT CONTAINS ROYAL JELLY WHICH HAS BEEN REPORTED TO CAUSE SEVERE ALLERGIC REACTIONS AND IN RARE CASES, FATALITIES, ESPECIALLY IN ASTHMA AND ALLERGY SUFFERERS”</p> |
| What Should Appear on the Label? | |
| <input type="checkbox"/> Unpasteurised milk and liquid milk products | Statement that the ingredient is unpasteurised |
| <input type="checkbox"/> Unpasteurised egg and egg products | Statement that the ingredient is unpasteurised |
| <input type="checkbox"/> Food contains aspartame (artificial sweetener) | Statement that the product contains aspartame |
| <input type="checkbox"/> Food containing quinine | Statement that the product contains quinine |
| <input type="checkbox"/> Food containing guarana or extracts of it | Statement that the product contains caffeine |
| <input type="checkbox"/> Beverages (Kola) containing caffeine | Statement that the product contains caffeine |
| <input type="checkbox"/> Ingredient from genetically modified food (soy) | Statement that the product contains “genetically modified (GM) ingredient from food _____” |
| <input type="checkbox"/> Fruit, vegetables “treated by ionizing irradiation” | Statement that the product was “treated by ionizing irradiation” |

For further nutritional label information and other general labelling advice:

- log on to: www.foodstandards.gov.au or,
- call FSANZ on their toll free number: **1300 652 166**.

| | |
|--|----------------------------------|
| | HACCP Document No: HA11.23 |
| Maleny Supa IGA | REVISION: 2 Issue Date: 02/10/12 |
| Food Labelling and Nutritional Informational | SECTION: |
| | PAGE:5 of 5 |
| Prepared by: Graham King | Approved by: George Passas |

23.5MEASUREMENT DECLARATIONS

23.5.1 Overview

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

To ensure the consumer gets what they're paying for, these pre-packed articles must display the:

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

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

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

These labels must be clearly displayed and legible. Some articles have specific labelling requirements and others are exempt.

23.5.2 Measurement Instruments

The business must also ensure that the measurement of articles in the package is accurate and calculated using an instrument approved for use in trade by the National Measurement Institute.

All instruments used for trade purposes must also:

- bear a servicing licensee's mark i.e. certification mark
- be properly installed e.g. if a scale - to be level and to register zero before use
- measure accurately at all times

23.5.3 Labelling

The following questions should be considered when labelling pre-packed articles:

- Is the packaging location and business identified on the goods?
- Is there a measurement statement on the goods?
- Is the measurement statement on the main display area of the package?
- Is the measurement statement in English?
- Is the measurement statement a different colour from the background colour?
- Is the measurement statement the required height?
- Is the measurement statement positioned correctly on the package?
- Is the measurement of the goods accurate?
- Is the weight marked on the pre-packed article the net weight only?

Detailed requirements for each of the above elements can be obtained from the National Measurement Institute (NMI) website (www.measurement.gov.au) or from your State Food Safety Coordinator.

Some goods such as fruit, dried fruit, cheese, dressed poultry, fish, mushrooms, vegetables, meat and smallgoods not packed in rigid containers, and eggs, require specific marking detailed in fact sheets on the NMI website (www.measurement.gov.au).



creative merchandising ideas



TRADING LIMITED AUSTRALASIA

REMINDER ON COUNTRY OF ORIGIN LABELLING FRESH PORK BEHIND GLASS DISPLAYS starts 8TH DEC 2006

Reminder - What must be labelled legally?

Retailers are required to inform Consumers via C.O.O.L. (Country of Origin Labels) information on a 'point of sale' sign adjacent to **key** unpackaged or freshly packaged foods.

As of June 8th, 2006 it is a requirement that...

1. **All BULK displays of UNPACKAGED and freshly packaged FISH, FRUIT & VEGETABLES (including NUTS)** had to be marked with correct country of origin.
2. Print size for the Country of Origin signs if on A4 sized Price tickets or on Shelf talkers **HAVE TO BE 9mm** using a brother printer or dyno gun tape or PC or even handwritten.
3. Country of Origin **MUST** be displayed "Product of Australia" or "Product of China".
4. Many stores printed out Product of Australia etc onto Shelf talkers as a quick solution.

As of December 8th, 2006 it is NOW a requirement that...

5. **All Fresh packaged and Unpackaged PORK products, plus SEAFOOD and SALAD products that are sold from BEHIND GLASS Displays** must have Country of origin too.
6. Deli's, Seafood, Meat, Bakery departments that have Freshly packaged and or unpackaged foods sold behind glass displays of all the above items must be done now.
7. Country of Origin Signs **MUST** be marked "Product of Australia" or "Product of China" or "Made from local and imported ingredients" (This latter one is to be used **ONLY** if there are multiple sources involved in the major ingredients used).
8. Print size on smaller display tickets now are allowed to be **5mm** or bigger.

How can I meet this December requirement?

There are many ways -

9. Use brother printer or dyno gun with 5mm font size is best to be added onto price tickets.
10. IGA Retailers received **Starter Kits (July/Aug at \$20) with 28 different pre printed 'point of sale' over-header labels with 5mm font** and are available off POS suppliers.

NOTE: As Consumers will not know that "ONLY specific fresh products such as fish, pork and produce" are legislated, **we recommend** to all retailers to display COOL information for all unpackaged and packaged fresh foods to save the staff the hassle of explaining why not all foods are clearly labelled and to make life easier for staff to answer the questions anyway.

Future Requirements

- a) If not ready, please immediately print and use shelf talkers. Then order enough signs for at least the legislated foods on display (see attached form) or contact your POS supplier.
- b) All "in-store" packaged foods must carry country of origin information with name and address of manufacturer / store. Use of a logo or outline of the country is not sufficient.

George Passas – Metcash National QA Manager

COOL - ORDER FORM

We request to purchase the following quantities of **COOL** label display products from Sydney Point of Sale...

| Ticket Description | Deli (Burgundy) \$0.76 Qty | Produce (Green) \$0.76 Qty | Seafood (Blue White) \$0.76 Qty | Produce {holes & hang clips} (Green) at \$1.32 Qty | Produce {bent} (Green) at \$1.12 Qty |
|--|-------------------------------------|-------------------------------------|--|---|---|
| PRODUCT OF AUSTRALIA | | | | | |
| PRODUCT OF NEW ZEALAND | | | | | |
| PRODUCT OF USA | | | | | |
| PRODUCT OF (BLANK) | | | | | |
| MADE IN AUSTRALIA FROM LOCAL & IMPORTED INGREDIENTS | | | | | |

NB: For countries of origin other than Australia, New Zealand & USA you will need to purchase the "PRODUCT OF (BLANK)" ticket so you can attach or write on in texta the relevant country at store level.
Alternatively, Store could use a Brother Label Machine to print the required Country name and attach to blank

| OTHER POSSIBLE PRODUCTS OF INTEREST | PRICE | QTY |
|--|-----------------|-----|
| BROTHER LABELLING MACHINE - PT19950 | \$216.07 | |
| BROTHER TAPE TZ-221 9MM BLACK ON WHITE | \$ 21.48 | |
| COOL STARTER KIT (METCASH KIT) | \$19.99 | |
| FREIGHT | TBA | |

=====

To ORDER, Please fax this ORDER to SPOS
AT FAX: (02) 9975 7735 OR email SALES@SPOS.COM.AU
For inquiries call: **Scott Davison (NSW/ ACT/WA/ SA) 0400 036 609,**
Lisa Trevisian (VIC) 0401 882 956, Mark Coombes (QLD) 0414 362 722

=====

Metcash A/C #: _____ **Store's Name:** _____

Store's Contact: _____ **Store's Phone:** _____

Delivery Address: _____

Invoice Address: _____

Store's Fax no: _____ **Store's Order No:** _____

Signature: _____

General conditions of quotation and sale

- Prices quoted for goods are based on information available to SPOS Sydney Point -of-Sale Products at the time of the quotation. The company reserves the right to amend its quoted prices at the time an order is received OR AT THE TIME OF DELIVERY OF THAT ORDER should there have been any variation in the company's purchasing price, rate of Customs Duty, Sales tax, or overseas transport charges, since the date of the quotation
- Prices quoted are based on currency rates of exchange at the time of quotation. Any variation in excess of 2% from the rate of exchange at the time of delivery may result in a variation of the selling price.
- All goods quoted "ex-stock" are subject to prior sale. For those items quoted on an indent basis, the delivery time is based upon the Company's knowledge at the time of the quotation. Any variation in delivery time due to material shortage, labour disputes, Act of God, or any other contingency beyond our control, is not the Company's responsibility.
- Goods once order may not be returned unless agreed to by the Company and may be subject to minimum 15% restocking charge. Similarly goods ordered for which there is a delivery delay, may not be cancelled unless agreed to by the Company in writing.
- All breakages and short deliveries must be notified to the Company within 7 days of receipt. Failure to do so will negate any responsibility of the Company for such breakages and/or short deliveries.
- Ownership of the above goods does not pass until payment has been received in full.
- The Company owns all intellectual property rights in respect of products sold to the Customer under these conditions. The sale of these products gives the Customer no right to reproduce them or to perform any act, which is one of the exclusive rights of the intellectual property owner.

| | |
|--|----------------------------------|
| | HACCP Document No: HA12.00 |
| Maleny Supa IGA | REVISION: 2 Issue Date: 02/10/12 |
| Cleaning & Sanitation Program for Equipment and Facility | SECTION: 12 |
| | PAGE:1 of 1 |
| Prepared by: Graham King | Approved by: George Passas |

CLEANING & SANITATION PROGRAM FOR EQUIPMENT AND FACILITY

Note: All of the procedures available in the system are listed here. **Maleny Supa IGA** has only been provided with the procedures from this list that are related to the departments in this store. A list of the actual documents for this store is located at the front of the food safety plan in the table of contents. If you require additional documents from the list below, update your departments form and republish.

The following section details the cleaning and sanitation procedures performed within each department at **Maleny Supa IGA** required to maintain a minimum level of hygiene and pest control within each department.

Responsibility

All Department Managers are responsible for ensuring their cleaning schedule is rigidly followed by identifying individual cleaning responsibilities via staff rosters. The Department Manager is also responsible for conducting informal daily inspections of the effectiveness of the cleaning schedule, department staff training, and future upgrades of these procedures.

Store and Department Managers should conduct regular audits of each department and the issues resulting from such audits shall be actioned via pre-organised Management Meetings.

Contract Cleaning

Maleny Supa IGA may employ the services of contract cleaners for specific cleaning tasks. It is the responsibility of the Store Manager to identify the scope of responsibility, authorise the methods, and to control the use of cleaning chemicals. Procedures identified in this section constitute a major component of the job description and performance measurement of the contract cleaners.

General

It is the policy of **Maleny Supa IGA** to provide the training and adequate resources to maintain effective hygiene procedures that will not compromise the quality and safety of foods. It is the responsibility of all staff to maintain a clean work environment at all times.

This section shall contain the following Master Cleaning Schedules:

| | | | |
|--------------------|---------|-------------------|---------|
| Meat Room | HA12-01 | Bakery Dept. | HA12-04 |
| Produce Dept. | HA12-02 | Contract Cleaning | HA12-05 |
| Delicatessen Dept. | HA12-03 | Store - General | HA12-06 |

JASOL (Metcash Preferred Chemical Supplier) provide the following products & services:

- Updated Dept Master Cleaning Schedule Charts for the use of their products
- Material Safety Data Sheets (MSDS to comply with OHS regulations)
- Periodical Swab Checks
- Display Safety Warning Charts & Toilet Hygiene Signs
- Chemical Use Chart
- Training of key staff in the correct & safe use of their products as requested by Management
- Chemical Cleaning Standard Operating Procedures for each piece of equipment

All JASOL products are available from **IGA** via the **Metcash National Non-Trade Catalogue**. Alternatively you may discuss the set-up of these items with your current cleaning chemicals provider. Jasol provide MSDS's freely through the website: <http://www.msdsonline.com.au/jasol>

NOTE: The use of domestic grade or off-the-shelf cleaners & sanitisers in fresh departments is not an IGA accepted practice as there is no assurance of effective cleaning & sanitation of food contact surfaces.

| | |
|--------------------------------------|----------------------------------|
| | HACCP Document No: HA12.01 |
| Maleny Supa IGA | REVISION: 2 Issue Date: 02/10/12 |
| MASTER CLEANING SCHEDULE - MEAT ROOM | SECTION: 12.0 |
| | PAGE: 1 of 5 |
| Prepared by: Graham King | Approved by: George Passas |

MASTER CLEANING SCHEDULE - MEAT ROOM

| EQUIPMENT / LOCATION TO BE CLEANED | PERSON Responsible | CLEANING PROCEDURE | FREQUENCY | SPECIAL INSTRUCTION | SAFETY PRECAUTION |
|------------------------------------|------------------------|--|--|---|---|
| | Cleaners | Scrub blade with detergent solution. Rinse and air dry. Scrape entire unit of excess meat debris. Hose down using gun system and detergent solution and scrub until visually clean. Hose down with clean, warm water. Spray with sanitising solution and air dry. Inspect blades for damage and report any damaged to Meat Manager immediately for repair and product inspection. | Nightly. | Dismantle both wheel covers, blade cover, surface plate. Re-assemble once clean and dry. MM to inspect all product processed that day or since last clean. | Ensure mains switch is off and power is disconnected prior to cleaning. Careful - sharp blade. Refer to JASOL S.O.P. 28 Reject, record and dump all potentially contaminated product immediately. |
| Thompson Mincer | Meat Staff | Spray plate/worm mechanism parts and mincer body with hot water to remove meat debris. Scrub each part and mincer body with detergent solution. Rinse with clean, warm water. Wipe excess water with a clean, dry, disposable cloth. | Between species according to HA11/03 mincing sequence. | Dismantle entire plate/worm mechanism. Use rubber mallet to assemble and dismantle. | Ensure mains switch is off and power is disconnected prior to cleaning. |
| | Cleaners or Meat Staff | Repeat above procedure then spray parts and mincer body with sanitising solution and allow to air dry. Inspect plate/worm mechanism for excessive wear, noise or breakage. Report to Meat Manager for repair and product inspection. | Nightly or at completion of daily mincing. | MM to inspect all product processed that day or since last clean. | Reject, record and dump all potentially contaminated product immediately. |
| | Cleaners | Scrub parts in detergent solution. Rinse and place in a sanitising solution for at least 30 minutes. Rinse with clean, warm water. Allow to air dry overnight. Inspect blades for damage and report any damaged to Meat Manager immediately for repair and product inspection. | Nightly | Dismantle safety cover, blade mechanism and combs. Re-assemble next morning. MM to inspect all product processed that day or since last clean. | Ensure mains switch is off and power is disconnected prior to cleaning. Careful - sharp blade. Reject, record and dump all potentially contaminated product immediately. |

| | |
|--------------------------------------|----------------------------------|
| | HACCP Document No: HA12.01 |
| Maleny Supa IGA | REVISION: 2 Issue Date: 02/10/12 |
| MASTER CLEANING SCHEDULE - MEAT ROOM | SECTION: 12.0 |
| | PAGE: 2 of 5 |
| Prepared by: Graham King | Approved by: George Passas |

| EQUIPMENT / LOCATION TO BE CLEANED | PERSON Responsible | CLEANING PROCEDURE | FREQUENCY | SPECIAL INSTRUCTION | SAFETY PRECAUTION |
|--|----------------------------|--|--|---|---|
| 1) Auto-wrapper 2) 3) Stretch-Sealers 4) Wedderburn SM90 5) All other fixtures | Cleaners | Wipe with moist cloth, rinse cloth in a bucket of detergent solution. Ensure area beneath unit is wiped as well. | As required during processing or at least nightly. | | Ensure any heating elements are off, emergency stop is depressed and power is disconnected prior to cleaning. |
| Stainless Steel Benches/Cutting Boards/Frames | Meat Staff Cleaners | Scrape/wipe off meat debris, spray with sanitising solution and wipe using a clean, dry, disposable cloth. Remove board from bench, spray with hot water to remove meat debris. Scrub with detergent solution and rinse with warm water. While wet sprinkle with <u>Powder Sanitiser</u> and scrub again. Leave for at least 30 minutes then rinse thoroughly with warm water and allow to air dry. Benches and cutting board frames to be sprayed with sanitising solution and allowed to air dry. | Between Species Nightly | Allow to air dry overnight prior to re-assembling. Meat Manager to inspect polythene cutting boards at least weekly and are to be replaced once worn. | Ensure no electrical leads, plugs or points are exposed to moisture. |
| Aluminium Trays | Cleaners | Scrub using detergent solution. Rinse with warm water and stack upright in a stainless steel trolley to air dry overnight. | Nightly | Leave stacked trolley to drain overnight over a drain. | |
| Sinks and Shelving | Cleaners | Scrub with detergent solution if soiled, rinse with hot water. Spray hand basins with sanitising solution. | Nightly | | Ensure no electrical units are exposed to water. |

| | |
|--------------------------------------|----------------------------------|
| | HACCP Document No: HA12.01 |
| Maleny Supa IGA | REVISION: 2 Issue Date: 02/10/12 |
| MASTER CLEANING SCHEDULE - MEAT ROOM | SECTION: 12.0 |
| | PAGE: 3 of 5 |
| Prepared by: Graham King | Approved by: George Passas |

| EQUIPMENT / LOCATION TO BE CLEANED | PERSON Responsible | CLEANING PROCEDURE | FREQUENCY | SPECIAL INSTRUCTION | SAFETY PRECAUTION |
|---|-------------------------|---|---|---|--|
| Knives/ Scabbard/ Buckets/ Utensils/ Meat Hooks | Meat Staff | Scrape/wipe off meat debris, spray with sanitising solution and wipe using a clean, dry, disposable cloth. | Between species. | | Exercise care when washing sharp surfaces. |
| | Meat Staff/ Cleaners | Wash in detergent solution and rinse in warm water. Spray with sanitising solution. Allow to air dry, or wipe dry using clean, dry, disposable cloth. | Nightly, and as required during processing. | | |
| Tubs and Lids | Cleaners | Spray with hot water to remove meat debris. Scrub with detergent solution and rinse with warm water. While wet sprinkle with powder sanitising and scrub again. Leave for at least 30 minutes then rinse thoroughly with warm water. Stack upright to drain and allow to air dry. | Nightly or as required during processing. | | |
| Coolroom and Fixtures. | Meat Staff/ Cleaners | Clean up meat debris from coolroom floor and mop any spillages. Spray detergent solution and scrub walls and floor using a hard brush. Squeegee water to drain. Wipe all racks, fixtures with detergent solution. Allow to air dry. | Nightly or as required. Weekly | Remove food products from rear section first. Avoid splashing onto food products. | |
| Mats | Cleaners | Hose off all meat debris with hot water, scrub with detergent solution then rinse thoroughly with warm water. Stack upright to drain and allow to air dry overnight. | Nightly | | |
| | Contractors | Replace contract mats with clean ones. | Twice Weekly. | | |

| | |
|--------------------------------------|----------------------------------|
| | HACCP Document No: HA12.01 |
| Maleny Supa IGA | REVISION: 2 Issue Date: 02/10/12 |
| MASTER CLEANING SCHEDULE - MEAT ROOM | SECTION: 12.0 |
| | PAGE: 4 of 5 |
| Prepared by: Graham King | Approved by: George Passas |

| EQUIPMENT / LOCATION TO BE CLEANED | PERSON Responsible | CLEANING PROCEDURE | FREQUENCY | SPECIAL INSTRUCTION | SAFETY PRECAUTION |
|---|--------------------------------|--|---|---|---|
| Floor | Cleaners | Sweep excess meat debris and rubbish. Using gun system, hose down with Backoff heavy degreaser solution and scrub with a stiff bristle broom. Spray/rinse with hot water and squeegee into drain. | Nightly | Ensure floor area is cleared prior to start. | Ensure no electrical leads, plugs or points are exposed to moisture. |
| Preparation Room Walls | Cleaners | Hose off excess meat debris with hot water. Using gun system, hose with detergent solution, scrub clean using hard brush if necessary. Spray/rinse with warm water. | Nightly | | Ensure no electrical leads, plugs or points are exposed to moisture. |
| Rubbish Bins | All Staff Cleaners | To be emptied as required. To be washed with detergent solution, rinsed and allowed to drain overnight. | As required Nightly | Empty into dumpmaster. | Seek assistance if too heavy or over 20kg. |
| Drain/Grates | Cleaners | Remove grate, empty debris into rubbish bin, wash in detergent solution until visually clean then rinse. Wash any food residue from drain. Pour about 100ml of disinfectant into each drain. Replace grate. | Nightly | Ensure all other cleaning is completed. | |
| Display Units and Fixtures and all Glass Surfaces | Meat Staff | Remove trays, grills from display. Scrub using detergent solution and rinse with warm water. Allow to drain and air dry. Scrub unit with detergent solution and rinse thoroughly with warm water. Allow to drain. Wipe both sides of glass surface with glass cleaner and a dry, clean chux. | At least weekly or as necessary. | <u>Report any glass damage immediately.</u> | Safety gloves to be worn. |
| Fans | Contract Refrigeration Company | To be dismantled and cleaned by contract refrigeration company. | Quarterly at a pre-arranged time when no possibility of food contamination can occur. | Ensure all food containers are removed from area. No food processing is to occur during the cleaning process. | To be performed only by contract personnel under supervision of staff representative. |

| | |
|--------------------------------------|----------------------------------|
| | HACCP Document No: HA12.01 |
| Maleny Supa IGA | REVISION: 2 Issue Date: 02/10/12 |
| MASTER CLEANING SCHEDULE - MEAT ROOM | SECTION: 12.0 |
| | PAGE: 5 of 5 |
| Prepared by: Graham King | Approved by: George Passas |

| EQUIPMENT / LOCATION TO BE CLEANED | PERSON Responsible | CLEANING PROCEDURE | FREQUENCY | SPECIAL INSTRUCTION | SAFETY PRECAUTION |
|------------------------------------|-------------------------|---|-----------|--|--|
| Insectocutor | Designated staff member | Empty catch-tray into rubbish bin. Wipe catch-tray and grille with moist cloth. | Weekly | Ensure job is supervised by another employee in case of an accident. | Ensure power is switched off and plug is disconnected prior to cleaning. Use an approved ladder. |

Additional equipment and procedures (update via online forms)

| EQUIPMENT / LOCATION TO BE CLEANED | PERSON Responsible | CLEANING PROCEDURE | FREQUENCY | SPECIAL INSTRUCTION | SAFETY PRECAUTION |
|------------------------------------|--------------------|--------------------|-----------|---------------------|-------------------|
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |

| | |
|---|----------------------------------|
| | HACCP Document No: HA12.02 |
| MALENY SUPA IGA | REVISION: 2 Issue Date: 02/10/12 |
| MASTER CLEANING SCHEDULE - PRODUCE AREA | SECTION: 12.0 |
| | PAGE: 1 of 3 |
| Prepared by: Graham King | Approved by: George Passas |

MASTER CLEANING SCHEDULE - PRODUCE AREA

| EQUIPMENT / LOCATION TO BE CLEANED | PERSON RESPONSIBLE | CLEANING PROCEDURE | FREQUENCY | SPECIAL INSTRUCTION | SAFETY PRECAUTION |
|---|--------------------|--|--|--|---|
| 1. Stretch Sealer 2. Produce Room Scales 3. Customer Scales | Produce Staff | Wipe with moist cloth, rinse cloth in a bucket of detergent solution. Ensure area beneath unit is wiped as well. | As required during processing or at least nightly. | | Ensure heating element is cooled and off and power is disconnected prior to cleaning. |
| Polythene Cutting Boards and Steel Frames. | | Scrape/wipe off debris, spray cutting board with sanitising solution and wipe using a clean, dry, disposable cloth. Remove board from bench, spray with hot water to remove debris. Scrub with detergent solution and a hard brush then rinse thoroughly with warm water and allow to air dry. Benches and cutting boards to be sprayed with sanitising and allowed to air dry overnight. | Between types of produce Nightly | Allow to air dry overnight prior to re-assembling. | Ensure no electrical leads, plugs or points are exposed to moisture. |
| Sinks and Shelving | | Scrub with detergent solution and rinse with hot water. Spray hand basin with sanitising | Nightly | | Ensure no electrical units are exposed to water. |
| Knives, Buckets and all other Utensils | | Scrape/wipe off debris, spray with sanitising solution and wipe using a clean, dry, disposable cloth. Wash in detergent solution and rinse in warm water. Spray with sanitising solution. Allow to air dry, or wipe dry using clean, dry, disposable cloth. | Between types of produce. Nightly, and as required during processing. | | Exercise care when washing sharp surfaces. |
| Rubbish Bins | | To be emptied as required. To be washed with detergent solution, rinsed and allowed to drain overnight. | As required Nightly | Empty into dumpmaster. | Seek assistance if too heavy or over 20kg. |

| | |
|--|--|
| | HACCP Document No: HA12.02 |
| MALENY SUPA IGA | REVISION: 2 Issue Date: 02/10/12 |
| MASTER CLEANING SCHEDULE - PRODUCE AREA | SECTION: 12.0 |
| | PAGE: 2 of 3 |
| Prepared by: Graham King | Approved by: George Passas |

| EQUIPMENT / LOCATION TO BE CLEANED | PERSON RESPONSIBLE | CLEANING PROCEDURE | FREQUENCY | SPECIAL INSTRUCTION | SAFETY PRECAUTION |
|---|--------------------------------|---|--|--|--|
| Coolroom and Fixtures. | Produce Staff Produce Staff | Sweep up debris from coolroom floor and mop any spillages. Scrub walls and floor using a hard brush and detergent solution. Squeegee water to drain. Wipe all racks, fixtures with detergent solution. Allow to air dry. | Nightly or as required. Weekly | Remove pallets of produce to avoid splashing onto food products. | |
| Preparation Room Walls and Floor | | Sweep or mop any spillages. Scrub walls to head height and floor using a hard brush and detergent solution. Rinse with hot water. Squeegee water to drain | During trading as necessary. Floor-nightly. Walls-weekly. | Ensure floor area is cleared prior to start. | Ensure no electrical leads, plugs or points are exposed to moisture. |
| Display Gondolas and all other Fixtures | | Remove produce from display. Scrub/wipe using detergent solution and wipe if necessary using a clean chux rinsed with warm water. Allow to air dry. | Lettuce, Broccoli Cauliflower, Bananas all cleaned daily. All other fixtures cleaned weekly. | | |
| Insectocutor | | Empty catch-tray into rubbish bin. Wipe catch-tray and grille with moist cloth. | Weekly | Ensure job is supervised by another employee in case of an accident. | Ensure power is switched off and plug is disconnected prior to cleaning. Use an approved ladder. |
| Bale Press | | Wipe housing with moist cloth and allow to air dry. | Weekly | | Do not clean interior. |
| Drain/Grates | | Remove grate, empty debris into rubbish bin, wash in detergent solution until visually clean then rinse. Wash any food residue from drain. Replace grate. Pour about 100ml of into each drain. Replace grate. | Nightly Weekly | Ensure all other cleaning is completed. | |

| | |
|---|----------------------------------|
| | HACCP Document No: HA12.02 |
| MALENY SUPA IGA | REVISION: 2 Issue Date: 02/10/12 |
| MASTER CLEANING SCHEDULE - PRODUCE AREA | SECTION: 12.0 |
| | PAGE: 3 of 3 |
| Prepared by: Graham King | Approved by: George Passas |

| EQUIPMENT / LOCATION TO BE CLEANED | PERSON RESPONSIBLE | CLEANING PROCEDURE | FREQUENCY | SPECIAL INSTRUCTION | SAFETY PRECAUTION |
|------------------------------------|--------------------------------|---|---|---|---|
| Mats | Produce Staff | Sweep off all debris. | Nightly | | |
| | Contractors | Replace contract mats with clean ones. | Weekly. | | |
| Coolroom Fans | Contract Refrigeration Company | To be dismantled and cleaned by contract refrigeration company. | Quarterly at a pre-arranged time when no possibility of food contamination can occur. | Ensure all food containers are removed from area. No food processing is to occur during the cleaning process. | To be performed only by contract personnel under supervision of staff representative. |

| | |
|---|----------------------------------|
| | HACCP Document No: HA12.03 |
| Maleny Supa IGA | REVISION: 2 Issue Date: 02/10/12 |
| MASTER CLEANING SCHEDULE - DELICATESSEN | SECTION: 12.0 |
| | PAGE: 1 of 5 |
| Prepared by: Graham King | Approved by: George Passas |

MASTER CLEANING SCHEDULE - DELICATESSEN

| EQUIPMENT / LOCATION TO BE CLEANED | PERSON Responsible | CLEANING PROCEDURE | FREQUENCY | SPECIAL INSTRUCTION | SAFETY PRECAUTION |
|------------------------------------|--------------------|---|---|--|---|
| Brice Slicer | Deli Staff | <p>Wash disassembled parts in the sink with detergent solution, rinse and air dry, wash unit with detergent solution, wipe with a fresh dry chux rinsed in clean water. Allow to air dry. Clean around and under unit with detergent solution. Re-assemble slicer, spray with sanitising solution and cover unit for the following day.</p> <p>Scrape/wipe off any extraneous matter, spray with sanitising solution wipe with a clean, dry, disposable cloth.</p> <p>Inspect blade for damage and report any damage to Deli Manager immediately for repair and product inspection.</p> | <p>Daily at completion of slicing requirements.</p> <p>Between each type of meat during slicing runs.</p> | <p>Turn setting knob to '0'. Move holding plate across until it clicks then tilt. Unscrew knob on LHS bottom of unit, remove blade cover and unscrew top guard.</p> <p>DM to arrange for repair and inspection of all product processed since last inspection.</p> | <p>Use safety glove on scrubbing hand. Ensure mains switch is off, thickness setting is at zero and power is disconnected prior to use. Refer to Jasol S.O.P. 36. Ensure mains switch is off and thickness setting is at zero. Safety gloves to be worn.</p> <p>All potentially contaminated product to be rejected and dumped immediately.</p> |
| Double Oven | Deli Staff | <p>Switch to full steam setting, set timer to 80 minutes. Close door and switch on. Vent to be fully open. Once complete, open door and allow to cool for 1-2 mins. When cooled, scrub walls and fan with a hard bristle brush and Backoff heavy degreaser solution. Rinse and wipe clean. Racks and trays are soaked in hot water for at least 15 min. then washed in detergent solution, rinsed and air dried.</p> | <p>Daily at completion of cooking requirement.</p> | <p>Remove all racks and drip trays.</p> | <p>Allow oven to cool sufficiently. Ensure mains switch is off prior to cleaning.</p> |

| | |
|---|----------------------------------|
| | HACCP Document No: HA12.03 |
| Maleny Supa IGA | REVISION: 2 Issue Date: 02/10/12 |
| MASTER CLEANING SCHEDULE - DELICATESSEN | SECTION: 12.0 |
| | PAGE: 2 of 5 |
| Prepared by: Graham King | Approved by: George Passas |

| EQUIPMENT / LOCATION TO BE CLEANED | PERSON Responsible | CLEANING PROCEDURE | FREQUENCY | SPECIAL INSTRUCTION | SAFETY PRECAUTION |
|---|--------------------|---|-------------------------------------|---|--|
| 1) Benches, 2) 3) Shrink Sealer, 4) Wedderburn SM90 | Deli Staff | Wipe with detergent solution then spray with sanitising solution. Cryovac sealer and Shrinkwrap sealers do not require sanitiser. | Nightly | | Ensure mains power is switched off and power is disconnected and no electrical units are exposed to water. |
| Zanussi | Deli Staff | Remove trays and bases. Scrub unit with Backoff heavy degreaser and hot water. Rinse until visually clean. Reseal drain. Fill with fresh water to <u>just cover element only.</u> Wash trays in Backoff heavy degreaser, rinse with warm water and allow to air dry. Sanitise trays with sanitising solution Replace into display. Wipe both sides of glass surface with glass cleaner and a dry, clean chux. | Every 2nd night Nightly | Check water level each morning to ensure it just covers the element prior to switching on. Drain water every second day or at least twice weekly. | Switch off heating lights and allow unit to cool |
| | Deli Staff | <u>Oil drained & filtered.</u> Pull drain valve, allow to drain completely. Wipe remaining burnt debris with paper towels and brush until visually clean | Daily at end of frying requirement. | | Allow to cool prior to cleaning. Ensure mains switch is off and power is disconnected. |
| | Deli Staff | <u>Refilling oil chamber.</u> Close valve, Turn left valve to OPEN then push PUMP button to refill chamber. Once complete, switch off and close valve. Add fresh oil to the mark. Wash basket and brush with detergent solution and rinse. Allow to air dry. | Weekly | | |
| | Deli Staff | <u>Replacing Oil.</u> Remove sump and drain oil into a container which is kept for pick-up by recycling company. Wash sump with Backoff heavy degreaser solution and rinse, allow to air dry. Ensure unit is completely dry before replacing filter. Add fresh oil to the mark. | Every Monday Morning | | |
| Insectocutor | Deli Staff | Empty catch-tray into rubbish bin. Wipe catch-tray and grille with moist cloth. | Weekly | Ensure job is supervised by another employee in case of an accident. | Ensure power is switched off prior to cleaning. Use an approved ladder. |

| | |
|---|----------------------------------|
| | HACCP Document No: HA12.03 |
| Maleny Supa IGA | REVISION: 2 Issue Date: 02/10/12 |
| MASTER CLEANING SCHEDULE - DELICATESSEN | SECTION: 12.0 |
| | PAGE: 3 of 5 |
| Prepared by: Graham King | Approved by: George Passas |

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

| | |
|---|----------------------------------|
| | HACCP Document No: HA12.03 |
| Maleny Supa IGA | REVISION: 2 Issue Date: 02/10/12 |
| MASTER CLEANING SCHEDULE - DELICATESSEN | SECTION: 12.0 |
| | PAGE: 4 of 5 |
| Prepared by: Graham King | Approved by: George Passas |

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

| | |
|---|----------------------------------|
| | HACCP Document No: HA12.03 |
| Maleny Supa IGA | REVISION: 2 Issue Date: 02/10/12 |
| MASTER CLEANING SCHEDULE - DELICATESSEN | SECTION: 12.0 |
| | PAGE: 5 of 5 |
| Prepared by: Graham King | Approved by: George Passas |

Additional equipment and procedures (update via online forms)

| EQUIPMENT / LOCATION TO BE CLEANED | PERSON Responsible | CLEANING PROCEDURE | FREQUENCY | SPECIAL INSTRUCTION | SAFETY PRECAUTION |
|--|-----------------------|--------------------|-----------|---------------------|-------------------|
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |

| | |
|--|----------------------------------|
| | HACCP Document No: HA12.04 |
| Maleny Supa IGA | REVISION: 2 Issue Date: 02/10/12 |
| MASTER CLEANING SCHEDULE - BAKERY DEPT | SECTION: 12.0 |
| | PAGE: 1 of 3 |
| Prepared by: Graham King | Approved by: George Passas |

MASTER CLEANING SCHEDULE - BAKERY DEPT

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

| | |
|--|----------------------------------|
| | HACCP Document No: HA12.04 |
| Maleny Supa IGA | REVISION: 2 Issue Date: 02/10/12 |
| MASTER CLEANING SCHEDULE - BAKERY DEPT | SECTION: 12.0 |
| | PAGE: 2 of 3 |
| Prepared by: Graham King | Approved by: George Passas |

| EQUIPMENT / LOCATION TO BE CLEANED | PERSON Responsible | CLEANING PROCEDURE | FREQUENCY | SPECIAL INSTRUCTION | SAFETY PRECAUTION |
|------------------------------------|--------------------|---|---|---|--|
| Aluminium Trays | Bakery Staff | Scrub using detergent solution. Rinse with warm water and stack upright in a stainless steel trolley to air dry overnight. | Nightly, when used. | Leave stacked in trolley to drain overnight over a drain. | |
| Sinks and Shelving | Bakery Staff | Scrub with detergent solution if soiled, rinse with hot water. Spray hand basins with sanitising solution | Nightly | | Ensure no electrical units are exposed to water. |
| Coolroom and Fixtures. | Bakery Staff | Clean up debris from coolroom floor and mop any spillages. Spray detergent solution and scrub walls and floor using a hard brush. Squeegee water to drain. Wipe all racks, fixtures with detergent solution. Allow to air dry. | Nightly or as required. Quarterly. | Remove food products from rear section first. Avoid splashing onto food products. | |
| Floor | Cleaners | Sweep excess debris and rubbish. Hose down with Backoff heavy degreaser solution and scrub with a stiff bristle broom. Spray/rinse with hot water and squeegee into drain. | Daily | Ensure floor area is cleared prior to start. | Ensure no electrical leads, plugs or points are exposed to moisture. |
| Rubbish Bins | Bakery Staff | To be emptied as required. To be washed with detergent solution, rinsed and allowed to drain overnight. | As required when full. Weekly. | Empty into dumpmaster. | Seek assistance if too heavy or over 20kg. |
| Drain/Grates | Bakery Staff | Remove grate, empty debris into rubbish bin, wash in detergent solution until visually clean then rinse. Wash any food residue from drain. Pour about 100ml of detergent solution into each drain. Replace grate. | Weekly. | Ensure all other cleaning is completed. | |
| Display Units and Fixtures | Bakery Staff | Remove trays, grills from display. Scrub using detergent solution and rinse with warm water. Allow to drain and air dry. | At least weekly or as necessary. | | |
| Insectocutor | Bakery Staff | Empty catch tray into rubbish bin. Wipe catch tray and grille with moist cloth. | Weekly | Ensure job is supervised by another employee in case of an accident. | Ensure power is switched off and plug is disconnected prior to cleaning. Use an approved ladder. |

| | |
|--|----------------------------------|
| | HACCP Document No: HA12.04 |
| Maleny Supa IGA | REVISION: 2 Issue Date: 02/10/12 |
| MASTER CLEANING SCHEDULE - BAKERY DEPT | SECTION: 12.0 |
| | PAGE: 3 of 3 |
| Prepared by: Graham King | Approved by: George Passas |

| EQUIPMENT / LOCATION TO BE CLEANED | PERSON Responsible | CLEANING PROCEDURE | FREQUENCY | SPECIAL INSTRUCTION | SAFETY PRECAUTION |
|------------------------------------|--------------------------------|---|---|---|---|
| Coolroom Fans | Contract Refrigeration Company | To be dismantled and cleaned by contract refrigeration company. | Quarterly at a pre-arranged time when no possibility of food contamination can occur. | Ensure all food containers are removed from area. No food processing is to occur during the cleaning process. | To be performed only by contract personnel under supervision of staff representative. |

Additional equipment and procedures (update via online forms).

| EQUIPMENT / LOCATION TO BE CLEANED | PERSON Responsible | CLEANING PROCEDURE | FREQUENCY | SPECIAL INSTRUCTION | SAFETY PRECAUTION |
|------------------------------------|--------------------|--------------------|-----------|---------------------|-------------------|
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |

| | |
|---|----------------------------------|
| | HACCP Document No: HA12.05 |
| Maleny Supa IGA | REVISION: 2 Issue Date: 02/10/12 |
| MASTER CLEANING SCHEDULE - GENERAL STORE AREA | SECTION: 12.0 |
| | PAGE: 1 of 1 |
| Prepared by: Graham King | Approved by: George Passas |

MASTER CLEANING SCHEDULE - GENERAL STORE AREA

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

| | |
|--|----------------------------------|
| | HACCP Document No: HA12.06 |
| MALENY SUPA IGA | REVISION: 2 Issue Date: 02/10/12 |
| Master Cleaning Schedule - Contract Cleaning | SECTION: 12.0 |
| | PAGE: 1 of 1 |
| Prepared by: Graham King | Approved by: George Passas |

MASTER CLEANING SCHEDULE - CONTRACT CLEANING

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

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

| | | | | |
|--|-----------------|----------------|-------------|----------------------------|
| | Maleny Supa IGA | Doc No:HA12.09 | REVISION: 2 | Approved by: George Passas |
|--|-----------------|----------------|-------------|----------------------------|

Weekly Pre-Operational Hygiene Checklist

Complete at the commencement of each shift Week Commencing: _____ Completed by: _____

Instruction: Record as Satisfactory (tick) OR Unsatisfactory (x) & if so, then complete corrective actions being put in place.

| Item | M | T | W | T | F | S | S | Corrective Action |
|--|---|---|---|---|---|---|---|-------------------|
| 1. Amenities are clean & dry. | | | | | | | | |
| 2. Staff have clean clothes. | | | | | | | | |
| 3. Staff wash hands with sanitiser before operations. | | | | | | | | |
| 4. Work area is clean, tidy & there is no evidence of pests. | | | | | | | | |
| 5. Hand basin & hand drying facilities are clean & accessible. | | | | | | | | |
| 6. Bench tops & supports are clean. | | | | | | | | |
| 7. Tickets & display dressings are clean & sanitized. | | | | | | | | |
| 8. Knives, steels, chains, coaches & aprons are clean. | | | | | | | | |
| 9. Band saw, hand saws, choppers & slicers clean. | | | | | | | | |
| 10. Cuber & vacuum machine are clean. | | | | | | | | |
| 11. Mixer / mincer / silent cutter is clean. | | | | | | | | |
| 12. Brine injector nozzles are clean. | | | | | | | | |
| 13. Tubs buckets & containers are clean, in good repair & stored to prevent contamination. | | | | | | | | |
| 14. Sausage filler & table are clean. | | | | | | | | |
| 15. Chopping block is clean & in good repair. | | | | | | | | |
| 16. Racks, rail & hooks are clean. | | | | | | | | |
| 17. Chillers/freezers including door handles & seals are clean & in good repair. | | | | | | | | |
| 18. Ceilings & overhead structures are clean. | | | | | | | | |
| 19. Premises, walls, doors, door handles & switches are clean. | | | | | | | | |
| 20. Smokehouses cooking vats are clean. | | | | | | | | |
| 21. Drainage system working with grates fitted & in good repair. | | | | | | | | |
| 22. Floors clean & in good repair. | | | | | | | | |
| 23. Loading, storage & amenities clean. | | | | | | | | |
| 24. Ingredients & meat are stored to prevent contamination. | | | | | | | | |
| 25. Inedible material is stored in identified containers. | | | | | | | | |
| 26. Cleaning equipment clean & stored to prevent contamination. | | | | | | | | |
| 27. Cleaning cloths are stored in fresh sanitiser. | | | | | | | | |
| 28. Raw & cooked product stored to prevent cross contamination. | | | | | | | | |
| 29. Packaging clean & stored to prevent contamination. | | | | | | | | |
| 30. Where applicable, meat delivery vehicle(s) clean & sanitized. | | | | | | | | |

Comments / Further Corrective Action: _____

Date: _____ **Store Mgr Sign:** _____ **Business Mgr:** _____ **Week Beginning:** _____

| | |
|--------------------------|----------------------------------|
| | HACCP Document No: HA13.00 |
| NATIONAL POLICY | REVISION: 2 Issue Date: 02/10/12 |
| Corporate Policies | SECTION: 13.0 |
| | PAGE: 1 of 1 |
| Prepared by: Graham King | Approved by: George Passas |

CORPORATE POLICIES

Note: All of the policies available in the system are listed here. **Maleny Supa IGA** has only been provided with the policies from this list that are related to the departments in this store. A list of the actual documents for this store is located at the front of the food safety plan in the table of contents. If you require additional documents from the list below, update your departments form and republish.

Policies detailed in this section include:

Warehouse Policies HA13.01

Good Hygiene Policies HA13.02

- a. Personal Hygiene
- b. Smoking
- c. Eating and Drinking
- d. Canteen Facilities
- e. Employee Health

Glass Policy HA13.03

Date Marking of Food HA13.04

Site Policies HA13.05

All visitors to the site must comply with the policies detailed in this section.

| | |
|--------------------------|----------------------------------|
| | HACCP Document No: HA13.01 |
| NATIONAL POLICY | REVISION: 2 Issue Date: 02/10/12 |
| Warehouse Policies | SECTION: 13.0 |
| | PAGE: 1 of 4 |
| Prepared by: Graham King | Approved by: George Passas |

WAREHOUSE POLICIES

1. HYGIENE POLICIES

A. Personal Hygiene

Employees must have good personal hygiene habits and a high level of personal cleanliness. Failure to comply can pose a safety hazard to the employee and/or a contamination risk to food products.

- All store personnel must wear clean and appropriate uniforms at all times. If uniforms become excessively soiled during the course of the working day, then the employee must change into a clean uniform.
- **Employees working in the Delicatessen, Meat and Bakery Departments wearing aprons or similar protective clothing must remove such clothing and place them on hangers (not on floors or food contact surfaces) when going on meal or toilet breaks. Aprons must be washed and dried daily before re-use.**
- Employees should wear enclosed shoes. Steel capped safety shoes are recommended.
- Long hair must be tied back (if possible) at the back of the head and secured under protective headwear. Hair-nets must be considered for use in all food preparation areas.
- **Employees and contractors entering or working in Delicatessen, Meat and Bakery Departments must wear hair covering when entering these areas, which must cover the entire scalp and hair.**
- Fingernails should be short and kept clean. Nail polish and false nails must not be worn when directly handling foods.
- Cuts, burns, boils and other open wounds must be kept covered with a food grade Band-Aid. If a band – aid is worn on the hand, it must be covered with a food handling glove. Only blue or fluoro – coloured band aids are permitted.
- Exposed tattoos should be acquired whilst on leave, allowing the tattoo adequate time to heal prior to returning for work in fresh food departments.
- Personal items must be stored in locker rooms. Do not store in work areas.

B. Smoking

- Smoking is not permitted within the site. Smoking is only permitted in public areas outside the store perimeter.
- **Employees and delivery personnel are not permitted to smoke around food storage areas or loading docks.**
- Cigarette ashes and butts are to be disposed of in waste receptacles provided.
- Employees are to wash their hands thoroughly after smoking, prior to handling foods.

| | |
|--------------------------|----------------------------------|
| | HACCP Document No: HA13.01 |
| NATIONAL POLICY | REVISION: 2 Issue Date: 02/10/12 |
| Warehouse Policies | SECTION: 13.0 |
| | PAGE: 2 of 4 |
| Prepared by: Graham King | Approved by: George Passas |

C. Jewellery & Personal Adornments For Fresh Food Handlers

All IGA retail stores shall commit to the current "Supermarkets Jewellery & Personal Adornment Industry Policy" document for fresh food handlers. The following is a summary of the above Policy.

The following jewellery is permitted:

- **Plain Wedding Bands** made of non-oxidising metal or amalgam (gold, platinum, silver or surgical grade stainless steel).
- **Medical Alert Necklace** only if worn inside of clothing and not exposed.
- **Medical Alert Bracelet** only if worn inside of clothing and not exposed, or covered by a disposable sleeve guard.
- **Sleeper Earrings** made of hygienic design only (no studs). Only one (1) continuous sleeper of up to 12mm diameter is permitted in each ear.
- **Facial Jewellery** is only permitted for religious or cultural reasons. If worn, then it must be made of hygienic design only (no studs).

All other jewellery & personal adornments are not permitted.

The following is a list of such examples:

- Facial jewellery – outside of the above example
- Tongue rings / studs
- Ear jewellery
- Exposed necklaces or chains
- Bracelets
- Wedding bands with stones
- Rings with or without stones
- Watches
- False or stick – on nails
- Nail varnish / polish / decorations i.e. diamantees
- False eyelashes
- Hair clips, hair pins or beads

D. Eating and Drinking

- Eating and drinking is to only occur in authorised areas, segregated from food storage.
- Consumption of alcoholic beverages is prohibited on site.
- Personal food/drink items must be stored in appropriate storage areas and is not permitted in locker areas, toilets or food storage/work areas.
- **Eating, drinking, chewing gum or tobacco is not permitted in food preparation areas, locker rooms or toilets. Use Canteen or designated eating/drinking areas for these activities.**
- **Drinking of water and drinking water fountains are permitted in food storage areas providing the drinking vessel is a non-glass or non-ceramic containers and does not compromise food quality or safety.**
- All rubbish from food and beverage consumption is to be disposed of in receptacles in designated eating/drinking areas. Rubbish should not be transported through to work or food storage areas for disposal.
- **Employees are responsible for keeping food consumption areas clean and tidy. Tea rooms/Canteen facilities and rubbish bins are to be cleaned & emptied every shift.**
- Employees are required to wash hands after consumption of food/beverages and prior to returning back to work
- Hands must be washed after using toilet facilities and after meals.

E. Canteen Facilities

- Clean facilities after use.
- All rubbish is to be placed in rubbish bins provided.
- All utensils are to be washed after use, dried and placed in the cupboard.
- Tea towels are to be replaced daily.

| | |
|--------------------------|----------------------------------|
| | HACCP Document No: HA13.01 |
| NATIONAL POLICY | REVISION: 2 Issue Date: 02/10/12 |
| Warehouse Policies | SECTION: 13.0 |
| | PAGE: 3 of 4 |
| Prepared by: Graham King | Approved by: George Passas |

F. Employee Health

1. Any employee suffering from fever, gastroenteritis or a communicable disease, **must report this to his/her supervisor.**
2. **Employees suffering from effects of influenza, hay fever or allergies must not work in food preparation areas i.e. delicatessen, meat room, bakery. Site management must ensure that support staff from general grocery areas are trained adequately and available for such cases so that they may swap positions to ensure the safety of high risk unsealed foods.**
3. Employees will require a doctor's certificate before being allowed to return to work in a food premise if they are suffering from one or more of the following:
 - a) Typhoid or Paratyphoid,
 - b) Dysentery,
 - c) Tuberculosis,
 - d) Cholera,
 - e) Hepatitis A or E,
 - f) Pork tape worm.

NB: Employees under 16 years of age are not recommended to operate any machinery due to liability issues.

G. Requirements for health and hygiene of food handlers

- A food handler when engaging in any food handling operation must NOT:
 - **sneeze, blow or cough over unprotected food or surfaces likely to come into contact with food**
 - spit, smoke or use tobacco or similar preparations in areas in which food is handled
- **Employees must wash hands thoroughly, immediately**
- prior to commencing work, after ALL breaks
- before working with ready-to-eat foods after handling raw food
- after touching hair, scalp, or body opening (e.g. nose, mouth)
- and only use single use towels or air dryers adjacent to hand washing facility to prevent transfer of pathogenic micro-organisms to the hands from travelling further
- and dispose of towels in a container for used towels

H. Single Item Use Requirements

- Single Use items include customer used utensils or food packaging materials including salad tubs, salad lids, meat trays, platter trays, hot foil bags, disposable cutlery and so on.
- **Single Use items must not be reused.**
- Staff must ensure all such utensils and food packaging materials that are found chipped, broken or cracked are immediately dumped.
- Single item use materials that are contaminated or reasonably suspected of being contaminated should be immediately dumped.
- Staff must place into adequate storage all single item use materials in clean storage areas in a way that eliminates contamination from pests, dust, food, cross-contamination.

I. Maintenance Requirements

Utensils (Store use)

- Staff should ensure all utensils used for food storage or handling that are chipped, broken, corroded or cracked are immediately removed and dumped when found.

Equipment/Fixtures

- Staff should advise managers when fixtures, fittings, equipment, food transport vehicles are not in a good state of repair or need servicing, so the food premise can safely store, handle or prepare food. A Corrective Action Request may be raised (section 10).

| | |
|--------------------------|----------------------------------|
| | HACCP Document No: HA13.01 |
| NATIONAL POLICY | REVISION: 2 Issue Date: 02/10/12 |
| Warehouse Policies | SECTION: 13.0 |
| | PAGE: 4 of 4 |
| Prepared by: Graham King | Approved by: George Passas |

J. Animals & “Guide Dogs / Animals that assist”

- No live animals are permitted in food preparation areas.

Note: Only live assistance animals (such as guide dogs) are permitted in dining and drinking areas and other customer areas, but are still not permitted in food preparation areas.

Such animals may include, but are not necessarily limited to, guide dogs for sight-impaired people; dogs for the hearing-impaired; dogs for assistance to epilepsy sufferers, people with physical disabilities where the dog retrieves groceries from shelves, and the like.

| | |
|-----------------------------|----------------------------------|
| | HACCP Document No: HA13.02 |
| NATIONAL POLICY | REVISION: 2 Issue Date: 02/10/12 |
| Good Hygiene Policies (GHP) | SECTION: 13.0 |
| | PAGE: 1 of 3 |
| Prepared by: Graham King | Approved by: George Passas |

GOOD HYGIENE POLICIES (GHP)

A) Storage

- Do not store items inappropriately. They must be placed in correct designated storage areas upon receipt or return.
- **No package is permitted to be stored directly on the floor. Storage should be on pallets or on shelves provided.**
- All perishable items must follow “**first in first out**” rule (i.e. FIFO), unless unsuitable.
- Ensure all items have intact packaging - **remove any items** with torn, crushed or damaged packaging and place in quarantine areas. Advise Supervisor immediately.
- Do not mishandle or damage items through rough handling practices.

Storage - Chemicals

- Food items and food packaging (eg meat trays) should **always be stored separately from chemicals, glass**, & any other item that could cause contamination of food products
- ***Epecially:*** bleaches, fabric softeners, floor cleaners, laundry detergents, floor waxes, air fresheners, drain cleaner, shampoo, hair conditioners, perfumes & cosmetics, detergents, hand soaps, personal care items, pesticides, charcoal & charcoal lighter fluids, motor oils, any cleaning chemicals, other previously returned / quarantine items, forklift batteries, etc.

B) Spills

- Cleaning procedures must be followed thoroughly.
- Clean up spills **as soon as they occur** using Zeofresh Infectious Waste Clean-up Kit **461696 Infectious Waste Kit Pack 1** as a OHS support kit for blood, vomit and ALL CHEMICAL spills and if only minor spills use a clean bucket and mop, brooms, or approved broken glass receptacles as required.
- Avoid splashing water or blowing any other foreign object onto food containers when cleaning.
- Spills that are not cleaned up immediately attract pests and rodents.

C) General

- Keep doors to cool rooms and freezers closed at all times to minimise temperature abuse and stock losses.
- Keep waste areas/delivery docks clean and free from goods and refuse build up at all times.
- Do not stand on bags, cartons of food, as dirt and moisture can penetrate the packaging and contaminate the product. This practice is also a safety hazard as the container may collapse.
- Do not sit on containers of food. Do not sit on benches that are also used to hold food products.
- Record any pest sightings or activity noticed while working/ cleaning and notify the manager. (Refer Section 15.0 Pest Control).
- Employees must close all exterior doors and windows, except when in use, to prevent the possible entry of rodents, birds, insects and dust.
- Report all damage to machinery, fixtures, doors or walls to the Department or Store Manager immediately.
- All chemicals used for on-site cleaning must have current MSDS and AQIS Approval certificates, which should be kept on site.

| | |
|-----------------------------|----------------------------------|
| | HACCP Document No: HA13.02 |
| NATIONAL POLICY | REVISION: 2 Issue Date: 02/10/12 |
| Good Hygiene Policies (GHP) | SECTION: 13.0 |
| | PAGE: 2 of 3 |
| Prepared by: Graham King | Approved by: George Passas |

D) Handling and Storage of Chemicals and Chemically Treated Products (e.g. Produce)

The **definition of a chemical** for the purpose of this procedure covers dangerous, hazardous or non-food items, **not suitable for human consumption that may taint or spoil food** products and result in sickness or death if consumed.

Chemicals Deliveries

- Deliveries of food products must be checked to ensure there is no risk of contamination from chemicals stored on the delivery vehicle.
- Deliveries of food packs that indicate there has been or is currently a chemical risk to food products from leakage, contamination or co-mingling (gas contamination) must be rejected.

- **4 Barrier rule** : is acceptable as a ***delivery into and out of a site***

These are Goods that have been transported under the 4 Barrier rule. That is, the ***food packs have been packed within an Product Package and outer carton*** (2 barriers) and are transported in short term transport (less than 36 hours) ***beside chemical goods that have been packed within an Product Package and outer carton*** (another 2 barriers) on the same pallet side by side.

- **3 Barrier Rule** : is in many cases acceptable but not all. In most cases drums of chemicals travelling beside solid food packs (e.g. cans, solid jars, tetra packs and similar) in cartons are acceptable. However, if there is any evidence of chemical leakage and the food packs are not rigid like cans, solid jars, tetra packs and similar but instead are packed in flimsy packaging such as chip bags, flour bags, pasta bags of food, then the goods should be double-checked for any risk of contamination and return or not dispatch such goods.
- The main concern here is the delivery of bagged goods such as rice, sugar, flour bags with no second barrier outer casing being delivered with chemicals or potting mix in light weight or non-existent protection like cardboard sitting above these goods.
- A separation of chemicals with food via a cardboard sheet or shrink-wrap is considered an extra barrier if intact.

- **2 Barrier rule : Is Unacceptable delivery practice for all sites when receiving or delivering goods:** This includes one food pack barrier being adjacent to a chemical barrier.

- a) Chemical containers being stored above or next to food bags on the same pallet.
- b) Chemical containers e.g. drums indicating leakage/ spillage adjacent to bagged only foods.
- c) Repacks are not acceptable when numerous individual chemical packs and individual barrier packs of food are placed inside the same carton container or checkout bag and are packed together. **The only exception to this rule permitted is if the food item involved is a sealed can.** All individual packs of chemicals at checkouts, dispatch deliveries and receivals should be placed into separate bags and cartons at all times to minimize cross contamination.

| | |
|-----------------------------|----------------------------------|
| | HACCP Document No: HA13.02 |
| NATIONAL POLICY | REVISION: 2 Issue Date: 02/10/12 |
| Good Hygiene Policies (GHP) | SECTION: 13.0 |
| | PAGE: 3 of 3 |
| Prepared by: Graham King | Approved by: George Passas |

D) Handling and Storage of Chemicals and Chemically Treated Products (cont'd)

Chemicals WIP Storage

- All cleaning chemicals, secondary containers and cleaning equipment that is used in food storage, or handling areas is to be neatly stored in clean, approved, non-glass containers and in a separate area where there is no risk of contamination to food products, i.e. not above, next to or on the same shelf as where food is stored, or handled.
- Containers of chemicals must be non-glass and sealed, unless being used, adequately identified and not show any evidence of spillage or leaks.
- Dangerous Goods Legislation in each state requires the correct storage of bulk chemicals and that aerosols are put together in a zone suitable to meet fire regulations and O.H.S. needs (refer to Section 14-02 for dangerous goods spills cleanups guidelines, local O.H.S. and Hazchem signage guidelines).

E) Pet Food

Storage bays containing pet food must be kept separate from food products intended for human consumption.

As per Victoria Meat Authority (VMA) requirements and similarly for most other states , please meet the following specific guidelines.

Pet Meat (unfit for human consumption) ...

- 1. Must not be stored in the confines of the perimeter of the meat preparation area (including the cool-room storage rooms and the retail meat display case / area)***
- 2. Must have 'Signage and barriers' in place separating the meat preparation area and meat retail display sections from other sections of the store and are to be used to define the perimeter of the meat preparation areas.***
- 3. Butchers in Supermarkets must describe in food safety plans how signage and barriers are used to achieve separation by defining the perimeter of the meat preparation areas.***

In meat departments, check document HA11-03 to see what separations are recommended for butchers and deli departments.

| | |
|--------------------------|----------------------------------|
| | HACCP Document No: HA13.03 |
| NATIONAL POLICY | REVISION: 2 Issue Date: 02/10/12 |
| Glass Policy | SECTION: 13.0 |
| | PAGE: 1 of 1 |
| Prepared by: Graham King | Approved by: George Passas |

GLASS POLICY

A) Receival

- All deliveries and delivery vehicles from suppliers into the site shall be visually inspected for glass contamination. In the event of a positive contamination upon delivery then that delivery is to be immediately rejected. Stock that is initially accepted then later detected to contain broken glass is to be stored outside the facility and the supplier immediately notified to pick up the stock as soon as possible.
- The delivery details shall be recorded including the reason for rejection and verified by authorised site personnel. The Group Food Safety Department is immediately notified of the rejection.

B) Storage

- All food products in glass containers are to be handled with extreme care. Any glass containers that are physically damaged or dropped during storage and handling are to be immediately and thoroughly cleaned up and dumped.
- Spillages involving glass containers must be cleaned up immediately and all stock close by, potentially affected, is to be isolated for inspection by the Floor Supervisor before release.
- **No glass or ceramic items shall be introduced to food storage and handling areas.**
- Where glass damage occurs around exposed food products such as display cabinets and refrigerators, all the food products in that cabinet are to be isolated, rejected and dumped immediately. Such rejections must be recorded including the reason for rejection and verified by authorised site personnel. Products in sealed original containers that have not been dropped may be individually inspected for glass contamination. If none exists then they may be returned for picking.

C) Dispatch (Warehouses only)

- All transport containers shall be free from exposed or broken glass upon loading. Such vehicles shall not be loaded until they are cleaned, inspected and verified by dispatch personnel. Positive glass inspection results shall be recorded including the truck registration number, on the agreed delivery or receivals documentation.
- All transport containers loaded with food products in glass containers, involved in motor accidents involving any form of sudden impact, whether minor or major, shall have their entire contents isolated from sale or use. Such stock shall be inspected by authorised site personnel for physical damage. If there is any evidence of damage then that stock shall be rejected and dumped.

D) Suppliers

- It is the intention of the site to purchase food products from approved suppliers or manufacturers that have an existing functional glass breakage and handling policy.
- Group Food Safety Department will audit suppliers for effectiveness and encourage these.

| | |
|---------------------------------|--|
| | HACCP Document No: HA13.04 |
| NATIONAL POLICY | REVISION: 2 Issue Date: 02/10/12 |
| Date Marking of Food | SECTION: 13.0 |
| | PAGE: 1 of 2 |
| Prepared by: Graham King | Approved by: George Passas |

DATE MARKING OF FOOD

(SOURCE: Food Standards Code 1.2.5 "Date Marking Of Packaged Food". Contact Metcash Group Food Safety Department on **1300 135 690** for more information if required.

DEFINITIONS: The Food Standards Code has date codes defined as:

1. **"Use By" Date** - is the last date the food (if stored in accordance with any manufacturer's stated storage conditions, in its original intact package) can be consumed safely. After this date the food should not be consumed because of Health & Safety reasons.

In all situations, the food acts in each state require that foods are not permitted to be sold after the end of their Use-By date, i.e. it is ILLEGAL.

2. **"Best Before" Date** - is the last date the food (if stored in accordance with recommended storage conditions, in its original intact package) is expected to keep its specific qualities. After this date the manufacturer implies that the food is not marketable. **IGA Policy is not to sell any foods after their "Best Before" date.**

Staff should be aware that it is not illegal to sell goods beyond their "Best Before" date but consumer expectations and Metcash Standards require that stores avoid this practice as the store automatically takes the legal responsibility for any food safety issue after this date. This also applies to bargain bins.

3. **No Date Code** – Food Acts in each state require that all packaged foods are not permitted to be sold without a legible date code of at least 3mm in height, i.e. it is ILLEGAL to sell any packaged foods without a date code.

4. Date marking of food under the Food Standards Code applies to all PRE-PACKED foods with a shelf-life of under two (2) years. Some exemptions apply, these are listed below.

NOTE: The date mark shall be:

- a) in colour contrast in standard type of no less than 3mm in height, or,
- b) if not embossed in colour contrast, in standard type of at least 4.5mm as: **01 MAY 98 or 30.10.95**

There are 2 categories of date marking of in-store pre-packed foods & a third (exemptions) category:

CATEGORY 1: Short shelf-life food - less than 7 days.

- a) Use By (date) and
 - b) Date Of Packing or Packed On Date
 - If any of the above packed on dates are used, this must also have accompanying it ...
"MINIMUM DURABLE LIFE (then here insert no. of days, weeks or months) except for breads"
 - Conditions for storage must also be included, ie: refrigerate or freeze (if required)
- † Breads have specific legislation for use of "Best-Before" for very short life food.
[Breads may be labelled "baked on" [the date on which its is baked],
"baked for" [the date not later than 12 hours after time baked]

If "baked on" or "baked for" date used only. Must have also "Minimum Durable Life (# days, weeks or months)]

CATEGORY 2: Longer shelf-life food - between 7 days and 2 years.

- a) Use By (Date) or
- b) Best before (Date)

A statement of storage conditions to achieve a certain shelf life must be printed on the label, ie frozen foods must be labelled with "Frozen"

The following considerations must be made when determining whether a "Use By" or "Best Before" label is applied:

- Is the food intended to form the sole source of nutrition in a person's diet for a specified period?
- Is the food shelf stable or stored frozen?
- Does the food contain raw ingredients that require cooking to ensure the safety of the product?
- Is the food a ready-to-eat chilled product?
- Is there any likelihood that the food can contain any food poisoning bacteria?
- Will the food support the growth of any food poisoning bacteria?
- Will the food discernibly spoil before the levels of bacteria reach dangerous levels?

| | |
|---------------------------------|--|
| | HACCP Document No: HA13.04 |
| NATIONAL POLICY | REVISION: 2 Issue Date: 02/10/12 |
| Date Marking of Food | SECTION: 13.0 |
| | PAGE: 2 of 2 |
| Prepared by: Graham King | Approved by: George Passas |

CATEGORY 3: Food Packages Exempt From Date Coding (but still require a manufacturer's batch code):

- All unpackaged foods
- All foods & beverages (including alcoholic beverages) of greater than 2 years shelf life.
- Meat products in unprinted edible casings not further packed.
- Fresh packed sandwiches and filled bread rolls for sale on the day of preparation
- Ice cream and ice confections sold in units less than in 200ml volume.
- Carbonated soft drinks with a pressure of greater than 70 kpa. at 20°C.

| | | |
|--------------------------|----------------------------|----------------------|
| | HACCP Document No: HA13.05 | |
| NATIONAL POLICY | REVISION: 2 | Issue Date: 02/10/12 |
| Site Policies | SECTION: 13.0 | |
| | PAGE: 1 of 1 | |
| Prepared by: Graham King | Approved by: George Passas | |

SITE POLICIES

- The Amenities/Office and the stores area are restricted to supplier representatives, customer members and staff only.
- Maintenance or service personnel must report to Site or Department management prior to commencement of work. All work must be authorised and reviewed prior to signing any job sheet.
- Maintenance or service personnel are not to perform any task that will place store personnel or food hygiene at risk. Any such tasks must be performed after food has been removed from the immediate area.
- Maintenance or service personnel must clean any mess created during the job immediately after completion.
They are not exempt from company hygiene standards.
- All service personnel and contractors must abide by the procedures outlined in the :
“Health And Safety Management System Manual”-Section 2.2.1 Appendix A (Project Requirements- Contractor’s General Requirements.)

| | |
|---------------------------------|--|
| | HACCP Document No: HA14.00 |
| MALENY SUPA IGA | REVISION: 2 Issue Date: 02/10/12 |
| Training Program | SECTION: 14.0 |
| | PAGE: 1 of 2 |
| Prepared by: Graham King | Approved by: George Passas |

TRAINING PROGRAM

Training of personnel is aimed at developing and maintaining a work force that are properly trained to perform activities within their responsibilities, in order to provide customers with product & service satisfaction and the achievement of zero defect quality.

Procedures are maintained that identify individual employee training needs and the company actively encourages continuing relevant training programs instigated by the employee.

Employees are trained in the following areas depending on job requirements.

FOOD SAFETY

- Induction to Food Handling
- Warehouse hygiene and GMP policies
- HACCP principles
- HACCP SOP's-Standard Operating Procedures
- Basic food hygiene
- Advanced food hygiene
- Food safety and Quality Assurance Course
- Goods receipt
- Temperature checking
- Pest Control
- Train the trainer

EMPLOYEE SAFETY

- Induction to Store Procedures
- Operations manuals
- Hazardous materials
- Dangerous Goods (HA14-01)
- Handling of goods - back use
- Truck deliveries
- Fork lift operation

OPERATIONAL PROCEDURES

- Checkouts / checkout operation
- Cigarettes
- Sales
- Administration - management
- Administration - reception
- Orders
- Order picking
- Dispatch
- Management Training Courses

Records of employee training are held on site in individual files.

- Food Safety Training programs are reviewed on a regular basis.
- Food Safety Training programs have been designed and training given to ensure that food handlers are aware of all procedures necessary to maintain the safety of food.
- Food Safety Training applies to all employees - management, permanent and casual staff.

| | |
|--------------------------|----------------------------------|
| | HACCP Document No: HA14.00 |
| MALENY SUPA IGA | REVISION: 2 Issue Date: 02/10/12 |
| Training Program | SECTION: 14.0 |
| | PAGE: 2 of 2 |
| Prepared by: Graham King | Approved by: George Passas |

Training of new staff: Records of new employee training are held on matrix **HA14-03**.

What!

All new employees are placed through the Site's Induction training system to give them an awareness of all aspects of Food Safety, Employee Safety, Operational Procedures and Policy Guidelines from a number of areas:

- * The Food Safety Program (HACCP System),
- * The Occupational, Health and Safety Manual (OHS Manual),
- * The Operations Manuals for the task involved
- * The Company's Policies including those within the above and other HR guidelines.
- * The Payroll Department's needs are to be completed.

Training in food handling hygiene and HACCP is given as shown in national structure attached. The level of training is dependent on amount of knowledge required to perform effectively within the position.

Why!

All new employees are given training in their jobs in order to be able to maintain the quality of goods and services supplied to customers.

How!

All new employees undergo induction training with the person in the area that the new person is going to work.

On the job training is performed on all aspects of their area of work so that they can work with minimum supervision and adequate job knowledge in future.

With the extensive use of the Work Instruction Manual and HACCP Manual, the new staff member is introduced to the functions to be performed by them and is shown, step by step, how these functions are to be done.

When!

Supervision is available to new staff members until they are able to work independently.

Performance

All employees are required to demonstrate orally and in daily activities within their work environment that they understand and can effectively carry out all duties.

Appraisal / Review!

As per company policy, the Payroll department will advise when the 3 months probationary period is reached, and at this time a complete review of the employees work performance is done and the appropriate action is taken.

| | |
|--|----------------------------------|
| | HACCP Document No: HA14.01 |
| NATIONAL POLICY | REVISION: 2 Issue Date: 07/03/01 |
| Dangerous Goods Clean Up Procedures Training | SECTION: 14.0 |
| | PAGE: 1 of 1 |
| Prepared by: Graham King | Approved by: George Passas |

DANGEROUS GOODS CLEAN UP PROCEDURES TRAINING

PURPOSE:

To train staffing in the correct procedure for the cleaning up of dangerous goods stored on site.

DEFINITIONS:

HAZCHEM means Hazardous Chemicals in specific volumes of concern to the community.

RESPONSIBILITY:

It is the Safety Coordinator's responsibility to train staff in the correct procedure for cleaning up these goods. It is the Assistant Store Manager's responsibility to ensure correct storage is maintained.

REFERENCES: Document, "Dangerous Goods Clean Up Procedure" attached

DETAILED INSTRUCTIONS:

2.1 Training

- 2.1.1 When new staff start they will be given a copy of the documents listed above.
- 2.1.2 Safety Co-ordinator and new person will tour the storage areas.
- 2.1.3 Once the new staff member has understood the Cleaning Up procedures then form **HA14-03** is to be completed.

2.2 Records

Document **HA14-03** is retained in the Store Manager's office.

Copies of the Clean Up procedures are posted at

- Staff room
- Cleaning aisle
- Where flammables are stored
- Receiving dock
- Dispatch dock

| | |
|---------------------------------------|----------------------------------|
| | HACCP Document No: HA14.01a |
| Maleny Supa IGA | REVISION: 2 Issue Date: 02/10/12 |
| Dangerous Goods - Clean Up Procedures | SECTION: |
| | PAGE: 1 of 2 |
| Prepared by: Graham King | Approved by: George Passas |

DANGEROUS GOODS - CLEAN UP PROCEDURES

For Dangerous Goods Classified as 2 - Flammable Gases

Eliminate all ignition sources (No smoking, flares, sparks or flames) within at least 15 metres.

Ensure the area is well ventilated.

Isolate the area until gas has dispersed.

Wear self contained breathing apparatus and full protective clothing.

All equipment used must be earthed.

If water is available, spray leaking containers to reduce ignition hazard and disperse gas.

Do not exert excessive pressure on valve.

If leak cannot be stopped, position container if possible, so as to eliminate leakage

For Dangerous Goods Classified as 3 - Flammable Liquids

Eliminate all ignition sources (No smoking, flares, sparks or flames) within at least 50 metres. All equipment used when handling product must be earthed.

Do not touch or walk through spilled material.

Do not touch damaged containers or spilled materials unless wearing appropriate protective clothing.

Stop leak if safe to do so - prevent entry into waterways, drains or confined areas.

Absorb with earth, sand or other non-combustible material.

Use clean non-sparking tools to collect absorbed materials and place it into loosely covered metal or plastic containers for later disposal.

For Dangerous Goods Classified as 5.1 - Flammable Solids

Eliminate all ignition sources (No smoking, flares, sparks or flames) within at least 15 metres. All equipment used when handling product must be earthed.

Do not touch or walk through spilled material.

Do not touch damaged containers or spilled materials unless wearing appropriate protective clothing.

Stop leak if safe to do so - prevent entry into waterways, drains or confined areas.

Cover with dry earth, sand or other non-combustible material followed by plastic sheeting to minimise spreading or contact with rain.

Use clean non-sparking tools to collect absorbed materials and place it into loosely covered metal or plastic containers for later disposal.

| | |
|---------------------------------------|----------------------------------|
| | HACCP Document No: HA14.01a |
| Maleny Supa IGA | REVISION: 2 Issue Date: 02/10/12 |
| Dangerous Goods - Clean Up Procedures | SECTION: |
| | PAGE: 2 of 2 |
| Prepared by: Graham King | Approved by: George Passas |

For Dangerous Goods Classified as 6 Poisons

- Eliminate all ignition sources (No smoking, flares, sparks or flames) within at least 15 metres
- Do not touch or walk through spilled material.
- Do not touch damaged containers or spilled materials unless wearing appropriate protective clothing.
- Stop leak if safe to do so -prevent entry into waterways, drains or confined spaces.
- Cover with dry earth, sand or other non-combustible material followed by plastic sheet to minimise spreading or contact with rain.
- Do not get water inside containers.

For Dangerous Goods Classified as 8-Corrosives

- Eliminate all ignition sources (No smoking, flares, sparks or flames) within at least 15 metres.
- Do not touch or walk through spilled material.
- Do not touch damaged containers or spilled materials unless wearing appropriate protective clothing.
- Stop leak if safe to do so -prevent entry into waterways, drains or confined spaces.
- Cover with dry earth, sand or other non-combustible material followed by plastic sheet to minimise spreading or contact with rain.
- Do not get water inside containers.

For Dangerous Goods Classified as 9 - Miscellaneous Dangerous Goods

- Ensure area is adequately ventilated.
- Isolate area until gas has dispersed.
- Eliminate all ignition sources (No smoking, flares, sparks or flames) within at least 15 metres.
- All equipment used when handling must be earthed.
- If water is available, spray leaking containers to reduce ignition hazard and disperse gas.

**To arrange for correct disposal of damaged materials
Once clean up is complete contact
Maintenance Manager on _____**

The Fire Brigade will advise of actions to be taken. Ph 000

| | |
|---|---|
| | HACCP Document No: HA14.02 |
| NATIONAL POLICY | REVISION: 2 Issue Date:20/06/08 |
| Food Safety - Training Structure | SECTION: 14.0 |
| | PAGE: 1 of 1 |
| Prepared by: Graham King | Approved by: George Passas |

FOOD SAFETY - TRAINING STRUCTURE

| Standard | Who | Course Training Required | Course Time | Where |
|-----------------------|--|---|--|---|
| Level 5 (Optional) | Manager Training | <ul style="list-style-type: none"> The IGA / W.R.A.P.S. Modules / Front Line Management, Management Training Competency Courses | WRAPS as reqd & or IGA as required | Regional |
| Level 4 | Food Safety Supervisors + Store Business Advisors | <p>(QLD & Vic Only) Food Safety Supervisor</p> <ul style="list-style-type: none"> Must meet WRRLP6C competencies. (Note: Local authority must be notified within 14 days if Food Safety Supervisor leaves or changes contact details). Plus all training as per Level 3 below <p>Management Training (recommended)</p> <ul style="list-style-type: none"> Advanced Food Hygiene for Meat/Deli Managers [Note: Basic Food Hygiene pre-requisite] Intermediate Food Hygiene for F&V Managers [Note: Basic Food Hygiene pre-requisite] Train in Small Groups Modules (Train the Trainer) | <ul style="list-style-type: none"> 1 day course (also available on-line) As per level 3 3 day course (Accredited) First 1.5 days of AFH 1 to 5 days available | (Vic) Uni Ballarat or R.T.O. or Symbio Alliance (Qld) Regional Regional Regional |
| Level 3 | All Food Department Managers + Temporary Fresh Food Dept Managers | <ul style="list-style-type: none"> IGA Food Safety and Quality Standards Course Basic Food Hygiene Certificate (Accredited via Uni of Ballarat or other Registered Training Authority) | <ul style="list-style-type: none"> 1 day training 1 day face to face course <p>OR</p> <ul style="list-style-type: none"> CD Rom 5 or 10 license (takes 4-5 hrs) | Regional Regional OR In-Store |
| Level 2 | Fresh Food Preparation Staff + Key Warehouse Dept Staff (receipt, dispatch, dairy/freezer, and ullage checkers) | <p>Fresh Food preparation & unpacked foods handling</p> <ul style="list-style-type: none"> Induction to Food Handling (Metcash CD) for all staff Trained in all relevant Standard Operating Procedures for each fresh food dept task | <ul style="list-style-type: none"> CD 45m quiz 4 hrs-Deli, 2hrs-other dept | In-Store In-Store |
| Level 1 | Grocery Staff | <ul style="list-style-type: none"> Operation Manuals for normal duties required HACCP Principles, Standard Operating Procedures Induction to Food Handling (CD) for New casuals | <ul style="list-style-type: none"> As req'd 1 - 2 hrs CD Rom quiz | In-Store In-Store In-Store |

| | |
|--------------------------|----------------------------------|
| | HACCP Document No: HA15.00 |
| Maleny Supa IGA | REVISION: 2 Issue Date: 02/10/12 |
| Pest Control Program | SECTION: 15 |
| | PAGE:1 of 1 |
| Prepared by: Graham King | Approved by: George Passas |

PEST CONTROL PROGRAM

Scope

This section details the system that is employed to prevent pest contamination of products, and floor space at **Maleny Supa IGA**. The frequency and types of pesticides, as well as their application are accounted for in their reports. Included is the procedure by which pest sightings are recorded and conveyed to the contract pest controller.

Definition

Pests may include any insect, bird, rodent or animal that poses a contamination risk to food products.

Policy

Metcash Trading Ltd is committed to ensuring that its products are protected from pest contamination and that the methods by which this is achieved are in accordance with all current regulations or laws. Metcash Trading Ltd will employ the services of only licensed pest controllers. All pesticides to be used shall be approved by the WorkCover Authority in food preparation environments and are only to be used in the manner for which they are intended.

Please Note: ISS Flick provide the MSDS's, Pest Controller licences, Insurance details and AQIS approvals freely through their website: <https://extranet.au.issworld.com> Domain\user name: iss.reports Password: P3stControl

Programme

The **Maleny Supa IGA** Pest Control Program is undertaken on a **Quarterly** basis by:

Amalgamated Pest Control, Tel: , Fax:

(Pest Control Licence No.)

The site is serviced to control and prevent infestation for:

1. Ants
2. Cockroaches and other crawling insects
3. Rodents

Store contact for pest control issues is **Sam Davies Sam Davies**. In their absence any member of the H.A.C.C.P. team may substitute.

Pest Sighting Records

The sighting and recording of any pest activity is the responsibility of **ALL EMPLOYEES** at **Maleny Supa IGA**. Pest Sighting Record Sheets (Doc.No. HA18-09) are set up at the following locations:

- a) Supervisor's Office, and,
- b) Lunch Room
- c) Pest Control Logbook located at **Manager's Office**

Pest Sighting Log Sheets are replaced as required by management and are **kept for record purposes for a minimum of one year**.

The Pest Controller signs each sighting, upon each **Quarterly** service, as having been viewed and records any corrective action on the corresponding service report.

The Store Manager is responsible for updating and filing Pest Sighting Records.

Additional Activities

These may include from time to time:

- a) Bird control program,
- b) Fumigation of stock that is at risk of being infested with Stored Product Pests
- c) Fumigation of store during plagues of flying insects

Note: All such activities must be authorised by the Store Manager

| | | |
|--------------------------|----------------------------|----------------------|
| | HACCP Document No: HA15.02 | |
| NATIONAL POLICY | REVISION: 2 | Issue Date: 02/10/12 |
| Pest Control Measures | SECTION: 15.0 | |
| | PAGE: 1 of 4 | |
| Prepared by: Graham King | Approved by: George Passas | |

PEST CONTROL MEASURES

Stored Product Pests would surely be the least monitored pests in the commercial world



At the commercial level, **constant vigilance is essential to maintain food free** from insects on its journey from the farm to the plate.

Listed below is a brief description of the pests and the damage incurred.



PRIMARY GRAIN PEST

Primary grain pests are those insects which for the main part, attack and infest sound whole grains (wheat, oats, barley, rice etc) and generally carry out the immature stages of their life cycle within a grain kernel. Such insects include:

- ☐ Rice and Granary weevils,
- ☐ Lesser grain borer and
- ☐ Angoumois grains moth.

SECONDARY GRAIN PEST

Secondary grain pests prefer to infest broken grains, flour, cereal products, and other products ranging from confectionery to dried meats and even including tobacco and pepper.

Commonly encountered insects belonging to this group include:

- ☐ Saw-toothed grain beetle,
- ☐ Rust-red flour beetle,
- ☐ Mediterranean flour moth (see top picture),
- ☐ Indian meal moth,
- ☐ Spider beetle,
- ☐ Flat grain beetle,
- ☐ Drugstore beetle and
- ☐ Tobacco beetle.

| | |
|--------------------------|----------------------------------|
| | HACCP Document No: HA15.02 |
| NATIONAL POLICY | REVISION: 2 Issue Date: 02/10/12 |
| Pest Control Measures | SECTION: 15.0 |
| | PAGE: 2 of 4 |
| Prepared by: Graham King | Approved by: George Passas |

RECOGNISING STORED PRODUCT PEST SIGNS

INSPECTION PROCEDURES

The object of inspection is the early detection of stored product pests, before serious damage occurs. Both the site manager and the pest control contractor can be involved in this phase. The site manager should **check the following Dry store goods areas at least weekly** and call in the pest control contractor, if necessary, once an infestation is noted for fumigation.

WEEKLY INSPECTIONS

Where to look for them?

The lists of typically affected products that must be checked weekly at all sites are:

1. All bagged Grains - Sunrice White and brown in all sizes
2. All bagged Rice's and other types – all sizes
3. All bagged Noodles – B& Gold especially
4. All bagged and boxed Soup Mixes - especially dried in bags
5. All bagged and boxed Bird seed mixes - especially B&G , Chirp, ...
6. All bagged Legumes – especially Soya beans, Chick peas, Pearl barley, Split peas, ...
7. All bagged Flours – especially B&G and Defiance Plain and self-raising bulk packs
8. All bagged Bread mixes - especially Allied , Defiance

What to look for?

- Inspect above storage areas (storage bins / shelves / outside of packets or bags) at least weekly for infestation bearing in mind the pests habits.
- **Inspect for signs of holes, damage larvae, pupae or silken webs.**
- Inspect and clean out food harboring areas. That is, look where food debris have fallen into cracks and crevices on shelves or machinery.
- Inspect all food spillage's for signs of infestation.
- Inspect overhead racks, beams, and windowsills if possible with pest controller.
- Inspect any food in rodent stations for pests.
- Collect any small flying beetles, moths etc to help identify them.

ADVICE TO SITE MANAGERS ON HYGIENE

Commercial and effective control of stored product pests in and around buildings relies heavily on a high level of sanitation and hygiene usually. This reduces food and shelter for pest growth.

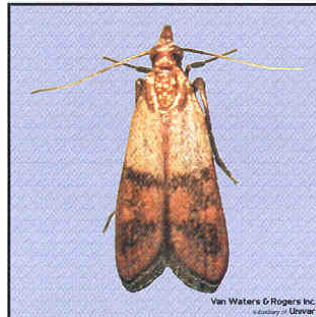
Receipt of Goods

- Food entering the building should be checked to be free of infestation upon receipt, especially products identified on the above list.
- This may mean that the building has a stock holding area. Then the stock can be inspected to see that there are no visible signs of infestation before it is placed onto shelves or stored with other bulk dry goods stock already in the building.
- Areas should be kept free of food accumulations and spillage. These will become infested and the infestation may spread.
- Food, wherever possible, should be stored in insect proof containers. Paper and cardboard packets only give some protection.
- Food should be stored in cool dry conditions as **moisture and heat both encourage infestation. An air-conditioned area below 18°C reduces activity by 80% typically...**
- Rotation of stock must be effectively carried out.

| | |
|--------------------------|----------------------------------|
| | HACCP Document No: HA15.02 |
| NATIONAL POLICY | REVISION: 2 Issue Date: 02/10/12 |
| Pest Control Measures | SECTION: 15.0 |
| | PAGE: 3 of 4 |
| Prepared by: Graham King | Approved by: George Passas |

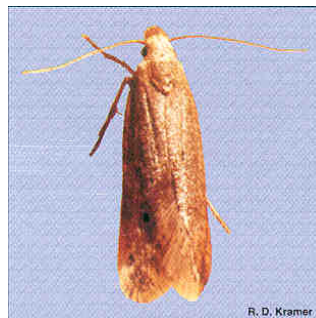
IDENTIFICATION OF STORED PRODUCT PESTS IS AS FOLLOWS:

Indian Meal Moth



This is the most common pest of whole wheat and cornmeal, but it can attack a variety of other foods including cereals, dried milk candy, etc. It is pale grey in colour, and its wings have a reddish brown outer portion of forewings giving a two-toned appearance. This pest spoils more food than it consumes due to the webbing that it leaves behind.

Angoumois Grain Moth



This pest feeds on whole grains in fields and in storage. Infested stored grain has unpalatable taste and sickening smell. It infests stored food, the human intestine, and can cause dermatitis.

Mediterranean Flour Moth



This pest is pale grey in colour, with two zigzag black lines. It infests a variety of broken grain products including flour, cereals, dog food, nuts seeds, chocolate, dried fruit, etc. The larvae spin thread, small pieces of which may break off, and small particles may land in manufactured product' thus infesting it.

| | |
|--------------------------|----------------------------------|
| | HACCP Document No: HA15.02 |
| NATIONAL POLICY | REVISION: 2 Issue Date: 02/10/12 |
| Pest Control Measures | SECTION: 15.0 |
| | PAGE: 4 of 4 |
| Prepared by: Graham King | Approved by: George Passas |

Saw-toothed / Merchant Grain Beetle



Small flattened brown about mm long. Identified by 6 saw like “teeth” on the sides of the thorax. It is omnivorous and can attack cereals, bread, flour, cake mixes, dried fruits, nuts, and dried meat as well as many other products, but cannot attack whole grain. It infests stored food, the human intestine, and they can cause dermatitis. This pest is a scavenger look carefully in machine cracks and crevices.

Drugstore Beetle



This pest resembles the Cigarette Beetle. It feeds on broken or damaged grain; it infests household grain products, spices, and drugs. It infests stored food, the human intestine, and they can cause

Cigarette Beetle



This pest is reddish to light brown in colour, it is small and oval shaped and approximately mm in length. It closely resembles the drug store beetle. This pest feeds on damaged portions of grain, grain products, spices, dried fruits, meats and other items. It infests stored food, the human intestine, they can cause dermatitis.

| | |
|---------------------------------|--|
| | HACCP Document No: HA16.00 |
| MALENY SUPA IGA | REVISION: 2 Issue Date: 02/10/12 |
| Equipment Calibration | SECTION: 16.0 |
| | PAGE: 1 of 3 |
| Prepared by: Graham King | Approved by: George Passas |

EQUIPMENT CALIBRATION

PURPOSE:

To ensure all scales & thermometers are set up and reading correctly to meet National Food Safety & Weights and Measures Act requirements.

DEFINITIONS:

This procedure covers all scales & thermometers, as well as any dial readouts & refrigeration alarm systems in the store, used for storage & handling of foods.

RESPONSIBILITY:

The Store Manager is responsible for ensuring that all relevant staff are adequately trained in this procedure and for the update of this document when required.

CALIBRATION SCHEDULE

A calibration schedule for all integral equipment in the store is critical to ensure the safety of foods & regulatory compliance. The following is the calibration schedule for the store.

| EQUIPMENT | FREQUENCY | RECORDS | PERSON RESPONSIBLE |
|---|-----------|--------------------------|---|
| COOLROOMS | YEARLY | CALIBRATION RECORD SHEET | Freezer Contractor: North Freeze |
| FREEZERS | YEARLY | CALIBRATION RECORD SHEET | Freezer Contractor: North Freeze |
| HAND HELD THERMOMETER (Internal Check) | WEEKLY | DAILY CHECK SHEET | Manager for Thermometer Calibration: Leisa Payne |
| HAND HELD THERMOMETER (Manufacturer Check) | YEARLY | CALIBRATION RECORD SHEET | Manufacturer Calibration Company: Fluke - ECE Fast |
| WEIGHING SCALES (Internal Check) | DAILY | DAILY CHECK SHEET | Scales Calibration Manager: Department Supervisor |
| WEIGHING SCALES (Manufacturer Check) | YEARLY | CALIBRATION RECORD SHEET | Manufacturer Weighing Scales Company: Wedderburn & Magellan |

| | |
|--------------------------|----------------------------------|
| | HACCP Document No: HA16.00 |
| MALENY SUPA IGA | REVISION: 2 Issue Date: 02/10/12 |
| Equipment Calibration | SECTION: 16.0 |
| | PAGE: 2 of 3 |
| Prepared by: Graham King | Approved by: George Passas |

DETAILED INSTRUCTION:

16.1 SCALES CALIBRATION

- 16.1.1 All scales used to determine the final sale weight and price of goods for customers, are required to be checked against a certified standard weight (usually 500 g or 1kg) on a daily basis, to ensure the scales are calibrated.
- 16.1.2 It is preferable all scale calibration checks are done along with the first temperature checks, prior to the commencement of each day's trading.
- 16.1.3 All readouts are recorded on the relevant calibration check sheet.
- 16.1.4 Any scale that is not reading within the limits specified must be reported to the relevant Manager and NOT USED until it has been serviced or rectified.

16.2 SCALES TARING

In all situations, the Weights And Measures Act requires that selling of foods by weight must include a tare weight check of any packaging or receptacle used, on the scales used to determine the net sell weight of the product.

This is done by any one of the following ways:

- daily at start of day (e.g. if a certain type of packaging or receptacle is the only item to be used for weighing goods on the scales i.e. a slab sheet),
 - automatically via a pre-tared PLU number at the point of packing or at the register (the latter is especially important for goods that the customer packs themselves into standard bags, such as fresh bulk mushrooms), or,
 - manually by pressing the relevant scales tare button and allowing the scale to read zero, after placing the container / packaging onto the scale, before any product is actually weighed on it.
- [If zero does not show on the scale whilst the container / packaging is on, after the tare button is pushed, then seek advice from your Manager]**

16.3 CALIBRATION OF ECE FAST PROBE & INFRA RED THERMOMETERS

Calibration of hand-held thermometers is performed WEEKLY by authorised staff and results are recorded on the Weekly Calibration Check sheet.

- 16.3.1 Remove the comparator and place probe thermometers in the holes of the base to equilibrate temperature. Ensure probes are clean and dry.
- 16.3.2 Carefully attach the 3⁰C calibration test piece to the thermometer unit.
Acceptable range is 2.6⁰C-3.4⁰C.
- 16.3.3 Press the "ON" button of the thermometer. Record the temperature displayed once it settles and carefully remove the calibration standard.

NOTE: 1. If the reading is outside the range of 2.6⁰C-3.4⁰C **do not continue calibration**
2. Contact the supplier to repair and/or replace the faulty unit.
3. Use another suitably calibrated unit until this is done.

- 16.3.4 Repeat 16.3.2 and 16.3.3 using the 63⁰C or the -18⁰C calibration standard.
NOTE: Acceptable range is 62.6⁰C-63.4⁰C, or -17.6⁰C to -18.4⁰C.

16.3.5 Carefully attach the probe to the thermometer and record the temperature displayed.
Repeat this for any other probe where applicable. Both results are to be within 1⁰C of each other.

| | |
|--------------------------|----------------------------------|
| | HACCP Document No: HA16.00 |
| MALENY SUPA IGA | REVISION: 2 Issue Date: 02/10/12 |
| Equipment Calibration | SECTION: 16.0 |
| | PAGE: 3 of 3 |
| Prepared by: Graham King | Approved by: George Passas |

16.3.6 Point the Raytek ST Thermometer over the base of the comparator and press the trigger.

16.3.7 Record the Raytek reading. Raytek results are to be within 1°C of the probe readings.

NOTE:

1. If the reading is outside the range of +/- 1°C of the probe contact the supplier to repair and/or replace the faulty unit.
2. Use another suitably calibrated unit until this is done.

16.4 REPAIRS TO FAULTY E.C.E. THERMOMETERS

16.4.1 Contact ECE Fast 1800 811 818 to organise any repairs required directly. If there are any service concerns with ECE, contact Metcash Consumer Support on 1300 135 690

16.4.2 Please provide and record all serial numbers on all correspondences.

16.4.3 Mail damaged units in courier bag with instructions on return address.

16.5 RE-CERTIFICATION OF THE ECE THERMOMETER KIT

A rollout plan by ECE to firstly review all previous supplied kits to all currently owned Metcash warehouses and IGA DC customers / retailers is directly controlled by ECE for a fee.

All individual sites involved are responsible for the payment of this fee as part of ongoing maintenance. If you have any questions on this, please contact ECE initially on the contacts for help.

Queries

- | | | |
|-------------------------------|--------------|--------------------|
| ❖ ECE Fast Customer Service, | Anne Fernand | Ph: (03) 9538 8150 |
| ❖ ECE Fast Kit Certification | Ed Gormley | Ph: (03) 9538 8152 |
| ❖ ECE Fast | Freecall | Ph 1800 811818 |
| ❖ Metcash Technical Services, | Graham King | Ph: 0448 566 330 |

| | |
|--|--|
| | HACCP Document No: HA17.00 |
| NATIONAL POLICY Maleny Supa IGA | REVISION: 2 Issue Date: 02/10/12 |
| Consumer Complaints and Product Recall Procedures | SECTION: 17 |
| | PAGE:1 of 6 |
| Prepared by: Graham King | Approved by: George Passas |

CONSUMER COMPLAINTS AND PRODUCT RECALL PROCEDURES

PURPOSE: To facilitate the prompt recall (for life threatening products) and withdrawals (for faulty products) - food, grocery and general merchandise products (including chilled, frozen and dry stored foods, alcohols, chemicals, pharmaceuticals, clothing, toys, electrical and other General Merchandise products), from the Market place **as defined under Food Industry Recall protocol (6th Edition September 2008), Consumer Affairs, TGA Recall protocols.**

SCOPE: All Corporate owned packaged, fresh foods and proprietary branded Foods and Groceries including General Merchandise products like Toys, Chemical, Clothing, Electrical and Pharmaceutical Products

- a) distributed through the current Metcash Warehouses including IGA>D (Dry and Perishable), IGA Fresh, Campbells, Australian Liquor Marketers and all their subsidiaries; and
- b) sold to IGA>D Retail Store Customers and key Campbells CSD customers.

The specific concern is for those products produced under the direction of Metcash Limited and MetFoods including Metcash Private Label and Corporate owned Brands such as Black & Gold, IGA, Signature, Chefs Essentials, Control Brands and IGA Fresh brands.

DEFINITIONS: Metcash Private Label also means brands that are Metcash owned or partly owned.

RESPONSIBILITY: See attached Flowchart HA17-00fl2.xls for product recall process showing those responsible for the investigation, communication and review of all potential and actual product withdrawal / recall actions.

RECORDS: In the event of a product recall, all records collected are to be controlled and stored by the Store Manager (at Store Reception), Warehouse Manager (at front reception) and Food Safety/ Product Compliance Dept are kept for 7 years.

PROCEDURE : This procedure outlines the key site tasks needed to be carried out once a Metcash approved Product Recall or Withdrawal Announcement is received at a site or store. All Recall announcements will contain Product Withdrawal/Recall details, corrective action guidelines, Claim Blank forms and emergency Metcash and Supplier contact details in set formats

| | |
|--|--|
| | HACCP Document No: HA17.00 |
| NATIONAL POLICY Maleny Supa IGA | REVISION: 2 Issue Date: 02/10/12 |
| Consumer Complaints and Product Recall Procedures | SECTION: 17 |
| | PAGE:2 of 6 |
| Prepared by: Graham King | Approved by: George Passas |

GENERAL: These 4 guidelines are for processing written or oral complaints including telephoned complaints.

4.1 PROCESSING ORAL COMPLAINTS. The steps are:

- (a) Identify yourself. Listen well & record details. Then determine what the complainant wants and needs.
- (b) Confirm the details received
- (c) Empathize with the complainant in a courteous manner.
- (d) *Explain the courses of action available.*
- (e) **Do not attempt to lay blame or be defensive.**
- (f) Resolve the complaint if possible or commit to doing something immediately irrespective of who handles it
- (g) Ensure the consumer is informed and that the complaint is receiving our full attention. Be careful not to create any false expectations.
- (h) Check whether the consumer is satisfied with proposed action and if not, advise alternative courses of action.
- (i) Provide acknowledgment; e.g. a thank you letter is coming or a follow-up telephone call will occur soon.
- (j) Follow up: Monitor & ensure consumer remains satisfied with our response PLUS receives feedback from us.

4.2 PROCESSING WRITTEN COMPLAINTS in principle this is the same as processing oral complaints however in this situation a response should be given promptly in writing.

4.3 MINIMIZING DISPUTES. The 2 main elements in a complaint situation that need to be effectively handled to minimize the likelihood of dispute are:

- (a) Dealing with the complainant's feelings:
 - (1) **Listen** well – this is the first step in reducing the tension.
 - (2) **Acknowledge the complainant's feelings**- do not antagonize them. Then don't deny the complainant's right to complain and/or don't deny them the right to be upset
 - (3) **Empathize** – relieves the tension and so opens the lens of communication.
 - (4) **Do not offer excuses** or argue with the complainant.
- (b) Dealing with the specifics of the complaint:
 - (1) **Ask the necessary questions** in a polite and even handed manner to obtain the most detailed response.
 - (2) **Agree on a solution** without appearing to dictate terms to avoid the likelihood of re-raising tensions.
 - (3) **Set a timetable with the customer** on how soon a response would approximately happen.
 - (4) **Take action** on the agreed solution.

4.4 QUESTIONS TO HELP WITH IDENTIFYING "FOOD POISONING" CAUSES.

Getting adequate data is crucial for helping eliminate particular options.

About the incident:

- (1) Date symptoms began: _____
- (2) How sick **e.g. nausea / abdominal pain / vomiting / diarrhoea / fever / headache / other.**
- (3) What Recovery time: **How long in hours or days was it before you felt well?**

Your household:

Did any others members of the family have similar symptoms: **Y / N**

Name and age: details please of those affected? _____ - _____

Medical assistance:

Have you sought assistance? **Y / N** Who was seen: **GP / Hospital staff / Pharmacist / Other.**

What have you eaten?

Was the meal prepared at home? **Y / N HAVE YOU GOT ANY SAMPLE LEFT FOR TESTING ...??**

How long after meal did the symptoms begin: **30 mins / 1 hr / 2 to 5 hrs / 9 hrs**

Where was you last meal: **Restaurant / Lunch at home / Dinner at home / Takeaway / Used Leftovers**

What did you eat? **Seafood / Red Meat / Poultry / Dairy / Bread / Meat Pies / Salami / Vegetables / Fresh Fruit**

| | |
|---|----------------------------------|
| | HACCP Document No: HA17.00 |
| NATIONAL POLICY Maleny Supa IGA | REVISION: 2 Issue Date: 02/10/12 |
| Consumer Complaints and Product Recall Procedures | SECTION: 17 |
| | PAGE:3 of 6 |
| Prepared by: Graham King | Approved by: George Passas |

Food Product Removals are to be conducted as defined under

- FSANZ Food Industry Recall Protocols (6th Edition – September 2008 in page 5 to 7) for food products (including alcoholic beverages) or
- TGA Recall protocols for Pharmaceuticals
- Consumer Affairs protocols as per ACCC or other State authority guidelines

For Foods, the removal of stock are to be considered in 2 Distinct Categories ...

- | | |
|---------------------|---|
| • CATEGORY A | PRODUCT <u>RECALLS</u> for “LIFE THREATENING PRODUCTS” |
| • CATEGORY B | PRODUCT <u>WITHDRAWALS</u> for “FAULTY PRODUCTS” |

The following covers TRADE LEVEL RECALLS AND CONSUMER LEVEL RECALLS:

- Situation 1 – **CATEGORY A – “LOCAL” RECALL IS INITIATED** after a local customer reports life-threatening problem.

Key Actions:

The Retail Store or Warehouse site will need to

- Complete the initial Customer Complaint Form with the customer and product information.
- Review immediately any other related customer complaints received at the store that could be reported as LIFE THREATENING PRODUCT.

| |
|---|
| By conducting the following next steps, the store management can determine the nature and size of the problem before initiating a Product Recall. |
|---|

- The next steps are:
 - The Management team is to then evaluate various potential causes of the fault and complete the relevant sections of the Customer Complaint Form.
 - Complete the ‘actions taken’ section on the Customer Complaint form
 - Store staff must urgently check all stock as per the agreed site ‘actions taken’ plan.
 - Store management on duty must immediately assess **the life threatening risk** as definite
 - If so, immediately remove all similar coded and potentially similar stock from the shelves until further confirmation of the cause.
 - Separate the Stock required to be RECALLED and place into the Quarantined Area and apply the correct Red “REJECTED” Stickers as required.
 - THEN INFORM the following persons** of such action :
 - National Food Safety QA and Product Compliance Team via Hotline 1300 135 690
 - Thence asking how to obtain and use any samples of the problem provided by the customer
 - The QA team will organize to carry out tests on the food samples
 - National Category Buyers/ Manager or Specialist for that food commodity (so the correct supplier involved can be properly informed)
 - and / or the Supplier directly – who may then organize to escalate the recall to become regional, state, national level or international
 - Pillar Business Managers or State Retail Manager for the pillar to ensure awareness and extent is understood
 - National Food Safety QA and Product Compliance Team may arrange Full Audit of the Manufacturing / Supplier’s facilities, Laboratory Testing and/or ; Initiate a visit by regional Health Inspectors ; Initiate a visit by local Police Department or conduct agreed activities.

| | |
|---|----------------------------------|
| | HACCP Document No: HA17.00 |
| NATIONAL POLICY Maleny Supa IGA | REVISION: 2 Issue Date: 02/10/12 |
| Consumer Complaints and Product Recall Procedures | SECTION: 17 |
| | PAGE:4 of 6 |
| Prepared by: Graham King | Approved by: George Passas |

ii) Situation 2 - **CATEGORY A:**

“**NATIONAL**” **RECALL** after FSANZ and or Supplier directly advises Metcash Food Safety, QA and Product Compliance Team via pre-approved Recall Contact forms on the LIFE-THREATENING nature of such products...

Key Actions:

1. The Retail Store will be advised via **RECALL ANNOUNCEMENT** by fax AND or email (if registered with Metcash Recall Dept and State/National Contact lists) of **corrective actions to be taken** (e.g. disposal, quarantining, collection or destruction) and Credit Claims methodology.
2. The Retail Store may need to review immediately any other related Customer Complaints received at the store that could be reported as LIFE THREATENING PRODUCT back to the Metcash Food Safety, QA and Product Compliance Team.

By doing the following next steps, the site/store can determine the nature and size of the problem to improve the effectiveness of the Product Recall.

The action next steps are:

1. Review immediately if any previous Customer Complaints that may have been previously reported locally on this or similar **risk** but not acted upon (so that the National QA team is fully informed of any history as soon as possible).
2. Simply follow the instructions provided on the faxed documentation.
3. Separate the Product required to be RECALLED to the Quarantined Area as required.
4. Record the amount of RECALLED stock on hand onto the pre drafted Credit Claims Forms provided with Announcement (usually) and keep documentation records at Front Site/ Managers Office or Store Reception.
5. Communicate the above stock identified on hand and report to supplier or Metcash (if required or requested).
6. Dispose of goods as per EPA guidelines and/or as per advice received from authorities or supplier/manufacturer.
7. Close off Recall records with claims payment and or collection paperwork once received.

| | |
|---|----------------------------------|
| | HACCP Document No: HA17.00 |
| NATIONAL POLICY Maleny Supa IGA | REVISION: 2 Issue Date: 02/10/12 |
| Consumer Complaints and Product Recall Procedures | SECTION: 17 |
| | PAGE:5 of 6 |
| Prepared by: Graham King | Approved by: George Passas |

- i) Situation 1 - **CATEGORY B:- “LOCAL” WITHDRAWAL** after a local customer reports faulty product (as defined by FSANZ Recall Protocol and on AFGC Product Recall Form)...

What action is required when the situation of a **LOCAL CUSTOMER COMPLAINT** is received?

Key Actions:

1. Complete the Customer Complaint Form.
2. The Retail Store or Site will review immediately any Customer Complaint received at the store or site that is reported on such Product

The Site/ Store and or Department Management team is to now ...

3. evaluate various potential causes of the fault and complete the relevant sections of the Customer Complaint Form.
4. Complete the action taken section on the Customer Complaint form
5. Store staff must urgently check all stock as per the action plan.
 - Store management on duty must immediately assess the risk as to whether to remove other potential faulty stock from the shelves until further confirmation of the cause.
6. Separate the Stock required to be WITHDRAWN and place into Quarantined Area as required away from ACCEPTABLE batches of similar or other goods.
7. Then inform the following persons of such action :
 - National Food Safety, QA and Product Compliance Department via Hotline on 1300 135 690 (who **may then** carry out the review of nearby or supplied product samples, initiate Supplier Auditing, initiate Laboratory Testing and or ensure State Health / Police Department discussions are carried out professionally / efficiently).
 - National Category Manager or Specialist for that food commodity, so the correct supplier involved can be properly informed.
 - State Retail Manager for the Business Unit (Pillar) to ensure awareness and extent of complaint is clearly understood / communicated.
8. If a Withdrawal announcement is made - Record the amount of WITHDRAWN stock on hand onto the pre drafted Credit Claims Forms provided with Announcement (usually) and keep documentation records at Front Site/ Managers Office or Store Reception.
9. Communicate the above stock identified on hand and report to supplier or Metcash (if required or requested).
10. Dispose of goods as per EPA guidelines and/or as per advice received from authorities or supplier/manufacturur.
11. Close off Recall records with claims payment and or collection paperwork once received.

| | |
|---|----------------------------------|
| | HACCP Document No: HA17.00 |
| NATIONAL POLICY Maleny Supa IGA | REVISION: 2 Issue Date: 02/10/12 |
| Consumer Complaints and Product Recall Procedures | SECTION: 17 |
| | PAGE:6 of 6 |
| Prepared by: Graham King | Approved by: George Passas |

ii) Situation 2 – **CATEGORY B: “NATIONAL” PRODUCT WITHDRAWAL** after Supplier, Corporate Brands, QA Teams or others advise Metcash of faulty product needing to be removed from Trade , Warehouse or Retail level

What action occurs when Faulty Product is faxed via **NATIONAL WITHDRAWAL SYSTEM?**

Key Actions:

1. The Retail Store will be **advised via WITHDRAWAL ANNOUNCEMENT by fax** with the detailed handling and credit claims procedure attached.
2. Sites/ Stores are then required to
 1. Review immediately any previous Customer Complaints that may have been previously reported locally on this or similar Faulty Products but not acted upon (so that the National team is fully informed of any history as soon as possible).
 2. Simply check the product details and instructions provided on the faxed documentation.
 3. Separate the Stock required to be WITHDRAWN to a suitable Quarantined Area as required.
 4. Record the amount of WITHDRAWN stock on hand onto the pre drafted Credit Claims Forms provided with Announcement (usually) and keep documentation records at Front Site/ Managers Office or Store Reception.
 5. Communicate the above stock identified on hand and report to supplier or Metcash (if required or requested).
 6. Dispose of goods as per EPA guidelines and/or as per advice received from authorities or supplier/manufacturer.
 7. Close off Recall records with claims payment and or collection paperwork once received.

| | |
|--------------------------|----------------------------------|
| | HACCP Document No: HA17.01 |
| NATIONAL POLICY | REVISION: 2 Issue Date: 02/10/12 |
| Complaint Form - METCASH | SECTION: 17 |
| | PAGE:1 of 2 |
| Prepared by: Graham King | Approved by: George Passas |

COMPLAINT FORM - METCASH

Ph: 1300 135 690 or Email: consumersupport@metcash.com

Fax «RISK_FAX_NO»

DATE: ___/___/___ RECEIVED BY: _____ COMPLAINT NUMBER:

RECEIVED at: _____ BY Letter ☐ Phone ☐ Fax ☐ In Person ☐ Other ☐

COMPLAINT ORIGIN Consumer ☐ Warehouse ☐ AAW/IGA ☐ GOVT ☐ Retailer ☐

CUSTOMER DETAILS

NAME: _____ ADDRESS: _____

SUBURB: _____ STATE: _____ POSTCODE: _____

HOME PH: _____ WORK: _____ OTHER: _____

CUSTOMER VISITED YES/NO DETAILS: _____

PRODUCT DETAILS METCASH CODE: _____ SUPPLIER _____

DESCRIPTION: _____ BRAND: _____ SIZE: _____

QTY BOUGHT: _____ UNIT: _____ PURCHASED FROM: _____

PURCHASE PRICE: _____ BAR CODE: _____ USE BY: _____

OTHER PRODUCT DETAILS: _____

PRODUCT REFUND DETAILS Yes / No Date : _____ DETAILS: _____

COMPLAINT DETAILS_NB: Please repeat to customer once completed to ensure accuracy :

DATE NOTICED & HOW FOUND: - _____

PARTICULARS OF PROBLEM: _____

STATE ANY INJURIES INCURRED: _____

WITNESSES (IF ANY): _____

IMMEDIATE LOCAL ACTION TAKEN Action required or taken & (who was responsible to co-ordinate...)

1 _____

2 _____

3 _____

What is Customer's reaction to action taken to the problem : Aggressive / Accepting / Other _____

TECHNICAL ACTION DETAILS

Initial Sample Evaluation Result: _____

Carry out a full Technical Services Report YES / NO Comments: _____

COMPLAINT-Assessment Serious ☐ Non-Threatening ☐ Other ☐

COMPLAINT - Potential RECALL LIKELY ☐ WITHDRAWAL LIKELY ☐

RESPONSES

Complaint Reported to: Site Manager ☐ Dept Mngr ☐ Specialist ☐ Category Mngr ☐ Tech Services ☐

Dated : ___/___/___ ___/___/___ ___/___/___ ___/___/___ ___/___/___

| | | |
|---------------------------------|-----------------------------------|-----------------------------|
| | HACCP Document No: HA17.01 | |
| NATIONAL POLICY | REVISION: 2 | Issue Date: 02/10/12 |
| Complaint Form - METCASH | SECTION: 17 | |
| | PAGE:2 of 2 | |
| Prepared by: Graham King | Approved by: George Passas | |

METCASH TRADING GUARANTEE

MONEY BACK GUARANTEE

IGA retailers own the IGA brand, and as such they should accept some responsibility for it. It is our understanding from the Metcash Trading organisation that by joining the Independent Grocers of Australia, retailers have made a commitment to pay for the refunds themselves under certain circumstances. In an instance where a customer does not like the product and there is no apparent quality problem the retailer is expected to pay the refund. Where a quality problem exists, the complaint (with product if possible) should be forwarded to the appropriate person (see below) where it shall be managed through the supply chain, with the customer our first priority. In this latter case, any refunds or exchanges granted by the retailer will not be refunded by Metcash Trading Ltd as this is understood to be an act of good will on behalf of the store in attempts to restore the customer's faith and retain their custom. It should be noted that the majority of consumer complaints do not involve the stores as they are written and sent via the address on the product label.

PRODUCT COMPLAINTS

Product complaints are an important part of our business and a tool that helps us monitor the quality of our products, and ultimately, our suppliers. There is a standard complaint Form for recording information concerning customer complaints. The complexity of this form is to ensure all essential information is recorded in the event of a life - threatening incident such as food contamination where efficiency is imperative. Completed forms should be forwarded to the appropriate contact listed

| Product recalls | | |
|-------------------|-------|-----|
| Cons Aff / Police | FSANZ | TGA |

| Customer Complaint | F | 15/04/2011 | HA17-00f12.xls |
|--------------------|---|------------|----------------|
|--------------------|---|------------|----------------|

received via

| Store / Whse |
|--------------|
| Buyers |
| Supplier |
| Corp Brands |
| Government |

Via

METCASH
National Customer
Support / Recall Centre
Complaints 1300 135 690
Recalls 1800 11 99 20
Fax - 02 9735 8200
Email :
consumersupport@metcash.com
suzi.vasilev@metcash.com
george.passas@metcash.com

Total Customer Satisfaction

- *Man hotline (9am to 5pm)
- *Maintain complaints database
- *Letter to customer and suppliers
- *Announce recalls/withdrawals

- *Announce quarantine of stock
- *Followup on complaints
- *Maintain buyer communication
- *Updates on recalls/withdrawal
- *Complete complaint in full
- *Ensure compensation-cheques
- *Companywide monthly reports
- *Maintain suppliers database

- *QA Technical Report
- *Recall Communication
- *Initiate Crisis Management step

- *Decide on Internal recall
- *Cover media issues
- *Develop followup plans

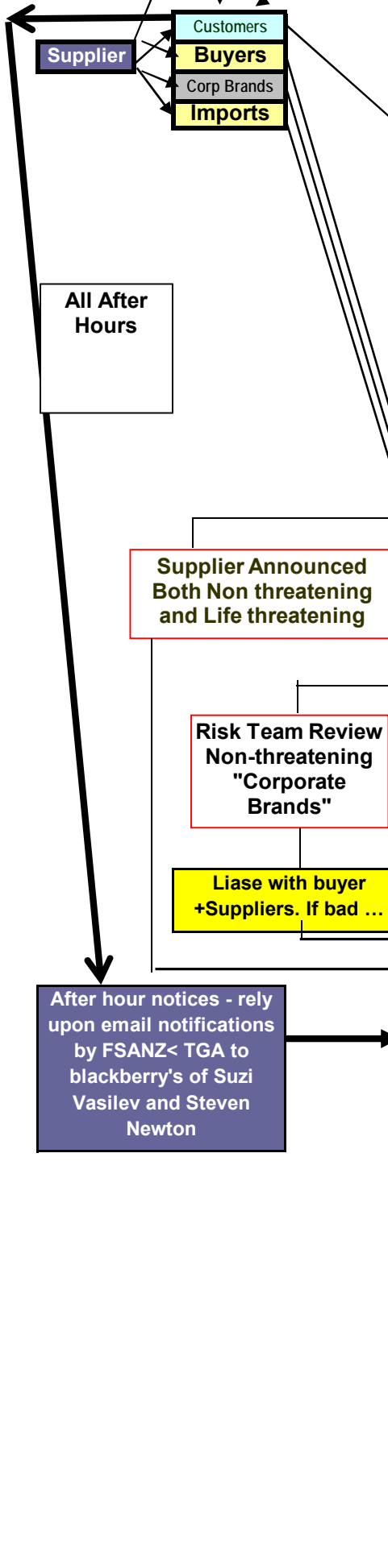
- *Memo page + new "Action to be taken" page/s sent

- *Receive Memo page & Actions to do pages
- *Recall Notice explains tasks

National office will fax stream to all stores nationally
Weekend fax streaming will also be covered by National office

- *Product removed by all sites via Supplier rep's or
- *Product returned to warehouse if Metcash brands.

- *Dumped, returned, collected and claims via Metcash or Supplier
- *All feedback concerns recorded
- *Metcash claims fax\$\$ off supplier



| | |
|--------------------------|----------------------------------|
| | HACCP Document No: HA18.00 |
| MALENY SUPA IGA | REVISION: 2 Issue Date: 02/10/12 |
| Monitoring Records | SECTION: 18.0 |
| | PAGE: 1 of 2 |
| Prepared by: Graham King | Approved by: George Passas |

MONITORING RECORDS

The purpose of this procedure is to issue and control documents / data which relate to Food Safety / Quality. Documents shall be reviewed for adequacy prior to use. A master list of controlled forms is kept in this section.

Issue and Control of Documentation

Controlled copies of internal documents shall be appropriately identified showing the document title, issue date and the person who prepared the document. In addition to the above, all forms will have a version number identified on the form, eg A,B,C,... to indicate the current version. All obsolete blank forms shall be removed from the Food Safety Manual and from use.

Documentation Back Up

Authorised Staff should back up the fully customised store version of the Food Safety Program and hold it in the hard drive of the computer. This back up will be completed as soon as any amendments to the manual or forms has occurred using floppy diskettes or CD's, and these should be stored away from the store by the Manager.

Documentation Maintenance and Retention

1. Master Food Safety Manual

Stores are required to keep all the pages up to date and have the complete master copy kept in the Store Manager's office in a filing cabinet or similar secure location.

2. Department Food Safety Plan *[Time Held: Keep 100% Up to date.]*

Each store should have customised procedures available to staff for their department eg, Deli, Meat, Produce, Dairy/Freezer, Seafood, Grocery dept etc.

This is to be kept up to date at all times for training purposes and auditing requirements.

| | |
|---------------------------------|--|
| | HACCP Document No: HA18.00 |
| MALENY SUPA IGA | REVISION: 2 Issue Date: 02/10/12 |
| Monitoring Records | SECTION: 18.0 |
| | PAGE: 2 of 2 |
| Prepared by: Graham King | Approved by: George Passas |

Monitoring Sheets

Note: All of the forms available in the system are listed here. **Maleny Supa IGA** has only been provided with the forms from this list that are related to the departments in this store. A list of the actual documents for this store is located at the front of the food safety plan in the table of contents. If you require additional documents from the list below, update your departments form and republish.

All daily or weekly check sheets are required to be completed and stored as specified in the table below.

MASTER LIST OF FORMS

| FORM NUMBER | DOCUMENT | WHERE STORED | Min Retention Time |
|---------------|--|--------------|--------------------|
| HA11-01 | Receival personnel Authorisation | Office | Keep current |
| HA12 - all | Inspection and Swab results | Office | 2 years |
| HA12 MSDS | All Cleaning Chemical MSDS's used | Office | Keep current |
| HA14-03 | Records of Employee Training | Manager | 3 years |
| HA15-00 | All Pest Control Service Records | Manager | 3 years |
| HA15 MSDS | All Pest Control MSDS's used | Office | Keep current |
| HA16-00 | Scales Calibration Contract | Manager | 2 years |
| HA17-01 | Customer Complaint Form | Manager | 1 year |
| HA18-01 | Daily Goods Inwards Summary | Office | 1 year |
| HA18-01 | Weekly Pre Operational Hygiene checklist | Office | 1 year |
| HA18-08 | Storage & Cooking Check sheet | Office | 1 year |
| HA18-10 | Home Deliveries Check sheet | Office | 1 year |
| HA18-11 | Weekly Calibration Check sheet | Office | 2 years |
| HA18-12a | Cleaning & Sanitation Check Sheet – Meat Room | Manager | 1 year |
| HA18-12b | Cleaning & Sanitation Check Sheet – Delicatessen | Manager | 1 year |
| HA18-13 | Pest Control Sightings Record | Manager | 1 year |
| HA18-15 | Daily Scales Calibration Check Sheet | Manager | 1 year |
| HA18-17 | Sausage Meet Preparation Check Sheet | Manager | 1 year |
| HA-19.01 | Quality Standards Audit Guidelines | Manager | 1 year |
| HA-19-02 | Quality Standards Audit Checklist | Manager | 5 years |
| NOR04 | Credit Note | Office | 7 years |
| NOR18 | Quarantine Sticker (orange) | N.A. | Not retained |
| NOR20 | Grocery Ullage Report | Office | 1 year |
| Audit Reports | Third Party & CAR's & Council Inspections | Manager | 4 years |

NOR - means “normal” document used on site

| |
|---|
| Daily 'Goods Inwards Summary' (GIS Sheet) |
|---|

DATE: _____

MANAGER CHECKED: _____

PAGE No.: _____

| TRUCK CHECKS | | | INCOMING GOODS CHECKS | | | | | TEMPERATURE | | | FINAL RESULTS | |
|-----------------|------------------------------|------------------------|-----------------------|-------------|---------------------------|---------------------------------|--------------------------|----------------|----------------|---------------------|------------------------------------|----------|
| Carrier Company | Truck Rego. or Meat Lic. No. | Truck Clean, no odours | Supplier Name | Invoice No. | Date Codes (Directs only) | Damaged or Infested Goods (Y/N) | Chemical separated (Y/N) | Temp. Check #1 | Temp. Check #2 | Back-up Temp. Check | Corrective Actions (Manager Sign.) | Initials |
| 1 | | | | | | | | | | | | |
| 2 | | | | | | | | | | | | |
| 3 | | | | | | | | | | | | |
| 4 | | | | | | | | | | | | |
| 5 | | | | | | | | | | | | |
| 6 | | | | | | | | | | | | |
| 7 | | | | | | | | | | | | |
| 8 | | | | | | | | | | | | |
| 9 | | | | | | | | | | | | |
| 10 | | | | | | | | | | | | |
| 11 | | | | | | | | | | | | |
| 12 | | | | | | | | | | | | |
| 13 | | | | | | | | | | | | |
| 14 | | | | | | | | | | | | |

INSTRUCTIONS

1. Minimum of 2 temperature checks per refrigerated delivery.
2. Check date codes of direct deliveries against a Store Shelf Life list.
3. Refrigerated vehicles to stay until all checks completed.
4. Refrigerated goods to be checked & placed in cool rooms ASAP or within 15 min.

CHILLED GOODS

Below **5°C**
 Between **5°C to 7°C**
 Warmer than **7°C**

FROZEN GOODS

Colder than **-15°C**
 Between **-12°C to -15°C**
 Warmer than **-12°C** or thawed

ACTIONS

- Accept
- Call Dept. Mgr
- Reject

| | | | | |
|--|------------------------|-----------------------|--------------------|-----------------------------------|
| | Maleny Supa IGA | Doc No:HA18.08 | REVISION: 2 | Approved by: George Passas |
| Storage and Cooking Check Sheet | | | | |

| | | | | | |
|------------------------|--|---------------------|--|----------------------------|--|
| Week Beginning: | | Store Staff: | | Department Manager: | |
|------------------------|--|---------------------|--|----------------------------|--|

| Unit | Product at or | Monday | | Tuesday | | Wednesday | | Thursday | | Friday | | Saturday | | Sunday | |
|------------------------|---------------------------|--------|---|---------|---|-----------|---|----------|---|--------|---|----------|---|--------|---|
| | | M | E | M | E | M | E | M | E | M | E | M | E | M | E |
| Hot Box | ABOVE 60 degrees Celsius | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | |
| Deli Oven | ABOVE 88 degrees Celsius | | | | | | | | | | | | | | |
| Produce Case | BELOW 10 degrees Celsius | | | | | | | | | | | | | | |
| Produce Cool Room | | | | | | | | | | | | | | | |
| Dairy Freezer Aisle #1 | BELOW -18 degrees Celsius | | | | | | | | | | | | | | |
| Dairy Freezer Aisle #2 | | | | | | | | | | | | | | | |
| Dairy Freezer Back End | | | | | | | | | | | | | | | |
| Deli Seafood Freezer | | | | | | | | | | | | | | | |
| Deli Freezer | | | | | | | | | | | | | | | |
| Dairy Freezer | | | | | | | | | | | | | | | |
| Deliveries Freezer | | | | | | | | | | | | | | | |
| Ice Cream Freezer | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | |

Corrective Actions: _____

Note: Add additional corrective actions on the back of this page.

Instructions

1. Morning (M) temp checks by 8:00am and Evening (E) temp checks by 6:00pm. Inform store manager if out of limits have occurred. Check temperatures against defrost times.
2. Check THREE (3) random products using a Raytek or other surface temperature thermometer (If display unit is longer than three (3) metres)
3. If temperature checks indicate a failure has occurred, call refrigeration personnel immediately.
4. Immediately transfer all COLD FOODS being affected by poor temperature control to an alternate display or cool room.
5. Reheat HOT FOODS until temperature reached or remove and dispose of immediately.

| | | | | |
|---------------------------------|-----------------|----------------|-------------|----------------------------|
| | Maleny Supa IGA | Doc No:HA18.08 | REVISION: 2 | Approved by: George Passas |
| Storage and Cooking Check Sheet | | | | |

| Unit | | Monday | | Tuesday | | Wednesday | | Thursday | | Friday | | Saturday | | Sunday | |
|------------------------|---------------------------------------|--------|---|---------|---|-----------|---|----------|---|--------|---|----------|---|--------|---|
| | | M | E | M | E | M | E | M | E | M | E | M | E | M | E |
| Dairy Case | Product at or below 4 degrees Celsius | | | | | | | | | | | | | | |
| Milk Fridge | | | | | | | | | | | | | | | |
| Yakult Fridge | | | | | | | | | | | | | | | |
| Juice Case | | | | | | | | | | | | | | | |
| Drink Fridge | | | | | | | | | | | | | | | |
| HMR Fridge | | | | | | | | | | | | | | | |
| Pet Food Case | | | | | | | | | | | | | | | |
| Meat Case | | | | | | | | | | | | | | | |
| Deli Display Case | | | | | | | | | | | | | | | |
| Seafood Cabinet | | | | | | | | | | | | | | | |
| Cheese Fridge #1 | | | | | | | | | | | | | | | |
| Cheese Fridge #2 | | | | | | | | | | | | | | | |
| Deli Meats Cold Room | | | | | | | | | | | | | | | |
| Deli Chicken Cold Room | | | | | | | | | | | | | | | |
| Dairy Cold Room | | | | | | | | | | | | | | | |
| Meat Cold Room | | | | | | | | | | | | | | | |
| Deliveries Fridge | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | |

Corrective Actions: _____

Instructions

1. Morning (M) temp checks by 8:00am and Evening (E) temp checks by 6:00pm. Inform store manager if out of limits have occurred. Check temperatures against defrost times.
2. Check THREE (3) random products using a Raytek or other surface temperature thermometer (If display unit is longer than three (3) metres)
3. If temperature checks indicate a failure has occurred, call refrigeration personnel immediately.
4. Immediately transfer all COLD FOODS being affected by poor temperature control to an alternate display or cool room.
5. Reheat HOT FOODS until temperature reached or remove and dispose of immediately.

| | |
|----------------------------------|----------------------------------|
| | HACCP Document No: HA18.10 |
| Maleny Supa IGA | REVISION: 2 Issue Date: 02/10/12 |
| Pick Up or Goods Returned Advice | SECTION: |
| | PAGE:1 of 1 |
| Prepared by: Graham King | Approved by: George Passas |

Pick Up or Goods Returned Advice

CHECK #1 – week prior to Xmas

DATE: ____/____/____ MGR CHECK: _____ DELIVERY PERSON: _____

CHEMICALS / NON FOOD ITEMS SEPARATED Y/N
FROZEN / REFRIGERATED ITEMS SEPARATED Y/N

STORE DEPARTURE CHECKS: DEPARTURE TIME: _____

DAIRY TEMP: 1. _____ 2: _____

FROZEN TEMP: 1: _____ 2: _____

CUSTOMER ARRIVAL CHECKS: ARRIVAL TIME (LAST DROP): _____

DAIRY TEMP: 1. _____ 2: _____

FROZEN TEMP: 1: _____ 2: _____

CHECK FOR DAMAGED / LEAKING STOCK Y/N

CHECK #2 – Jan / Feb

DATE: ____/____/____ MGR CHECK: _____ DELIVERY PERSON: _____

CHEMICALS / NON FOOD ITEMS SEPARATED Y/N

FROZEN / REFRIGERATED ITEMS SEPARATED Y/N

STORE DEPARTURE CHECKS: DEPARTURE TIME: _____

DAIRY TEMP: 1. _____ 2: _____

FROZEN TEMP: 1: _____ 2: _____

CUSTOMER ARRIVAL CHECKS: ARRIVAL TIME (LAST DROP): _____

DAIRY TEMP: 1. _____ 2: _____

FROZEN TEMP: 1: _____ 2: _____

CHECK FOR DAMAGED / LEAKING STOCK Y/N

INSTRUCTION

Refer to procedure HA 11-14 in your Food Safety Manual. Use a calibrated thermometer.

These annual audits only need to be performed if home deliveries runs exceed 20 min.

This audit to be performed on a “worst case” busiest run with a maximum no. of delivery drops, during the hottest summer days. It is recommended the audit be done twice in summer only.

| | | |
|--|-----------------------------|----------------------|
| | HACCP Document No: HA18.12b | |
| Maleny Supa IGA | REVISION: 2 | Issue Date: 02/10/12 |
| CLEANING & SANITATION CHECK SHEET - DELICATESSEN | SECTION: 18 | |
| | PAGE: 1 of 1 | |
| Prepared by: Graham King | Approved by: George Passas | |

CLEANING & SANITATION CHECK SHEET - DELICATESSEN

DELICATESSEN CLEANING AND SANITATION RECORD

Circle Month: J F M A M J J A S O N D

[illegible]

| | |
|-------------------------------|----------------------------|
| | HACCP Document No: HA18.13 |
| Maleny Supa IGA | REVISION: 2 |
| Pest Control Sightings Record | Issue Date: 02/10/12 |
| | SECTION: |
| | PAGE:1 of 1 |
| Prepared by: Graham King | Approved by: George Passas |

| |
|--------------------------------------|
| Pest Control Sightings Record |
|--------------------------------------|

ONLY Use check sheet if "NO" Logbook is available from Flick or approved Pest Controller in section 15.

PEST CONTROL IS EVERY EMPLOYEE'S RESPONSIBILITY.

LOCATION:

DATE INSTALLED:

REPLACEMENT DATE:

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

INSTRUCTIONS:

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

ALL employees are encouraged / authorised to record pest sightings.

A STORE WITH PESTS LOSES CUSTOMERS.

| | | |
|-------------------------------------|----------------------------|----------------------|
| | HACCP Document No: HA18.15 | |
| Maleny Supa IGA | REVISION: 2 | Issue Date: 02/10/12 |
| Daily Scales Calibration Checksheet | SECTION: 18.0 | |
| | PAGE: 1 of 2 | |
| Prepared by: Graham King | Approved by: George Passas | |

DAILY SCALES CALIBRATION CHECKSHEET

SCALE – Name:

INSTRUCTIONS: Checks on scales (see Appendix 1) to be done using the 1 kg standard weight.
Record weight or better still - Place Sticker from scale onto these sheets.

CORRECTIVE ACTION: If checks indicate scale is out of limits –

1. Call service personnel immediately.
2. Mark unit with sign “Unit is **not to be used until serviced and re-checked.**”

Week Commencing: _____ **For VERIFICATION (Use 1 kg stamped test wt)**

| Monday | Tuesday | Wednesday | REMINDER |
|----------|---------|-----------|--|
| | | | Place Sticker from scale onto these sheets. Please ALSO put the time and your signature on the printed label after scale check done |
| Thursday | Friday | Saturday | Sunday |
| | | | |

Then file – i.e. Keep records in a folder at Deli for Trade weights Inspector checks.

PRODUCT WEIGHTS AND MEASURES CHECKS FOR “IN-STORE” PACKED ITEMS

At random, select 6 packs of in store packed items and re-weigh. If item is correct, it can be returned to the display case. If weight is incorrect, it must be taken off show and re-weighed and relabelled with same use by details as before. Monitor accuracy of scales if found product weights are not conforming.

[illegible]

| | |
|-------------------------------------|----------------------------------|
| | HACCP Document No: HA18.15 |
| Maleny Supa IGA | REVISION: 2 Issue Date: 02/10/12 |
| Daily Scales Calibration Checksheet | SECTION: 18.0 |
| | PAGE: 2 of 2 |
| Prepared by: Graham King | Approved by: George Passas |

Appendix 1 List of Scales to Calibrate

| Ref | Scale Location / Name |
|-----|-----------------------|
| 1 | Wedderburn SM90 |
| 2 | Salter Hanging Scale |
| 3 | Wedderburn SM90 |
| 4 | Wedderburn SM90 |
| 5 | TBA |
| 6 | TBA |
| 7 | Magellan |
| 8 | Magellan |
| 9 | Magellan |
| 10 | Magellan |
| 11 | Data Logic |
| 12 | Magellan |
| 13 | Magellan |
| 14 | |
| 15 | |
| 16 | |
| 17 | |
| 18 | |
| 19 | |
| 20 | |
| 21 | |
| 22 | |
| 23 | |
| 24 | |

| | |
|--------------------------------------|----------------------------------|
| | HACCP Document No: HA18.17 |
| Maleny Supa IGA | REVISION: 2 Issue Date: 02/10/12 |
| Sausage Meat Preparation Check Sheet | SECTION: 18.0 |
| | PAGE: 1 of 1 |
| Prepared by: Graham King | Approved by: George Passas |

SAUSAGE MEAT PREPARATION CHECK SHEET

WEEK STARTING: _____ MANAGER SIGN: _____

| | | | | | |
|---------------------|--|-----------|--|----------|--|
| Prod Date | | Species | | Variety | |
| F/F Flesh | | Fat | | Meal W/t | |
| Batch W/t | | Packed On | | UBD | |
| Butcher's signature | | | | | |

| | | | | | |
|---------------------|--|-----------|--|----------|--|
| Prod Date | | Species | | Variety | |
| F/F Flesh | | Fat | | Meal W/t | |
| Batch W/t | | Packed On | | UBD | |
| Butcher's signature | | | | | |

| | | | | | |
|---------------------|--|-----------|--|----------|--|
| Prod Date | | Species | | Variety | |
| F/F Flesh | | Fat | | Meal W/t | |
| Batch W/t | | Packed On | | UBD | |
| Butcher's signature | | | | | |

| | | | | | |
|---------------------|--|-----------|--|----------|--|
| Prod Date | | Species | | Variety | |
| F/F Flesh | | Fat | | Meal W/t | |
| Batch W/t | | Packed On | | UBD | |
| Butcher's signature | | | | | |

| | | | | | |
|---------------------|--|-----------|--|----------|--|
| Prod Date | | Species | | Variety | |
| F/F Flesh | | Fat | | Meal W/t | |
| Batch W/t | | Packed On | | UBD | |
| Butcher's signature | | | | | |

Corrective Action/Comments: _____

| | |
|--|--|
| | HACCP Document No: HA19.00 |
| Maleny Supa IGA | REVISION: 2 Issue Date: 02/10/12 |
| Verification and Audit Schedule | SECTION: 18 |
| | PAGE: 1 of 1 |
| Prepared by: Graham King | Approved by: George Passas |

VERIFICATION AND AUDIT SCHEDULE

The purpose of the FSP verification schedule is to confirm that the HACCP based Food Safety plan is followed and that it is effective in the prevention of potential food safety hazards. The main objectives of verification are to determine if the monitoring procedures and actions are still being followed strictly. It further ensures that when changes are made to equipment and/or procedures that the HACCP plan is altered to reflect these changes.

The purpose of incorporating an Audit Schedule into the HACCP Verification schedule is to document the regularity of audits of the programs and policies supporting the HACCP system This is to ensure these are operating effectively and if not, to document corrective actions, persons responsible and target dates for compliance.

| ACTIVITY | WHEN | PERSON RESPONSIBLE | SEE HACCP BASED FSP IN |
|---|---------------------------|--|-------------------------------|
| Verify Flow Diagrams | Yearly | Manager / Food Safety Supervisor | Section 7 |
| Risk Assessment | Yearly | Manager / Food Safety Supervisor | Section 8 |
| Verification & Review Identified Hazards | | | |
| Review of Monitoring & Corrective Actions | Yearly | Manager / Food Safety Supervisor | Section 9 |
| Site Hygiene & GMP Audits | Fortnightly | Manager / Food Safety Supervisor | Site Hygiene & GMP (HA 18-14) |
| Audit of FSP program INTERNAL EXTERNAL (optional) | Yearly At Least Yearly | Manager / Food Safety Supervisor Approval by Food Authority (compliance check) | Section 19 Audit Report |

KEY HACCP IDENTIFIED FUNCTIONS TO BE VERIFIED ANNUALLY

| FUNCTION TO BE REVIEWED | REVEIUED BY | LAST DATE Reviewed | NEXT DATE of Review |
|--|------------------------|--------------------|---------------------|
| Basic HACCP Sections | Food Safety Supervisor | | |
| Review all sections 01, 02, 03, 04, 05 & 06 | | | |
| Food Safety Plan Review all Sections 07, 08 & 09 | Food Safety Supervisor | | |
| SOP (Standard Operating Procedures) Review all section HA 11 | Food Safety Supervisor | | |
| Audit of cleaning chemicals used on site. Review all section HA 12 | Food Safety Supervisor | | |
| Review of cleaning schedule – HA 12-01 | Food Safety Supervisor | | |
| Update of Training Matrix – HA 14-03 | Food Safety Supervisor | | |
| Review Pest Control – Section HA 15 | Food Safety Supervisor | | |
| Documentation Review – all Section 18 | Food Safety Supervisor | | |
| Review Refrigeration Temp Performance and Trends (HA 18-01 G.I.S. & Storage Temps) | Food Safety Supervisor | | |
| Review Refrigerated Transport (Data logging) | Food Safety Supervisor | | |
| HA 02 pol | Food Safety Supervisor | | |
| HA 05 | Food Safety Supervisor | | |
| HA 10 | Food Safety Supervisor | | |
| HA 11 (some) | Food Safety Supervisor | | |
| HA 11-02 NAD | Food Safety Supervisor | | |
| HA 13 | Food Safety Supervisor | | |
| HA 14 | Food Safety Supervisor | | |
| HA 17 | Food Safety Supervisor | | |
| HA 18 | Food Safety Supervisor | | |
| HA 19 | Food Safety Supervisor | | |
| Direct Approved Suppliers | Manager / Owner | | |

| | |
|-----------------------------|----------------------------------|
| | HACCP Document No: HA19.01 |
| MALENY SUPA IGA | REVISION: 2 Issue Date: 02/10/12 |
| Manager's Store Audit Guide | SECTION: 18.0 |
| | PAGE: 1 of 6 |
| Prepared by: Graham King | Approved by: George Passas |

MANAGER'S STORE AUDIT GUIDE

IGA FOOD SAFETY STANDARDS AUDIT – GUIDE

ALL FOOD STORAGE, PROCESSING & DISPLAY AREAS

(NOTE: M indicates a major issue)

1.1 Stock storage & display practices meet IGA Standards in all areas (including bargain bins).

- All foods are off the floor and neatly stored. No stock found under display racks or in traffic aisles. **M**
- No possibility of pest harbourage due to clutter and pile-ups of stock in dry goods stores. **M**
- No unpackaged raw foods (ie, carcass meats) to be stored above cooked or packaged goods in fresh areas. **M**
- Unpackaged, bagged or vacuum-sealed foods must not be stored directly on wooden pallets, dirty surfaces or any unsealed surfaces (such as chip board or damaged surfaces) where there is a risk of damage & foreign matter.
- Look for any possible contamination sources, or unacceptable stacking / over-stacking, creating stock damage.
- There is no risk of stock damage due to falling on the floor, eg, use of clean, plastic trays for high risk goods.

1.2 Random checks of all display areas (including bargain bins) indicate no un-coded or out-of-date stock is available to customers.

- Check high-risk food with "Use By" dates such as creams & sliced smallgoods in chiller areas. **M**
- Check short shelf life goods with "Best Before" dates, ie yoghurts, chips, biscuits etc.
- Ensure freeze-thaw bakery foods, such as garlic breads etc, have been properly date coded by store staff. **M**
- Random checks on displays indicate products are being rotated by oldest date code on top / front.

1.3 No evidence of rubbish / stains / spills, evidence of cleaning schedule being maintained.

- Spills & stains must not be evident, indicating cleaning is performed as soon as is required. **M**
- Areas must be clean. Check for out-of-sight corners, especially, or under racks for rubbish/dirt build-ups. **M**
- Strip curtains at docks & throughout the store are not stained or damaged if present.
- All areas must appear to be swept at least on a daily basis.

1.4 Approved cleaning chemicals supply & service is used in the fresh depts (JASOL preferred).

- No chemicals or contaminants should be stored above, or even next to foods, & kept separated from food storage or food processing areas so there is no risk of contamination, or even co-mingling of chemical odours. **M**
- Re-usable utensils or cloths that are used for cleaning are kept adequately separated from foods. **M**
- Chemical containers should be replenished, show no signs of leaks & their dilutions marked to avoid confusion. **M**
- Cleaning signage is apparent in key areas such as fresh food areas, lunchrooms & toilets.
- Periodical swabs by the supplier are being taken & reported to assess the effectiveness of the cleaning program.
- Key staff have been trained by the cleaning chemicals supplier in the safe & correct use of their products.
- Chemicals supplier has provided a folder for the chemical use & their Material Safety Data Sheets.

| | |
|-----------------------------|----------------------------------|
| | HACCP Document No: HA19.01 |
| MALENY SUPA IGA | REVISION: 2 Issue Date: 02/10/12 |
| Manager's Store Audit Guide | SECTION: 18.0 |
| | PAGE: 2 of 6 |
| Prepared by: Graham King | Approved by: George Passas |

1.5 Quarantined goods storage meets IGA Standards and is separated from good stock.

- Quarantined goods areas are clearly marked with a sign or goods are identified with IGA approved stickers. **M**
- No quarantined goods to be stored or mixed with good stock. **M**
- No quarantined goods or their locations should exist in food processing areas & customer display areas.
- No leaking or infested stock to be kept in storage at the quarantine location.

| | |
|-----------------------------|----------------------------------|
| | HACCP Document No: HA19.01 |
| MALENY SUPA IGA | REVISION: 2 Issue Date: 02/10/12 |
| Manager's Store Audit Guide | SECTION: 18.0 |
| | PAGE: 3 of 6 |
| Prepared by: Graham King | Approved by: George Passas |

2.0 COOLROOMS / FREEZER STORAGE & PERISHABLE / FROZEN / FRESH DISPLAY CASES

2.1 Foods in service display cases indicate adequate separation, preventing cross contamination of different food types.

- Displays to be organised so that the risk of contamination from different species of meats, or other food types, is minimised, e.g., raw and cooked / ready-to-eat foods are kept in separate storage locations. **M**
- The use of ice, plastic or plant garnishes in service displays does not increase the risk of food contamination.
- There is adequate numbers & use of regularly cleaned tongs to minimise cross - contamination in a display case.

2.2 Food labelling & available information in all applicable displays meet regulatory requirements.

- Complete allergen database &/or approved point of sale information available for unpackaged displayed foods. **M**
- Correct and visible label statements are supplied on all direct supplied value-added pre-packed foods.

2.3 In – store packaged and direct supplied value-added fresh goods labelling, & date coding policies, conform to IGA Standards

- Ingredient list & nutritional information is supplied on all in-store pre-packed, & direct supplied value-added foods (e.g. marinated, crumbed, seasoned fresh meat, smallgoods, sausages, etc.). **M**
- Any nutritional claims on in-store packaged, & direct supplied value-added foods are supported with data. **M**
- Direct supplied fresh meat packs indicate supplier name and business details, not store name & no reference to IGA.
- All in-store packaged fresh foods shelf life coding does not exceed IGA Fresh Dept shelf life “Use By” policies.
- In-store vacuum-sealed refrigerated smallgoods packs have a validated shelf life, otherwise only 7 days “Use By”.

2.4 All refrigeration and hot food temperature checks are documented at least twice daily.

- Checks to be recorded and up-to-date & to indicate Store Manager has checked / signed them daily / weekly. **M**
- All checks to be done using thermometer/s or gauges (in coolrooms only) that are accurate to within +/- 1°C. **M**
- Food temperature to be recorded in refrigerated display cases. (Gauge temperature OK for coolrooms ONLY)
- Bain-marie checks to be done using a probe inserted in a chicken as per recommended procedure.
- Check sheets to be customised based on the IGA HACCP Template.
- Poor results must indicate corrective action has been documented and actioned.

2.5 Products do not exceed the load limits of all open case fridges / freezer units.

- Random check indicates load limits are observed by all staff. Stock is loaded cascading to the rear of the unit. **M**
- Open case refrigeration system air vents are not covered by food packages, price tags or any other obstruction.

2.6 An approved mark–down system used to adequately identify “low code” and in-store packaged foods.

- Approved methods are the use of “reduced to clear” or similar adhesive labels in packaged food display cases OR a marked location system in the dairy & / or freezer case.
- Displays containing marked down stock indicate that they are checked by staff on at least a DAILY basis.

| | |
|-----------------------------|----------------------------------|
| | HACCP Document No: HA19.01 |
| MALENY SUPA IGA | REVISION: 2 Issue Date: 02/10/12 |
| Manager's Store Audit Guide | SECTION: 18.0 |
| | PAGE: 4 of 6 |
| Prepared by: Graham King | Approved by: George Passas |

2.7 Hair protection is worn by all personnel in food processing areas. No glass or ceramic objects are stored here.

- There must be no risk of glass or ceramic contamination in any food preparation areas. Signs are recommended, these areas should be classified as "Glass Free Zones". No other foreign matter risks should be evident. **M**
- Store policy is in place and enforces the deli, meat & bakery areas as "hat zones".
- IGA caps &/or hairnets are recommended. This includes all employees AND contractors.

| | |
|-----------------------------|----------------------------------|
| | HACCP Document No: HA19.01 |
| MALENY SUPA IGA | REVISION: 2 Issue Date: 02/10/12 |
| Manager's Store Audit Guide | SECTION: 18.0 |
| | PAGE: 5 of 6 |
| Prepared by: Graham King | Approved by: George Passas |

3.0 STAFF TRAINING

3.1 All procedures observed indicate that store food safety training & practices conform to IGA Standard levels.

- Hand washing facilities must be available, proper hand washing & handling procedures in place. **M**
- Look for indications that ALL fresh food handling staff have been trained on customised store procedures. **M**
- Look for conformance to IGA Hygiene Policies for handling, storage & staff health. **M**
- Disposable single-use items are handled appropriately. **M**
- Health of food handlers in processing areas meets IGA Standards. **M**

3.2 Key fresh food staff are trained in Basic Food Hygiene Certificate to IGA Standards.

- At least ALL FRESH Department Managers must be trained in a recognised certified BFH Certificate course.

4.0 CALIBRATION / RECEIVING / PEST CONTROL / CUSTOMER SERVICES

4.1 Calibration records for all scales & thermometers meets IGA standards.

- Scales calibration checks must be documented DAILY using a standard weight (500g or 1kg). View records. **M**
- Thermometer calibration must be documented at least WEEKLY using standard methods. View records. **M**
- Gauges and dials on refrigeration cases or coolrooms must be calibrated as part of an annual refrigeration service, preferably around August (just prior to the warmer months). Ask for evidence that this is in place.

4.2 Taring of scales & sales practices meets regulatory requirements in all departments.

- Check for "sale of meat by the unit", practices, in the meat and delicatessen departments. **M**
- ALL fresh foods packaging must be tared, including the soaker and labels. **M**
- All weighing scales must be serviced and stamped at least every 2 years. Look for the stamp on the scales. **M**

4.3 All food delivery vehicles & food deliveries are checked and documented by authorised staff as per IGA Standards.

- All food trucks are checked to ensure they are clean, showing no possibility of food contamination. **M**
- All food deliveries are adequately checked upon receipt for damage, evidence of contamination, shelf life and for temperature (for refrigerated deliveries). **M**
- All checks are documented and signed by the receiver, on a standard receiving sheet, or the invoice.
- Receivers appear to follow a standard procedure, and are authorised to receive goods where applicable.

4.4 Home delivery procedures meet minimum IGA standards using approved methods.

- Checkout staff culture indicates all bag filling is done with separation into three (3) categories:
 - 1) perishable with frozen foods,
 - 2) dry foods with general merchandise, and,
 - 3) chemicals or contaminants with general merchandise.
- Approved methods such as a clean, rigid esky is used, perishable & frozen goods and esky are pre-chilled in the freezer whilst waiting to be dispatched, and an approved freezer blanket is employed.
- If the controls mentioned above are employed, then the store has a policy of delivering perishable & frozen orders **no greater than 90min** away. **M**
- If the controls mentioned above are not employed the store has a policy of delivering **no greater than 5km or 20min** away (whichever comes first). **M**

| | |
|-----------------------------|----------------------------------|
| | HACCP Document No: HA19.01 |
| MALENY SUPA IGA | REVISION: 2 Issue Date: 02/10/12 |
| Manager's Store Audit Guide | SECTION: 18.0 |
| | PAGE: 6 of 6 |
| Prepared by: Graham King | Approved by: George Passas |

4.5 Pest sighting sheets are used, bait stations layout is current & service records are available.

- View rodent bait stations layout & pest control service records. These should be easily accessible. **M**
- Minimum recommended service frequency for stores with deli &/or meat dept's is 8 services per year or 6-weekly. **M**
- Pest control service is being performed by a licensed pest controller. **M**
- Pest sighting sheets used in key areas ie docks, lunchroom, fresh areas etc, AWAY from customer view.

4.6 Recall / withdrawal records are available. Ullage disposal methods meet IGA Standards.

- At least 12 months files are kept on all recall & withdrawal notices received. **M**
- Approved disposal methods of quarantined stock conform to Environmental Standards. **M**
- A record is kept on all store actions related to recalls & withdrawals.

| | |
|--------------------------|----------------------------------|
| | HACCP Document No: HA19.02 |
| MALENY SUPA IGA | REVISION: 2 Issue Date: 02/10/12 |
| Manager's Store Audit | SECTION: 18.0 |
| | PAGE: 1 of 1 |
| Prepared by: Graham King | Approved by: George Passas |

MANAGER'S STORE AUDIT

IGA FOOD SAFETY STANDARDS AUDIT – full fresh store

DATE: STORE: STORE MGR SIGN: BUSINESS MGR:

| No. | CHECK LIST | STORAGE AREAS | DRY DISPLAY | FRIDGE DISPLAY | F & V DEPT. | DELI / BAKERY | MEAT DEPT. | COMMENTS |
|------------|--|---------------|-------------|----------------|-------------|---------------|------------|----------|
| 1.0 | ALL FOOD STORAGE, PROCESSING & DISPLAY AREAS | | | | | | | |
| 1.1 | Stock storage & display practices meet IGA Standards in all areas (including bargain bins). | | | | | | | |
| 1.2 | Random checks of display areas (incl. bargain bins) indicate no un-coded or out-of-date stock is available to customers. | | | | Sliced/cut | | | |
| 1.3 | No evidence of rubbish / stains / spills, evidence of cleaning schedule being maintained. | | | | | | | |
| 1.4 | An approved cleaning chemicals supply & service is employed in the fresh departments (JASOL preferred). | | | | | | | |
| 1.5 | Quarantined goods storage meets IGA Standards and is separated from good stock. | | | | | | | |
| 2.0 | COOLROOMS / FREEZER STORAGE & PERISHABLE / FROZEN / FRESH DISPLAY CASES | | | | | | | |
| 2.1 | Foods in service display cases indicate adequate separation preventing cross-contamination of different food types. | | | | | | | |
| 2.2 | Food labelling & available information in all fresh service & self-serve bulk displays meet regulatory requirements. | | | | | | | |
| 2.3 | In – store packaged & supplied value-added fresh goods labelling & date coding policies conform to IGA Standards. | | | | Sliced/cut | | | |
| 2.4 | All refrigeration and hot food temperature checks are documented at least twice daily. | | | | | | | |
| 2.5 | Products do not exceed load limits of all open case display fridges / freezer units. | | | | | | | |
| 2.6 | An approved date marking & mark-down system is used to identify “low code” and in-store packaged foods. | | | * | Sliced/cut | * | * | |
| 2.7 | Hair protection is worn by all personnel in food processing areas. No glass or ceramic objects are stored here. | | | | | | | |
| 3.0 | STAFF TRAINING | | | | | | | |
| 3.1 | All procedures observed indicate that store food safety training has been completed to IGA standard levels. | | | | | | | |
| 3.2 | Key fresh food staff have been trained in Basic Food Hygiene Certificate to IGA standards. | | | | | | | |
| 4.0 | CALIBRATION / RECEIVING / PEST CONTROL / CUSTOMER SERVICES | | | | | | | |
| 4.1 | Calibration records for all scales in fresh areas & checkouts, as well as thermometers, meets IGA standards. | | Checkouts | | | | | |
| 4.2 | Taring of scales & sales practices meets regulatory requirements in all departments. | | Checkouts | | | | | |
| 4.3 | All food delivery vehicles & food deliveries are checked and documented by authorised staff as per IGA Standards. | | | | | | | |
| 4.4 | Home delivery procedures meet minimum IGA standards using approved methods. | | | | | | | |
| 4.5 | Pest sighting sheets are used, bait stations layout is current & adequate service records are available. | | | | | | | |
| 4.6 | Recall / withdrawal records are available. Ullage disposal methods meet IGA Standards. | | | | | | | |
| | TOTAL MAJOR ISSUES | | | | | | | |
| | TOTAL MINOR ISSUES | | | | | | | |

INSTRUCTIONS: 1. Checkers to agree & record: a) “MAJOR” if significant improvement is required – corrective action required within 1 month, b) “MINOR” if minor improvement is required – corrective action required within 3 months, * indicates these can only be minor issues, c) “OK” if issue meets IGA standards, at each point. If disagreement occurs please record this.

2. Shaded areas denote they are not applicable. If any other areas are not applicable, record “N/A”.

3. Check results to be discussed and actioned by the Store Manager or Owner, and relevant staff, with the Business Manager at subsequent scheduled meetings.

4. Business Manager to fax a copy to: a) Quality Assurance Manager at 02 9741 3463, & b) relevant State Fresh Foods Specialist/s.

| | |
|--|--------------------------------------|
| | HACCP Document No: HA22.04b |
| Maleny Supa IGA | REVISION: 4.3.2 Issue Date: 21/10/05 |
| Retail Food Safety Standards - Audit Guide | SECTION: 18.0 |
| | PAGE: 1 of 3 |
| Prepared by: Graham King | Approved by: George Passas |

RETAIL FOOD SAFETY STANDARDS - AUDIT GUIDE

1.0 ALL FOOD STORAGE, PROCESSING & DISPLAY AREAS (M means Mandatory requirement)

1.1 Stock storage & display practices meet retail Standards in all areas (including bargain bins).

- All foods are off the floor and neatly stored. No stock found under display racks or in traffic aisles. **M**
- No possibility of pest harbourage due to clutter and pile-ups of stock in dry goods stores. **M**
- No un- packaged raw foods (ie, carcass meats) to be stored above cooked or packaged goods in fresh areas. **M**
- Unpackaged, bagged or vacuum-sealed foods must not be stored directly on wooden pallets, dirty surfaces or any unsealed surfaces (such as chip board or damaged surfaces) where there is a risk of damage & foreign matter.
- Look for any possible contamination sources, or unacceptable stacking / over-stacking, creating stock damage.
- There is no risk of stock damage due to falling on the floor, e.g. use of clean, plastic trays for high risk goods.

1.2 Random checks of display areas indicate no un-coded or out-of-date stock is available to customers.

- Check high-risk food with "Use By" dates such as creams & sliced small-goods in chiller areas. **M**
- Check short shelf life goods with "Best Before" dates, i.e. yoghurts, chips, biscuits etc.
- Ensure freeze-thaw bakery foods, such as garlic breads etc, have been properly date coded by store staff. **M**
- Random checks on displays indicate products are being rotated by oldest date code on top / front.

1.3 No evidence of rubbish / stains / spills, evidence of cleaning schedule being maintained.

- Spills & stains must not be evident, indicating cleaning is performed as soon as is required. **M**
- Areas must be clean, look for out - of - sight corners, especially, or under racks for rubbish / dirt build-ups. **M**
- Strip curtains at docks & throughout the store are not stained or damaged if present.
- All areas must appear to be swept at least on a daily basis.

1.4 Approved cleaning chemicals supply & service is used in the fresh dept's.

- No chemicals or contaminants should be stored above, or even next to foods, & kept separated from food storage or food processing areas so there is no risk of contamination, or even co-mingling of chemical odours. **M**
- Re-usable utensils or cloths that are used for cleaning are kept adequately separated from foods. **M**
- Chemical containers should be replenished, show no signs of leaks & their dilutions marked to avoid confusion. **M**
- Cleaning signage is apparent in key areas such as fresh food areas, lunchrooms & toilets.
- Periodical swabs by the supplier are being taken & reported to assess the effectiveness of the cleaning program.
- Key staff have been trained by the cleaning chemicals supplier in the safe & correct use of their products.
- Chemicals supplier has provided a folder for the chemical use & their Material Safety Data Sheets.

1.5 Quarantined goods storage meets retail Standards and is separated from good stock.

- Quarantined goods areas are clearly marked with a sign or goods are identified with approved stickers. **M**
- No quarantined goods to be stored or mixed with good stock. **M**
- No quarantined goods or their locations should exist in food processing areas & customer display areas.
- No leaking or infested stock to be kept in storage at the quarantine location.

| | |
|---|--|
| | HACCP Document No: HA22.04b |
| Maleny Supa IGA | REVISION: 4.3.2 Issue Date: 21/10/05 |
| Retail Food Safety Standards - Audit Guide | SECTION: 18.0 |
| | PAGE: 2 of 3 |
| Prepared by: Graham King | Approved by: George Passas |

2.0 COOLROOMS / FREEZER STORAGE & PERISHABLE / FROZEN / FRESH DISPLAY CASES

2.1 Display cases have adequate separation / handling to prevent cross contamination by other food types

- Displays to be organised so that the risk of contamination from different species of meats, or other food types, is minimised, e.g., raw and cooked / ready-to-eat foods are kept in separate storage locations. **M**
- The use of ice, plastic or plant garnishes in service displays does not increase the risk of food contamination.
- There are adequate gloves, wipes and/or correct use of sanitised tongs to minimise cross - contamination in a display case.

2.2 Food labelling & available information in all applicable displays meet regulatory requirements.

- Complete allergen database &/or approved point of sale information available for unpackaged displayed foods. **M**
- COOL (Country of Origin Labelling) meets regulatory requirements and/or other product identifiers meet IGA standard **M**
- Correct and visible label statements are supplied on all direct supplied value-added pre-packed foods.

2.3 In-store packaged & direct supplied value-added fresh goods labelling & coding meets legal Standards.

- All label information, includes ingredients, nutritional and country of origin information must be applied on all in-store pre-packed, & direct supplied “value-added” foods (e.g. marinated fresh meat, smallgoods, sausages, etc.) as per HA18-32. **M**
- Any nutritional claims on in-store packaged & direct supplied value-added foods are supported with lab test results. **M**
- Direct supplied fresh meat packs indicate supplier name, not store name & no reference to IGA.
- All in-store packaged fresh foods shelf life coding complies with legal, fresh foods “Use By” requirements.
- In-store vacuum-sealed refrigerated small-goods packs have a validated shelf life, otherwise only 7 days “Use By”.

2.4 All temperature checks are documented at least twice daily on store customised check sheets.

- Checks to be recorded and up-to-date & to indicate Store Manager has checked / signed them daily / weekly. **M**
- All checks to be done using thermometer/s or gauges (in cool-rooms only) that are accurate to within +/- 1°C. **M**
- Food temperature to be recorded in refrigerated display cases. (Gauge temperature OK for cool-rooms ONLY)
- Bain marie checks to be done using a probe inserted in a chicken as per recommended procedure.
- Poor results must indicate corrective action has been documented and actioned.

2.5 Products do not exceed the load limits of all open case fridges / freezer units.

- Random check indicates load limits are observed by all staff. Stock is loaded cascading to the rear of the unit. **M**
- Open case refrigeration system air vents are not covered by food packages, price tags or any other obstruction.

2.6 An approved mark-down system used to adequately identify “low code” and in-store packaged foods.

- Approved methods are the use of “reduced to clear” or similar adhesive labels in packaged food display cases OR a marked location system in the dairy & / or freezer case.
- Displays containing marked down stock indicate that they are checked by staff on at least a DAILY basis.

2.7 Hair protection is worn by all food processing area staff. No glass or ceramic objects are stored here.

- There must be no risk of glass or ceramic contamination in any food preparation areas. Signs are recommended, these areas should be classified as “Glass Free Zones”. No other foreign matter risks should be evident. **M**
- Store policy is in place and enforces the deli, meat & bakery areas as “hat zones”.
- IGA caps &/or hairnets are recommended. This includes all employees AND contractors.

| | |
|---|--|
| | HACCP Document No: HA22.04b |
| Maleny Supa IGA | REVISION: 4.3.2 Issue Date: 21/10/05 |
| Retail Food Safety Standards - Audit Guide | SECTION: 18.0 |
| | PAGE: 3 of 3 |
| Prepared by: Graham King | Approved by: George Passas |

3.0 STAFF TRAINING

3.1 Procedures observed indicate store food safety training & practices conform to IGA Standards

- Hand washing facilities must be available, proper hand washing & handling procedures in place. **M**
- Look for indications that ALL fresh food handling staff have been trained on customised store procedures. **M**
- Look for conformance to retail Hygiene Policies for handling, storage & staff health. **M**
- Disposable single – use items are handled appropriately. **M**
- Health of food handlers in processing areas meets retail Standards. **M**

3.2 Key staff are trained in Basic Food Hygiene Cert. & Food Safety Supervisor (Vic. & Qld).

- At least ALL MEAT & DELI Managers must be trained in a recognised certified BFH Certificate course.
- At least one Manager or Owner is trained in a recognised Food Safety Supervisor Course in Vic. & Qld stores.
- Food Safety Supervisors also become compulsory in NSW from October 2011.

4.0 CALIBRATION / RECEIVING / PEST CONTROL / CUSTOMER SERVICES

4.1 Calibration records for all scales & thermometers meets IGA standards.

- Scales calibration checks must be documented DAILY using a standard weight, according to HA16.1. View records. **M**
- Thermometer calibration must be documented at least WEEKLY using standard methods. View records. **M**
- Gauges and dials on refrigeration cases or cool-rooms must be calibrated as part of an annual refrigeration service, preferably around August (just prior to the warmer months). Ask for evidence that this is in place.

4.2 Tare of scales & sales practices meets regulatory requirements in all departments.

- Check for “sale of meat by the unit”, practices, in the meat and delicatessen departments. **M**
- ALL fresh foods packaging must be tared according to procedure HA16.2, including the soaker and labels. **M**
- All weighing scales must be serviced and stamped at least every 2 years. Look for the stamp on the scales. **M**

4.3 All food delivery vehicles & deliveries are checked, documented by adequately trained staff.

- All food trucks are checked to ensure they are clean and there is no possibility of food contamination. **M**
- All food deliveries are adequately checked upon receipt for damage, evidence of contamination, shelf life and for temperature (for refrigerated deliveries). **M**
- All checks are documented and signed by the receiver, on a standard receiving sheet, or the invoice.
- Receivers appear to follow a standard procedure, and are authorised to receive goods where applicable.

4.4 Home delivery procedures meet minimum safe standards using approved methods.

- Checkout staff culture indicates all bag filling is done with separation into three (3) categories:
 - 1) perishable with frozen foods,
 - 2) dry foods with general merchandise, and,
 - 3) chemicals or contaminants with general merchandise.
- Approved home delivery “controlled” methods such as 1. a clean, rigid esky type is used, where perishable & frozen goods and esky are pre-chilled in the freezer whilst waiting to be dispatched, and or 2. an approved freezer blanket is employed.
- If the controls are employed, then store policy of delivering perishable & frozen orders is **no greater than 90min** away. **M**
- If controls are not employed, store policy of delivering is **no greater than 5km or 20min** away (whichever comes first). **M**

4.5 Pest sighting sheets are used, bait stations layout is current & service records are available.

- View rodent bait stations layout & pest control service records. These should be easily accessible. **M**
- Min. recommended service frequency for stores with deli &/or meat dept's is 8 services per year or 6-weekly. **M**
- Pest control service is being performed by a licensed pest controller. **M**
- Pest sighting sheets used in key areas i.e. docks, lunch - room, fresh areas etc, AWAY from customer view

4.6 Recall / withdrawal records are available. Ullage disposal methods meet legal Standards.

- At least 12 months files are kept on all recall & withdrawal notices received. **M**
- Approved disposal methods of quarantined stock conform to Environmental Standards. **M**
- A record is kept on all store actions related to recalls & withdrawals.

Need help with your store Home Delivery temperature control ???

- ◆ Look at this solution available from the IGA (GM) warehouse now
- ◆ Easy to cut to any size needed and Can be used again and again. Wipe clean
- ◆ Easy to chill and use ! Just soak in water 20 minutes, freeze for 1 hour.
- ◆ Place black side onto goods. When thawing, it will evaporate not leak !!



ICE BLANKET

- Replaces dry or wet ice
- No more wet products
- Ideal for remote locations
- Flexible • Re-useable

Cooler ice will last considerably longer when used with the Ice Blanket.

Instructions:

(1) Measure required amount from 450mm x 25m roll.



(2) Cut Ice Blanket to the required size.



(3) Soak in water until pockets are full.



(4) Place Ice Blanket in freezer until frozen.



ITEM NO: 742911
450mm x 25 METRE ROLL
PACKED 1. \$105.00

(5) Line cooler with frozen Ice Blanket.



(6) Place products inside cooler.



ALLERGEN WARNINGS – SELF SERVE & SERVICE DISPLAYS–EXPO 2003 – EXAMPLE ONLY *

| DISPLAY | TICKET COLOUR | Peanuts | Nuts | Soy-beans | Gluten | Egg | Milk | Sul-phites | Irra-diation | GM | Unpasteur-ised milk or eggs | Offal | Processed Meat | Fish | Crusta-cea |
|--------------------------|---------------|---------|------|-----------|--------|-----|------|------------|--------------|----|-----------------------------|-------|----------------|------|------------|
| Fruit & Veg. | | | | | | | | | | | | | | | |
| Nuts / Dried Fruit | Green | X | X | X | X | | X | X | | | | | | | |
| Deli - Cold | | | | | | | | | | | | | | | |
| Cheeses | Green | | | | | | X | | | | | | | | |
| Pre-prepared Salads | Green | | | | X | X | X | | | | | | | | |
| Sliced Smallgoods | Maroon | | | X | X | | X | | | | | X | X | | |
| Cold Pastry Goods | Maroon | | X | | X | X | X | | | | | X | X | | |
| Value Added Chicken | Maroon | | X | X | X | X | X | | | | | | | | |
| Value Added Seafood | Blue | | X | | | | | | | | | | | X | X |
| Deli - Hot | | | | | | | | | | | | | | | |
| Stuffed Chickens | Maroon | | | X | X | X | X | | | | | | | | |
| Hot Pastry Goods | Maroon | | X | | X | X | X | | | | | X | X | | |
| Bain Marie - other | Maroon | | X | X | X | X | X | | | | | | | | |
| Self Serve Bakery | | | | | | | | | | | | | | | |
| Bread | Maroon | X | X | | X | X | X | | | | | | | | |
| | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | |

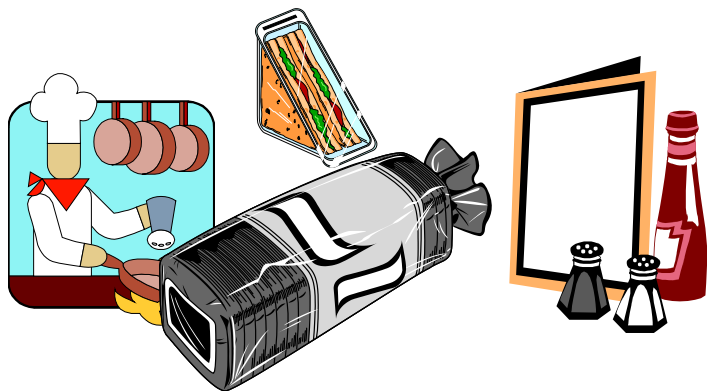
* This sheet is only to be used as an example, not as a guide to your displays. To ensure you get the correct information and ticketing for YOUR store displays, please check the Allergen Database supplied by your specialists for all IGA supplied goods, and the information supplied by your suppliers for all direct lines.



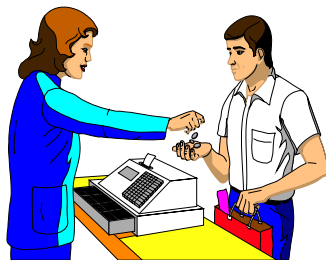
Fresh Labelling Legislation

All Pre-Packed Items are required by law to have Ingredients, Allergens and a Nutritional panel (per 100g serve) available on the product.

What is classed as a pre-pack item?



Products that are Value Added or have Preservatives added, then are Pre-packed and sold in self serve units for customers convenience.



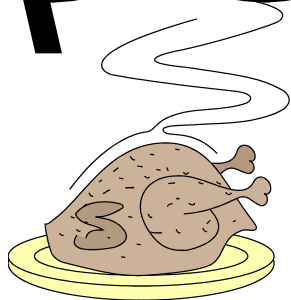
What is exempt from the Ingredients & Nutritional Panel labelling laws and only requires the Allergen information?



Products served to the customer, Meat from the Meat Department that has not been value added, or products that a Customer bags instore themselves eg loose Bread rolls, Fresh Fruit & Vegetables and Salads from a Salad Bar etc.

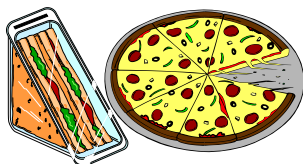


Fresh Labelling Legislation



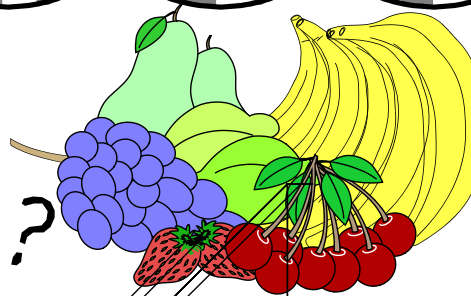
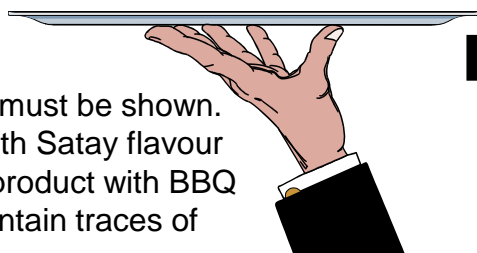
Hot BBQ Chickens sold from the hot box or sold as cold from the inside of the deli case require the Allergen info to be available.

Use-by-dates are to be used rather than Best-by-dates unless shelf testing.



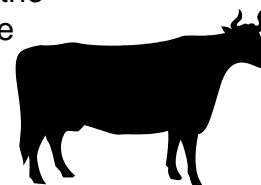
Sandwiches & Pizza's sold from inside the Deli case only require the Allergen info to be available. Ingredients Nutritional Panel & Allergens are to be added to the label if selling from a self serve off located unit.

Non ingredients Allergen must be shown. (eg marinating product with Satay flavour then marinating another product with BBQ flavour. The BBQ may contain traces of peanuts.)



Salad Bars require the Allergen info to be available.

Pre-Packed Fruit Salad and Dry Coleslaw need the Ingredients and Allergens added to the label. A Nutritional panel is required only if adding a dressing or preservatives etc.



Value Added products that have an additive (eg. marinades, preservatives, sauces etc) must show the Ingredients, allergens & the Nutritional Panel on the label.



Frequently asked questions

The nominated key ingredient of a product is to be marked with the % of that ingredient when entering the information. (eg. Banana Custard. The Banana regardless of what position it is in the ingredients, must show the % amount that is in the recipe.)



Fresh Labelling Legislation

How to Calculate Nutritional Panels

The Nutritional Panel Calculator (NPC) is a web-based, on line nutritional-labelling tool. You can access it, free of charge, via the FSANZ website. **www.foodstandards.gov.au**.

Ensure you have the correct ingredients to avoid errors in performing the manual calculations.

Note; The exact ingredients per recipe must then be adhered to to ensure the nutritional panel is always correct.

Option; alternatively, have products analysed by a laboratory. FSANZ recommends that the chosen laboratory be accredited by either the National Association of Testing Authorities (NATA) or the International Accreditation New Zealand (IANZ)

Scratch Bakeries can get assistance from the Bakery Institute (QLD, NSW)

Allergen database is available on the IGA website.

Need further advice - call your State Food Safety Co-Ordinator on 1300 135 690



Fresh Foods

Sales Managers QLD

Delicatessen, Bakery, Meat & Fresh Produce

WEEKLY PRE-OPERATIONAL HYGIENE CHECKLIST

Complete at the commencement of each shift

Week Commencing: _____

Satisfactory (/) Unsatisfactory (x) & complete corrective action.

Completed by: _____

| Item | M | T | W | T | F | S | S | Corrective Action |
|--|---|---|---|---|---|---|---|-------------------|
| 1. Amenities are clean & dry. | | | | | | | | |
| 2. Staff have clean clothes. | | | | | | | | |
| 3. Staff wash hands with sanitiser before operations. | | | | | | | | |
| 4. Work area is clean, tidy & there is no evidence of pests. | | | | | | | | |
| 5. Hand basin & hand drying facilities are clean & accessible. | | | | | | | | |
| 6. Bench tops & supports are clean. | | | | | | | | |
| 7. Tickets & display dressings are clean & sanitized. | | | | | | | | |
| 8. Knives, steels, chains, coaches & aprons are clean. | | | | | | | | |
| 9. Band saw, hand saws, choppers & slicers clean. | | | | | | | | |
| 10. Cuber & vacuum machine are clean. | | | | | | | | |
| 11. Mixer / mincer / silent cutter is clean. | | | | | | | | |
| 12. Brine injector nozzles are clean. | | | | | | | | |
| 13. Tubs buckets & containers are clean, in good repair & stored to prevent contamination. | | | | | | | | |
| 14. Sausage filler & table are clean. | | | | | | | | |
| 15. Chopping block is clean & in good repair. | | | | | | | | |
| 16. Racks, rail & hooks are clean. | | | | | | | | |
| 17. Chillers/freezers including door handles & seals are clean & in good repair. | | | | | | | | |
| 18. Ceilings & overhead structures are clean. | | | | | | | | |
| 19. Premises, walls, doors, door handles & switches are clean. | | | | | | | | |
| 20. Smokehouses cooking vats are clean. | | | | | | | | |
| 21. Drainage system working with grates fitted & in good repair. | | | | | | | | |
| 22. Floors clean & in good repair. | | | | | | | | |
| 23. Loading, storage & amenities clean. | | | | | | | | |
| 24. Ingredients & meat are stored to prevent contamination. | | | | | | | | |
| 25. Inedible material is stored in identified containers. | | | | | | | | |
| 26. Cleaning equipment clean & stored to prevent contamination. | | | | | | | | |
| 27. Cleaning cloths are stored in fresh sanitiser. | | | | | | | | |
| 28. Raw & cooked product stored to prevent cross contamination. | | | | | | | | |
| 29. Packaging clean & stored to prevent contamination. | | | | | | | | |
| 30. Where applicable, meat delivery vehicle(s) clean & sanitized. | | | | | | | | |

Comments / Further Corrective Action: _____
