



Cleaning up

K

Know

What do you need to know?

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

D

Do

What do you need to do?

Using safe food

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



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Do

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

Cleaning up your food preparation area

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



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Do

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

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Show



What do you need to show?

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



Maintaining equipment and facilities

K**Know**

What do you need to know?

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

D**Do****What do you need to do?**

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

For all water supplies

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

D**Do****For surface or ground water supply only**

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

For roof water supply only

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

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Show



What do you need to show?

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

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

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



When something goes wrong

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Know

What do you need to know?

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

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Do

What do you need to do?

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

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Do

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

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Show



What do you need to show?

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



Dealing with customer complaints

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Know

What do you need to know?

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

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Do

What do you need to do?

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

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Do

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

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Show



What do you need to show?

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



Tracing your food

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What do you need to know?

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

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

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Do

What do you need to do?

- To trace imported food you must keep:
 - the name and contact details of:
 - your supplier,
 - the manufacturer of the food,
 - any information that shows the food:
 - has been assessed or confirmed as being safe and suitable,
 - is transported and stored safely to stop deterioration and contamination,
 - a description of the food including commodity, brand and lot or batch identification,
 - any information which will allow food to be traced:
 - from the supplier to the registered importer,
 - while it is under the registered importer's possession,
 - to the next person the food is passed onto (other than the final consumer).
- For all food choose either: (tick as appropriate)
 - option 1 – record all information to enable targeted recall; or
 - option 2 – record minimum information.

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Do

If you choose option 1 :

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

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Show



What do you need to show?

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



Recalling your food

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Know

What do you need to know?

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

D

Do

What do you need to do?

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

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Do

- be able to follow and meet with all of the instructions in the recall notice,
 - separate any recalled produce and label it as 'Recalled – do not use',
 - tell your supplier how much of their affected product is at your food business,
 - arrange for affected product to be picked up and disposed of.
- If you have made and sold food which is unsafe or unsuitable, you must do all of the following:
 - call 0800 00 83 33 and ask for the Food Compliance team (if during work hours) or ask for the on-call MPI Food Safety Officer (if calling after hours),
 - complete the recall hazard/risk analysis form and send it to your Food Act Officer
<http://www.foodsafety.govt.nz/elibrary/industry/recall-hazard/index.htm>
 - you must report to MPI your decision to recall within 24 hours,
 - draft a newspaper advertisement using the appropriate template:
 - food recall notice template – General products
http://www.foodsafety.govt.nz/elibrary/industry/Food_Recall_Warning-Advertisement_Microsoft.rtf
 - food recall notice template – Allergen warning
http://www.foodsafety.govt.nz/elibrary/industry/Food_Recall-Advertisement_Microsoft.rtf

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Do

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

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Show



What do you need to show?

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

