

# Food Service and Retail Food Control Plan

## Management



# Business management details

## Business details

Legal name	
Trading name	
Legal status <small>[tick as appropriate]</small>	<input type="checkbox"/> sole trader <input type="checkbox"/> partnership <input type="checkbox"/> limited liability company <input type="checkbox"/> other [specify]:
Type of business <small>[tick as appropriate]</small>	<input type="checkbox"/> single outlet <input type="checkbox"/> managed branch of company <input type="checkbox"/> franchise <input type="checkbox"/> other [specify]:
Activity <small>[tick as appropriate]</small>	<b>Food Service:</b> <input type="checkbox"/> dine in <input type="checkbox"/> takeaway <input type="checkbox"/> on-site catering <input type="checkbox"/> off-site catering <input type="checkbox"/> other [specify]: <b>Food Retail:</b> <input type="checkbox"/> butcher <input type="checkbox"/> delicatessen <input type="checkbox"/> bakery <input type="checkbox"/> fishmonger <input type="checkbox"/> fresh produce <input type="checkbox"/> grocery <input type="checkbox"/> transport/delivery <input type="checkbox"/> supply other businesses <input type="checkbox"/> transport/logistics <input type="checkbox"/> other (specify): <input type="checkbox"/> mobile food service or retail
Postal address	
Telephone	
Fax	
Email	

## Location(s)

Street address (1) (premises where food business operates)	
Water supply	
<b>Additional sites</b> <small>[continue on a separate sheet if needed and attach]</small>  List below any other premises that are used in connection with the food business (e.g. premises used for storage or pre-preparation of food). These activities and sites will also be covered by this FCP. If water is used for food purposes, identify the source of the water supply.	
Street address (2)	
Activities/water supply source	
Street address (3)	
Activities/water supply source	
Street address (4)	
Activities/water supply	

# Business management details

## Management

### Operator

The operator is the owner or other person in control of the food business. If the food control plan applies to more than one food business, the operator is the person responsible for the food control plan\*

Name	
Physical address (Business or Residential)	
Electronic address	
Telephone	

### \*Operator of each food business (if plan applies to more than one food business)

Add additional rows as necessary.

Name	
Physical address (Business or Residential)	
Electronic address	
Telephone	

### Day-to-day manager (write 'as above' if the day-to-day manager is the operator)

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

Name and/or position	
Telephone	

### Delegated responsibilities

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

Name and/or position	
Delegated duty (write name of procedure or task that is delegated)	
Name and/or position	
Delegated duty (write name of procedure or task that is delegated)	
Name and/or position	
Delegated duty (write name of procedure or task that is delegated)	
Name and/or position	
Delegated duty (write name of procedure or task that is delegated)	

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

Registration authority	
Contact person	
Address	
Telephone	
Fax	
Email	

### Verifier (if not local council)

Verifier (agency)	
Contact person	
Address	
Telephone	
Fax	
Email	

## Physical boundaries and layout

Using the grid below draw a diagram or insert your own map or diagram showing the physical boundaries, the layout of the place where you operate your business, and the types of activity carried out there. You must also show the location of any other activities within the physical boundaries that are not activities of your food business. You do not need to show activities that happen outside the physical boundaries unless the activities on neighbouring properties pose a risk to the safety and suitability of food. Use the box below the grid to describe what these activities are.

If you operate from more than one place you can copy this page to provide the information about each location.

Your FCP must include details of how you keep food safe and suitable if the other activities could affect the safety and suitability of your food. This is included in *Using shared places for commercial food*.

Business name	
Site address	

[illegible]

A description of the activities that are not activities of this business:



# Documents, records and reporting

## Record keeping

Keeping accurate records is a requirement of the Act (section 50) and regulations (regulations 35 - 38).

This template includes important record-keeping documents your business may require depending on your food business including:

- a list of suppliers;
- staff training;
- sickness record;
- pest control;
- cleaning.

Completing the Diary is an important part of record keeping. It helps to show how you correct things that go wrong and could affect the safety or suitability of food. You can use the diary to:

- write down anything that goes wrong;
- write down what was done to correct the problem and prevent customers from being affected;
- write down what was done to prevent a problem from happening again;
- confirm that the procedures in the FCP have been followed.

The Diary also contains space for keeping records of temperatures of cooked, stored and displayed food and thermometer calibrations.

There's more information on how to use the Diary in the introduction and in the Diary itself.

Pre-printed documents for recording other checks are also provided for specific activities, for example:

- recording the shelf life of foods;
- checking meat is cooked;
- re-using food.



*You might find it useful to keep your Cleaning and Maintenance schedules in the Diary so that you can easily confirm that they are being followed*

## Making changes

If you carry out any food activities that aren't identified in this plan, they may require evaluating and approval before you can incorporate them into the plan. Changes that will require evaluation and approval are set out in Part 3 of the *Food Control Plans and National Programmes Notice 2015: What constitutes a significant amendment to a food control plan*. They include major alterations of processing facilities; processing food not covered by the plan; setting up a new process not covered by the plan; making changes that introduce new hazards; and other activities that are not covered by the procedures in this template. If you make a significant amendment your plan becomes a custom FCP and must be registered with MPI.

Changes that are not likely to require evaluation and approval include:

- using your own record sheets as long as they contain at least the same information as those provided in the template;
- changing the order of procedures;
- removing or marking as "not applicable" parts of the template that do not apply to your business (e.g. removing *Transporting food* if you don't transport food).

If you make a significant change to your plan (see above), make sure that the contents pages and procedures in your FCP are updated with the date the change was made and a new version number. If you update your plan with an Amendment issued by MPI, also update the Amendment record.

If you change any Business management details in section 2.1 or the information that accompanied your application for registration, you must notify your registration authority. This includes details on the death of the owner or operator, bankruptcy, liquidation, receivership etc.

All documents, including versions that are no longer used, and all records must be kept for at least four years and made available on request (e.g. by a Verifier or Food Safety Officer).

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

## Reporting

If something goes wrong at your business that either results in food that is not safe and suitable, or food that may not be safe or suitable and the situation could make people sick you must report this to your verifier.

# Design, location and use of food places

## Goal

Places used for food are located, designed and constructed appropriately, so they can be used to prepare and/or serve food that is safe and suitable.

Act requirements:

- The design must exclude, where possible, dirt, dust, fumes, smoke, pests and other contaminants.
- The design, construction and location of the place of food business must enable food to be safe and suitable.
- Any risk posed to food safety and suitability relating to the location of the place (e.g. from previous use; or proximity to activities that could result in food becoming contaminated) must be identified and managed.
- A place must have adequate space for processing and handling activities, fixtures and fittings.
- The design must provide for easy access for effective cleaning and maintenance.

## Why?

- Food may be contaminated and customers made ill from:
  - toxic materials left over from previous uses of places;
  - contaminants such as dust, fumes, spray-drift;
  - materials unsuitable for contact with food that are used in construction of places.
- Good design and layout of places provides sufficient space for:
  - people to work in ways that won't contaminate food;
  - effective cleaning and maintenance.

## How this is done

The places used by the business must be appropriate for producing safe and suitable food.

The following matters must be considered and managed in the design, location and use of places to prevent or minimise contamination or cross-contamination of food:

- external environmental factors (including dust, pests, dirt, fumes, smoke);
- internal environmental factors (including transfer of contaminants from surfaces and between foods, dust from overhead fittings);
- the build-up of dirt, mould, condensation and the shedding of particles;
- size of food places is sufficient in regard to the number of people working there, the nature of the business, the potential patronage and the volume and range of food prepared and served;
- working conditions facilitate good operating practices and ensure cross-contamination and deterioration of food is minimised;
- allows for the easy movement of people involved with preparing/serving food and provides good access to areas for cleaning, checking and maintenance;
- materials used in the construction of structures and surfaces must not be a source of contamination for the food (e.g. they should not impart chemicals or toxic matter to the food) and can be easily cleaned.

In addition, places used for food are exclusively used for the purpose of food business activities while the business is operating.



# Facilities, equipment and essential services

## Goal

To ensure that facilities, equipment and essential services are designed, constructed and located so that they may be operated in ways that that keeps food safe and suitable.

Act requirements:

- The design, construction and location of facilities, equipment and essential services at a business must enable food to be safe and suitable.
- Facilities, equipment and essential services must not be operated beyond their capacity or capability.

## Why?

- Food may be contaminated and customers made ill from:
  - poorly designed equipment that can't be adequately cleaned;
  - equipment constructed of unsuitable materials for contact with food;
  - facilities, equipment and essential services operated beyond their designed capacity and capability.

## How this is done

The location, design, construction and operation of facilities, equipment and essential services must prevent or minimise contamination or cross-contamination of food:

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

# Training, supervision, competence

## Goal

To ensure that all staff have a good understanding of the Plan's requirements and food safety matters related to their area of work.

Visitors to processing and handling areas, such as maintenance or delivery personnel, understand what they must do to keep food safe and suitable.

Appropriate training and supervision is provided.

Act requirements:

- The instruction, training and supervision of staff to achieve the safety and suitability of food must be adequately implemented and resourced.
- Any person who can affect the safety or suitability of food or carries out any activities in relation to food must have the competency required to carry out their tasks.
- Staff and visitors (such as delivery or maintenance personnel), must understand what they must do while at the place of business to keep food safe and suitable.

## Why?

- Food may be contaminated and customers made ill if people do not understand and put in place practices that keep food safe.
- Some staff may need supervision due to inexperience, ability, size of operation etc.
- Staff need to be competent in what they do if the plan is to be successfully implemented.

## How this is done

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

The day-to-day manager must ensure that each member of staff is skilled and has the competency required to carry out each safe practice and procedure relevant to their work.

All staff and visitors where appropriate must be trained in the following practice and procedures before they can work:

- hand hygiene;
- personal hygiene;
- health and sickness;
- potentially hazardous food;
- cleaning and sanitising;
- food allergens;

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- 

Staff must also be trained in other procedures appropriate to the tasks before they are expected to carry them out.

When to train staff:

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



Unless a staff member has received training in a specific task, then they are not allowed to perform that activity.

## What if there is a problem?

Retrain staff if necessary.

You should also consider:

- reviewing staff training to see if it can be improved;
- improving staff knowledge of why it's important to follow safe food practices;
- making sure staff have access to the relevant procedures from the Plan;
- the need to increase supervision.

## Write it down

You must:

Complete a Staff training record for each person who works in the business.

Sign off each task on an employee's Staff training record when he or she has received training in a task, has demonstrated a good understanding and has been observed consistently following the correct procedures.

Record any retraining or refresher training in an employee's Staff training record.

Write down in the Diary if something went wrong that was caused by inadequate training, supervision or lack of skill. Identify what went wrong, why it happened and what you have done to help prevent it from happening again.

# Managing *Listeria*

## Goal

To prevent ready-to-eat (RTE) food becoming contaminated with the bacterium *Listeria monocytogenes*.

### Act requirements:

- All food that is produced or processed and handled must be handled in a way that minimises contamination or deterioration.
- There must be procedures in place that prevent, eliminate or reduce hazards during the production, processing and handling of food.

## Why?

- To prevent ready-to-eat (RTE) food becoming contaminated with the bacterium *Listeria monocytogenes*.
- *Listeria* bacteria can be found everywhere and will grow in food processing and storage areas
- *Listeria monocytogenes* causes the foodborne illness listeriosis. A significant proportion of people who get listeriosis die, including babies who can become infected by their mothers.
- Consumers with lower immunity, have a greater risk of getting sick from food than other people. These people include the very young and the elderly; people who are ill, those either recovering from illness or on medication and women during pregnancy.
- *Listeria* is particularly associated with long shelf life, refrigerated RTE processed foods.
- *Listeria monocytogenes* is considered the most dangerous pathogen of chilled processed foods as it can grow under refrigerated temperatures, in air, in no air (e.g. a vacuum pack), and under relatively acidic conditions.

## How this is done

Special care must be taken when handling foods that are potentially hazardous – see *Potentially hazardous foods*. Follow the instructions below carefully. This is because they are foods that:

- will support growth of *Listeria monocytogenes*;
- may not be processed further to make them safe to eat;
- are stored refrigerated; and
- can be stored for long periods.

You must thoroughly clean, and if necessary, sanitise processing areas and equipment.

It is important that if potentially hazardous foods are taken out of their packaging, they are handled hygienically to prevent them becoming contaminated.

In the rest of this template, the “important information” box below is used for procedures where it is particularly important to control the spread of *Listeria*.



Controlling *Listeria monocytogenes* is an important part of this process.

## How this is done

### People and places

All handlers of potentially hazardous foods must follow good hygiene practices when they are in the food preparation area. This includes washing and drying hands thoroughly before handling food and after touching nose, hair and other surfaces where harmful organisms are likely to be present. Food surfaces and equipment must be cleaned and sanitised before starting preparation. All handlers must wear clothing that is dedicated to food handling activities.

- Self-service areas must be kept clean.
- Used utensils must be regularly replaced with clean ones;

Food spillages must be dealt with promptly.

To prevent a build-up of food waste discard food scraps often.

### Cleaning and sanitising

To control the presence, spread, and growth of *Listeria monocytogenes* you must:

- keep processing areas clean; and
- clean and sanitise equipment that comes into contact with potentially hazardous processed food.

Equipment where food can accumulate, such as slicers and can openers, must be cleaned and sanitised before and after use and between different food types. This may require taking the equipment apart to get at hidden areas where small particles of food have lodged.

## How this is done

### Storing food

You must keep cooked and ready-to-eat foods separate from other foods so that they don't accidentally become contaminated. Potentially hazardous foods must be stored chilled below 5°C, or kept hot above 60°C.

All foods must be stored and used according to instructions provided on the original labelling, or within two days of opening. Once their original packaging is opened, they must be stored covered until used.

Frozen food must be thoroughly defrosted before cooking, or cooking times extended to ensure they are cooked right through.

Check that stored food is still within its "Use-by" or "Best- Before" date. If the date has passed, or the storage conditions have not been met, throw the food away.

Bulk food containers e.g. containers of jams, pickles, sauces must be emptied and cleaned and sanitised before re-use.

You must regularly check that fridges and chillers are keeping the food stored in them at or below 5°C.

### Cooking food

When cooking potentially hazardous food, it must be cooked thoroughly. Use a probe thermometer to measure the temperature in the thickest part of the food has reached 70°C for three minutes or 75°C for 30 seconds. After cooking, serve high-risk food promptly.

### Serving food

Take extra care when preparing and serving salads (e.g. pasta, rice, tabbouleh, and cold meat salads), cold cuts, pies, quiches etc and sandwiches – especially those containing salad ingredients.

Check the labelling on salad packaging and unless it clearly states that the salad ingredients are ready to eat, wash them in clean water.

Prepare these foods as close to meal time as practical and store them chilled until needed. If any of these foods are left at room temperature they must be eaten within four hours – otherwise the food must be thrown away.

If cold cuts are on the menu, slice and serve them as close to meal time as possible.



Further information on the control of *Listeria monocytogenes* in ready-to-eat foods can be found at [www.mpi.govt.nz](http://www.mpi.govt.nz) including:

- *Listeria* management;
- Good operating practices;
- Microbiological testing for verification of the control of *Listeria monocytogenes*;
- Guidance for the Control of *Listeria monocytogenes* in ready-to-eat foods;
- Fact sheet on Managing *Listeria* in the Care Sector.

# Managing *Listeria* in the care sector

For those catering for the elderly, very young and other vulnerable people *Listeria monocytogenes* (*Listeria*) causes the foodborne illness listeriosis. Those who are at greater risk from severe/invasive listeriosis are people with lower immunity (either because of an illness or medication), the very young, frail older people and pregnant women. *Listeria* can also cause miscarriage, stillbirth or premature birth, and serious illness or even death to newborn babies. Although invasive listeriosis affects very few people each year in New Zealand, it is a very serious illness and a significant proportion of these people will die.

*Listeria* bacteria are naturally found in the environment and on raw food products and the bacteria are easily introduced into food preparation, processing and storage areas. Listeriosis is most likely to be associated with foods that are ready-to-eat (processed) and are stored chilled. This is because these foods are often contaminated after processing, e.g. after cooking, and unlike most other organisms that cause foodborne illness *Listeria monocytogenes* can grow under refrigeration temperatures, in air, in no air (e.g. a vacuum-pack), and under relatively acidic conditions.

See Food Standards Australia New Zealand Standard 1.6.1. Microbiological Limits for Food.

## Food and *Listeria*

It is vital that you and your staff understand the risk from *Listeria* and know how to prevent its spread when serving food to vulnerable consumers. Make sure that this is included as part of your staff training programme.

Cooked and ready-to-eat foods, that are stored chilled and have a long shelf-life are of particular concern. They are among a group of foods termed “high risk” foods. This is because they are foods that may contain the harmful organisms that can cause illness and may support the growth of *Listeria monocytogenes* if not kept under temperature control. See the list of common high risk foods on this page.

To reduce the risk of listeriosis you may wish to use foods that have been heat processed in their final container, such as retort-processed foods, canned foods and some pouched foods. These foods will have been cooked or processed to remove harmful organisms.

## Purchasing food

Make sure you source food from a supplier who has processes to ensure their food is safe and suitable, and who will consistently supply food in clean and undamaged packaging. The food should have a “Use-by” or “Best-Before” date. It is a good idea to order quantities that you will use straight away to avoid the risk of your stored food becoming out-of-date. You should also check that the manufacturer has a *Listeria*

Management Plan<sup>1</sup> in place.

## Cleaning and sanitising

Regular and thorough cleaning and drying of food preparation areas and equipment will help prevent *Listeria* becoming established.

Even if you can't see dirt *Listeria* may be present. You won't know if it is there unless you test for it. *Listeria* is particularly at home in slicers and other areas that are hard to clean, also wet places, such as drains, drainage channels and wet areas around waste containers from where it can easily be spread to other places. Dirty cloths and damaged hoses are great hiding places for *Listeria*.

You can develop a cleaning schedule that identifies specific areas and equipment for cleaning, when it needs to be done, how it is to be cleaned (and if necessary sanitised) and who is to make sure it is done. This will help to make sure that nothing is missed out.

You can also develop a sampling programme to check key places and identify whether *Listeria* is in the food environment.

Take particular care with these common high risk foods:

- fresh produce which is difficult to wash e.g. seed sprouts,
- pre-cut bagged salads, raspberries;
- pre-prepared ready to serve packaged fruit and vegetables;
- ready-to-eat foods that may contain cooked and uncooked ingredients such as sushi, dips, hummus and mixed vegetable and protein salads;
- cooked meats, uncooked ready-to-eat meats such as salami or jerky, cold cooked chicken;
- vegetable pates, pastes and terrines unless sealed in jars or cans;
- soft cheeses, blue cheeses and grated cheese (unless it is going to be cooked before serving);
- raw or unpasteurised milk, or dairy products made from raw or unpasteurised milk;
- fish and other seafood that is going to be served raw or lightly cooked;
- processed chilled seafood (e.g. hot and cold smoked fish and shellfish, pre-cooked prawns and crab, surimi); and
- processed foods, especially meat and fish where the salt or acid have been reduced or the moisture increased compared to traditional shelf-stable product.

<sup>1</sup> Information on *Listeria* Management Plans can be found at <http://www.foodsafety.govt.nz/science-risk/programmes/hazard-risk-management/listeria.htm>

