Ministry for Primary Industries
Manatū Ahu Matua

Name of business:

Food Control Plan

Food Service and Food Retail

Template – March 2017

Retail Basics

For retail businesses that process and handle food.

Add to the food service and retail *Basics Pack*.

New Zealand Government

Growing and Protecting New Zealand

Retail basics

Contents

Retail basics

Establishing shelf life

Goal

- To decide whether a "Use-By" or "Best-Before" date is needed on food.
- To establish how long food will be safe to eat or meet a certain nutrient content ("Use-By").
- To establish how long food will keep its quality attributes ("Best-Before") .
- Food must meet Australia New Zealand Food Standards Code requirements including:
  - packaged food with a shelf-life of less than two years must be labelled with a date;
  - setting the date mark taking into account realistic storage conditions during distribution, retail and storage by consumers;
  - providing instructions for safely storing food until its date mark, and for use and storage once packaging has been opened where needed to keep food safe.

Why?

- People need to know how long food will be safe or it has a certain nutrient content, or they could be made ill.
- When food has been taken out of its original packaging it usually won't last as long, so the date mark needs reviewing.

How this is done

Establishing shelf life when making products

The shelf life of products must be established by:

1. Working out whether a "Use-by" date or a "Best-Before" date is required for the product. Refer to the Food Standards Australia New Zealand Guide: *Date Marking User Guide to Standard 1.2.5 Date Marking Food*.
2. Setting an accurate "Use-by" or "Best-Before" date. Refer to the MPI Guide How to Determine the Shelf Life of Food.

Establishing shelf life when using products made elsewhere

When a potentially hazardous food is opened or taken from its original wrapping a new shelf-life must be established by:

1. using a date provided by the manufacturer for the opened product; or
2. establishing a date when food will still be safe, taking into consideration:
   a. how the food is processed or handled once out of its original packaging; and
   b. storage conditions; and
   c. allowing for a reasonable amount of time for a consumer to open and use the food; or
   d. establishing a date from the results of shelf-life testing.

Information about the method(s) used for establishing product shelf-life is kept at: (identify where this is)

.

All products

- An accurate "Use-by" or "Best-Before" date must be marked on the product.
- Where food must be used or stored in particular ways to keep it safe after it's been opened, this information must be provided.
- Stock should be rotated and food must not be sold after a "Use-by" date.

How this is done

An example of establishing shelf-life of an opened product is on the next page.

What if there is a problem?

Don't sell food until you have established an accurate "Use-by" or "Best-Before" date for it.

If you don't know if a food is within its "Use-by" date, throw it away.

If you want to change a manufacturers "Use-by" or "Best-Before" date on unopened food you need permission from MPI.

Write it down

When you make a potentially hazardous product that won't be consumed immediately, write down the date it was made and its shelf-life in the Ready-to-eat foods list.

When you take a potentially hazardous product from its original packaging, write down the new (opened) shelf-life in the Ready-to-eat foods list.

Use the Ready-to-eat foods - batch list to show how you ensure that potentially hazardous products meet their shelf-life.

Guidance

An example of establishing shelf life when a manufactured product is opened

This information is provided to help with establishing the shelf-life of potentially hazardous products taken from their original wrapping.

A vacuum-packed side of smoked salmon was given two months chilled shelf life when packed by the manufacturer. It is opened by a retailer with 12 days shelf life remaining and:

- some of the salmon is shaved and placed on a tray on chilled display
- the rest is re-wrapped and put back in a chiller with details of the original shelf-life and date of opening.

Information provided by the manufacturer identifies that, once opened:

- a whole side has a chilled shelf-life of ten days (which includes the day it is opened);
- when shaved, the salmon has a chilled shelf-life of six days.

The business wants to ensure there is no risk that these dates are exceeded. It calculates that:

- shaved salmon can be displayed chilled up to 2 days (including the day of shaving), and the customer will be given a further 2 days from date of sale to use it;
- salmon returned to the chiller can be shaved for up to three days (starting with the day the salmon is opened).

The business works out that this would be well-within the manufacturers requirements because:

- the latest that salmon could be shaved is day 3;
- the latest a customer could be served is day 4;
- the latest shelf life given to a customer would be day 6.

Using this example:

- the latest that the business would open the smoked salmon would be with 10 days of shelf life remaining;
- the product date mark would be “Use-by.”

Retail basics

Cooling hot food and freezing food

Goal

To cool hot potentially hazardous food quickly to minimise the length of time it spends in the temperature danger zone.

To freeze foods safely.

Act requirements:

- Food must be processed and handled in ways that minimise the contamination or deterioration of food and prevent food containing substances that are unexpected or unreasonable.
- There must be procedures for controlling hazards at each production and processing and handling step where it is essential to eliminate or reduce a hazard to an acceptable level.

Why?

- Food that is not chilled quickly and completely, and food in the temperature danger zone (5ºC to 60ºC) will allow harmful microbes (such as *Clostridium perfingens* or *Bacillus cereus*) to grow. These microbes can make people ill.
- Cooked and chilled ready-to-eat (RTE) food can be contaminated by *Listeria* and other harmful microbes after cooking by poor handling and cleaning practices.

How this is done

Control of *Listeria monocytogenes* is an important part of this process (see also *Listeria* in the management section).

Surfaces and equipment must be in sound condition and clean before use. Surfaces in contact with RTE foods must be sanitised before use – see *Cleaning and Equipment, packaging and other items, Maintenance* and *Allergens.*

Good hand hygiene and personal hygiene practices must be followed when handling food – see *Hand Hygiene* and *Personal hygiene.*

When using a thermometer the procedure *Checking temperatures and calibrating thermometers* must be followed.

Cooling hot food

When hot, potentially hazardous food that is cooling reaches 60ºC, further cooling must be done quickly so that it spends the least amount of time in the temperature danger zone.

Hot potentially hazardous food must be:

- cooled quickly to 5ºC or below;
- protected from contamination during cooling.

This must be done by (identify method(s) used):

cooling from 60ºC to 21ºC within 2 hours and from 21ºC to 5ºC within a further 4 hours maximum (total time max. 6 hours). Food is regularly checked to ensure it has cooled within this time frame; or

cooling using a method that has been validated (proven) to show that food is kept safe. Validation documents are available at (identify where this information is kept):

See also *Potentially hazardous food, Checking temperatures* and *Calibrating thermometers.*

Using cooled food

Potentially hazardous RTE food that has been cooked and cooled must be stored at or below 5ºC. This food is either: (identify method(s) used)

How this is done

marked with the date it was cooked and cooled. It is then used, or sold to consumers to use, within 5 days of cooling; or

provided with a "use-by" date that has been established to ensure that the food will be safe to eat until this time – see *Establishing shelf life* and *Chilled and frozen food storage.*

Freezing food

- food for freezing must be processed and handled in accordance with procedures in the Plan;
- food must not be frozen after its "use-by" or "best-before" date.

Guidance

Cooling hot food

Ways to speed up cooling include:

- using a blast chiller;
- putting food into thin layers in a large shallow tray made of a material (e.g. metal) that conducts heat well;
- dividing food into smaller portions to increase surface area;
- hanging or placing food on a rack to improve air circulation around it;
- moving hot food to a colder area;
- placing sealed packs of food into cold/iced water;
- standing pans of hot food in cold/iced water;
- stirring hot liquid as it cools;
- using the"cool" setting on an oven or prover (the oven/prover needs to be cool first!).

Freezing food

- Food for freezing is best frozen when it is fresh, not at the end of its shelf-life;
- to achieve the best quality, food should be frozen rapidly until frozen solid;
- food freezes quicker when:
  - it is packaged in small quantities;
  - it is placed in the freezer in a way that allows cold air to come into contact with as much of the surface as possible;
  - the freezer is not overloaded.

What if there is a problem?

If cooked potentially hazardous food has not been:

- cooled from 60ºC to 21ºC in two hours and from 21ºC to 5ºC in a further 4 hours; or
- cooled using a validated method;

it must be thrown away.

Try alternative cooling methods to find one that will cool food to 5ºC within the required time.

Cooked and cooled potentially hazardous RTE food that does not have an accurately calculated "use-by" date and which has not been used within 5 days of cooling must be thrown away.

Write it down

You must write down (e.g. in the Diary):

- The temperature checks made on food items that have been cooled down.
- Any problems that you have had in cooling food to 5°C in the required time and what action you took.
- Any problems that you have had in freezing food and what action you took.
- Details of any items that you have had to throw away.
- Details of any other matters that you followed-up as a result of the above (e.g. staff training, review of cooling/freezing methods).

Cold tolerant harmful organisms

If you are making vacuum packed chilled foods and you want a shelf life of more than 10 days, you may need to consider controls for cold tolerant *Closridium botulinum*. This will be important if you have identified *Clostridium botulinum* as a hazard that is reasonably likely to occur in your ingredients (e.g. because they are imported ingredients). If that is the case, speak to MPI for more advice before you make the product. There's more information at: http://www.food.gov.uk/sites/default/files/multimedia/pdfs/publication/vacpack0708.pdf

When putting cooling food in a chiller make sure it is not so hot that it raises the temperature of other food.

Retail basics

Defrosting frozen food

Goal

To ensure that thawing is done in ways that minimise contamination of other foods and food surfaces and prevent the growth and spread of microorganisms.

To ensure that defrosted food is thawed thoroughly before processing or sale.

To ensure that previously frozen food is not refrozen.

Act requirements:

- Food must be processed and handled in ways that minimise the contamination or deterioration of food and prevent food containing substances that are unexpected or unreasonable.
- There must be procedures for controlling hazards at each production and processing and handling step where it is essential to eliminate or reduce a hazard to an acceptable level.

Why?

- Juices from thawing food may contain harmful microbes that might directly contaminate other foods and surfaces used for other foods and could make people ill.
- Food that is still frozen or partially frozen when cooked might not reach cooking temperature needed to destroy harmful microbes.
- Toxins from harmful organisms may have formed in defrosted products before they are refrozen and stored for further processing. These may make the food unsafe even if frozen.

How this is done

Food must be defrosted completely (not frozen in the centre) before it is used as an ingredient (e.g. meat in a pie) unless a manufacturer's instructions say otherwise.

Food items that can be defrosted and sold in a thawed state must be thawed following manufacturer's instructions.

Defrosting food

When defrosting frozen potentially hazardous food is being defrosted it will be (identify what you do):

thawed following manufacturer's instructions;

kept in a fridge below 7°C during thawing;

only defrosted outside a 'fridge if it is for immediate use or if its temperature is under 7°C;

thawed in a way that has been demonstrated as minimising the growth of harmful microbes. This is done by: (state process)

Once thawed, food must be either:

- used as soon as possible; or
- stored chilled until ready to use within its date code; and
- stored so that drips cannot contaminate other foods or surfaces – for example:
  - in a dish or container to contain drip;
  - away from other foods;
  - below ready-to-eat food.

Thawing foods must be protected against contamination.

A check must be made that the centre of the food has defrosted before using.

Once thawed, food must not be refrozen.

Customers must be informed if any thawed food should not be refrozen after purchase.

What if there is a problem?

Ready-to-eat potentially hazardous food that has not been thawed according to manufacturer's instructions, or has exceeded a temperature of 7°C for more than four hours during thawing must be thrown away.

Other potentially hazardous food which has exceeded a temperature of 7°C during thawing for no more than 4 hours but which will be processed in a way shown to make it safe must be chilled to below 5°C until use or used straight away.

If food has not fully thawed, continue to defrost it until no ice crystals are left. Check again before either using or placing on display.

Speed up the defrosting process (e.g. divide the product into smaller portions).

Review training of staff.

Write it down

You must write down (e.g. in the Diary) what action you took if food was not properly defrosted.

It is best to thaw food in a chiller. Plan ahead to allow enough time and space to defrost food – this helps ensure that temperature throughout the product remains uniform. Regularly check the chiller temperature to make sure that food thaws evenly. Ambient or room temperature thawing is not recommended for readily perishable foods as surfaces will thaw and become warm while the centre remains frozen.

Thawing tips

If you regularly thaw the same type/size/weight of food, calculate how long it takes to do this so that you'll be able to allow the right amount of time in the future. Note down the time you start to thaw the food, the temperature of the refrigerator it's being thawed in and the time when the centre of the food has defrosted.

Retail basics

Hot-holding food

Goal

To keep hot food at a safe temperature.

Act requirements:

- Food must be processed and handled in ways that minimise the contamination or deterioration of food and prevent food containing substances that are unexpected or unreasonable.
- There must be procedures for controlling hazards at each production and processing and handling step where it is essential to eliminate or reduce a hazard to an acceptable level.

Why?

- Food in the temperature danger zone (5ºC to 60ºC) will allow the rapid growth of harmful microbes that can make people ill.

How this is done

Surfaces and equipment must be in sound condition and clean before use. Surfaces in contact with ready-to-eat (RTE) foods must be sanitised before use – see *Cleaning* and *Equipment, packaging and other items, Maintenance* and *Allergens*.

Good hand hygiene and personal hygiene practices must be followed when handling food – see *Hand Hygiene* and *Personal hygiene*.

When using a thermometer the procedure *Checking temperatures and calibrating thermometers* must be followed.

Food must either be thoroughly cooked or reheated-through FIRST before it is hot-held – see *Reheating food*. Manufacturer's instructions for using hot-holding equipment must be followed where these are available.

Hot holding

Hot-holding equipment such as warming cabinets:

- must be capable of keeping food above 60ºC;
- must not be overloaded.

Hot-held food for customer self-selection must be: [identify which applies]:

Pre-wrapped before it is hot-held.

Un-wrapped but covered to protect it from contamination.

- Utensils that are provided to assist customers handle hot foods must be kept clean;
- Food that is hot-held for more than 2 hours must be temperature-checked every 2 hours throughout the trading day to ensure that it is above 60ºC;
- Displays of unwrapped foods must be regularly checked to ensure that they are protected from contamination and that there are sufficient clean utensils provided for customers to use;
- New batches of food must not be mixed with old batches;
- Hot-held food that has been kept at 60ºC or above must, at the end of the trading day, be either [tick which applies]:

If suitable for use the following day - cooled down and stored below 5ºC and sold cold; or

thrown out;

other (please state)

See *Cooling hot food and freezing food, Reusing food that has been for sale* **and** *Food labelling*.

How this is done

A probe thermometer must be used to check the temperature of food that has been hot held for longer than 2 hours. See *Checking temperatures* and *Calibrating thermometers*.

What if there is a problem?

If hot food is at a temperature between 21ºC and 60ºC for more than 2 hours it must either be used straightaway or be thrown away.

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

Throw away food that may have been contaminated by staff or customers.

Retrain staff where necessary.

Write it down

You must:

- Write down in the Hot-held food record the temperature of food that has been hot-held for 2 hours or longer.
- Write down (e.g. in the Diary) any problems that you have had in hot-holding food at an internal temperature of 60oC and what action you took.
- Write down (e.g. in the Diary) any items that you have had to throw away, and why and any matters that might need following up (e.g. maintenance, training, review of cleaning schedule etc.).

Retail basics

Reheating food

Goal

To reheat food quickly and thoroughly.

To reduce the amount of time potentially hazardous food is held in the temperature danger zone.

The Act requires:

- Food must be processed and handled in ways that minimise the contamination or deterioration of food and prevent food containing substances that are unexpected or unreasonable.
- There must be procedures for controlling hazards at each production and processing and handling step where it is essential to eliminate or reduce a hazard to an acceptable level.

Why?

- Microbes can survive in food that is not thoroughly reheated to the centre.
- Food in the temperature danger zone (5ºC to 60ºC) will allow harmful microbes to grow that can make people ill.
- Repeatedly reheating and cooling food can allow microbes to grow that produce toxins which are not destroyed by heat.

How this is done

Surfaces and equipment must be in sound condition and clean before use. Surfaces in contact with ready-to-eat foods must be sanitised before use – see *Cleaning, Equipment, packaging and other items, Maintenance,* and *Allergens*.

Good hand hygiene and personal hygiene practices must be followed when handling food – see *Hand hygiene* and *Personal hygiene*.

When using a thermometer the procedure *Checking temperatures* and *Calibrating thermometers* is followed.

Only food that has been cooked and then chilled straight away (cook-chill) (e.g. by following the *Cooling hot food and freezing food* procedure) may be reheated. Food that has been hot-held and then chilled must, if it is safe and suitable for further use, be used cold; otherwise it should be thrown away – see *Re-using food that has been for sale*.

Food must not be reheated more than once before it is sold.

Reheat food well

Only equipment that can reheat food effectively must be used. Warming cabinets must not be used to reheat food because they can't reheat food quickly enough.

The following equipment is used to reheat food [tick which applies]:

microwave (note: observe mixing and standing times);

convection/fan oven;

pot/pan etc;

other (state what equipment used)

.

When reheating cook-chill foods containing meat or poultry a thermometer must be used to check that it reaches an internal temperature of 75ºC or more – see *Checking meat and poultry is cooked*.

Where possible stir or mix food to make sure there are no cold spots and the food is evenly reheated.

Other foods must be checked that they have been reheated thoroughly all the way through.

What if there is a problem?

If food does not reheat sufficiently, increase temperature and/or reheating time.

If reheated food is cooled and reheated further, find out why and take action to stop it happening again and, if needed, retrain staff.

Write it down

Once a week you must write down (eg in the Diary) the temperature of one food item that has been reheated.

You must also write down (e.g. in the Diary):

- any problem that you had in reheating food, what you did and what action you took to stop it happening again.
- any items that you have had to throw away and why.

Use of plastics in microwave ovens

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

Retail basics

Handling, displaying, serving potentially hazardous food

Goal

To safely handle, display and serve potentially hazardous foods.

Act requirements:

- Food must be produced or processed and handled in ways that minimise the contamination or deterioration of food and prevent food containing substances that are unexpected or unreasonable.
- There must be procedures for controlling hazards at each production and processing and handling step where it is essential to eliminate or reduce a hazard to an acceptable level.

Why?

- Food in the temperature danger zone (5ºC to 60ºC) will allow harmful microbes to grow that can make people ill.
- Harmful microbes can contaminate food through unclean people, other foods, equipment and utensils.
- Food contaminated by chemicals or toxins can cause illness.
- Objects can fall into uncovered food affecting its suitability and/or safety.

How this is done

Control of *Listeria monocytogenes* is an important part of this process (see also Managing *Listeria* in the management section).

Surfaces and equipment must be in sound condition and clean before use. Surfaces in contact with ready-to-eat (RTE) foods must be sanitised before use – see *Cleaning* and *Equipment, packaging and other items, Maintenance* and *Allergens*

Good hand hygiene and personal hygiene practices must be followed when handling food – see *Hand Hygiene and Personal hygiene*

Products that are not in packaging must be protected from contamination. Displays of food for customer self-selection must be regularly checked that food is protected from contamination, clean utensils are provided, and any temperature control is operating to keep food at the necessary temperature.

Information about foods that must be kept cold or hot to keep them safe is in *Potentially hazardous food*.

Handling at assisted service displays

RTE foods that are taken out of manufacturers packaging are [tick activity(ies)]:

sliced/cut

displayed

repackaged

other [state] .

See also *Slicing and packaging, Establishing shelf life.*

Food must be made available for assisted service as soon as possible after being removed from manufacturer's packaging.

When handling RTE foods:

- Clean utensils must be provided for each type of food. Dirty re-useable utensils must be:
  - regularly replaced throughout the trading day; or
  - regularly cleaned and sanitised throughout the trading day.

How this is done

- Single-use items must be thrown away after use.
- Other equipment used during assisted service is cleaned and sanitised regularly – e.g. at least daily.

Display for sale

RTE food must be kept apart from raw food and non-food retail items.

Potentially hazardous food must be displayed:

- at a temperature specified by the manufacturer, or
- if displayed cold, at a temperature of no more than 5ºC; or
- if displayed hot, at a temperature of not less than 60ºC; or
- frozen solid if a frozen food.

Potentially hazardous food must not be kept out of temperature control for longer than necessary to complete a task (e.g. when re-stocking displays).

Potentially hazardous food must be given a shelf-life by: [tick method(s) that apply]:

using information specified by the manufacturer. This information can be found at: .

using information identified through technical assessment. Assessments are found at: .

storing chilled if not used.

See also *Establishing shelf life.*

Customers must be informed of any thawed food that must not be refrozen after purchase – see *Defrosting frozen food.*

Handling and serving

A clean utensil, or a clean surface (such as wrapping film) must be used to minimise hand contact with RTE foods. Hands must be clean.

Gloves, if used, must be changed before touching RTE foods. Hands must be washed after taking off used gloves and before putting on clean gloves.

How this is done

Equipment and utensils used for raw foods must not be used for cooked or RTE foods unless they have been cleaned and sanitised before being used;

Foods made on-site and on display must either:

- have information (on or close-by) so that customers can make an informed choice; or
- have staff able to provide information about the food if they are asked by a customer.

New batches of food must not be mixed with old batches.

Food on display at end of trading

Wrapped and unwrapped potentially hazardous food on display is:

- returned to chiller or freezer if suitable for use the next day i.e. it is within its "use-by" date and has not been displayed in the temperature danger zone; or
- thrown away.

See also *Re-using food that has been for sale*

What if there is a problem?

Throw away:

- food that has been contaminated by dirty equipment or where contamination is suspected;
- food beyond its "Use-by" date code;
- food that has not been stored/displayed in accordance with manufacturer's instructions, or according to the Plan.

Replace utensils that could have become contaminated.

Change practices and/or retrain staff where necessary.

Write it down

You must write down:

- each day (e.g. in the Diary):

  - the temperatures of foods stored and displayed;

  - what action you have taken if food has not been handled or displayed correctly.

- in the Cleaning schedule the surfaces and equipment used, when they need to be cleaned (and sanitised); how this is done, and by whom.

Write down in the RTE foods list each manufactured RTE product used that is taken out of its manufacturers packaging, it's storage temperature and shelf-life information.

Write down in the RTE foods - batch record the details of each batch of RTE product used to show how it meets its shelf-life when sold.

Retail basics

Slicing and packing

Goal

To ensure that slicing and packing of ready-to-eat (RTE) food is carried out hygienically.

Why?

- RTE food that is safe to eat without further processing.
- Dirty slicing equipment, hands, surfaces and packaging materials can contaminate RTE food with harmful microorganisms that can make people ill.

How this is done

> ! Control of *Listeria monocytogenes* is an important part of this process (see also *Listeria* in the management section).

RTE foods must be protected from coming into contact with potentially contaminated surfaces, such as equipment, raw foods, hands.

Surfaces and equipment must be in sound condition and clean before use. Surfaces in contact with RTE foods must be sanitised before use – see *Cleaning* and *Equipment, packaging and other items, Maintenance* and *Food allergens*.

Good hand hygiene and personal hygiene practices must be followed when handling food – see *Hand Hygiene* and *Personal hygiene*.

Containers, trays, pallets and boxes that have been used for raw materials must not be used for RTE food - See *Equipment, packaging and other items in contact with food*.

Staff must be able to handle RTE foods hygienically – see *Training, supervision and competence*.

Slicing and packing

RTE foods (e.g. smoked salmon, cooked meats) must be sliced and packed (identify which applies):

in a separate room to raw foods; or

in a defined area but separate from raw foods; or

in the same place but at a different time to raw foods and with thorough cleaning and sanitising in between. (raw foods should be handled after RTE foods).

RTE foods are sliced and packaged (identify which applies) using:

dedicated equipment (e.g. slicer, vacuum-packer, work surfaces, utensils);

shared equipment that is thoroughly cleaned and sanitised (including, where necessary, taking it apart to clean hard-to-reach places) before use for RTE foods.

When slicing and packaging:

- Hands must be clean. A clean utensil, or a clean surface (such as wrapping film) must be used to minimise hand contact with RTE foods.
- Equipment and utensils used for raw foods must not be used for cooked or RTE foods unless they have been cleaned and sanitised before being used.
- Gloves, if used, must be changed before touching RTE food. Hands must be washed after taking off used gloves and before putting on clean gloves.

How this is done

- Gloves must be changed frequently.
- A ready supply of clean utensils, including display trays, tongs, must be provided for hygienic handling.
- Display signs and other items that may come into contact with unwrapped foods must be cleaned and sanitised at least daily.
- Food must be returned to chilled storage/display after slicing/packing;
- Food must be labelled appropriately according to how it is sold – see Food *Labelling, Establishing shelf life, Handling, displaying, serving RTE foods.*
- Where RTE foods might be handled at the same time as raw food (e.g. when attending to a customer order) whenever possible, RTE foods are handled before raw foods.
- New batches of sliced products must not be mixed with old batches.

What if there is a problem?

Product past its "Use-By" date must be thrown away.

Food that comes in contact with dirty surfaces (e.g. dropped on floor) must be thrown away.

Surfaces/equipment/utensils that have not been cleaned must be cleaned and sanitised before they are used for RTE foods.

Find out why this happened and take action to prevent it happening again. Review staff training.

Write it down

You must write down in the Cleaning schedule the surfaces cleaned and equipment used to clean them, when they need to be cleaned (and sanitised); how this is done, and by whom.

Write down (e.g. in the Diary):

- If something goes wrong with slicing and packaging and what you did to put things right
- what you did with food that was affected.

> ! Ideally RTE foods are handled in separate places to raw foods using equipment and utensils dedicated to RTE food to minimise the chance of cross-contamination with harmful organisms. See also *Managing Listeria*.

Retail basics

Re-using food that has been for sale

Goal

To safely use food that has been on display for sale.

Act requirements:

- Food must be produced or processed and handled in ways that minimise the contamination or deterioration of food and prevent food containing substances that are unexpected or unreasonable.
- There must be procedures for controlling hazards at each production and processing and handling step where it is essential to eliminate or reduce a hazard to an acceptable level.
- It is illegal to sell food past its "Use-By" date code.

How this is done

Control of *Listeria monocytogenes* is an important part of this process (see also *Managing Listeria* in the management section).

Surfaces and equipment must be in sound condition and clean before use. Surfaces in contact with RTE foods must be sanitised before use – see *Cleaning* and *Equipment, packaging and other items, Maintenance* and *Food Allergens.*

Good hand hygiene and personal hygiene practices must be followed when handling food – see *Hand Hygiene* and *Personal hygiene*

Special care must be taken to handle food that will be re-used by the business. It must:

- have been processed and handled according to the plan; and
- be within its "use-by" date coding.

Hot-held food that can be re-used must be cooled and sold cold. It must not be reheated – see *Cooling hot food and freezing food.*

Guidance

Example of reusing food

Pieces of chicken have been cooked, portioned, wrapped and hot-held following the procedures in the plan.

They are on display and unsold at the end of the trading day, so are cooled then put in the chiller overnight following the *Cooling hot food and freezing food* procedure.

The next day some pieces are sold cold from an assisted service display; the rest are shredded and used as sandwich filling.

As the cooled chicken had previously been hot-held before cooling, it was not reheated.

Why?

- Food in the temperature danger zone (5ºC to 60ºC) will allow harmful microbes to grow that can make people ill.

What if there is a problem?

If food has not been properly stored, handled or displayed (e.g. it has become contaminated or has spent too much time in the temperature danger zone) it must not be reused.

Throw away food that has been contaminated or may have become contaminated.

Find out why this happened and take steps to prevent this from happening again.

Retrain staff as necessary.

Write it down

You must write down in the Food that can be reused list the food being re-used, how it will be re-used and how it will be handled to keep it safe.

Each week (e.g. in the Diary) confirm that the practices for reusing food have been followed.

You must write down (e.g. in the Diary):

- any problem that you have had in re-using food and what action you took to ensure that it did not happen again; and
- what you did with food that was affected.

Retail basics

Bulk foods

Goal

The safe and hygienic storage, handling, display, repackaging or customer-packaging of bulk foods.

Act requirements:

- Food must be produced or processed and handled in ways that minimise the contamination or deterioration of food and prevent food containing substances that are unexpected or unreasonable.
- There must be procedures for controlling hazards at each production and processing and handling step where it is essential to eliminate or reduce a hazard to an acceptable level.
- Food must be safe and suitable.

Why?

- Bulk foods can become contaminated with harmful microbes from unclean utensils and hands e.g. when a quantity is removed for making food or during customer self-selection.
- Objects can fall into poorly protected bulk foods (e.g. poorly-fitting or missing covers to containers)
- Poor storage of bulk items can encourage pests.

How this is done

Surfaces and equipment used for preparing food must be in sound condition and clean before use. Surfaces in contact with ready-to-eat foods must be sanitised before use - see *Cleaning and Equipment, packaging and other items, Food Allergens.*

Good hand hygiene and personal hygiene practices must be followed – see *Hand hygiene and Personal hygiene.*

Stocks of bulk foods must be stored and handled hygienically. Food in opened packaging must be protected from contamination – see *Potentially hazardous foods, Perishable and shelf-stable foods.*

Restocking

- Before restocking containers, new product must be checked to ensure that there are no signs of pests.
- Re-stocking (e.g. of display containers) must be carried out hygienically and ensure that the oldest stock (that is still within any date coding) is used first.

> ! It is recommended that top filling is not done. i.e. containers should be emptied where possible before refilling.

- After restocking, food in display containers must be protected from contamination (e.g. lid or cover is replaced).
- Opened packs of product that will be used to replenish display containers at a later time must be protected from contamination and returned to storage. They must be marked with the date the packaging was opened and must be sold so that it meets the shelf-life date that has been calculated for it once it has been taken from the manufacturers packaging – See *Calculating shelf life.*

Bulk foods containing allergens

To prevent foods that do not contain allergens from becoming contaminated by foods that contain allergens:

- Keep foods that contain allergens separate from those that do not contain allergens (e.g. don't store/display foods containing allergens above or in contact with foods that do not).
- Keep foods apart that look similar if one contains an allergen and the other does not.

How this is done

- When taking food from a bulk container or restocking display containers, minimise airborne carry-over of fine/powdered foods.

See *Food Allergens* and *Cleaning & Sanitising* **Customer self-service and packaging from bulk displays.**

Bulk displays must be set up to minimise possible stock contamination by self-service customers.

- All displays of bulk food must:
  - be stored off the floor;
  - be protected from contamination.
- Customers must be able to identify what is in a bulk food display before exposing the food to the risk of contamination (e.g. before the customer takes a lid off a container).
- Customers must be able to handle food hygienically:
  - Clean utensils (e.g. scoops/tongs) must be provided to each bin for customers to handle food.
  - Utensils used for food must be able to be stored hygienically between use.
  - Clean bags/containers must be available for customers to wrap food (unless customers bring their own containers).
- A member of staff regularly checks that:
  - bulk foods are protected from contamination (e.g. lids/covers are in place);
  - a clean utensil is available for each food;
  - utensils are properly stored between use;
  - dropped/dirty utensils are removed and replaced with a clean one;
  - any spillage is cleaned-up promptly.

What if there is a problem?

If equipment is not clean, clean it before use and review Cleaning and Training & Supervision procedures.

If utensils are dirty or not stored hygienically for use, find out why and take action to prevent it from happening again.

Retrain staff as appropriate.

If there are signs that pests may have contaminated the food, do not use the food. Find out the extent of the problem and eliminate pests. Identify the source of the pests and take action to ensure that the situation doesn't recur. See *Pest control*.

If product is not within any date code, do not use. Throw it away.

Write it down

You must write down (in the Cleaning schedule) the surfaces and equipment that need to be cleaned and sanitised, when and how this is done, and by whom.

You must write down (e.g. in the Diary) any problems that occurred and what you did to prevent them from happening again. Also write down any matters that might need following up (e.g. training, review cleaning schedule etc).

Write (e.g. in the Diary) any items that you have had to throw away, and why.

Pests

Pests may contaminate food in storage, especially if there's poor attention to regular cleaning and clearing-up spilled food. Three common pests are:

Flour beetles are very small with a sticky outer covering that food particles stick to. Beetles mainly infest grains, including, but not limited to: cereal, corn meal oats, rice, flour, and crackers. It is the most abundant insect pest of flour mills and once in flour can give a sharp odour or mouldy flavour.

Meal moths can infest a variety of foods including coarsely ground grains, cereals, dried fruits, and herb. They've also been found in animal food such as dried dog food and bird seed. The adult moth is small; with grayish, dirty complexion. The larval stage is centered on food sources and can chew through plastic packaging. It will produce silk that loosely binds to food fragments. The pupal stage can be found as tiny cocoons that hang from the ceiling, on walls and near the food source.

The sawtoothed grain beetle is commonly found feeding on items such as cereal, breakfast foods, dried fruits, macaroni, crackers, etc. They are small, active insects, with jaws that allow them to easily break through well sealed and packaged foods. The larvae use pieces of food to form a protective covering around their bodies.

See - *Pests and animal control.*

Food basics

Non-food retail items

Goal

To protect food from contamination or taint from other items that may be for sale e.g. pet food, fish bait, or household chemicals such as cleaning liquids and powders.

Act requirements:

- Food must be processed and handled in ways that minimize the contamination or deterioration of food and prevent food containing substances that are unexpected or unreasonable.
- There must be procedures for controlling hazards at each production and processing and handling step where it is essential to eliminate or reduce a hazard to an acceptable level.

Why?

- Poor storage and display practices can cause food to become tainted or spoiled by non-food items
- Customers need to be able to easily identify human food from pet food.

How this is done

All areas used for non-food retail items (e.g. household chemicals, pet food, fish bait) must be kept clean and free from pests and operated hygienically. See also *Cleaning, Pest control*.

Food that is not for human consumption (e.g. pet food, fish bait)

- Products (such as dog rolls) that are not intended for people to eat must be stored and displayed so that they cannot be mistaken as food for customers to eat.

Household chemicals

- Household chemicals stored and displayed for sale must not be able to taint or contaminate food.
- Spillages must be cleaned up as soon as possible after they happen.
- Empty containers that have held household chemicals must not be used for food.

What if there is a problem?

Food found tainted or contaminated by pet food, fish bait or household chemicals must be thrown away.

Identify how the contamination occurred and take necessary steps to prevent it from happening again.

Food not for human consumption that could be mistaken for food for people to eat must be clearly labelled as not being for people to eat.

Review handling procedures and staff training as needed.

Write it down

You must write down (e.g. in the Diary) any problems that occurred and what you did to prevent them from happening again. Also write down any matters that might need following up (e.g. training, review cleaning schedule etc).

Write (e.g. in the Diary) what action you have taken if pet food etc or household chemicals have not been stored correctly and any items that you have had to throw away, and why

Record

Retail Food Control Plan

Records – Retail Basics

Record

Staff training - Retail Basics

Name:	Telephone:
Position:	Start date:
Address:	

Topic	Relevant	Employee signed*	Supervisor signed†	Date
Essential training				
Sickness	☑			
Hand hygiene	☑			
Personal hygiene	☑			
Cleaning	☑			
Food allergens	☑			
Potentially hazardous food	☑			
Training as needed				
Establishing shelf life				
Cooling hot food and freezing food				
Defrosting frozen food				
Hot-holding food				
Reheating food				
Handling, displaying, serving potentially hazardous food				
Slicing and packing				
Re-using food that has been for sale				
Bulk foods				
Non-food retail items				

* I acknowledge that I have received training in the procedure and agree to follow it.

† The employee has been trained and has demonstrated a good understanding of the procedure and has been observed consistently following it.

Other training

Date	Details

Notes:

Record

Foods that can be reused

List to identify foods that can be reused and how they are handled.

Type of food for reuse	Has it been handled in accordance with the FCP?	What must be done to keep the food safe until reuse	What food is the reused food used in	What must be done to keep the new food product safe?	What date code is applied to the new food product?	Who checks that this is done?

Record

Hot-held food temperature

Food hot-held for longer than 2 hours must be checked to ensure that its temperature remains above 60ºC. Record hot-holding temperatures here.

Date	Food	Temperature	What was done if temperature was below 60ºC

Record

Ready-to-eat foods list

List here all the types of ready-to-eat foods that you either make, or take out of the manufacturer's original packaging, and further process e.g. to slice and sell from an assisted display or re-package for self-service.

Food, and manufacturer	How does it need to be stored?	How much shelf life (days) should it have?	How much shelf life (days) does it have once opened?	How much time do we give customers to use this food?	How has shelf-life been determined?
Example *1kg Jones unsliced vac-packed ham*	*Example* *Chilled <5°C*	*Example* *28 days on delivery*	*Example* *10 days whole, 5 days inc day first sliced*	*Example* *2 days including day of purchase*	*Example* *Information from manufacturer*
Example *1kg own roast beef cooked for slicing*	*Example* *Chilled <5°C*	*Example* *5 days from cooking*	*Example* *n/a*	*Example* *2 days including day of purchase*	*Example* *Laboratory shelf-life testing*

Record

Ready-to-eat foods – batch record

A record to show how each batch of ready-to-eat product meets it's shelf-life requirements – see also *Ready-to-eat foods list.*

Date made/ received	Food and manufacturer	Batch No. and Use-by date	Storage temp.	Date manufactured food opened and new Use-by date	Last date for sale	Last date sold/ used and any wastage	Signed
Example 31st March	*Example 1kg Jones unsliced vac-packed ham*	*Example Ham 2 May 2015*	*Example 1Chilled <5oC*	*Example Opened and first sliced 2nd April*	*Example Information from manufacturer*	*Example 6th April 50gm thrown.*	*Example C H*
Example 1st April	*Example 1kg own roast beef cooked for slicing*	*Example Beef20 6 April 2015*	*Example Chilled <5oC*	*Example n/a*	*Example Laboratory shelf-life testing*	*Example 3rd April*	*Example C H*