

Confidence in management

Topic	What is this for?	What to check?	Template FCP sections (retail / food service)
Registration / scope of operations	Make sure that the activities specified in the businesses' scope of operations matches what they actually do. And that they are using the correct risk based measure.	Details of the business align with what is registered in the MPI MAPs database including scope of operation and number of sites. For custom Food Control Plan businesses no processes have been added without evaluation. Where there are changes from what is registered these have been notified with an application or written notice of change. Any tailoring of template FCPs is done appropriately and covers the full scope of operations.	All businesses <ul style="list-style-type: none"> 1.3, 2.3 Significant amendments / tailoring 2.1 Business management
Traceability, recall and complaints	Check that the business has procedures in place to trace products that need to be recalled.	Appropriate procedures for product identification, traceability and complaint management and recall are in place and adhered to. For traceability, consideration is given to ingredients, in-process, rework, storage, dispatch and sale. Traceability records are kept. (Note: complaints and recalls management is under Compliance History).	All businesses <ul style="list-style-type: none"> 5.17 and 5.18 Deli <ul style="list-style-type: none"> 18.7 Serving ice cream and milkshakes, no batch mixing
Documentation and record keeping	Make sure that the required records are being kept appropriately.	Records are of appropriate quality and content, available to appropriate staff and kept for 4 years. There is evidence of document (version) control.	All businesses <ul style="list-style-type: none"> 1.2 Amendment of FCP 2.1, Business management 2.2 Physical boundaries 2.3 Making changes to FCP 7.1-7.3 Opening and closing checks Food Service <ul style="list-style-type: none"> 11.2 Off site catering pre-event checklist Butcher <ul style="list-style-type: none"> 16.6 (Incidents)
Competency of management	Ensure that management has the skills and knowledge needed to manage food safety	Competency and skills required for management (including team leads) are identified and recorded. Management have the appropriate competencies and skills. Training records are kept.	All businesses <ul style="list-style-type: none"> 2.6 and 6.1 Retail <ul style="list-style-type: none"> 9.1 Food Service <ul style="list-style-type: none"> 11.0 Bakery <ul style="list-style-type: none"> 13.1 Fishmonger <ul style="list-style-type: none"> 15.1 Butcher <ul style="list-style-type: none"> 17.1 Deli <ul style="list-style-type: none"> 19.1
Delegation	To check that the right people are making the decisions.	Delegation of decisions is appropriate. Accountabilities are clearly identified and an escalation process is in place and adhered to.	
Operator verification	To ensure that the business is actively making sure that its processes and procedures are followed and that they are adequate to manage risks to safety and suitability of food.	What internal verification has been done since the last external verification? Was this in line with the businesses procedures? Have any key processes been tested (e.g. recall)? Was shelf life validated (e.g. through retention samples).	All businesses <ul style="list-style-type: none"> 7.7
Improvements and corrective actions	To check that corrective actions have been taken and improvements made to resolve issues identified in the internal verification or by incident.	What corrective actions and improvements were identified by internal verification or incident over the period since the last external audit? What steps have been taken to identify cause, improve and correct the issue? Where corrective actions were taken were these appropriate? Was a suitably skilled person used to carry out the action? Were records kept? Were breaches of NP or FCP reported to the verification agency as required?	

Food safety behaviour

Topic	What is this for?	What to check?	Template FCP sections (retail / food service)
Training, supervision and competency	To make sure that staff are suitably trained and competent for their role, so that they don't pose a risk to safety or suitability of food.	Staff (other than management) and visitors are appropriately trained and supervised. They are aware what they are required to do to ensure food is kept safe and suitable, and can demonstrate that their actions are in accordance with those requirements. Competencies and skills required are identified. Supervision is appropriate. Training records are kept.	All businesses <ul style="list-style-type: none"> • 2.6 and 6.1 Retail <ul style="list-style-type: none"> • 9.1 Food service <ul style="list-style-type: none"> • 11.0 Bakery 13.1 Fishmonger 15.1 Butcher 17.1 Deli 19.1
Personal hygiene and behaviour	To make sure staff follow good hygiene and clothing practices so that there is no risk of contaminating food.	Personal hygiene of staff and visitors is appropriate to ensure safety and suitability of food. This includes hand washing, appropriate use of gloves, management of jewellery, use of protective clothing and the laundering of this. Records are kept of incidents where behaviour is not appropriate.	All businesses <ul style="list-style-type: none"> • 4.3 and 4.4
Health and sickness	To ensure that sick staff can't handle and contaminate food.	Sick and infected persons act appropriately to ensure food or food related accessories are not contaminated. Records are kept of sickness events and actions are taken to comply.	All businesses <ul style="list-style-type: none"> • 6.2
Food Standards Code compliance (ingredients and composition)	To ensure food complies with the ingredients and composition requirements of the Food Standards Code.	Product at dispatch / sale complies with the Food Standards Code requirements concerning composition and ingredients. Controls in place during product development to ensure this.	All businesses <ul style="list-style-type: none"> • 5.12 Bakery 12.1, 12.5 Fishmonger 14.1, 14.3, 14.7 and 14.11 Butcher 16.1, 16.3, 16.6, 16.7 and 16.13 (Recipes and composition) Deli 18.1, 18.3-18.4
Food Standards Code compliance (microbiological)	To ensure food complies with the microbiological requirements of the Food Standards Code.	Product at dispatch / sale complies with the Food Standards Code microbiological requirements. Controls in place to ensure this.	Bakery 12.2 and 12.3 Fishmonger 14.2 Butcher 16.2 Deli 18.2
Opening after an emergency	Check that businesses have a plan to manage food safety after an emergency.	Appropriate checks of buildings, services, equipment and disposal of damaged or temperature abused food. Check list used.	All businesses <ul style="list-style-type: none"> • 5.19 and 5.20

Compliance history

Topic	What is this for?	What to check?	Template FCP sections (retail / food service)
Complaints and recalls	Make sure that any complaints and requests for recall received by the business are managed appropriately, and that where necessary changes are made in operations to prevent recurrence.	What substantiated complaints (number and type) have been received and recalls conducted since the last audit? Were common substantiated complaints identified? Was MPI notified of recalls? Were food safety / suitability issues appropriately identified and responded to? Were records kept?	All businesses <ul style="list-style-type: none"> • 5.16 and 5.18
Non compliance	To check that any non-compliances identified in previous verifications have been resolved.	What non compliance resulted from recent external audits or investigations? Were these addressed in the time frames agreed? Did the operator failure to address non compliances result in additional visits to the site since the last audit, or sanctions applied by a Food Safety Officer? What steps have been taken to identify cause, improve and correct the issue? Where corrective actions were taken, were these appropriate? Was a suitably skilled person used to carry out the action? Were records kept?	
Managing unsafe / unsuitable food	To ensure that the business has taken appropriate action with any food identified as unsafe or unsuitable.	What food has been identified as unsafe or unsuitable since the last audit. How were the risks managed? (E.g. identifying/labelling, isolation, reprocessing, disposal). Was this documented? Were the actions appropriate and sufficient?	All businesses <ul style="list-style-type: none"> • 5.4

Environmental control

Topic	What is this for?	What to check?	Template FCP sections (retail / food service)
Design and use of places, facilities and essential services	To ensure that the place where food is handled and prepared is suitably designed to minimise food safety hazards.	Design, construction and use of the place(s) of food business is appropriate and complies with requirements under the Food Act. Design and use of place includes storage facilities for food and non-food items, laundry facilities, personal hygiene facilities and baby change facilities (where appropriate). Consideration should be given to lighting, air quality, steam, ventilation, liquid waste systems, drainage and security (site plans). Water is covered by a separate topic (water supply).	All businesses • 2.4, 2.5, 5.4 and 5.7
Pest and animal control	To make sure that pests and animals are not able to contaminate food.	Appropriate procedures for pest management in place and pests managed in accordance with them. Records kept of incidents and suitable corrective actions taken.	All businesses • 3.10, • 7.2 and 7.5 Weekly checks for pests
Waste management	To check that waste is removed regularly and is not able to contaminate food.	Appropriate procedures for waste management in place and waste managed in accordance with them. Suitable solid waste containers provided including management of grease traps. Liquid waste systems operated appropriately. Suitable security in place to ensure waste poses no food safety and security risk.	All businesses • 3.9
Cleaning and sanitising	To ensure that the place where food is handled and prepared is kept clean so as not to contaminate food.	Appropriate procedures in place and adhered to for cleaning and / or sanitising. Systems of cleaning / sanitising verified as appropriate. Need for cleaning and sanitising of facilities, surfaces, utensils and equipment should be considered. Cleaning compounds appropriately stored and identified and used in line with manufacturers instructions. Chemicals are suitable for use. Cleaning records kept.	All businesses • 3.6, 3.7 and 3.8 • 7.2 and 7.5 Weekly checks cleaning Retail • 8.1 Fishmonger • 14.4
Water supply	To make sure that the water supply to a food business is safe.	Appropriate water supply. If self supply, design installation, treatment, testing and records must be considered. If town supply how does the business have confidence it remains safe / suitable within the premise. E.g. back flow prevention, notified by council of issues.	All businesses • 3.3 - 3.5 Fishmonger • 14.4
Maintenance	To ensure that maintenance is carried out as regularly as necessary to be confident that equipment is working properly and presents no risk to food safety or suitability.	Proactive and reactive maintenance carried out on premises, equipment, facilities and essential services. Maintenance chemicals are suitable for use. Records kept of maintenance and incidents.	All businesses • 3.11-3.13 7.2 and 7.5 Weekly checks maintenance Retail • 8.10 Deli • 18.14
Environmental monitoring (custom Food Control Plans only)	To ensure that hazards in the environment are managed so that they don't present a risk to the safety or suitability of food.	Environmental monitoring done in accordance with the registered Food Control Plan. Incidents recorded, improvements identified and actions taken.	

Process control

Topic	What is this for?	What to check?	Template FCP sections (retail / food service)
Design of equipment	To make sure that equipment is clean and suitable for the task it is being used for.	Equipment is appropriate for its intended purpose (sanitary design) and sufficient for throughput. (Includes consideration of vending machines and stock rotation in them).	All businesses • 2.5 and 5.8
Importing food	To ensure that food imported is safe and suitable and that records are kept to allow recall.	If a business is importing, are they a registered food importer or import via a registered agent? Where the business is a registered importer they meet their duties to source safe and suitable food (and keep it safe) and to keep or have access to records.	All businesses • 5.22 and 6.6
Suppliers and purchasing	To check that supplies are safe, suitable and traceable.	Ingredients, food, packaging and food related accessories, cleaning chemicals, maintenance chemicals and services such as transport and storage, are purchased or secured in a manner that confirms safety and suitability and compliance with the Food Standards Code. This includes possible use of preferred suppliers and registered importers.	All businesses • 5.3, 5.9, 5.13 and 6.5 Bakery • 12.5 Fishmonger • 14.2
Receiving goods	To check that suppliers are providing safe and suitable food.	Ingredients, food, packaging and food related accessories are checked on receipt for damage, contamination, identification, labelling and where appropriate, shelf life and temperature. Records are kept of items received and any incidents and how they were managed.	All businesses • 5.3 Fishmonger • 14.2 Food Service • 10.23
Time / temperature control (cooking / processing)	To ensure that food is cooked at a suitable temperature and for long enough to eliminate microbial hazards.	Appropriate procedures used for ensuring time and temperature controls are sufficient to manage microbial hazards during cooking and processing. For poultry use the cooking poultry topic.	All businesses • 2.7, 2.8, 5.2, 6.4 and • 7.5 Weekly temperature checks (cooking) Food Service • 10.6 and 10.16 Bakery • 12.6-12.9, 12.11, 13.2 and 13.3 Fishmonger • 15.2 Butcher • 16.8-16.11, 17.2-17.4 Deli • 18.9-18.13, 19.2 - 19.4 and 19.6
Cooking poultry	To ensure that poultry is cooked at a suitable temperature and for long enough to eliminate microbial hazards.	Appropriate procedures used for cooking poultry. Records kept of cooking time and temperatures.	All businesses • 7.5 Weekly temperature checks (cooking poultry) Food Service • 10.3, 10.4, 10.5 and 11.3 Bakery • 12.8, 12.9, 12.10 and 13.3 Butcher • 16.8 - 16.10 Deli • 18.9 - 18.11, 19.2 and 19.3
Defrosting and reheating food	To make sure that food is defrosted and reheated safely.	Food is defrosted completely before use. Food is heated appropriately, quickly and thoroughly. Checks made to ensure this is done. Hot held food not cooled and then reheated for sale.	All businesses • 5.10 and 7.5 Weekly temperature checks (reheating) Retail • 8.5, 8.3 and 8.8 Food Service • 10.1 and 10.9 Bakery • 12.6 and 12.7 Butcher • 16.4

Process control

Topic	What is this for?	What to check?	Template FCP sections (retail / food service)									
Cooling and freezing	Ensure that food is cooled or frozen in a safe timeframe and to a safe temperature.	Appropriate cooling and freezing carried out to ensure safety and suitability. Records kept as required.	Bakery • 12.6 and 12.7									
Time temperature controls for food on display	Check that food is not displayed for too long at inappropriate temperatures.	Appropriate procedures used for ensuring time temperature limits are complied with.	<table border="0"> <tr> <td>All businesses • 2.8, 6.4 and 7.1 - 7.5 Hot / cold hold equipment and temperature checks</td> <td>Food Service • 10.7, 10.10 and 11.1</td> <td>Deli • 18.7</td> </tr> <tr> <td>Retail • 8.4, 8.6 and 9.3</td> <td>Bakery • 12.7</td> <td>Fishmonger • 14.5</td> </tr> </table>	All businesses • 2.8, 6.4 and 7.1 - 7.5 Hot / cold hold equipment and temperature checks	Food Service • 10.7, 10.10 and 11.1	Deli • 18.7	Retail • 8.4, 8.6 and 9.3	Bakery • 12.7	Fishmonger • 14.5			
All businesses • 2.8, 6.4 and 7.1 - 7.5 Hot / cold hold equipment and temperature checks	Food Service • 10.7, 10.10 and 11.1	Deli • 18.7										
Retail • 8.4, 8.6 and 9.3	Bakery • 12.7	Fishmonger • 14.5										
Food allergen management	Ensure that allergens are not present in foods not intended to contain them.	Controls to avoid contamination by allergens are appropriate and adhered to. Procedures to prevent cross contamination are effective and are being followed.	<table border="0"> <tr> <td>All businesses • 5.11</td> <td>Bakery • 12.5 -12.7</td> <td>Butcher • 16.6 (Allergens)</td> </tr> <tr> <td>Retail • 8.9</td> <td>Fishmonger • 14.7</td> <td>Deli • 18.7</td> </tr> </table>	All businesses • 5.11	Bakery • 12.5 -12.7	Butcher • 16.6 (Allergens)	Retail • 8.9	Fishmonger • 14.7	Deli • 18.7			
All businesses • 5.11	Bakery • 12.5 -12.7	Butcher • 16.6 (Allergens)										
Retail • 8.9	Fishmonger • 14.7	Deli • 18.7										
Preventing cross contamination	Make sure that harmful bacteria in raw food cannot contaminate food that is already cooked.	Contamination prevented by the use of clean surfaces and utensils and the separation of raw and cooked foods.	<table border="0"> <tr> <td>All businesses • 3.1, 3.2 and 5.6</td> <td>Bakery • 12.4, 12.5, 12.7 and 12.12</td> <td>Butcher • 16.5</td> </tr> <tr> <td>Retail • 8.6, 8.7 and 9.4</td> <td>Fishmonger • 14.6 and 14.7</td> <td>Deli • 18.5-18.7</td> </tr> <tr> <td>Food Service • 10.2</td> <td></td> <td></td> </tr> </table>	All businesses • 3.1, 3.2 and 5.6	Bakery • 12.4, 12.5, 12.7 and 12.12	Butcher • 16.5	Retail • 8.6, 8.7 and 9.4	Fishmonger • 14.6 and 14.7	Deli • 18.5-18.7	Food Service • 10.2		
All businesses • 3.1, 3.2 and 5.6	Bakery • 12.4, 12.5, 12.7 and 12.12	Butcher • 16.5										
Retail • 8.6, 8.7 and 9.4	Fishmonger • 14.6 and 14.7	Deli • 18.5-18.7										
Food Service • 10.2												
Process controls for <u>physical</u> hazards (other)	To ensure that any physical hazards not identified elsewhere are appropriately managed by the business.	Physical hazards are identified appropriately, controls in place and applied. Records kept of checks made to confirm that hazards are managed. Any sampling and laboratory testing is done appropriately. (Note: Use this topic only for controls not identified by other topics.)	<table border="0"> <tr> <td>Food Service • 10.12</td> <td>Bakery • 16.7 (Injection equipment)</td> </tr> </table>	Food Service • 10.12	Bakery • 16.7 (Injection equipment)							
Food Service • 10.12	Bakery • 16.7 (Injection equipment)											
Process controls for <u>chemical</u> hazards (other)	To ensure that any chemical hazards not identified elsewhere are appropriately managed by the business.	Chemical hazards are identified appropriately, controls in place and applied. Records kept of checks made to confirm that hazards are managed. Any sampling and laboratory testing is done appropriately. (Note: Use this topic only for controls not identified by other topics. E.g. food allergies / management.)	Food Service • 10.12									

Process control

Topic	What is this for?	What to check?	Template FCP sections (retail / food service)
Process controls for biological hazards (other)	To ensure that any microbiological hazards not identified elsewhere are appropriately managed by the business.	Microbial and other biological hazards are identified appropriately, controls in place and applied.(E.g. pH and management of water activity). Records kept of checks made to confirm that hazards are managed. Any sampling and laboratory testing is done appropriately. (Note: Use this topic only for controls not identified by other topics e.g. cooking poultry, time temperature control (cooking/processing, environmental monitoring).	Retail <ul style="list-style-type: none"> 9.2 Food Service <ul style="list-style-type: none"> 10.12 (Off-site catering) 10.14, 10.15, 11.5 (Chinese duck) 10.13, 11.4 (Sushi), 10.16 (Doner), 10.17 - 10.20, 11.7 (Sous vide) 10.21 and 10.22 (Catering vulnerable populations) 10.23 Ice 11.4 Acidification Bakery <ul style="list-style-type: none"> 12.12 Fishmonger <ul style="list-style-type: none"> 14.2, 14.5, 14.6, 14.8 - 14.11 and 15.3 Butcher <ul style="list-style-type: none"> 16.6, 16.7, 16.12 - 16.16 and 17.14 - 17.15 Deli <ul style="list-style-type: none"> 18.4, 18.7 Ingredient handling and prep 18.8 and 19.6 (Sushi) 18.14
Appropriate use of equipment	To make sure that equipment is not used in a way that exceeds its capacity and risks safety and suitability of food.	Appropriate use of equipment within its capacity and operating conditions.	All businesses <ul style="list-style-type: none"> 7.4 Deli <ul style="list-style-type: none"> 18.14
Calibration	To check that relevant measuring equipment is calibrated frequently enough to be confident that it is accurate.	List of critical measuring equipment requiring calibration, calibration performed in the range in which the equipment is to be used, staff aware of calibration status. Calibration done regularly where required.	All businesses <ul style="list-style-type: none"> 5.2, 7.4 and 7.6
Food labelling and advertising	To ensure that labels on food, and advertising material, meets the requirements of the Food Standards Code.	Labels and advertising material associated with the product comply with the Food Standards Code including requirements around health and therapeutic claims, ingredients, allergens, weights and measures, nutrition information panel, company details, storage conditions, instructions and claims (e.g. gluten, dairy free), best before and use by dates. (Note: validation of shelf life is in Confidence in Management, Operation verification). Advertising material includes claims / customer information on pamphlets and details on the website of the business.	All businesses <ul style="list-style-type: none"> 4.1, 4.2, 5.14 Food Service <ul style="list-style-type: none"> 10.11
Transporting food	To make sure that food is transported safely.	Transport appropriate to ensure safety and suitability of food maintained. Consideration should be given to temperature control, segregation of food and non food items. Records kept of incidents.	All businesses <ul style="list-style-type: none"> 5.15, 6.3 Food Service <ul style="list-style-type: none"> 11.8 Bakery <ul style="list-style-type: none"> 13.4 Fishmonger <ul style="list-style-type: none"> 15.4 Butcher <ul style="list-style-type: none"> 17.6 Deli <ul style="list-style-type: none"> 19.5
Storage and stock rotation	To make sure that food is stored safely and that old stock is not kept and sold.	Storage carried out to ensure ingredients, food, finished product, packaging and food related accessories are safe and suitable. Temperature control and checks are done where required. Segregation of food and non-food items. No possibility for cross contamination. Stock rotation is appropriate.	All businesses <ul style="list-style-type: none"> 5.4 - 5.6, 8.9 and 9.5, 10.11 Bakery <ul style="list-style-type: none"> 12.2 Deli <ul style="list-style-type: none"> 18.5 and 18.6