New Zealand Food Safety
Ministry for Primary Industries
Manatū Ahu Matua

Template Food Control Plan **Simply Safe & Suitable**

You can use this template if you are a:

- food retail business that prepares or makes and sells food – such as a butcher, fishmonger, retail baker, deli or supermarket,
- food service business, such as restaurant, café, takeaway or on- or off-site caterer,
- operator of residential care facilities including hospitals, hospices, rest homes, prisons, and educational facilities.

This is a legal document.
You must not add any procedures to this plan.

Te Kāwanatanga o Aotearoa
New Zealand Government

S39-00005
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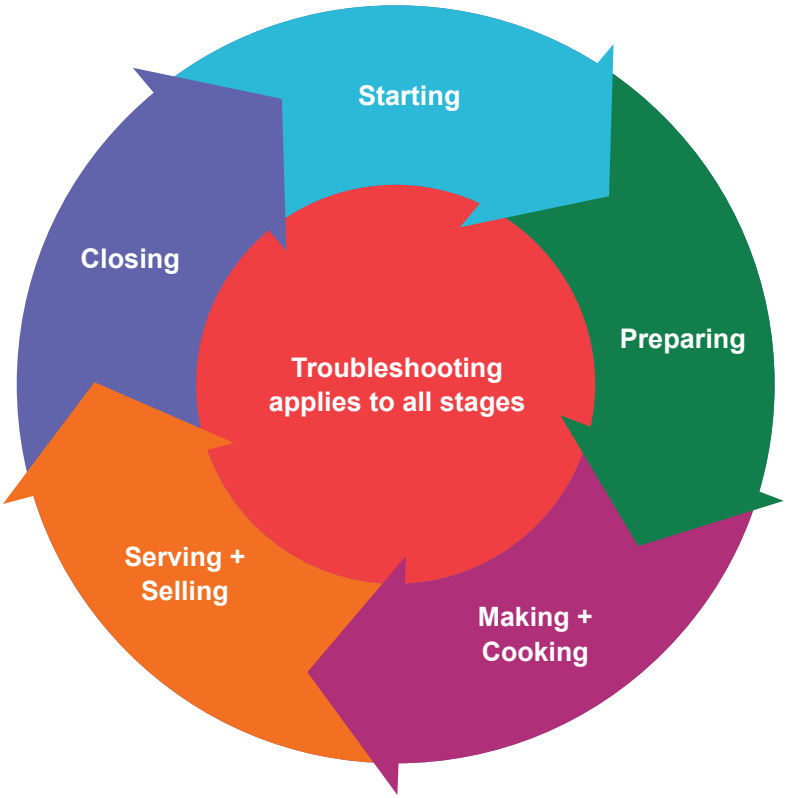
Day cycle

The template format is based around the activities happening during the working day from opening until it is time to close. The diagram below represents this.



Contents

Contents

Instructions

This is your Plan that you and your staff must read, follow and implement to ensure you make and sell safe and suitable food.

How to use this Plan

Your plan sets out the steps you need to take to make safe and suitable food. You must use it to identify risks and show how they are being managed. It means customers will know your food is safe – and it can help you create a successful food business. Your plan is divided into cards, which outline what you and your staff must do.

Each card has three sections: **Know**, **Do** and **Show**.

Know has helpful information about why this topic is important to food safety and gives ideas for how you can comply with the rules in the **Do** section.

Do contains the food safety rules you must follow.

Show outlines what your verifier will ask you to demonstrate or the records they will expect to see.

Your plan only needs to contain the cards that apply to the foods and drinks you make, and the processes you use to make and sell them. You can remove any unnecessary cards. For example, if you do not make and sell sushi, you can remove the ***'Making sushi'*** [teal] card. If you are unsure about whether a section applies to your business seek advice either from your verifier, registration authority, New Zealand Food Safety (info@mpi.govt.nz), or a consultant.

Throughout your plan there are sections that you will need to fill in (e.g. ***'My business details'*** [dark blue], ***'Taking Responsibility'*** [dark blue], ***'Reheating food'*** [magenta] cards).

To help you make sure that you are following the relevant rules, carrying out the necessary checks , keeping the right records, and can find guidance, we have placed icons throughout this document:

(pink pencil icon)
The **records** you must keep

(orange shell icon)
Information required for businesses handling shellfish

(brown boat icon)
Information required for importers

(black QR code icon)
Scan these for more guidance

Keeping records

Your records are one way of showing that you understand the rules and that everything is running smoothly. They also provide evidence if there is a complaint or outbreak of foodborne illness. New Zealand Food Safety has record blanks (i.e. 'forms' or 'templates'), which you can download and use, or you can make your own version of these to better suit your business. Information can be recorded in different ways (e.g. take a photo of your whiteboard and save it online).

If something goes wrong

Sometimes things go wrong, and your food might become unsafe or unsuitable. You and your staff need to be able to identify what the problem is and be able to fix it. To prevent it from happening again, you need a plan in place. Follow the ***'When something goes wrong'*** [red] card.

Getting verified

Your verifier will check how you follow your plan to make safe and suitable food when they visit. You will need to have your plan available to show your verifier.

Storing your plan

You do not need a printed copy of this plan. You can use an electronic (for example a PDF, or web page) version of this plan instead. This plan has web links to useful information which will be easier to access if you use an electronic copy of the plan. All staff must have easy access to the plan.

Business details

Fill out your business details below

Business details	
Legal name	
Trading name	
Activity [tick as appropriate]	
Food Service: ☐ eat in ☐ takeaway ☐ on-site catering ☐ off-site catering ☐ other [specify]: Food Retail: ☐ butcher ☐ delicatessen ☐ bakery ☐ fishmonger ☐ fresh produce ☐ supermarket ☐ transport/delivery ☐ mobile food service or retail ☐ transport/logistics ☐ importer ☐ other [specify]:	
Postal address	
Telephone	
Email	
Location(s)	
Street address (1) (premises where food business operates)	
Water supply	

Additional sites *[continue on a separate sheet if needed and attach]* List below any other premises that are used in connection with the food business (e.g. premises used for storage or preparation of food). These activities and sites will also be covered by your Plan. Note any activities will take place and the water supply source you will use for food purposes (see the ***'Managing self-supply water'*** and ***'Managing water supply provided by a registered drinking water supplier'***).	
Street address (2)	
Activities/water supply source	
Street address (3)	
Activities/water supply source	
Street address (4)	
Activities/water supply source	
Operator: The operator is the owner or other person in control of the food business. If your Plan applies to more than one food business, the operator is the person(s) responsible for ensuring the Food Control Plan requirements are met at each food business.	
Name	
Physical address (Business or Residential)	
Telephone	
Email	

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)	
Telephone	
Email	

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 Food Control Plan is being followed and the appropriate checks and records are completed. The day-to-day manager's name and/or position needs to be stated here. It does not need to be repeated throughout the plan.	
Name and/or position	
Telephone	

Registration authority (this will be your local council unless your Plan covers multiple premises in more than one council jurisdiction, then it will be MPI).	
Registration authority	☐ MPI ☐ Council [Council name]:_____
Contact person	
Address	
Telephone	
Email	
Verifier (if not local council)	
Verification agency	
Contact person	
Address	
Telephone	
Email	

Business layout

The design and physical location of your food business must allow you to make safe and suitable food.

- To help you identify any potential or existing food safety hazards that need managing, follow the rules in the the ***'Taking responsibility'*** [dark blue] card. You will need to produce an internal (inside) floor plan and an external (outside) map (these can be hand drawn, digital drawn or a photo) that includes:
    - your building,
    - the buildings surrounding it,
    - what happens in the different areas on your map, including your food preparation areas (e.g. your kitchen),
    - what happens in your buildings, including non-food activities,
    - what happens in the different areas of the building,
    - any non-food activities being conducted in the same or neighbouring buildings/property that might affect food safety,
    - if using self-supply water, identify where the water comes from (e.g. roof/rain, bore or stream) and if is there are any treatment or storage locations on site.

Layout — Inside of your business

This could be a hand drawn layout, a digital drawing, or a photo of the layout.

Layout — Outside of your business

This could be a hand drawn map, digital drawing, or photo from above (e.g. Google maps image).

Understanding and managing risks from near-by activities

Sometimes the activities on neighbouring properties can affect how you and your staff manage food safety and suitability in your business. Write down any activities happening in your building, or neighbouring buildings/properties that might affect food safety or suitability in your business, and how you and your staff manage these risks. Follow the rules in the the ***'Taking Responsibility'*** [dark blue] card for information on risks. If you cannot identify any risks, then write 'none identified'.

Risk to food safety	How we manage the risk
Example: Rubbish left out by a near-by food business could attract pests (e.g. rats and mice), that could get into the building and contaminate food.	Example: Keep windows/doors closed when possible, and regularly check for pests (see ***'Maintaining equipment and facilities'*** and ***'Checking for pests'*** cards).

Taking responsibility

Useful things to know

- You and your staff do not need to be food safety experts but do need to know enough to make good food safety and suitability decisions. Following this plan will help with these decisions and ensure your food is safe and suitable.
- Food safety is about preventing food from causing illness or harm. Food can be unsafe if it contains certain 'hazards'. There are 3 types of hazards:
  1. **Biological (bugs)**: Certain bugs (e.g. bacteria) can make people sick if they are in or on food.
  2. **Chemical**: Many chemicals can make people sick if they are in or on food (e.g cleaning chemicals).
  3. **Physical (foreign)**: Glass, metal, plastic, or other sharp objects can sometimes get into food and cause harm.
- Food suitability is about knowing your food meets customer expectations and does not contain anything unexpected or offensive.
- It is your responsibility as the operator to make sure the food your business produces, handles and/or sells is safe and suitable. You are responsible for demonstrating food safety by leading by example.
- Taking responsibility for food safety means understanding the possible hazards that could make your food unsafe and taking steps to:

- keep bugs, harmful chemicals and foreign matter out,
- reduce bugs to safe levels,
- eliminate or remove bugs.

- Taking responsibility for food suitability means:
  - only using foods or ingredients that are appropriate for their intended use,
  - labelling food correctly,
  - making sure any claims about your food are true, and allowed.

Keeping customers safe

- Following the rules will help your business as:
  - about 86% of people that get sick from food do not report it- but they still look for someone to blame,
  - about 75% of people do not think that they got sick from food they made themselves, and blame someone that sold food to them,
  - most people believe it was one of the foods they last ate that made them sick- when it actually could have been something they ate days or weeks ago,
  - about 40% of people that get sick will not buy the food they blame for making them sick again (and might tell their friends not to buy it),
  - if someone reports sickness or other problem (e.g. labelling, foreign matter) a Food Safety Officer investigates their complaint- which means you might be visited even if you did not make anyone sick.

Keeping records

- Keeping good records of how you and your staff have followed your plan and checked that your practices are making safe food, will help you prove that your food did not make people sick, and that your food is what you say it is.
- Some checks you make need to be recorded, and these are identified in the **Show** sections of the plan. You may also choose to keep records for checks that do not need to be recorded, this can help you keep track of how well you are managing food safety and suitability.
- Without records it will be harder to prove you have been following your plan to make safe and suitable food which could lead to:
    - recalling food,
    - stopping sale of food,
    - having to make certain improvements to your processes or practices,
    - fines or prosecution.
- All of the above can cost your business in time, money or reputation.

Advice and guidance

- There is helpful guidance and tools available on the MPI website (www.mpi.govt.nz/food-business/), these are all linked through this plan.
- You can get advice and guidance from others, for example verifiers, and consultants:
    - Verifiers can provide advice and coaching about following

your plan to make sure you have good practices in place, but they cannot make decisions for you- it is your responsibility to make safe and suitable food.

- Consultants can design systems, processes and procedures for you – but cannot take away your responsibilities. It is part of their job to help you understand how to make good decisions about food safety and suitability – especially when things go wrong. More information on consultants can be found here: www.mpi.govt.nz/food-business/starting-a-food-business/hiring-a-food-consultant/

Rules you must follow

- Assign someone who is responsible for making sure your plan is followed: (tick who is responsible for your plan)
  - ☐ day-to-day manager, or
  - ☐ delegated person's name and/or position:

    _____
- Always follow the **Do** and **Show** sections of your plan.
- Train staff so they are competent to make, serve and sell safe and suitable food.
- Get verified within 6 weeks after registering. You must give your verifier access to facilities and records they need to perform their duties.
- Keep a copy of all documents or records required for at least 4 years.

D
Do

- All records must:
  - be accurate,
  - easy to read,
  - identify what was done,
  - when it was done,
  - who did it.
- Provide all records to your verifier or registration authority (i.e. Council or MPI) when requested.
- You must notify your registration authority (Council or MPI) of any change to your business (e.g. change of business address) before making the change.

S
Show

Things to show your verifier

- Your verifier might ask:
  - whether you have given any food safety responsibilities to other people (including contract processors) and, if so, how you know they are doing a good job of keeping food safe and suitable,
  - whether there have been any changes to what you and your staff do, make or sell since the last time they were there,
  - to see your **records** of the checks you and your staff have made.

Checking the plan is working well

What do you need to know?

- It is your responsibility as the operator of the plan to regularly check that food safety and suitability is being well managed in your business.
- You or one of your staff need to be your own internal verifier. This is someone in your own business that checks that the plan is being followed correctly.

Why is self-verifying important?

- You are responsible for your business and the safety and suitability of the food you make and sell. If you wait for someone else to tell you that something has gone wrong, it may become costly and your food may make people sick.
- Check your plan is working well by (for example):
    - checking that the rules are being followed and **records** are kept where required (e.g. measuring the temperatures of food),
    - looking through **records** to check that your procedures are being followed and your systems are working as expected,
    - reviewing the rules in the ***'When something goes wrong'*** [red] card and checking that steps have been taken to prevent problems from happening again,
    - running food safety quizzes with staff,

- using the '**Show**' sections in this template to ask the same questions or check the same things that your verifier would ask or look at,
- testing the environment or foods for certain bugs or chemicals to show procedures (e.g. cleaning and sanitising) are effective.

Some notes about testing:

- There are specific requirements for testing in some situations (e.g. self-supply water).
- There are rules about certain limits for bugs or chemicals in the Australia New Zealand Food Standards Code (the Code) www.foodstandards.govt.nz/code/Pages/default.aspx. A limit does not mean you always have to test the food for that bug or chemical.
- If you are thinking about using sampling and testing to show your plan is working well, this should not be the only check that you do. It is not possible to test your way to food safety. Testing can be used to support and confirm the other checks being regularly made. It is not a substitute for them, and you cannot rely on testing your way to food safety. Carrying out tests of the food environment can help, for example:
  - If testing results find harmful bugs, it might mean some part of your process is not working well and you will need to follow the ***'When something goes wrong'*** [red] card. A negative result may not prove that your plan is working perfectly or that the food is safe. Bugs, are not usually evenly distributed in food so it is possible to test some food and get a negative result, when another part of the food in the same batch has high levels of harmful bugs.

- If you use sampling and testing as part of your procedure for checking, it is highly recommended that the testing plan is developed by an expert. If you do not have an expert in your business, your verifier or a consultant can provide information about putting together a sampling and testing plan.

What do you need to do?

- You must set up procedures for regularly checking that you and your staff are making safe and suitable food and meeting your requirements and responsibilities under the Food Act 2014.
- You must ensure:
  - that staff and people (e.g. delivery staff, suppliers) that come in contact with food understand and can follow the rules in the **Do** sections of the Plan and are following them,
  - the procedures you have put in place are being followed and are effective,
  - your facilities and equipment remain suitable for the food activities at your business,
  - that staff have the equipment and information to help them handle food safely,
  - staff are committed to food safety. Staff who feel valued and committed to food safety are much more likely to practice good food safety,
  - your scope of operations is up to date with your current business activities (for example, if you are now selling frozen/chilled ready-to-eat meals, then this plan is no longer suitable for you and you must contact your registration authority).

D
Do

- Follow the procedure on ***'When something goes wrong'*** [red card] if your if your sef-verification identifies mistakes or actions that could have made food unsafe or unsuitable.

S
Show

What do you need to show?

- Show your verifier:
  - how you check that your procedures are working well,
  - **records** showing the results of the checks you have made when self-verifying.

Training and competency

K
Know

What do you need to know?

- People learn and understand in different ways. You need to know what ways work best, to provide staff and visitors with the information they need to keep food safe and suitable.
- Staff could include owner/operators, managers, volunteers, family, and friends who may carry out food related tasks in your business. Visitors could include food delivery people, maintenance personnel etc.
- Staff and visitors need enough knowledge to manage risks to food safety and suitability.
- Not all staff and visitors need training in all things, but they need to know how to keep food safe and suitable when doing their particular job.
- If you have staff you will need to train them:
    - before they start handling food,
    - before you introduce or change a procedure,
    - whenever you think you or your staff need it (e.g. after something has gone wrong).
- If you are a sole operator you do not need to keep training records. Your verifier will ensure you can meet all of the rules in your plan.

Why is training and competency important?

- People need to know what can affect safety and suitability and what to do if they find something starting to go wrong.

K
Know

- Not all of the things that affect food safety and suitability are 'common knowledge' so it pays to be trained properly so you or your staff do not accidentally get it wrong.
- You need to know that staff and visitors are practicing the training you have provided.
- You can help people become confident in applying good practices that keep food safe and suitable by:
    - showing them what to do, and supporting them while they practice getting things right;
    - buddying them with an experienced person who checks they understand and are following the plan before they work alone.
- If you are the sole person in your business, then you can use online tools for training (e.g. food safety courses) or seek help (e.g. from your verifier or a consultant).

D
Do

What do you need to do?

- The ☐ day-to-day manager or ☐ delegated person's name and/or position: _____
  (tick who is responsible for your plan) ensure that all staff and visitors know what to do to meet the relevant requirements in your plan for:
    - health and hygiene,
    - dealing with high risk foods that could make people sick,
    - cleaning and sanitising,
    - safely sourcing and receiving food,
    - keeping foods separate in the food preparation area (including, managing allergens, keeping raw/uncooked

D
Do

food away from cooked food, and managing chemicals and poisons),
- other procedures which are specific to your food business,
- managing customer complaints,
- what to do when something goes wrong,
- managing food recalls.

- Check that staff apply training:
  - before they start working in your food business,
  - when a procedure is introduced or changed.
- Keep a record of training that you, your staff or visitors have completed, and when they completed it.

S
Show

What do you need to show?

- Show your verifier:
  - How you know that staff and visitors were competent to do the job they were tasked with.
  - A record of how and when staff were trained to follow the plan. Include:
    - who was trained,
    - when they were trained,
    - what parts of the plan you covered,
    - signatures from the trainer and trainee.

Managing places and equipment

K
Know

What do you need to know?

- When choosing places and equipment for your business there are some things you should consider, like:
  - what the place has been previously used for,
  - that rooms and equipment can be easily cleaned and maintained,
  - that there is adequate lighting, ventilation and services (e.g. water and electricity),
  - that equipment is designed for food use and for the process you are intending to use it for.

Why is choosing good places and equipment important?

- Places and equipment are the foundation of your business, and the choices you make determine how hard you and your staff will have to work to know your food is always safe and suitable.
- It is easy to overlook things that can result in food being contaminated and people getting sick. For example:
  - holes in building cladding that could let vermin (rats, mice) get in and contaminate food,
  - equipment that cannot be cleaned easily, and allows bugs to grow and contaminate food,
  - buildings constructed from materials that could be a source of bugs, chemicals or foreign matter getting into your food.
- It is best to source equipment especially designed for food use and for the process you are intending to use it for.

K
Know

- If using measuring equipment you will need to make sure that it can take accurate measurements. A way you can make sure your equipment is accurate is by calibration. An example of how to calibrate a thermometer can be found here: www.mpi.govt.nz/dmsdocument/31407-Thermometer-calibration-guidance
- It is best to choose places and equipment that enable you to manage food safety and suitability hazards appropriately.

D
Do

What do you need to do?

- Manage any food safety or suitability hazards associated with places and equipment.
- Check previous use of land and buildings, and only use areas that will allow you to make safe and sell suitable food.
- If your neighbours do things that could cause your food to be unsafe or unsuitable, work out how to minimise the chance that this could happen.
- Only operate out of places that have enough space to accommodate the number of staff you plan to have working there, and allow for a good workflow.
- Design your workflow so food can move safely through your business (for example, design it so that you do not carry raw chicken through areas where cooked/ready-to-eat food is being handled).
- Buildings, fittings, fixtures or equipment must be made of materials that will not be a source of bugs, chemicals or foreign matter getting into your food where possible, or work out how to minimise or eliminate the chance that food could become contaminated from these sources.

D
Do

- Ensure all areas where food will be processed or stored can be easily cleaned and sanitised (when appropriate).
- Limit the amount of dust, dirt, fumes or pests that can get into buildings used for handling, making or storing food.
- Provide places for storage of cleaning chemicals and maintenance compounds away from food.
- Make places to wash hands available close to food handling areas.
- Provide for rubbish areas away from food processing/ preparation areas.
- You must use equipment that is accurate and working properly for measuring control points (e.g. thermometers for checking fridge/chiller temperatures or equipment to measure the pH of sushi rice).
- Vending machines must be able to keep food safe (e.g. keep cold food at 5°C or below).'

S
Show

What do you need to show?

- Your verifier might ask:
  - how you know the location has not previously been used for something that will make food unsafe,
  - how you/your staff manage risks from activities of your neighbours,
  - why you chose the equipment you are using,
  - how you know the building, fixtures, fittings and equipment do not pose hazards to the food.
- Your verifier will observe workflow and whether staff can easily work and maintain good food safety practices.

Managing water supply provided by a registered drinking water supplier

What do you need to know?

- Water can carry harmful bugs and chemicals which can make people sick. You must only use safe uncontaminated water for food preparation.
- 'Safe water' is water that will not make people sick or kill them.
- Water can become contaminated when being stored on-site and being distributed around food premises.
- It is recommended that when you first turn on your taps for the day, you flush them by filling a large cup with water and throwing it out. This is due to the risk of heavy metals (e.g. lead, copper) increasing in your plumbing over time.
- You need to have enough safe water available to ensure your food preparation areas, utensils and equipment can be cleaned, and staff can wash their hands when needed.
- If your registered drinking water supplier notifies you that your water is unsafe, you will need to follow the advice they provide.
- If you have concerns about the safety of the water you are supplied, then you should contact your registered drinking water supplier.
- A registered drinking water supplier is someone who owns or operates a water supply and is responsible for making sure that it is safe. Suppliers have until November 2025 to register with Taumata Arowai. You can search for registered suppliers here: www.taumataarowai.govt.nz/for-communities/public-register/

D
Do

What do you need to do?

- Provide the name of your registered drinking water supplier (e.g. local council).

  Name of supplier:_____

- Always use water which is safe for food preparation, cleaning and washing hands. If your registered water supplier advises the water is unsafe and does not provide you with advice to follow, then you must:
  - not use it, or
  - boil it for at least 1 minute before use, or
  - disinfect it with chlorine before use, or
  - use another supply of water which you are sure is safe (e.g. bottled water, or water from a registered water tanker).
- Always throw out any food which has been contaminated by unsafe water.
- Always clean and sanitise any food contact surfaces that have been contaminated by unsafe water.
- Only use water tanks, pipes and taps that are connected to safe water sources.

S
Show

What do you need to show?

- Show your verifier:
  - a **record** of any maintenance you've done (see the ***'Maintaining equipment and facilities'*** [purple] card).

Managing self-supply water

K
Know

What do you need to know?

- If you are using self-supplied water then you will need to ensure that it is safe.
- Water can carry harmful bugs and chemicals which can make people sick. You need to only use safe water for food preparation.
- 'Safe water' is water that will not make people sick or kill them.
- Water can be contaminated when being stored on-site and being distributed around food premises.
- You need to know what contaminants (e.g. dirt, stones, chemicals etc.) may be in your water and what treatment will be needed to ensure that it is safe.
- You need to have enough safe water available to ensure your food preparation areas, utensils and equipment can be cleaned, and staff can wash their hands when needed.
- You will need to know what nearby activities and naturally occurring chemicals (e.g. nitrates for groundwater, or lead for roof water) could make your water supply unsafe.
- Any water treatment equipment used will need to be maintained, see the ***'Maintaining equipment and facilities'*** [purple] card.
- There is information on the MPI website about accredited labs.

What do you need to do?

- Tick where you get your water from:
  - ☐ roof water source
  - ☐ surface water source
  - ☐ ground water source
- Always use safe water for food preparation, cleaning and washing hands. If your water supply becomes unsafe you must:
  - not use it, or
  - boil it for at least 1 minute before use, or
  - disinfect it with chlorine before use, or
  - use another source of water which you know is safe (e.g. bottled water).
- Always throw out any food which has become contaminated by unsafe water.
- Always clean and sanitise any food contact surfaces that have been contaminated by unsafe water.
- You or your staff must test your water:
  - before first use in your business, or
  - if you do not have any records of self-supplied water testing.
- Your water must meet all of the limits in the table below:

Measurement	Criteria
Escherichia coli	Less than 1 cfu/g in any 100 ml sample**
Turbidity	Must not exceed 5 Nephelometric Turbidity Units

Chlorine (when chlorinated)	Not less than 0.2mg/l (ppm) free available chlorine with a minimum of 30 minutes contact time
pH (when chlorinated)	6.5 – 8.0

***Escherichia coli testing must be performed by an accredited lab.*

- You must retest water no later than 1 week after:
  - getting water from a new self-supplied source, or
  - knowing of a change to the environment or activities that may affect the safety and suitability of water (e.g. an adverse event, such as flooding or an earthquake).
- If your water does not meet the requirements in the table above, it must be treated before use. Tick which options you will use:

  ☐ Filtration

  ☐ Chlorination

  ☐ UV disinfection

  ☐ Other _____
- You must maintain equipment that is used for water supply, see the ***'Maintaining equipment and facilities'*** [purple] card.
- You must clearly mark taps, tanks, and pipes that do not contain safe water. These must not be used for food processing, hand washing and cleaning.
- For surface water sources, and ground water sources, water intakes must be:
  - at least 10m away from livestock,
  - at least 50m away from potential sources of contamination including silage stacks, offal pits, human and animal waste, potential chemical stores and tanks (e.g. fuel tank).

- You must identify any nearby activities and chemical hazards (including naturally occurring) that could make your water supply unsafe, and control these appropriately.

What do you need to show?

- Show your verifier a **record** of:
  - your water test results,
  - a list of all nearby activities which might affect the safety of your water.
- Show your verifier how you know your water treatment system is working properly.
- Show your verifier any chemical hazards you have identified and how you control these.

Managing personal hygiene and health

K
Know

What do you need to know?

- Personal hygiene and health is important because it helps prevent contamination of food making it unsafe and unsuitable.
- Ways to protect food from contamination from people include:
  - washing hands,
  - not working with food when sick with anything that causes vomiting, diarrhoea or jaundice,
  - wearing clean clothes (e.g. aprons, hats and hairnets).
- Washing your hands helps to keep bugs out of the food preparation area. Regular hand washing helps prevent contamination of your food.
- Sanitiser can be applied after hands have been thoroughly washed with soapy water and dried. Sanitiser cannot be used as a replacement for hand washing.
- You and your staff should seek medical advice if you/they:
  - have jaundice, or
  - have vomited or had diarrhoea 2 or more times in a day, or
  - have been sick with a tummy bug for more than 24 hours.
- Staff who have had a tummy bug should not work with food until 48 hours after their symptoms (e.g. vomiting, diarrhoea) stop.

K
Know

- If staff contaminate food due to sickness or poor hygiene, you may have to throw it out or you may have to recall it. See ***'Recalling your food'*** [red card].

Why is personal hygiene important?

- One of the most common ways bugs get into food is from people - mostly from their hands.
- Regularly washing hands with soap and water for 20 seconds, rinsing and then drying them properly (using paper towels, single use cloths, or an air dryer) is one of the best and easiest ways to help prevent bugs getting into your food.
- Uncovered cuts, sores and boils can spread bugs and make food unsafe and unsuitable, especially if they are weeping or infected.
- People who wear gloves (whether to cover plasters, sores or for preference when handling food) need to change their gloves after touching something other than food (e.g their nose or a rubbish bin lid); and wash their hands whenever they take dirty gloves off, and before they put clean gloves on.
- Harmful bugs can be transferred to food through a sick person's faeces, vomit and other body fluids (e.g. blood and snot).
- Dirty clothing can contaminate food, surfaces and equipment.

D
Do

What do you need to do?

- Wash your hands in soapy water for 20 seconds then dry thoroughly using paper towels, single use cloths, or an air dryer.

- Always have soap and paper towels, single-use cloths or an air dryer by the hand-washing sink.
- You must keep your hand-washing area clean.
- You and your staff must wash your hands:
  - when entering the food preparation areas,
  - before handling food,
  - between handling raw and cooked foods,
  - between handling foods that contain allergens and foods that do not contain allergens,
  - between handling cleaning products or chemicals and food,
  - after coughing or sneezing,
  - after using the toilet,
  - after using your phone,
  - after taking out rubbish,
  - after touching something you think is dirty.
- You and your staff must manage any cuts, sores, or boils by: (tick what you will do)
  - ☐ completely covering any cuts, sores or boils, or
  - ☐ not handling food if cuts, sores or boils are weeping or infected and cannot be completely covered.
- Gloves must be changed after touching something other than food and between touching raw and cooked ingredients/ meals. Hands must be washed whenever dirty gloves are taken off and before clean gloves are put on.

Manage sick staff

- You or your staff must not work with food when you/they are sick with an illness that can be passed on through food.
- Any staff or visitors who have vomited, had diarrhoea or jaundice in the 48 hours before entering your business, or who develop these symptoms when on your premises, must immediately tell either the: (tick who is responsible for your plan)

  ☐ day-to-day manager, or

  ☐ delegated person's name and/or position:

  _____
- Staff must stay away from the food making area, until 48 hours after symptoms have stopped.
- Staff that are sick may be able to complete tasks that do not involve them entering food preparation areas or coming into direct contact with food.

Wear clean clothing when handling and preparing food

- Clean clothing (e.g. aprons, hats and hairnets etc.) must be worn before handling food or entering food preparation areas (this applies to visitors too).
- You must ensure that staff either: (tick which one you and your staff will do):

  ☐ wear their own clean clothing, or

  ☐ wear clean clothing that the business supplies.
- Remove outer protective clothing (e.g. aprons etc.) before leaving the food making area (e.g. to go to the toilet, outside etc.).

What do you need to show?

- Your verifier will wash their hands when they enter your business to check that everything they need to wash their hands is there.
- Your verifier will ask:
  - who is responsible for making sure your hand washing area is fully stocked and cleaned,
  - how you know people are washing their hands when they should,
  - staff about when they wash their hands, and may ask them to show how they wash their hands,
  - what happens if someone has a tummy bug or gets sick,
  - check that everyone who handles food puts on clean clothing/aprons at the start of (or as required, during) each shift,
  - how you make sure clean clothing is worn,
  - questions about your rules around clean clothing or any issues you have had with your rules.
- Show your verifier:
  - a written **record** of when staff were sick.

Checking for pests

K
Know

What do you need to know?

- Pests such as rats, mice and cockroaches can spread disease. They can do this by picking up bugs from rubbish and transferring it to food, surfaces and equipment with their faeces and urine.
- Pesticides/chemicals used for controlling pests can make people sick if they contaminate food.

D
Do

What do you need to do?

- Check internal and external areas, including waste collection and storage areas, daily for signs of pests. Empty traps, remove droppings and dead insects, throw out any affected food.
- Clean and sanitise any affected equipment and areas that come into contact with food or packaging.
- You must manage and control pests by either:
  - ☐ employing a pest control specialist, or
  - ☐ managing these risks yourself.
- Use pesticides/chemicals in a way that will not contaminate food, equipment or surfaces. Follow manufacturers instructions for storing, preparing and using chemicals.
- Follow the procedure on what to do ***'When something goes wrong'*** [red card] if you find signs that a pest may be present in your food business.

What do you need to show?

- Show your verifier:
  - how you and your staff check for pests,
  - how you and your staff control pests and manage risks from them (e.g. contaminated food or packaging).

Preparing food safely

K
Know

What do you need to know?

- Harmful bugs from food and allergens can be spread by contaminated food, dirt, hands, clothes and surfaces. A dirty or badly organised preparation space allows bugs to grow and spread quickly and easily.
- Many food complaints are related to finding foreign matter (e.g. dead pests, sticking plaster/bandage in food. Foreign matter from people or pests that gets into food causes reputational harm and may cause people to get sick.
- Keeping food at the right temperature prevents bugs from growing quickly. You need to know how to keep food (including food in vending machines) at the right temperature to prevent these bugs from growing.

D
Do

What do you need to do?

- Check surfaces and equipment are clean and sanitised before using them.
- Clean and sanitise your work areas as you go throughout your day.
- You must provide appropriate cleaning equipment and a place to store it.
- Implement ways to prevent foreign matter getting into food.
- Ensure that your process does not allow for contamination of food.

- Prepare food as per the manufacturer instructions, or follow the applicable parts of this plan (e.g. if you are preparing chilled food, then you must follow the rules in the ***'Keeping food cold'*** [green] card).
- When preparing food, if it is left in the danger zone (5°C to 60°C), then you and your staff must follow the 2 hour/4 hour rule:

Total time food is in the danger zone (5°C to 60°C)	What to do
More than 4 hours	Throw out
2 to 4 hours	Serve, or heat to 75°C Do not chill
0 to 2 hours	Serve, or chill, or heat to 75°C

Applies to foods, such as:


Soft or fresh cheese


Vegetable soups


Curries


Meat


Fresh tofu


Egg sandwich


Non-acidified rice

Open sauces

- The danger zone is between 5°C to 60°C and this is when harmful bugs grow quickly.

S

Show

What do you need to show?

- Show your verifier:
  - how you and your staff clean as you go,
  - how you and your staff keep foreign matter out of food,
  - how you and your staff check the temperature of your food.

Separating food

K
Know

What do you need to know?

- Keeping raw/uncooked food away from cooked/ready-to-eat foods (e.g. keeping raw chicken away from cooked food) will stop bugs spreading.
- Keep food separate from chemicals (e.g. cleaning products).
- Some foods/ingredients could cause an allergic reaction. Keeping food that does not contain allergens separate from foods containing the allergens listed below will stop people getting sick and possibly dying.
- There are a number of common food allergens you need to know about. These are: peanuts, crustacea, molluscs, fish, milk, egg, gluten, wheat, soy, sesame, lupin, sulphites, almonds, Brazil nuts, cashews, hazelnuts, macadamias, pecans, pine nuts, pistachios, walnuts.
- Know what allergens are in the food you sell (follow the rules in the the ***'Knowing what is in your food'*** [orange] card) – you need to be able to tell customers, using the required allergen name, if they ask or include this information on the packaging. Follow the rules in the the ***'Packaging and labelling'*** [orange] card.
- Liquid (e.g. from defrosted food) can contain harmful bugs. If these juices get onto other food and surfaces they can make people sick.

Why is separating food important?

- Accidental contamination of food is one of the most common reasons food becomes unsafe.

K
Know

- Separating food will stop people getting sick and possibly dying.
- Poisons and dangerous chemicals can make people sick if they get into food.
- Making all allergen-free foods before you make allergen-containing foods, can add some extra protection.

D
Do

What do you need to do?

- You and your staff must have a way to manage preparing:
  - raw and cooked/ready-to-eat foods, and
  - foods that contain the allergens listed in the **Know**, and foods that do not contain those allergens.
- Tick the option that you and your staff use to manage the point above:

  ☐ use different spaces and equipment (chopping boards, knives and utensils), or

  ☐ thoroughly clean and sanitise (if required) surfaces, boards, knives and other utensils between use, or

  ☐ thoroughly clean and sanitise (if required) surfaces and equipment between use and process at different times.

- Wash your hands (follow the rules in the ***'Managing personal health and hygiene'*** [light blue] card) and, if required, change protective clothing (e.g. aprons) between handling:
  - raw and cooked/ready-to-eat, or
  - foods that contain the allergens listed in the Know, and foods that do not contain those allergens, or
  - dangerous chemicals or poisons and food.

D
Do

- Keep all products not intended for human consumption (e.g. pet food) away from food and food preparation areas.
- Label poisons and dangerous chemicals clearly, store them away from food and food equipment, and make sure food is protected when using them.
- Label and store all food that could cause an allergic reaction separately.
- Tell your customers which foods you make or sell contain allergens if asked.
- When transporting your food, separate:
  - raw and cooked/ready-to-eat, or
  - foods that contain the allergens listed in the Know, and foods that do not contain those allergens.

S
Show

What do you need to show?

- Your verifier will ask you and your staff to explain how you/they know whether the foods made or served contain allergens, and the required allergen name to describe them.
- Show your verifier that foods containing any of the allergens listed in the **Know,** and poisons and dangerous chemicals are clearly labelled.
- Show or explain to your verifier how you separate:
  - raw and cooked/ready-to-eat products, or
  - foods that contain the allergens listed in the Know, and foods that do not contain those allergens, or
  - dangerous chemicals or poisons and food.

Sourcing, receiving and storing food

K
Know

What do you need to know?

- You need to know that the food you receive from a supplier or other source, is safe and suitable.
- You also need to know where the food has come from in case something goes wrong.
- Some foods need to be kept cold (chilled or frozen) to stop bugs growing.
- If you are receiving live shellfish then there are certain rules you need to follow when receiving it, these are outlined in the **Do** section.
- If storing hot or cold food in vending machines, keep food at the correct temperature to stop bugs from growing.
- Food or ingredients should not be used or sold after their 'Use-By' date (this includes food from vending machines). Guidance on the use of 'Use-By' or 'Best Before' date marks can be found here: www.mpi.govt.nz/food-safety-home/how-read-food-labels/
- If you import food you will need to either register as a food importer with MPI, or only purchase imported food from a registered food importer.
- If you are a registered importer, then the food you import will need a safety and suitability assessment before being imported, see mpi.govt.nz/safe-suitable-food/ for more information.

K
Know

Why is sourcing and receiving important?

- Using trusted suppliers gives you confidence that the foods, and ingredients you use are safe and suitable. This can prevent people getting sick from your food, and save you time and money.
- Trusted suppliers could be businesses registered under the Food Act or Animal Products Act. MPI have a register where you can look suppliers up: www.mpi.govt.nz/food-business/food-safety-registers-lists/
- It is best to be at your business to receive deliveries. If chilled or frozen food is delivered out of hours, you will need to know that it was delivered at the right temperature, put away in the right place (e.g. fridge or freezer) as agreed with your supplier, and that it is still safe to use.

D
Do

What do you need to do?

- Only source food from trusted suppliers.
- If you are importing food, you must register as a food importer with MPI, or contract the services of one.
- You must conduct a safety and suitability assessment of food before you import it. See the Know section for more information.
- When collecting or receiving food, you must check that:
  - cold food is cold,
  - frozen food is frozen,
  - packaging is not damaged or dirty,
  - food is not past its Use-By date.

D

Do

- If you are transporting food after collecting it, then you will need to follow the ***'Transporting food'*** [orange] card.
- When receiving live shellfish, you must:
  - ensure it has been chilled to a temperature of 10ºC or less,
  - check that it does not contain foreign matter (e.g. mud and stones),
  - check with your supplier if it is safe to be consumed raw or lightly cooked,
- If you receive shellfish direct from the harvester, you must receive and keep a harvest declaration.
- When receiving food, record:
  - the name and contact details of your supplier,
  - the type and quantity of food,
  - the temperature of the food, if it needs to be kept at a certain temperature to make sure it is safe and suitable.
- When receiving food check that it has sufficient information on the label so that you can accurately use or label your food. Ask your supplier for information about unlabelled products or for translations if imported.
- Follow manufacturer's instructions for storing food.
- Store food safely. Put chilled food away first, then frozen food, then food that can be stored at room temperature.
- Arrange your supplies so food with the soonest Use-By or Best Before dates is used first.
- Throw out food at its Use-By date.
- Store food covered and clearly labelled.
- If something goes wrong during the sourcing or receiving of food, follow the ***'When something goes wrong'*** [red] card.

- Follow the 2 hour/4-hour rule, as shown in the diagram below:

Total time food is in the danger zone (5°C to 60°C)	What to do
More than 4 hours	Throw out
2 to 4 hours	Serve, or heat to 75°C Do not chill
0 to 2 hours	Serve, or chill, or heat to 75°C

Applies to foods, such as:


Soft or fresh cheese


Vegetable soups


Curries


Meat


Fresh tofu


Egg sandwich


Non-acidified rice

Open sauces

- The danger zone is between 5°C to 60°C and this is when harmful bugs grow quickly.

S
Show

What do you need to show?

- Your verifier will check:
  - how you and your staff know that the food you receive is safe and suitable,
  - records of your trusted supplier list and supplier assurances,
  - records of:
    - the name of your supplier,
    - the type and quantity of food,
    - the temperature of the food, if it needs to be kept at a certain temperature to make sure it is safe and suitable.
- Show your verifier how you and your staff store, label, and separate food following your plan.
- Show your verifier your food importer registration certificate.
- Show your verifier the safety and suitability assessment of food you have imported.

Keeping food cold

K
Know

What do you need to know?

- Keeping food at the right temperature prevents bugs from growing quickly.
- Some foods must be kept cold (chilled or frozen) to stop bugs growing quickly.
- You and your staff need to know the difference between:
  - foods you need to keep cold to keep them safe (e.g. milk), and
  - foods you can keep cold so your customer enjoys them (e.g. beer).
- You and your staff need to know which foods must be kept cold. Ask your supplier or follow manufacturer instructions.
- You need to make sure that temperature monitoring equipment (e.g. thermometers) are accurate (i.e. calibrated). You cannot rely on the temperature shown on your fridge/ chiller.

D
Do

What do you need to do?

- Check daily that the food in your fridge is being kept at 5°C or lower.
- Monitor the temperature of the food in your fridge by: (tick what you will do)

  ☐ using a calibrated probe thermometer to check the temperature of food or other substance (e.g. a container of water), or

- ☐ using a calibrated infrared thermometer to measure the surface temperature of the food, or
- ☐ using a calibrated automated system (e.g. bluetooth temperature monitoring system) to monitor the internal temperature or surface temperature of your food.

- Check that food in the freezer is still frozen. You do not have to record the temperature of the frozen food.
- You and your staff must follow the 2 hour/4 hour rule for chilled food that has been kept in the danger zone, as shown in the diagram below:

Total time **cold** food is in the danger zone (5°C to 60°C)	**What to do**
More than 4 hours	Throw out
2 to 4 hours	Serve, or heat to 75°C Do not chill
0 to 2 hours	Serve, or chill, or heat to 75°C

Applies to foods, such as:


Soft or fresh cheese


Vegetable soups


Curries


Meat


Fresh tofu


Egg sandwich


Non-acidified rice

Open sauces

D
Do

- The danger zone is between 5°C to 60°C and this is when harmful bugs grow quickly.
- If something goes wrong with keeping food cold (e.g. food has started to defrost in the freezer), then follow the ***'When something goes wrong'*** [red] card.

S
Show

What do you need to show?

- Show your verifier:
  - how you and your staff check the temperature of your food or the internal temperature of your fridge(s),
  - a **record** of your temperature checks.

Thoroughly cooking food

K
Know

What do you need to know?

- Some foods are likely to be contaminated with bugs that will make people sick or die.
- Cooking is a common way to kill these bugs and make the food safe to eat.
- Some foods need to be cooked thoroughly to kill bugs. You and your staff need to know which of your foods are high risk and need to be cooked thoroughly every time.
- Examples of food that needs to be cooked to be safe, includes poultry, minced meats, and livers.

Why is thoroughly cooking food important?

- Thoroughly cooking kills bugs and makes your food safe to eat.
- It is important to check the temperature with a calibrated thermometer because food can look cooked when it is not and look uncooked when it is. It is important to use a calibrated thermometer to make sure that the temperature is accurate.

D
Do

What do you need to do?

- Cook poultry, minced meat (e.g.sauages, patties etc) and livers using the ***'Cooking poultry, minced meat and liver'*** [magenta] card.
- Meats such as beef, lamb and venison can be served rare but must be seared before serving and being eaten straight away (i.e. in a restaurant/takeaway).

D
Do

- Pork must be cooked to medium or well-done.
- If you and your staff are ***cooking using sous vide'***, or ***preparing red meat for mincing and serving lightly cooked or raw***, then you must follow the rules on the relevant card(s).
- Follow the manufacturer's instructions for cooking food.
- Always check dishes for cold spots. Food must be cooked evenly and all the way through.
- Stir dishes frequently to avoid cold spots.
- Check the temperature of your food by: (tick what you will do)
  - ☐ using a calibrated probe thermometer to check the internal temperature of the food, or
  - ☐ using a calibrated infrared thermometer to measure the surface temperature of the food, or
  - ☐ using a calibrated automated system to monitor the internal temperature or surface temperature of your food (e.g. data logger).
- After thoroughly cooking food:
  - serve the food immediately,
  - keep the food hot (above 60°C) until it is served, follow the ***'Keeping food hot'*** [orange] card, or
  - rapidly cool the food following the rules in the ***'Cooling freshly cooked food'*** [magenta] card.

S
Show

What do you need to show?

- Show your verifier how you and your staff know your food is always thoroughly cooked by:
  - taking the temperature of each item of food you cook, and/or
  - using the manufacturer's instructions.

Cooking poultry, minced meat and liver

K
Know

What do you need to know?

- Cooking foods thoroughly kills harmful bugs.
- Mincing meats means that any bugs on the surface may be spread through the product. Minced meat products need to be thoroughly cooked.
- You and your staff do not need to take the temperature of thinly sliced poultry and livers or unformed minced meat (e.g. pieces of chicken in stir-fry, sliced liver or ground minced meat).
- Livers can be contaminated with bad bugs both internally and externally, so need to be thoroughly cooked. MPI have developed guidelines to help with the safe cooking of livers: www.mpi.govt.nz/food-business/food-safety-codes-standards/good-operating-practice/documents/safe-cooking-of-livers/
- Cook poultry (e.g. chicken, duck, livers) and minced or finely ground meat (e.g. sausages, meat patties) to specific temperatures for a set amount of time to make sure they are safe.

D
Do

What do you need to do?

- Always use one of the following time/temperature combinations if you cook poultry, minced or finely ground meat, or livers:

Internal temperature	Minimum time at temperature
65°C	15 minutes
70°C	3 minutes
75°C	30 seconds

- Use a calibrated thermometer to check that the centre of the thickest part of the poultry, minced meat or liver has reached one of the time/temperature combinations above.
- You and your staff must either:
  - record the temperature of at least 1 item from each batch, every time you make it, or
  - prove your cooking method works by following the ***'Proving the method you use works every time'*** [magenta] card.
- After cooking poultry, livers and minced meat:
  - serve the food immediately, or
  - keep the food hot (above 60^{o}C) until it is served, follow the ***'Keeping food hot'*** [orange] card, or
  - rapidly cool the food following the rules in the ***'Cooling freshly cooked food'*** [magenta] card
- If you are reheating cooked poultry, livers, or minced meat, follow the ***'Reheating food'*** [magenta] card.

S
Show

What do you need to show?

- Show your verifier records of how you and your staff safely cook liver, poultry, and minced meat. **Record:**
  - the food
  - the date cooked,
  - the temperature the food was cooked to and how long it stayed at this temperature.

- If you can prove your cooking method works, show your verifier **records** required from the ***'Proving the method you use to every time'*** [magenta] card.

Proving the method you use works every time

K
Know

What do you need to know?

- Proving your method works means that you do not have to test every single food item, each time you make it, and it gives you confidence that you are doing the right things to prevent or kill bugs.
- Once you have a proven method, you will not need to measure every item, every time. Instead, you or your staff will need to check food made following your proven method weekly to confirm your method still works.
- If you or your staff make or cook food following any of the cards below you can prove your method works every time:
  - ***'Cooking poultry, minced meat and liver'*** [magenta card],
  - ***'Using water activity to control bugs'*** [magenta card],
  - ***'Using acid to control bugs'*** [magenta card],
  - ***'Hot-smoking to control bugs'*** [magenta card],
  - ***'Making sushi'*** [teal card],
  - ***'Making Chinese style roast duck'*** [teal card],
  - ***'Cooking using sous vide'*** [teal card].
- If you or your staff cool freshly cooked food or reheat food, you can prove your method works every time.

D
Do

What do you need to do?

- Identify the methods you will prove: (tick which ones you and your staff will prove)

- ☐ ***'Cooking poultry, minced meat and liver'*** [magenta card]
- ☐ ***'Using water activity to control bugs'*** [magenta card]
- ☐ ***'Using acid to control bugs'*** [magenta card]
- ☐ ***'Hot-smoking to control bugs'*** [magenta card]
- ☐ ***'Making sushi'*** [teal card]
- ☐ ***'Making Chinese style roast duck'*** [teal card]
- ☐ ***'Cooking using sous vide'*** [teal card]
- ☐ ***'Cooling freshly cooked food'*** [magenta card]
- ☐ ***'Reheating food'*** [magenta card]

- You and your staff must use the same equipment, process and ingredients (type, weight, size, vinegar solution etc.) for the method you are using every time you make the food.
- Make or cook the food/cooking equipment using the standard procedure from the relevant card.
- Check/test the food/cooking equipment to make sure it is meeting the required limits (e.g. poultry and minced meat products are cooked to 75°C for at least 30 seconds, the pH of acidified rice for sushi is between 4.3 and 3.0, water bath is at the correct temperature for sous vide).
- Check your method works 3 consecutive times with different batches of the same food to prove that your controls are achieving safe and suitable food. If any of your 3 checks shows that your method does not work, you must redesign your method until you achieve 3 consecutive successful checks.
- Once proven you must check that your method still works by checking one batch of the food weekly.

S

Show

What do you need to show?

- Show your verifier how you and your staff have proven your method
- Show your verifier **records** of:
  - your method,
  - your weekly batch checks.

Reheating food

K
Know

What do you need to know?

- You and your staff need to reheat food safely so that it does not stay in the temperature danger zone (5°C to 60°C).
- Vending machines need to reheat food safely.
- Bain-maries and hot cabinets do not reheat food. They keep food warm once it has been cooked or reheated.

Why is reheating food important?

- If food is not reheated properly, it might stay in the temperature danger zone (5°C to 60°C) too long and bad bugs might grow. This could make people sick or die.

D
Do

What do you need to do?

- Use the right equipment to reheat food quickly:
  (tick which you and your staff use)
  - ☐ microwave
  - ☐ stovetop
  - ☐ oven
  - ☐ other _____
- Where provided, follow manufacturer instructions for reheating.
- Reheat food until steaming hot (at least 75°C) in the coolest part (if a liquid) or the middle (if solid) and keep it above 60°C until it is used.

D
Do

- Reheated food that has been held between 5°C and 60°C for up to 4 hours, can be reheated again to above 75°C and served hot (above 60°C). If reheated food has been held between 5°C and 60°C for more than 4 hours then it must be thrown out.
- If reheating whole cuts of red meat or poultry that has been cooked using the sous vide method, follow the ***'Cooking using sous vide'*** [teal] card.
- Vending machines that reheat food must reheat it to at least 75°C or follow manufacturer instructions. It must also keep the food above 60°C until used.
- If you and your staff regularly reheat your food, you can prove your method so that you only need to check batches at a determined frequency. See the ***'Proving the method you use works every time'*** [magenta] card.

S
Show

What do you need to show?

- Show your verifier:
  - how you and your staff safely reheat food,
  - how you and your staff know your vending machine reheats food safely.

Cooling freshly cooked food

K
Know

What do you need to know?

- You and your staff need to cool food correctly, so that it does not stay in the temperature danger zone (5°C to 60°C) long enough for bugs to grow to unsafe levels.
- If hot food is added to your fridge too soon, then it could raise the temperature of the rest of the food in your fridge and make it unsafe.
- Examples of food that needs to be cooled quickly includes: non-acidified rice, soups, meat, meat pies, casseroles, curries, pasta dishes, quiches.

Why is cooling freshly cooked food important?

- If food is not cooled properly, it might stay in the temperature danger zone (5°C to 60°C) too long allowing bad bugs to grow. This could make people sick or die.

D
Do

What do you need to do?

- Cool food quickly to stop bugs growing or producing toxins.
- Food must go from:
    - 60°C to 5°C (or below) in less than 6 hours or it must be thrown out,
    - To achieve this you must cool the food from 60°C to 21°C or room temperature (whichever is colder) in less than 2 hours. Then from 21°C or room temperature (whichever is colder) to 5°C (or below) in less than 4 hours.

- This cooling process only starts when your food gets to 60°C . This is when you start checking it.
- Once your food is at 21°C or room temperature (whichever is colder), put it in the fridge or chiller.
- Check after 4 hours that food is at 5°C or below.
- Use any (or a combination) of these methods:
  (tick what you and your staff use):
  - ☐ placing your food into shallow containers,
  - ☐ using an ice bath,
  - ☐ separating your food into smaller portions,
  - ☐ using cooling racks,
  - ☐ placing your food in a blast chiller.
- If you and your staff regularly cool your food, you can prove your method so that you only need to check batches at a determined frequency. See the ***'Proving the method you use works every time'*** [magenta] card
- Follow the procedure on what to do ***'When something goes wrong'*** [red] card if food is not cooled safely within 6 hours.

D
Do

Cooling food

Throw out if food is not cooled to 5°C within 6 hours

1

Freshly cooked

Food cooking

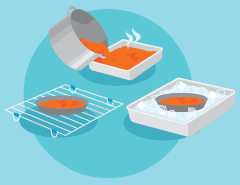
Food taken off heat

60°C

2

60°C
Start timing

21°C or room temperature
(whichever is colder)



Food cooled using methods such as, an ice bath, cooling rack or shallow trays

2 hours or less

Food placed in fridge

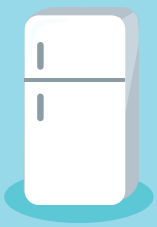
3

21°C

5°C or below
Finish timing

Food placed in fridge

Another 4 hours or less



Food cooling in fridge

6 hours (total) to get food from 60°C to 5°C

This applies to foods such as:

Lasagne

Rice dishes

Soup

Quiches

Pies

S
Show

What do you need to show?

- Show or describe to your verifier how you and your staff cool freshly cooked food quickly.

- Show your verifier **records** of how you and your staff safely cool each batch of freshly cooked food (i.e. 60°C to 21°C or room temperature (whichever is colder) in less than 2 hours, then 21°C or room temperature (whichever is colder) to 5°C (or below) in less than 4 hours).
- Write down:
  - the food,
  - date the food was cooked,
  - the time it took to cool down.

- If you and your staff can prove your cooling method works, show your verifier **records** required from the ***'Proving the method you use to every time'*** [magenta] card.

Defrosting food

K
Know

What do you need to know?

- If you leave food to thaw at room temperature for a long time, the outer parts may be in the temperature danger zone (5°C-60°C) for too long before the middle thaws.
- Thawing food in the fridge ensures that it is not in the danger zone and is in the best condition for use.
- If food is only partially defrosted, it may not reach the correct temperatures during cooking to kill bugs.

D
Do

What do you need to do?

- Plan ahead if using frozen food so you have enough time to thaw it safely, either in the fridge/chiller.
- When provided, thaw products according to manufacturer's instructions.
- Clearly label food being defrosted (e.g. date defrosting started).
- Keep food that is being defrosted in a container and near the bottom of the fridge/chiller to stop juices from spreading onto surfaces and other foods.
- If you cannot defrost food in a fridge/chiller, you can use any (or a combination) of these methods:
  (tick which you and your staff use)
  - ☐ thaw in the microwave and use food immediately,
  - ☐ thaw under running cold water in an air tight container,
  - ☐ defrost on the bench for no more than 4 hours.

D
Do

- Once thawed, foods that are normally kept cold or hot must be either refrigerated, cooked or kept hot.
- Food must be fully defrosted before being reheated or cooked.

S
Show

What do you need to show?

- Show your verifier:
  - how you and your staff defrost your food,
  - how you and your staff keep defrosted food safe.

Using water activity to control bugs

K
Know

What do you need to know?

- This procedure applies to people who concentrate and dry food.
- Examples of food that can be dried using this card are: cooked and dried meat products, dried fruits and vegetables (e.g. dried lemons, limes, oranges).
- If you are making biltong, please refer to the ***'Making biltong'*** [teal] card. Do not use this card.
- Harmful bugs need moisture to grow. Lowering the moisture content (water activity) of your food will help to stop their growth.
- Water activity relates to the amount of water that is available, to support the growth of bugs, in your food. It is not the same as the overall moisture content of a food as some moisture in food is not available for bugs to use for growth.
- To lower water activity you need to reduce the moisture content to make it harder for bugs to grow. This can be done by drying food, or adding salt or sugar.
- A water activity of 0.85 or less is necessary if food is not intended to be stored in the fridge, or have another preservation method (e.g. pH).
- Lowering the moisture content of food can also have the effect of raising the salt or sugar concentration in foods- which can kill many bugs.
- It is important that the method you and your staff use for concentration or drying results in water being removed evenly

K
Know

from the food. If there are some spots with a higher water activity, bugs can still grow in these parts and cause the food to become unsafe or unsuitable.

- Once the water activity of your food is below 0.85, it is important to protect it from absorbing water from the air, or other foods during its shelf-life. This can be done by:
  - using packaging that prevents moisture absorption, or
  - storing the food in a humidity controlled environment.
- If the water activity increases again, any bugs that are still alive can start growing again, and cause the food to become unsafe or unsuitable.
- There are rules in the Australia New Zealand Food Standards Code (the Code) about the types of food additives (e.g. preservatives) you can add to some foods. See the Code or ask your verifier for more information.
- You and your staff do not need to follow this card if you are following the ***'Making Chinese-style roast duck'*** [teal] card.

D
Do

What do you need to do?

Drying

- Dried products must have a water activity of 0.85 or less unless they are either: (tick if one applies)
  - ☐ stored chilled at 5°C or below until it is used,
  - ☐ subject to other valid preservation methods (e.g. reducing pH).
- All drying equipment (e.g. heating, fans, humidifiers) must be regularly checked that they are working properly.

- I will dry my food: (tick where food is dried)
  - ☐ in a temperature-controlled space,
  - ☐ at ambient air temperatures.
- If you are drying food in the danger zone (5°C to 60°C) that usually requires temperature control, then you must follow the 2 hour/4 hour rule. See the ***'Preparing food safely'*** [green] card.
- If you are making products with a water activity of 0.85 or less, you must test them to make sure they achieve this.
- If you and your staff have a proven method for drying your food to a water activity of 0.85 or less, you must send 3 batches of your product to an accredited lab for water activity testing. This must be done at least once initially, and then you can use your own method to calculate water activity (e.g. weight loss). See the ***'Proving the method you use works every time'*** [magenta] card.

Brining and salting

- During immersion brining, meat must be fully immersed in the brine.
- Empty and clean brining tanks regularly (e.g. at the end of each batch).
- Check injection equipment before and after each use for any broken or missing parts.
- Injectors must be clean before use.
- When salting, or rubbing salt, make sure the salt evenly covers the surface of the food.

D
Do

Brining and salting solutions

- Only use permitted food additives. See the rules in the Code for the list of food additives you can use.
- Make and use preparations following the manufacturer's instructions, or with own tried and tested recipes.
- Do not dilute the concentration of food additives (e.g. nitrite) and salt necessary to achieve brining and salting.
- Stored chilled preparations at 5°C or below. Keep them covered until use.
- Carry out brining and salting at 5°C or below.
- Throw out any recirculated or re-used preparations, and preparations which may been contaminated such as those used in injecting, at the end of each batch or day's operation.

S
Show

What do you need to show?

- Show your verifier:
  - any laboratory test results or results from your own method (e.g. weight loss) for water activity testing (if applicable),
  - how you and your staff safely dry or brine your food,
  - a **record** of the permitted food additives and how you are meeting the rules in the Code.

Using acid to control bugs

What do you need to know?

- If you and your staff ferment or acidify your food to make it safe, there are pH rules you need to meet.
- Acidification is when acid is added to food to stop or slow down the growth of harmful bugs (e.g. pickling onions).
- Fermentation is when good bugs are purposefully grown in food to compete against harmful bugs and slow them down.
- Examples of food that can be made using this card are: pickled vegetables, fruit and meat; kombucha; kimchi; saurkraut; sauces etc.
- Many harmful bugs cannot grow or grow very slowly in acidic environments (pH of 4.6 or less). Lowering the pH to less than 3.6 kills most harmful bugs.
- You and your staff do not need to follow this card if you are following either of these cards:
  - ***Making Chinese-style roast duck*** [teal card], or
  - ***Making sushi*** [teal card].
- You need to get the pH levels of your food right so you do not harm your customers i.e. if the food is too acidic (pH less than 3.0) you could burn someone's throat. If the food is not acidic enough (pH more than 4.6) too many bad bugs can grow.
- It is important that the method you use to acidify food results in an even pH, throughout the food, to prevent bugs growing.

K
Know

- You might need to calculate the shelf-life of your acidified or fermented product, follow the rules in the the ***'Packaging and labelling your food'*** [orange] card.
- You cannot make uncooked comminuted fermented meat (UCFM) products (e.g. uncooked salami or chorizo) with this plan. You will need to register a custom Food Control Plan, if you want to make these products. For more information, see here: www.mpi.govt.nz/food-business/running-a-food-business/food-control-plans/custom-food-control-plans/create-custom-food-control-plan/
- If you wish to sell acidified or fermented products to other businesses (e.g. sauces, kombucha etc), you will need to follow the rules in the ***'Selling food to other businesses'*** [orange] card.

D
Do

What do you need to do?

- Identify the foods that need to be fermented or acidified.
- If you and your staff are acidifying food, other than to provide flavour, you must use a method that achieves a consistent pH.
- If you and your staff are fermenting food, you must use a method that allows the good bugs to grow quickly, well and evenly throughout your food.
- Use one of these methods to measure pH: (tick which you and your staff will do)
  - ☐ use a calibrated pH meter or
  - ☐ send samples to an accredited lab.

D
Do

- The finished food product must have:
  a. a pH throughout that must have stabilised at 3.6 or less, or
  b. both:
     i. a pH throughout that must have stabilised at between 3.6 and 4.6, and
     ii. the product must have been subject to a pasteurisation process, or a thorough cooking process.
- If you want to sell acidified or fermented products to other businesses, then you must follow the rules in the ***'Selling food to other businesses'*** [orange] card.
- If you and your staff regularly acidify or ferment your products, you can prove your method so that you only need to check batches at a determined frequency. See the ***'Proving the method you use works every time'*** [magenta] card.

S
Show

What do you need to show?

- Show your verifier:
  - how you and your staff ferment or acidify your food,
  - how you and your staff know the pH is uniform and stable and is either:
    - below 3.6, or
    - between 3.6 and 4.6 if the finished food has been pasteurised or thoroughly cooked.
  - if you and your staff are fermenting, how you know the fermentation is working.

Hot-smoking to control bugs

K
Know

What do you need to know?

- You can hot smoke your food to either cook it or add flavour to it. Depending on what you are doing will determine what rules you need to follow in the **Do** section of this card.
- There are rules in the Australia New Zealand Food Standards Code (the Code) about the types of food additives (e.g. preservatives) you can add to some foods. See the Code or ask your verifier for more information.

Why is hot smoking to control bugs important?

- Hot smoking can help to stop bugs growing in your food but it may need further processing or cold storage to make sure it is safe.

D
Do

What do you need to do?

- Choose why you are hot-smoking:
  - ☐ hot-smoking to cook food,
  - ☐ hot-smoking to impart flavour.

Smoking seafood

- When hot-smoking seafood you must only use fresh seafood, or seafood that was frozen when it was fresh.
- If hot-smoking is part of the cooking process for seafood products, it must be cooked using one of the following time temperature combinations:

Internal temp	Mussels	Salmon/ oily fish	Hoki/lean fish	Other (e.g. shellfish, crustacea)
63°C	6 min	8.5 min	4.25 min	13 min
65°C	2.25 min	4.5 min	2.25 min	6 min
68°C	30 sec	2 min	1 min	2 min
70°C	5 sec	35 sec	10 sec	1.5 min
75°C	1 sec	5 sec	2 sec	15 sec

Smoking meat

- If hot-smoking is part of the cooking process for meat products, it must be cooked to a temperature of 75°C for at least 30 seconds. Or an equivalent time temperature combination from the ***'Cooking poultry, minced meat and chicken liver'*** [magenta] card.
- All smoking equipment (e.g. heating, air circulation, wood chips) must be safe and working properly.
- Smoking must be carried out: (tick which one you and your staff will do)
  - ☐ in a temperature-controlled space,
  - ☐ with the smoking temperature manually controlled.
- The product must be spaced out evenly to help air circulation and even smoking of your product.
- Follow manufacturer's instructions when using liquid smoke.
- After your food has been smoked, food which must be kept cold must be stored at or below 5°C and must either be (tick which you will do):

D
Do

- ☐ marked with the date and time it was smoked, and then either used, or sold to be consumed, within 5 days of processing, or
- ☐ given a 'Use-By' date.

- For more information on date marking, follow the rules in the the ***'Packaging and labeling your food'*** [orange] card.
- For each batch of food you hot-smoke as part of the cooking process, you must keep records, follow the rules in the the **Show** section.
- For each batch of food you hot-smoke to flavour, you must keep records, follow the rules in the the **Show** section.
- If you and your staff are smoking for flavour, then you must follow the 2 hour/4 hour rule. Follow the rules in the the ***'Preparing food safely'*** [green] card.
- If you and your staff are cooling the hot smoked food, then you must follow the requirements on the ***'Cooling freshly cooked food'*** [magenta] card.
- If you and your staff regularly hot-smoke your products, you can prove your method so that you only need to check batches weekly. See the ***'Proving the method you use works every time'*** [magenta] card.

S
Show

What do you need to show?

- Show your verifier:
  - how you and your staff safely hot smoke your food.
  - If hot-smoking is part of the cooking process, how you know your food is cooked, and a written record of:
    - the smoke house/box air temperature,
    - the smoking start time,

- the smoking finish time,
- the core temperature of the food at the end of the cooking period,
- if additional time for cooking was required.

◦ If hot-smoking to flavour your food, a written **record** of:

◦ the smoke house/box air temperature,

◦ the length of time of the smoking process.

Keeping food hot

K
Know

What do you need to know?

- You need to keep foods that would normally be kept cold or hot out of the temperature danger zone (5°C-60°C) to stop bugs from growing and making people sick.
- Hot food needs to be kept above 60°C to stop bugs growing.
- Once food has been cooked, if the intention is to keep it hot, it is important to keep it out of the temperature danger zone where bugs can grow, until it is either eaten or quickly cooled down.

D
Do

What do you need to do?

- Follow manufacturers' instructions for using equipment for keeping food hot (eg: bain-marie or hot cabinet).
- Cook food following the rules in the ***'Thoroughly cooking food'*** [magenta], ***'Cooking poultry, minced meat and liver'*** [magenta] and ***'Cooking using sous vide'*** [teal] cards, before placing in hot holding equipment.
- Reheat food following the ***'Reheating food'*** [magenta] card, before placing in the hot holding equipment (e.g. bain-marie or hot cabinet).
- Your equipment must keep food above 60°C. Use a calibrated thermometer to check the temperature of the food.
- Stir liquid food to ensure it is hot all the way through with no cold spots.

D
Do

- When food is being kept hot for more than 2 hours, check the temperature every 2 hours so you are sure it is above 60°C.
- If the 2 hour check shows that the food temperature has dropped below 60°C, reheat food to above 75°C and increase the temperature of the bain-marie or hot cabinet (following the ***Reheating food'*** [magenta] card). If food is below 60°C at the next check, throw it out.
- Hot food that has been held at less than 60°C for more than 4 hours, must be thrown away.
- Hot food that has been held at less than 60°C for less than 2 hours, can either be:
    - thoroughly reheated and served hot (above 60°C),or
    - quickly cooled to below 21°C, following the ***'Cooling freshly cooked food'*** [magenta] card.
- Do not mix old and new batches of reheated or hot, ready-to-eat food.

S
Show

What do you need to show?

- Show your verifier:
    - how you and your staff keep food hot,
    - how you and your staff measure temperature,
    - how you know you and your staff are checking temperatures in the required time limits,
    - what you do if you find the temperature of hot food is below 60°C.

Transporting food

K

Know

What do you need to know?

- When transporting food that would normally be kept cold or hot, you need to take steps to keep the food out of the temperature danger zone (5°C to 60°C) to stop bugs growing. Follow the rules in the the ***'Keeping food cold'*** [green] and/or ***'Keeping food hot***' [orange] cards
- While food is being transported, the vehicle it is being transported in should be considered a food premises- keep it clean and separate food as you would in a kitchen or store room.
- If you are contracting someone else to transport food, you need to make sure that they will transport it safely (e.g. within the appropriate time/temperature parameters).
- If you are using a delivery service (e.g. an online food ordering and delivery company) to deliver your food, you and your staff are still responsible for ensuring your food is safe and suitable when it arrives.
- Food and non-food goods (e.g. chemicals) need to be kept separate to prevent food becoming contaminated or tainted.
- The requirements in this card apply to all businesses using this plan, that transport chilled/frozen/ambient food.

Why is it important to transport food safely?

- During transport, food can become unsafe and unsuitable as it can get damaged, contaminated, or have temperature fluctuations.

What do you need to do?

Keeping hot food hot, and cold food cold

- Food must be transported and delivered at the correct temperature.
- Transport cold food cold (at or below 5°C) or hot food hot (above 60°C). You must regularly check this.
- Keep frozen food frozen so it is hard/solid.
- Use appropriate equipment for transporting food so you know your food will arrive at the correct temperature: (tick which ones you and your staff use)
  - ☐ insulated bags/boxes,
  - ☐ portable chillers,
  - ☐ hot-holding equipment,
  - ☐ other_____

Plan before transporting

- You must manage anything that could cause contamination (e.g. animals kept out of parts of vehicle used for food, chemicals kept away from food).
- All parts of the vehicle that you use to transport food or food equipment must be clean and sanitised if going to be in direct contact with ready-to-eat food (e.g. trays of bread loaves or whole fruits).
- Throw out:
  - any food that has become contaminated,
  - food that has been kept in the danger zone for more than 4 hours.

S
Show

What do you need to show?

- Show your verifier:
  - how you and your staff make sure food is kept at the correct temperature when being transported,
  - what method you and your staff use to maintain temperatures and keep foods separate while transporting food,
  - your vehicle used for transporting food,
  - how you and your staff know your food is being kept safe and suitable when being delivered by a third party,
  - a **record** of the temperature your chilled/frozen or hot food was transported at, if it was not used within 4 hours of entering the danger zone.

Displaying food and customers serving themselves

K
Know

What do you need to know?

- Food on display can become contaminated by sick people or dirty clothing.
- Your customers can bring bugs into your food business. Bad bugs can be transferred to foods through a sick person's faeces, vomit and other body fluids (e.g. snot and blood).
- Poorly arranged self-serve displays can increase the risk of customers transferring bugs to your food, (e.g. reaching across food).
- Do not display or sell food past its Use-By date.
- It is important that things that come into contact with food (e.g. utensils, packaging) are clean and will not contaminate food.
- People can become sick from eating raw shellfish. If the shellfish you sell is not safe to consume raw, then you need to inform your customers of this.
- If you are displaying live shellfish for sale then there are rules you need to follow, these are outlined in the **Do** section below.

D
Do

What do you need to do?

- Ready-to-eat food for customer self-selection must be: (tick which you and your staff use):
  - ☐ pre-wrapped before display, or
  - ☐ protected with sneeze guards and covers.

D

Do

- If you are displaying hot food, you must follow the rules for ***'Keeping food hot'*** [orange card]. If you are displaying cold food, you must follow the rules for ***'Keeping food cold'*** [green card].
- Always provide clean serving utensils. Utensil handles must not touch the food. Replace utensils when dirty (e.g. customer drops spoon on the floor) or the batch or dish changes.
- Have dedicated serving utensils for foods that contain the allergens listed in the Know in the ***'Separating food'*** [green] card and foods that do not contain those allergens.
- Regularly check that food on display for customers to serve themselves is within its Use-By date.

- If you have a live shellfish display unit then you must:
  - operate it following the manufacturer's instructions,
  - maintain a salinity of 3.3% (this is a solution of 33g salt dissolved in 1L of water),
  - regularly change the water to maintain water quality and remove foreign matter (e.g. mud, stones, shell etc),
  - check that the temperature is no more than 10ºC.
  - remove any dead or broken shellfish.
- If your customers need to cook the shellfish before consuming, then you must inform them of this. Follow the rules in the the ***'Packaging and labelling your food'*** [orange] card for more information'

S
Show

What do you need to show?

- Show your verifier:
  - how you and your staff make sure that the food customers can serve themselves is safe (e.g. checking Use-By dates, following keeping food hot or cold requirements),
  - how you and your staff prevent the food that customers can serve themselves from becoming contaminated.
  - how you and your staff check and maintain the live shellfish display.
  - how you ensure customers are made aware of raw shellfish that is not safe to consume before cooking.

Knowing what is in your food

What do you need to know?

- You and your staff need to know, and be able to tell your customers what's in their food so they can make informed choices. This is especially important for people with food allergies.
- You and your staff need to know what is in the ingredients you use and food you sell, to accurately tell customers.
- There are a number of common food allergens you need to know about. These are: peanuts, crustacea, molluscs, fish, milk, egg, gluten, wheat, soy, sesame, lupin, sulphites, almonds, Brazil nuts, cashews, hazelnuts, macadamias, pecans, pine nuts, pistachios, walnuts.
- You and your staff need to know the required allergen name to describe the allergens in your food from the list above.
- Food allergies can result in life-threatening reactions that can occur within minutes of eating the food. Know which foods you sell that can cause allergic reactions.
- If you change an ingredient or supplier (e.g. change the brand of ingredient), then you will need to check the ingredients and make sure that there are no new or additional allergens.
- MPI has developed a guide to help you understand the rules on allergen declarations. Follow www.mpi.govt.nz/dmsdocument/50725-Allergen-labelling-Knowing-whats-in-your-food-and-how-to-label-it

K
Know

- There are rules in the Australia New Zealand Food Standards Code (the Code) about the types of food additives (e.g. preservatives) you can add to some foods. If you use food additives, check the Code (part 1.3) or ask your verifier for more information.
- There are composition rules in the Code that only apply to some foods you may make (e.g. sausages, meat pies etc.). Check the Code or ask your verifier for more information.

D
Do

What do you need to do?

- Check the labels of your ingredients. You must be able to understand them.
- Keep details of the ingredients you use, (e.g. record and follow your recipes) so you know what allergens and permitted food additives they contain.
- Tell your staff which foods contain any of the allergens listed in the Know. They must know how important it is that they are aware of allergies and allergens.
- Either the ☐ day-to-day manager or ☐ delegated person's name/position: _____
(tick as appropriate) must be able to talk to customers about what's in their food.
- You and your staff must check all of the ingredients in food, as well as sauces, garnishes served with, or added to food so you know which ones contain allergens.
- Check additive requirements in the Code if you use food additives (e.g. preservatives) to make your foods and make sure the food additives you use do no exceed limits in the Code.

D
Do

- Check composition requirements in the Code are met (if applicable).

S
Show

What do you need to show?

- Show your verifier how you know what is in the ingredients you use.
- Your verifier may ask staff to tell them which foods contain allergens.
- Your recipes to show how you meet additive and composition rules if they apply to you.

Packaging and labelling your food

K
Know

What do you need to know?

- Not all foods have to be labelled, but for those that do, the labels need to meet the rules in the Australia New Zealand Food Standards Code (the Code).
- You do not have to label your food if your food is:
  - not packaged,
  - made, packaged and sold in the same premises,
  - packaged in front of your customer,
  - whole or fresh cut fruit and vegetables (except for if you sell seed sprouts),
  - ready-to-eat food which is delivered to your business already packaged and ready to sell as is,
  - sold at a fundraising event,
  - displayed in a service cabinet which your customer does not have access to.
- Even if your food does not have to be labelled you need to be able to tell your customers or display close to the food:
  - what's in the food,
  - any warning statements (need to be displayed), advisory statements and allergy declarations.
  - if the food is made from or contains irradiated food (need to be displayed) or genetically modified ingredients.
- Food that is made in one premises and packaged in another premises need to be labelled.

K
Know

- MPI has developed guides to help you create your food labels. These can be found here: www.mpi.govt.nz/food-business/labelling-composition-food-drinks/documents/
- Some food can become unsafe over time, even though it still might look, smell and taste OK. It is important to let your customer know when to eat your food by, by calculating the shelf-life and providing a Best Before, Use-By or Baked On/Baked For date (this applies to bread only). You need to make sure you calculate this date correctly.

Why calculate the shelf-life of a food?

- If your food is not being served for immediate consumption, and it could become unsafe over time, you might need to work out the shelf-life of a food so that you can apply a date mark.
- There is a guide to help you work out shelf-life. Follow **'How to determine the shelf-life of food'** www.mpi.govt.nz/dmsdocument/12540-How-to-determine-the-shelf-life-of-food-Guidance-document
- Unsafe and/or unsuitable packaging can make your food unsafe. You need to know that the packaging you use is suitable for use with food so it keeps your product safe.

Why is labelling important?

- Labels allow your customers to make good and safe choices. They also tell your customers how to store, use food, and when it needs to be used by (if applicable).
- Some of your customers may have medical conditions (e.g. allergies) which require them to include or avoid certain foods in their diet.

D
Do

What do you need to do?

- If your food must be labelled you must include:
  - name of the food,
  - lot/batch identification,
  - name and address of your New Zealand or Australian business,
  - any applicable advisory statements, warning statements and allergen declarations,
  - conditions for storage and use,
  - ingredients list,
  - date marking (e.g. Use-By, Best Before etc.),
  - nutrition information panel,
  - information about nutrition, health and related claims (only if you've made a claim),
  - information about characterising ingredients and components,
  - if the product is or has been made with genetically modified foods or irradiated foods .
- Keep details of the ingredients you use in your food.
- Label your foods correctly, for your staff and for your customers (e.g the date the food needs to be used by).
- Use food safe packaging and packaging accessories (e.g. clips) to keep bugs and allergens out of food.

S
Show

What do you need to show?

- Show your verifier:
  - how you and your staff know what information to include on your food labels,
  - your food labels.
- Your verifier might ask you how you calculated the shelf-life of your food.

Selling your food to other businesses

What do you need to know?

- You can only sell food you've made to another business if:
  - it does not change the main purpose of what you do (i.e. sell your food direct to consumers), and
  - you do not have to change anything about your food (e.g. change the way you package or label it).
  - Any businesses that you supply can only sell your food direct to their consumers, and not to other businesses. Examples of people that can use this plan include bakers who sell pies, cakes, slices etc. to café's or retail butchers providing sausages/steaks etc. to restaurants.
- When your food leaves your premises, you can no longer keep it safe and suitable – you rely on others to do this for you.
- You need to know the names and contact details of any businesses you regularly supply so you can recall any food if there is any problem.
- Anyone who consumes your food needs to know what is in it. If you are supplying other businesses that sell your food, you need to provide them with enough information so that they can answer any questions about what's in your food.
- If you find you are mostly making food to sell to other businesses, you might be using the wrong plan. Contact MPI (foodactinfo@mpi.govt.nz) for help.

K
Know

- If you want to supply your products to another business in packaging they specify (e.g. with their branding) instead of the current way you sell it, you cannot use this plan. Contact MPI (foodactinfo@mpi.govt.nz) for help.

D
Do

What do you need to do?

- If you supply another food business, then you must keep details of:
  - any businesses that you knowingly supply food to,
  - the product(s) you have supplied them,
  - the amount you have supplied them,
  - the date you supplied them.
- You must provide all food businesses that sell your food enough information so that they can answer any questions about what's in your food. Follow the ***'Packaging and labelling your food'*** [orange] and ***'Knowing what is in your food'*** [orange] cards.
- You must tell any business that you supply how to keep your food safe, and how long it can be kept before being used or thrown out.
- You must not change the way you package or label food from the way you do for your own consumers, even if a business you are supplying requests it. If you do, you must change your business registration.
- If you discover something wrong with your food that you supplied to a business, you must follow the ***'Recalling your food'*** [red] and ***'When something goes wrong'*** [red] cards.

S
Show

What do you need to show?

- Show your verifier a record of the details you **recorded** in the **Do** section.
- Show or explain to your verifier:
  - how you know that any business you supply food to only sells it direct to their consumer,
  - how any food you supply to other businesses is packaged and (if applicable) labelled.

Cleaning up and closing

K
Know

What do you need to know?

- Bugs will grow on dirty surfaces and equipment (e.g. extraction fans, door handles, brooms etc) and could be transferred to your food, making your customers sick.
- Cleaning and sanitising are different. You cannot sanitise unless you have cleaned first.
    - Cleaning removes dirt, grease and most bugs from surfaces.
    - Sanitising kills harmful bugs left on clean surfaces.
- Removing rubbish reduces the risk of people/clothing becoming contaminated, your food becoming contaminated and attracting pests.
- You and your staff need to use clean water for cleaning.
- Food contact surfaces and equipment need to be cleaned every day that they are used. If food contact surfaces are not used for a few days or from season to season, they should be cleaned before they are used again to remove dust and dirt that has settled in between use.
- Using disposable cleaning cloths or washing cleaning cloths after each use is recommended.
- You and your staff need to make sure your food is still safe and suitable at the end of the day. Anything that is not, will need to be appropriately dealt with.

K
Know

Why is cleaning and sanitising important?

- Dirt and bugs could be transferred to food through dirty food surfaces, it is therefore important that these are kept clean.
- Cleaning does not remove all bugs, so you will need to sanitise food surfaces to kill any bugs that are left behind after cleaning.
- Sanitisers do not work properly on unclean surfaces, so you need to clean before sanitising.
- Dirty premises can attract pests like mice, rats and cockroaches which can spread disease.

D
Do

What do you need to do?

Check your food at the end of the day

- Throw out any stock that has reached its Use-By date.
- For any food that has been kept hot on display, follow the ***'Keeping food hot'*** [orange] card).
- Throw out any food or ingredients that have been contaminated.
- Throw out any leftover marinades or coatings.
- Throw out any leftover brining or pickling solutions.
- Throw out any food which has come into contact with unclean water.
- All remaining food which is safe to be used later, must be labelled and stored properly (e.g. cold food is in the fridge, food is protected from contamination (i.e. in containers).

D
Do

Cleaning up your food preparation area

- Dirt and bugs could be transferred to food through dirty food surfaces, it is therefore important that these are kept clean.
- Empty bins and remove rubbish from processing areas at the end of the day and when full.
- Dispose of rubbish regularly.
- Clean bins and rubbish area regularly.
- You and your staff must clean and sanitise all surfaces that come into contact with food.
- You and your staff must use hot soapy water or suitable cleaning chemicals (e.g. food grade).
- Always follow the manufacturer instructions when using chemicals.
- You and your staff must use clean water for cleaning your food preparation areas and equipment and for rinsing-off hot soapy water and cleaning chemicals.
- Sort and/or wash dirty laundry (if you choose to supply your staff with clean clothing).

S
Show

What do you need to show?

- Show your verifier:
  - your 'end-of-day' routines including stock control,
  - your cleaning procedures and how you know surfaces and equipment have been cleaned and sanitised,
  - how you and your staff remove waste,
  - how you and your staff clean your bins and rubbish area, and who is responsible,

S
Show

- that your premises and equipment is clean and that laundry is being done when necessary,
- how you and your staff clean and sanitise your food preparation areas and equipment,
- how you and your staff use chemicals safely.

Maintaining equipment and facilities

What do you need to know?

- If your premises and equipment are not designed for food use, are not in good condition and/or do not work properly you may make unsafe and/or unsuitable food.
- Broken equipment and an unkempt building (e.g. holes in floors and walls) can allow pests and bugs in your food. This can lead to unsafe and unsuitable food.
- The water you use for food preparation, hand washing and cleaning must always be clean. You need to regularly check and maintain water pipes, tanks and water treatment systems.

Why is maintaining your equipment and facilities important?

- Regularly maintaining facilities and equipment is important to prevent something going wrong.
- A common way that bugs or other harmful things (e.g. chemicals, bits of glass or metal etc.) get into food is from things breaking, breaking down or getting damaged. Bugs especially like to hide and grow in cracks, crevices or holes, and if they find a hiding space where food is stored, prepared, or handled, they often get into food and make it unsafe.
- Equipment (e.g. chillers, freezers) might become inefficient or break down allowing temperatures to rise and allowing bugs to grow in food stored there.
- Sometimes it is the things you cannot see (e.g. water pipes) or do not see all the time (e.g. the inside of some equipment) that break down or become dirty/contaminated resulting in

unsafe or unsuitable food. It is important to remember to sometimes check the things not in plain view.

- Measuring equipment (e.g. thermometers) can become less accurate over time. You need to know that your equipment is taking accurate temperature readings so you know that bugs are not able to grow in your food.

What do you need to do?

- Check your premises for signs of deterioration (e.g. holes in floors and walls) and fix as necessary.
- Check any new or existing equipment for signs of deterioration and fix as required.
- Service your equipment regularly and if necessary calibrate according to your calibration schedule (e.g. thermometer, pH meter etc.).
- Maintenance compounds and chemicals must:
    - be fully labelled, stored, sealed and used following the manufacturer's instructions,
    - be stored and transported in containers that are clearly different from food containers.

For all water supplies

- Water pipes must work properly to stop animals, birds, dirt and waste from contaminating your water.
- Always flush water pipes after:
    - repairs and maintenance,
    - after 7 days without use to remove stagnant water,

- Keep water tanks:
  - Clean and in good condition to stop the build-up of sediment, and
  - Covered to stop animals, birds and dirt form contaminating water.

For surface or ground water supply only

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

For roof water supply only

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

What do you need to show?

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

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

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

When something goes wrong

K
Know

What do you need to know?

- Things do not always go as expected. You must have a way for dealing with things that go wrong in your plan.
- You need to identify what went wrong, who was involved, how the problem was fixed, and the steps you and your staff have taken to make sure the thing that went wrong does not happen again.
- Food that is not eaten immediately (e.g. sauces, raw meat etc) may need to be recalled if something has gone wrong when handling or making your food, you will need to follow the ***'Recalling your food'*** [red] card.
- You need to keep a record of when things go wrong. You must keep records for at least 4 years.

D
Do

What do you need to do?

- Take immediate action as soon as a problem affecting food safety and/or suitability is identified. Record the action that you and your staff took.
- If something has gone wrong, identify where the problem started and how many times it happened. Identify if something is missing from your plan.
- Use your records to look over the past week/few days. Determine if anything has gone wrong in your plan, for example:
    - fridge temperatures were too high,

D
Do

- there was a sign of pests,
- received food was not at the correct temperature,
- poultry was not cooked to at least 65°C for 15 minutes,
- food was not reheated to above 75°C,
- food was cooled too slowly,
- food was transported at the incorrect temperature.

- Is the food you produced unsafe or unsuitable? Do you need to tell your customers? What did you do with any unsafe or unsuitable food?
- Fix the problem yourself or tell the person responsible for that area about the problem. You may need to seek expert help if you cannot fix it yourself.
- Take action to prevent the problem from happening again.
- Keep clear, accurate and complete records for at least 4 years.
- Notify your verifier if any of your food has become unsafe or unsuitable when following any procedures in your plan.

S
Show

What do you need to show?

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

Dealing with customer complaints

K
Know

What do you need to know?

- You must be able to identify if the complaint is about food safety, suitability or quality.
- Complaints about food safety and/or suitability relating to food you have made or sold must be dealt with immediately.
- If the compliant affects food safety and/or suitability you may need to recall it. Follow the rules in the the ***'Recalling your food'*** [red] card.
- You must have someone responsible for dealing with customer complaints.

D
Do

What do you need to do?

- Identify who is responsible for dealing with complaints (tick who is responsible for your plan):
  - ☐ day-to-day manager or
  - ☐ delegated person's name and/or position:

    _____
- Identify if the complaint is about food safety, suitability or quality.
- If the complaint affects the food safety and/or suitability of a batch or individual item/dish, you must:
  - separate until proven to be safe or throw out affected food and associated ingredients,
  - check food that has been in the same area or has been

D
Do

prepared at the same time,
- identify where the problem started,
- fix the problem,
- take action to prevent the problem from happening again.

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

S
Show

What do you need to show?

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

Tracing your food

What do you need to know?

- Tracing means you need to be able to identify and trace food you sell, back to a supplier, and find where it is in your business.
- If you sell food to another business, you will need to be able to trace the food you have supplied them with.
- You and your staff will need to trace your food and ingredients if a product you have made and sold becomes unsafe or unsuitable.
- You have 2 options for tracing your food:
  1. **record** all information about your product, so that it can be fully traced and recalled (if necessary) or
  2. only **record** the minimum amount of information required, so that you can recall all food if there is a problem.
- Your staff must know how to follow the plan (i.e. **recording** the information above), and where to look for this information.
- Option 2 could be expensive as if there's a food safety problem, you would have to recall or dispose of all foods produced in your premises which may have been affected.
- For more information on recalling your food, follow the rules in the the ***'Recalling your food'*** [red] card.
- There is specific information you must keep about foods you import.

What do you need to do?

- For all food choose either (tick what you will do):
  - ☐ Option 1: record all information to enable targeted recall, or
  - ☐ Option 2: record minimum information and recall all food that might be affected.
- If you choose Option 1:
  - you must have a written plan to be able to trace your food, ingredients and/or inputs, and recall it if there's a food safety problem with either your food, and/or any of the ingredients in your food, and
  - you must keep records including supplier details, brand and batch ID's, Best Before and Use-By dates (if required).
- If you choose Option 2:
  - you must record the following information:
    - the name and contact details of your supplier,
    - the type and quantity of food,
    - the temperature of the food (only if it needs to be kept at a certain temperature to keep it safe and suitable), and
    - recall or dispose of all food which may have been affected.

- If you import food you must keep the following records:
  - the name and contact details of:
    - your supplier,
    - the manufacturer of the food,
  - a description of the food including commodity, brand and lot or batch identification,

D
Do

- any information which will allow food to be traced:
  - from the supplier to the registered importer,
  - while it is under the registered importer's possession,
  - to the next person the food is passed onto (other than the final consumer).

S
Show

What do you need to show?

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

Recalling your food

What do you need to know?

- Food that is unsafe or unsuitable can make people sick.
- If something has gone wrong with your food product, you may need to recall it.
- There are 2 kinds of recall:
  1. Consumer level – which involves removing affected product from the supply chain and communicating to consumers; or
  2. Trade level – which involves removing affected product from the supply chain.
- There can be 2 reasons for recalls:
  - your supplier may need to recall:
    1. a food product or packaging you use, or
    2. you may need to recall the food you have made from your customers because something caused your food to become unsafe or unsuitable.
- You do not need to recall food if it has been eaten immediately (e.g. a hot pie from a bakery or a meal served in a cafe). If there is a safety or suitability issue, then the food should be removed from sale and discarded or set aside and clearly labelled not for consumption.
- The records you keep will help you in the event of a recall.

K
Know

- There is helpful information about recalling food on the MPI website: www.mpi.govt.nz/food-business/food-recalls/food-recall-guidance-for-businesses/

- Helpful information about conducting a simulated (mock) food recall can be found here: www.mpi.govt.nz/food-business/food-recalls/doing-food-recall/

Why is it important to have good records and a recall procedure?

- Keeping good records means a recall can be conducted faster and more efficiently, minimising cost and impact on your reputation.

D
Do

What do you need to do?

- If you and your staff have become aware that food you have at your business has been recalled by the supplier, you must:
  - be able to identify if your food has been affected,
  - identify if the recalled food is on display, in storage, or has been used as an ingredient in another food,
  - identify if the recalled food is being used in your business,
  - separate any recalled food and label it as 'HOLD- do not use',
  - tell your supplier how much of their affected product is at your food business,
  - arrange for affected product to be picked up and/or disposed of.

- If you and your staff have made and sold food which is unsafe or unsuitable, you must do all of the following:
  - Gather information, understand the problem.
  - Identify which products and batches are (or might be) affected.
  - Identify where the affected products are.
  - Put affected products on hold.
  - Inform your verifier of the problem, or call 0800 00 83 33 and ask to speak to a Food Coordinator, or email Food.Recalls@mpi.govt.nz.
  - Carry out a risk assessment. Decide on an action. Complete the Food Recall Risk Assessment Form (found here: www.mpi.govt.nz/food-business/food-recalls/food-recall-documents/) and email it to New Zealand Food Safety (NZFS) Food.Recalls@mpi.govt.nz.
  - You must report to NZFS your decision to recall within 24 hours, email your risk assessment to Food.Recalls@mpi.govt.nz or call 0800 00 83 33 and ask to speak to a Food Coordinator.
  - Prepare and distribute a point-of-sale Notice (consumer level recall).
  - Communicate to businesses that have received your product (consumer and trade).
  - Communicate to consumers.
  - Check how much product was returned.
  - Review and identify corrective/preventative actions.
  - Inform an NZFS Food Compliance Officer how the recall went.

D
Do

- **Simulated or mock recall:** As of 1 July 2023, you must test your recall procedures using a likely scenario, once every 12 months.
- Review the effectiveness of the simulated recall and identify any areas for improvement.
- If you have completed a real recall in the 12 months and it was effective, then you are not required to complete a simulated or mock recall.

S
Show

What do you need to show?

- If a supplier's food has been recalled, you must show your verifier a **record** of:
  - the action you and your staff took to remove that food from your business.

- If your food needs to be recalled, you must show your verifier a **record** of:
  - the action you and your staff took to remove that food from your business,
  - a completed Food Recall Risk Assessment Form,
  - a copy of the recall notice.
- From 1st July 2023, your annual simulated (mock) recall, if you have food that could be recalled (e.g. baking, frozen meat etc.).

Making sushi

What do you need to know?

- You can make sushi with acidified or non-acidified rice. Sushi made with non-acidified rice cannot be kept for as long as sushi made with acidified rice.
- Adding vinegar solution to rice makes it acidic. Harmful bugs cannot grow as well in acidified rice.
- You and your staff must get the pH of your rice right so you do not harm your customers (i.e. if rice is too acidic (pH less than 3.0) you could burn someone's throat, if it is not acidic enough (i.e. more than 4.3, bad bugs can grow).
- Brown rice cannot be acidified because the hard surface coating on the grain stops the vinegar solution from soaking in.
- There are rules about how long sushi can be left outside of temperature control (between 5°C to 60°C). The 2-hour/4-hour rule does not apply to sushi made from acidified rice.

Why there is a difference in sushi display times:

- Wrapping acidified rice around an ingredient (e.g. nori roll) reduces the food surface exposed to bugs. Ingredients on top of acidified rice (e.g. nigiri) are more exposed to bugs and therefore cannot be displayed for the same amount of time.
- Ingredients used for making sushi (e.g. chicken) must be prepared, and stored, as per their specific requirements (e.g. chicken must be cooked following the ***'Cooking poultry, minced meat and liver'*** [magenta] and ***'Cooling freshly cooked food'*** [magenta] cards).

D
Do

What do you need to do?

Making non-acidified rice using white or brown rice

- Follow the ***'Cooling freshly cooked food'*** [magenta] card to cool cooked rice.
- Do not keep sushi and/or onigiri above 5°C for more than 4 hours.

Making acidified rice

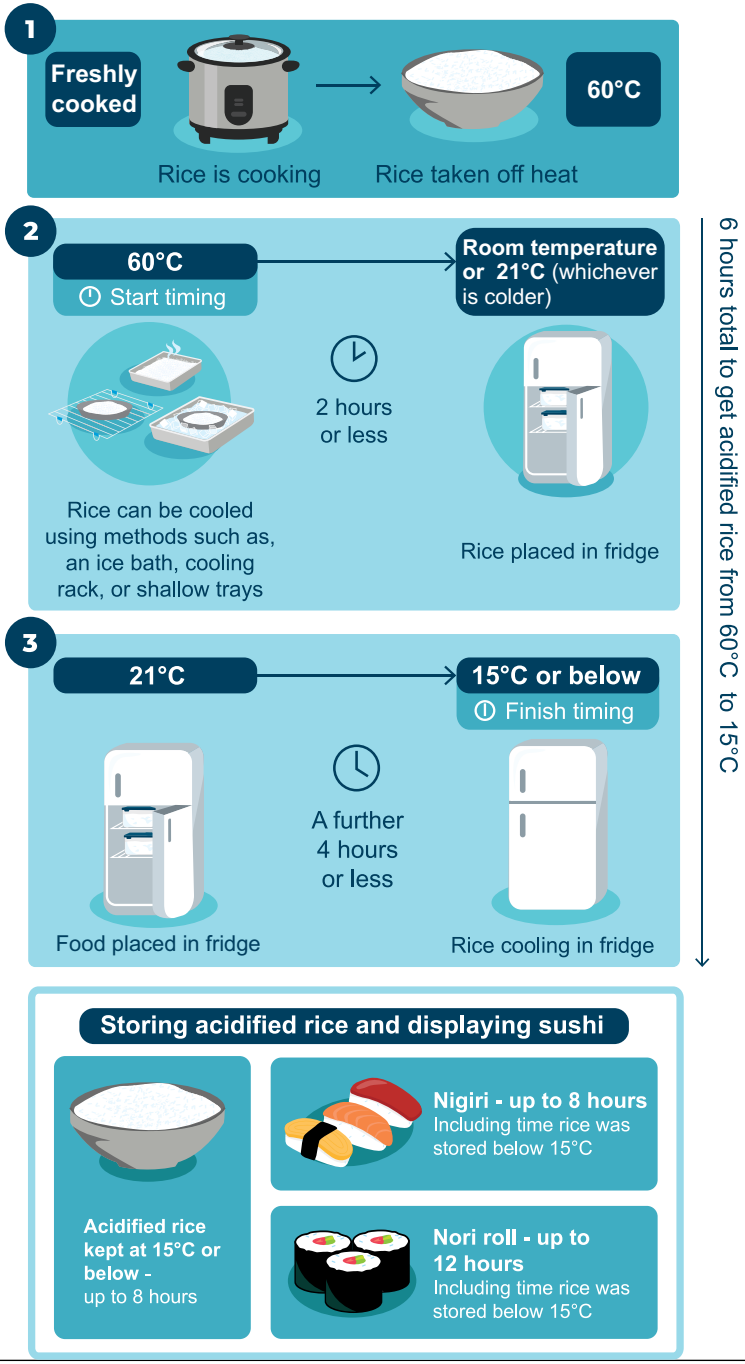
- You must only acidify white rice.
- Make and add a vinegar solution to your rice as soon as it is cooked. You must record the amount of vinegar solution you use.
- 30 minutes after acidifying your rice you must test the pH by mixing 1 part clean water with 3 parts acidified rice (e.g. ¼ cup clean water mixed with ¾ cup rice with vinegar).
- Test the pH of your acidified rice mixture using a calibrated pH meter.
- Each batch of rice must have a pH of between 3.0 and 4.3.
- You and your staff must test each batch of rice you acidify, unless you can prove your method of acidifying works every time. See the ***'Proving the method you use works every time'*** [magenta] card.
- You and your staff must cool acidified rice from 60°C to room temperature or 21°C (whichever is colder) in 2 hours, and to 15°C or less within another 4 hours.
- You and your staff must store acidified rice that is ready to be used in sushi, at temperatures between 5°C and 15°C for no more than 8 hours, after which it must be thrown out.

- You and your staff must not mix leftover rice with freshly prepared rice.

Display sushi made with acidified rice safely

- You and your staff must store:
    - nigiri pieces between 5°C and 15°C for no more than 8 hours, or else throw them out,
    - nori rolls between 5°C and 15°C for no more than 12 hours, or else throw them out.

(The times above do not include the time during cooling when the rice is above 15°C. These times only start when the rice reaches 15°C or less.)


1
Freshly cooked
60°C
Rice is cooking
Rice taken off heat
2
60°C
Start timing
Room temperature or 21°C (whichever is colder)
2 hours or less
Rice can be cooled using methods such as, an ice bath, cooling rack, or shallow trays
Rice placed in fridge
3
21°C
15°C or below
Finish timing
A further 4 hours or less
Food placed in fridge
Rice cooling in fridge
6 hours total to get acidified rice from 60°C to 15°C
Storing acidified rice and displaying sushi
Acidified rice kept at 15°C or below - up to 8 hours
Nigiri - up to 8 hours
Including time rice was stored below 15°C
Nori roll - up to 12 hours
Including time rice was stored below 15°C

S
Show

What do you need to show?

Show your verifier:

- how you and your staff safely make sushi with non-acidified rice,
- how you and your staff safely make sushi with acidified rice including:
  - how you make your vinegar solution,
  - how you measure the pH of your rice,
  - a **record** of the pH measures of your rice,
  - a **record** of how you safely cool each batch of acidified rice.
- how you and your staff safely display sushi.
- If you can prove your acidifiying method works, show your verifier records required from the ***'Proving the method you use works every time'*** [magenta] card.

Making Chinese style roast duck

K
Know

What do you need to know?

- Harmful bugs grow rapidly in the temperature danger zone, and this could cause issues for Chinese style roast duck that is kept in the temperature danger zone for too long during processing and storage.
- Dipping the duck in boiling water will kill any bugs on the surface and applying the vinegar stops bugs from growing while the duck is drying.
- If ducks are dried at room temperature for too long, bugs that produce harmful toxins may grow and these toxins are not destroyed during roasting.
- Keeping the skin intact by minimising handling steps during preparation and drying will help stop bugs from getting onto, and growing on, the meat.

D
Do

What do you need to do?

Preparation

- Defrost frozen duck thoroughly and dry the skin if necessary.
- Dip the duck in boiling water containing vinegar and other ingredients (as used in your recipe).
    - Note: If the water or marinade is going to be reused and has cooled down, it must be re-boiled before the ducks are dipped into the mixture.

Drying

- You must:
  - not hang the duck to dry at above 5°C for more than 6 hours. If dried for longer, the duck must be kept at or below 5°C,
  - check the temperature of the duck, with a calibrated thermometer, at the start and half way through the drying process. The internal temperature must not be more than 25°C,
  - move any ducks that have a core temperature higher than 25ºC during the drying process to the chiller until the temperature drops below 25°C,
  - throw away any ducks that have been hung to dry for a period longer than 6 hours.
- You can use a calibrated infrared thermometer as an indicator of internal temperature to prevent breaking the skin.

Cooking

- The duck must be thoroughly cooked during roasting. (see '***Cooking poultry, minced meat and chicken livers'*** [magenta] card).

Display/storage

- Use the hanging hook to carry the duck after cooking to minimise touching which will help keep the skin intact.
- You must ensure that the duck's skin is not broken during display and storage.
- If the duck's skin is broken, cut the meat up and keep it above 60°C until served.

D
Do

- Cooked ducks must be displayed or stored in a well ventilated, cool and dry area to prevent moisture build up (i.e. not in an enclosed glass cabinet).
- Ducks must not touch each other or any other products on display or during storage.
- If ducks have accidentally been in contact with each other for a long time, you must cut them up and reheat the meat to 75°C. Then either:
  - keep the meat at or above 60°C until it is served, or
  - follow the ***'Cooling freshly cooked food'*** [magenta] card to cool the meat.
- Wrapped duck must not be on display for more than 5 hours.
- Remove and dispose of any duck that has been on display for more than 22 hours.

S
Show

What do you need to show?

- Show your verifier a written **record** of:
  - the temperature of each duck at the time it was hung up to dry and the time that drying started,
  - the temperature of the duck halfway through the drying process and what you did to bring it down if it was higher than 25°C,
  - the time the duck was taken from the drying area to be cooked.

Making doner kebabs

K
Know

What do you need to know?

- Raw doner kebab meat may contain bugs which can contaminate ready-to-eat food.
- You need to cook meat thoroughly to kill bugs.
- You can only slice meat from the doner kebab that has been thoroughly cooked.

D
Do

What do you need to do?

Preparing a kebab spit

- Only use fresh meat from a trusted supplier.
- Store meat below 5°C until needed.
- Prepare spits away from areas where salads, dips, sauces and cooked food is kept.
- Only use thin cuts of meat when forming the spit.
- Protect prepared spits from dirt and other contamination.
- The length of the formed block of meat must not be longer than the length of the burners.

Cooking and serving

- Doner kebab cooked on a vertical grill must be cooked before serving.
- The outside of the doner kebab must be thoroughly cooked before thin slices of meat are shaved from the outside surface.
- Shaved meat must be collected before falling into the drip tray.

D
Do

- Heating elements must be kept on and not turned down when the doner kebab starts cooking.
- When minced meat spits are cooked from frozen, shaved meat must undergo further cooking on a griddle/hot plate prior to use.
- Any shaved meat that has not been cooked thoroughly must be further cooked by using a hotplate or grill.
- If the doner kebab has not been completely used at the end of service you must:
    - throw it away, or
    - carve off any partly cooked meat from the skewer. Cook thin slices on the grill/hotplate. Cool the cooked shaved meat, cover it and store in the fridge. The next day it may be reheated and served.
- Cooked meat that remains on the spit must be cooled, follow the ***'Cooling freshly cooked food'*** [magenta] card.

S
Show

What do you need to show?

- Show or describe to your verifier:
    - how you and your staff cool hot food quickly;
    - how you know the food you reheated was above 75°C,
    - how you and your staff keep food hot,
    - how you and your staff measure temperature.
- Show your verifier:
    - A written **record** of how you and your staff safely cooked the meat including:
        - the food,
        - the date cooked.

Cooking using sous vide

K
Know

What do you need to know?

- The sous vide method means food will often be cooked at temperatures in the danger zone (at or below 60°C). It is possible to do this safely – but only by managing this process very carefully. Mistakes can lead to people getting sick or dying.
- Cooking foods at a lower temperature takes longer to kill bugs.
- If the cooking temperature is too low, bugs cannot be killed.
- Harmful bugs will survive and grow if you do not follow the time and temperatures below.
- This process only applies to meat and poultry cuts.
- This process does not cover whole birds (e.g. chicken, duck), fish, cooking in a sous vide oven, or cooking at temperatures below 55°C. If you wish to do this, contact MPI (foodactinfo@mpi.govt.nz) for help.
- The vacuum seal must not be broken when taking the internal temperature of the meat or poultry during cooking. Placing a strip of closed cell foam tape on the outside of the bag, and sticking the temperature probe through this will help stop any breakage.

D
Do

What do you need to do?

- When preparing meat and poultry cuts to be sous vide, you and your staff must:
    - keep raw and ready-to-eat foods separate by either: (tick as appropriate)

- ☐ not using your vacuum sealer for ready-to-eat foods if it is used for raw meat, or
- ☐ cleaning and sanitising your vacuum sealer between using it for ready-to-eat foods,

- cut meat and poultry pieces into equal portions so they are the same size, weight and shape,
- store vacuum sealed product prepared for sous vide in the fridge until it is used.

- When setting up your water bath, you and your staff must:
  - calibrate water baths at least monthly,
  - make sure water is always able to circulate freely,
  - only use cooking equipment which has accurate and consistent temperature control,
  - preheat your water bath to at least 55°C for red meat and 60°C for poultry,
  - have good water circulation in your water bath,
  - change the water in the water bath after each batch.
- When cooking using sous vide method, you and your staff must:
  - always completely submerge packs and make sure they are evenly distributed,
  - record the water bath temperature regularly or use an inbuilt data logger,
  - always keep the water bath temperature above 55°C when cooking red meat and 60°C when cooking poultry at all times,
  - the meat or poultry must reach the temperature of the water bath within 4 hours, if it takes longer, it must be thrown out.

- always test the temperature of the meat or poultry using a calibrated needle probe thermometer at the thickest part of the meat or poultry,
- always test the meat or poultry which has been in the coolest part of the water bath,
- check the temperature of the thickest part of the meat or poultry:
  - at the start of cooking the batch, and
  - before the start of the holding time, and
  - at the end of cooking the batch,
- check that the vacuum seal has not been broken after taking the temperature,
- always finish cooking one batch before adding chilled food to the water bath.

- Once meat and poultry has been cooked, you and your staff must keep it in its bag until it is ready to be used and either:
  - serve it directly from the bag,
  - remove it from the bag, sear it (or cook it in some other way) and serve immediately,
  - keep it in the bag, cool it quickly by following the ***'Cooling freshly cooked food'*** [magenta] card and store it below 5°C for up to 2 days (only if you use the cook-serve method).
  - keep it in the bag, cool it quickly and store it below 5°C for up to 5 days (only if you use the cook-chill method).

You and your staff must only use the following time and temperature combinations: (the times below are holding times, they only start once your product has reached the required temperature).

Internal temperature and holding times				
Internal food temperature °C		Cook-serve: Serve immediately, or quickly chill and use within 2 days of cooking		Cook-Chill: Serve immediately, or quickly chill and use within 5 days of cooking
		All meats except poultry Time (Minutes/hours)	Poultry Time (Minutes/hours)	Red meat and poultry Time (Minutes/hours)
Temperature danger zone	55	420 mins / 7 hrs	Poultry must not be sous vide at temperatures lower than 60°C	If storing sous vide red meat or poultry for longer than 2 days, do not cook at temperatures lower than 60°C
	56	296 mins / 4 hrs 56 mins		
	57	208 mins / 3 hrs 28 mins		
	58	147 mins / 2 hrs 27 mins		
	59	104 mins / 1 hr 44 mins		
60		73 mins / 1 hr 13 mins	56 mins	91 mins /1 hr 31mins
61		52 mins	40 mins	63 mins / 1hr 3mins
62		36 mins	29 mins	44 mins
63		26 mins	21 mins	30 mins
64		18 mins	15 mins	21 mins
65		13 mins	11 mins	15 mins
66		9 mins	8 mins	10 mins
67		7 mins	6 mins	7 mins

The times above are the minimum holding times once a product has reached the indicated temperature.

D
Do

- You and your staff must label cooked food with the date and time it was made, the type of food it is, whether it is cook-serve or cook-chill, and throw out date.
- If reheating whole cuts of red meat or poultry that has been cooked using the sous vide method, reheat to above 55°C for red meat and above 60°C for poultry before serving for immediate consumption. Any reheated leftover red meat or poultry which is not served or eaten immediately must be thrown out.

Proving your method

- If you do not want to take the temperature of every batch you cook, you can prove your method of cooking works every time. See the ***'Proving the method you use works every time'*** [magenta] card.

S
Show

What do you need to show?

- Show or tell your verifier:
  - how you and your staff calibrate water baths at least monthly,
  - record of:
    - water bath temperatures before the food was added to the water,
    - the time taken for the food to reach the selected internal temperature,
    - the length of holding time once the food reached the selected food temperature,
    - internal temperature of the food at the start and the end of holding time,

- cooling time (for products cooled and stored for later service).

◦ If you can prove your sous vide cooking method works, show your verifier records required from the ***'Proving the method you use works every time'*** [magenta] card.

Preparing red meat for mincing and serving lightly-cooked or raw

K
Know

What do you need to know?

- This process only covers red meat – beef, lamb and venison. This process does not cover pork, chicken, duck or livers.
- This process only needs to be followed if you choose to serve red meat lightly-cooked or raw.
- Bugs are found on the surface of whole cuts of meat. Mincing meat spreads the bugs from the surface all the way through the meat.
- It only takes a few harmful bugs to make people sick.
- The only way to make meat safe to be served lightly-cooked or raw is to kill the bugs on the surface of the meat before it is minced.
- There are 3 ways to reduce the number of bugs on the outside of meat – sear it, blanch it or sanitise it.
- Bugs can be hidden under flaps, in cavities and between the seams of whole cuts of meat. Make the outside of the meat smooth by removing any parts which could stop the searing, blanching or sanitising solution from killing bugs.
- All additional ingredients used with the sanitised red meat (e.g. seasonings, binders etc.) must be safe and suitable for use.
- You and your staff do not need to follow the rules about cooking minced red meat on the ***'Cooking poultry, minced meat and chicken liver'*** [magenta] card if you follow this procedure.

What do you need to do?

- You must choose one of the following methods:
  - searing, or
  - blanching, or
  - using sanitising solution.
- You and your staff must only use cuts of meat with a smooth surface. (e.g. prime cuts like sirloin, rump, thick flank, silverside, topside).
- You and your staff must either:
  - trim any seams, obvious flaps and/or cavities before searing, blanching or sanitising so the entire surface of the meat is evenly treated, or
  - cut or trim the meat into smaller portions (i.e. no flaps or cavities) before searing, blanching or sanitising so the entire surface of the meat is evenly treated.

Searing

- When searing, all surfaces of the meat (including any fat layer) must come into contact with the oiled hot plate, grill or pan.

Blanching

- When blanching, you can choose to blanch the meat either unwrapped or in a vacuum-sealed bag. If you use a vacuum-sealed bag, all surfaces of the meat must come into direct contact with the bag.

- The meat must be fully covered by water or stock that is at a rolling boil, for at least:
  - 30 seconds if it is not in a bag, or
  - 60 seconds if it is in a vacuum-sealed bag.

For both searing and blanching

- You and your staff must rapidly chill the seared or blanched meat
  by either:
  - placing the meat in an ice slurry, or
  - putting the meat in the fridge, or
  - putting the meat in the freezer.

Using sanitising solution

- When sanitising, you must only use one of the following chemicals: (tick as appropriate)
  - ☐ lactic acid
  - ☐ peroxyacetic acid (POAA)
- You and your staff must not use a lower or higher concentration of sanitising solution.
- The whole piece of meat must always be fully covered by the sanitising solution. All surfaces of the meat must come in direct contact with the sanitising solution.
- You and your staff must use a new sanitising solution for each piece of meat you sanitise.

D
Do

Using lactic acid

- You and your staff must use a solution that is between 2–5%.
- You and your staff must dip the whole piece of meat in the solution for 9 seconds. The solution must be used at 55°C.

Using POAA

- You and your staff must use a concentration of between 150—220 parts per million.
- The concentration of hydrogen peroxide must be 75 parts per million or less (note: if using pre-prepared concentrate, you do not need to do this).
- You and your staff must dip the whole piece of meat in the solution for 10—15 seconds (no more than 30 seconds) at room temperature.

For all methods

- All meat that has been seared, blanched, or sanitised must be used within a maximum of 48 hours.
- Formed patties must be used within 24 hours or frozen immediately for later use.
- Thawed patties must be used within 24 hours.
- All seared, blanched, or sanitised meat must be stored at 5°C or less when not being used or handled.

S
Show

What do you need to show?

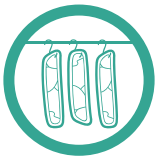
Show or describe to your verifier:

- how the method you and your staff have chosen is followed exactly, every time,

- how you and your staff kill the bugs on the outside of whole cuts of meat,
- how you and your staff handle the meat after it has been either seared, blanched, or sanitised,
- how you and your staff ensure, blanched, seared or sanitised meat is used within 48 hours,
- how you and your staff mince red meat safely and use the resulting patties within 24 hours,
- how you and your staff mince red meat safely.

Sanitising solution method

- Show or describe to your verifier:
    - how you and your staff prepare and apply the sanitising solution,
    - how you and your staff know you have used the right:
        - chemical, and
        - concentration, and
        - temperature, and
        - amount of time to kill bugs.



Making biltong

K

Know

What do you need to know?

- If you make other ready-to-eat dried meat products, such as droëwors, that won't be cooked, there will be processing steps that are not covered by this card. You will need a 'custom' food control plan for these products www.mpi.govt.nz/food-business/running-a-food-business/food-control-plans/custom-food-control-plans/create-custom-food-control-plan.
- You can only use this card if you are making biltong from **Red Meat** (beef, lamb and venison).
- Meat must have originated from a registered premises operating under a Risk Management Programme, and subject to national microbial monitoring. This excludes micro abattoirs (who are not subject to national microbial monitoring). Registered premises can be found here: Register of Risk Management Programmes: mpi.my.site.com/publicregister/s/RiskMeasureSearch.
- Scraps and trimmings left over from other processes in your business may be contaminated and are not suitable for making biltong using this card.
- The quantities of vinegar and salt in the marinade act as hurdles to prevent microbes growing on cut meat surfaces.
- Biltong needs to be dried to a level of water activity (a_w) of less than 0.85. This helps to ensure harmful bugs won't grow or produce toxins in the dried biltong.

K
Know

- Because biltong isn't cooked, it is particularly important to make sure your processing environment and equipment is clean and you are washing your hands as required.
- Your process needs to operate hygienically and consider factors that may affect the rate of drying including:
    - **thickness of the slices** – the thicker the slices, the longer the centre of the meat will take to dry.
    - **hanging and arranging slices** – making sure slices don't touch each other helps ensure even drying through the slice. Where slices touch, bugs can grow.
    - **air movement across meat surfaces** – the faster the air speed, the quicker moisture is removed from the surface of the meat.
    - **humidity** – high air movement can cause case hardening. You can increase humidity to prevent case hardening.
    - **surface fat** – can act as a water barrier slowing the rate at which the meat under it dries.
    - differences in **seasonal temperatures and conditions** – you should consider the environmental conditions you are making biltong in. Seasonal temperatures differ between countries and regions. You may choose to make biltong at dryer times of the year, or you might want to control drying conditions using different equipment and/or settings.
- You must only use food additives that are permitted under the Australia New Zealand Food Standards Code (the Code). You must also follow the rules in the ***'Knowing what is in your food'*** [orange] card.

What do you need to do?

- You must carry out checks each time you make biltong and record the results to show how you know a batch of biltong has dried to below a_w 0.85.
- You can check the water activity of each batch of biltong using one of the three methods below. Tick which one you will use below:

  ☐ send biltong samples to a laboratory to test for a_w or

  ☐ use a water activity meter (used according to manufacturers' instructions), or

  ☐ use percentage (%) weight loss to calculate water activity. If you choose this option you must use this procedure: www.mpi.govt.nz/dmsdocument/70155.

Information in this card marked with the **pencil icon** identifies:

  - the checks you must do at each step in the process; and
  - the information you will need to provide (refer to the record blank here: www.mpi.govt.nz/dmsdocument/70156).

- The record blank (www.mpi.govt.nz/dmsdocument/70156) is a way to show how your biltong meets the requirements of your plan. You don't have to use this specific record blank, but you must keep records of the information indicated in this card.

Sourcing

- You must follow the ***'Sourcing, receiving and storing your food'*** [green] card and ***'Tracing your food'*** [red] card. You must also only use:
  - meat from a registered NZ meat processor (Register of Risk Management Programmes), other than a micro-abattoir.
  - fresh hindquarter meat, or hindquarter meat that was frozen when fresh.
  - herbs, spices and other ingredients that have been hygienically produced.
  - meat kept chilled at or below 5°C until it is used.

- **Record** confirmation from your meat supplier that meat ordered for making biltong comes from an authorised abattoir in New Zealand with Establishment Number(s) on the box or carcase.

Preparing

- Slice meat to the same, or very similar, thickness. You may use tempered meat (thawing meat that is still partially frozen) for slicing.
- As well as following requirements in your plan for ***'Knowing what is in your food'*** [orange] card, you must prepare the marinade and accurately measure ingredients so that:
  - salt and vinegar are present in the minimum quantities per kg of meat as identified in the following table, including when you use a commercial biltong pre-mix.
  - biltong must only contain food additives that are allowed by the Code, in a quantity permitted to be in the finished food product. See example in the table below.

Ingredient	Quantity per kg of meat
Meat	1 kg
Vinegar	Minimum weight 30 grams
Salt	Minimum weight 30 grams
Preservative (for example potassium Nitrite (249))	Maximum Level (mg/kg) 50 (from the Code)

- Ensure all meat surfaces are covered with the marinade, then marinate at or below 5°C for at least 10 hours.
- **Record** this:
  - the weight of meat used in the batch.
  - the weight and thickness of a representative sample (10 or more) of raw meat slices from each batch of biltong. Number each slice before starting the drying process. only if you use the % weight loss method.
  - your calculation for ensuring the levels of sodium or potassium nitrite added (or any other permitted food additive) does not exceed levels permitted in the dried biltong.
  - the amount of salt and vinegar (calculated using the total weight of meat).
  - Note: If you use the same weight and thickness of meat, amounts of salt, vinegar, and permitted additives each time, you do not need to write them down each time.

Drying, Storing and Handling

- Dry meat slices in a dedicated space such as a drying room or cabinet ensuring they are protected from contamination.
- Hang marinated slices of meat using clean and sanitised hooks.
- Hang slices in the drying space so they do not touch other pieces of meat, walls, or equipment; and so air can circulate around each slice during drying.
- Make sure that equipment used in the dedicated drying space:
    - is operated to dry meat evenly to prevent 'case hardening' (crusty outer, wet centre).
    - is monitored throughout the drying time to ensure it operates as you intend it to for drying the meat.
    - does not contaminate meat while drying.
    - is thoroughly cleaned between batches (for example, from meat 'drip').
- At the end of the drying process biltong must have a water activity of below a_w 0.85. Check water activity using your chosen method.
- **Record** this:
    - the air temperature for drying and any other settings of equipment you use that are necessary for the process (i.e. settings you rely on each time you make biltong).
    - the date and time the batch of marinated meat was hung in the dryer.
    - the date and time the batch of biltong finished drying.

- If results from checking a_w show the biltong is not below a_w 0.85, you:
  - must dry the biltong for longer and retest until the batch is below a_w 0.85.
  - must write down the actions you took with the batch of biltong until you confirmed the a_w was below a_w 0.85 (for example, using the 'Biltong batch record').
  - will need to review your drying process to find out why the a_w of biltong did not lower to less than a_w 0.85. Then you will need to adjust your process so it works as intended.
- **You must not sell biltong unless the a_w is below 0.85.**
- You must store and handle dried biltong hygienically under conditions that keep the water activity below a_w 0.85 throughout its shelf-life.

Establishing shelf-life

- To provide accurate information to consumers about how long biltong will be safe to eat once it has finished drying you will need to determine its **shelf-life.** Follow the rules in the ***'Packaging and labelling your food'*** [orange] card to determine this.

S
Show

What do you need to show?

- You will need to show or describe to your verifier how you:
  - know every batch is safe and suitable with an a_w below 0.85.
  - ensure the process is hygienic and works as intended each time.
  - confirm meat is from NZ and from a registered premises.
  - how meat is sliced to an even thickness.
  - ensure the vinegar and salt to meat ratio is at least the minimum amount required.
  - thoroughly marinate meat slices before starting the drying process.
  - know your drying process will consistently dry each batch of biltong.
  - store and display biltong to ensure it won't absorb moisture.
  - know product shelf-life is accurate.