

Issue 1

Ways to get it right

July 2018

*food safety*

# THE BUDDY





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# YOUR FOOD SAFETY BUDDY

Little changes can make a big difference.

Running your own business can be hard and there are lots of rules to get your head round. This Food Safety Buddy gives you some simple solutions on how to get it right.

The advice given in the Buddy are suggestions only – you don't have to do what it tells you. Use your plan to find out what you have to do by law. Your plan is your FCP or National Programme guidance depending on which one you are registered under.

**The buddy is packed full of tips and information, focusing on small changes that can make a big difference.**

This version looks at some of the most important areas for you and your staff to get right, like:

- Training
- Washing hands
- Separation
- Temperature control
- Cleaning up
- Record keeping
- When things go wrong

In fact, if you think you've got a brilliant, simple or cheap way to keep food safe and suitable, we want to hear from you.

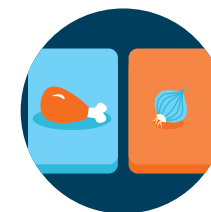
**Email your suggestions to [foodactinfo@mpi.govt.nz](mailto:foodactinfo@mpi.govt.nz) and your idea might even be featured in the Buddy.**  
**Attn: Buddy in the subject line.**

# THREE SIMPLE RULES

Your job is to **control the movement of bugs** in your business that could make people sick.  
You need to know:

---

How to **stop bugs getting onto food**



---

How to **stop bugs growing**



---

How to **kill bugs to make things safe again** if they become unsafe





## SECTION 1

# HOW TO TRAIN YOUR STAFF

All your staff must know what  
they need to do to keep food  
**safe and suitable.**

# MAKING AN INVESTMENT IN PEOPLE

“It’s your staff who will deliver safe food. Training is the first thing to get right. If you do nothing else except make sure your staff know the most important food safety principles, you’re onto a winner.”

*Sally Johnston*

*Manager*

*Food & Beverage Group at MPI*

Everyone learns in different ways and there are many ways to train your staff

It’s important to target the training for individual members of staff. Think about:



How do your staff like to learn?  
Do they prefer demonstrations or reading guidance?



Do they understand technical language or should you keep it simple?



How could you build a learning culture where staff members are comfortable asking questions and admitting mistakes?

## SECTION 2

# WASH HANDS

One of the most common ways  
bugs get into food is from people  
– **mostly from their hands.**

OKAY SO WE  
ALL KNOW  
HOW TO WASH  
OUR HANDS,  
BUT DID YOU  
KNOW...

Rinsing your hands isn't enough.  
**You need to rub your hands  
vigourously to get rid of bugs**



Bugs live in the tiny pores  
of your skin



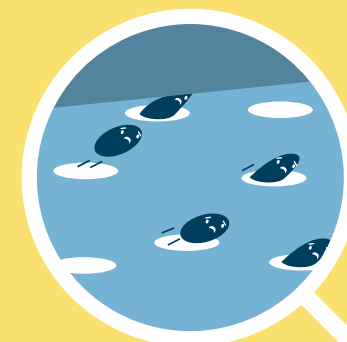
People think rinsing your  
hands with water and  
soap gets rid of bugs



Rinsing with soap and  
water doesn't remove  
most bugs



You should rub your  
hands vigorously together  
or use a scrubber

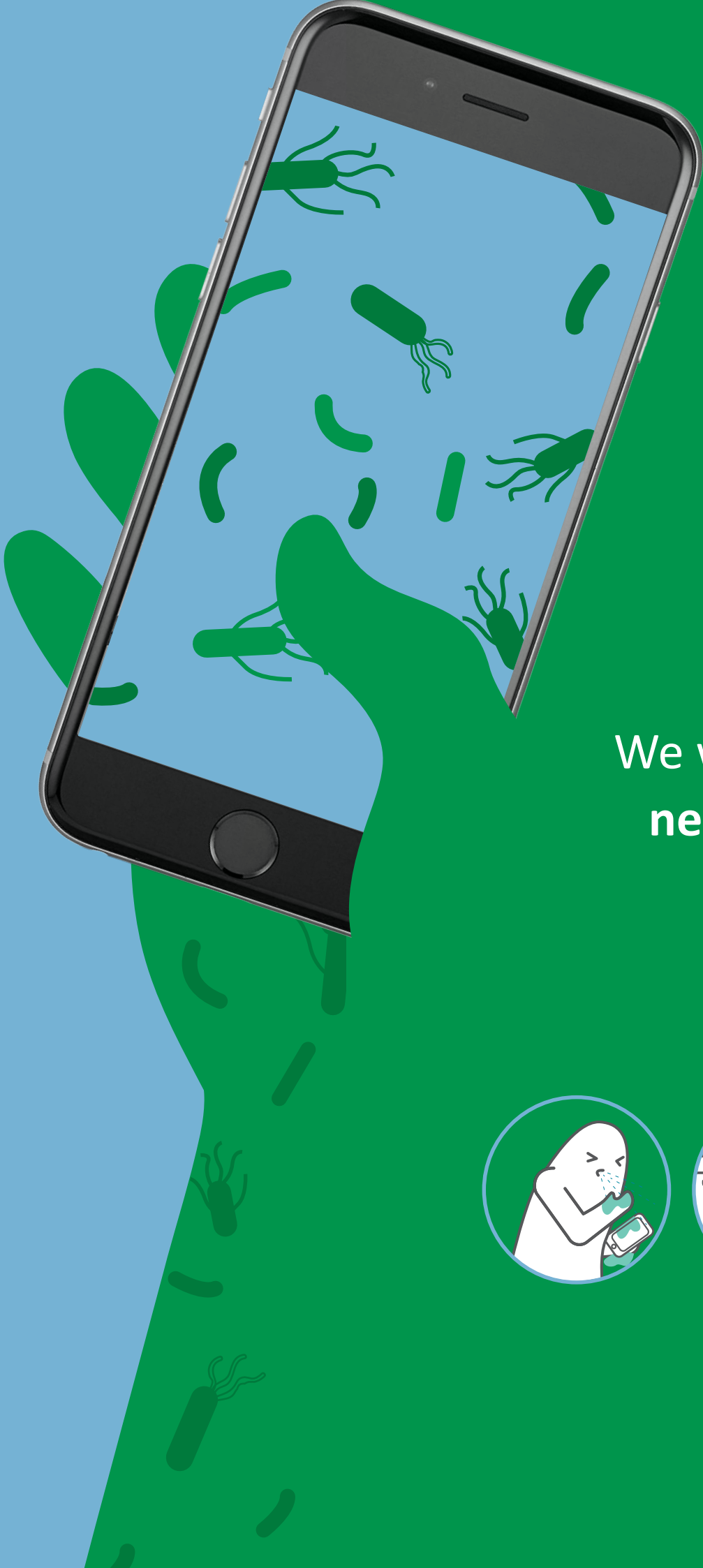


The friction rubs the dirt  
and bugs out of your pores



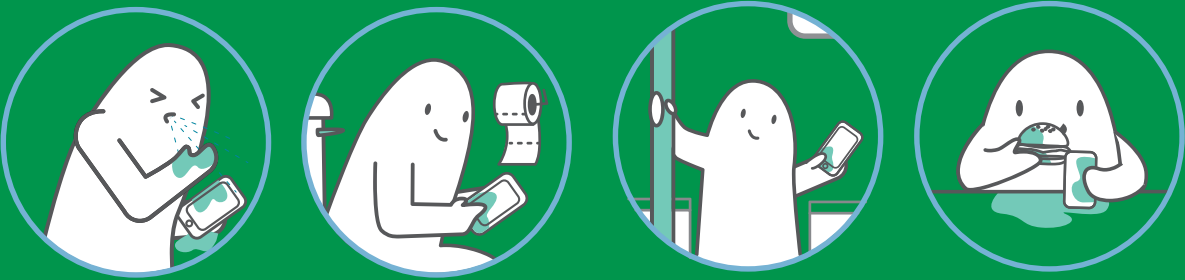
Always rub your hands  
vigorously when washing  
to remove bugs

# PHONES ARE NASTY



We wash our hands but we  
never wash our phones

Wash your hands after using  
your cell phone and before  
handling food.







Hand sanitisers are only effective  
**if hands are already clean**



1 in 4 people have  
**faecal bacteria on their hands**

# NAILS & JEWELLERY



Long nails and jewellery can collect and spread bugs. **Some businesses choose to have a jewellery policy.**

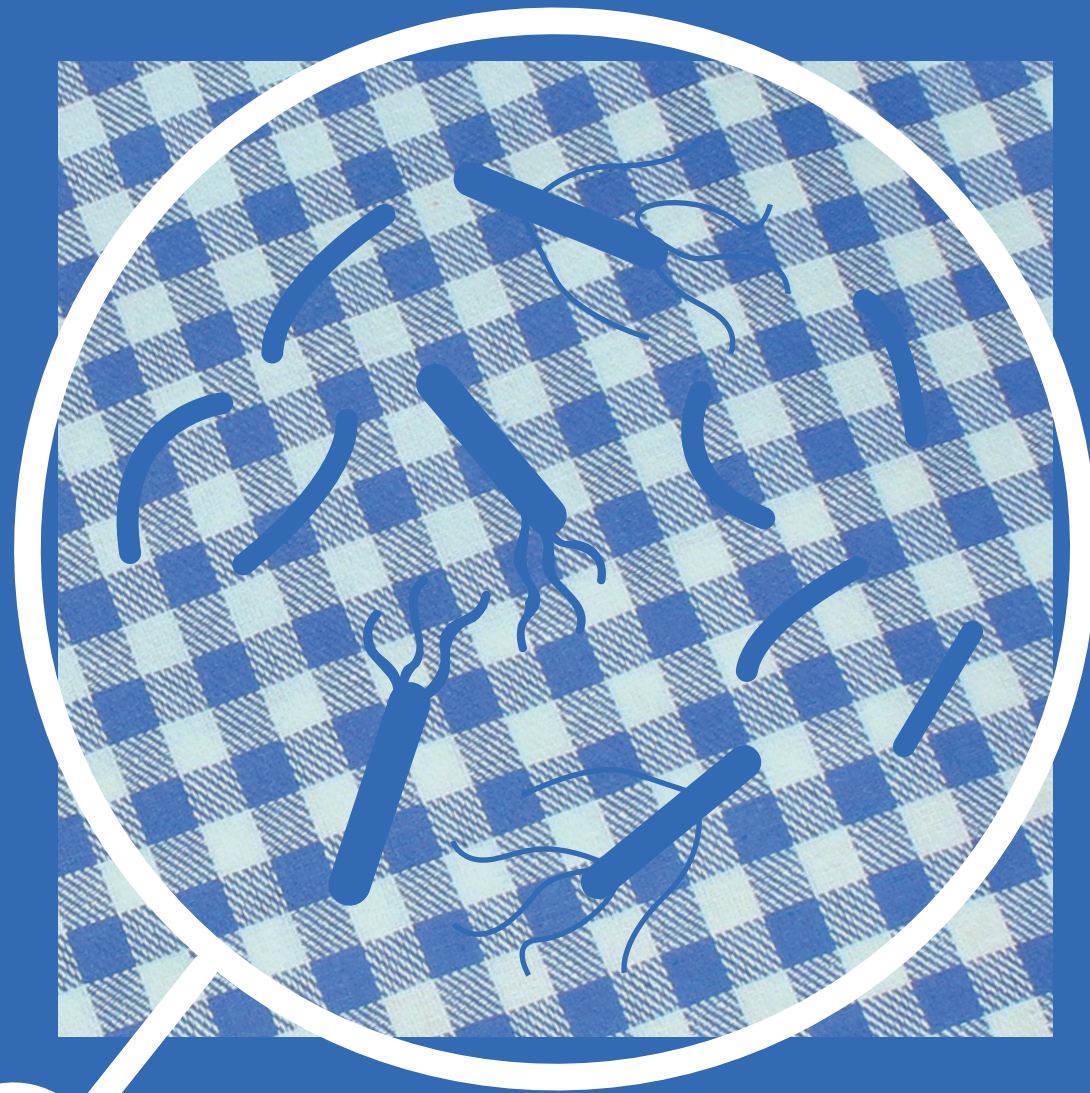


When covering cuts and sores **use bright coloured plasters** so they can be easily seen if they fall off.

# CUTS & SORES



Bugs thrive in the damp warm conditions of your towels



Dry hands with single-use cloths, disposable paper towels or an air dryer. If everyone dries their hands on the same hand towel, skin cells collect in the fibres and this provides food for bugs. It doesn't take long for your clean hand towel to be coated in bugs.

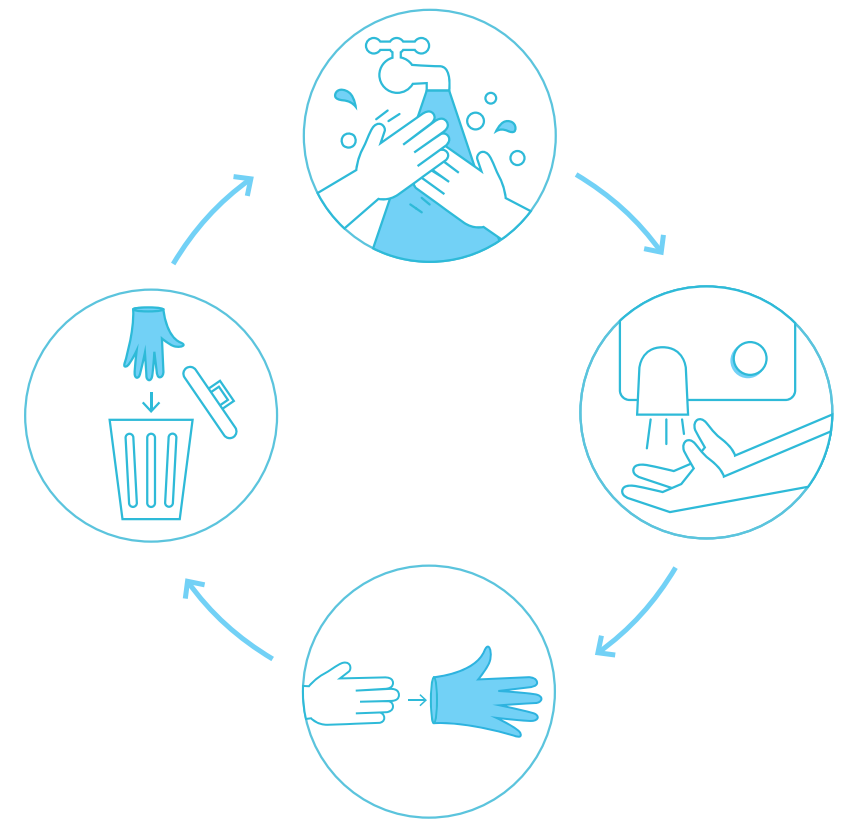
PERFECT  
PLACE  
FOR BUGS  
TO HIDE





# GLOVES AREN'T MAGIC

Wash your gloves regularly, as you would your hands. Just because you're wearing gloves, doesn't mean you're not spreading bugs.



Your warm, sweaty hands inside a glove provide a perfect environment for bugs to thrive. **Wash your hands before and after wearing gloves**

### SECTION 3

# SEPARATION

You've been careful and made your food safe to eat. **Don't let food become unsafe before giving it to customers.**





ready-to-eat food



un-washed fruit and vege



raw meat



raw fish



allergens



raw eggs

# EQUIPMENT & SURFACES

Using separate equipment and surfaces to prepare, cook and serve the food you sell helps stop bugs spreading on food and making your customers sick.

## COLOUR CODED EQUIPMENT

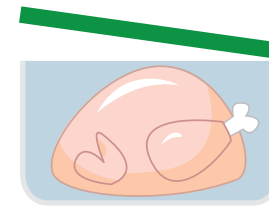
Using different coloured chopping boards for chopping different kinds of food can help stop spreading bugs. **All staff should know what each coloured chopping board is used for.**





# STORING FOOD

## Closed containers

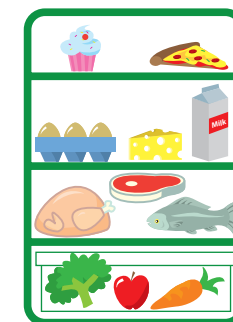


Storing food in closed containers makes food safer and easier to handle because your hands do not directly touch the food inside them. Containers help prevent bugs getting on food and keep pests away from your food.



## Labels

An easy way to label your food is to store it in a container, and write the content and date on some masking tape stuck on the container.



## Fridges

Think about how you store food in your fridge. Raw meat shouldn't be dripping juices onto ready to eat food. Think about keeping food in sealed containers.

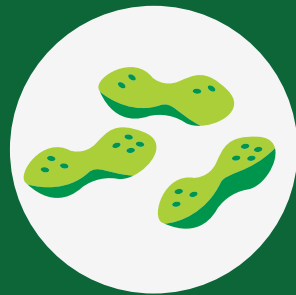


## Storage Space

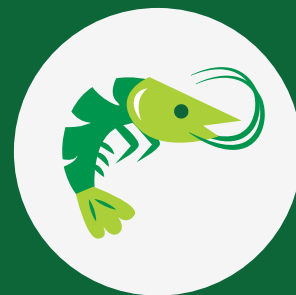
Well organised storage spaces can help keep food safe and suitable and even save you money. Knowing what's in your cupboards makes stock rotation easier.



# ALLERGENS



PEANUTS



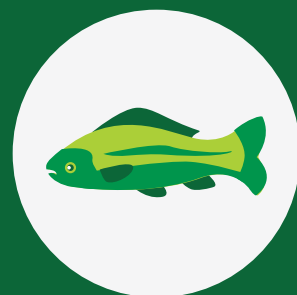
SHELL FISH



MILK



EGGS



FISH



SESAME SEEDS



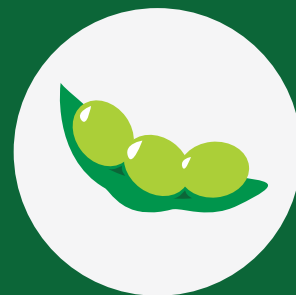
TREE NUTS



GLUTEN



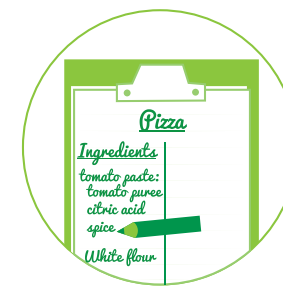
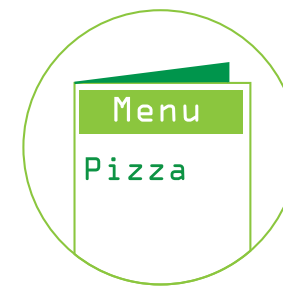
SULPHITES



SOY BEANS



LUPIN



All staff need to know what's in the food you sell. **Think about writing down the ingredients and allergens in each meal you serve.**



Just a **trace of allergen** is enough to make someone sick. Keep allergen free foods safe by preparing, cooking and displaying them separately from foods with allergens.



Barry runs a gluten free food truck.



It is famous for its GF burger.



Barry's ingredients are all gluten free.



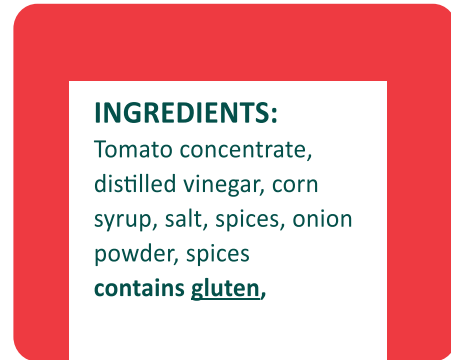
A customer with a gluten allergy came to Barry and said that she had a reaction from a GF burger she had from Barry the day before.



Barry was confused as he only uses GF bread and ingredients.



then he remembered that yesterday he used sauce from a new supplier.



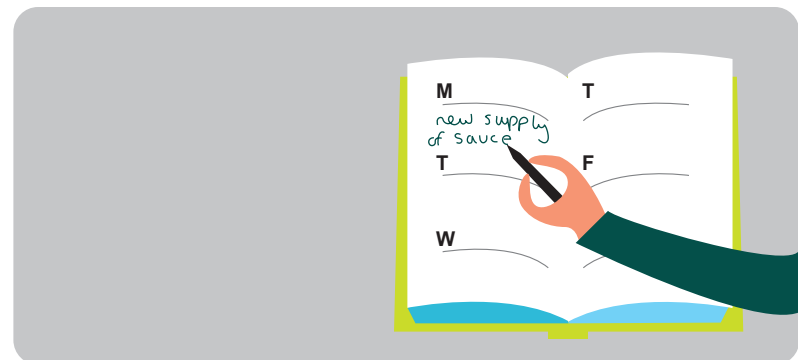
This brand contained gluten!



He discarded his gluten containing sauce.



Ordered his old GF tomato sauce.



And wrote in his daily dairy about the reaction, what caused it, and what he did about it.

# SUPPLIERS

Sometimes manufacturers change the ingredients of a product.  
**Check the label. Keep the label.**  
**Know what's in your food.**



# WHEN A CUSTOMER REACTS

If someone has an allergic reaction in your business, **dial 111 immediately**



**Have a plan for dealing with it.**

1. What did they order?
2. What did they get?
3. What went wrong?
4. How did you fix it so it won't happen again?
5. Keep a record in case you need to prove your actions.



# SERVING SAFE FOOD, EVERY TIME

Tucked into the hustle and bustle of Lambton Quay, Wellington, is the flagship branch of Yoshi Sushi & Bento, owned and managed by Helen and Yoshi Kono.

We met with Helen to talk about their simple, yet brilliantly effective self-service system that drastically reduces the risk of cross-contamination.







Helen and Yoshi spent some time designing their process before they were up and running, “before we opened, we thought about all of our business processes very long and hard. We worked very closely with our architect to give a really good streamlined process for our customers to come through. We decided that we wanted pick-your-own-sushi.”

Once they agreed on a process that worked for them, they put some thought into how they could keep their food safe

and suitable to eat. Helen told us “when we learned more about food safety we thought back and thought ‘oh yeah, all those old-style cafes where they had tongs out there, sitting out all day with cream on it to grab your ham sandwich with’, and we thought well that’s not going to work for us. Especially nowadays when a lot of people have different dietary requirements – vegetarian, or gluten free, things like that”. Which is when they decided to design a single-use tong system, to keep customers safe from cross-contamination.

“We thought back to those old style cafes that had tongs sitting out all day with cream on to pick up your ham sandwich”

#### How does it Work?

Customers pick up a set of clean tongs from a bowl and a plate or take-away container. They select freshly prepared sushi from the display cabinets using their own tongs. When they have selected all their food, they put their used tongs into a bowl by the cash register.

Every day, a member of staff is given responsibility for topping up clean tongs and taking away dirty tongs so that there is always enough to go round.

This system ensures that their customer’s tongs have only touched food that the customer is going to eat, reducing the risk that they will get sick from bugs other customers might spread or from traces of allergens.

#### Why is Separation Important?

Using separate equipment and surfaces to serve food helps stop bugs and allergens spreading onto other food and customers. By giving every customer their own clean tong to use, Yoshi is ensuring that customers don’t pick up bugs from other customers hands, and that ingredients and allergens don’t spread.

Someone with a severe gluten allergy can become very sick if they eat even a small crumb of gluten, so it’s important that the tongs they use to pick up their gluten free sushi hasn’t got any traces of gluten on it.

To watch a video of Helen explaining the process and see how it works yourself, go to the MPI website: [www.mpi.govt.nz/foodsafety-toolkit](http://www.mpi.govt.nz/foodsafety-toolkit)

**Do you have a simple, clever or cheap solution to a common food safety risk?**

**We would love to hear from you!**

Email your process or idea to [foodactinfo@mpi.govt.nz](mailto:foodactinfo@mpi.govt.nz)

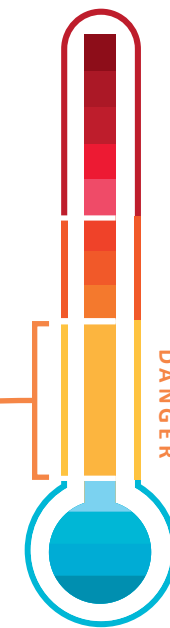
## SECTION 4

# TEMPERATURE CONTROL

Keeping food at the right  
temperature helps to **stop**  
**bugs growing**

# DANGER ZONE

Bugs grow quickly in the danger zone. They grow more quickly in foods containing **meat, fish, eggs and dairy**.

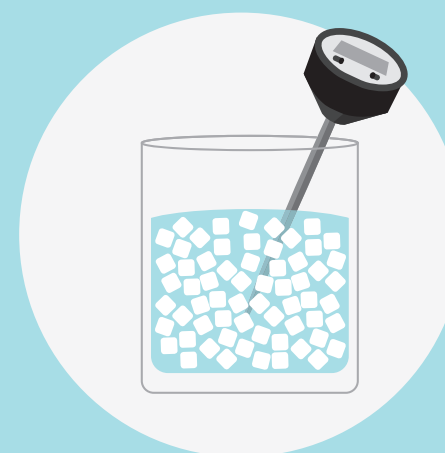


Harmful Bugs grow best between **5°C-60°C**. Keep your food out of the danger zone to stop bugs growing

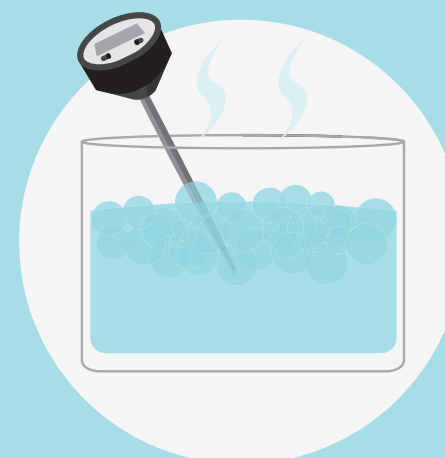
# THERMOMETER CALIBRATION

There's no point checking your temperatures with a faulty thermometer. Calibration means checking that it's telling you the right temperature.

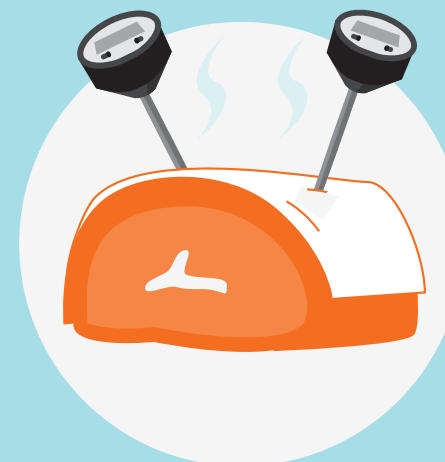
You can check your thermometer by:



Check the temperature of ice-slush (slurry),\* **It should read between -1°C and 1°C.**



Check the temperature of boiling water.\* **It should read between 99°C and 101°C.**



Check the temperature at the same time as using another calibrated thermometer\*. **It should give you the same temperature.**

\*make sure the thermometer doesn't touch the sides/bottom of the container and hold for 10 seconds before reading the temperature



# INFRARED THERMOMETER

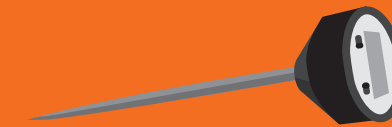
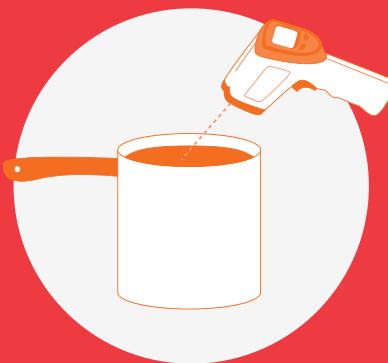
An infrared thermometer is more hygienic because it doesn't touch the food. **But it only measures the surface temperature.**

To measure the inside temperature:

either **slice**  
**into the food**  
to measure the  
centre



or **stir liquid**  
**based foods**  
before measuring.



If your **thermometer isn't working properly**, send it back to the manufacturer for repair, buy a new one or factor in the temperature difference.

## SECTION 5

# CLEAN UP

Cleaning removes dirt to  
stop bugs from growing

# CLEAN AS YOU GO

When you have done one job, clean up your mess before starting your next task. Don't let dirt, spills, or scraps of food pile up. **Have pride in your workspace and keep it clean.**

**Cleaning** is removing dirt and grease (most of the bugs)



**Sanitising** is killing bugs left on surfaces

# SANITISING

There are different types of sanitisers you can use. Here are some examples:

## Spray and Wipe

Good to go.



## Bleach

Follow instructions on the bottle of how to dilute.



## Natural alternatives

You could make up a solution of baking soda scrub, vinegar or lemon. **You have to prove that your method does kill bugs.**



**Hot water (over 80°C)** is a environmentally friendly, cheap and easy way to kill bugs.

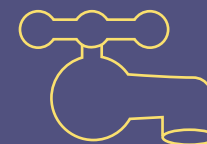
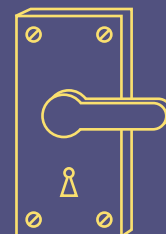


Dirty objects like light switches and door handles are covered in bugs that are waiting for your hands to transfer them to food so they can make people sick.

# SPREADING BUGS IS AS SIMPLE AS TOUCH & GO



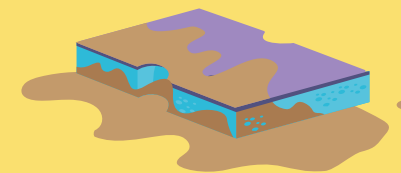
Think about cleaning things your staff regularly touch



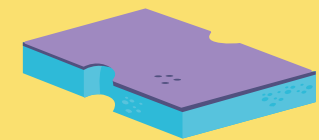
# A BUG'S PARADISE



A wet, dirty sponge or cloth is a **perfect place for bugs to grow quickly**



Using a dirty sponge or cloth spreads bugs.

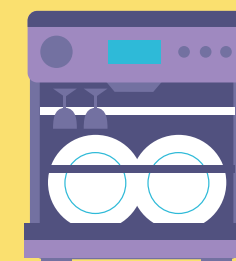


Use a clean sponge or cloth every time.

**Rinsing a dirty sponge won't kill bugs. They have to be sanitised.**  
These are ways you could do it:



Soak it in bleach for at least 5 minutes



Put it in the dish washer



Microwave it for 2 minutes



Or throw it out and use a new sponge

## SECTION 6

# WAYS TO RECORD



Records are there to cover  
your back if something goes  
wrong.



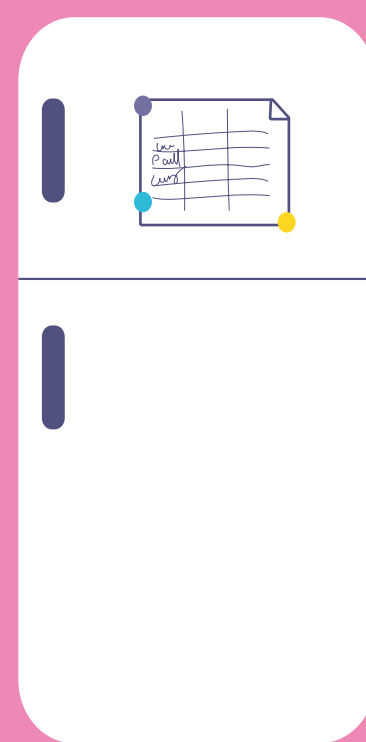
# There are many ways to keep records. Use the methods that best suit you and your business.

You must keep some regular records to prove your processes when things go wrong.

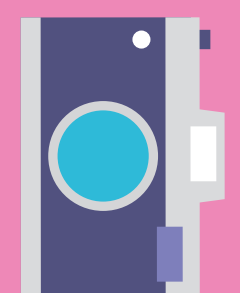
It doesn't matter how you chose to keep records as long as you can read them, show them to your verifier, and keep them for four years.

Check your plan to find out what records your business must keep.

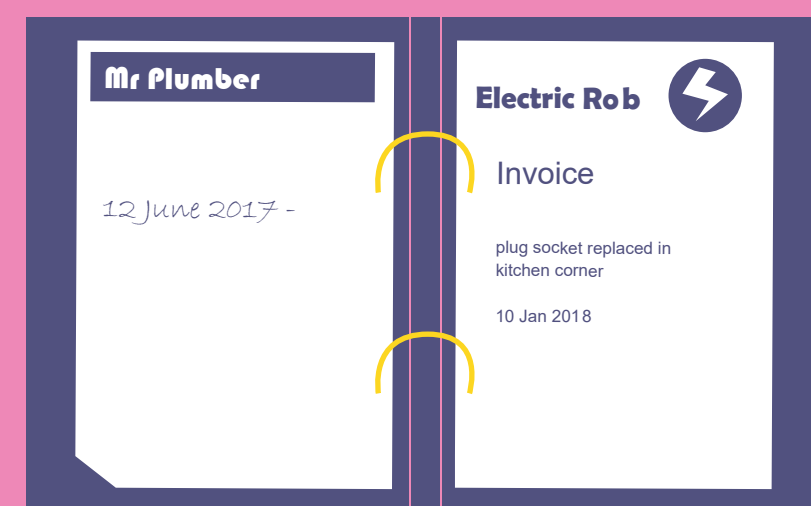
If you prefer to use ready-made record blanks, you can download a pack from [mpi.govt.nz/foodsafety-toolkit](https://mpi.govt.nz/foodsafety-toolkit)



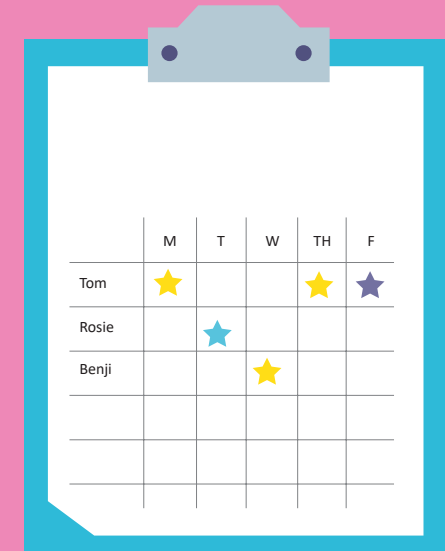
ON FRIDGE



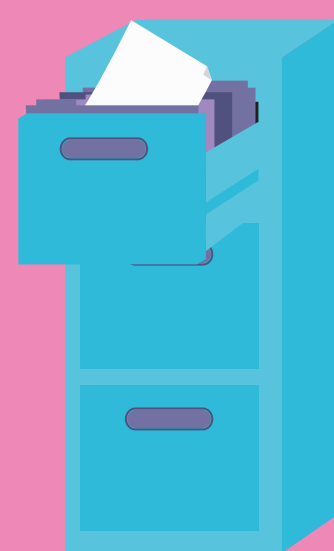
TAKE PHOTOS



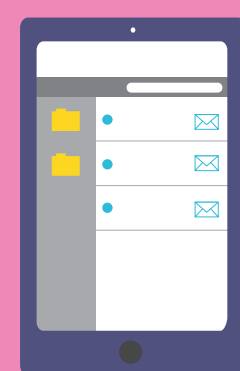
RING BINDER



ROSTER



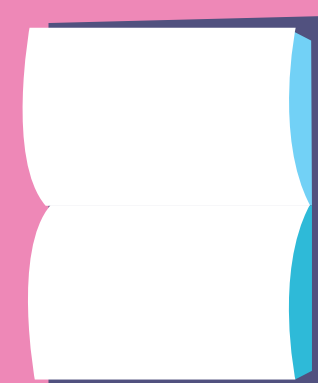
FILES



PHONE EMAILS



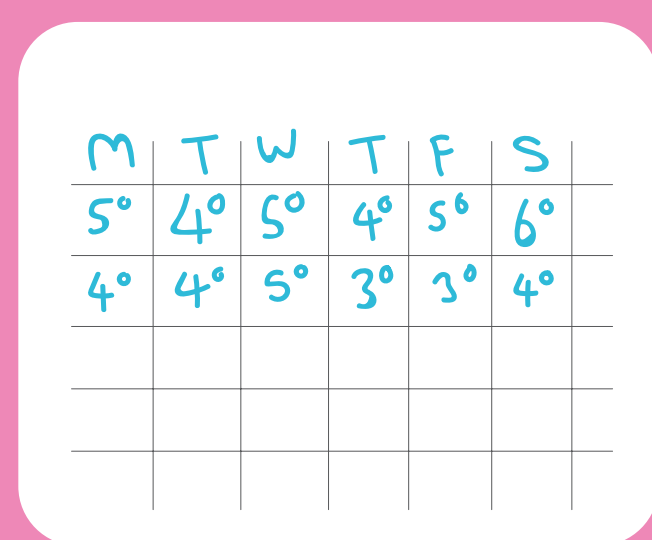
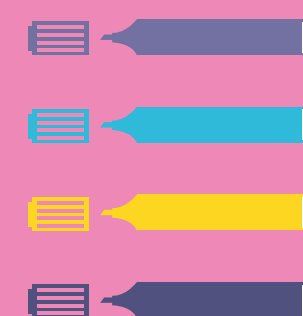
SAVE ON COMPUTER



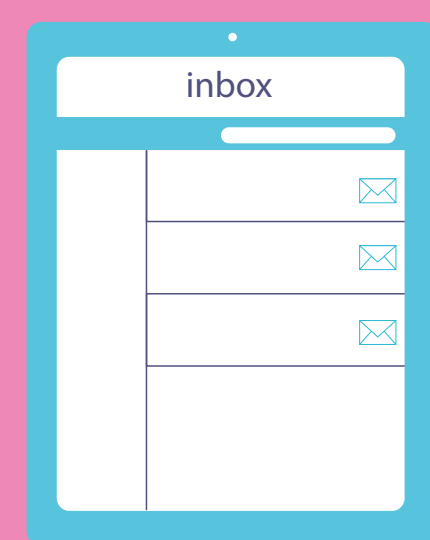
NOTEBOOK



DIARY



WHITEBOARD



EMAIL ARCHIVES



EXCEL DOCUMENTS

SECTION 7

# WHEN SOMETHING GOES WRONG

Be prepared and know  
what you need to do.

You need to know if anything has happened that could make your food unsafe. **Your job is to prove that you fixed the problem, made your food safe and took steps to make sure the same things doesn't go wrong again.**

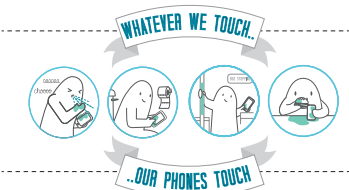
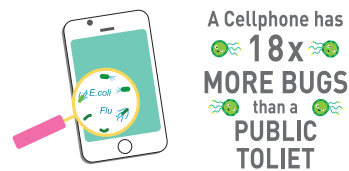
eg. pests, broken fridges, allergic reactions, floods.



When you are required to keep a record of when things go wrong, **make sure you write down all the relevant information.**

You can refer to the 'When something goes wrong' card in your plan which will explain what you and your staff need to Know Do and Show to fix the problem.

## Cellphones



Keep your phones away from food, preparation areas and equipment, and wash hands after use.



## Starting Your Day Checklist



Notes

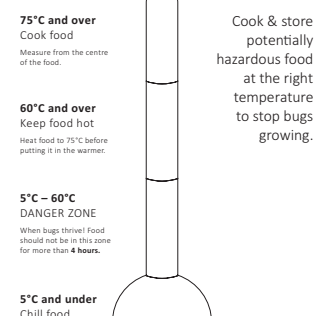
# THERE'S MORE ONLINE

There are extra posters you can download including **low ink options**. Here's a preview on the opposite page.

There are also videos, case studies, podcasts, record templates, and lots of other helpful Food Safety information on the MPI website.  
[www.mpi.govt.nz/foodsafety-toolkit](http://www.mpi.govt.nz/foodsafety-toolkit)

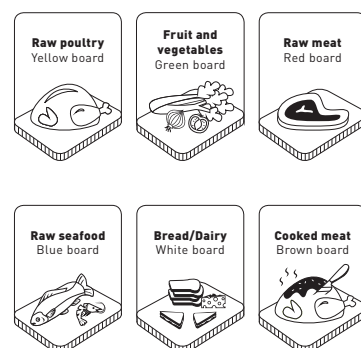


## TEMPERATURE CONTROL



## Separating Food

Using separate chopping board, equipment and prep stations to prevent cross-contamination.



## Be Allergy Aware

Allergens have the potential to kill.

	Peanuts		Shrimp
	Milk		Fish
	Sesame Seeds		Sulphites
	Tree nuts		Soy beans
	Eggs		Cereals that contain gluten
	Peanuts		



