My Food Plan

December 2025

Version 2.0

This is a pre-evaluated document.
If you add any procedures to this plan, or make any changes to the procedures provided, they must be evaluated. This is a legal document.

Te Kāwanatanga o Aotearoa
New Zealand Government

New Zealand Food Safety
Ministry for Primary Industries
Manatū Ahu Matua

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Instructions

This is your Plan that you and your staff must read, follow and implement to ensure you are making 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 outlines what you must do to comply with the food safety law.

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' [orange] 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 (for example 'Your business details' [dark blue], 'Taking Responsibility' [dark blue], 'Reheating food' [orange] cards).

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To help you make sure that you are following the relevant rules, carrying out the neccessary checks and are keeping the right records, 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

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If you process:


Wine


Any mobile business


Cheesemakers


Honey


Ready-to-eat sector


Food service food retailers


Dairy


Low-acid canning (manufacturers)


Horticulture


Retailers that handle food


All alcoholic beverages

NP1 sectors


Breadmakers

Keeping records

Your records are a good way to show 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 (that is 'forms' or 'templates'). You can download these from www.mpi.govt.nz/dmsdocument/16717-Food-service-and-food-retail-food-business-record-blanks. You can use these, or you can make your own version of these to better suit your business. Information can be recorded in different ways (for example 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 'Taking action 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.

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) copy 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.

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Glossary

This is guidance to help you understand special words used in the plan or programme. These words are underlined in this guide. Click on these words to take you to the glossary.

- **Bugs** are microorganisms such as viruses, fungi (mold, yeast), parasites, and bacteria.
- **Calibrate** means checking the accuracy of your equipment.
- **Contamination** is when something gets into food that should not be there. This can make food unsafe or unsuitable to eat.
- **the Code** means the Australia New Zealand Food Standards Code: www.foodstandards.gov.au/food-standards-code/legislation
- **Food** means any food or drink for human consumption. It includes ingredients, food additives, processing aids, or anything else that will be used in a food product.
- **Hazard** means something that can affect that affect the safety and suitability of your food. There are three categories of hazard: biological (harmful microorganisms), chemical (poisons) and physical (foreign matter).
- **Hot holding** is keeping food hot ready to serve. For example, food kept in a bain marie.
- **Hurdles** are things that kill or weaken bad bugs. Examples are making food acidic (lowering pH), reducing water activity (drying, adding salt or sugar).
- **Maintenance compound** means any substance used for: repairing, servicing, cleaning or sanitising equipment or surfaces; treating water; pest control; or personal hygiene, that could be a source of contamination of food.

- **Potentially hazardous food** is food that supports the growth of bad bugs (which sometimes produce toxins). It is the type of food you need to keep under temperature control to keep it safe. These are usually foods containing meat, fish, eggs, dairy, rice and soy products.
- **Regulatory limits:** measurable regulatory requirement that is critical to the fitness for intended purpose of animal material or animal product.
- **Reheating** is when you make cooked food that has cooled down hot again.
- **Staff** can be owners, managers, volunteers, family, or friends who help with food tasks in your business. Visitors can be delivery drivers, maintenance workers, or others who come into your food area.
- **Supplier*** means packers, manufacturers, vendors, or importers of the food.
- **Temperature control** means keeping food at 5°C or below, or above 60°C where most bad bugs can not grow. or more information, see www.foodstandards.gov.au/business/charities/temperature-control.
- **Temperature danger zone** is between 5°C and 60°C, when harmful bacteria are likely to grow fastest.
- **Trusted supplier** is a supplier* you have checked to ensure that the services they provide will not affect the safety and suitability of food you sell. Using Food Act, Animal Product Act or Wine Act business register is one easy way, but you could complete your own checks.

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Your business details

Fill out your business details below

Business Details	
Legal name	
Trading name	
Postal address	
Telephone	
Email	
Wine standards management plan (WSMP) identifier	

Tick as appropriate

Wine products made	Winemaking processes used	Intended market
☐ NZ grape wine (still) ☐ NZ grape wine (sparkling) ☐ Cider/perry ☐ Fruit wine ☐ Vegetable wine ☐ Mead ☐ Sake ☐ Wine products ☐ Fortified wine ☐ Partial process products ☐ Extension products ☐ Distilled wine based liqueur	☐ Receiving commodities ☐ Receiving juice/wine/ concentrate – own or purchased ☐ Importing juice/wine/ concentrate ☐ Winemaking ☐ Bottling/packing onsite/offsite (at contract bottlers) ☐ Labelling ☐ Storing onsite/offsite (bulk or packaged)	☐ Domestic ☐ Export

Location(s)	
Street address (1) (premises premises where food business operates or home base for mobile business)	
Water supply	

Additional sites

(continue on a separate sheet if needed and attach) List below any other premises that are used in connection with your business (for example premises used for storage or preparation of food). These activities and sites will also be covered by your Plan. Note down which activities will take place and the water supply source you will use for food purposes (see the 'Ensuring your water is suitable water' [dark blue] card).

Street address (2)	
Activities/water supply	
Street address (3)	
Activities/water supply	

If the site is mobile, you must provide:	
The location where the mobile unit is	
The registration number (if it is a vehicle)	

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Operator:

The operator is the owner or other person in control of the 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 business

If the plan applies to more than one food business. Add additional rows as necessary.

Name	
Physical address (business or residential)	
Telephone	
Email	

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Day-to-day manager

(write 'as above' if the day-to-day manager is the operator) The day-today manager is the person who has the overall responsibility to make sure that the 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	
Registration authority	Ministry for Primary Industries
Contact person	Approvals Operations Group
Address	Ministry for Primary Industries Pastoral House, 25 The Terrace PO Box 2526, Wellington, New Zealand 6140
Telephone	04 894 2550
Email	approvals@mpi.govt.nz
Verifier	
Verification agency	
Contact person	
Address	
Telephone	
Email	

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Business layout

- The design and physical location of your business must allow you to make safe and suitable food.
- To help you identify any potential or existing food safety hazards that need managing, refer to the 'Taking responsibility' [dark blue] card. You will need to draw an internal (inside) floor plan and an external (outside) map that includes:
- your building,
- the buildings surrounding it,
- what happens in the different areas on your map, including your food preparation areas (for example 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 may need to be included in your map of your business
- If using self-supply water, identify where the water comes from (for example roof/rain, bore or stream) and if is there are any treatment or storage locations on.



- For dairy:
  - delivery area,
  - milk storage area,
  - processing room,
  - chillers and freezers,
  - final product storage area,
  - what happens in the different areas on your sites, (for example including your milk storage area).



- For cheesemakers:
  - aging room,
  - delivery and tanker roadways.



- For wine
  - the boundaries of your winery,
  - where you receive grapes,
  - your tank or barrel room,
  - your bottling line,
  - any activities that occur on site but that are not covered under this WSMP [wine standards management plan] (for example are covered by another WSMP), and who is responsible for those activities,
  - the location of any wine or food on site that is not covered by this WSMP.

Layout - Inside of your premises

This could be a hand drawn layout, a digital drawing, or a photo of the layout. It should show where different activities (for example storage, preparation and processing, packaging) occur.
See page 10 of www.mpi.govt.nz/dmsdocument/12843-Custom-Food-Control-Plan for an example.

Layout - Outside of your premises

This could be a hand drawn map, digital drawing, or photo from above (for example Google maps image). This should show the physical boundaries of each site covered by the plan (including any areas inside your boundaries that are not covered by the plan, and the location of any neighboring businesses that may pose a risk to food safety or suitability). See page 11 of www.mpi.govt.nz/dmsdocument/12843-Custom-Food-Control-Plan for an example.

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Understanding and managing risks from near-by activities

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. Refer to the 'Taking Responsibility' [dark blue] card for information on risks. If you cannot identify any risks, then write 'none identified'.

Risk to food safety or suitability	How we manage the risk
Example: Rubbish left out by a near-by food business could attract pests (for example 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 'Managing pests' [med blue] cards).

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Risk to food safety or suitability	How we manage the risk

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Taking responsibility

K
Know

Useful things to know

- You/your staff do not need to be food safety experts but you/your staff do need to know enough to make good food safety and suitability decisions for your business. This plan will help you to do that. Following this plan will help you ensure your food is safe and suitable.
- **Food safety** is about preventing food from causing illness or harm. Food and drink can be unsafe if it contains certain 'hazards'. There are 3 types of hazards:
  1. Biological (bugs): Certain bugs (for example, Listeria, Campylobacter, Salmonellae, Bacillus Cereus, E.coli, Staphylococcus) can make people sick if they're in or on food or drink.
  2. Chemical: Many chemicals (for example cleaning chemicals) can make people sick if they are in or on food or drink.
  3. Physical (foreign): Glass, metal or other sharp objects can sometimes get into food or drink and cause harm.
- **Food suitability** is about making sure your food and drink meets customer expectations and does not contain anything unexpected or offensive.
- It is your overall responsibility as the operator to make sure the food and drink your business produces, handles and/or sells is safe and suitable. You are responsible for demonstrating food safety by leading by example.

K

Know

- Taking responsibility for food safety means understanding the possible hazards that could make your food or drink 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 fit for purpose,
  - labelling food and drink correctly,
  - making sure any claims about your food or drink are true, and allowed,



  - (wine) making sure any claims (for example vintage, grape variety and area grown) you make about your wine are permitted and true.
- If you contract out part of the processing of your food, or drinks, you need to make sure that everyone involved knows who is responsible for the safety and suitability of your product at each stage, and that your product can be traced. For example, if you send your wine off-site for bottling the bottler needs to operate under a registered plan (for example this plan or another WSMP). It is then the bottlers' responsibility to keep **records** about any adjustments or additions, and maintain traceability. If the bottler applies a label that you have provided, you're responsible for making sure what's on the label is accurate and true.



- If you ever become aware that your food is not safe and suitable you need to follow the 'Taking action when something goes wrong' [red] card.

K

Know

- The purpose of your Wine Standards Management Plan (WSMP) is to identify, control, manage and minimise or reduce hazards and other risk factors during winemaking to ensure your wine is fit for its intended purpose.
- Wine: You have legal responsibilities as the operator of a WSMP.
- Wine: Your WSMP needs to be up to date and you need to notify MPI if you make any changes to it. How and when you notify MPI will depend on how the change is classified (some types of change are minor amendments, and other significant amendments). See www.mpi.govt.nz/food-business/winemaking-standardsrequirements-and-testing/wine-standards-management-plans/.
- If you ever become aware that your wine is not fit for purpose you need to follow the 'Taking action when something goes wrong' [red] card.

Keeping customers safe

- It is important for you to know, understand and follow the rules, it will help show you didn't make anyone sick:
  - 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.

K

Know

Keeping records

- Keeping good records of how you have followed your plan and checked that your practices make safe food, will help you prove that your food or drink didn't make people sick, and that your food or drink 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 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 food or drink that is safe and suitable which could lead to:
  - recalling food and drink,
  - stopping sale of food and drink,
  - 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.

Where to find help

- There is helpful guidance and tools available on the MPI website (www.mpi.govt.nz/food-business/food-safety-toolkit/), these are all linked through this plan.
- Wine: You can get advice and guidance from others, for example consultants, verifiers, New Zealand Winegrowers or the Fruit Wine and Cider Makers Association of New Zealand.

K

Know

- 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 or take away 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 do not go to plan. More information on consultants can be found here: www.mpi.govt.nz/food-business/starting-a-food-business/hiring-a-food-consultant/

D

Do

Rules you must follow

- Assign someone who is responsible for making sure the 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.
- Any contractors or processors that you use must have the appropriate registered plan to ensure that any food or drink that they handle remains safe and suitable.
- Your staff must be trained and competent staff so they can make, serve and sell safe and suitable food and drink.

D

Do

- Get verified. 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.
- All **records** must:
  - be accurate,
  - easy to read,
  - identify what was done,
  - when it was done,
  - who did it.
- Make your **records** easily accessible so they can be provided within 2 days when requested.
- You must notify your registration authority (MPI) of any change to your business (for example change of business address, or introducing a new product) before making the change.



- Wine: You must keep a copy of all documents or **records** required for at least 7 years.
- Wine: If you're making wine, you must notify MPI within 30 days of changing the day-to-day manager of your plan.
- Wine: If you're no longer using your plan or it no longer covers what you do, you must tell MPI and your verifier within 30 days



- Cheese: You must give written notice to your registration authority of any significant change in circumstances (for example, change of scope) 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 do, make or sell since the last time they were there,
  - to see your **records** of the checks you have made.



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Checking the plan is working well

K
Know

Useful things 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 should check the most important things more frequently.
- You should check:
  - that people are doing what they need to,
  - that you have the appropriate procedures in place (have you made any changes to what make or do that might have added hazards not controlled by your plan?),
  - the procedures you have put in place are being followed and are effective,
  - your facilities and equipment remain suitable for the food and drink activities at your business,
  - facilities and equipment are in working order.

Lead by example and develop a good food safety culture www.mpi.govt.nz/science/food-safety-and-suitability-research/food-safety-culture/. Staff who feel valued and committed to food safety are much more likely to practice good food safety.

- You or one of your staff must be your own internal verifier. This is someone in your own business that checks that the plan is being followed correctly.

K

Know

Why is self-verifying important?

- You are responsible for your business and the safety and suitability of the food and drink 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 or drink 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 (for example 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 'Taking action when something goes wrong' [red] card and checking that steps have been taken to prevent problems from happening again,
  - 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 (for example cleaning and sanitising) are effective.

Some notes about testing:

- There are specific requirements for testing in some situations (for example self-supply water).
- There are limits for certain bugs or chemicals in the Australia New Zealand Food Standards 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, but you need to be able to explain how you know you meet the limit.

K

Know

- Horticulture: The Food Notice: Maximum Residue Levels for Agricultural Compounds, needs to be considered by businesses who sell foods that may contain residues of agricultural compounds. See www.mpi.govt.nz/dmsdocument/19550-Maximum-Residue-Levels-for-Agricultural-Compounds.
- 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 or drink safety. Carrying out tests of the production environment and monitoring controls (for example cooking times and temperature) can help, for example:
    - If testing results find harmful bugs, it might mean some part of your process is not working well and corrective action may be required you need to follow the 'Taking action when something goes wrong' [red] card.
    - A negative result may not prove that your plan is working perfectly (or that the food or drink is safe). Bugs, in particular, are not usually evenly distributed in food. 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.

D
Do

Rules you must follow

- You must set up procedures for regularly checking that you and your staff are following your plan and meeting your requirements and responsibilities under the Food Act 2014.
- You must ensure:
  - that people understand 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,
  - that food safety rules are understood by staff,
  - your scope of operations is up to date with your current business activities (for example if you now transport food, you will need to update your plan and you must contact your registration authority to inform them).
- You must check that your recall procedures are effective. See the 'Recalling your food or drink' [red] card.
- Follow the procedure on 'Taking action when something goes wrong' [red] card if your self-checks identify mistakes or actions that could have made food unsafe or unsuitable.
- Wine: 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 and Wine Act 2003.

S

Show

Things to show your verifier

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

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Ensuring your staff are trained and competent

K
Know

Useful things 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 and drink safe and suitable.
- Staff can be owners, managers, volunteers, family, or friends who help with food tasks in your business. Visitors can be delivery drivers, maintenance workers, or others who come into your food area.
- Staff and visitors need to have knowledge of and be able to manage food safely risks. Train them, and make sure they can apply good food safety practices.
- Not all staff and visitors need training in all things but they must know how to keep food and drink safe and suitable when doing their particular job.
- If you have staff you will need to train them:
  - before they start handling food and drink,
  - before you introduce or change a procedure, or staff,
  - whenever you think you or your staff need it (for example after something has gone wrong).
- Reading this plan can be one way to train staff.

Why is training and competency important?

- People need to know what can affect food safety and demonstrate they follow the good practices in the plan that help prevent things going wrong. You will also want them to know what to do if they find something starting to go wrong.

K

Know

- Not all of the things that affect food safety are 'common knowledge' so it pays to be trained properly so you or your staff don't accidentally get it wrong.
- You need to know that staff and visitors are practicing the training you have provided.



- Staff might need special training if they are making or handling ready-to-eat foods so they keep food safe and suitable.



- If you make low-acid canned foods there are specific training rules that you/your staff need to meet. The specific training rules can be found in the Food Notice: Requirements for Food Control Plans and National Programmes.
- You can help people become confident in applying good practices that keep food safe 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 letting them work alone.
- If you are the sole person in your business, then you can use online tools for training (for example food safety courses) or seek help (for example from your verifier or a consultant).

D

Do

Rules you must follow

- The ☐ day-to-day manager or

☐ delegated person's name and/or position

Name: _____

(tick who is responsible for your plan) must 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 or drinks that could make people sick,
- cleaning and sanitising,
- safely sourcing and receiving food,
- keeping foods separate in the food preparation area (including managing allergens and managing chemicals and poisons),
- other procedures which are specific to your business,
- managing customer complaints,
- what to do when something goes wrong,
- managing food and drink recalls.

- Check that staff apply training:
  - before they start working in your 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.

- If you/your staff make low-acid canned foods you/your staff must meet at least one of the training rules in part 3.2.1 (2) of the Food Notice: Requirements for Food Control Plans and National Programmes.

- Thermal processes for low-acid canning must be made by or made under the supervision of someone who meets at least one of the rules in part 3.2.1 (4) of Food Notice: Requirements for Food Control Plans and National Programmes (www.mpi.govt.nz/dmsdocument/42586-Food-Notice-Requirements-for-Food-Control-Plans-and-National-Programmes)

S

Show

Things to show your verifier

- 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.
- Show your verifier how you/your staff meet the rules for low acid canning from the **Do** section.

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Managing places and equipment

K
Know

Useful things 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 (for example 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 and/or drink is always safe and suitable.
- It is easy to overlook things that can result in food and drink 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 or drink,

K
Know

- dust, dirt or chemicals carrying bugs getting into food and drink from neighbouring properties,
- crops absorbing heavy metals or chemicals in soil from a previous land use (for example chemical stores, timber processor) into their root systems and leaves.

- Source equipment designed and constructed for food and for intended processes.
- Cheese: Wood contains small pores where bugs can hide.
- Cheese: Splinters from the wood could also enter the cheese.
- Cheese: You should only use boards made of hard woods.
- It is best to choose places and equipment where you can manage food safety hazards appropriately.
- If using measuring equipment, you will need to make sure 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/29924-Food-safety-buddy-issue-1.
- Dairy processers must also follow the requirements in Part C1 Premises, equipment, and services in the Animal Products Notice: Production, Supply and Processing (mpi.govt.nz/dmsdocument/50182-Animal-Products-Notice-Production-Supply-and-Processing).
- Dairy: Heat treatment equipment needs to be evaluated if it:
  - is new,
  - has been relocated,
  - has been changed.

K

Know

- Cheese: The only place you can use wood is in the aging room. You should only use hard wood.
- Cheese: If you are using wooden boards to age cheese you need to have procedures in place to ensure boards are not a source of contamination.
- Cheese: Wooden boards should not be used anywhere other than in the aging room.

D

Do

Rules you must follow

- Manage any food safety/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 suitable food and drink.
- If your neighbours do things that could cause your food or drink 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 that when you move around, food can safely move with you (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 or drink where possible, or work out how to minimise or eliminate the chance that food could become contaminated from these sources.

D

Do

- Dairy: The material must also resist corrosion, minimise the accumulation of condensation and not have cracks and crevices that could harbour bugs.
- Ensure all areas where food or drink will be processed or stored can be easily cleaned and sanitised (when appropriate).
- Dairy: Ensure the materials used can handle repeated cleaning and sanitising.
- Limit the amount of dust, dirt, fumes or pests that can get into buildings used for handling, processing or storing food and drink.
- Dairy: Check that dust and fumes from driveways, tanker roadways and parking areas can't get into buildings.
- Provide places for storage of cleaning chemicals and maintenance compounds away from food and drink.
- Make toilets and places to wash hands available close to food handling areas.
- Provide for rubbish areas away from food and drink processing/ preparation areas.
- Keep rubbish away from food processing and preparation areas
- You must have and use equipment for measuring control points (for example thermometers for checking fridge/chiller temperatures or a pH meter for measuring acidity of sushi rice). Your equipment must be accurate and working properly.
- Food in vending machines must be kept safe and suitable (for example, packaged ice creams must be kept frozen and should not be sold after a "Use-By" date).
- Horticulture: Keep toilets and places to wash hands close to food handling areas (including where grapes or other fruit are being harvested).

D

Do

- Dairy: Have appropriate facilities in a satisfactory condition for:
  - hygienic processing, packing and storage,
  - storage and reticulation of water, and
  - drainage.
- Dairy: Ensure that unauthorised entry is deterred (for example, by having clearly marked entrances) and that the building is managed so that products are protected from adulteration.

• Dairy: Any glass, including light fixtures, is safety glass, or otherwise protected to prevent contamination of the products, materials or packaging.

• Dairy: Doors to areas where ingredients, materials, products or food contact surfaces are exposed are kept closed and windows are sealed.

• Dairy: Any equipment designed to cool products is operated within its design and capacity, and consistently delivers the required temperature.

• Dairy: You must have your heat treatment equipment evaluated if it:

- is new,
- has been relocated,
- has been changed (settings or equipment).

• Dairy: To find a recognised heat treatment evaluator, go to the MPI Public Register (mpi.my.site.com/PublicRegisterRecognitions/s/), in Activity, select 'Dairy Heat Treatment', and click on 'Search Person'.

• Cheese: You must have a procedure to ensure wooden boards used for aging are clean and not a source of contamination.

S
Show

Things to show your verifier

- Your verifier might ask:
  - how you know the location has not previously been used for something that will make food unsafe,
  - what you do to 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 or drink.
- Your verifier will observe workflow and whether staff can easily work and maintain good food safety practices.



- Dairy: Your verifier will ask to see a copy of your evaluation report for your heat treatment equipment (if applicable).



- Cheese: Your verifier will ask to see to see how you ensure wooden boards used for aging are clean and not a source of contamination (if applicable).

Ensuring your water is suitable

K
Know

Useful things to know

- Suitable water must be:
  - safe to drink if it is used for food and drink preparation, washing food contact surfaces/equipment, and for staff to wash their hands,
  - safe and fit for purpose when used for any other activities in growing or making food.

Why is it important to ensure water is suitable?

- Water can carry harmful bugs and chemicals that can make people sick. These might be because the water is contaminated at the source, or because water pipes and storage containers become contaminated.
- It is important to consider how you/your staff use water in your business, and make sure that the water is not going to contaminate your food or drink. If you use a registered water supply most of this is done for you.
- 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: hinekorako.taumataarowai.govt.nz/publicregister/supplies/

K

Know

- Dairy processers must follow the requirements for Water in C1.13 to C1.24 in the Animal Products Notice: Production, Supply and Processing www.mpi.govt.nz/dmsdocument/50182.
- Dairy: Wherever you get your water from (town supply or self-supply), you will need to:
  - develop water-use criteria,
  - do initial water testing and
  - perform routine monitoring.
- Dairy: You can do this by completing the Dairy Processors Template Water-use Plan (www.mpi.govt.nz/dmsdocument/59743), using the minimum requirements in the **Do** section. When this template is completed, it, combined with the Suitable Water Page, will be your water use plan and will include the water-use criteria. The Dairy Processors Template Water-use Plan does not cover all possible sources of water. If your water source is not covered, you will have to write your own water-use plan and water-use criteria. You could use the template water-use plan and the Suitable Water Page to help you do this.

If you use self-supply water

- You/your staff will need to prove it is safe for use by having it tested at an accredited lab. You can find a lab at: hinekorako.taumataarowai.govt.nz/publicregister/laboratories/.
- You/your staff will need to know what near-by activities and naturally occurring chemicals could make your water supply unsafe (for example nitrates for groundwater, or lead for roof water).

- Keep water tanks:
  - clean and in good condition to stop the build-up of sediment, and
  - covered to stop animals, birds and dirt from contaminating water.



- Horticulture: What happens on the farm (or immediately post-harvest) can affect the safety and suitability of horticultural food. Unsafe water can contaminate food.
- You may need to install operate and maintain (for example replacing filters) a water treatment system, following the manufactures instructions, to ensure water is suitable for use with food and drink.
- You may need to treat roof, surface or ground water using filtration, chlorination or UV disinfection to make it suitable for use.
- Self-supply water sources may be subject to other legislation as well.

For ground water source only

- Bores should be designed and maintained so they are protected from surface contamination.

For roof water source only

- Additional risks to contamination of your water can be reduced by:
  - collecting water only from clean roofs and gutters made from safe materials (for example no lead based paints, bitumen, exposed timber or copper gutters),

K

Know

- putting screening gutters up, removing overhanging branches and vegetation, and mounting aerials and satellite dishes away from water collection areas,
- installing a first flush device (a device which diverts the first flush of water when it rains).



- Mobile businesses: You need to meet the following requirements for the source(s) of water for each of the different locations you operate in.



- Mobile businesses: You should **record** the water source for each of the locations you operate in.



- Horticulture: Water used for irrigation should be of drinkable quality where possible- especially where applied directly to crops that are not expected to be cooked or treated to reduce or eliminate bugs or chemicals, before being eaten.



- Wine: You will need to prove it is suitable for use by having it tested at an accredited and recognised lab.

D

Do

Rules you must follow

- For water for food processing, hand washing and cleaning, either:
  - use a a registered drinking water supply (for example local council), or,
  - use a roof, surface or ground water supply that meets the requirements (that is ensure that it is safe).



- If using self-supply water you must test it if you do not have any testing **records** for it. It must meet the following limits:

Measurement	Criteria
Escherichia coli	Less than 1cfu/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 minute contact time
pH (when chlorinated)	6.5 to 8.0

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

- Test any new supply of water before using it in food areas.
- Wine: Self-supplied water must be tested at least once every year and within 1 week of any adverse event that may affect water quality.
- Wine: Test results must show self-supplied water meets the following limits:

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

*Escherichia coli testing must be performed by a laboratory accredited to ISO/IEC 17025 Testing and Calibration Laboratories with required tests listed or specified within the laboratory's scope of accreditation.

- 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.

D

Do

- Identify any hazards, including naturally occurring (for example heavy metals and nitrates) that could be in your water supply and control these appropriately.

All water supplies

- Only use water tanks, containers, pipes, outlet taps and treatment systems for any water supplies on site that are safe for drinking water. Regularly check and maintain these.
- Clearly mark any water that is not suitable for use in food production including water for handwashing and surface cleaning.
- If your water supply becomes unsafe (or you are advised by your supplier it is unsafe), follow any instructions from your water supplier before using it. If they do not provide you with advice to follow:
    - do 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 (for example bottled water or water from a registered water supplier).
- Always throw out any food or drink which has been contaminated.



It is recommended that you **record** the water source for each of the locations you operate in.





- Dairy: Water is used for (tick all applicable):
    - ☐ cleaning of facilities and equipment
    - ☐ personal hygiene activities
    - ☐ production of steam or ice
    - ☐ ingredient or direct contact with product

D
Do

☐ other operational activities where water comes into direct or indirect contact with any product

☐ other (specify) _____



Table 1: Standard requirements for water and routine testing frequency

Measurement	Maximum limit	Minimum routine testing frequency
Escherichia coli	Not Detected per 100 ml	Initial testing, then every year
Turbidity	Must not exceed 5 NTU (Nephelometric Turbidity Units)	Initial testing, then once every year



- Dairy: Test every supply of water before using it in food or drink production areas, and then test at least once each year. You must test as per Table 1, plus any additional water-use criteria that you have determined by completing Dairy Processors Template Water-use Plan.
- Dairy: Only use water tanks, containers, pipes, outlet taps and treatment systems for any water supplies on site that are suitable for drinking water (or are 'food-grade'). Regularly check and maintain these.
- Dairy: Clearly mark outlet taps, tanks, and pipes that do not contain clean water. These must not be used for food or drink processing, hand washing and cleaning.
- Dairy: You must have a system for managing cross contamination, dead ends and backflow.



- Dairy: **Records** are kept of all investigations and corrective actions.

D

Do

Example scenarios	Actions
The town water supplier advises that the water is not fit for drinking without additional treatment (for example a boil water notice is issued) Water does not meet any of the requirements and there are no other means to ensure the water is suitable at the point of use Water supply is contaminated by non-complying water	The following actions are taken as appropriate to the scenario: **1. Immediate control and investigation of problem** • all operations requiring the use of water are stopped; • the cause of the problem is investigated; • appropriate corrective actions are taken to rectify the problem (for example through further treatment); and • if necessary, an alternative source of suitable water is found. **2. What to do with affected product and equipment** • any affected or potentially affected product is managed as per 'Taking action when something goes wrong' [red] card; • any affected food contact surfaces are cleaned and sanitised prior to reuse; and • any affected packaging materials and containers that cannot be effectively cleaned and sanitised are not used for packaging of any product. **3. Further corrective actions** • where product has been affected by the use of unsuitable water, reassessment of the water source is done, and actions put in place to mitigate the issue

S
Show

Things to show your verifier

Your verifier will:

- ask how you know your water is fit for purpose,
- ask you about how you check and maintain water
- equipment and facilities (see the 'Maintaining equipment and facilities' [med blue] card).



Dairy: Your verifier might ask to see:

- water reticulation plan (for example site plan)
- Dairy Processors Template Water-use Plan
- results of water testing
- results of ongoing monitoring of any water treatment activities (if applicable)
- documentation of reassessment
- any problems informed of or detected (for example notification from water supplier, failure of water treatment plant)
- any corrective action taken.

For self-supply water, your verifier will:

- ask to see test results for any roof, surface or ground water supplies that are used for food preparation, washing food contact surfaces/equipment or for hand washing ask what near-by activities could affect the safety of your water,
- ask if you have identified any hazards, and how you control these,
- ask you to show them how you know any water treatment system is working properly,
- ask about any chemical hazards you have identified and how you control these.



- Mobile businesses: Your verifier will ask how many water sources you use (for your different locations) and how you manage risks from water.

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Managing personal hygiene and health

K
Know

Useful things to know

- Personal hygiene and health are important because it helps prevent contamination of food and drink making it unsafe and unsuitable.
- Ways to protect food and drink from contamination from people include:
  - washing hands,
  - not working with wine when sick with a contagious cough that prevents normal breathing function (wine only), or anything that causes vomiting, diarrhoea or jaundice,
  - wearing clean clothes (for example aprons, overalls, boots, hats and hairnets).
- Washing your hands helps to keep bugs out of the food and drink preparation area. Regular hand washing helps prevent contamination of your food or drink.
- Dairy: Wash hands and arms if they will touch milk or cheese.
- Personal hygiene is important even if your workplace is located on the road or in the middle of a field.
- 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.

K

Know

- Staff who have had a tummy bug must not work with food until 48 hours after they feel better.
- If staff contaminate food or drink, due to sickness or poor hygiene, throw it out or you may have to recall it. See 'Recalling your food or drink' [red] card.

Why is personal hygiene important?

- One of the most common ways bugs get into food or drink is from people- mostly from their hands.
- Regularly washing hands in soapy 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 or drink.
- Uncovered cuts, sores and boils can spread bugs and make food unsafe and unsuitable, especially if they are weeping or infected.
- Wearing gloves is not a replacement for good hand washing. Hands should be washed after and before gloves used. For more information, see Buddy 1 www.mpi.govt.nz/dmsdocument/29924-Food-safety-buddy-issue-1.
- People who wear gloves (whether to cover plasters, sores or for preference when handling food) must change their gloves after touching something other than food (for example 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 or drink through a sick person's faeces, vomit and other body fluids (for example blood and snot).
- Dirty clothing can contaminate food or drink, surfaces and equipment.

D

Do

Rules you must follow

- 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 must wash your hands:
    - when entering the food and drink preparation areas,
    - before handling food and ingredients,
    - between handling raw and cooked (or pasteurised) 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 must manage any cuts or sores by: (tick what you and your staff 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 or drink when you/ they are sick with an illness that can be passed on through food or drink. You must implement a sickness policy to ensure this does not happen.
- 
Any staff or visitors (including contractors and pickers) who have had a contagious cough that prevents normal breathing function (wine only), 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 or drink making area, 48 hours after symptoms have stopped.
- Staff that are sick may be able to complete tasks that do not come into direct contact with food or drink making areas.

Wear clean clothing when handling and preparing food

- Clean clothing (for example aprons, overalls, boots, hats and nets) must be worn before entering food preparation areas (this applies to contractors and visitors too).

D
Do

- Remove outer protective clothing (for example aprons) before leaving the food or drink making area (for example to go to the toilet, outside).
- 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.

S
Show

Things to show your verifier

- Your verifier will wash their hands when they enter your business and 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,
  - ask how you make sure clean clothing is worn,
  - ask you 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.

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Controlling pests

K
Know

Useful things to know

- Pests pose a significant health risk to you and your customers. Pests such as rats, mice and insects can spread disease. They do this by picking up bugs from rubbish and transferring it to food, surfaces and equipment with their faeces and urine.
- For more information, see Buddy 1 www.mpi.govt.nz/dmsdocument/29924-Food-safety-buddy-issue-1.

D
Do

Rules you must follow

- 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 drink.
- Dairy: If you use a rodenticide, it must be an approved maintenance compound and can only be used in a bait station. Bait stations and other pest control devices (such as electric insect traps) must be marked on your site plan or another suitable **record**.
- Follow the procedure on what to do 'Taking action when something goes wrong' [red] card if you find signs that a pest may be present in your food or drink business.

D
Do

- You must manage and control pests by either:
  - ☐ employing a pest control specialist, or
  - ☐ managing these risks yourself.

S
Show

Things to show your verifier

- Show your verifier:
  - how you check for pests,
  - how you control pests.



- Dairy: Show you verifier location of bait stations and other pest control devices.

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Cleaning and sanitising

K
Know

Useful things to know

- Bugs will grow on dirty surfaces and equipment (for example extraction fans, door handles, brooms) 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 prevents it from becoming a source of contaminating and attracting pests.
- You need to make sure that any food or drink that is unsafe or unsuitable is removed at the end of the day.
- You need to know which parts of your business (surfaces and/or equipment) need to be cleaned, and which need to be cleaned and sanitised, and how often this needs to be done. This will depend on the type of food or drink you make or handle, how it is processed, and who will eat or drink it.
- Water used for cleaning must be safe water.
- Food and drink contact surfaces and equipment must be cleaned every day that it is used (it is best to clean as you go). If food and drink contact areas 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.
- It is important to clean in hard-to-reach areas (for example cracks in floors, floor drains, chipped equipment) to stop bugs from building up.

K

Know

- If you make chilled ready-to-eat products it is particularly important to consider cleaning procedures to control bugs like listeria, which can grow at low temperatures (for example under refrigeration). Outbreaks of listeriosis (a potentially deadly illness caused by listeria) have often been found to be caused by contamination of food by listeria in the processing environment.
- It is important to clean staff-rooms, bathrooms and toilets to stop them from becoming a contamination source.
- It is important to keep storage rooms clean and tidy.
- Cleaning equipment (brooms, mops, cleaning cloths), can become a source of contamination if they are not cleaned or replaced regularly.
- Using disposable cleaning cloths or washing cleaning cloths after each use is recommended.
- If you/your staff are using automated "clean-in-place" (CIP) systems, you should have an expert install the system and confirm it is working properly.
- Sometimes bugs can get resistant to the cleaning products you use and how you use them. You/your staff should consider changing the chemicals and processes you use occasionally.
- Checking or fixing equipment and making changes and repairs to your building can spread hidden bugs. You need to thoroughly clean and if necessary sanitise your equipment before making food and drink.

Why is cleaning and sanitising important?

- Dirt and bugs could be transferred to food and drink through dirty food surfaces, it is therefore important that these are kept clean.

K

Know

- Cleaning does not remove all bugs, so if you're manufacturing products for sale you will also need to sanitise food surfaces to kill any bugs that are left behind after cleaning.
- Dirty premises can attract pests like mice, rats and cockroaches which can spread disease.
- Even if food is fully packaged at all times you should still keep surfaces and equipment clean. If the outside packaging gets dirty that will contaminate the hands of people who open the package and this could contaminate your food.

D

Do

Rules you must follow

- You must clean and if necessary sanitise all food contact surfaces.
- Sweep, vacuum or mop floors, wipe benches and clean food and drink contact surfaces, equipment, staff facilities and storage areas regularly and when needed.
- You must follow manufacturer's instructions when using cleaning chemicals.
- Clean brooms, mops and other cleaning equipment regularly.
- Always store cleaning equipment and chemicals away from food and drink.
- Only use sanitising chemicals designed for use in food and drink areas and follow the instructions on the label.
- Sanitise surfaces and equipment that come in contact with food or drink after cleaning, or before use.
- You must clean and sanitise food processing areas after maintaining equipment and facilities (for example after pulling equipment apart to check or fix it, or making changes or repairs to your building).

D

Do

- Sort and/or wash dirty laundry (if you choose to supply your staff with clean clothing) away from food and drink.
- Store rubbish away from food and drink and remove it from the premises regularly.
- Ensure that you/your staff, visitors and customers can not mistake rubbish for food, drink or ingredients.
- Clean bins and rubbish areas regularly.



- If you are making ready-to-eat food, you must regularly do thorough deep cleans to prevent the build-up of bad bugs.



- Dairy: Equipment used for collecting, storing or treating waste must be:
  - clearly identifiable and only used with waste; and
  - stored in a designated area when not in use.



- Dairy: You must write a cleaning programme or schedule that covers all the different areas of the premises and contains the following information:
  - area, facility and/or equipment to be cleaned and if appropriate, sanitised;
  - procedures for cleaning and sanitising the area, facility and/or equipment;
  - type or method of cleaning and sanitising;
  - the maintenance compounds that are used;
  - frequency of cleaning and sanitising;
  - frequency of checks or inspections;
  - person/position responsible for cleaning and sanitising;
  - what corrective actions to take; and



  - what **records** are to be kept.

S
Show

Things to show your verifier

- Show your verifier:
  - your 'end-of-day' routines including stock control,
  - a **record** of your cleaning tasks, who does it, and when,
  - how you remove waste,
  - how you clean your bins and rubbish area, and who is responsible,
  - that your premises and equipment are clean and that laundry is being done when necessary,
  - how you clean and sanitise your food and drink processing areas and equipment,
  - how you use chemicals safely.
- Dairy: Your verifier may ask to see:
  - your cleaning schedule and any **records.**

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Maintaining equipment and facilities

K
Know

Useful things 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.
- Floors can be a source of contamination as pooling water and dirt, which can be brought into storage areas on shoes and tyres, can make food unsafe.
- Broken equipment and an poorly maintained building (for example damaged floors or walls) can allow pests and bugs in your food and drink. This can lead to unsafe and unsuitable food and drinks.
- You do need to able to identify if there's a problem and how to fix it, or who to bring in to fix it.
- Not all chemicals and compounds (like grease, oil) are designed to be used with food, and some chemicals can make people sick if they get into food or drink.
- Dairy: You may only be permitted to use approved or manufacturer assessed maintenance compounds.
- The water you use for making food and drink, hand washing and cleaning must always be safe. You need to regularly check and maintain water pipes, tanks and water treatment systems.

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 (for example 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,
  - removing overhanging branches and vegetation,
  - mounting aerials and satellite dishes away from water collection areas,
  - installing a first flush device (a device which diverts the first flush of water when it rains).

K
Know

- You must install, operate and maintain the water treatment system (for example replacing filters) following the manufacturer's instructions.

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 (for example chemicals, bits of glass or metal) get into food is from things breaking, breaking down or getting damaged. Bugs especially like to hide and grow in pitting, cracks, crevices or holes, and if they find a hiding space where food is stored, prepared, processed or handled, they often get into food and make it unsafe.
- Equipment (for example chillers, freezers) might become inefficient or break down allowing temperatures to rise and allow bugs to grow in food stored there.
- Sometimes it's the things you can't see (for example water pipes) or do not see all the time (for example the inside of some equipment) that break down or become dirty/contaminated resulting in unsafe or unsuitable food. It's important to remember to sometimes check the things not in plain view.
- Measuring equipment (for example thermometers) can become a lot less accurate over time. You need to know that your measuring equipment is accurate. For example, you can confirm that your food is the correct temperature for keeping it safe. Or you can accurately measure the pH of your fermented product.
- To find out more about checking the accuracy of your thermometer, see www.mpi.govt.nz/dmsdocument/29924-Food-safety-buddy-issue-1.

D

Do

Rules you must follow

- Regularly review that you haven't outgrown your location,or negatively impacted workflow through any growth or changes to the amounts and types of foods or drinks you are growing, making or selling.
- Check your premises for signs of deterioration (for example holes in floors and walls) and fix as necessary.
- Check any equipment for signs of deterioration and fix as required.
- Service your equipment regularly and if necessary calibrate according to your calibration schedule (for example thermometer, pH meter).
- 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 dairy) stored in way that ensures they cannot become a source of contamination of food.



- Dairy: After you have finished any maintenance in a processing area, you must check that the area is in a suitable state (such as tidy, clean, sanitised) for processing to start again.

For all water supplies

- For more information, refer to the 'Ensuring your water is suitable' [dark blue] card.
- You must design and maintain your water system to prevent it from becoming a source of contamination.

S
Show

Things to show your verifier

- Show your verifier:
  - what you do to check your premises and equipment are designed for food and drink use and are in good working order,
  - how often you do maintenance checks,
  - what you 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 are calibrating your equipment (for example pH meter, thermometer) as required.

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

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

Knowing your process and controls

K
Know

Useful things to know

- It is your job to identify and control hazards to keep your food safe when it's being prepared, processed or handled.
- There are 3 types of hazards you need to know about:
  - biological (bugs): Certain bugs (for example, Listeria, Campylobacter, Salmonellae, Bacillus Cereus, E.coli, Staphylococcus) can make people sick if they're in or on food or drink,
  - chemicals (for example cleaning products, pest control products),
  - foreign matter (for example glass, stones, metal).
- Identifying and controlling hazards will help to keep your food and drink safe when preparing, processing or handling it.
- Not all hazards can be controlled in all food and drink businesses. For example:
  - it's not possible for a manufacturer of frozen vegetables to directly control the application of agricultural compounds onto horticultural produce, or
  - some foods will require cooking by the consumer to control harmful bugs.
- As well as giving you the taste, texture, appearance or quality you want for your food or drink, some processing steps can also double as a safety or suitability control step. For example, if you cook or heat something to enhance its flavour, following the cooking or pasteurising procedures means you will also kill harmful bugs.

K

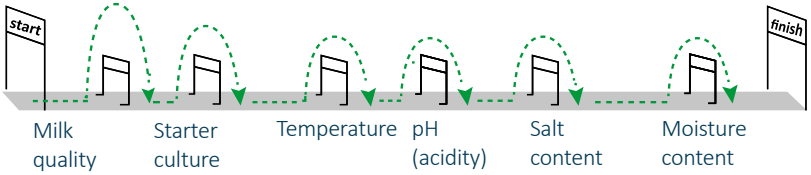
Know

- For each type of food or drink you make you need to know:
  - your recipe including the ingredients you use,
  - the process you will follow for your food or drink,
  - any regulatory limits that apply to your food or drink,
  - the hurdles (things that help kill bad bugs) you will use to meet those limits.

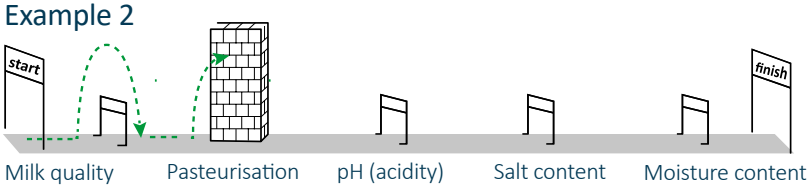
- Hurdles are controls like:
  - temperature, (both heat treatment and storage temperature),
  - pH (acidity),
  - salt content,
  - moisture content,
  - starter culture (if you/your staff are making a fermented product).

Examples of hurdles for making cheese

Example 1



Example 2



- You need to be careful not to introduce any bad bugs during processing, as bugs introduced along the way might not have to face all of the hurdles (for example if you have a cooking/ pasteurisation step which kills any bugs present, you don't then want to introduce new bugs after this).
- Some types of food and drink (for example: milk, butter, cheese, chocolate, meat pies, fruit juice, wine, cider and beer) are defined in the Australia New Zealand Food Standards Code (the Code) www.foodstandards.gov.au/food-standards-code/legislation. You can only use specified ingredients, food additives and processing aids in defined foods. Follow the 'Allergens and knowing what is in your food and drink' [orange] card.

Why is knowing your process and controls important?

- Many food or drink making processes don't have one single step that reliably kills all bad bugs. For many foods, you will need to select a combination of steps (hurdles) that, when they're added together, exhaust or kill bad bugs
- The combination of all the hurdles you use 'adds up' to prevent the growth of bad bugs and determines how safe your product is at the end of your process.

D

Do

Rules you must follow

- Identify the ingredients and inputs for each food or drink that you make.
- You must work out and write down the process you/your staff follow when making your product(s).
- Identify the types of hazards (bugs, chemicals and foreign matter) that you/your staff need to control in your business. This may be influenced by the intended consumer(s) of your food or drink and/or if they are ready-to-eat 'as is' or if they will be cooked/further processed before they are eaten.
- Identify any regulatory limits (or set your own) that apply to your products.
- You must select and **record** the combination controls (hurdles) you will use to make safe and suitable food and drink.
- You must follow your documented process every time, to ensure you make safe and suitable food or drink.
- Only use ingredients, food additives and processing aids that the Code allows for the food or drink you make.

S
Show

Things to show your verifier

- Your verifier will:
  - ask you to take them on a tour of your business and show them how the different processes at your business operate to make safe and suitable food,
  - ask how you decided which process control steps to include in your business,
  - ask you about the types of hazards you are controlling in your business.
- Show your verifier:
  - details of your process, like the recipe or process procedure, and the hurdles you introduce to control hazards and the limits you will meet,
  - how you know your food or drink meets the rules in the Code,
  - how you know your hurdles allow you/your staff to meet the limits,
  - how you/your staff know how to apply your hurdles correctly every time.

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Thoroughly cooking food

K
Know

Useful things to know

- Foods, particularly raw foods, can be contaminated with bugs that could make people sick or cause death. You need to know which of your foods (for example liver, minced meat, chicken) are at risk of harming people if they are not cooked thoroughly.
- Thoroughly cooking food is:
  - heating food to a specific temperature and holding it at that temperature long enough to kill the bugs that can make people sick or die,
  - heating food evenly (preventing cold spots) to make sure all active/growing bugs are killed,
  - checking that the correct temperatures are reached every time.
- You either need to follow the manufacturer's instructions, or the temperature/time combinations in the **Do** section, when cooking food.
- You do not need to check the temperature of thin slices of poultry, liver, or unformed minced meat (like chicken pieces in a stir-fry, sliced liver, or ground mince). If the food is too thin for a thermometer, it's too thin to check.
- Livers can be contaminated with bad bugs both internally and externally, so must be thoroughly cooked. MPI have developed guidelines to help with the safe cooking of livers: www.mpi.govt.nz/foodbusiness/food-safety-codes-standards/good-operatingpractice/documents/safe-cooking-of-livers.

K

Know

- Mincing meats means that any bugs on the surface may be spread through the product. Minced meat products must be thoroughly cooked unless you are taking extra precautions.
- It's important to check the temperature of the food with a thermometer because it can look cooked when it isn't and look uncooked when it is. It is important to use a calibrated thermometer to make sure that the temperature is accurate.
- If you're following either of the 'Preparing red meat for mincing and serving it lightly cooked or raw', or 'Cooking using the sous vide method' [orange] cards, you don't need to follow the temperature/time combinations in this card.
- Colour is a poor indication of doneness. It's important to check the temperature of food with a calibrated thermometer.

D

Do

Rules you must follow

- Identify the foods that need to be thoroughly cooked.
- You must either:
  - follow the manufacturer's instructions for cooking food, or
  - if cooking poultry, minced meat, or livers follow one of the temperature/time combinations below:

Internal temperature	Minimum time at temperature
75°C	30 seconds
73°C	60 seconds
70°C	3 minutes
68°C	5 minutes
65°C	15 minutes
63°C	31 minutes

D

Do

- You don't have to meet the temperature/time combinations above if your registration authority has approved a different time/temperature combination. You must meet those limits instead. Note these below:

_____

_____

_____

- Cook your food evenly so all parts reach the temperature/time combination.
- Ensure your food doesn't become re-contaminated with bugs after it has been cooked.
- After thoroughly cooking:
  - serve the food immediately, or
  - keep the food (above 60°C) until it's served, follow the 'Keeping food hot' [orange] card, or
  - rapidly cool the food following the rules in the 'Cooling freshly cooked food' [orange] card.

S

Show

Things to show your verifier

- Show your verifier:
  - how you know which foods need to be thoroughly cooked,
  - how you know you/your staff are meeting the temperature/time combinations in the **Do** section, or following the manufacturer's instructions,
  - how you prevent re-contamination of freshly cooked food.

Return to contents page



Pasteurising food

K
Know

Useful things to know

- Raw foods can be contaminated with millions of bugs that could make people sick or cause death. You need to know which of your foods need to be pasteurised.
- Pasteurising food is:
  - heating food to a specific temperature and holding it at that temperature long enough to kill bad bugs,
  - heating food evenly (preventing cold spots) to make sure all active/growing bugs are killed,
  - checking that the correct temperatures are reached every time.
- Pasteurisation usually requires the use of other food safety controls or hurdles as well (for example refrigeration, acidification, fermentation, addition of preservatives to food and/or application of a Use By date and directions for use and storage).

D
Do

Rules you must follow

- Identify the foods that need to be pasteurised.
- Pasteurise foods following one of the temperature/time combinations in the table below:

Internal temperature	Minimum time at temperature
75°C	15 seconds
72°C	60 seconds
71°C	2 minutes
69°C	5 minutes

D
Do

- You don't have to meet the temperature/time combinations above if your registration authority has approved a different time/temperature combination. You must meet those limits instead. Note these below:

_____

_____

_____

- Pasteurise your food evenly so all parts reach the temperature/time combination.
- Ensure your food doesn't become re-contaminated with bugs after it has been pasteurised.
- If pasteurising to comply with the 'Using acid to control bugs' [orange] card, the food must be pasteurised once it is in its final form.
- After pasteurising:
  - seal the food immediately, or
  - keep the food (above 60°C) until it's served, follow the 'Keeping food hot' [orange] card, or
  - rapidly cool the food following the rules in the 'Cooling freshly cooked food' [orange] card.

S
Show

Things to show your verifier

- Show your verifier:
  - how you know which foods need to be pasteurised,
  - how you know you/your staff are meeting the temperature/time combinations in the **Do** section,
  - how you prevent re-contamination of pasteurised food.

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Keeping foreign matter out of food and drink

K
Know

Useful things to know

- Foreign matter includes dead pests (for example flies, mice), hair, fingernails, band aids, coins or jewellery, bits of cleaning cloth, razor blades, nuts, bolts, plastic and cardboard, stones, twigs, glass, metal shards and pens.
- Many food complaints are related to finding foreign matter in food or drink.

Why is managing the risk of foreign matter in foods and drink important?

- Some foreign matter is unsafe, including hard or sharp objects like glass, hard plastic or stones. These can choke people or cause damage to the mouth, tongue, throat, stomach, intestines, teeth and gums.
- Keeping foreign matter out of food and drink is important and can be done in a number of ways. This depends on the types of food being made and the chance of foreign matter occurring.
- Food is unsafe if it contains:
    - glass, or
    - hard or sharp foreign matter that measures 7mm to 25mm, in length, or
    - hard or sharp foreign objects less than 7mm or between 25mm and 77mm in length and the primary intended consumers of the product are:
        - children under 6 years old,
        - elderly people,
        - people with dentures.

K
Know

- Foreign matter from people or pests that gets into food or drink that won't be treated (for example heated) to kill bugs (or after treatment to kill bugs) can cause people to get sick.
- Even if foreign matter doesn't cause harm or make your customer sick, customers may often link it to unsafe practices, which may could damage your reputation.
- Many of the procedures in this plan will help you/your staff to manage foreign matter getting into food or drink, but you could also consider filtration or sieving, visual inspection, colour sorting, implementing jewellery policies for workers, metal detection, and x-ray inspection.
- If you are using automatic detection equipment, you should periodically check that it's working.

D
Do

Rules you must follow

- Implement procedures to prevent foreign matter getting into food or drink and/or to detect foreign matter in final products.
- Always make sure that nothing in your process contaminates your food or drink with foreign matter.
- Calibrate and check the performance of any foreign matter detection equipment such as metal detectors, x-ray or colour-sorting units.

S
Show

Things to show your verifier

- Show your verifier:
  - how you keep foreign matter out of food and drink, or check that it is not present in final products,
  - how you know any foreign matter detection equipment is regularly calibrated.
- You must keep to **records** of when something goes wrong with foreign matter in your food.



Proving the method you use works every time

K
Know

Useful things to know

- Proving your method is when you can show that the way you make food safely works every time it gives you confidence that you are meeting the right parameters to prevent or kill bugs.
- Once you have a proven method, you will not need to measure every item, every time. Instead, you will just need to check food made following your proven method every so often (frequency determined by you), to confirm your method still works (for example if your business is open 7 days per week and you make the same chilled ready-to-eat meal everyday, then you would measure it once a week, or if your business is only open 2 to 3 days per week then you would measure the chilled ready-to-eat meal monthly).
- If you make or cook food or drink following any of the following orange cards, you can prove your method works every time:
  - 'Thoroughly cooking food',
  - 'Pasteurising food',
  - 'Reheating food'
  - 'Cooling freshly cooked food',
  - 'Using water activity to control bugs',
  - 'Using acid to control bugs',
  - 'Hot smoking to control bugs',
  - 'Designing your cheese making process',
  - 'Pasteurising milk',
  - 'Thermising cheese'

K

Know

- 'Making sushi',
- 'Making Chinese-style roast duck',
- 'Cooking using the sous vide method'.

- When you are proving your method, you need to keep everything as similar as possible to reliably prove it works for you. For example, use similar portion sizes, similar ingredients, the same equipment each time.
- You will need to prove your method works for every type of cheese you make, as each process will be different.
- You can't sell the cheeses used to test your method.

Cheese: When you contract a laboratory to do your testing, you will need to check that they are accredited for the tests that have to be done by an accredited laboratory. You should check with the laboratory that they are accredited for the tests you are asking them to do.

D

Do

Rules you must follow

- Identify and follow the cards with the methods that you will prove: (tick which cards you/your staff will prove)
  - ☐ 'Thoroughly cooking food',
  - ☐ 'Pasteurising food',
  - ☐ 'Reheating food'
  - ☐ 'Cooling freshly cooked food',
  - ☐ 'Using water activity to control bugs',
  - ☐ 'Using acid to control bugs',
  - ☐ 'Hot smoking to control bugs',
  - ☐ 'Designing your cheese making process',
  - ☐ 'Pasteurising milk',
  - ☐ 'Thermising cheese'

D

Do

- ☐ 'Making sushi',
- ☐ 'Making Chinese-style roast duck',
- ☐ 'Cooking using the sous vide method'.

- You must use the same equipment, process and ingredients (type, weight, size, vinegar solution) for the method you are using every time you make the food or drink.
- Make or cook the food following the procedure from the relevant card.
- Check/test the food to make sure it is meeting the required limits (for example 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 to 3.0, water bath is at the correct temperature when using the sous vide method).
- Check your method works 3 consecutive times with different batches of the same food or drink to prove that your controls are achieving safe and suitable food or drink. If any of your 3 checks shows that your method doesn't work, you must redesign your method until you achieve 3 consecutive successful checks.
- Check each method you have proven is still working at the frequency you determined, you must check each method.
- **Record** your method and checks.
- List the types of cheese you will prove your process for:

_____

_____

- You must follow the process you've designed for making cheese (see the 'Designing your cheesemaking process' [orange] card).
- Check or test your cheese to prove it is meeting the required limits you have established (for example pH, salt content, moisture and water activity).

D

Do

- For pasteurised or thermised cheese you must check or test 3 different batches of each type of cheese you make so you know it works.
- For raw milk cheese you must check or test 10 different batches of each type of cheese you make so you know it works.
- Cheese: You must check or test the appropriate number of batches for:
  - the limits you have established (for example pH, salt content, moisture and water activity), and
  - according to the table below:

Micro limits for incoming milk	Maximum number of organisms
APC at 30°C	300,000 cfu/ml
Micro limits for cheese	**Number of organisms**
Escherichia coli	100 cfu/g
Salmonella	not detected in 5 x 25 g*
Listeria monocytogenes	not detected in 5 x 25 g*
Staphylococcal enterotoxins	not detected in 5 x 25 g*
Coagulase Positive Staphylococci	1,000 cfu/g

* you must take 5 separate samples that each weigh at least 25g, as evenly as possible across the batch. The laboratory you use to test must be accredited, and can composite the samples into one 125g sample and test once. If the sample has been composited, the laboratory will report the result as 'Detected/Not Detected per 125g'.

- Cheese: If any of your checks shows that your method doesn't work, you must redesign your method until you achieve 3 or 10 consecutive successful checks.
- Cheese: Once you know your process works you must check it every month you are making cheese.
- Cheese: Your monthly checks are different to the checks for proving your process works.

D

Do

Monthly checks table:

Micro limits for incoming milk	Maximum number of organisms
APC at 30°C	300,000 cfu/ml
Micro limits for cheese (all varieties)	**Maximum number of organisms**
Coliforms	100 cfu/g
Micro limits for cheese (raw milk cheeses, soft and semi-soft cheeses (moisture >39%, pH >5.0))	**Maximum number of organisms**
Listeria monocytogenes	not detected in 5 x 25g*

*you must take 5 separate samples that each weigh at least 25g, as evenly as possible across the batch. The laboratory you use to test must be accredited, and can composite the samples into one 125g sample and test once. If the sample has been composited, the laboratory will report the result as 'Detected/ Not Detected per 125g'.

- Cheese: Follow the 'Taking action when something goes wrong' [red] card if your monthly checks don't meet the limits.

S

Show

Things to show your verifier

- Show your verifier how you have proven your method.
- Show your verifier **records** of:
  - your method,
  - your batch checks,
  - (cheese) your results showing your process works,
  - (cheese) your monthly checks,
  - (cheese) what you did if something in your process went wrong.

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Reheating food

K
Know

Useful things to know

- Reheating is when you make cooked food that has cooled down hot again.
- 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.
- If you do not reheat food thoroughly, bad bugs could grow and make your food unsafe and unsuitable.
- Vending machines need to reheat food safely.
- Bain-maries and hot-cabinets are not designed to reheat food. They keep food warm once it has been cooked or reheated.
- If you regularly reheat your food, you can prove your method so that you only need to check batches at a frequency determined by you. See the 'Proving the method you use works every time' [orange card].

D
Do

Rules you must follow

- Use the right equipment to reheat food quickly (tick which you and your staff use):
  - ☐ microwave
  - ☐ stovetop
  - ☐ oven
  - ☐ other _____

D

Do

- Reheat food until it is 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.
- Follow manufacturer instructions for reheating.
- If you are hot-holding food, refer to the 'Keeping food hot' [orange] card.
- If reheating whole cuts of red meat or poultry that has been cooked using the sous vide method, refer to the 'Cooking using the sous vide method' [orange] 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 it is used.

S

Show

Things to show your verifier

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

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Cooling freshly cooked food

K
Know

Useful things to know

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

Cooling is a separate process to the 2 hour/4 hour rule.

- Bad bugs grow fastest between 60°C and 21°C which is why it is important to minimise time in this temperature zone.
- It is good to cool food as quickly as possible, but putting too much hot food in a small fridge can raise the temperature in the fridge making other food unsafe .
- Foods that should be cooled quickly include the types of food you keep in a fridge to keep them safe (that is, potentially hazardous food). Some examples are; non-acidified rice, soups, cooked meat and poultry, meat pies, casseroles, curries, pasta dishes, quiches, and custard.
- For more information of how to cool food, see Buddy 1: www.mpi.govt.nzdmsdocument/29924-Food-safety-buddy-issue-1.

D
Do

Rules you must follow

- You must cool food quickly to stop bugs growing
- To cool food safely, it must get from:
  - 60°C to 5°C (or below) in less than 6 hours or it must be thrown out,

D
Do

- Within the 6 hours, you must cool the food from 60°C to 21°C, in less than 2 hours, then 21°C to 5°C (or below) in less than 4 hours.

- The 6 hours only starts when your food gets to 60°C .
- Once your food is at 21°C or lower, 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,
  - ☐ placing your food in a blast chiller,
  - ☐ using cooling racks.
- If you 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' [orange] card.
- Follow the procedure on what to do 'Taking action when something goes wrong' [red] card if food is not cooled safely within 6 hours.

Cooling food

1

Freshly cooked



Food cooking



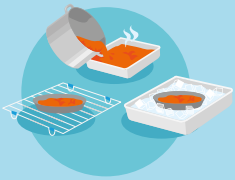
Food taken off heat

60°C

2

60°C
Start timing

21°C or lower



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

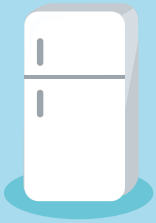
5°C or below
Finish timing



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

Things to show your verifier

- Show or describe to your verifier how you cool freshly cooked food quickly.
- Show your verifier **records** of how you safely cool each batch of freshly cooked food (that is 60°C to 21°C in less than 2 hours, then 21°C 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.

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Hot smoking to control bugs

K
Know

Useful things to know

- You can hot smoke your food to either cook it or add flavour to it.
- There are rules in the Australia New Zealand Food Standards Code (the Code) about the types of food additives (for example preservatives) you can add to some foods. See the Code (www.foodstandards.gov.au/food-standards-code/legislation) or ask your verifier for more information.
- If you are smoking food to impart flavour at temperatures between 5°C and 60°C you will need to meet the requirements of the 'Safely storing and displaying food and drink' [orange] card and other related cards such as 'Using water activity to control bugs' [orange] card.

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

Rules you must follow

Smoking seafood

- Choose why you are hot-smoking:
  - ☐ hot-smoking to cook food,
  - ☐ hot-smoking to impart flavour.
- When hot-smoking seafood, you must only use seafood kept under temperature control.

D

Do

- 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 shellfish, crustacea, novel products
63°C	6 min	8 min 30 sec	4 min 15 sec	13 min
65°C	2 min 15 sec	4 min 30 sec	2 min 15 sec	6 min
68°C	30 sec	2 min	1 min	2 min
70°C	5 sec	35 sec	10 sec	1min 30 sec
75°C	1 sec	5 sec	2 sec	15 sec

- Temperature must be taken from the thickest part of the seafood.

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 'Thoroughly cooking food' [orange] card.
- All smoke equipment (for example heating, air circulation, wood chips) must be safe and working properly.
- Smoking must be carried out: (tick what you 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.
- Always follow the manufacturer's instructions when using liquid smoke.

D

Do

- After your food has been smoked, food which needs to be kept cold must be stored at or below 5°C and must either be (tick as appropriate):
  - ☐ marked with the date and time it was smoked, and then either used, or sold to be consumed, within 5 days of processing,
  - ☐ given a 'use-by' date.
- For more information on date marking, refer to the 'Packaging and labeling' [orange] card.
- For each batch of food you hot-smoke as part of the cooking process, you must keep records, refer to the **Show** section.
- For each batch of food you hot-smoke to flavour your food, you must keep **records**, refer to the **Show** section.
- If you are cooling the hot smoked food, then you must follow the requirements on the 'Cooling freshly cooked food' [orange] card.
- If you 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' [orange] card.

S

Show

Things to show your verifier

- Show your verifier:
  - how you safely hot smoke your food,
  - if hot-smoking is part of the cooking process, how you know your food is cooked.

S

Show

- a written **record** of:
  - the smoke house 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 air temperature,
  - the length of time of the smoking process.

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Defrosting food

K
Know

Useful things 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 to 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

Rules you must follow

- Plan ahead if using frozen food so that there is enough time to thaw it safely, either in the fridge/chiller.
- When provided, thaw products according to manufacturer's instructions.
- 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 can't 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 kept hot must be refrigerated, cooked or kept hot.
- If you are cooking or reheating defrosted food, you must make sure its cooked or reheated thoroughly.

S

Show

Things to show your verifier

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

Using water activity to control bugs

K
Know

Useful things to know

- Harmful bugs need water to grow. 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 amount of water available to make it harder for bugs to grow. This can be done by drying food, or adding salt or sugar.
- Drying or lowering the moisture content of food can also have the effect of raising the salt or sugar concentration in foods- which can kill bugs.
- If you are drying or concentrating your food to make it safe, there are rules about controlling the water activity in your food.
- 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 (for example pH).
- It is important that the method you use for concentration or drying results in water being removed evenly 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:

K

Know

- 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.
- If you are using food additives (for example preservatives) to control moisture content. See the 'Allergens and knowing what is in your food and drink' [orange] card for more information.
- You do not need to follow this card if you are following the 'Making Chinese-style roast duck' [orange] card.

D

Do

Rules you must follow

- Identify the foods where you will use water activity to control the growth of the bad bugs.
- Ensure that no part of the food has water activity of more than 0.85.
- Ensure that the water activity for each batch of food must is below 0.85.
- Use one of these methods to test the water activity of your food:
  - use a calibrated water activity meter, or
  - send samples to an accredited lab, or
  - prove that if you follow a consistent method that the water activity can be relied on to be below 0.85 (this option is recommended only when the target water activity is below 0.80).
- Package or store concentrated or dried foods in ways that prevent the food from absorbing water from the air, environment or other foods.

S
Show

Things to show your verifier

- Show your verifier
  - your method for reducing water activity,
  - how you know the water activity in the food is even, and that no part of the food exceeds 0.85,
  - how you know the water activity is below 0.85 for each batch of food,
  - how you know your finished food is protected from absorbing water.

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Using acid to control bugs

K
Know

Useful things to know

- This card applies to people making shelf-stable foods for sale.
- Making food acidic by fermenting or adding acid is a way to control the growth of harmful bugs.
- Acidity is measured by testing pH.
- pH is a measure of acidity and alkalinity.
- If you ferment or acidify your food to make it safe, there are pH rules you need to meet.
- Lowering the pH to less than 3.6 kills most harmful bugs.
- Lowering the pH to between 3.6 to 4.6 creates an environment which harmful bugs find hard to grow in.
- If you lower the pH to between 3.6 to 4.6, you will still need to either pasteurise or thoroughly cook food to make it safe.
- It is important that the method you use to acidify food results in an even pH, throughout the food, to prevent bugs growing.
- Fermentation is when good bugs are purposefully grown in food to compete against harmful bugs and slow them down.
- When fermenting, you need to know the signs that the bad bugs are winning, (if your fermentation is stuck or goes too slow), so you can stop unsafe food being made. Bad signs could include:
    - bad smell,
    - dull or strange colours,
    - mold growth

K
Know

- You don't need to follow this card if you're making raw milk cheese, or following either of these [orange] cards:
  - Making Chinese-style roast duck, or
  - Making sushi.

D
Do

Rules you must follow

- If you're acidifying food, you must use a method that achieves a consistent pH.
- If you're fermenting food, you must use a method that allows the good bugs to grow well and evenly throughout your food.
- Use one of these methods to measure pH: (tick which one you do)
  - ☐ use a calibrated pH meter or,
  - ☐ send samples to an accredited lab.
- You can choose to prove your method works to achieve a consistent pH. Your method must be relied on to be +/- 0.1 of the target pH. Follow the 'Proving your method you use works every time' [orange] card.
- Test your final food to be sure the pH is stable at either:
  - 3.6 or less, or
  - between 3.6 and 4.6.
- If you're making any food or drink, other than the exceptions in the Know section, you must pasteurise or thoroughly cook your food if the pH is between 3.6 and 4.6. Follow the 'Thoroughly cooking food' or 'Pasteurising food' [orange] cards.

S
Show

Things to show your verifier

- Show your verifier
  - how you acidify or ferment your food,
  - how you know the pH in the food is even, and is either less than 3.6 or between 3.6 and 4.6,
  - if you are fermenting, how you know the fermentation is working,
  - if your pH is between 3.6 and 4.6, how you pasteurise or cook your food.



- You will need to keep **records** of:
  - the method you use to ferment or acidify food,
  - the test results for pH of your food.

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Designing your cheesemaking process

K
Know

Useful things to know

- Most cheesemaking processes don't have a single step that will reliably kill/eliminate all bad bugs. To make safe and suitable cheese, you will need to select a combination of steps (hurdles) that together exhaust or kill bad bugs.
- Hurdles are controls like:
  - pH (acidity),
  - using a starter culture,
  - temperature (both heat treatment and storage temperature),
  - salt content,
  - moisture content.
- For each type of cheese you will make you need to know
  - your recipe including the ingredients you will use for that type of cheese,
  - the process you will follow for that type of cheese,
  - the limits that apply to that type of cheese,
  - the hurdles (things that help kill bad bugs) you will use to meet those limits.
- The combination of hurdles you use 'adds up' to prevent growth of bad bugs and determines how safe your cheese is at the end of your cheesemaking process.
- You need to be careful not to introduce any bad bugs during your cheesemaking process, as bugs introduced along the way might not have to face all of the hurdles.

K
Know

- Raw milk cheese is a high-risk product because there is no heat treatment step to kill bad bugs. The 3 main ways to kill bad bugs in raw milk cheese are:
  - using high quality raw milk,
  - focusing on cleaning, sanitising and personal hygiene,
  - using a fresh starter culture for every batch of cheese so good bugs out compete bad bugs.
- The difference between making cheese and other foods, is that the cheesemaking process relies heavily on having the right pH at every stage.

D
Do

Rules you must follow

- You must determine your process for making each type of cheese.
- You must select and **record** the combination of ingredients and controls (hurdles) you will use to make safe cheese.
- You must follow your process every time to ensure you make safe cheese.
- You must only use milk that is less than 48 hours old to make raw milk cheese. Follow the 'Sourcing and receiving food and drink' and 'Tracing food and drink' [orange] cards.

S
Show

Things to show your verifier

- Show your verifier:
  - a **record** of your process and the limits you will meet,
  - how you know your controls (hurdles) allow you to meet the limits,
  - how you know you apply your controls (hurdles) correctly every time.

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Pasteurising milk

K
Know

Useful things to know

- Pasteurisation involves heating milk to higher temperatures to reduce the level of bugs to safe levels, it doesn't eliminate all bugs though and bugs can grow in the cheese making process. That's why when pasteurisation is used, you still need to use other food safety controls to stop new unwanted bugs getting into the milk or cheese.
- Particle size, which is determined by filtering, changes the pasteurisation time and temperature combinations.
- If you wish to use a heat treatment procedure that is different to what is in this plan, you will need to seek approval from your registration authority.
- Let your verifier know if you are using a plate heat exchanger to pasteurise milk as they may need a technical expert to check it's working properly.
- Fat content and particle size affect pasteurisation temperature/time combinations. You will need to choose the appropriate temperature/time combinations for your milk. The particle size is determined by the filler you use.

D
Do

Rules you must follow

- To pasteurise milk with less than 10% fat and particles that are less than 200 microns:
  - rapidly heat the milk to one of the temperature/time combinations in the table below, or
  - meet a different temperature/time combination which has been approved by your registration authority.

Minimum temperature	Minimum holding time
72.0°C	15 seconds
63.0°C	30 minutes

- Once pasteurised:
  - milk must be processed that is cheesemaking starts within 4 hours, or rapidly cooled to (and stored at) 6°C or less,
  - cream must be processed that is cheesemaking starts within 4 hours or rapidly cooled to (and stored at) 7°C or less, or
  - other time/temperature combination approved by your registration authority.

S
Show

Things to show your verifier

- Show your verifier:
  - any other approved heat treatment combinations you use if applicable,
  - your heat treatment **records**.



Thermising cheese

K
Know

Useful things to know

- Thermisation can only be used to make some types of cheese. It involves heating raw milk at lower temperatures to reduce the level of bugs. As thermisation does not kill as many bugs as pasteurisation, you need to use other processing steps to kill more of the surviving bugs (for example storing the cheese for particular times at particular temperatures). You still need to use other food safety controls to stop new bugs getting into the milk or cheese.
- If you wish to use a heat treatment procedure that is different to what is in this plan, you will need to seek approval from your registration authority.
- Let your verifier know if you are using a plate heat exchanger to thermise milk as they may need a technical expert to check it's working properly.
- Fat content and particle size affect thermisation temperature/time combinations. You will need to choose the appropriate temperature/time combinations for your milk. The particle size is determined by the filter you use.

D
Do

Rules you must follow

- Thermisation can only be used:
  - if the milk is less that 72 hours old,
  - with cheese that has a pH of 5.6 or less, within 72 hours of the start of production,
  - with cheese that has a moisture content of less than or equal to 39% (w/w) at the end of maturation.
- When thermising milk you must:
  - rapidly heat it to at least 64.6°C for at least 16 seconds, then cool it rapidly and start cheesemaking immediately, and
  - store the cheese at 7°C or higher for at least 90 days after the cheese was made, before selling.
- When thermising curd you must:
  - ensure it reaches at least 48°C at the coolest part, and
  - store the cheese at 10°C or higher for at least 180 days after the cheese was made before selling.
- You must either:
  - keep **record**s of every batch of milk (or curd) given heat treatment, these must include:
    - the date and time of the treatment,
    - the quantity of milk (or curd) treated,
    - the temperature applied and the time that it was continuously applied, or
    - prove that your heat treatment method works every time. See the 'Proving your method works every time' [orange] card.

D
Do

- For cheese made with thermised milk or curd you must keep **records** that include:
  - a minimum of weekly measurements of the storage temperature (taken at the coolest the point in the storage area), and
  - the date that the cheese is safe for sale.

S
Show

Things to show your verifier

- Show your verifier:
  - any other approved heat treatment combinations you use if applicable,
  - how you know when a batch of thermised cheese is safe for sale,
  - your heat treatment **records**.



Controlling pH when making cheese

K
Know

Useful things to know

- The acidity (pH) of milk/cheese changes during the cheesemaking process. This is because the good bugs used during cheesemaking use the sugars in milk for energy to grow- this process makes lactic acid which prevents the growth of bad bugs.
- If the pH of your milk is above 7, your milk is probably unsafe to use to make cheese.
- pH is critical to making cheese. It dictates the structure/texture of the final cheese, and can also indicate when cheese is unsafe or unsuitable.
- Monitoring your pH lets you know if you have a slow/stuck acidification, or pH reversal.
- The most common causes of slow acidification are:
  - antibiotic residues in milk,
  - something was wrong with your culture,
  - good bugs have been outcompeted by bad bugs,
  - sanitiser residues.
- Any cheese that is made following a slow or stuck acidification is unsafe for human consumption.
- Some types of cheeses become less acidic (pH is reversed) during aging. For some cheeses, this could be a sign of contamination.
- You won't need to do as much microbiological testing on your product if you can show your process produces the same pH curve every time.

K

Know

- The pH curve is different for different products, so you need to develop a curve for each type of cheese you make.
- You need to develop your process for making cheese. Follow the 'Designing your cheesemaking process' [orange] card to do this. Once you've got your process, you can use a pH curve to monitor it's working.

D

Do

Rules you must follow



- You must measure and **record** the pH (or titratable acidity) of raw milk, whey or cheese:
  - when adding the starter culture,
  - hourly until cutting the curd,
  - after cutting,
  - after draining,
  - after hooping/cheddaring,
  - 24 hours after it is made,
  - at maturity,
  - at the end of shelf-life (you only have to do this step as your establish your curve).
- You must repeat this process at least 3 times for each type of cheese you make.
- Use your results to plot a pH curve and calculate the limits you need to stay within.
- Always stay within the pH, moisture, salt and water activity limits for every batch of cheese you make.
- Follow the 'Taking action when something goes wrong' [red] card if you operate outside of your process limits.

S
Show

Things to show your verifier



- Show your verifier a **record** of your pH curve and the operating limits for each product you make.
- Explain to your verifier how you use your pH curve to monitor your cheesemaking process.

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Preventing contamination of food and drink

K
Know

Useful things to know

- Dangerous chemicals, bugs, or allergens can make people sick if they get into food.
- Contamination is when unwanted chemicals, bugs, and allergens mix with food. This is one of the most common reasons food becomes unsafe.
- It is also important to consider customers dietary needs (like vegan, vegetarian, halal), when preparing foods.
- Using separate equipment and separate areas to prepare, cook and serve the food you sell helps stop allergens, bugs, and harmful chemicals (for example, cleaning chemicals, horticultural sprays) spreading on food and making your customers sick.
- Dairy: You need to keep raw milk separate from heat-treated milk.
- Some simple steps can reduce the chance of accidental contamination:
    - **Time**: Process or handle allergen-free foods before allergen-containing foods and raw meat before cooked meat. Clean thoroughly between processes if required (for example prepare allergy-free products in the morning, clean up and then continue with daily preparation).
    - **Space**: Choose a room or space for specific food preparation and storage (for example prepare and store food that contains allergens separate to foods that don't).

K
Know

- **Equipment**: Using dedicated equipment for preparing different types of food (for example using different coloured chopping boards for chopping different kinds of foods can help stop spread bugs.

- For a list of the allergens you need to know about see 'Allergens and knowing what is in your food' [orange] card.

D
Do

Rules you must follow

- Keep foods that contain the allergens listed in the **Know** section of 'Allergen and knowing what is in your food' [orange] card from contaminating food/allergen free foods.
- Keep all products not intended for human consumption (for example chemicals and pet food) away from food.
- Keep raw/uncooked foods away from cooked/ready-to-eat foods.



- Dairy: You must to keep raw milk separate from heat-treated milk.

S
Show

Things to show your verifier

- Show your verifier how you separate:
  - foods that contain the allergens listed in the **Know** section of 'Allergens and knowing what is in your food' [orange] card, and foods that do not contain those allergens,



  - dangerous chemicals, poisons, and bugs from food,
  - (dairy) raw milk from heat treated milk.

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Sourcing and receiving food and drink

K
Know

Useful things to know

- You need to know that all of the food, ingredients, inputs and packaging materials that are used in your food or drink are safe.
- Using trusted suppliers gives you confidence that the foods/ingredients/inputs sourced are safe to use. This can save you time and money, and prevent people getting sick from your food.
- You need to check that the ingredients you receive are:
  - safe to use,
  - not damaged,
  - at the right temperature (if applicable),
  - not past their Use By date.
- If you are importing food, you need to complete a safety and suitability assessment and show that the food is safe. See mpi.govt.nz/safe-suitable-food/.
- Some foods must be kept cold (chilled or frozen) to stop bugs growing as they can become unsafe quite quickly if they're not kept at the right temperature.

It's best to be there to receive deliveries. If chilled or frozen food is delivered out of hours, how will you know that it was delivered at the right temperature, and if it's still safe to use?

- Dairy: There are specific rules for receiving milk for making raw milk cheese outlined in the **Do** section.

K

Know

- Horticulture: You need to consider agricultural compounds (inputs), like herbicides, pesticides, fungicides and fertilisers in the same way other food businesses have to consider ingredients, additives and preservatives. You need to know what chemicals you got, from where, how much you used, that they are suitable for the crop you are using them on, when and where the crops have gone to. A spray diary is a good way to do this.
- Horticulture: Businesses sprouting seed for human consumption need to consider the seed as an ingredient. You need to make sure it has been produced specifically for human consumption, and that the risk of the seed becoming contaminated with Salmonella has been managed.

Why is this important?

- Horticulture: What happens on the farm (or immediately post-harvest) can affect the safety and suitability of horticultural produce.
- Wine: New Zealand has specified Maximum Residue Limits (MRLs) for certain agricultural chemicals: www.mpi.govt.nz/agriculture/plant-products-requirements-and-pesticide-levels/pesticide-maximum-residue-levels-mrls-for-plant-based-food-for-nz-and-other-countries/pesticide-maximum-residue-level-legislation-around-the-world/. When buying commodities for wine you need to ensure they meet applicable MRLs.
- Wine: If you are exporting, the importing country may impose additional requirements for withholding periods/pre-harvest intervals and MRLs.

K
Know

- Wine: If you buy in or import fruit, juice or bulk wine you need to know where it has come from and what has been added to it from your supplier.
- Grape wine: If exporting grape wine, you need to know where all of the wine has come from (including top ups) so that you can meet any applicable Overseas Market Access Requirements (OMARs).
- Wine: You need to check that any wine you buy and want to export has been made under a wine standards management plan (WSMP) that has been verified on an annual basis.
- Honey: Tutin is a natural toxin that can be present in honey. Honey packers need to be able to show that their honey meets the Tutin in Honey Standard: www.mpi.govt.nz/dmsdocument/11137-Food-Standard-Tutin-in-Honey.

D
Do

Rules you must follow

Sourcing

- Keep a list of your suppliers and their contact details.
- If you are importing food, you must register as a food importer with MPI, or contract the services of one. These requirements are outlined here: mpi.govt.nz/safe-suitable-food/
- If you are importing food, you will need to conduct a safety and suitability assessment of it before you import it. See the **Know** section for more information.

D

Do

- Dairy: You must tick which type/s of milk you are sourcing:
  - ☐ Pasteurised
  - ☐ Raw
- Dairy: Raw milk must come from a farm that has a Farm Dairy RMP.
- Grape wine: You must keep **records** including supplier details where grapes were grown, brand and batch ID's, Best Before and Use By dates (if required).
- Horticulture: Ensure any seed used for sprouts or microgreens has been produced specifically for human consumption.

Receiving

- You must always:
  - check the temperature of foods and inputs that need to be chilled to keep them safe. If it is above 5°C (or other temperature specified by the manufacturer), apply the 2 hour/4 hour rule as shown in the diagram below:

Applies to potentially hazardous food such as:



Soft cheese | Fresh tofu | Egg sandwich | Meat

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

- check that frozen food is frozen,
- ensure that packaging is not damaged or dirty,
- ensure that food is not past its Use By date.

- You must put chilled food and inputs away first, then frozen food, and then food that can be stored at room temperature.



- Dairy: Once received
  - pasteurised milk must be stored at 6°C or less,
  - pasteurised cream must be stored at 7°C or less, or
  - other temperature combination approved by your registration authority.



- Dairy: Once received
  - raw milk must be stored at 6°C or less and processing (such as pasteurisation) must start within 5 days from first harvest, or
  - other time/temperature combination approved by your registration authority.



- Cheese: Raw milk for raw milk cheese must come from a farm that has an RMP that covers harvesting and supply of raw milk for the manufacture of raw milk products.



- Raw milk for raw milk cheese that has not been received within 2 hours of milking must be received at:
  - 8°C or less if cheesemaking starts within 4 hours, or
  - 7°C or less if cheesemaking starts within 24 hours, or
  - 6°C if cheesemaking starts within 48 hours.



- Milk for making raw milk cheese must be no more than 48 hours old.

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D

Do

0 to 2 hours	2 to 4 hours	4 to 48 hours	More than 48 hours
Any temperature	Less than 8°C	Less than 7°C within 3 hours of end of milking (daily collection) Less than 6°C within 2 hours from end of milking (48 hours collection)	Can't be used for raw milk cheese



- Wine: When you receive grapes, fruit or other commodities for wine you must **record**:



  - the supplier
  - the date of receipt,
  - the quantity any sprays or agricultural compounds (for example pesticides, herbicides insecticides or foliar sprays) applied (if applicable),
  - whether any contamination has or may have occurred,
  - if contamination has occurred, what was done to ensure that the commodity is fit for the intended purpose.



- Grape wine: When receiving grapes you must also **record**:



  - withholding period for each spray used, and
  - the last date each spray was used, and
  - any other winemaking inputs applied in the field (for example sulphur dioxide additions).

D

Do

- Honey: You must be able to show that any honey you pack meets the Tutin in Honey Standard www.mpi.govt.nz/dmsdocument/11137-Food-Standard-Tutin-in-Honey. This can be done by keeping:
  - test results,
  - **records** showing harvest at low-risk times,
  - **records** that show there was no significant tutu in the foraging area,
  - **record** of targeted testing that show a low risk of tutin.

S

Show

Things to show your verifier

- Your verifier will ask you who your suppliers are and how you know that they are trusted suppliers.
- Wine: **Records** of all the information requested in the **Do** section about grapes, fruit or other commodities you have received.
- Your verifier might:
  - watch what you do when receiving a delivery of food, ingredients or inputs at your business,
  - check your **records** relating to receiving food, ingredients or inputs.
- Show your verifier a **record** of:
  - all of the information outlined in the **Do** section if you are importing food,
  - all of the information in the **Do** section if you chose option 1, or
  - the minimum information required listed in the **Do** section if you chose option 2.

S

Show

- Horticulture: Show or explain to your verifier:
  - how you know seed used for sprouts or microgreens is safe for human consumption,
  - how you know which agricultural compounds have been applied to crops, and how you know maximum residue levels are not exceeded.
- Honey: Your verifier will ask:
  - how you know any honey you extract or pack or sell meets the tutin standard.
- Honey: Your verifier will check:
  - any **records** and or supplier statements that honey you sell meets the tutin standard.

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Tracing food and drink

K
Know

Useful things to know

- You need a system to keep track of the food, ingredients, inputs and packaging materials you receive and use.
- You need to be able to trace and recall your product immediately if you need to. You can use either option 1 or 2 for tracing food or packaging.
    - Option 1: **record** all information (including suppliers' information with batch/lot identification) so that their use can be traced to specific batches of your product (this allows a targeted recall of specific batches if a recall is ever required), or
    - Option 2: only **record** the minimum amount of information required (this means recalling all food that might be affected or drink you have made if a recall is ever required).
- There is specific information you must keep about foods, ingredients or inputs you import.
- Wine: If you buy in fruit, juice or bulk wine you need to get information about where it has come from and what has been added to it from your supplier.
- Wine: If exporting wine, you need to know where all of your wine has come from (including top-ups) so that you can be sure it's eligible for an intended market.
- Grape wine: If you make grape wine you need to show you can trace it from the package to the vineyard where the grapes were grown.

K

Know

- Grape wine: If you will make claims about the vintage, region of origin or grape variety of your wine, you must **record** sufficient information about the grapes to prove your claims.

D

Do

Rules you must follow

Trace

- Wine: You must choose option 1 (below) if you are making wine or cider.
- Grape wine: You must be able to trace packaged grape wine back to the source vineyard/s.
- Wine: If exporting wine you must keep traceability records to show your consignees, destination markets and that your wine is eligible for each intended market.
- For all food choose either: (tick as appropriate)
  - ☐ 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 or drink, ingredients and/or inputs, and recall it if there's a food safety problem with either your food or drink, and/or any of the ingredients in your food or drink, and
  - you must keep the following **records** for all food received:
    - supplier details,
    - brand and batch IDs,
    - Best Before and Use By dates (if required),
    - which batch/es of your product they are used in.

D

Do

- your staff must know how to follow the plan (that is recording the information above), and where to look for this information on pre-packaged products.

- 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 or ingredients,
    - the temperature of the food (only if it needs to be kept at a certain temperature to keep it safe and suitable).

- You must test your tracing systems regularly to prove you can quickly identify and prevent the sale or distribution of, or recall, unsafe/unsuitable food or drink – this will usually be done as part of your annual simulated (mock) recall. See the 'Recalling your food or drink' [red] card.

S

Show

Things to show your verifier

- Your verifier might:
  - ask how you have tested your tracing system. They might also conduct a tracing test using an ingredient you have received or a batch of food or drink you have produced.

- Show your verifier a **record** of:
  - all of the information in the **Do** section if you chose option 1, or
  - the minimum information required listed in the **Do** section if you chose option 2.

- If exporting wine, your **records** showing who it went to, the destination markets and how you knew your wine was eligible for each intended market.

S

Show

- Wine: Your verifier might also conduct a tracing test using either commodities or winemaking inputs you have received or a batch of wine you have produced.
- Grape wine: Your verifier might ask to see **records**:
  - allowing them to trace your packaged wine back to the vineyard it came from,
  - showing that any label claims about the vintage, region of origin or grape variety you make about your wine are true.

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Safely storing and displaying food and drink

K
Know

Useful things to know

- Food and drink that is not covered, clearly labelled or appropriately stored away can become contaminated.
- It is possible for food and food packaging material to become unsafe if it is not being stored correctly.
- Foods should be stored in stack systems that can be easily cleaned and are protected from pests.
- Make sure that food that is stored first, is also the first to be used.
- You need to know how to keep food (including food in vending machines) at the right temperature to stop bugs from growing.
- Food or ingredients must 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/.
- Food needs to be stored away from non-foods (for example perfumes used in cosmetic or household cleaning products) as they can be absorbed by food and make it unsafe or unsuitable.
- Storage conditions to keep food safe will either be on the food label or provided by the supplier.
- Some imported food and drink may require inspection or sampling by a Food Safety Officer whilst it is being stored.

K

Know

Why is safely storing and displaying food and drink important?

- Food or drink that is not stored under the appropriate conditions, or is kept beyond its Use By date may become unsafe and could make people sick or die.
- Take the temperature of a food or container of water kept in the chiller/fridge instead of the air temperature.
- 'Display' means the storage of food in a retail/public area.
- Some foods must be kept cold (chilled or frozen) to stop bugs growing (for example milk, meat). Some foods we keep cold so the final customer enjoys them (for example beer). You need to know the difference so you can keep food safe.
- Some foods (for example powdered foods and dried food) need to be stored in a place where humidity is controlled to prevent the food from absorbing moisture. If dried foods absorb too much moisture this allows bugs to grow and the food to become unsafe.



- Some types of cheese (soft or fresh cheeses- especially raw milk cheeses) need to be kept at or below 5°C to keep them safe. Other varieties (for example thermised hard cheeses) must be aged at a specific temperature for a specific time to ensure they are safe. You need to know which conditions you need to meet for your type of cheese.



- Thermised cheese needs to be aged for a specific amount of time at a specific temperature to make it safe.

D

Do

Rules you must follow

- Ensure food and drink is stored in a way that keeps them safe and protects them from contamination
- You must have a system in place to ensure that food is not sold past its Use-By date.
- You must check the temperature of chilled food at least daily to ensure it is being kept at 5°C or lower by (tick what you/your staff use):
  - ☐ using a calibrated probe thermometer or
  - ☐ using a calibrated infrared thermometer, or
  - ☐ using a calibrated automated system (for example Bluetooth temperature monitoring system), or
  - ☐ using another method that accurately measures the temperature of food (write the method you/your staff use here):_____
    _____
- Ensure that food in the freezer is still frozen. You don't have to measure the temperature of the frozen food.

D

Do

- You 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:

Applies to potentially hazardous foods, such as:


Soft cheese


Vegetable soups


Curries


Meat


Fresh tofu


Egg sandwich


Rice and pasta

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

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

D

Do

- If you/your staff are storing foods that need to be under controlled humidity to keep it safe, install and monitor a humidity control system.
- If importing food or drink, you must allow the food safety officer access if they need to take a sample.
- Follow the 'Taking action when something goes wrong' [red] card if you find food is not kept at the right temperature or humidity.
- You must follow the 'Thermising cheese' [orange] card when thermising cheese.

S

Show

Things to show your verifier

- Show your verifier:
  - how you check the temperature of chilled food,
  - how you control and check humidity (if required),
  - that food is stored appropriately, labelled and covered.

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Keeping food hot

K
Know

Useful things to know

- Certain foods kept in the temperature danger zone (5°C to 60°C), can allow bugs to grow and make people sick.
- Hot food must be kept above 60°C to stop bugs growing.
- If you intend to keep cooked food hot, it is important to keep it above 60°C until it is either eaten or cooled down. Follow the 'Cooling freshly cooked food' [orange] card.

D
Do

Rules you must follow

- Follow manufacturers' instructions when using equipment to keep food hot (hot holding equipment like bain-maries or hot cabinets).
- Cook food following the 'Thoroughly cooking food' and 'Cooking using sous vide' [orange] cards, before placing in hot holding equipment.
- Reheat food following the 'Reheating food' [orange] card, before placing in the hot holding equipment.
- If you are going to be keeping food hot for more than 2 hours, your equipment must keep the food above 60°C. Use a calibrated thermometer every 2 hours to check the temperature of the food.
- You must ensure all parts of the food are kept above 60°C (there are no cold spots).

D

Do

- 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. If it's below 60°C at the next check, throw it out.
- Hot food that has been held at less than 60°C for more 4 hours than 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
  - cooled to below 5°C as quickly as possible.
- You must not mix old and new batches of reheated or hot, ready-to-eat food unless all food will be consumed or thrown out within 4 hours of the first batch being heated.

S

Show

Things to show your verifier

- Show your verifier:
  - how you keep food hot,
  - how you measure temperature,
  - how you know you're 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

Useful things to know

- Anyone transporting food should keep it safe and suitable.
- During transport, food can become unsafe and unsuitable as it can get damaged, contaminated, or have temperature fluctuations.
- While food is being transported, the vehicle it is being transported in should be considered a food premises or food room. Keep it clean and separate food as you would in a kitchen or store room.
- If a food needs to be kept under temperature or humidity control to stop bugs from growing to levels that will make people sick, it is important to make sure temperature/ humidity is kept constant through the whole chain- including while being transported.
- Food and non-food goods (for example chemicals) that could contaminate food need to be kept separate.
- When transporting food that would normally be kept cold or hot, you must take steps to keep the food out of the temperature danger zone (5°C to 60°C) to stop bugs growing.
- If hot or cold food will be consumed within 4 hours, then it does not need to be kept under temperature control.
- If you are contracting someone else to transport food, you need to check that they will transport it safely (for example within appropriate time/temperature parameters).

K

Know

- If you import food and drink, then you are responsible for the safe transport of it from the time it arrives in New Zealand until you sell it.

D

Do

Rules you must follow

- If transporting food that must be kept cold always use (tick which one you/your staff use):
  - ☐ a freezer/chiller vehicle
  - ☐ a chilly bin with ice blocks in an insulated container
  - ☐ other (write the method you/your staff use here:_____)
- You must manage anything that could cause contamination (for example animals kept out of parts of vehicle used for food, chemicals to be transported in a separate location).
- You must ensure that any parts of the vehicle that contain food are clean (and sanitised if its going to be in direct contact with food).
- Always transport and deliver food at the correct temperature:
  - keep frozen food frozen,
  - transport chilled food at or below 5°C and monitor this regularly (using a thermometer or equivalent),
  - transport hot food above 60°C.
- If delivering chilled or hot food that cannot be temperature controlled (for example is transported in the danger zone 5°C to 60°C, you must follow the requirements of the 2 hour/4 hour rule outlined in the 'Safely storing and displaying food and drink' [orange] card.
- Control and check humidity or atmosphere conditions where this is required to keep food safe.

S
Show

Things to show your verifier

- Show your verifier:
  - your vehicle used for transporting food,
  - what method you use to maintain temperature and protect food from contamination while transporting food,
  - how you check food is kept at the correct temperature and/or humidity when being transported,
  - how you know your food is being kept safe and suitable when being delivered by a third party,



- Your verifier will ask to see your temperature and/or humidity **records** for each transport vehicle and transport run, where these are required to be controlled.

Allergens and knowing what is in your food or drink

Useful things to know

- Knowing and being able to tell customers what's in your food will allow them to make informed choices. This is especially important for people with food allergies. Food allergies can result in life-threatening reactions that can occur within minutes of eating the food.
- If you are making foods on behalf of other businesses (for example a contract manufacturer) you're responsible for ensuring any ingredients used in your business are safe and suitable.
- The Australia New Zealand Food Standards Code (the Code) contains rules you may need to meet. The Code is found here: www.foodstandards.gov.au/food-standards-code/legislation.
- The Code includes rules about:
  - which foods or ingredients are allergens,
  - which additives, preservatives and processing aids can be (or must be) used with particular foods,
  - ingredients that can't be used in food – or need to be approved before they are used,
  - composition rules that only apply to some foods, (such as beer, chocolate, fruit juice, edible oils and wine),
  - anything that must be added to a particular food (for example, fortification of bread flour with folic acid or using iodised salt in bread).

K
Know

- You can check the Code or ask your consultant, verifier or registration authority for more information.
- If you think a food isn't labelled correctly (for example missing allergen information), check with your supplier before selling it.



- Wine: Not all food additives or ingredients listed in the Code can be used in all overseas markets. If you are exporting wine you need to check that anything you are using is permitted in wine for that market and/or is added at the right time. Follow the 'Meeting the export requirements (wine only)' [orange] card.



- Importers: You must know the allergen labelling rules in New Zealand. You must get accurate and reliable ingredient information from your overseas suppliers about the foods you import so allergens can be declared.



- Importers: Not all food additives or ingredients used overseas are allowed to be used in food and drink sold in New Zealand. You will need to check that the food or drink contains approved food additives and ingredients listed in the Code for any food you import.



- Importers: Food may be imported with labels that don't meet the requirements under the Code, but the labelling must be correct when it is sold in New Zealand. See the 'Packaging and labelling your food or drink' [orange] card.



The Code specifies the common food allergens you must know about. These are: peanuts, crustacea, molluscs, fish, milk, egg, gluten, wheat, soy, sesame, lupin, sulphites (when added at more than 10mg/kg), almonds, Brazil nuts, cashews, hazelnuts, macdamias, pecans, pine nuts, pistachios, walnuts.

K

Know

Allergens to know about



Egg



Peanuts



Milk



Soy



Sesame



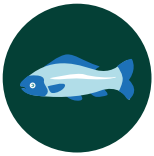
Lupin



Gluten
(barley, oats, rye, wheat)



Wheat



Fish



Crustacean



Molluscs



Sulphites



Almonds



Brazil nuts



Cashews



Hazelnuts



Macadamias



Pecans



Pine nuts



Pistachios



Walnuts

K
Know

- More information on allergens can be found in the **'Allergen labelling - Knowing what's in your food and how to label it'** document at www.mpi.govt.nz/dmsdocument/50725.

- Horticulture: Using the wrong horticultural fertilisers and chemicals (for example herbicides, pesticides and fungicides), or using them incorrectly (for example using too much or at the wrong time), can mean they end up in food at unacceptable levels. You should always check and follow instructions on the label and only harvest plants after the specified withholding period.

- Horticulture: You don't have to test your crops to prove they meet the limits, but random sampling and testing is carried out by MPI, and sometimes businesses you supply will also test your food. If your food doesn't meet the limits, you will have to show that you took all of the necessary steps to meet the limits.

- Horticulture: There are rules about the maximum amount of horticultural fertilisers and chemicals allowed in horticultural food on the MPI website: www.mpi.govt.nz/agriculture/agricultural-compounds-vet-medicines/maximum-residue-levels-agricultural-compounds/.

D
Do

Rules you must follow

- Keep details of the ingredients you use (for example write down and follow your recipes) so you know what ingredients and allergens they contain.
- Check recipes or specifications meet the rules in the Code.
- Check the labels of your ingredients or the foods you use.
- You /your staff must know which of your foods contain allergens and how to prevent cross contamination with allergens. See the 'Preventing contamination of food and drink' [orange] card.
- Wheat flour sold as suitable for making bread must contain 2 to 3mg/kg of folic acid. For more details see Standard 2.1.1 of the Code www.legislation.gov.au/F2015L00420/latest/text.
- When you are making some types of food or drink (for example beer, butter, cheese, chocolate, wine) the Code states that there are only certain ingredients, food additives and processing aids you can (or must) use. There are also limits for these that you need to follow.
- Check that any processing aids, additives, and vitamins or minerals used in your recipes are permitted under the Code.
- If you are repacking food made by others, you must ensure it is correctly labelled.
- You must be able to tell customers whether a food contains each individual allergen if they ask. For packaged foods this information must be on the packaging.

D

Do

- Food service/retailer: Either the
  - ☐ day-to-day manager, or
  - ☐ delegated person's name and/or position _____(tick who is responsible for the plan) must be able to explain to customers what allergens and other information required by the Code is in their food.
- Food service/retailer: You 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.
- Food service/retailer: You/your staff must know which foods you serve contain any of the allergens listed in the **Know** section. You/your staff must be able to tell customers if your food contains any of the allergens, using the required allergen name, listed in the **Know** section.
- If you think a food isn't labelled correctly, especially if it has an allergen that isn't listed using its required allergen name (for example a frozen pie does not list wheat flour and gluten) – check with your supplier before selling it.
- Ask your supplier for information about unlabelled products or for translations if imported.
- Wine: If you're exporting you must only use approved food additives and ingredients and/or at the right stage for the market you're exporting to. Follow the 'Meeting Export Requirements (wine only)' [orange] card.
- Horticulture: Ensure horticultural fertiliser and chemical residues in crops do not exceed maximum residue level requirements.

S
Show

Things to show your verifier

- Your verifier will ask:
  - how you know what is in the ingredients you use,
  - how you know the recipes or specifications you use meet the requirements of the Code,
  - how you know which food additives and processing aids are safe to use in your food or drink, and how much you can use,
  - (bread) how you know bread flour you produce, pack or import contains the correct amount of folic acid.
- Your verifier may ask:
  - staff to tell them which foods contain allergens,
  - (horticulture) how you know which horticultural fertilisers and chemicals have been applied to crops, and how you know maximum residue levels are not exceeded.

Packaging and labelling your food or drink

K
Know

Useful things to know

Why is packaging important?

- Packaging protects your food from things that can make your food unsafe or unsuitable such as bugs, chemicals, and foreign material.
- Anything that touches food packaging may also make your food unsafe or unsuitable when packaging is removed.

Why is labelling important?

- Labels inform customers of what is in your food.
- Some of your customers will have medical conditions (for example allergies) which require them to include or avoid certain foods in their diet.
- Foods can become unsafe over time, even though they still might look, smell and taste OK. Customers need to know how long food can be kept before it becomes unsafe.
- You need to make sure you calculate the shelf life of your product correctly (that is 'Use By Date , 'Best Before Date' or Baked On/Baked For date).
- Bread: The Baked On/Bkd On or Baked For/Bkd For date can only be used on bread with a shelf-life of less than 7 days.

Selecting and using packaging

- Unsafe and/or unsuitable packaging can make your food unsafe. You need to know that the packaging you use is food-grade and designed to keep food safe.

K
Know

- Only use packaging that does not cause, or contribute to, food becoming unsafe or unsuitable.
- Check that packaging is food grade when you buy it. Either:
  - purchase packaging labelled as being suitable for food, or
  - get an assurance from your supplier that it is suitable for food.

Labelling your food

- Not all foods have to be labelled, but for those that do, the labels must meet the rules in the Australia New Zealand Food Standards Code (the Code). See www.foodstandards.gov.au/food-standards-code/legislation.
- MPI has developed guides to help you work out if you need a label, and what needs to be on it. They can be found at www.mpi.govt.nz/food-business/labelling-composition-food-drinks/.
- Allergic reactions can kill people or make them very sick. It is important that allergens are correctly named and clearly identified on your labels, see 'Allergens and knowing what is in your food' [orange] card and www.mpi.govt.nz/dmsdocument/50725.
- Consistency in the layout of label (for example having a nutrition information panel and using minimum font sizes) enables your customers to choose the right food for them.
- If you are supplying bulk foods these will generally need to be accompanied with a packing or specification sheet. You must supply the same information that would go on the food label.

K
Know

- Even if you are selling food made and packaged by others, it's your responsibility to check that the food is labelled correctly.
- Food may be imported with labels that don't meet the requirements under the Code, but the labelling must be correct when it is sold in New Zealand.
- MPI has developed labelling guides to help you create your food labels. They can be found at www.mpi.govt.nz/food-business/labelling-composition-food-drinks/documents/.
- MPI has developed this guide to helps you meet your requirements: '**A guide to alcoholic drinks**' www.mpi.govt.nz/dmsdocument/31404-a-guide-to-alcoholic-drinks-whats-in-them-and-how-to-label.
- Wine labels need to meet the rules in the Code, unless the wine is for export and the labelling requirements for that particular market are different and you are following these. Grape wine variety, vintage or area of origin labelling requirements may differ from domestic requirements if set in an OMAR. See 'Meeting export requirements (wine only)' [orange] card.
- Follow '**A guide to New Zealand honey labelling**' www.mpi.govt.nz/dmsdocument/26491-a-guide-to-new-zealand-honey-labelling.
- Raw milk cheese is unsafe for vulnerable people (the young, the old, pregnant women and the immunocompromised). It's important that they know if a product is made with raw milk.

K
Know

Calculating shelf life

- You may need to work out the shelf-life of a food so that you can apply either a Use-By or Best Before date. 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.
- Note: Food that has a shelf-life of more than 2 years, or is an individual portion of ice cream or ice confection (for example a popsicle) does not need to be date marked.

D
Do

Rules you must follow

Packaging

- If you are packaging food you must:
  - ensure packaging will not cause, or contribute to, food becoming unsafe or unsuitable,
  - identify whether you need to either:
    - label your food, or
    - provide a packing or specification sheet with bulk foods,
    - calculate the food's shelf-life.

Labelling

- Foods that require a label must meet the relevant standards in the Code. You must ensure any allergens are correctly named and identified.

D

Do

- Labels (or specification sheets) must include:
  - name of the food,
  - lot/batch identification,
  - name and address of your New Zealand or Australian business,
  - advisory statements, warning statements and allergen declarations where required,
  - any conditions for storage and use,
  - ingredients list, including a statement if the product is made with raw milk (not required for standardised alcoholic drinks),
  - Use By date or Best Before date of the food (not required for food or drink with a shelf-life of more than 2 years),
  - net contents,
  - nutrition information panel (not required for alcoholic drinks- unless a nutrition content claim is made),



  - (alcoholic beverages) number of standard drinks,
  - alcohol content (by volume),
  - you can't make health claims about alcoholic drinks, but you can make nutrition content claims about carbohydrate, energy and gluten,



  - a pregnancy warning label if the alcohol content is above 1.15%



  - (grape wine) any claims about the variety, vintages, area of origin must be made in descending order.
  - (grape wine) if you are exporting wine, any compositional claims on the label may need to meet the OMAR for that particular market. See 'Meeting export requirements (wine only)' [orange] card.

D

Do

- (grape wine) if any grapes, juice, wine or spirits used from another country is added to your wine you must include this other country on your label,
- information about any characterising ingredients (not required for standardised alcoholic drinks)
- information about nutrition, health and related claims (only if you've made a claim),
- identify the inclusion or presence of any genetically modified or irradiated foods.

- If your food does not have to be labelled, you must still be able to tell your customers:
  - what is in the food,
  - information about any characterising ingredients,
  - any applicable advisory statements, warning statements and allergen declarations.

S

Show

Things to show your verifier

- Show your verifier:
  - how you know that any packaging you use is suitable,
  - your labels and/or specification sheets and how you know what to put on them,
  - how you know your grape wine label statements about grape variety, vintage or area of origin are correct and true,
  - (grape wine) how you know your label complies with any requirements for labelling specified in any applicable OMAR,
  - how you calculate the shelf-life of your products (if applicable).

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Making sushi

K
Know

Useful things 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.
- If you are acidifying your rice, you need to get the pH of your rice right so you do not harm your customers. If the rice is too acidic (pH less than 3.0) you could burn someone's throat. If the rice is not acidic enough (pH more than 4.3), bad bugs can grow.
- 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 (for example nori) reduces the food surface exposed to bugs. Ingredients on top of acidified rice (for example nigiri) are more exposed to bugs and therefore cannot be displayed for the same amount of time.
- Ingredients used for making sushi (for example chicken) must be prepared, and stored, as per their specific requirements (for example chicken must be cooked following the 'Thoroughly cooking food' and 'Cooling freshly cooked food' [orange] cards).

D

Do

Rules you must follow

Making non-acidified rice using white or brown rice

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

Making acidified 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 (for example ¼ cup clean water mixed with ¾ cup rice with vinegar added).
- Test the pH of your acidified rice mixture using one of the following (tick which one you use):
  - ☐ pH strip
  - ☐ pH paper
  - ☐ calibrated pH meter
- Each batch of rice must have a pH between 4.3 and 3.0.
- You 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' [orange] card.
- You must cool acidified rice from 60°C to 21°C in 2 hours or less, and to 15°C or lower within another 4 hours or less.
- Acidified rice for sushi can be stored between 5°C and 15°C for no more than 8 hours. After 8 hours it must be thrown out.
- You must not mix leftover rice with freshly prepared rice.

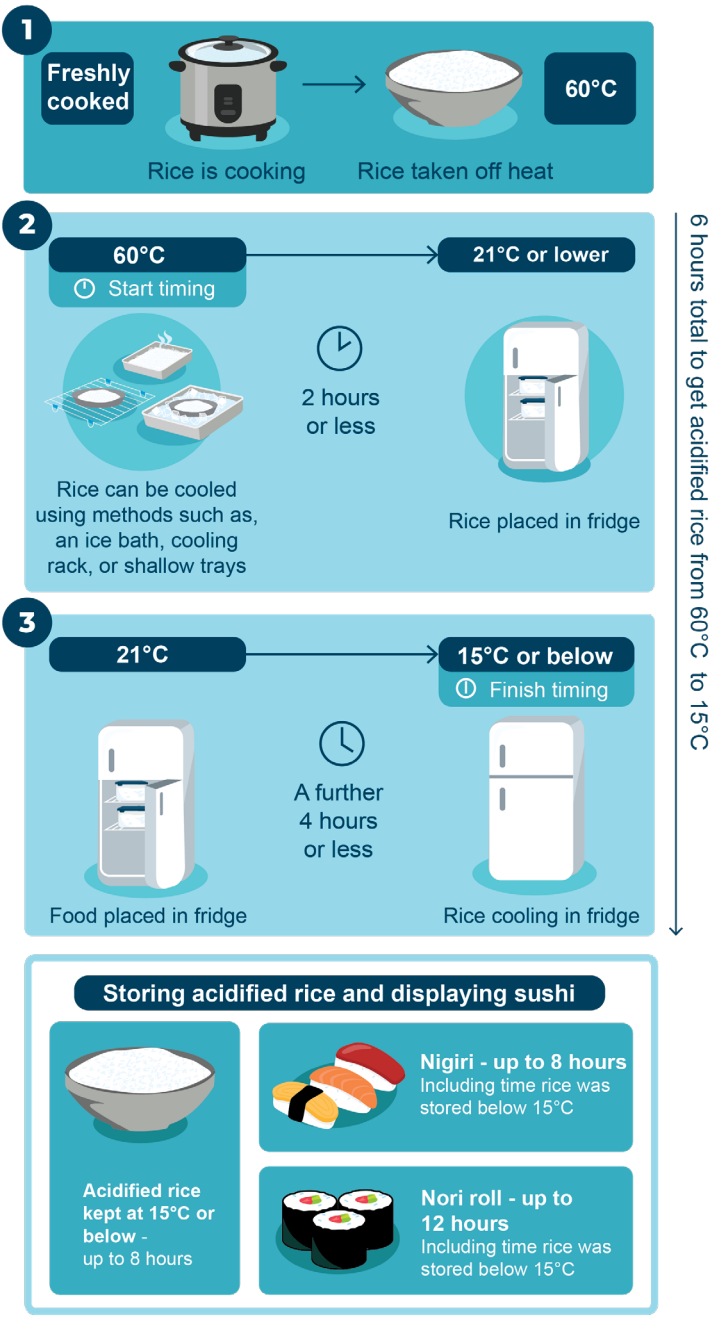
D

Do

Display sushi made with acidified rice safely

- You 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
21°C or lower
2 hours or less
Rice can be cooled using methods such as, an ice bath, cooling rack, or shallow trays
Rice placed in fridge
6 hours total to get acidified rice from 60°C to 15°C
3
21°C
15°C or below
Finish timing
A further 4 hours or less
Food placed in fridge
Rice cooling in fridge
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

Things to show your verifier

- Show your verifier:
  - how you safely make sushi with non-acidified rice,
  - how you 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 safely display sushi.

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Making Chinese style roast duck

K
Know

Useful things to know

- Harmful bugs grow rapidly in the temperature danger zone. 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. 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

Rules you must follow

Preparation

- Defrost frozen duck thoroughly and dry the skin if necessary.
- Dip the duck in boiling water, 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.

D

Do

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. Do this 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 25°C 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 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 thoroughly cooked during roasting. See the 'Thoroughly cooking food' [orange] 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 (that is 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 remove them from the display, 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' [orange] 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



Things to show your verifier

- 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.

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Making doner kebabs

K
Know

Useful things to know

- Raw doner kebab meat may contain bugs which can contaminate ready-to-eat food.
- Doner meat must be thoroughly cooked to kill bugs.

D
Do

Rules you must follow

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.
- Any shaved meat that has not been cooked thoroughly must be further cooked by using a hotplate or grill.
- Shaved meat must be collected before falling into the drip tray.

D

Do

- Heating elements must be at a temperature hot enough to keep the meat out of the temperature danger zone.
- When minced meat spits are cooked from frozen, shaved meat must undergo further cooking on a griddle/hot plate prior to use.
- If the doner kebab has not been completely used at the end of service you must:
  - throw it away, or
  - carve off any part 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 to at least 75°C and served.
- Raw meat that remains on the skewer must be cooled, follow the 'Cooling freshly cooked food' [orange] card.

S

Show

Things to show your verifier



- Show your verifier a written **record** of how you safely cooked the meat and chicken including:
  - the food,
  - the date cooked,
  - the temperature the food was cooked to and how long it stayed at this temperature.
- Show or describe to your verifier:
  - how you/your staff cool hot food quickly,
  - how you/your staff know the food you reheated to at least 75°C,
  - how you/your staff keep food hot,
  - how you/your staff measure temperature.

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Cooking using the sous vide method

K
Know

Useful things 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 (for example chicken, duck) or cooking at temperatures below 55°C. If you wish to do this, you will need to develop a custom Food Control (FCP) and provide evidence (validate) that your process means you can do this safely.
- To help avoid breaking the vacuum seal on the bag when taking the internal temperature of the meat or poultry during cooking, place a strip of closed cell foam tape on the outside of the bag, and stick the temperature probe through this.

D
Do

Rules you must follow

- When preparing meat and poultry cuts to be sous vide, you/ 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 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 the sous vide method, you 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 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.

- You/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).

D

Do

Internal temperature and holding times				
Internal food temperature °C		Cook-serve: Serve immediately or within 2 days of cooking		Cook-Chill:Serve immediately or 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

- Once meat and poultry has been cooked, you must keep it in its bag until it is ready to be used and either:
  - serve it directly from the bag, or
  - remove it from the bag, sear it (or cook it in some other way) and serve immediately, or
  - keep it in the bag, cool it quickly by following the 'Cooling freshly cooked food' [orange] card and store it below 5°C for up to 2 days (only if you/your staff use the cook-serve method), or
  - keep it in the bag, cool it quickly and store it below 5°C for up to 5 days (only if you/your staff use the cook-chill method).
- You/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/your staff do not want to take the temperature of every batch you/your staff cook, you can prove your method of cooking works every time. See the 'Proving the method you use works every time' [orange] card.

S
Show

Things to show your verifier

- Show or tell your verifier:
  - how you 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).

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

K
Know

Useful things to know

- This card only covers red meat- beef, lamb and venison. This process does not cover pork, chicken, duck or livers.
- This card 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 (for example seasonings, binders) must be safe and suitable for use.
- You do not need to follow the rules about cooking minced red meat in the 'Thoroughly cooking food' [orange] card if you follow this procedure.

D

Do

Rules you must follow

- You must choose one of the following methods:
  - ☐ searing, or
  - ☐ blanching, or
  - ☐ using sanitising solution.
- You must only use cuts of meat with a smooth surface. (for example prime cuts like sirloin, rump, thick flank, silverside, topside).
- You 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 (that is 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 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 which one you will use)
  - ☐ lactic acid
  - ☐ peroxyacetic acid (POAA)
- You 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 must use a new sanitising solution for each piece of meat you sanitise.

Using lactic acid

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

D
Do

Using POAA

- You must use a concentration of between 150 to 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 must dip the whole piece of meat in the solution for 10 to 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

Things to show your verifier

- Show or describe to your verifier:
  - how the method you have chosen is followed exactly, every time,
  - how you kill the bugs on the outside of whole cuts of meat,
  - how you handle the meat after it has been either seared, blanched, or sanitised,
  - how you ensure, blanched, seared or sanitised meat is used within 48 hours,

S
Show

- how you mince red meat safely and use the resulting patties within 24 hours,
- how you mince red meat safely.

Sanitising solution method

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

Meeting export requirements (Wine only)

K
Know

Useful things to know

All exporters:

- Any wine made in and exported from New Zealand needs to meet New Zealand domestic and exporting requirements before it can be exported.
- You need to be aware of your duties as an exporter under the Wine Act 2003. You can find this here: www.legislation.govt.nz/act/public/2003/0114/latest/DLM222447.html#DLM222980.
- There are exemptions from certain domestic requirements in certain specific export situations. There is more information about these on MPI's website www.mpi.govt.nz/export/food/exporting-new-zealand-grape-wine/steps-to-exporting/ under 'Meet New Zealand Requirements for wine'.
- Some importing countries have additional rules you need to meet before you can export your wine there. These rules are outlined in overseas market access requirements (OMARs), refer to www.mpi.govt.nz/export/export-requirements/omars/search-country-animal-products-wine-organics/.
- The importing market's labelling rules are not included within the scope of this WSMP, unless they are specified in OMARs.

K

Know

- For certain markets there are Wine Act OMARs for exporting NZ grape wine, and Organic Export Requirements OMARs for exporting organic wine.
- Labelling need not comply with the Australia New Zealand Food Standards Code if this conflicts with the labelling requirements in the market that imports the wine. Grape wine variety, vintage or area of origin labelling requirements may differ from domestic requirements if set in an OMAR.
- You need to keep up-to-date with changes to the requirements. You can do this by subscribing to updates on the MPI website here: www.mpi.govt.nz/news/subscribe-to-mpi/.
- Export eligibility requirements under the Wine Act do not include compliance with importing country label requirements. This is the exporter's additional and separate responsibility.
- There are 2 different pathways to export wine.
  1. To export New Zealand grape wine you need to follow Pathway A.
  2. To export other wine (for example fruit wine, cider, mead, wine products or wine made from grapes not exclusively grown in NZ) you need to follow Pathway B.

If you need any additional help finding or understanding the export rules that apply to you, contact MPI at exporterhelp@mpi.govt.nz.

Extra rules for organic wine

- If you are exporting organic wine follow the additional steps on the MPI website at www.mpi.govt.nz/export/food/organics/steps-to-exporting/.

K

Know

- If you need any additional help finding or understanding the export rules for New Zealand grape wine, refer to MPI's website www.mpi.govt.nz/export/food/exporting-new-zealand-grape-wine/steps-to-exporting/.
- For Pathway A, you or your staff will need to register to use a MPI Trade Certification so you can:
  - apply for export eligibility of your batches of wine,
  - apply for export documentation for your export consignments,
  - monitor the status of your applications,
  - keep MPI Trade Certification **records** up to date.
- To register for a MPI Trade Certification you will need to:
  - apply to use a MPI Trade Certification. Follow the Trade Certification link at www.mpi.govt.nz/export/food/exporting-new-zealand-grape-wine/steps-to-exporting/,
  - create a RealMe account if you don't already have one.
- All MPI Trade Certification users need to have their own login and be current staff.
- MPI can issue export documentation where required depending on your destination market. There is more information about this on the MPI website www.mpi.govt.nz/export/export-requirements/export-certification/.
- You may only export wine that has been made (and packaged, including filling bulk containers) under a registered WSMP that has been verified on an annual basis (a new WSMP must be verified before wine made under it can be exported).

K

Know

- If you become aware of a critical or export non-compliance, you must report it to MPI. Please complete the CNC/ENC form www.mpi.govt.nz/export/food/exporting-new-zealand-grape-wine/critical-and-export-non-compliance-of-wine/ or provide the information requested in the form with your notification.

D

Do

Rules you must follow

If you are following Pathway A - for New Zealand grape wine you must:

- meet export eligibility requirements,
- ensure that the wine you export meets the current OMAR for the destination market, where relevant,
- comply with the most up-to-date OMAR,
- collect samples for:
  - sensory evaluation,
  - testing for particular markets as specified by OMAR, and
  - retention for up to 2 months (in case retesting is required)
- samples must be taken from a homogeneous batch of wine that is packaged for retail sale or ready to be exported without further winemaking adjustments (other than the permitted sulphur adjustments),
- ensure any adjustments before packaging or bulk wine dispatch of the same batch of wine only relate to sulphur dioxide; and that the total sulphur dioxide level in that packaging run or bulk wine dispatch does not vary by more than 10 mg/kg from the sample that was provided for sensory evaluation,
- keep reports or **records** for wine you buy and export if made by someone else to confirm traceability,

D

Do

- keep reports or **records** for wine you made for someone else and provide copies of these to them,
- register to use a MPI Trade Certification so that you can:
  - apply for export eligibility for each separate batch of wine, prior to export,
  - document the outcome of the sensory evaluation to determine that the wine is free from obvious fault,
  - apply for export documentation for your export consignments,
  - monitor the status of your applications,
  - keep MPI Trade Certification **records** up to date,
  - apply via MPI Trade Certification for export documentation for each consignment prior to export.

If you are following Pathway B - for all other wine and similar products you must:

- register with MPI as an exporter (www.mpi.govt.nz/export/food/fruit-wine-cider-and-mead),
- keep a note of the customs WIF number issued to you in your Wine Exporter Registration letter- you will need this for each export consignment,
- obtain a Free Sales Certificate or Free Sales Advice Statement, if required.

For either pathway:

- register as an organic exporter if exporting organic NZ grape wine, wine and similar products,

D

Do

- obtain an official organic assurance (organic export certificate) for each consignment of organic NZ grape wine, wine and similar products prior to export.
- follow the procedure on what to do 'Taking action when something goes wrong' [red] card and notify MPI within 24 hours if the wine:
  - is not fit or is no longer fit for its intended purpose, or
  - is declined entry into a market by a foreign government or regulatory authority, or
  - does not meet, or no longer meets, export requirements, or the OMAR for the importing market, or
  - does not have, or no longer has, the correct export documentation (for example you loaded the wrong wine into the container).
- you must advise MPI if you find:
  - an error in an approved New Zealand grape wine batch, see 'Sourcing and receiving food and drink' and 'Tracing food and drink' [orange] cards,
  - an error on an approved export consignment application.

S

Show

Things to show your verifier

- For either pathway, show or explain to your verifier:
  - a **record** of markets you export to, or may export to, and how you know if any OMAR applies, also include the countries for any clients you make wine for,
  - how you know you are using the most up-to-date OMARs, if required,

S

Show

- how you are meeting the requirement in any relevant OMARs if they are different from the New Zealand requirements,
- **records** relating to any CNC or ENC,
- how you follow the 'Taking action when something goes wrong' [red] card and notify MPI of any problems with export consignments.

- For Pathway A, show or explain to your verifier:
  - how you ensure samples are representative of a homogeneous batch of wine,
  - samples of wine batches for export are clearly labelled and stored for the required period,
  - a **record** that each batch of wine for export is free from obvious fault,
  - that the wine batch information, declarations and available volume to export entered into MPI Trade Certification is accurate,
  - that no further adjustments have been made, except for the permitted sulphur dioxide adjustment.

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Making biltong

K
Know

Useful things 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.

K

Know

- 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.
- 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 need to know food additives you use in your biltong are permitted under the Code. Follow the rules in the 'Allergens and knowing what is in your food' [orange] card for more information.

D

Do

Rules you must follow

- 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:

  ☐ 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 and receiving your food and drink' and 'Tracing your food and drink' [orange] cards.

D
Do

- 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 carcass.

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 'Allergens and knowing what is in your food and drink' [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.

D

Do

- Ensure all meat surfaces are covered with the marinade, then marinate at or below 5°C for at least 10 hours.

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))	50mg/kg (maximum permitted by the Code 125mg/kg in finished product)



- **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.

D
Do

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 (that is 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,

D

Do

- 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 or drink' [orange] card to determine this.

S

Show

Things to show your verifier

- 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,

S
Show

- 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.

Taking action when something goes wrong

Useful things to know

Why is having a process in place for when something goes wrong important?

- Having a plan about what to do if something goes wrong before anything actually happens means you can respond more quickly if you ever need to. This may help stop people getting sick or even dying.
- You may become aware of a problem through your day-to-day checks, a customer complaint or as the result of in internal audit. Any of these that may trigger this process.
- For more information, see Buddy 1 www.mpi.govt.nz/dmsdocument/29924-Food-safety-buddy-issue-1.
- When things go wrong (and they will sometimes), you need to take immediate action to prevent the sale of any food that may not be safe and suitable and fix the problem. This could include:
  - isolating affected product and preventing it being used, distributed or sold (in some cases you might be able to reprocess the food to make it safe and suitable). It may need to be recalled if it is already been sold or distributed,
  - contacting your verifier. They can help you identify options for what you can do to fix it, if you need them to. They will not fix the problem or make decisions for you.

K

Know

- People will sometimes make mistakes that can affect food safety or suitability. It is important these mistakes are dealt with and any food that is not, or might not be safe and suitable, is not sold, or is recalled if it has been sold. Refer to the 'Recalling your food or drink' [red] card.
- If a customer complains about your food or something they have seen in your business related to food safety or suitability, you need to investigate it. If it turns out something has gone wrong, the steps outlined in the **Do** section below apply.



- Wine: You need keep **records** for 7 years.



- Wine: Your **records** need to show how affected wine or cider was disposed of or reprocessed.

D

Do

Rules you must follow

- Set-up procedures that allow you to react quickly when something goes wrong.
- As soon as a problem that has or might be affecting food safety and/or suitability is identified:
  - inform the day-to-day manager,
  - identify all food that is, or could be, unsafe or unsuitable,
  - prevent it from being sold or, determine if a recall is necessary. Refer to the 'Recalling food or drink' [red] card,
  - notify your verifier that there is (or has been) a problem as soon as possible,
  - fix the problem,
  - take action (or make changes) to prevent the problem from happening again. This could include retraining staff if required,

D

Do

- keep clear, accurate **records** of all the actions you took once the problem was identified. You must keep these records for at least 4 years.

- Additional examples of anything that has gone wrong:
  - (cheese) milk or cheese was transported at the incorrect temperature,
  - (cheese) there was a problem with milk and it was then sold for human consumption,
  - (cheese) milk did not meet the correct pasteurising time/ temperature combinations,
  - the cheese making process went outside your limits,
  - (cheese) the monthly checks went outside your limits,
  - (dairy) milk was transported at the incorrect temperature,
  - (dairy) there was a problem with milk and it was then sold for human consumption,
  - (dairy) milk did not meet the correct pasteurising time/ temperature combinations,
  - (wine) sulphur dioxide was too high,
  - (wine) self-supplied water became contaminated,
  - your wine was incorrectly labelled,
  - (wine) grapes or fruit for making wine or cider were found to be contaminated or unsuitable.
- Wine: You must tell MPI what you've done to fix any of the above problems.
- Wine: Keep a **record** of any wine that was disposed of and how you diposed of it.
- Wine: Keep clear, accurate and complete **records** for at least 7 years.

D

Do

- Wine: You must tell MPI if any of the wine you've exported:
  - is refused entry into a market,
  - doesn't meet the importing market requirements,
  - doesn't have or no longer has the required official assurance (certificate).

S

Show

Things to show your verifier

- Show your verifier:
  - how you investigate customer complaints,
  - what you do when something goes wrong.
- Your verifier might ask:
  - about things that have gone wrong, and what has happened since,
  - to see **records** for things that have gone wrong,
  - staff what they do if they make a mistake which affects
  - food safety or suitability,
  - (wine) any reprocessing you've done,
  - any wine that was disposed of and how you disposed of it,
  - (wine) any export related problems and what you did to fix the problem.

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Recalling your food or drink

K
Know

Useful things to know

- Food and drink that is unsafe or unsuitable can make people sick.
- 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:
  1. Supplier notified recall - supplier may notify you an ingredient, input or product, piece of equipment or packaging you use, that needs to be recalled, or
  2. Self-initiated recall - you may need to recall the food or drink because something went wrong and is no longer safe or suitable.
- You do not need to recall food that is intended to be eaten right away. This can include a hot pie from a bakery, a coffee from a coffee cart, or a meal sold at a café. If the food is unsafe or unsuitable, it should be removed from sale, thrown away or clearly labelled 'HOLD- do not use'
- Keeping good records means a recall can be conducted faster and more efficiently, minimising cost and impact on your reputation.

K

Know

- If you are a food service business you are still required to take action if an ingredient is recalled by one of your suppliers.
- There is helpful information about recalling food or drink on the MPI website: www.mpi.govt.nz/food-business/ food-recalls/food-recall-guidance-for-businesses/.
- You will most likely need to conduct a simulated (mock) recall every 12 months. Helpful information about conducting a simulated (mock) food recall can be found here: www.mpi.govt.nz/food-business/food-recalls/doing-food-recall/.

D

Do

Rules you must follow

Recall reason, supplier initiated

If you and your staff have become aware that food you have at your business has been recalled by the supplier, you must:

- identify if the recalled food is being used in your business,
- be able to identify if your food has been affected,
- identify if the recalled food is on display, has been sent to any other businesses, is in storage or been used as an ingredient in another food,
- separate any recalled inputs, ingredients, food additives, processing aids and/or food or drink you have made 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.

D

Do

Recall reason, self-initiated

If you and your staff have made and sold food or drink which is unsafe or unsuitable, you must do all of the following:

- **Investigate:**
  - 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:**
  - 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.
- **Assess:**
  - 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).
- **Check:**
  - You must report to NZFS your decision to recall within 24 hours, email your risk assessment to Food.Recalls@mpi.govt.nz or call NZFS on 0800 00 83 33 and ask to speak to a Food Coordinator.
- **Communicate:**
  - Prepare and distribute a point-of-sale.
  - Notice (consumer level recall).

D
Do

- Communicate to businesses that have received your product (consumer and trade).
- Communicate to consumers.

- **Audit:**
  - Check how much product was returned.
  - Review and identify corrective/preventative actions.
  - Inform NZFS Food Compliance Officer how the recall went.
- **Simulated or mock recall**: 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

Things to show your verifier

- 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, show your verifier a **record** of:
  - the action you and your staff took to remove that food from your business,
  - completed Food Recall Risk Assessment form,
  - a copy of the recall notice.
- Your annual simulated (mock) recall, if you have food that could be recalled (such as baking, frozen meat).