



Name of business:

# Food Control Plan

## Food Service and Food Retail

Consultation

### Specialist Retail – Produce and General Food Safe

For retail businesses that process and handle produce.

Add to the food service and retail *management and basics* section.



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# Fruit and vegetables

## Goal

To provide information on the period of time that food is safe to eat and other necessary information for customers.

### Act requirements:

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

## How this is done

To make ready-to-eat (RTE) salads, such as green, pasta, rice etc. see the Delicatessen specialist section of the plan

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

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

### Storage and display

Fresh produce must be:

- stored, processed and handled so that they are protected from contamination;
- kept under conditions that maintain its suitability for use, according to type, (e.g. the type of produce is best-kept chilled, cool, at ambient temperatures, in humid conditions, in dry conditions, away from sunlight etc.);
- removed from sale if they may no longer be safe or suitable (e.g. slimy, mouldy, badly damaged produce; green potatoes).

### Preparation for sale

- Produce must be checked for bruising, damage, mould etc. Anything that can't be used must be thrown away.
- Cutting surfaces and utensils must be [identify which applies]:
  - dedicated for raw produce and ready-to-eat (RTE) produce, or
  - used for raw and RTE produce but cleaned and sanitised before being used for RTE produce
- Produce must be processed and handled (e.g. cut/trimmed) hygienically.
- clean water must be used to rinse or moisten produce – see *Water*.
- Packaging completely encloses cut surfaces of RTE produce – see *Equipment, packaging and items in contact with food*.
- produce is date coded and subject to good stock rotation practices – see *Perishable and shelf-stable foods*.

## Why?

- Fruit and vegetable produce may be contaminated by dirty hands equipment and surfaces.
- Pre-packaged produce that has become contaminated during growing or processing needs to be stored under refrigeration or harmful microbes will grow.
- Poorly stored produce can form toxins that can make people ill.

## How this is done

### Manufacturer pre-packaged RTE salads and sprouts

Pre-packaged RTE foods must be stored and handled according to manufacturers' instructions.

### Fruit and vegetables prepared as ingredients

Raw fruit and vegetables used as ingredients in other foods must be rinsed in clean running water before use (unless received pre-washed or pre-peeled and ready-to-use).

## What if there is a problem?

If equipment or preparation surfaces are not clean, thoroughly clean before using. Review cleaning practices for fruit and vegetable processing and handling.

If produce that is not suitable for sale (e.g. excessively damaged, mouldy, slimy), or food is beyond its 'Use-by' date and has not been removed from sale, find out why and take action to prevent it from happening again.

Retrain staff as appropriate.

## Write it down

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

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

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

## Write it down

When you take other manufacturers RTE products from the packaging and you don't use them straight away, list them with their opened shelf-life in the Ready-to-eat foods list.

Use the Ready-to-eat foods - batch list to show how RTE products used/made/sold by the business meet their shelf-life



It is important to understand the range of matters that can affect the shelf life of the foods you make, such as:

- changes that may occur during processing and storage
- changing the storage conditions or repackaging
- factors in or around food that affect shelf-life
- the likely causes of deterioration and spoilage of the types of foods you make
- Information about these issues can be found at: <http://www.foodsafety.govt.nz/elibrary/industry/determine-shelf-life-of-food/how-to-determine-the-shelf-life-of-food-revision.pdf>

# Bulk foods

## Goal

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

### Act requirements:

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

## Why?

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

## How this is done

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

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

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

### Restocking

- Before restocking, new product must be checked for signs of pests.
- Re-stocking (e.g. display containers) must be carried out hygienically and ensure that oldest stock is used first.
- After restocking, food in display containers must be protected from contamination (e.g. lid or cover is replaced).
- Left-over product that will be used to replenish display containers at a later time must be protected from contamination and returned to storage. It must be marked with the date the packaging was opened and must be sold so that it meets the shelf-life date that has been calculated for it once it has been taken from the manufacturer's packaging - See *Calculating shelf life*.

### Bulk foods containing allergens

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

- Keep foods that contain allergens separate from those that do not contain allergens (e.g. don't store/display foods containing allergens above or in contact with foods that do not).
- Keep foods apart that look similar if one contains an allergen and the other does not.
- When taking food from a bulk container or restocking display containers, minimise airborne carry-over of fine/powdered foods.

See *Food Allergens and Cleaning & Sanitising*

## How this is done

### Customer self-service and packaging from bulk displays

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

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

## What if there is a problem?

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

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

Retrain staff as appropriate.

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

## Write it down

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

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

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



### Stored product pests

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

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

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

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

# Non-food retail items

## Goal

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

Act requirements:

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

## Why?

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

## How this is done

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

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

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

### Household chemicals

- Household chemicals stored and displayed for sale must not be able to taint or contaminate food.
- Spillages must be cleaned up as soon as possible after they happen.

## What if there is a problem?

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

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

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

Review handling procedures and staff training as needed.

## Write it down

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

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

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## Goal

Handle, store and display food safely at a food stall, food promotion event or in-food tasting.

Act requirements:

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

## Why?

- Dust, dirt, chemicals, pests and other foreign objects may contaminate unprotected food.
- Harmful microbes can multiply if readily perishable food is stored or displayed at temperatures between 5°C and 60°C.
- Ready-to-eat (RTE) food that is not adequately separated from raw food, or is poorly handled at a stall, can be contaminated by harmful microbes.

## How this is done

**Food that is 'given' away, to promote a food or business is still classed as food for sale. This means that anyone organising or running a food promotion or tasting event needs to understand and follow the relevant procedures in the Plan.**

Safe procedures in the plan must be followed at the stall, food promotion or tasting including:

- the hygienic storing, preparing, cooking, display and transport of food;
- hand washing, personal hygiene and cleaning of stall and equipment;
- composition and labelling of food.

### Stall construction

Construction of a food stall and the provision of any facilities at a stall must be appropriate for the food and activities carried out there.

Construction must take into account:

- the type of food sold
- the need to protect food from contamination from:
  - the elements;
  - people and activities at the stall and area adjoining the stall; and
  - customers.

Surfaces in contact with food must be made of materials that:

- won't contaminate food (e.g. they won't impart toxins or splinters to food);
- are in good condition;
- won't absorb fluids and can be cleaned (and sanitised if needed).

See also *Food allergens*

### Stall facilities and equipment

Where readily perishable food is processed or handled at the stall, facilities must be provided at or close to the stall that enable activities to be carried out hygienically and procedures in the plan to be followed, including:

- people can keep hands clean;
- equipment and food surfaces can be regularly cleaned (and sanitized where needed).

## How this is done

Equipment must be provided to enable activities to be carried out hygienically and procedures in the plan to be followed, including:

Keeping readily perishable [identify which applies]:

cold – at or below 5°C

frozen solid

hot –above 60°C

Temperatures of cold and hot foods must be regularly checked using a thermometer – see *Readily perishable food, Checking temperatures*.

## What if there is a problem?

If the stall, equipment or preparation surfaces are not clean, thoroughly clean before using. Review cleaning practices.

Throw away any food that becomes contaminated.

Throw away readily perishable food that has been kept between 5°C or above 60°C for more than 2 hours.

Find out why this happened and take steps to ensure that it does not happen again.

If there has been an equipment breakdown or failure arrange to repair or renew equipment.

Retrain staff if necessary.

## Write it down

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

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

- any problems that occurred and what you did to prevent them from happening again. Also write down any matters that might need following up (e.g. training, review cleaning schedule etc).
- the temperatures of chilled/hot stored and displayed food
- any items that you have had to throw away, and why.

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# Food vending machines

## Goal

To position, stock and replenish food at vending machines to ensure that it is safe.

Act requirements:

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

## Why?

- Food prepared for sale from vending machines can become contaminated from dirty hands, contact surfaces, chemicals, pests and other foreign objects.
- Harmful microbes can multiply if readily perishable food is stored or displayed at temperatures between 5°C and 60°C.
- A water supply to a vending machine that is not clean may contain harmful microbes that could make customers ill.

## How this is done

Ingredients must be suitable for any products made – see *Purchasing and receiving food, Water*.

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

Good hand hygiene and personal hygiene practices must be followed when marinating or coating meat - see *Hand hygiene and Personal hygiene*.

See also *Readily perishable food, Perishable and shelf-stable foods, Cleaning, Transporting food*.

### Food vending machine

This is a machine that dispenses food in bulk or in a package and does not need re-filling between each sale

Location

The food vending machine must be sited to:

- protect food from becoming contaminated;
- enable easy cleaning of the machine and surrounding area;
- not offer/provide harbourage for pests.

### Maintenance and use

- all parts of the vending machine that come into contact with food or food packaging, must be regularly cleaned and sanitized;
- vending machine location must be kept clean and hygienic;
- food in the vending machine must come from a reputable supplier;
- food must be transported, and the vending machine stocked, hygienically;
- food reheated in a vending machine must be reheated thoroughly – see *Reheating food*;
- readily perishable food in a vending machine must be kept either at or below 5°C or above 60°C;
- a vending machine is not able to dispense readily perishable food that has not been kept either at or below 5°C or above 60°C;
- a vending machine must not be able to dispense readily perishable food that is beyond its 'Use-by' date;
- the vending machine must be regularly checked (e.g. when it is restocked) that it is operating as intended.

## How this is done

Vending machines must be operated in ways to prevent pests being attracted (e.g. food spillages are dealt with promptly; rubbish bins are provided for customers to deposit food wrappers)

### Liquids dispensed from vending machines

- Water supplied to a vending machine must be clean water at point of use - see *Water*.
- Pipes and taps for dispensing liquids must be regularly cleaned and sanitised.

## What if there is a problem?

Throw away any food that becomes contaminated.

If the machine dispenses food that has not been kept at the correct temperature it must be fixed before further use.

Readily perishable food that has been kept between 5°C and 60°C for longer than 1/2 hour must be thrown away.

If vending machine equipment breaks down make arrangements to replace or repair it.

Review maintenance schedule and make changes as appropriate.

## Write it down

You must write down:

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

- in the *Transporting Food Temperature Record* the temperature of chilled/hot food transported to vending machine sites.

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

- any problems that occurred and what you did to prevent them from happening again. Also write down any matters that might need following up (e.g. training, review cleaning schedule etc).
- checks of temperatures taken of chilled/hot food in the vending machine (e.g. when restocking)
- any items that you have had to throw away, and why.

### What if there is a problem?

Re-clean and sanitise surfaces and equipment that have not been cleaned (or sanitised) properly.

Find out why this happened and take action to prevent it happening again. Retrain staff where necessary.

### Write it down

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

You must write down (e.g. in the Diary) what action you have taken if meat, poultry or fish has not been prepared correctly.

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# Making and selling ice

## Goal

To ensure that ice is made, used and sold hygienically.

Act requirements:

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

## Why?

- Ice can become contaminated from hands, contact surfaces, chemicals, pests and other foreign objects.
- A fresh water supply to an ice-making machine that is not of drinkable quality may contain harmful microbes that could make customers ill.
- Seawater used to make ice must be free from harmful organisms that could contaminate seafood.

## How this is done

Surfaces and equipment used for preparing ice must be in sound condition and clean before use. Surfaces in contact with ice must sanitised before use - see *Cleaning and Equipment, packaging and other items*.

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

### Ice making equipment

Equipment making ice must use a clean water supply to make cubes or blocks of ice

The ice making equipment must be located or sited to:

- prevent ice from becoming contaminated;
- enable easy cleaning of equipment and surrounding area;
- prevent harbourage for pests.

### Water

Water for making ice must be clean and meet requirements for water – see *Water*.

Seawater used for making ice must not contain any *E. coli* or other faecal coliforms.

### Maintenance and use

During use:

- all parts of the ice making equipment that come into contact with water or ice must be regularly cleaned and sanitised – moulds must not be allowed to grow particularly in areas where condensation occurs (which can often be hard-to-reach places to clean).
- equipment location must be kept clean and hygienic;
- shovels, axes, scoops, containers and other equipment that comes into contact with ice must be regularly cleaned and sanitised;
- equipment/utensils used with ice must be stored hygienically when not being used in ways that prevent contamination;
- ice must be protected from contamination and handled and stored hygienically;
- water used to make ice must be maintained so that it is clean;

### Ice from suppliers

- delivered blocks/containers of ice must be checked for signs of contamination;
- bagged ice must be delivered in clean, intact bags;
- ice storage containers (including freezers) must be clean.

## How this is done

### Using ice

Ice that has been in contact with non-ready-to-eat food must not be sold, or used with other foods.

### What if there is a problem?

Visibly contaminated ice received from suppliers is rejected or only used where it will not come into contact with food.

Ice spilled from broken/split bags/containers is not sold/used.

If cleaning or handling procedures aren't followed find out why and take action to stop it happening again.

Retrain staff if necessary.

## Write it down

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

You must write down (e.g. in the Diary) any problems that occurred and what you did to prevent them from happening again.

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# Customers reheating food

## Goal

Provide equipment to enable customers to safely reheat food.

Act requirements:

- Food must be produced or processed and handled in ways that minimize the contamination or deterioration of food and prevent food containing substances that are unexpected or unreasonable.

## Why?

- Customers need to be able to reheat food thoroughly to destroy any harmful microbes that may be present.
- Equipment provided for customers to reheat food needs to be kept in good condition to enable thorough reheating of food.
- Surfaces and equipment need to be kept clean to prevent contamination of food.

## How this is done

See *Readily perishable food, Perishable and shelf-stable foods*

### Equipment for customers to re-heat food

- Pre-programmed times, or instructions must be provided that allow customers to thoroughly re-heat foods.
- Areas used by customers must be kept clean and hygienic
- Equipment (e.g. microwave oven) must be cleaned regularly – see *Cleaning*
- Regular checks must be carried out to ensure equipment is working as intended.
- Spillages must be cleaned up as soon as possible after they occur.

### Food for customers to reheat

- food must be provided in packaging that is appropriate for the reheating method; or
- clear instructions must be provided that packaging is to be removed before reheating.

See *Reheating food*

## What if there is a problem?

If cleaning is not carried out or spillages are not cleaned up, find out why and take steps to prevent issues from arising in the future.

Revise cleaning schedule.

Retrain staff.

## Write it down

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

You must write down (e.g. in the Diary) any problems that occurred and what you did to prevent them from happening again.

Write down in the Maintenance schedule when equipment is to be checked.

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