

Confidence in management

Registration / scope of operations

Details of the business align with what is registered in the MPI MAPs database including scope of operation and number of sites. For custom Food Control Plan businesses no processes have been added without evaluation. Where there are changes from what is registered these have been notified with an application or written notice of change. Any tailoring of template FCPs is done appropriately and covers the full scope of operations.

Traceability, recall and complaints

Appropriate procedures for product identification, traceability and complaint management and recall are in place and adhered to. For traceability, consideration is given to ingredients, in-process, rework, storage, dispatch and sale. Traceability records are kept. (Note: complaints and recalls management is under Compliance History).

Documentation and record keeping

Records are of appropriate quality and content, available to appropriate staff and kept for 4 years. There is evidence of document (version) control.

Competency of management

Competency and skills required for management (including team leads) are identified and recorded. Management have the appropriate competencies and skills. Training records are kept.

Delegation

Delegation of decisions is appropriate. Accountabilities are clearly identified and an escalation process is in place and adhered to.

Operator verification

What internal verification has been done since the last external verification? Was this in line with the businesses procedures? Have any key processes been tested (e.g. recall)? Was shelf life validated (e.g. through retention samples).

Improvements and corrective actions

What corrective actions and improvements were identified by internal verification or incident over the period since the last external audit? What steps have been taken to identify cause, improve and correct the issue? Where corrective actions were taken were these appropriate? Was a suitably skilled person used to carry out the action? Were records kept? Were breaches of NP or FCP reported to the verification agency as required?

Food Safety Behaviour

Training, supervision and competency

Staff (other than management) and visitors are appropriately trained and supervised. They are aware what they are required to do to ensure food is kept safe and suitable, and can demonstrate that their actions are in accordance with those requirements. Competencies and skills required are identified. Supervision is appropriate. Training records are kept.

Personal hygiene and behaviour

Personal hygiene of staff and visitors is appropriate to ensure safety and suitability of food. This includes hand washing, appropriate use of gloves, management of jewellery, use of protective clothing and the laundering of this. Records are kept of incidents where behaviour is not appropriate.

Health and sickness

Sick and infected persons act appropriately to ensure food or food related accessories are not contaminated. Records are kept of sickness events and actions are taken to comply.

Food Standards Code compliance (ingredients and composition)

Product at dispatch / sale complies with the Food Standards Code requirements concerning composition and ingredients. Controls in place during product development to ensure this.

Food Standards Code compliance (microbiological)

Product at dispatch / sale complies with the Food Standards Code microbiological requirements. Controls in place to ensure this.

Opening after an emergency

Appropriate checks of buildings, services, equipment and disposal of damaged or temperature abused food. Check list used.

Compliance History

Complaints and recalls

What substantiated complaints (number and type) have been received and recalls conducted since the last audit? Were common substantiated complaints identified? Was MPI notified of recalls? Were food safety / suitability issues appropriately identified and responded to? Were records kept?

Non compliance

What non compliance resulted from recent external audits or investigations? Were these addressed in the time frames agreed? Did the operator failure to address non compliances result in additional visits to the site since the last audit, or sanctions applied by a Food Safety Officer? What steps have been taken to identify cause, improve and correct the issue? Where corrective actions were taken, were these appropriate? Was a suitably skilled person used to carry out the action? Were records kept?

Managing unsafe / unsuitable food

What food has been identified as unsafe or unsuitable since the last audit. How were the risks managed? (E.g. identifying/ labelling, isolation, reprocessing, disposal). Was this documented? Were the actions appropriate and sufficient?

Environmental Control

Design and use of places, facilities and essential services

Design, construction and use of the place(s) of food business is appropriate and complies with requirements under the Food Act. Design and use of place includes storage facilities for food and non-food items, laundry facilities, personal hygiene facilities and baby change facilities (where appropriate). Consideration should be given to lighting, air quality, steam, ventilation, liquid waste systems, drainage and security (site plans).

Water is covered by a separate topic (water supply).

Pest and animal control

Appropriate procedures for pest management in place and pests managed in accordance with them. Records kept of incidents and suitable corrective actions taken.

Waste management

Appropriate procedures for waste management in place and waste managed in accordance with them. Suitable solid waste containers provided including management of grease traps. Liquid waste systems operated appropriately. Suitable security in place to ensure waste poses no food safety and security risk.

Cleaning and sanitising

Appropriate procedures in place and adhered to for cleaning and / or sanitising. Systems of cleaning / sanitising verified as appropriate. Need for cleaning and sanitising of facilities, surfaces, utensils and equipment should be considered. Cleaning compounds appropriately stored and identified and used in line with manufacturers instructions. Chemicals are suitable for use. Cleaning records kept.

Water supply

Appropriate water supply. If self supply, design installation, treatment, testing and records must be considered. If town supply how does the business have confidence it remains safe / suitable within the premise. E.g. back flow prevention, notified by council of issues.

Maintenance

Proactive and reactive maintenance carried out on premises, equipment, facilities and essential services. Maintenance chemicals are suitable for use. Records kept of maintenance and incidents.

**Environmental monitoring
(custom Food Control
Plans only)**

Environmental monitoring done in accordance with the registered Food Control Plan. Incidents recorded, improvements identified and actions taken.

Process Control

Design of equipment

Equipment is appropriate for its intended purpose (sanitary design) and sufficient for throughput. (Includes consideration of vending machines and stock rotation in them).

Importing food

If a business is importing, are they a registered food importer or import via a registered agent? Where the business is a registered importer they meet their duties to source safe and suitable food (and keep it safe) and to keep or have access to records.

Suppliers and purchasing

Ingredients, food, packaging and food related accessories, cleaning chemicals, maintenance chemicals and services such as transport and storage, are purchased or secured in a manner that confirms safety and suitability and compliance with the Food Standards Code. This includes possible use of preferred suppliers and registered importers.

Receiving goods

Ingredients, food, packaging and food related accessories are checked on receipt for damage, contamination, identification, labelling and where appropriate, shelf life and temperature. Records are kept of items received and any incidents and how they were managed.

Time / temperature control (cooking / processing)

Appropriate procedures used for ensuring time and temperature controls are sufficient to manage microbial hazards during cooking and processing. For poultry use the cooking poultry topic.

Cooking poultry

Appropriate procedures used for cooking poultry. Records kept of cooking time and temperatures.

Defrosting and reheating food	Food is defrosted completely before use. Food is heated appropriately, quickly and thoroughly. Checks made to ensure this is done. Hot held food not cooled and then reheated for sale.
Cooling and freezing	Appropriate cooling and freezing carried out to ensure safety and suitability. Records kept as required.
Time temperature controls for food on display	Appropriate procedures used for ensuring time temperature limits are complied with.
Food allergen management	Controls to avoid contamination by allergens are appropriate and adhered to. Procedures to prevent cross contamination are effective and are being followed.
Preventing cross contamination	Contamination prevented by the use of clean surfaces and utensils and the separation of raw and cooked foods.
Process controls for <u>biological</u> hazards (other)	<p>Microbial and other biological hazards are identified appropriately, controls in place and applied.(E.g. ph and management of water activity). Records kept of checks made to confirm that hazards are managed. Any sampling and laboratory testing is done appropriately.</p> <p>(Note: Use this topic only for controls not identified by other topics e.g. cooking poultry, time temperature control (cooking/ processing, environmental monitoring).</p>
Process controls for <u>chemical</u> hazards (other)	<p>Chemical hazards are identified appropriately, controls in place and applied. Records kept of checks made to confirm that hazards are managed. Any sampling and laboratory testing is done appropriately.</p> <p>(Note: Use this topic only for controls not identified by other topics. E.g. food allergies / management.)</p>
Process controls for <u>physical</u> hazards (other)	<p>Physical hazards are identified appropriately, controls in place and applied. Records kept of checks made to confirm that hazards are managed. Any sampling and laboratory testing is done appropriately.</p> <p>(Note: Use this topic only for controls not identified by other topics.)</p>

Appropriate use of equipment

Appropriate use of equipment within its capacity and operating conditions.

Calibration

List of critical measuring equipment requiring calibration, calibration performed in the range in which the equipment is to be used, staff aware of calibration status. Calibration done regularly where required.

Food labelling and advertising

Labels and advertising material associated with the product comply with the Food Standards Code including requirements around health and therapeutic claims, ingredients, allergens, weights and measures, nutrition information panel, company details, storage conditions, instructions and claims (e.g. gluten, dairy free), best before and use by dates. (Note: validation of shelf life is in Confidence in Management, Operation verification).

Advertising material includes claims / customer information on pamphlets and details on the website of the business.

Transporting food

Transport appropriate to ensure safety and suitability of food maintained. Consideration should be given to temperature control, segregation of food and non food items. Records kept of incidents.

Storage and stock rotation

Storage carried out to ensure ingredients, food, finished product, packaging and food related accessories are safe and suitable. Temperature control and checks are done where required. Segregation of food and non-food items. No possibility for cross contamination. Stock rotation is appropriate.