# FOOD CONTROL PLAN TRAINING MANUAL

An easy introduction to your Food Control Plan and how it intermingles with the Cibus Catering Food Control App

# FOOD CONTROL ACT 2014

▸ The Food Act 2014 helps make sure that food sold throughout New Zealand is safe.

▸ The Act promotes food safety by focusing on the processes of food production, not the premises where food is made. For example, someone who makes and sells food from a food truck must follow the same rules as someone who makes and sells food at a restaurant or rest home.

▸ Under the Food Act 2014, anyone who sells or provides food needs to make sure it is safe and suitable to eat. Safe and suitable food is defined in the Act. In summary, it means that:

▸ 'safe food' won't make people sick

▸ 'suitable food' meets compositional, labelling and identification requirements and is in the right condition for its intended use.

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# CHECKING THE PLAN IS WORKING WELL

▶ It is your responsibility to regularly check that food safety and suitability is being well managed in your business.

▶ What to check and how often, depends on the effect of something going wrong in your business.

▶ You should check the most important things (e.g. thermometers) most often.

▶ An audit by a company you supply also counts as an internal check, but you must still conduct regular checks yourself.

▶ You should check:

    ▶ that people are doing what they need to

    ▶ 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.

    ▶ You or one of your staff must be your own internal verifier (self-auditor).

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# WHY IS SELF-AUDITING IMPORTANT?

- • You are responsible for your business and the food you produce. If you wait for someone else to tell you that something has gone wrong, it may become costly and your food may make people sick.

- Check your plan is working well by (for example):

  - Checking whether staff are carrying out key food Safety behaviours (e.g. washing hands etc.),

  - Checking records are being completed and kept

  - Looking through records to check that things are working as expected

  - Reviewing **'When something goes wrong' or 'Daily Diary'** information and checking that steps have been taken to prevent problems from happening again

  - Running food safety quizzes with staff,

  - using the **'Show'** sections in the Food Control Plan Template to ask the same questions or check the same things that your verifier would ask or look at,

  - Testing the environment or foods for certain bugs or chemicals to show procedures (e.g. cleaning and sanitising) are effective.

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# TRAINING & COMPETENCY

- All staff have different training needs.

- All staff must understand the training they are given.

- All staff must be confident that they know exactly what to do and follow the plan to make sure safe and suitable food is produced.

- Someone must be assigned to ensure the plan is being followed. This can be a delegated person or Kitchen Manager.

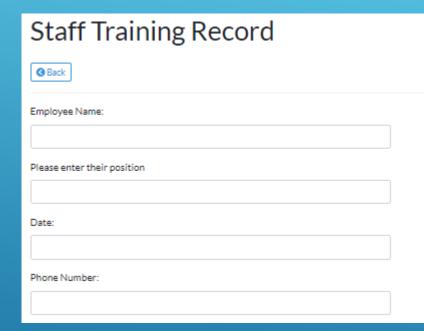- Train staff before they start working in your kitchen (include in your induction training).

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# TRAINING TOPICS THAT ARE ESSENTIAL

- Cleaning hands
- Wearing suitable clothing
- Reporting sickness
- Keeping Food Cold
- Cleaning and sanitising,
- Keeping foods separate in the food preparation area (including, managing allergens)
- Keeping raw/uncooked food away from cooked food
- Managing chemicals and poisons
- Other procedures which are specific to your food business,
- What to do when something goes wrong.

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# TRAINING VIA THE CIBUS APP

## Staff Training Record

[ Back ]

**Employee Name:**

**Please enter their position**

**Date:**

**Phone Number:**

- ☐ Checking The Plan Is Working Well (Self Auditing)
- ☐ Understand changeover to 'Simply Safe & Suitable' Template Control Plan
- ☐ Hand Hygiene - Wash Hands
- ☐ Protecting Food From Contamination by Staff
- ☐ Food Allergens - Knowing Whats In Your Food
- ☐ Cleaning Up
- ☐ Sourcing Receiving & Storing Food
- ☐ Keeping Food Cold
- ☐ Checking For Pests
- ☐ Maintaining Equipment & Facilities
- ☐ Preparing Food Safely
- ☐ Cooling Freshly Cooked Food
- ☐ Reheating Prepared Food
- ☐ Texture Modified Foods
- ☐ Listeria Management
- ☐ Cooking Food
- ☐ Delivery & Transport
- ☐ Keeping Food Hot
- ☐ Separating Food
- ☐ Chemical Training
- ☐ Cooking Poultry & Minced Meat
- ☐ Proving The Method You Use To Kill Bugs Works Every Time
- ☐ Defrosting Food
- ☐ When Something Goes Wrong
- ☐ Dealing With Customer Complaints
- ☐ Tracing Your Food
- ☐ Recalling Your Food
- ☐ Health & Safety Programme
- ☐ Date & Labeling open RTE and Fresh Made Product

**Both Employee & Kitchen Manager Signatures**

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# CLEANING HANDS

- **What do you need to know?**
  - Washing your hands helps to keep bugs out of the kitchen.
  - Regular hand washing helps prevent contamination of your food.
  - Uncovered cuts and sores can spread bugs and make food unsafe and unsuitable.

- **What do you need to do?**
  - Wash your hands in soapy water for 20 seconds then dry thoroughly using paper towels, single use cloth or an air dryer.
  - Always have soap and paper towels, single-use cloths or an air dryer by the handwashing sink.
  - You must keep your handwashing area clean.

- **You must wash your hands:**
  - When entering the kitchen,
  - Before handling food,
  - After coughing or sneezing,
  - After using the toilet,
  - After using your phone,
  - After taking out rubbish, after touching something you think is dirty.

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# WEAR SUITABLE CLOTHING

- **What do you need to know?**

- Food can become unsafe and unsuitable if contaminated by sick people or dirty clothing.

- Wearing clean clothes (including aprons etc.) helps to keep bugs out of the food, equipment and food preparation areas.

- Dirty clothing can contaminate food, surfaces and equipment.

- **What do you need to do?**

- Clean clothing (e.g. apron etc.) must be worn before handling food or entering food preparation areas (this applies to contractors and visitors too)

- You must make sure of one of the following, either:

  - staff wear their own clean clothing, or

  - provide clean clothing for staff.

- Remove outer protective clothing (e.g. aprons etc.) before leaving the food preparation area (e.g. to go to the toilet, outside etc.)
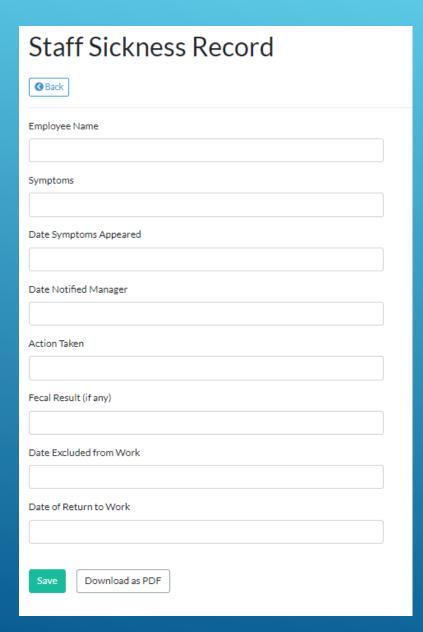
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# REPORTING SICKNESS

▶ **What do you need to know?**

▶ Harmful bugs can be transferred to food through a sick person's faeces, vomit and other body fluids (e.g. blood, snot).

▶ If sick staff contaminate food, you might have to recall it.

▶ **What do you need to do?**

▶ Any staff or visitors or Food Handlers (including contractors) who have vomited or had diarrhoea in the 48 hours before entering the food premises must tell the Kitchen Manager or Delegated Person.

▶ Staff must stay away from the food processing area until they are well, if they have an illness they can pass on.

▶ Sick staff may be able to complete tasks that do not come into direct contact with food or food preparation areas.

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# REPORTING SICKNESS VIA THE CIBUS APP

## Staff Sickness Record

← Back

**Employee Name**

**Symptoms**

**Date Symptoms Appeared**

**Date Notified Manager**

**Action Taken**

**Fecal Result (if any)**

**Date Excluded from Work**

**Date of Return to Work**

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# KEEPING FOOD COLD

▸ **What do you need to know?**

▸ Keeping food at the right temperature prevents bugs from growing quickly.

▸ Some foods must be kept cold (chilled or frozen) to stop bugs growing.

▸ You need to know the difference between:

▸ foods you need to keep cold to keep them safe (e.g. milk), and

▸ foods you can keep cold so your customer enjoys them (e.g. beer).

▸ You need to know which foods must be kept cold. Find out from your supplier or food labels.

▸ **What do you need to do?**

▸ Check daily that the food in your fridge is being kept at 5ºC or lower.

▸ Monitor the temperature of the food in your fridge by:

▸ using a probe thermometer to check the

▸ temperature of food or other substance (e.g. a container of water), or

▸ using an infrared thermometer to measure the surface temperature of the food, or

▸ using an automated system to monitor the internal temperature or surface temperature of your food.

▸ Check that food in the freezer is still frozen. You don't have to record the temperature of the frozen food.

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

# 2-HOUR / 4-HOUR RULE



**0 hours**

food is taken out of the fridge. Food is 5°C or below

**Less than 2 hours**

- serve ready to eat food, or
- cook food to 75°C, or
- put back in fridge and chill to 5°C or less

**Up to 4 hours**

- serve ready to eat food, or
- cook food to 75°C

**4 + hours**

throw it out

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# CHECKING FOR PESTS

▶ **What do you need to know?**

▶ Pests such as mice, birds and insects can spread disease. They do this by picking up bugs from dirty items such as waste and transferring them to food and food equipment.

▶ **What do you need to do?**

▶ Check for and remove any signs of pests daily (e.g. droppings, empty full traps, dead insects).

▶ Clean and sanitise any affected equipment and areas that come into contact with food.

▶ Record your daily check in the **'Diary Checks OPENING'** List

# SEPARATING FOOD

- **What do you need to know?**

- Keeping raw/uncooked food away from cooked/ready to-eat foods (e.g. salad) will stop bugs spreading.

- There are 11 common food allergens you must know about.

  - These are: sulphites, cereals containing gluten (e.g. wheat), shellfish, eggs, fish, milk, peanuts, soybeans, sesame seeds, tree nuts and lupin.

- Some foods/ingredients could cause an allergic reaction. Keeping food that doesn't contain allergens separate from foods containing the allergens listed above will stop people getting sick and possibly dying.

- Know what allergens are in the food you sell – you must be able to tell customers if they ask or include this information on the packaging.

- Poisons and dangerous chemicals can make people sick if they get into food.

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- **What do you need to do?**
- You must choose one of the following methods when preparing:
  - raw and cooked/ready-to-eat foods,
  - foods that contain the allergens listed and foods that don't contain those allergens,
    - use different spaces and equipment (chopping boards, knives and utensils), or
    - process at different times (cleaning in between), and/or
    - thoroughly clean and sanitise surfaces, boards, knives and other utensils between use.
- Wash your hands and, if required, change protective clothing (e.g. aprons) between handling:
  - raw and cooked/ready-to-eat, or
  - foods that contain the allergens listed and foods that don't contain those allergens, or
  - dangerous chemicals or poisons and food.
- Keep all products not intended for human consumption (e.g. pet food) away from food and food preparation areas.
- Label poisons and dangerous chemicals clearly, store them away from food and make sure food is protected when using them.
- Label and store all food that could cause an allergic reaction separately.
- Tell your customers which foods you make or sell contain allergens if asked.
- When transporting your food, separate:
  - raw and cooked/ready-to-eat, or
  - foods that contain the allergens listed and foods that don't contain those allergens.

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# PREPARING FOOD SAFELY

- **What do you need to know?**

- Harmful bugs from food and allergens can be spread by contaminated food, dirt, hands, clothes and surfaces.

- A dirty or badly-organised preparation space allows bugs to grow and spread quickly and easily.

- There are rules in the Australia New Zealand Food Standards Code (the Code) about the types of food additives (e.g. preservatives) you can add to some foods.

- Food service businesses are unlikely to need to know about these rules. If you use food additives,

- There are composition rules in the Code that only apply to some foods you may make (e.g. sausages, meat pies etc.). Check the Code or ask your verifier for more information.

- **What do you need to do?**

- Design your workflow so you can safely move around your area (e.g. so you don't carry raw chicken across areas where cooked/ready-to-eat food is being handled).

- Clean and sanitise your work areas as you go.

- Check additive requirements in the Code if you use food additives (e.g. preservatives) to make your foods.

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

# SOURCING, RECEIVING AND STORING FOOD

▸ **What do you need to know?**

▸ Cooking does not necessarily make all food safe.

▸ Some foods must be kept cold (chilled or frozen) to stop bugs growing.

▸ Food or ingredients must not be used or sold after their 'Use By date' (this includes food from vending machines).

▸ Only source food from a reputable supplier (e.g. registered food business).

▸ **What do you need to do?**

▸ Only buy food from approved suppliers.

▸ When receiving food, record:

  ▸ the name and contact details of your supplier,

  ▸ the type and quantity of food,

  ▸ the temperature of the food, if it needs to be kept at a certain temperature to make sure it is safe and suitable.

▸ When collecting or receiving chilled food, measure the temperature of it with a thermometer.

▸ You must check that:

  ▸ cold food is cold,

  ▸ frozen food is frozen,

  ▸ packaging is not damaged or dirty,

  ▸ food is not past its Use By date.

▸ Store food safely. Put chilled food away first, then frozen food, then food that can be stored at room temperature.

▸ Arrange your supplies so food with the closest Use By or Best Before dates is used first.

▸ Throw out food at its Use By date.

▸ Store food covered and clearly labelled.

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

# SOURCING, RECEIVING AND STORING FOOD

| 0 hours | Less than 2 hours | Up to 4 hours | 4 + hours |
|---|---|---|---|
| food is taken out of the fridge. Food is 5°C or below | • serve ready to eat food, or <br> • cook food to 75°C, or <br> • put back in fridge and chill to 5°C or less | • serve ready to eat food, or <br> • cook food to 75°C | throw it out |

- ▸ **What you need to show**
- ▸ Your verifier will check:
    - ▸ **Records** of your approved supplier list and supplier assurances,
- ▸ **Records** of:
    - ▸ the name and contact details of your supplier,
    - ▸ the type and quantity of food,
    - ▸ the temperature of the food, if it needs to be kept at a certain temperature to make sure it is safe and suitable.
    - ▸ Show your verifier that food is stored, labelled and covered.

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# INCOMING GOODS RECORD ON CIBUS APP

# COOKING FOOD

▶ **What do you need to know?**

▶ Some foods are likely to be contaminated with bugs that will make people sick or die.

▶ Cooking is a common way to kill these bugs and make the food safe to eat.

▶ Foods that need to be cooked to be safe include poultry and meat.

▶ **What do you need to do?**

▶ Meats (not poultry, mince meat and chicken liver) can be served rare but must be seared before serving.

▶ Follow any manufacturer's instructions for cooking processed and ready-to-eat foods/ingredients.

▶ Always check dishes for cold spots, they must be cooked evenly and all the way through.

▶ Stir dishes frequently to avoid cold spots.

▶ Check the temperature of your food by:

▶ using a probe thermometer to check the internal temperature of the food, or

▶ using an infrared thermometer to measure the surface temperature of the food.

# AGED CARE LUNCH TEMPERATURES ON CIBUS APP



## LUNCH Cooked / Reheated / Temperature Checks

Cooked and heated food above 75 C.
Ready to Eat Food above 60 C.
Cold food under 5 C.
Ready to Eat food from Cibus above 60 and below 5
(can be outside that limit but not more than 2 hours).
Please Record in Diary if not in that range.

[◄ Back]

Main Dish

Dessert:

Alternative Meal:

---

MAIN DISH: Please Record Temperature of the Main Dish
[ ] °C

VEGETABLE/SALAD 1: Please Record the Temperature of the Veg/Salad 1
[ ] °C

VEGETABLE 2: Please Record the Temperature of Veg 2
[ ] °C

PUREE DISH: Please record the temperature of the Puree Dish
[ ] °C

DESSERT: Please Record the Temperature of the Dessert
[ ] °C

Please record the temperature of the Alternative Meal
[ ] °C

Please Sign your name:

[▲ Clear Signing Pad]

[Save]   [Download as PDF]

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# COOKING POULTRY, MINCE MEAT & CHICKEN LIVER

▸ **What do you need to know?**

▸ Cooking foods thoroughly kills harmful bugs. Some foods must be cooked thoroughly to kill bugs.

▸ You must know which of your foods are high risk and must be cooked thoroughly every time (e.g. chicken).

▸ Mincing meats means that any bugs on the surface may be spread through the product. Minced meat products must be thoroughly cooked.

▸ You don't need to take the temperature of thinly sliced poultry.

▸ **What do you need to do?**

▸ Cook poultry (e.g. chicken, duck, chicken livers) and minced or finely ground meat (e.g. sausages, meat patties) to specific temperatures for a set amount of time to make sure they are safe.

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

▸ Use a thermometer to check that the centre of the thickest part of the meat and/or poultry thicker than 4cm has reached one of the time/temperature combinations in the below table.

▸ You must either:

  ▸ record the temperature of at least 1 item from each batch, or

  ▸ you must test each batch of poultry or minced meat you cook unless you can prove your method of cooking works every time.

▸ Throw out any cooked poultry and minced meat which has been held between 5°C and 60°C, and reheated to above 75°C but not eaten within 4 hours.

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

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# REHEATING FOOD

- **What do you need to know?**

- You must reheat food safely so that it does not stay in the temperature danger zone (5°C–60°C).

- If you don't reheat food correctly, bugs will grow and make your food unsafe and unsuitable.

- Bain-maries and hot cabinets do not reheat food. They keep food warm once it has been cooked or reheated.

- **What do you need to do?**

- Use the right equipment to reheat food quickly:

    - Microwave

    - Stovetop

    - Oven

    - Steamer

- Reheat food until steaming hot (at least 75°C) in the coolest part (if a liquid) or the middle (if solid) and keep it above 60°C until it is used.

- Reheated food that is held between 5°C and 60°C, can be reheated again to above 75°C and served hot (above 60°C) within 4 hours, otherwise it must be thrown out.

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# COOLING FRESHLY COOKED FOOD

- **What do you need to know?**

- You must cool food correctly, so that it does not stay in the temperature danger zone (5°C–60°C) long enough for bugs to grow to unsafe levels.

- If you don't cool hot food quickly, bugs will grow and make your food unsafe and unsuitable.

- **What do you need to do?**

- Cool food quickly to stop bugs growing or producing toxins.

- When cooling freshly cooked food it must get from:

  - 60°C to 5°C (or below) in less than 6 hours or it must be thrown out,

  - 60°C to room temperature or 21°C (whichever is colder) in less than 2 hours, then

  - Room temperature or 21°C (whichever is colder) to 5°C (or below) in less than 4 hours.

- Use any (or a combination) of these methods:

  - placing your food into shallow containers

  - using an ice bath

  - separating your food into smaller portions

  - placing your food in a blast chiller

- Once your food is at room temperature or 21°C (whichever is colder), put it in the fridge or chiller.

- Check after 4 hours that food is at 5°C or below.

- Throw out any freshly cooked food which has been in the temperature danger zone for more than 6 hours.

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# COOKING & COOLING ON CIBUS APP

# DEFROSTING FOOD

- **What do you need to know?**

- Juices from defrosted food can contain harmful bugs.

- If these juices get onto other food and surfaces they can make people sick.

- If food is only partially defrosted, it may not reach the correct temperatures during cooking to destroy bugs.

- **What do you need to do?**

- Plan ahead if using frozen food so you have enough time to thaw it safely, either in the fridge or chiller.

- When provided, thaw products according to manufacturer's instructions.

- Keep food 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:

  - 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

- Once thawed, foods that are normally kept cold or

- kept hot must be refrigerated, cooked or kept hot.

- Food must be fully defrosted before being reheated or cooked.

# KEEPING FOOD HOT

▶ **What do you need to know?**

▶ You must keep foods that would normally be kept cold or hot out of the temperature danger zone (5°C - 60°C) to stop bugs from growing and making people sick.

▶ Hot food must be kept above 60°C to stop bugs growing.

▶ **What do you need to do?**

▶ Follow manufacturers' instructions for using equipment.

▶ Heat food to 75°C or more before placing in a bain-marie or hot cabinet.

▶ Your equipment must keep food above 60°C. Use a thermometer to check the temperature of the food.

▶ When food is being kept hot for more than 2 hours check the temperature every 2 hours so you are sure it is above 60°C.

▶ If the 2 hour check shows that the food temperature is too low, 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.

▶ If hot food has been held at a temperature below 60°C for more than 2 hours, it must be thrown away.

▶ If hot food has been held at a temperature below 60°C for less than 2 hours, it can either be:

  ▶ thoroughly reheated and served hot (above 60°C), or

  ▶ cooled to below 5°C within four hours and kept at this temperature until it is eaten. Stir food to ensure it is kept hot all the way through.

▶ Do not mix old and new batches of reheated or hot, ready-to-eat food.

# TRANSPORTING FOOD

- **What do you need to know?**

- 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 - 60°C) to stop bugs growing.

- **What do you need to do?**

- **Control temperatures**

  - Food must be transported and delivered at the correct temperature. You must regularly check this.

  - Keep frozen food frozen.

  - Only deliver food in the temperature danger zone if it's going to be eaten within 4 hours of entering the temperature danger zone.

  - Transport cold food cold (at or below 5°C) or hot food hot (above 60°C).

  - Use appropriate equipment for transporting food so you know your food will be safe.

  - Use: insulated bags/boxes, portable chillers, hot-holding equipment.

- **Plan before transporting**

  - Animals must not be able to access the parts of your vehicle used for food.

  - All parts of the vehicle that you use to transport food or

  - food equipment must be clean (and sanitised if going to be in direct contact with ready-to-eat food).

  - Throw out: any food that has become contaminated, food that has been kept in the danger zone for more than 4 hours.

# KNOWING WHAT'S IN YOUR FOOD

▸ **What do you need to know?**

▸ You must know, and be able to tell your customers what's in their food so they can make informed choices.

▸ This is especially important for people with food allergies.

▸ You must know what's in the ingredients you use.

▸ If you are importing food, you must understand the label.

▸ There are 11 common food allergens you must know about. These are sulphites, cereals containing gluten (e.g. wheat), shellfish, eggs, fish, milk, peanuts, soybeans, sesame seeds, tree nuts and lupin.

▸ Food allergies can result in life-threatening reactions that can occur within minutes of eating the food.

▸ Know which foods you sell that can cause allergic reactions.

▸ You need to know about additives and food composition rules in the Australia New Zealand Foods Standards Code.

▸ **What do you need to do?**

▸ Check the labels of your ingredients. You must be able to understand them.

▸ Keep details of the ingredients you use, (e.g. record and follow your recipes so you know what allergens they contain).

▸ Tell your staff which foods contain any of the allergens listed.

▸ They must know how important it is that they are aware of allergies and allergens.

▸ Either the day-to-day manager or delegated

▸ person must be able to talk to customers about what's in their food.

▸ • Check all of the ingredients in the food, as well as sauces, garnishes served with, or added to, the food.

# CLEANING UP

- **What do you need to know?**

- Bugs will grow on dirty surfaces and equipment and could make your customers sick.

- Dirty premises can attract pests like mice, rats and cockroaches which can spread disease.

- You must remove rubbish so that it does not attract pests.

- Removing rubbish reduces the risk of people/clothing becoming contaminated and the risk of your food becoming contaminated.

- Using unclean water can make people sick.

- Cleaning and sanitising are two different things:

    - cleaning removes dirt and grease,

    - sanitising kills harmful bugs on surfaces.

- **What do you need to do?**

- **Using safe food**

    - Throw out stock by its Use By date.

    - Throw out any food that has been kept hot on display or cool quickly and refrigerate to use cold the next day.

    - Throw out any food or ingredients that have been contaminated.

    - Throw out any leftover marinades or coatings.

    - Your verifier will check these every time ·

- Throw out any leftover brining or pickling solutions.

- Throw out any food which has come into contact with unclean water.

- All remaining food which is safe to be used later, must be labelled and stored properly (e.g. cold food is in the fridge, food is protected from contamination (i.e. in containers).

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# CLEANING UP

- **Cleaning up your food preparation area**

- Sort and/or wash dirty laundry (if you choose to supply your staff with clean clothing).

- Empty bins and remove rubbish from processing areas at the end of the day and when full.

- Dispose of rubbish regularly.

- Clean bins and rubbish area regularly.

- You must clean and sanitise all surfaces that come into contact with food.

- You must use hot soapy water or food grade cleaning chemicals.

- Always follow the instructions when using cleaning chemicals.

- Always sanitise food preparation areas and equipment after cleaning.

- Your verifier will check these every time.

- You must use clean water for cleaning your food preparation areas and equipment.

- You must sweep, vacuum and/or mop all areas of your food business.

# DAILY CLEANING ON THE CIBUS APP

## Daily Cleaning Check MAIN KITCHEN

Back

- [ ] BENCHES: Benchtops & shelves under bench clean including any legs, all surfaces are sanitized
- [ ] WALLS: Make sure any buildup has been cleaned
- [ ] SINKS: Sinks are clean after every cooking shift
- [ ] UNDER OVENS: Wiped clean everyday
- [ ] MEAT SLICER: To be dismantled after each use and cleaned with hot soapy water. Lift up and wipe underneath, Sanitize all surfaces.
- [ ] OVENS, HANDLES & KNOBS: Clean inside and outside of ovens making sure handles and knobs are also cleaned, and sanitized
- [ ] FLOOR: Check the floor (including under the shelving) has been cleaned (also include the Storeroom area)
- [ ] STOVE TOPS: Clean stove top and replace foil if required
- [ ] FRIDGES/COOLROOM: Wiped down on the outside and check the inside is clean
- [ ] MIXER/BLENDER: Base and mixer is cleaned, Sanitize all surfaces

Please Complete and write your name

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## Daily Cleaning Check DISHWASHER AREA

Back

- [ ] DISHWASHER: After use, drain and clean the filters. Wash outside as well
- [ ] RUBBISH BINS: Change the bag and make sure the bin is clean inside and out
- [ ] MICROWAVE OVEN: Ensure it is clean inside and out, all surfaces sanitized
- [ ] CAN OPENER: Remove from holder and clean blade area, all surfaces sanitized
- [ ] TROLLEYS & HOT BOXES: Once they are unloaded, please ensure they are cleaned inside and out
- [ ] DOORS: ensure both sides are cleaned
- [ ] FLOORS: Sweep, Scrub and Mop dry the floor, (including under the shelving)

When Completed, please Sign your name

Clear Signing Pad

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## Evening Shift Daily Cleaning Check

Back

- [ ] BENCHES: Benchtops & shelves under bench clean including any legs, all surfaces are sanitized
- [ ] MICROWAVE OVEN: Ensure it is clean inside and out, all surfaces sanitized
- [ ] SINKS: Sinks are clean after every cooking shift
- [ ] WALLS: Make sure any buildup has been cleaned
- [ ] FLOORS: Sweep, Scrub and Mop dry the floor
- [ ] FRIDGES/COOLROOM: Wiped down on the outside and check the inside is clean
- [ ] TROLLEYS & HOT BOXES: Once they are unloaded, please ensure they are cleaned inside and out
- [ ] Bain Marie is clean and shelve under the unit

Please Complete and sign your name

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# MAINTAINING EQUIPMENT AND FACILITIES

- **What do you need to know?**

- If your premises and equipment aren't designed for food use, aren't in good condition and/or don't work properly  ou may make unsafe and/or unsuitable food.

- It is important to assess where you make food and make sure it's not made of materials that could contaminate food, can be easily cleaned, has the necessary services (e.g. power, water) and is big enough for all the food activities (and staff) you have.

- You need to regularly check that all of this remains true (is maintained) for your business.

- If your premises and equipment aren't in good condition and/or don't work properly you may make unsafe and/or unsuitable food.

- Broken equipment and an unkempt building (e.g. holes in floors and walls) can allow pests and bugs in your food. This can lead to unsafe and unsuitable food.

- The water you use for food preparation, hand washing and cleaning must always be clean.

- You need to know how to repair and maintain water pipes, tanks and water treatment systems etc.

- **What do you need to do?**

- Check your premises for signs of deterioration (e.g. holes in floors and walls) and fix as necessary.

- Check your equipment for signs of deterioration and fix as necessary.

- Service your equipment regularly and if necessary calibrate according to your calibration schedule.

- • 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.

- You must manage and control pests by either:

  - employing a pest control specialist, or managing these risks yourself.

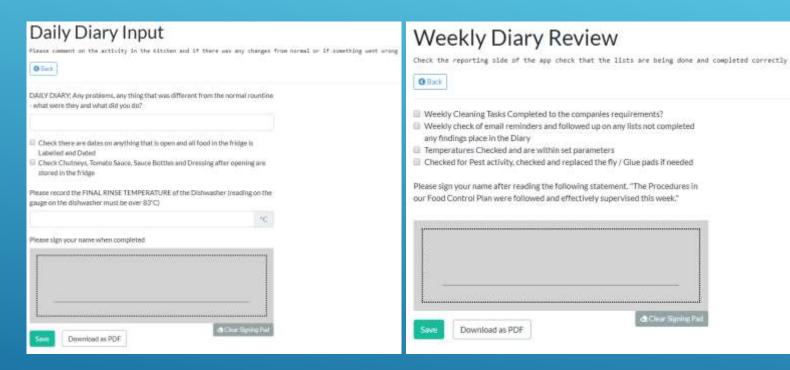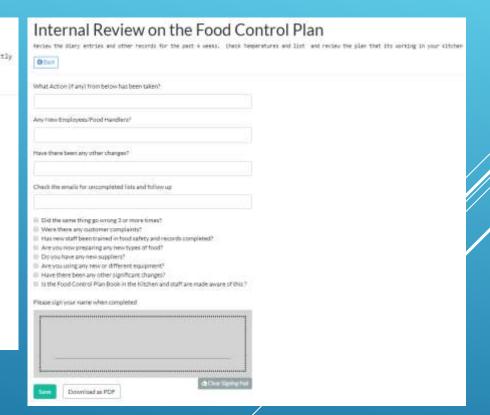# REPAIRS AND MAINTENANCE ON THE CIBUS APP

# WHEN SOMETHING GOES WRONG

▸ **What do you need to know?**

▸ You must keep records for at least 4 years.

▸ Records must clearly describe what went wrong, who was involved and how the problem was fixed.

▸ Things don't always go as expected. You must have a procedure for dealing with things that go wrong in your plan.

▸ **What do you need to do?**

▸ Take immediate action as soon as a problem affecting food safety and/or suitability is identified. Record the action that you took.

▸ Use your records to look over the past week/few days.

▸ Determine if anything has gone wrong in your plan, for example:

  ▸ fridge temperatures were too high,

  ▸ there was a sign of pests,

  ▸ received food was not at the correct temperature,

  ▸ poultry was not cooked to at least 65°C for 15 minutes,

  ▸ food was not reheated to above 75°C,

  ▸ food was cooled too slowly,

  ▸ food was transported at the incorrect temperature.

▸ If something's gone wrong, identify where the problem started and how many times it happened.

▸ Identify if a procedure is missing from your plan.

▸ Is the food you produced unsafe or unsuitable? Do you need to tell your customers?

▸ Fix the problem yourself or tell the person responsible for that area about the problem.

▸ Take action to prevent the problem from happening again.

▸ Keep clear, accurate and complete records for at least 4 years.

▸ Notify your verifier if any of your food has become unsafe or unsuitable when following any procedures in your plan.

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# USING THE REVIEW PROCESS ON THE CIBUS APP



**Daily Diary Input**

Please comment on the activity in the kitchen and if there was any changes from normal or if something went wrong

◉ Back

DAILY DIARY: Any problems, any thing that was different from the normal rountine - what were they and what did you do?

☐ Check there are dates on anything that is open and all food in the fridge is Labelled and Dated
☐ Check Chutneys, Tomato Sauce, Sauce Bottles and Dressing after opening are stored in the fridge

Please record the FINAL RINSE TEMPERATURE of the Dishwasher (reading on the gauge on the dishwasher must be over 83°C)

°C

Please sign your name when completed

🖉 Clear Signing Pad

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**Weekly Diary Review**

Check the reporting side of the app check that the lists are being done and completed correctly

◉ Back

☐ Weekly Cleaning Tasks Completed to the companies requirements?
☐ Weekly check of email reminders and followed up on any lists not completed any findings place in the Diary
☐ Temperatures Checked and are within set parameters
☐ Checked for Pest activity, checked and replaced the fly / Glue pads if needed

Please sign your name after reading the following statement. "The Procedures in our Food Control Plan were followed and effectively supervised this week."

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**Internal Review on the Food Control Plan**

Review the diary entries and other records for the past 4 weeks. Check temperatures and list and review the plan that its working in your kitchen

◉ Back

What Action (if any) from below has been taken?

Any New Employees/Food Handlers?

Have there been any other changes?

Check the emails for uncompleted lists and follow up

☐ Did the same thing go wrong 2 or more times?
☐ Were there any customer complaints?
☐ Has new staff been trained in food safety and records completed?
☐ Are you now preparing any new types of food?
☐ Do you have any new suppliers?
☐ Are you using any new or different equipment?
☐ Have there been any other significant changes?
☐ Is the Food Control Plan Book in the Kitchen and staff are made aware of this ?

Please sign your name when completed

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# DEALING WITH CUSTOMER COMPLAINTS

▸ **What do you need to know?**

▸ You must be able to identify if the complaint is about food safety, suitability or quality.

▸ Customer complaints about food safety and/or suitability must be dealt with immediately.

▸ You must have someone responsible for dealing with customer complaints.

▸ **What do you need to do?**

▸ • Identify who is responsible for dealing with complaints:

▸ day-to-day manager or delegated person

▸ Identify if the complaint is about food safety, suitability or quality.

▸ If the complaint affects the food safety and/or suitability of a batch or individual item/dish, you must separate until proven to be safe or throw out affected food and associated ingredients.

▸ Check food that has been in the same area or has been prepared at the same time,

 ▸ identify where the problem started,

 ▸ Fix the problem,

 ▸ take action to prevent the problem from happening again.

▸ Notify your verifier:

▸ if someone who eats your food ends up sick, or could end up sick if they eat your food.

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# CUSTOMER COMPLAINT ON THE CIBUS APP