New Zealand Food Safety
Ministry for Primary Industries
Manatū Ahu Matua

# National Programme 2 Guidance

**You should use National Programme 2 if you:**

### Manufacture

- Bread, fruit loaves, bagels pita bread etc.
- Cereals, biscuits and crackers
- Crisps, popcorn and other snack foods
- Peanut butter, jams, pickles and chutneys
- Confectionery, chocolate and icing
- Ice, iced confectionery and iced desserts
- Frozen, dried or dehydrated fruits and vegetables

### Sell

- Chilled or frozen foods (excluding manufactured packaged ice cream, iced confectionery and iced desserts)

### Process

- Nuts & seeds

### Serve

- Food at an early childhood education centre (ECE)/ Kōhanga Reo

Te Kāwanatanga o Aotearoa
New Zealand Government

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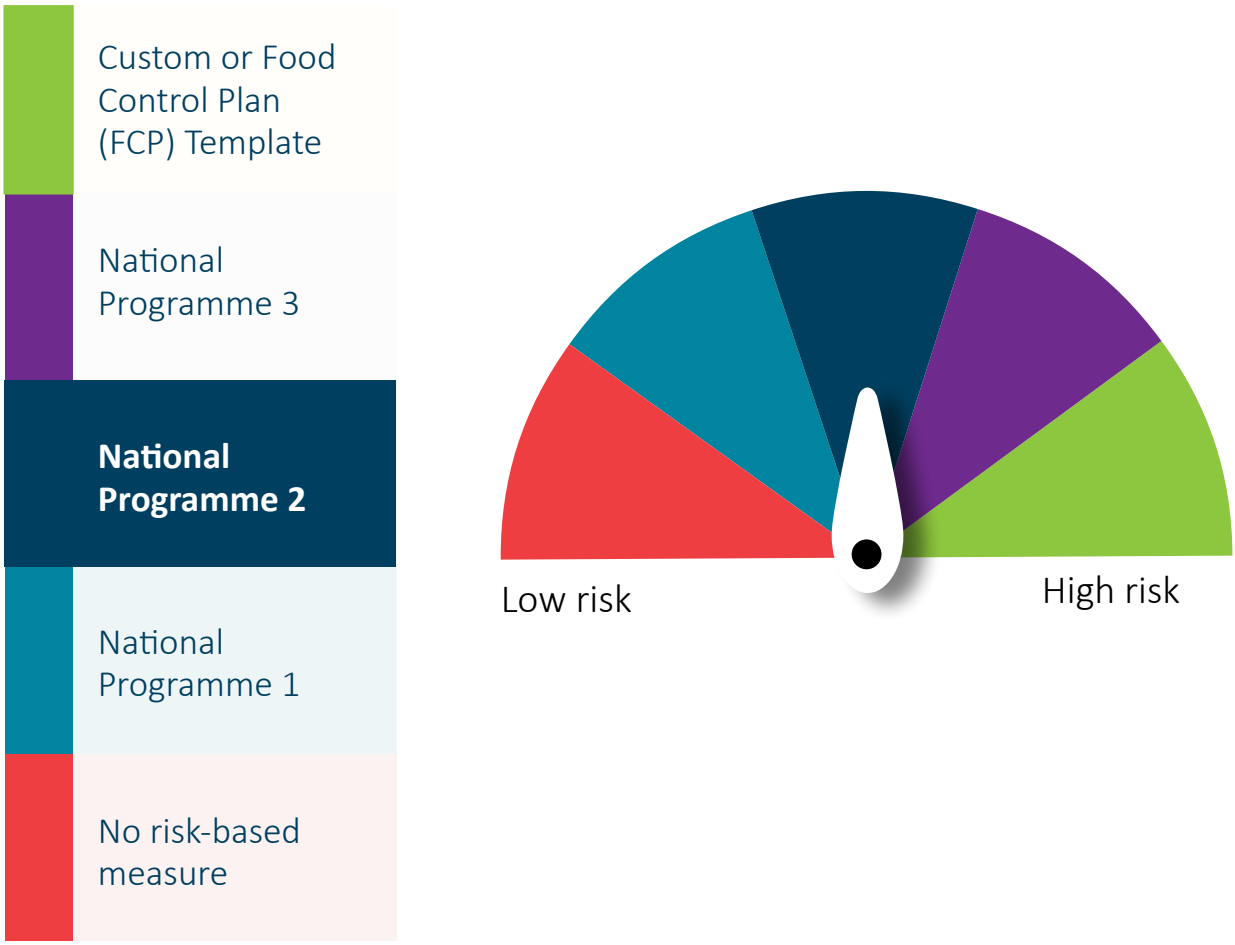
# What is a National Programme?

A National Programme (NP) is a set of rules that medium and lower risk food businesses need to follow to comply with the Food Act 2014. These rules are here to help you manage food safety risks and stop people getting sick. There are three levels of NPs based on the food safety risk involved in making and selling your food. Level 2 is for low to medium risk operations.

Under a NP, you do not need written procedures or a documented Food Control Plan (these are only required for high-risk food businesses). You must be able to demonstrate that you are meeting the requirements of a National Program by following procedures and keeping records for some of the things you do. Following this guideline will help you to do this.

You need to register with your local council or the Ministry for Primary Industries, and get checked (verified) within 6 weeks of registering for new businesses, or 1 year of registering for existing businesses.



# You can choose to write your own plan

You do not have to follow this guideline – you can write your own food safety and suitability plan, by writing a custom (or bespoke) Food Control Plan. Your plan will have to be reviewed (evaluated) to ensure it will manage food safety and suitability appropriately.

Even if you write your own plan, NP 2 verification frequencies will apply to your business.

A guide to writing your own rules is here: www.mpi.govt.nz/dmsdocument/12843

# Where can I find more information?

You can check the Food Regulations 2015 here: www.legislation.govt.nz

If you have any questions contact MPI or NZFS.

Visit www.mpi.govt.nz/foodact

MPI: info@mpi.govt.nz 0800 00 83 33

Find your local council: www.lgnz.co.nz/local-government-in-nz/councils-in-aotearoa/council-websites-and-maps/

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# Instructions

This is a guide that you and your staff can read, follow and implement to ensure you are making safe and suitable food

### How to use this guide

Your guide is divided into cards, which outline what you and your staff can follow to meet the rules and keep food safe.

The **green** pages outline information about setting up your business and staff training.

The **medium blue** pages outline information about cleaning and sanitising, maintaining equipment and facilities, and personal hygiene.

The **orange** pages outline information about control steps commonly used in NP 2 businesses. These procedures have already been proven to reduce or eliminate hazards so food is safe and suitable. You only need to use the orange pages which apply to your business.

The **red** pages outline what to do when something goes wrong.

Each card has three sections: **Know**, **Do** and **Show**.


**Know**

**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**

**Do** contains the food safety rules you must follow.


**Show**

**Show** outlines what your verifier will ask you to demonstrate or the records they will expect to see.

# Using this guide

## Icons for different types of food business

Not all sections of the guide relate to all businesses. You only need to follow the sections that are applicable to your business.

To help with this, there are icons for specific types of businesses:

- Where you see an icon the rules only apply to that type of food business.
- Where there are no icons, the rules apply to all National Programme 2 businesses.

**Bread**

**Cereals, biscuits and crackers**

**Crisps and snacks**

**Peanut butter, jam, pickles and chutney**

**Confectionery**

**Ice and iced confectionery**

**Frozen, dried or dehydrated fruits and vegetables**

**Retailer of chilled and frozen food**

**Nuts and seeds**

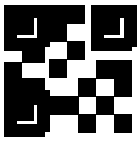
**Early Childhood Centre (ECE)/ Kōhanga Reo**

To help you make sure that you are keeping the right records for the right things we have placed icons throughout this document:

(pink pencil icon)
The records you must keep

(purple lightbulb icon)
Some key things to notice or remember

(brown boat icon)
Information required for importers



(black QR code icon)
Scan these for more guidance

## Keeping records

The records you keep are a way of showing that you understand the rules, completed regular checks and fixed anything that has gone wrong. The records also provide evidence if there is a complaint or a foodborne illness outbreak involving your food business.

You can either create your own records or use the MPI Record Blanks as templates (www.mpi.govt.nz/dmsdocument/16717).

You can keep your records in the way that suits you including the use of photos, whiteboards or save them electronically. Records need to be kept for a minimum of 4 years at a time.

## 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 your business processes. This guide tells you what your verifier will look for when they visit your business, and what information you need to record.

## Storing your guide

You do not need a printed copy of this guide. You can use an electronic (for example a PDF, or web page) version of this guide instead. This guide has web links to useful information which will be easier to access if you use an electronic copy of the guide.

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# Overview of getting started


## Set up

- Read this guide.
- Plan how you will implement food safety.
- Contact and get a letter from a verifier saying they will verify you. You can find one here: mpi.force.com/PublicRegisterRecognitions/s/

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## Register

- Get in touch with your registration authority (Council, or MPI if registering more than one site in different council locations).
- Complete the registration form and any supplementary forms required by your council or MPI.
- Submit application, including fee.

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## Operate

- Follow food safety procedures.
- Put your records in place.
- Keep records up to date.
- Contact your verifier and arrange a time to be verified.
- Focus on top 5 requirements.

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## Get verified

- Ensure you can demonstrate how you make safe and suitable food.
- Provide necessary records to the verifier.

# Requirements for National Programme 2

| NP 2 Records | Required | When something goes wrong |
|---|---|---|
| Checking the programme is working well | | ✓ |
| Water test results (self-supply only) | ✓ | |
| Competency and training | ✓ | |
| Pests | | ✓ |
| Maintenance | ✓ * | |
| Managing personal hygiene and health | | ✓ * |
| Sickness | ✓ | |
| Clean clothing | | ✓ * |
| Sourcing, receiving and tracing | ✓ | |
| Storage and display | | ✓ |
| Separating safe & unsafe food | | ✓ |
| Thoroughly cooking or pasteurising food | ✓ ** | ✓ |
| Reducing water content | ✓ | |
| Pickling, fermenting, or acidifying food to keep them safe | ✓ | |
| Foreign matter | | ✓ |
| Packing and labelling | | ✓ |
| Transporting food (temperature) | ✓ * | |
| Recalling food | | ✓ |
| Simulated (mock) recall | ✓ | |

* Does not apply to ECE/Kohanga Reo or retailers of manufacturer-packaged chilled/frozen food.
** ECE/Kohanga Reo only. Everyone else is only required to keep a record when something goes wrong with cooking/pasteurising.

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# Mandatory topics for all National Programme 2 Sectors

These are the 5 most important things to get right every time.
They will always be checked by your verifier.


### Competency and training

Know how to make safe and suitable food.

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### Cleaning

Keep food and surfaces clean and tidy.

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### Personal hygiene and health

Wash hands and avoid contaminating food.

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### Sourcing and tracing

Check and record what comes in and out of your business.

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### Process controls

Make sure that you control parts of the food chain, or your process, that are the best, or last, place to manage specific food safety risks.

# 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).
- **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.
- **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. For 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.

# Taking responsibility

K

Know

## Useful things to know

- You and your staff do not need to be food safety experts but you do need to know enough to make good food safety and suitability decisions for your business. This guide is intended to help you to do that.
- This guide will help you ensure the food you make and sell is safe and suitable.

Not all sections of the guide relate to all businesses. You only need to follow the sections that are applicable to your business.

- **Food safety** is about preventing food from causing illness or harm. Food can be unsafe if it contains certain 'hazards'. Hazards fall into 3 categories:
  1. **Biological (bugs)**: Certain bugs (for example bacteria) can make people sick if they are on or in food.
  2. **Chemical:** Many chemicals can make people sick if in or on food.
  3. **Physical (foreign):** Glass, metal, plastic or other sharp objects can sometimes get into food and cause harm.
- **Food suitability** is about knowing your food meets customer expectations and does not contain anything unexpected or offensive.
- It is your responsibility as the operator to make sure the food your business produces, handles and/or sells is safe and suitable. You are responsible for demonstrating food safety by leading by example.
- Taking responsibility for food safety means understanding the possible hazards that could make your food unsafe and taking steps to:
  - keep bugs and harmful chemicals and foreign matter out,
  - keep bugs at safe levels,
  - eliminate or remove bugs.
- Taking responsibility for food suitability means:
  - only using foods or ingredients that are appropriate for intended use,
  - labelling food correctly, and
  - making sure any claims about your food are true and allowed.

## Keeping customers safe

- It is important for you to know, understand and follow the rules.
- If someone reports sickness or other problem (for example, labelling, foreign matter), a food safety officer investigates their complaint. This means you might be visited even when you did not make someone sick.
- Following the rules will help your business as it will help you show you did not make anyone sick:
  - about 86% of people who 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 who 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 (and might tell their friends not to buy it).

## Keeping records

- Without records it will be harder to show that your food is safe and suitable which could lead to:
  - recalling food,
  - you being stopped from selling food,
  - having to make certain improvements to your processes or practices,
  - fines or prosecution,
  - damage to your reputation.
- Keeping **records** is best practice. This guide tells you the minimum that should be kept but you can keep more.

## Where to go for 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 guide.
- You can get advice and guidance from others, for example verifiers or consultants.
  - **Verifiers** can provide advice and coaching (options and examples) about how you can make sure your business is making safe and suitable food but they cannot make your decisions for you.

K
Know

- **Consultants** can design systems, processes and procedures for you – but can't 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

- Always follow food safety and suitability rules (the **Do** sections)
- Always have enough trained and competent staff to achieve the safety and suitability of food.
- Get verified.
- 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, and who did it.
- Make sure **records** are easily accessible.
- Give written notice to the registration authority (local council or MPI) of any significant change in circumstances (for example, change of business address). If possible before making the change, or at least within 10 working days after the change occurs.

S
Show

## Things to show your verifier

- Your verifier might ask:
  - whether you have delegated any food safety responsibilities to other people. If so, how you know they are doing a good job of keeping food safe and suitable,
  - to show how you are managing food safety,
  - whether there have been any changes to what you and your staff do, make or sell since the last time they were there.

# Checking the programme is working well



## Useful things to know

- As the operator, it is your responsibility to regularly check that food safety and suitability is being well managed in your business.
- You or one of your staff need to be your own internal verifier. This is someone in your own business that checks that the plan is being followed correctly.
- What to check and how often, depends on the effect of something going wrong in your business (for example, if something really important to food safety has gone wrong you might have to recall food back to the point where you last had evidence everything was under control – so it is important to check these things more often).
- If your business is audited by another entity (for example, a customer or private standard auditor) this could also contribute towards your internal audit, but you still need to check any parts of your programme that were not covered.
- You should check:
  - that staff/visitors understand the rules in the **Do** sections of this guide, 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 correct equipment and information to help them handle food safely,
  - staff are committed to food safety.

Checks should be done regularly. You do not need to check everything all at once, or at every check. For example, you might check that temperatures of fridges are being taken (and **recorded**) every day or every shift, but checking that the training has been undertaken, is effective and **records** are up-to-date, might be done only every few months.

## Why is self-verifying important?

- You are responsible for your business and that the food you produce is safe and suitable, not your verifier or the government. If you wait for someone else to tell you what is going wrong in your business you may make people sick. Putting things right after selling unsafe food is more costly than regularly checking you are producing safe and suitable food.
- Check the programme is working well by (for example):
  - 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 guidance 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) are effective.

## Some notes about testing:

- There are specific requirements for testing in some situations (for example self-supply water).
- There are also rules about certain limits for bugs or chemicals in the Australia New Zealand Food Standards Code (the Code) www.foodstandards.gov.au/food-standards-code/legislation. A limit does not mean you always have to test the food for that bug or chemical.
- If you are thinking about using sampling and testing to show your programme 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. Carrying out tests of the production environment can help, for example:
  - if testing results find harmful bugs, it might mean some part of your process is not working well and you will need to follow the **'Taking action when something goes wrong'** [red] card.
  - A negative result may not prove that your process is working perfectly or that the food 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.

**K**

**Know**

Imagine you have a batch of 200 apples packed into 10 sacks and you think it is possible there might be 1 or 2 bad apples in the batch. You open 1 sack and pull out 1 apple – if it is a good apple does it prove all the other apples are good?

How many sacks do you have to open, and how many apples do you have to pull out (sample) to be sure that you either find the bad apples or prove that the batch contains no bad apples? What if, once an apple has been taken out of the sack, you aren't allowed to sell it? Would you 'test' to find the bad apples in the sacks – or put processes in place to make sure you found and removed any bad apples before you packed them in the sacks in the first place?

- If you want to include testing as one of your checks it is often more effective to test the environment rather than final foods.
- 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, a consultant, or your verifier can provide information about putting together a sampling and testing plan.

**D**

**Do**

## Rules you must follow

- 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.
- You must ensure:
  - that staff and people (for example delivery staff, suppliers) that come in contact with food understand the rules in the **Do** sections of this guide 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 correct equipment and information to help them handle food safely,
  - your scope of operations is up to date with your current business activities (for example, if you are now making and cooking pies, then this guide is no longer suitable for you and you must contact your registration authority).
- You must check that your traceability and recall procedures are effective, refer to the **'Recalling your food'** [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.

## Things to show your verifier

- Show your verifier:
  - how you check that your procedures are working well,
  - results of the checks you have made,
  - results of the tests you have carried out.

# Managing places and equipment



## Useful things to know

- When choosing places and equipment for your food business there are some things you should consider, such as:
  - what the place has been previously used for,
  - whether rooms and equipment can be easily cleaned and maintained,
  - whether there is adequate lighting, ventilation and services (for example, water and electricity),
  - 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 a food business, and the choices you make determine how hard you and your staff will have to work to know food is always safe and suitable.
- It is often things which are easily overlooked that can result in food being contaminated or people getting sick. For example:
  - a light breaking and spreading glass into food,
  - dust and dirt carrying bugs getting into food from the neighbouring supply yard loading compost, fertiliser into trucks,
  - buildings constructed from materials that could be a source of bugs, chemicals or foreign matter getting into your food,
- Use equipment fit for the intended purpose and is suitable for food processing environments.
- 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

## Rules you must follow

- Identify and control any food safety/suitability hazards associated with places and equipment.
- Check previous use of land and buildings, and do not use areas that are likely to make food unsafe.
- If your neighbours do things that could cause your food to be unsafe or unsuitable, work out how to minimise the chance that this could happen.
- Make sure any places used for your food business are big enough to accommodate the number of staff you plan to have working there and allow for a good workflow.
- Design your workflow so food can move safely through your business (for example, so you do not carry unsafe foods or ingredients through areas where safe food is being handled).
- Make sure buildings, fittings, fixtures or equipment are not made of materials that could be a source of bugs, chemicals or foreign matter getting into your food, or work out how to minimise or eliminate the chance that food could become contaminated from these sources.
- Ensure all areas where food will be handled or stored can be easily cleaned.
- Dust, dirt, fumes or pests that can get into buildings used for handling, processing or storing food can create a hazard and must be controlled.
- Provide places for storage of cleaning chemicals and maintenance compounds away from food.
- Make places to wash hands available close to food handling areas (including where horticulture crops are being harvested).
- Have procedures for managing waste. Regularly remove rubbish from food processing and preparation areas to prevent it becoming a source of contamination.
- Keep rubbish areas away from food processing/preparation areas.
- Make sure you have equipment for measuring control points (for example thermometers for checking fridge/chiller temperatures) and that it is accurate and working properly.
- Food in vending machines must be kept safe and suitable (for example, packaged ice creams must be kept frozen and must not be sold after a "Use-By" date).

S

Show

## Things to show your verifier

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

# Ensuring your water is suitable

K

Know

## Useful things to know

- Suitable water must be:
  - safe to drink if it is used for food preparation, washing food contact surfaces/equipment, and for staff to wash their hands,
  - suitable and fit for purpose when used for any other activities in growing or making food.
- You need to make sure you have enough suitable water for your business.

### 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 use water in your business, and make sure that the water is not going to contaminate your food. If you use a registered drinking 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

### If you use self-supply water

- Self-supply water is from a source other than a registered drinking water supplier (for example rainwater, own-bore water). You will need to prove it is safe for use by having it tested at an accredited lab. You can find a lab here: hinekorako.taumataarowai.govt.nz/publicregister/laboratories/
- You will need to know what nearby activities and naturally occurring chemicals could make your water supply unsafe (for example nitrates for ground water, 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.

K

Know

- You may need to install operate and maintain (for example, replacing filters) a water treatment system, following the manufacturer's instructions, to ensure water is safe for use with food.
- You might need to treat roof, surface or ground water using filtration, chlorination or UV disinfection to make it safe 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),
  - 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).

D

Do

## Rules you must follow

- Water for food processing, hand washing and cleaning, must be from either:
  - a registered drinking water supply (for example, local council), or,
  - a roof, surface or ground water supply that meets the requirements (that is ensure that it is safe).
- Self-supply water must meet the requirements in the table below. You must test self-supply water:
  - before using any new source for the first time; and
  - within a week of restarting operations after severe weather or adverse event that might have affected your supply.

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

| | |
|---|---|
| Chlorine (when chlorinated) | Not less than 0.2mg/L and not more than 5mg/L (ppm) free available chlorine with a minimum of 30 minute contact time |
| **Measurement** | **Criteria** |
| pH (when chlorinated) | 6.5 to 8.0 |

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

- If anything has changed (for example, new nearby activities) or there has been an adverse event (for example, flooding or an earthquake) that might have affected the quality of your self-supplied water, you must test the water within 1 week of restarting business operations.
- 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.
- 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, taps and treatment systems for any water supplies on site that are safe for drinking water (or are “food-grade”). 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 and 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 carrier).
- Always throw out any food which has been contaminated by unsafe/ unsuitable water.

It is recommended you **record** the water source for each of the sites you trade at.

## Things to show your verifier

- Your verifier will:
  - ask how you know your water is fit for purpose,
  - ask you how you check and maintain water equipment and facilities (see the **'Maintaining equipment and facilities'** [dark blue] card).

### 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 nearby 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.

## Will you keep records for this?

- You need to keep **records** of self-supply water tests.

# Ensuring staff are trained and competent

K

Know

## Useful things to know

- Staff have different training needs. You must understand what training staff and visitors need, to achieve safe and suitable food.
- 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.
- Not all staff and visitors need training in all things but they need to know how to keep food safe when doing their particular job.
- If you have staff you will need to train them:
  - before they start handling food,
  - before you introduce or change a procedure,
  - whenever you think you or your staff need it (for example, after something has gone wrong, or as a refresher to maintain knowledge).
- Training should include good food safety practices like:
  - hand washing and when wearing clean clothing is required,
  - keeping away from food when sick,
  - cleaning,
  - sourcing, receiving and tracing food,
  - checking that process steps are managing risks,
  - what to do if something goes wrong.
- You can train staff any way that works for your business. You could consider:
  - work under supervision,
  - buddy training,
  - courses (in-house or external),
  - videos, games and quizzes can all be used as training methods too.
- You need to know that staff and visitors are practicing the training you have provided.

K

Know

- If you are a sole operator, you can use online tools for training (for example,food safety courses) or seek help from a consultant. You do not need to keep training records, your verifier will ensure you can meet all the rules.

**Why is training important?**

- Everyone has a role to play in keeping food safe and suitable. You and your staff need to know that what you/they do can impact food safety – especially if something goes wrong.

Not all of the things that impact food safety are 'common knowledge' so it pays to be trained properly so you do not accidentally get it wrong.

D

Do

## Rules you must follow

- Ensure all staff and visitors are trained so they know what to do to keep food safe and suitable.
- Write down the tasks that affect food safety and suitability in your business and who needs to be trained in these. This will need to include the day-to-day manager(s), and staff/visitors.

- Keep a **record** of how your staff or visitors have been trained and understand what they need to do to keep food safe and suitable. You must **record** when they completed it.

S

Show

## Things to show your verifier

- A verifier will observe staff working, they will ask questions about:
  - what they do,
  - how they do it,
  - why they do it,
  - what happens when things go wrong (or changes).

## Will you keep records for this?

- You will need to keep **records** of how staff are trained. You can find examples of record forms/templates on the MPI website at www.mpi.govt.nz/dmsdocument/16717.

# Cleaning and sanitising



## Useful things to know

- Bugs will grow on dirty surfaces and equipment (for example, extraction fans, door handles, brooms etc) and could be transferred to your food, making your customers sick.
- Cleaning and sanitising are different things:
  - cleaning removes dirt, grease and most bugs from surfaces,
  - sanitising kills any harmful bugs left on clean surfaces.

### Cleaning

- Food contact surfaces and equipment need to be cleaned every day that it is used (it is best to clean as you go). If food 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 staffrooms, bathrooms and toilets. This minimises the chance of staff bringing bugs from these areas into places where food is handled or processed.
- Keep storage rooms clean and tidy.
- Your cleaning equipment (brooms, mops, cleaning cloths), can become a source of contamination if they are not cleaned or replaced regularly too.
- Using disposable cleaning cloths or washing cleaning cloths after each use is recommended.
- Rubbish (including liquid waste) can be a source of food contamination, removing it regulary reduces the risk.
- If you are using automated “clean-in-place” (CIP) systems, you should have an expert install the system and confirm it is working properly. Let your verifier know if you are using CIP – they might need to get a technical expert to confirm it is working OK as part of the verification.

### Why are cleaning and sanitising important?

- Bugs love to hitch a ride on dust and dirt so an unclean area is also a food contamination area.
- Cleaning does not remove all bugs, so if you are manufacturing products for sale you may also need to sanitise food surfaces to kill any bugs that are left behind after cleaning (sanitisers do not work properly on unclean surfaces, so always clean before sanitising).

K
Know

- Even if food is fully packaged at all times it is a good idea to keep things clean. If the outside packaging gets dirty that will contaminate the hands of people who open the package and this may contaminate the food.
- Dirty premises can attract pests like mice, rats and cockroaches which can spread disease.

D
Do

## Rules you must follow

- Sweep, vacuum or mop floors, wipe benches and clean food contact surfaces, equipment, staff facilities and storage areas regularly and when needed.
- Use hot soapy water or suitable cleaning chemicals (for example food grade) and use according to the instructions on the label.
- Clean brooms, mops and other cleaning equipment regularly.
- Store cleaning equipment and chemicals away from food.
- Always sanitise food contact surfaces and equipment after cleaning.
- Use sanitising chemicals designed for use in food areas and follow the instructions on the label.
- Sort and/or wash dirty laundry (if you choose to supply your staff with clean clothing) away from food.
- Store rubbish away from food and remove it from the premises regularly.
- Make sure people can not mistake rubbish for food/ingredients.
- Clean bins and rubbish areas regularly.

S
Show

## Things to show your verifier

- Your verifier will:
  - look around your business and check that everything looks clean and tidy. They will also ask you and/or your staff when and how you clean and sanitise.
- Your verifier might:
  - ask how you clean and sanitise equipment or food contact areas that are hard to get to,
  - ask how you remember to clean equipment or areas that only need occasional cleaning (for example ceilings, light fixtures),
  - ask how often rubbish is removed.

## Will you keep records for this?

- You do not need to keep records but some businesses like to use a cleaning schedule and/or a cleaning record. Examples of these are in the '**Record Blanks**' on www.mpi.govt.nz/dmsdocument/16717.

Return to contents page

# Controlling pests

K
Know

## Useful things to know

- Pests such as rats, mice and insects can spread disease. They do this by picking up bugs from dirty items such as rubbish and transferring it to food and equipment, or by contaminating food with their faeces and urine.
- You need to take steps to control pests and prevent them from entering your business and contaminating food.

D
Do

## Rules you must follow

- Check for and remove any signs of pests regularly (for example droppings, full traps, dead insects).
- Clean any affected equipment and areas that come into contact with food.
- Dispose of any affected/contaminated food or packaging.
- Follow the **'Taking action when something goes wrong'** [red] card if you find signs that pests may be present in your food business.

S
Show

## Things to show your verifier

- Show your verifier how you check for pests, how you control them and what you do if you find them.

## Will you keep records for this?

- You need to keep **records** about the amount and types of pests found.

# 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.
- Regularly maintaining facilities and equipment is important to prevent something going wrong.
- A common way 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 hole. If they find a hiding place in damaged equipment where food is stored or made, they can often get into food and make it unsafe.
- Poorly maintained equipment, such as chillers and freezers, might become inefficient or break down allowing temperatures to rise and allow bugs to grow in food stored there.
- Sometimes it is 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 is important to remember to sometimes check the things not in plain view.
- Measuring equipment (for example, thermometers, scales) can become less accurate over time. You need to know that your equipment is taking accurate temperature readings so you know that bugs are not able to grow in your food.
- If you expand your business to make more food, different kinds of food, or have more staff working at once, your workflow can be affected and ready-to-eat food can be contaminated by getting too close to raw, unsafe food, or allergens can end up in foods they should not be in.
- Not all chemicals and compounds (like grease, oil, etc.) are designed to be used with food, and some chemicals can make people sick if they get into food.

Some overseas studies have shown that businesses that keep up with regular, preventative maintenance can save around 50% in maintenance and repair costs compared to those that wait for something to break down before doing any maintenance or repairs. Also, if you wait until something breaks down you might incur further costs associated with managing unsafe or unsuitable food.

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 you are growing, making or selling.
- Regularly check your premises for signs of deterioration (for example, holes in floors and walls) and fix as required.
- Only use equipment and facilities that are in good condition and working properly.
- Service your equipment regularly.
- Calibrate any measuring equipment you use regularly (for example, thermometers, scales). See Buddy 1 for information on calibration www.mpi.govt.nz/dmsdocument/29924.
- Ensure any substances or chemicals used for maintenance compounds and chemicals are:
  - fully labelled, safely stored, and only used following the manufacturer's instructions,
  - stored and transported in containers that can't be mistaken for food containers.

•Follow the **'Taking action when something goes wrong'** [red] card if you accidentally contaminate your food with a substance or chemical used in maintenance.

S

Show

## Things to show your verifier

- Show your verifier:
  - what you and your staff do to check your premises and equipment are designed for food use and are in good working order,
  - how you store substances and chemicals used for maintenance,
  - how you make sure these are used correctly (according to the instructions).
- Your verifier might ask:
  - how often you do maintenance checks,
  - what you check for during maintenance checks,
  - how you remember to service equipment, especially if this only needs to be done infrequently (for example, once a year),
  - how you are calibrating measuring equipment, and how often.

S

Show

## Will you keep records for this?

**All sectors except ECE/Kōhanga Reo & Retailer of chilled or frozen food:** must keep **records** of when something goes wrong with your equipment or facilities.

You could use a separate maintenance schedule and/or a maintenance record. Examples of these are in the '**Record Blanks**' here www.mpi.govt.nz/dmsdocument/16717.

# Managing personal hygiene and health

K

Know

## Useful things to know

- Personal hygiene and health is important because it helps prevent contamination of food.
- Harmful bugs can be transferred to food through a sick person's faeces, vomit and other body fluids (for example blood, snot).
- Staff who have had a tummy bug should not work with food until 48 hours after their symptoms stop.
- Staff should seek medical advice if 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.
- Ways to prevent people from contaminating food include:
  - washing hands,
  - not working with food when sick with anything that causes vomiting, diarrhoea, or jaundice,
  - and wearing clean clothing.

If staff want to work, but cannot work with food due to illness, think about other jobs they could do within your business. Some staff may need to work for income reasons and may try to hide their illness. Think about other jobs that they can do that do not present a risk to food safety.

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

About 30% of people are natural carriers of a bug (*Staphylococcus aureus*) that can cause food poisoning. Good personal hygiene is the only way to prevent it becoming a problem in your food.

- Regularly washing hands with soap and water for 20 seconds, then rinsing and 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.

K

Know

- You and your staff need to wash your hands:
  - before handling food,
  - after coughing or sneezing,
  - after using the toilet,
  - after using the phone,
  - after taking out rubbish,
  - after touching something you think is dirty.
- Uncovered cuts and sores can spread bugs and make food unsafe and unsuitable, especially if they are weeping or infected.

People who wear gloves (whether to cover plasters, sores or for preference when handling food) need to change their gloves after touching something other than food (for example, their nose or a rubbish bin lid); and wash their hands after taking dirty gloves off, and before they put clean gloves on.

- Dirty clothing can contaminate food, surfaces and equipment. Wearing clean clothes (overalls or aprons) helps to keep bugs out of food.
- If staff contaminate food due to sickness or poor hygiene, you may have to throw it out or you may have to recall it. See **'Recalling your food'** [red] card.

D

Do

## Rules you must follow

### Wash hands

- Always have water, soap, paper towels, single-use cloths or an air dryer available for use.
- Wash hands in soap and water for 20 seconds, and dry thoroughly.
- Ensure everyone working in your business regularly washes their hands.

### Manage sick and injured staff

- Implement a procedure that makes sure you or your staff do not work with food when sick with an illness that can be passed on through food.
- Any staff or visitors (including contractors) who have vomited, had jaundice or diarrhoea in the 48 hours before entering the food premises, or who develop these symptoms when on the premises, must tell the day-to-day manager (or the person in charge) immediately.
- 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 involve them entering food preparation areas or coming into direct contact with food.

D

Do

- Cuts and sores on food handlers must be completely covered (for example, with plasters and/or gloves) or they must not handle food.

**Wear clean clothing when handling and preparing food**

- Clean clothing (for example, overalls or apron) must be worn when handling food or entering food preparation areas (this applies to contractors and visitors too).
- Staff must either wear their own clean clothing, or wear clean clothing that you provide for them.
- Remove outer protective clothing (for example, aprons) before leaving the food preparation area (for example, to go to the toilet, outside).

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 might:
  - ask you what your procedure is around sick staff or visitors,
  - ask you to tell them who is responsible for making sure your handwashing area is fully stocked and cleaned,
  - ask how you know people are washing their hands when they should,
  - ask staff about when they wash their hands, and may ask them to show how they wash their hands,
  - ask what happens if someone has a tummy bug or gets sick,
  - check that you know when clean clothing is required,
  - ask you questions about your rules around clean clothing or any issues you have had with your rule,
  - check that everyone who handles food puts on clean clothing/aprons at the start of (or, as required, during) each shift.

S

Show

## Will you keep records for this?

- **ECE/Kōhanga Reo & Retailers of chilled or frozen food**: You do not need to keep records specifically relating to personal hygiene.

- All other sectors: You need to keep **records** about staff reporting as sick and what you have done to ensure they aren't a source of food contamination. You will also need to keep records if something has gone wrong with personal hygiene or clothing.
- You can find some examples of ways to keep sickness records in the '**Record Blanks**' on www.mpi.govt.nz/dmsdocument/16717

# Producing, processing or handling food

K

Know

## Useful things to know

- Identifying and controlling hazards will help to keep your food safe when preparing, processing or handling it.
- It is your job to identify and control hazards to keep your food safe when it is being prepared, processed or handled.
- The hazards you need to know about are:
  - bugs (for example, listeria, *E.coli*, Salmonella, Campylobacter),
  - chemicals (for example, cleaning products, pest control products),
  - foreign matter (for example, glass, stones, metal).
- Not all of these orange cards will applicable to your business – you do not have to follow the ones that do not apply to you (for example if you do not package food you do not have to follow the rules about packaging). If you are unsure about whether a section applies to your business seek advice from a consultant, your verifier or your registration authority (local council or MPI).
- In addition to following the specific procedures in this guide, you should also:
  - follow any directions for use and storage on labels or advised by trusted suppliers (for example, registered food businesses),
  - keep non-shelf stable foods out of the temperature danger zone (5°C to 60°C),
  - follow the 2 hour/4 hour rule (see **'Safe storage and display'** [orange] card),
  - keep cold potentially hazardous foods below 5°C, or other temperature specified by the manufacturer.
  - defrost foods in the fridge/chiller when possible,
  - keep hot foods above 60°C,
  - reheat food to at least 75°C before placing in a bain-marie or food warmer,
  - wash fruit and vegetables before preparing, cooking and/or eating, unless labelled 'Pre-washed' or 'Ready- to-eat'.

As well as giving you the taste, texture, appearance or quality you want for your food, some of the steps can also double as a safety or suitability control step. For example, if you cook or heat something for a 'delicious food' reason, following the cooking or pasteurising procedures means you will also kill bugs that make food unsafe.

D

Do

## Rules you must follow

- Identify the food related processes your business uses.
- Identify the types of hazards (bugs, chemicals and foreign matter) that you need to control in your business.
- Select the control steps you will apply in your business.

S

Show

## Things to show your verifier

- Your verifier will:
  - ask you to take them on a tour of your business and point out the different processes you have,
  - 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.

# Sourcing, receiving and tracing food

K
Know

## Useful things to know

- You should use trusted suppliers for your food, ingredients and processing aids to give you a good start for making safe and suitable food.
- Trusted suppliers could be businesses registered under the Food Act or Animal Products Act. MPI have a register where you can look suppliers up: www.mpi.govt.nz/food-business/food-safety-registers-lists
- You need to check the food you receive:
  - is not damaged,
  - is at the right temperature,
  - is not past its Use By date.
- You need a system to keep track of the food/ingredients/inputs you receive.
- You need to be able to trace your product quickly in case you need to recall your product. If recalling your food, follow the **'Recalling your food'** [red] card.
- If 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/ for more information.

**Why is sourcing, receiving and tracing important?**

- Being able to trace food is important to keep people safe if you ever find something is wrong with food you have produced, or you are told there is a problem with packaging, inputs or ingredients that you have been supplied.
- Using trusted suppliers gives you confidence that the foods/ ingredients/ inputs are safe to use. This can save you time and money, and prevent people getting sick from your food.
- Some foods must be kept cold (chilled or frozen) to stop bugs growing and they can become unsafe quite quickly if not kept at the right temperature.

It is best to be there to receive deliveries. If chilled or frozen food is delivered out of hours how will you know whether it was at the right temperature – and that it will still be safe by the time you get there?

D

Do

## Rules you must follow

### Source

- 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.

### Receive

- You must always check:
  - potentially hazardous food is the right temperature,
  - frozen food is frozen,
  - packaging is not damaged or dirty,
  - food is not past its Use-By date.
- The right temperature for potentially hazardous food is:
  - at or below 5°C , or
  - above 60°C, or
  - at the temperature specified by supplier or manufacturer.
- Always put chilled food away first and then frozen food, then food that can be stored at room temperature.
- When receiving food, start your tracing system by:
  - keeping your receipts, or
  - writing down the type(s) and quantity of food(s) you got from each trusted supplier, or
  - using an electronic (for example, bar-coding) system to track what you received, when and who from.

### Trace

- Create a tracing system by keeping a list of your trusted suppliers and their contact details
- If something goes wrong you will need to use your tracing system to:
  - identify any food you still have in your business that is unsafe or unsuitable and make sure it is moved away from other food and will not be distributed or sold, see **'Taking action when something goes wrong'** [red] card

D

Do

- either:
  - recall everything (if you do not have detailed records), or
  - recall the specific batch(es) that contain the unsafe/unsuitable ingredients (you can only do this is you have kept detailed records).
  - see **'Recalling your food'** [red] card for more information on how to do this.

To be able to recall specific batches you will need to have kept **record**s that include supplier details, brand and batch IDs and Best Before/Use By dates.

- You need to test your tracing system at least once a year. This is to prove you can quickly identify and prevent sale or distribution of, or recall, unsafe/unsuitable food. You can do this by doing a simulated (mock) recall.

S

Show

## Things to show your verifier

- Your verifier will:
  - ask you who your trusted suppliers are and how you check that they are trusted suppliers.
- Your verifier might:
  - observe receipt of a delivery of food to your business,
  - check your records relating to receiving food,
  - 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 you have produced.

- Show your verifier the safety and suitability assessment of food you have imported.

## Will you keep records for this?

- You must keep **records** of:
  - your trusted suppliers,
  - the type and quantity of food/ingredients you have received (including the date of receipt),
  - the temperature of chilled food when it was received,
  - what food ingredients or inputs have gone into (or onto) your food,
  - who you sell/deliver your food to (unless it is direct to the final consumer).

# Safe storage and display



## Useful things to know

- Food that is not covered or not stored under the appropriate conditions can become contaminated.
- You need to keep food (including food in vending machines) at the right temperature to stop bugs from growing.
- Foods and ingredients (including food sold in vending machines) become unsafe if they are kept past the Use-By date.
- Food should be stored away from non-foods to minimise the risk of introducing new hazards via cross-contamination (for example chemicals from cleaning products).
- Some foods and ingredients need to be stored under particular conditions to keep it safe. This will either be on the food label or provided by the supplier. It is important to follow these directions.

'Display' means the storage of food in a retail/public area.

## Why is safe storage and display important?

- It is possible for food to become unsafe while not being used (for example, when being stored).
- The risks of contamination are minimised if foods are stored in rooms/stack systems that can be easily cleaned and kept free of pests.
- Floors can be a source of contamination and can make food unsafe (for example, dirt can be brought in from shoes or tyres).
- Some foods must be kept cold (chilled or frozen) to stop bugs growing (for example, milk, meat). Some foods are kept 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) 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.
- Many foods have a Use-By date because bugs can grow slowly in them even when they're stored safely. Foods with a Use-By date can make people sick if they eat them after this date. It is important to have a stock rotation system to check that food is not used or sold after the Use-By date.

K

Know

- A Best Before date is different from a Use-By date. A Best Before date indicates the quality of the food might not be as good after this date, but it is unlikely to make people sick if they eat it.
- Packaging comes into contact with food. It is important to keep it stored as safely as you would keep food, so it does not become a source of contamination.

Safe storage is a top 5 requirement for **retailers of chilled or frozen foods**.

D

Do

## Rules you must follow

- Store food and packaging safely.
- Create a system for making sure that food is regularly checked for Use-By dates and can't be used or sold after the Use-By date.
- Check daily that chilled food is being kept at 5°C or lower by doing any of the following:
  - using a calibrated probe thermometer to check the temperature of food or other substance (for example, a container of water), or
  - using a calibrated infrared thermometer to measure the surface temperature of the food, or
  - using a calibrated automated system (for example, electronic temperature monitoring system) that monitors and **records** the temperature of your food, or
  - using another method that accurately measures the temperature of food.
- Check that food in the freezer is still frozen. You do not have to measure the temperature of the frozen food.
- Follow the 2-hour/4-hour rule, as shown in the diagram below for potentially hazardous foods:

D

Do

| 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<br>Do not chill |
| 0 to 2 hours | Serve, or chill, or heat to 75°C |

- Danger zone is 5°C to 60°C,  this is when harmful bugs grow quickly.
- The 2-hour/4-hour rule does not apply to cooling food.
- If you are storing foods that need to be under controlled humidity to keep them safe, install and monitor a humidity control system.
- Follow the procedure on what to do **'Taking action when something goes wrong'** [red] card if you find that food is not being kept at the correct temperature and/or humidity.

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.

### Will you keep records for this?

- You must keep **records** of when something goes wrong with storage and display of food.

# Allergens and knowing what is in your food



## Useful things to know

- 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 and make sure the allergens are included on the label.
- 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 not be used in food – or need to be approved before they are used,
  - composition rules that only apply to some foods, (for example, fruit juice, edible oils),
  - anything that must be added to a particular food (for example, fortification of bread flour with folic acid or using iodised salt in bread.)
- You can check the Code or ask your consultant, verifier or registration authority for more information.
- If you think a food is not labelled correctly (for example, missing allergen information), check with your supplier before selling it.
- Importers must know the allergen labelling rules in New Zealand. They must get accurate and reliable ingredient information from their overseas suppliers about the foods they import.
- 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.
- Food may be imported with labels that do not meet the requirements under the Code, but the labelling must be correct when it is sold in New Zealand.

K

Know

- **Retailers of chilled or frozen food:** Even if you are only selling food made and packaged by others you have a responsibility to check that the food is labelled correctly. This guide will help know what you should check for: www.mpi.govt.nz/dmsdocument/2965.

**Allergen Info:** There are a number of common food allergens you must know about. These are: peanuts, crustacea, molluscs, fish, milk, egg, gluten, wheat, soy, sesame, lupin, sulphites, almonds, Brazil nuts, cashews, hazelnuts, macadamias, pecans, pine nuts, pistachios, walnuts.

Egg

Peanuts

Milk

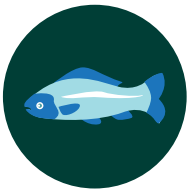
Soy

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 .

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 and make sure the allergens are included on the label.

**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 that any ingredients processing aids, additives, and vitamins or minerals used in your recipes are permitted under the Code.
- Check the labels of your ingredients or the foods you use.
- 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).
- 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 label. All staff must be able to tell your customers if your food contains allergens using their required allergen name.
- Ask your supplier for information about unlabelled products or for translations if imported.

**S**

**Show**

## Things to show your verifier

- Your verifier will:
  - ask how you know what is in the ingredients you use,
  - ask how you know the recipes or specifications you use meet the requirements of the Code,
  - ask how you know the bread flour you use contains the correct amount of folic acid.
- Your verifier may:
  - ask staff to tell them which foods contain allergens.

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# Preventing containamination of food

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 (for example, vegan, vegetarian, halal), when preparing foods.
- Using separate equipment and separate areas to prepare 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.
- Some simple steps can reduce the chance of accidental contamination:
    - **Time:** Process or handle allergen-free foods before allergen-containing foods and raw foods before cooked foods. 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).
    - **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 **'Allergens and knowing what is in your food'** [orange] card from contaminating foods that do not/should not contain those allergens.
- 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.

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.

# Thoroughly cooking or pasteurising food



## Useful things to know

### Why is thoroughly cooking or pasteurising food important?

- Food can be contaminated with harmful bugs that could make people sick or cause death, cooking or pasteurising kills harmful bugs.

### What does thoroughly cook or pasteurise mean?

- Heating food to a specific temperature and holding it at that temperature long enough to kill the bugs that can make people sick.
- Heating food evenly (preventing cold spots) to make sure all active/growing bugs are killed.
- Checking that the correct temperatures have been reached every time.

Raw foods can be contaminated with thousands or millions of bugs.

- Cooking or pasteurising can kill these bugs and make your food safe to eat. Its important to check the temperature with a calibrated thermometer because food can look cooked when it is not and look uncooked when it is.
- Some foods (for example, liver, poultry, minced meat) have a higher risk of containing more bugs, and it is especially important that these foods are thoroughly cooked.
- Pasteurisation alone will not ensure your food remains safe over time. Other food safety controls will also be needed. These include 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 thoroughly cooked or pasteurised.
- The internal temperature of the food being cooked must meet one of the following time/temperature combinations:

**Cooking**

| 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 |

**Early childhood education centres/Kōhanga reo:** when cooking poultry, or ground/minced meat or liver you must achieve one of the following temperature/time combinations:

| Temperature | Time at temperature |
|---|---|
| 75°C | 15 seconds |
| 70°C | 3 minutes |
| 65°C | 15 minutes |

**Early childhood education centres/Kōhanga reo:** You must **record** the temperature/time combination each time you cook poultry (for example, chicken) or ground/minced meat (for example, beef mince).

**Pasteurising**

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

**When cooking or pasteurising food**

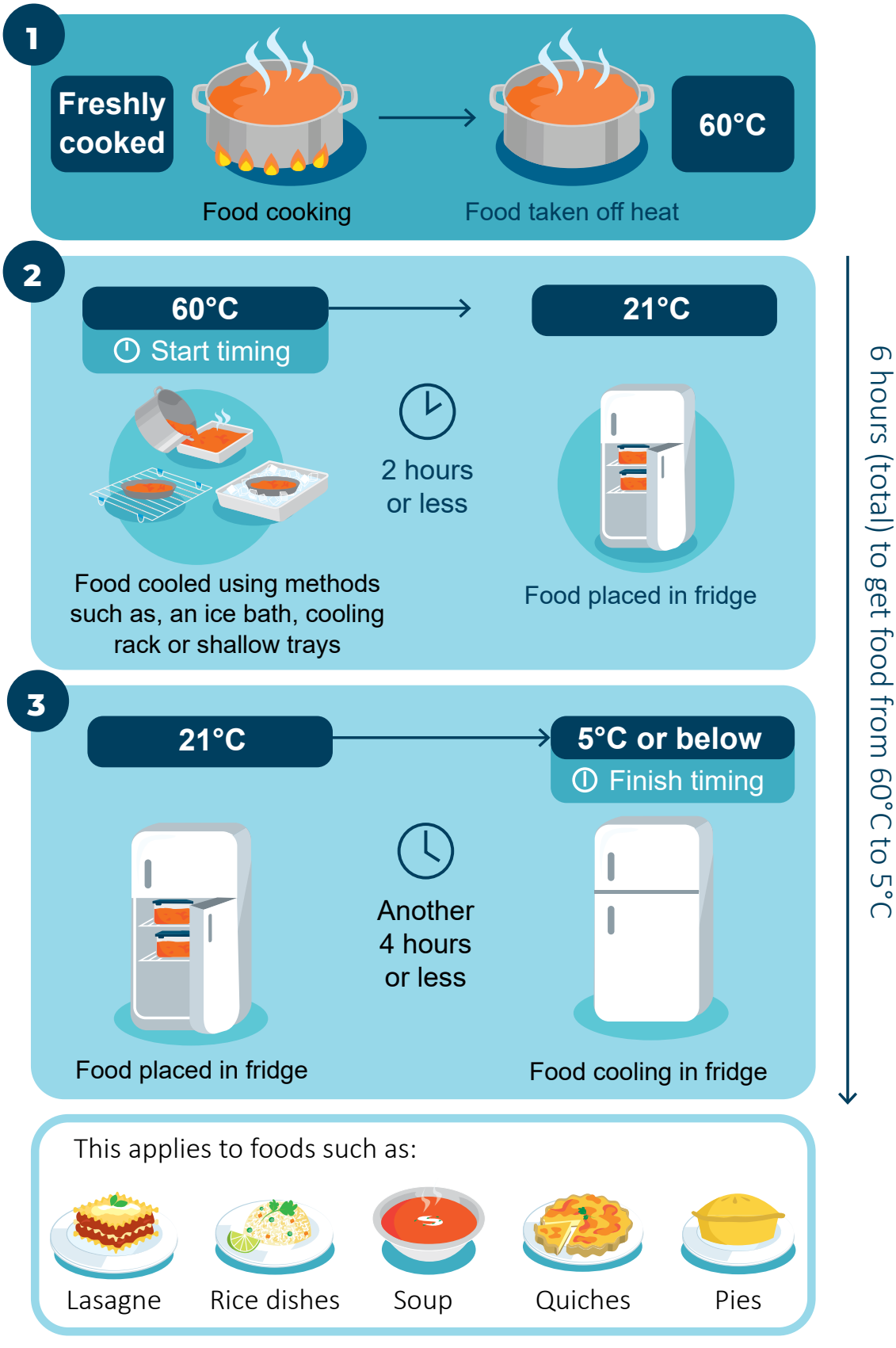
- If you are pasteurising, and using an alternative temperature/time combination approved by your registration authority, you must meet it.
- Heat the food evenly so all parts of it reach the right temperature/time combination.
- Use a calibrated thermometer to check that the centre (thickest part) of the food has reached one of the time temperature combinations above.
- Make sure the food does not become recontaminated with bugs after it has been cooked or pasteurised.
- You do not need to take the temperature of thinly sliced poultry and livers or formed minced meat (for example, pieces of chicken in stir-fry, sliced liver, chicken tenders, or mince patties).
- Make sure the food does not become recontaminated with bugs after it has been cooked or pasteurised.
- If pasteurising to comply with the **'Pickling, fermenting or acidifying foods to keep them safe'** [orange] card, the food must be pasteurised once it is in its final form., the food must be pasteurised once it is in its final form.
- After thoroughly cooking or pasteurising:
  - seal the food immediately, or
  - keep the food above 60°C until it is served, or
  - rapidly cool the food.

**Cooling cooked food:**

- Cooling freshly cooked potentially hazardous food is a separate process to the 2 hour/4 hour rule (in the **'Safe storage and display'** [orange card]).
  - 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
  - Within the 6 hours, you must cool food from 60°C to 21°C in less than 2 hours; then cool it from 21°C to 5°C 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 at 4 hours that food is at 5°C or lower.

## Cooling food diagram

The cooling process starts when your food gets to 60°C.



## Things to show your verifier

- Show your verifier:
  - your cooking or pasteurising process,
  - how you know you are meeting the temperature/time requirement(s) applicable to your food and process,
  - how you prevent recontamination of freshly cooked or pasteurised food,
  - how you cool your food (if applicable).

## Will you keep records for this?

- You must keep **records** of when something goes wrong with storage and display of food.

**Early childhood education centres/Kōhanga Reo:** you must **record** the time/temperature combination achieved each time you cook poultry, or ground/minced meat.

# Defrosting and reheating food safely



## Useful things to know

- Reheating: this is when you make cooked food that has cooled down hot again. This card applies to reheating potentially hazardous foods because if they are not reheated thoroughly they may contain bugs that can make people sick.

### Why is it important to defrost and reheat food thoroughly?

- The temperature danger zone for food is between 5°C to 60°C
- Food kept in the temperature danger zone can grow bugs that may make people sick or cause death. See the 2-hour/4 hour rule for what to do with food that is in the danger zone in **'Safe storage and display'** [orange] card.
- If you leave potentially hazardous food (such as cooked meat, cooked non acidified rice) that requires temperature control to thaw at room temperature for a long time, the outer parts may be in the temperature danger zone for too long before the middle thaws.
- If food is only partially defrosted, it may not reach the correct temperatures during cooking to destroy bugs.
- If potentially hazardous food is not reheated properly, it might stay in the temperature danger zone too long.

### Important notes

- Juices from defrosting raw meat or uncooked food can contain harmful bugs, if these get onto ready-to-eat food and contaminate surfaces or equipment they can make people sick.
- Keeping defrosting food in a leakproof containers and at the bottom of the fridge or chiller can help stop juices dripping onto other food and surfaces.
- You need to reheat food quickly so that food does not stay in the temperature danger zone for too long.
- If you do not reheat food correctly to at least 75°C and kept at above 60°C, bugs will grow and make your food unsafe and unsuitable.
- Bain-maries and hot-cabinets are not designed to reheat food, they keep food hot once it has been cooked or reheated.
- These rules also apply to vending machines that reheat food.

D

Do

## Rules you must follow

- When defrosting food, you must:
  - fully defrost it before being reheated or cooked,
  - thaw products according to manufacturer's instructions when provided,
  - ensure defrosting foods cannot contaminate other foods or surfaces.
- If you can not defrost food in a fridge/chiller, you can use any (or a combination) of these methods (tick which you use):
  - ☐ thaw in the microwave and use food immediately.
  - ☐ thaw under running cold water in a watertight container or package.
  - ☐ defrost on the bench for no more than 4 hours.
- Once you thaw potentially hazardous food you must follow the 2 hour/4 hour rule.
- When reheating food, you must:
  - Use the right equipment to reheat food quickly (tick which you/your staff use):
  - ☐ microwave
  - ☐ stovetop
  - ☐ oven
  - ☐ other _____
  - 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.
- Reheated food held between 5°C and 60°C for up to 2 hours can be reheated to 75°C and served above at 60°C. If the reheated food is at 60°C or less for more than 4 hours, you must to throw it out.
- Vending machines that reheat food must reheat it to at least 75°C in the coolest part and keep the food above 60°C until it is sold.

S

Show

## Things to show your verifier

- Show your verifier:
  - how you defrost your food,
  - how you store defrosting food safely,
  - how you safely ensure food is reheated to above 75°C,
  - how you know the food you reheated was above 75°C,
  - how you know your vending machine reheats food safely.

# Using water activity to control bugs



## Useful things to know

- If you are drying or concentrating your food to make it safe, there are water activity rules you need to meet.
- 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.
- Lowering the water activity to less than 0.85 can prevent bugs from growing.
- **Concentration** lowers the water activity in your food by using evaporation, reverse osmosis, ultrafiltration or freeze concentration.
- **Drying** lowers the water activity and moisture content in your food using evaporation. Many dried foods are concentrated before being dried.

### Why is controlling water activity important?

- Harmful bugs need water to grow. Lowering the water activity will help to reduce their growth.
- 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, using acid to control bugs).
- Lowering water activity alone does not always kill harmful bugs. Lowering the moisture content of food often also has the effect of raising the salt or sugar concentration in foods – which can kill many bugs.
- 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 it is shelf-life. This can be done by:
  - 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.

D

Do

## Rules you must follow

- Identify the foods that need to be dried or concentrated.
- Only use methods for concentrating or drying foods that give an even result, or ensure that no part of the food has moisture content more than 0.85.
- The water activity for each batch of food must be below 0.85.
- Use one of these methods to test the water activity of your food:
  - 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 for every batch).
- 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 concentration or drying,
  - how you know the water activity is below 0.85 for each batch of food,
  - how you know the water activity in the food is even, and that no part of the food exceeds 0.85,
  - how you make sure the finished food does not absorb water.

## Will you keep records for this?

- You will need to keep records of:
  - the method you use to dry or concentrate food,
  - the test results for the water activity of your food

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# Pickling, fermenting, or acidifying food to keep them safe

K
Know

## Useful things to know

- This card applies to people making shelf-stable foods for sale (that is do not need refrigeration before opening).
- 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 bugsare 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 (that is, 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,
    - mould growth.
- **Acidification** is when acid is added to food to lower the pH and stop or slow down the growth of harmful bugs.

D
Do

## Rules you must follow

- If you are acidifying food, you must use a method that achieves a consistent pH.
- If you are fermenting food, you must use a method that allows the good bugs to grow well and evenly throughout your food.

D

Do

- Use one of these methods to measure pH:
  - use a calibrated pH meter,
  - 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.

- Test your final food to be sure the pH is stable at either:
  - 3.6 or less, or
  - between 3.6 to 4.6.
- If your pH is between 3.6 to 4.6, you must also either pasteurise or thoroughly cook your final food. See the **'Thoroughly cooking or pasteurising food'** [orange] card.

S

Show

### Things to show your verifier

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

### Will you keep records for this?

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

# Keeping foreign matter out of food



## Useful things to know

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

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

- Some foreign matter is unsafe, including hard or sharp objects like glass, hard plastic or stones etc. These can choke people or cause damage to the mouth, tongue, throat, stomach, intestine, teeth and gums.
- Keeping foreign matter out of food is important and can be done in a variety of ways. This depends on the types of foods and chance of foreign matter occurring.
- Food is unsafe if you think it contains:
    - glass,
    - 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.
- Foreign matter from people or pests that gets into food 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 does not cause harm or make your customer sick, customers may link it to unsafe food practices, which may damage your reputation.
- Many of the procedures in this guide will help, 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 and/or to detect foreign matter in final products.
- Make sure your equipment and facilities do not become a source of contamination with foreign matter.
- Calibrate and check the performance of 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, or check that it is not present in final foods,
  - how you know any foreign matter detection equipment is regularly calibrated.

## Will you keep records for this?

- You must keep to **records** of when something goes wrong with foreign matter in your food.

# Packaging and labelling your food



## 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 or 'Best Before Date').

### 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.
- 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.
- Check that packaging is intended for your type of foods or use (for example, the bottles used to bottle beer is suitable for carbonated drinks and won't leak or deteriorate over time).
- Handle and store packaging with the same care as a food or ingredient.

**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) (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 'Knowing what's in your food' www.mpi.govt.nz/dmsdocument/50725.

- Consistency in the layout of label (for example, having a nutrition information panel and using minimum font sizes) ensure your customers 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.
- Labels (or specification sheets) should 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,
  - Use-By date or Best Before date of the food.
  - nutrition information panel,
  - 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's in the food,
  - any applicable advisory statements, warning statements and allergen declarations.

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.

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, and
    - calculate the food's shelf-life.

### Labelling

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

S

Show

## Things to show your verifier

- Show your verifier:
  - your packaging and how you know it is safe and suitable for the foods you are packaging,
  - how you calculated the food's shelf-life,
  - your food labels, and
  - how you know what to put on your labels.

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# Transporting food

K

Know

## Useful things to know

- Food can become unsafe at any point in the supply chain.
- If 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.
- While food is being transported, the vehicle it is being transported in should be considered a food premises or food room.
- Keep the vehicle clean and separate food as you would in a kitchen or store room.
- If you transport and distribute food, the supplier and person receiving it are depending on you to keep it safe. **Records** will show that you have kept it safe.
- Food and non-food goods need to be kept separate.
- Only use vehicles suitable for the type and amount of food being transported.
- If you are contracting someone else to transport food, you need to make sure that they will transport it safely (for example, within the appropriate time/temperature parameters).

D

Do

## Rules you must follow

- 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 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 your food is going to be consumed within 4 hours of loading you do not need to transport under temperature control.
- 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:
  - how you check food is kept at the correct temperature and/or humidity when being transported,
  - how you control temperatures and keep foods separate while transporting food,
  - your vehicle(s) used for transporting food.

### Will you keep records for this?

**ECEs** or **Retailers of manufacturers of packaged chilled or frozen food** do not need to maintain **records** when transporting foods except for when things go wrong. Refer to the **'Taking action when something goes wrong'** [red] card.

**Everyone else must maintain records** of temperature and humidity during transport including when things go wrong. Refer to the **'Taking action when something goes wrong'** [red] card.

# Taking action when something goes wrong

K

Know

## Useful things to know

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

- 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.
- When things go wrong (and they will sometimes), you need to take immediate action to keep food safe and suitable. 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.
  - following any instructions from your supplier.
- 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 has been sold. See the **'Recalling your food'** [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.

D

Do

## Rules you must follow

- Set-up procedures that allow you to react quickly when something goes wrong.
- As soon as a problem affecting food safety and/or suitability is identified:
  - identify all food that is, or could be unsafe or unsuitable,
  - prevent it from being sold or, determine if a recall is necessary. See the **'Recalling your food'** [red] card,

D

Do

- 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,
- 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.

S

Show

## Things to show your verifier

- Show your verifier:
  - how you investigate customer complaints,
  - what you do when something goes wrong,
  - **records** of all actions in the **Do** section.
- 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.

# Recalling your food



## Useful things to know

- Food that is unsafe or unsuitable can make people sick.
- If something has gone wrong with your product and it is no longer safe or suitable, you may need to recall it.
- 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 are 2 main reasons you might need to recall food:
  - **supplier notified recall**:
    - a supplier may notify you of an ingredient, input or product, piece of equipment or packaging you use, that needs to be recalled, or;
  - **self-iniated recall:**
    - you may need to recall your food because something went wrong and is no longer safe or suitable.

You should follow supplier instructions for returning or disposing recalled product. A recall is needed if you have doubts your food is safe and suitable and you have already sold or distributed some or all of it.

- 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.
- 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 simulate recall can be found here: www.mpi.govt.nz/food-business/food-recalls/doing-food-recall.

## 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, in storage, or has been used as an ingredient in another food,
  - separate any recalled inputs, ingredients, 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.

**Recall reason, self-initiated**

- If you and your staff have made and sold food 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 New Zealand Food Safety (NZFS) 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). Email it to NZFS Food.Recalls@mpi.govt.nz

D

Do

- **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 0800 00 83 33 and ask to speak to a Food Coordinator.
- **Communicate:**
  - Prepare and distribute a point-of-sale Notice (consumer level recall),
  - Communicate to businesses that have received your product (consumer and trade level recall),
  - Communicate to consumers.
- **Audit:**
  - Check how much product was returned,
  - Review and identify corrective/preventative actions,
  - Inform an 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.
- 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.
- Review the effectiveness of the simulated recall and identify any areas for improvement.
- You must keep **records** of any recall undertaken (the same as **'Taking action when something goes wrong'** [red] card), and how you monitored the recall process.

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, you must show your verifier a **record** of:
  - the action you and your staff took to remove that food from your business,
  - any action you take to prevent the problem happening again.
- How you conducted your annual simulated (mock) recall.