



Know your food business

A self-assessment guide to the
Food Safety Standards



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Queensland Government
Queensland Health



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Who should use the checklist

Compliance with the Food Safety Standards is mandatory for all food businesses under the *Food Act 2006*. Penalties for non-compliance can be up to \$37,500. This checklist has been designed to assist food businesses make a self-assessment of their level of compliance with the Food Safety Standards. It has been developed in consultation with various industry representatives and is suitable for use by all businesses involved in the handling, storing, and sale of food in Queensland. This includes food retailers, food service and take-away food businesses, catering, manufacturing and transporters of food. In fact, any business selling food would benefit from using this self-assessment checklist to see how well they know your food business in terms of the food safety requirements.

Know your food business has been developed as a guide only. Advice specific to the food handling operations of your business and your compliance with the Food Safety Standards should always be obtained from your Local Government Environmental Health Officer.

How to use the checklist

Each heading of the checklist references the relevant section of the Food Safety Standards. General information, definitions, explanation of terms and interpretive guidelines are available in *Safe Food Australia - A guide to the Food Safety Standards*. By answering the questions, you will learn about the food safety issues that an Environmental Health Officer will be looking for during routine food hygiene inspections.

Reference and notes sections are included throughout this booklet so you may record notes about the information provided, which relate specifically to your food business. For a copy of the Food Safety Standards and further information resources, see Appendix 1. This checklist is a guide only and information specific to your food business' needs should be sought from an Environmental Health Officer from your Local Government).

Your details

Business Name

Address

Telephone

Fax

E-mail

Name of food business licence holder (proprietor)

Name of person completing this checklist

Address

Telephone

Fax

E-mail

Current Local Government food licence (List Local Government and Licence No.)

Date of completion of this self-assessment

Date of next self-assessment

Food safety practices and general requirements

Food safety supervisors

Under the *Food Act 2006*, every licensable food business in Queensland is required to have a food safety supervisor. New food businesses licensed after 22 February 2008 are required to notify their Local Government within 30 days of the issue of their licence. There are penalties for not having a food safety supervisor. The food safety supervisor must have undertaken specified competency unit/s with a Registered Training Organisation to operate as a food safety supervisor for a food business. See the food industry fact sheet 18 '*Food Safety Supervisor*' and fact sheet 19 '*Food Safety Supervisor Update*' for further information. These can be accessed from www.health.qld.gov.au/foodsafety.

1. Does your food business have a nominated food safety supervisor? Yes
No
2. Has your food safety supervisor undertaken the specified competency unit/s for the food sector in which the food business operates? Yes
No
3. Have you notified your Local Government of the name and contact details of the nominated food safety supervisor? Yes
No

Note: you must advise the Local Government within 14 days of a change in the contact details of the food safety supervisor.

Food handling – skills and knowledge *Food Safety Standard 3.2.2 (clause 3)*

While food handlers are not required to undertake formal training courses, under Food Safety Standard 3.2.2, food handlers must have the skills and knowledge related to food safety and food hygiene related to the tasks they undertake at the food business.

4. Do you raise funds solely for community or charitable causes and not for personal financial gain? Yes
No
5. Do you handle food which is not potentially hazardous (see table below) or food which is consumed immediately after cooking? (eg. sausage sizzle)? Yes
No

If you answered yes to Question 4, you should refer to the 1 and Question 2, you are exempt from the skills and knowledge requirement. The Queensland Health publication *Food Safety for Fundraising Events* may also be a helpful food safety resource. See Appendix 1 for more details.

6. Do all people supervising or undertaking food handling have skills and knowledge in food safety and hygiene matters relevant to their food handling activities. Yes
No

TIP

How do I get 'skills and knowledge' ?

- ▶ 'In-house' training, by the Food Safety Supervisor for the food business.
- ▶ Providing staff with accurate food safety and food hygiene information for them to read operating rules that set out the responsibilities of food handlers and their supervisors;
- ▶ Operating rules that set out the responsibilities of food handlers and their supervisors;
- ▶ Sending staff to food safety courses run by reputable organisations;
- ▶ Hiring a qualified food safety consultant to run a course for the staff of the business; and/or
- ▶ Recruiting staff with formal industry-based training qualifications.

Please note that formal training for food handlers is NOT a requirement of the Standard.



Receiving food *Food Safety Standard 3.2.2 (clause 5)*

Please tick all foods listed below that are used in your food business. Use this table as a reference as you complete the checklist as some questions relate to specific food types.

Potentially hazardous foods				Non-potentially hazardous foods					
Frozen foods	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	Uncut fresh fruit	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Chilled foods	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	Uncut fresh vegetables	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Raw meat	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	Shelf-stable condiments	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Smallgoods	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	Bread/bakery products	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Cooked meat products	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	Canned food	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Ready-to-eat fish/seafood	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	Water	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Dairy products	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	Unpackaged snack food	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Pasta salads	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	Other (please describe)				
Eggs	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>					
Other (please describe)									

7. Do you have a record of the name and address of each food supplier? Yes
No

TIP Create your own copy of a supplier record list (see Template 3)

8. Can you demonstrate that food received is checked that:
- (a) potentially hazardous foods are stored at 5°C or below or 60°C or above? Yes
No
- (b) frozen foods are frozen hard and do not show signs of prior thawing? Yes
No
- (c) packaging is clean and intact/undamaged? Yes
No
- (d) the name and address of the manufacturer or packer has been provided?* Yes
No
- (e) the name of the food and lot identification has been provided?* Yes
No
- (g) date markings are within their 'Best Before' or 'Use-By' date?* Yes
No
- (h) there is no evidence of physical, chemical or pest contamination? Yes
No
- (i) all delivery vehicles are clean with no other material in the same area as the food? Yes
No
9. Do you always reject food that does not meet the requirements in Question 5? Yes
No
10. Do you record the details of food receipt checks and rejected food (if any)? Yes
No

* For more information about food labelling requirements, see the Queensland Health publication '*Label Buster - a guide to the Food Standards Code labelling requirements for food businesses*'

TIP Develop your own incoming food checklist (see Template 4)



Food storage *Food Safety Standard 3.2.2 (clause 6)*

11. Is food stored so that:
- (a) it is protected from contamination? (eg. covered, off the cool room floor) Yes
No
- (b) environmental conditions (eg. humidity, lighting) do not affect its safety or suitability? Yes
No
-
12. Is frozen food kept frozen solid? Yes
No
-
13. Are potentially hazardous foods refrigerated below 5°C? Yes
No

Food processing *Food Safety Standard 3.2.2 (clause 7)*

14. When processing food, do you:
- (a) take steps to prevent the food being contaminated? Yes
No
- (b) use a step known to achieve microbiologically safe food (eg. thorough cooking)? Yes
No
-
15. Do you minimise the time that food remains between 5°C and 60°C when processing? Yes
No
-
16. Can you demonstrate that potentially hazardous food is cooled:
- (a) from 60°C to 21°C within two hours? Yes
No
- (b) from 21°C to 5°C within an additional four hours? Yes
No
- If you answered **no** to either of these questions, can you demonstrate that an alternative process is used that does not affect the safety of the food? Yes
No
-
17. Is potentially hazardous food rapidly re-heated to 60°C (within 2 hrs) Yes
No
- If **no**, is an alternative heating process in place that does not affect the safety of the food? Yes
No

Food display *Food Safety Standard 3.2.2 (clause 8)*

18. Is all displayed food adequately protected from contamination? Yes
No
-
19. When unpackaged ready-to-eat food is displayed for self-service, do you provide:
- (a) supervision so food that may be contaminated by customers is immediately removed from display? Yes
No
- (b) separate serving utensils or an individual dispensing method for each food? Yes
No
- (c) protective barriers such as sneeze guards to prevent contamination? Yes
No
-
20. Is displayed potentially hazardous food kept at 5°C or below, or 60°C or above? Yes
No
- (a) If **no**, does this food remain between 5°C and 60°C for more than two hours? Yes
No
- (b) If you answered **yes**, to 20(a) does this food remain between 5°C and 60°C for more than four hours? Yes
No



If you answered yes to Question 20(b) this is a dangerous practice and must change! Refer to the Food Standards Australia New Zealand publication *Safe Food Australia - A guide to the Food Safety Standards*, 'The use of time as a control for potentially hazardous food' pages 183-185 (see Appendix 1 for how to obtain a copy).

21. If food is meant to be displayed frozen, is it displayed frozen? Yes
No

Food packaging *Food Safety Standard 3.2.2 (clause 9)*

22. Is all food packaging material:
(a) suitable for food contact purposes and unlikely to contaminate food? Yes
No

(b) protected from contamination during storage? Yes
No

23. Is food protected from being contaminated during the packaging process? Yes
No

Food transportation *Food Safety Standard 3.2.2 (clause 10)*

24. When you transport food, is it:
(a) protected from contamination? Yes
No

(b) kept frozen solid (if it is potentially hazardous)? Yes
No

(c) kept at 5°C or below, or 60°C or above (if it is potentially hazardous)? Yes
No

(d) If **no**, can you demonstrate that keeping this food between 5°C and 60°C during transportation does not adversely affect the microbiological safety of the food? Yes
No

Food disposal *Food Safety Standard 3.2.2 (clause 11)*

25. Do you ensure that food for disposal is:
(a) kept separate from other food until it can be disposed? Yes
No

(b) clearly identified as food for disposal? Yes
No

Food recall *Food Safety Standard 3.2.2 (clause 12)*

26. Do you wholesale, manufacture or import food? Yes
No

If **yes**, continue. If **no**, go to Question 29.

27. Do you have a food recall system? Yes
No

If **no**, you must develop a system to retrieve food in the event of unsafe food being released into the food supply.



Get assistance with developing your own recall plan by referring to the '*Food Industry Recall Protocol, 5th edition*' from FSANZ. See Appendix 1 for details on how to obtain a copy.

28. If you answered **yes** to Question 27, is this recall system:
▶ (a) a written document available on request? Yes
No

▶ (b) used when recalling unsafe food? Yes
No



Health and hygiene requirements

General duties of food businesses *Food Safety Standard 3.2.2 (clause 18)*

29. Have all food handlers been informed of their health and hygiene obligations? Yes
No
-
30. Do you ensure any information provided by a food handler is not disclosed to another person, except the business proprietor or an Authorised Person under the *Food Act 2006*? Yes
No
-
31. Do you ensure that food handlers and other persons (eg. visitors, tradespeople) do not:
- (a) contaminate food? Yes
No
-
- (b) have unnecessary contact with ready-to-eat food? Yes
No
-
- (c) spit, smoke or use tobacco or similar products, where food or surfaces likely to come in contact with food, are exposed or unprotected? Yes
No



Go to Templates 5 and 6 for assistance with advising staff of their legal obligations. You may also wish to develop a policy for visitors or maintenance people that may enter your food preparation area from time to time to ensure that they do not contaminate the food.

Health of persons who handle food – duties of food businesses *Food Safety Standard 3.2.2 (clause 16)*

The health and hygiene requirements that food businesses must ensure that food handlers comply with, are in Clauses 13 -15 of Food Safety Standard 3.2.2 (see Template 5).

32. Can you demonstrate that food handlers do not handle food if they are:
- (a) known to be suffering from a food-borne illness or are a carrier of a food-borne illness Yes
No
-
- or (b) known or reasonably suspected to have a symptom of a food-borne illness, and where there is a reasonable likelihood that they will contaminate food? Yes
No
-
33. If a person is excluded from handling food, are they permitted to resume food-handling activities only on medical consent? Yes
No
-
34. In relation to Questions 29 and 30:
- (a) do you have a documented food handling exclusion policy? Yes
No
-
- (b) have your employees been advised of their relevant legal obligations? Yes
No



35. Do you ensure that a person, known or reasonably suspected to be suffering from a condition, which is transmissible via food and who continues to engage in food handling activities for the business:

(a) takes all practicable measures to prevent food contamination? Yes

No

(b) has been advised of their relevant legal obligations? Yes

No

TIP For an example food handler exclusion policy, see Appendix 3. For employees' legal obligations, see Template 5.

Hygiene of food handlers – Duties of food businesses *Food Safety Standard 3.2.2 (clause 17)*

36. Do you maintain each hand-washing facility with:

(a) a constant supply of warm (between 25°C and 45°C), running water? Yes

No

(b) soap / liquid dispensing detergent? Yes

No

(c) single use towels or other method for effectively drying hands? Yes

No

(d) a bin for used towels, if towels are used? Yes

No

37. Are hand-wash facilities used for washing hands only? Yes

No

38. Does your food business:

(a) only operate from temporary food premises or a domestic dwelling? Yes

No

TIP If you answered **yes** to Question 38, you may apply to your Local Government for an exemption to the requirement for dedicated, permanent hand washing facilities. Also, temporary food premises and food businesses that operate from a domestic dwelling will need to be licensed with the Local Government. Contact your Local Government Environmental Health Officer to find out more.



Cleaning, sanitising and maintenance

Cleanliness *Food Safety Standard 3.2.2 (clause 19)*

39. Do you maintain the food premises in a clean condition at all times free of dirt, grease and other visible matter? Yes
No

40. Are all fixtures, fittings and equipment, clean and sanitary, free from food waste, dirt grease and other visible matter? Yes
No

41. Are all food transport vehicles kept clean and sanitary at all times? Yes
No

Cleaning and sanitising of specific equipment *Food Safety Standard 3.2.2 (clause 20)*

42. Do you ensure that all food contact surfaces (eg. chopping boards, preparation surfaces, processing equipment) are clean and sanitary at all times? Yes
No

43. Do you ensure that eating and drinking utensils are clean and sanitised immediately before and after each use? Yes
No



Develop your own cleaning and sanitising program, see Appendix 4.

Maintenance *Food Safety Standard 3.2.2 (clause 21)*

44. Is the food premises in a good state of repair and working order, having regard to the use of these areas? Yes
No

45. Are all fixtures, fittings and equipment in the food premises, in a good state of repair and working order, having regard to their use? Yes
No

46. Are all food transport vehicles in a good state of repair and working order? Yes
No

47. Are chipped, broken or cracked eating or drinking utensils disposed of? Yes
No



Other requirements

Temperature measuring devices *Food Safety Standard 3.2.2 (clause 22)*

48. Do you have a probe thermometer that:

(a) is readily accessible to food handlers? Yes
No

(b) measures the internal temperature of potentially hazardous food to an accuracy of +/- 1°C? Yes
No

49. If **yes**, is it used to regularly monitor temperature of potentially hazardous food? Yes
No



All food businesses handling potentially hazardous foods must have a temperature measuring device (ie. a thermometer) to measure the temperatures of food.

50. Is the probe attachment cleaned and sanitised before and after each use? Yes
No

51. Do you routinely check the accuracy of the thermometer(s)? Yes
No

Single use items *Food Safety Standard 3.2.2 (clause 23)*

Single use items are intended by the manufacturer to be used only once in connection with food handling. Examples include disposable gloves, plastic drinking straws and plastic cutlery, disposable wrappers and packaging.

52. Do you discard single use items that have been used or become contaminated? Yes
No

53. Are single use items adequately protected from contamination prior to use? Yes
No

Animals and pests *Food Safety Standard 3.2.2 (clause 24)*

54. Do you:

- | | |
|--|------------------------------|
| (a) exclude live animals (except fish, shellfish or crustaceans) in food handling areas? | Yes <input type="checkbox"/> |
| | No <input type="checkbox"/> |
| (b) permit only assistance animals (eg. guide dogs) in designated customer areas? | Yes <input type="checkbox"/> |
| | No <input type="checkbox"/> |
| (c) prevent pests entering the food premises? | Yes <input type="checkbox"/> |
| | No <input type="checkbox"/> |
| (d) undertake pest control to eradicate and prevent the harbourage of pests? | Yes <input type="checkbox"/> |
| | No <input type="checkbox"/> |



Note when last pest control was undertaken and when next service is due.

Last service: / /

Next service due: / /



Congratulations!

You have now completed the self-assessment guide.

Please keep this completed document for your records and action any areas of improvement that you have identified to make your food business safer.

It is recommended that you repeat this checklist at least every 12 months or when circumstances in your food business change (eg. remodelling or change of management/staff) or a change in food practices.



Appendix 1

Resources

Subject Publication	What is it?	Where to get it
<i>Food Act 2006</i>	The food legislation covering the handling and sale of food in Queensland	www.legislation.qld.gov.au
Food Industry fact sheets	A series of fact sheets specifically for food industry	www.health.qld.gov.au/foodsafety
Food industry recall protocol	A guide to assist food businesses developing a recall plan	
Food Safety for Fundraising Events	A pocket book guide to assist charities and community organisations meet their food safety legal obligations	www.health.qld.gov.au/phs/Documents/ehu/21885.pdf
Food Safety Programs	A guide to Standard 3.2.1 Food Safety Programs	www.foodstandards.gov.au
Food Safety Standards	The national standards that outline food handling practices and food premises fit-out requirements	www.foodstandards.gov.au/thecode/foodstandardscode.cfm (go to chapter 3).
Food Safety Supervisor	Information about the provisions of food safety supervisors and the competencies required for food safety supervisors for the different food sectors.	www.health.qld.gov.au/ph/documents/ehu/33147.pdf
Food Safety Supervisor Update	Further information regarding the requirements for food safety supervisors	www.health.qld.gov.au/ph/Documents/ehu/33262.pdf
Label Buster	A guide to the Food Standards Code labelling requirements for food businesses	www.health.qld.gov.au/ph/Documents/ehu/28009.pdf
Restaurant and catering/food industry fact sheets	A series of fact sheets specifically for food businesses	www.restaurantcater.asn.au
Safe Food Australia	An interpretative guide explaining the provisions of the Food Safety Standards	www.foodstandards.gov.au/_srcfiles/complete_safefood.pdf
Tool for the development of a Food Safety Program for catering and retail premises	A tool for use by food businesses in the catering and retail industry to develop a food safety program for their food business	www.health.qld.gov.au/ph/documents/ehu/30373.pdf
Tool for the development of a Food Safety Program for Private Hospitals	A tool for use by Private Hospitals to develop a food safety program for their food business	www.health.qld.gov.au/ph/documents/ehu/33320.pdf



Appendix 2

Where to go for more information and assistance

For more information, there are a number of fact sheets available from the Food Standards Australia New Zealand (FSANZ) website: www.foodstandards.gov.au and from the Queensland Health website: www.health.qld.gov.au/foodsafety. You can also contact your Local Government Environmental Health Officer (contact details can be found in the White Pages), or your local Queensland Health Population Health Unit (contact details below).

Population Health Unit	Phone number	Population Health Unit	Phone number
Brisbane Northside	3624 1111	Mackay	4968 6611
Brisbane Southside	3000 9148	Sunshine Coast	5409 6600
Bundaberg/ Wide Bay	4150 2780	Toowoomba/ Darling Downs	4631 9888
Gold Coast	5509 7222	Townsville	4753 9000
Ipswich/ West Moreton	3810 1500		

Industry contacts

A range of food industry bodies may be able to provide you with information relating to how to comply with Queensland's food legislation. For example:

Australian Hotels Association (Qld);
Australian Industry Group;
Australian Institute of Environmental Health;
Baking Industry Association of Queensland;
Clubs Queensland;
Food and Beverage Industry;
Food Industries Association (Qld);
Queensland Hotels Association;
Restaurant and Catering Association (Qld) ; and
Retailers Association of Queensland.

Contact details for these organisations can be found in the White Pages.



Appendix 3

Food handler policies

Food businesses have specific responsibilities relating to the health of people who handle food, the provision of hand washing facilities, advising food handlers of their health and hygiene obligations and the privacy of food handlers.

The following policies are samples that may be used and adapted to meet the needs of your business.

The health of persons who handle food and preventing food contamination

It is very important that people who may be suffering from or carrying certain illnesses, or suffering from some conditions do not handle food or food contact surfaces. This is particularly important if they are likely to contaminate food while they are working.

Sample policy on food handler exclusion

A food handler has:	The food handler will:
One or more of the following symptoms of food-borne illness: <ul style="list-style-type: none">▶ Diarrhoea▶ Vomiting▶ Sore throat with fever▶ Fever▶ Jaundice	<ol style="list-style-type: none">1. Immediately inform the supervisor2. Seek medical attention3. Not return to work until they have been symptom-free for 48hrs
Been diagnosed with any of the following food-borne diseases: <ul style="list-style-type: none">▶ Hepatitis A▶ Norovirus▶ Typhoid fever▶ Shigellosis▶ Staphylococcal or Streptococcal disease	<ol style="list-style-type: none">1. Cease all contact with food and food contact surfaces2. Not return to food handling duties until medical clearance is provided
<ul style="list-style-type: none">▶ An exposed wound or cut▶ Infected skin sore▶ Any discharge from their ears, nose or eyes	<ol style="list-style-type: none">1. Cover with a bandage and highly visible waterproof covering.2. Take medication to stop any nasal or other discharge that may contaminate the food.

The Manager/Supervisor will not disclose any of the above medical information to anyone without the consent of the food handler, with the exception of the proprietor of the business or an Authorised Person under the Act (Environmental Health Officer). This business will not use this information for any purpose other than to protect food from contamination.

Telling food handlers about their health and hygiene responsibilities

Food businesses must tell all of their food handlers about their health and hygiene requirements.

Sample policy on food handler exclusion

<p>All new food handlers will have completed the food handler induction program within one month of commencing work with this business. The food handler induction program will consist of:</p> <ul style="list-style-type: none">▶ watching a 20 minute food handler video;▶ reading and understanding the legal obligations of food handlers; and▶ reading and understanding the FSANZ booklet on temperature control.
--

The requirements are set out in *Standard 3.2.2. Food Safety Practices and General Requirements*. For further information on these requirements, see the FSANZ fact sheet *Food Safety Standards - Health and hygiene - Responsibilities of food handlers*. The requirements are designed to ensure that food handlers do whatever is reasonable to make sure that they do not contaminate food.



Appendix 4

Information on cleaning and sanitising

Food businesses must maintain their premises at a high standard of cleanliness. This includes the fixtures, fittings and equipment, as well as those parts of vehicles that are used to transport food. The standard of cleanliness must ensure that there is no accumulation of garbage, recycled matter, food waste, dirt, grease or other visible matter.

Processing fresh food using dirty equipment will transfer contamination and possibly harmful bacteria. Food utensils and equipment must be cleaned and sanitised before each use and between use for raw food and ready-to-eat food. Equipment and utensils may also need to be cleaned and sanitised if they have been used for long periods to prepare or process potentially hazardous foods, eg. meat slicers. The surfaces that food may come in contact with must also be cleaned and sanitised.

It is important to understand that cleaning and sanitising are separate procedures.

Clean means clean to the touch and free from any dirt, dust or food particles that you can see and must not have smell. Cleaning is the removal of these particles and smells.

Sanitising means to apply heat and/or food-grade chemicals (or other processes) to a surface so that the number of bacteria on the surface is reduced to a level that is safe for food to contact.

Cleaning and sanitising should usually be done as separate processes. A surface needs to be thoroughly cleaned before it is sanitised, as sanitisers are usually unlikely to be effective in the presence of food residues and detergents.

Planning for cleaning

When planning your cleaning and sanitising program, remember the following points:

- ▶ Start at the back and work towards the front. Start high and work your way down
- ▶ Single-use paper towels are better than cloths. If you use cloths, they must be washed in hot water and allowed to dry after every use
- ▶ Use the right size brush or cleaning tool for each task
- ▶ Use food-grade detergents and sanitisers, always following the manufacturers instructions
- ▶ Clean as you go
- ▶ Keep cleaning chemicals away from food storage areas
- ▶ Disassemble equipment such as the meat slicer before starting to clean it
- ▶ A dishwasher will sanitise most small equipment, cutlery, plates and glasses
- ▶ Drip-dry equipment or use clean tea towels where this is not possible
- ▶ Educate staff on correct cleaning and sanitising procedures
- ▶ Provide regular checks on cleaning carried out and instruct staff where required
- ▶ Make sure the containers for garbage and recycled matter are large enough for the amount of waste you produce and are capable of being easily cleaned
- ▶ Ensure that all equipment used for cleaning (eg. mops, buckets, cloths, brooms etc.) are kept clean



Cleaning procedures and records

A *cleaning procedure* is a set of written instructions that describe everything that needs to be done to keep your business clean. It sets out the tasks of cleaning and sanitising, how often each job needs to be done, how it should be done, and who should do it.

A *cleaning record* is a way of documenting that the cleaning tasks have been done by the responsible personnel.

What does a cleaning procedure and record look like?

Begin at the back of your premises and write down every piece of equipment that needs to be cleaned as you walk towards the front.

Then, write down how you will clean that piece of equipment, how often you will clean it, what materials and chemicals will be used and who will do the cleaning. These instructions will be noted on the *cleaning procedure*. An example is provided on the next page. Templates of both the cleaning procedure and cleaning record are also provided (Templates 1 and 2).

Six steps to proper cleaning

1. **Pre-clean:** Scrape, wipe or sweep away food scraps and rinse with water.
2. **Wash:** Use hot water and detergent to take off any grease and dirt. Soak if needed.
3. **Rinse:** Rinse off any loose dirt or detergent foam.
4. **Sanitise:** Use a sanitiser to kill any remaining germs.
5. **Final rinse:** Wash off sanitiser. (read sanitiser's instructions to see if you need to do this).
6. **Dry:** Allow to drip-dry.

How to sanitise

Most food poisoning bacteria are killed if they are exposed to chemical sanitisers, heat, or a combination of both.

To sanitise:

- ▶ soak items in water at 77°C for 30 seconds; or
- ▶ soak items in water which contains bleach. The water temperature required will vary with the concentration of chlorine. The table below shows the amount of bleach required and the corresponding water temperature to make sanitising solutions.

How much water? How much bleach?

	Using household bleach (4% chlorine)			Using commercial bleach (10% chlorine)		
Concentration required	25 ppm	50 ppm	100 ppm	25 ppm	50 ppm	100 ppm
Min. water temperature	49°C	38°C	13°C	49°C	38°C	13°C
5 Litres	3.12 mL	6.25 mL	12.5 mL	1.25 mL	2.5 mL	5 mL
10 Litres	6.25 mL	12.5 mL	25 mL	2.5 mL	5 mL	10 mL
15 Litres	31.25 mL	62.5 mL	125 mL	12.5 mL	25 mL	50 mL

An example of a cleaning and sanitising procedure

Job No	Item/Equipment	Method of cleaning	Frequency	Products Used	Responsibility
1	Bain-marie in front servery	1. Drain water from unit 2. Remove and throw out food, etc. from trays 3. Remove detachable trays and grids 4. Rinse in warm water 5. Wash in warm water with detergent, use brush and scourer as needed. Soak if needed. 6. Rinse in clean water. 7. Soak detachable trays and grids in sanitiser solution. apply sanitiser solution to inside of bain-marie. 8. Allow to air dry.	Every day after use	Scraper, brush, scourer, detergent, sanitiser.	Kitchen hand Dave Jones
Notes	1. Chemicals are kept in storage shed. See Jeff for key. 2. Use protective eyewear when mixing sanitiser. Eyewear kept under sink				

An example of a cleaning and sanitising procedure

Week ending 16/11/03

Job No	Area/Equipment	Person responsible & frequency	M	T	W	T	F	S	S
1	Bain-marie	Kitchen hand - (Daily)	DJ	DJ	DJ	DJ	DJ	DJ	DJ
2	Work bench	Kitchen hand - (Daily)	DJ	DJ	DJ	DJ	DJ	DJ	DJ
3	Floors	Cleaner - (Daily)	AP	AP	AP	AP	AP	AP	AP
4	Ceiling	Cleaner - (Weekly)			AP				
Supervisor to initial on completion of cleaning activities:			MA	MA	MA	MA	MA	BE	

Blank cleaning procedure and record sheets are on the following pages for you to photocopy and use.



Template 3 *Supplier record list*

Ref.	Supplier Name	Address	Phone/Fax/Mobile	Foods Provided
Example: A	Joe's Meat Supplies	17 Johnson Street, Fortitude Valley	Ph: 3000 4455 Fax: 3000 5533 Mobile: 0404 321 321	Lunch meats (ham etc) Fresh chickens Meat pies



Check/ask suppliers about the following:

- ✓ Presence of food allergens and other substances that may require declarations (eg. unpasteurised egg products, nuts, crustacea, genetically modified ingredients— see the Queensland Health publication *Label Buster* for more information)
- ✓ Potentially hazardous foods are maintained at 5°C or below, or 60°C or above
- ✓ Licensed with the Local Government
- ✓ The name and address of the manufacturer or packer
- ✓ The name of the food and lot identification
- ✓ Date markings are within their 'Best Before' or 'Use-By' date
- ✓ Evidence of physical, chemical or pest contamination
- ✓ Clean delivery vehicle with no other material in the same area as the food



Template 5 Checklist for food handlers

As a food handler, you have certain legal obligations under the Food Safety Standards. These requirements are to help protect both your customers and yourself from potential food borne illness. Please complete this checklist within one week of starting work with this food business. If you have any questions, ask the supervisor or contact the Local Government Environmental Health Officer for advice.

Place your initials in each box once you have understood each section. It is important that you understand these obligations, so please ask for clarification from your supervisor if you require assistance.

Legal obligations

1. As a food handler, I must take all reasonable measures not to handle food or surfaces likely to come into contact with food in a way that is likely to compromise the safety and suitability of food.



This means you should not sit or lie on preparation benches. It also refers to preventing cross contamination, for example, by not preparing salad items on the same cutting board used for cutting raw meat.

2. As a food handler if I have a *condition* or a *symptom* that indicates that I may be suffering from a foodborne illness, or if I know I am suffering from a foodborne illness, or that I am a carrier of a foodborne illness, whilst at work I must:
- ✓ report this to my supervisor
- ✓ not engage in any handling of food where there is a likelihood that I might contaminate food as a result of the disease or condition
- ✓ take all practicable measures to prevent food from being contaminated as a result of the illness or condition if my supervisor allows me to do other work on the food premises

Symptoms of foodborne illness include:

- ✓ Diarrhoea
- ✓ Vomiting
- ✓ Sore throat with fever
- ✓ Fever
- ✓ Jaundice

A **condition** means:

- ✓ an infected skin lesion (eg. infected skin sore, boil, acne, cut or abrasion)
- ✓ any discharge from the ear, eye or nose due to an infection (eg. colds, flu, styes or other eye infections)

3. As a food handler, I must notify my supervisor if I know or suspect that I may have contaminated any food that I have handled.



If you drop food on the floor, cough or sneeze over food or contaminate the food in another way, report this to your supervisor. The food should then be disposed of and any required cleaning, including hand washing, should be undertaken before resuming food handling activities.

4. As a food handler, I must, when engaging in any food handling operation:

- ✓ take all practicable measures to ensure my body, anything from my body, and anything I am wearing does not contaminate food or surfaces likely to come into contact with food

TIP

This means that you should remove any jewellery, including rings, bracelets, earrings, facial rings or other jewellery that may fall off into food. If you do not want to remove the jewellery or are unable to, it should be covered with a brightly coloured protective bandage.

- ✓ take all practicable measures to prevent unnecessary contact with ready-to-eat food
- ✓ ensure my outer clothing is of a level of cleanliness that is appropriate for the handling of food that I am involved with

TIP

You must always wear clean clothes to work and any protective clothing such as caps, aprons or gloves should only be worn in the food preparation area, never when leaving the premises to have a break, when smoking or when going to the toilet.





- ✓ cover any exposed bandages and dressings with highly visible waterproof coverings
- ✓ not eat over unprotected food or surfaces likely to come into contact with food
- ✓ not sneeze, blow or cough over unprotected food or surfaces likely to come into contact with food
- ✓ not spit, smoke or use tobacco or similar preparations in areas in which food is handled
- ✓ use the designated toilet facilities

6. As a food handler, I must wash my hands in the manner described below, when engaging in a food handling operation that involves unprotected food or surfaces likely to come into contact with food:

- ✓ before commencing or re-commencing handling food
- ✓ immediately after smoking, coughing, sneezing, using a handkerchief or disposable tissue, eating, drinking or using tobacco or similar substances
- ✓ after touching my hair, scalp or a body opening

TIP

Hand washing is an essential step to prevent food poisoning. A proper hand washing technique means I will:

-  use the hand washing facilities provided
-  thoroughly clean hands using soap or other effective means
-  use warm running water
-  thoroughly dry hands on single-use towels or in another way that is not likely to transfer pathogens to my hands

