



Queensland  
Government  
Queensland Health

# KNOW YOUR FOOD BUSINESS

A self-assessment guide to the Food Safety Standards





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## Who should use the checklist

This checklist has been designed to assist food businesses make a self-assessment of their 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, take-away food, catering, manufacturing and transporters of food. In fact, any business selling food would benefit from using this self-assessment checklist to see how well you know your food business in terms of the food safety requirements.

Recent amendments to the *Food Act 1981* included increased penalties of up to \$101 250 or two years imprisonment. A defence of due diligence, or proving that you took all reasonable steps to prevent a breach of the Act, has also been included. Completing this checklist may assist you in demonstrating due diligence.

*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 nearest local government Environmental Health Officer.

## How to use the checklist

Each heading of the checklist is referenced to 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 of 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 the checklist to help you comply with the Food Safety Standards. 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 businesses needs should be sought from an Environmental Health Officer (contact details are listed in Appendix 2).

## 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 licences/registrations held (List Local Governments and Lic. No.)	
Date of completion of this self-assessment	
Date of next self-assessment	



## Know your food business

### Food safety practices and general requirements

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

1. Do you raise funds solely for community or charitable causes and not for personal financial gain? Yes  No
2. 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 1** and **Question 2**, you are exempt from the skills and knowledge requirement. The Queensland Health resource *Food Safety for Fundraising Events* may also be a suitable food safety resource. See Appendix 1 for more details.

3. Do all people supervising or undertaking food handling have skills and knowledge in food safety and hygiene matters that corresponds with their food handling activities and responsibilities? Yes  No

**Tip** How do I get 'skills and knowledge'?

You and your staff can obtain the required skills and knowledge in a variety of ways, including

- 'in house' training by other staff or the owner of the 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
- 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
- recruiting staff with formal industry-based training qualifications.

#### 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"/>	Fresh fruit	Yes <input type="checkbox"/> No <input type="checkbox"/>
Chilled foods	Yes <input type="checkbox"/> No <input type="checkbox"/>	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"/>	Confectionary	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)	_____		

4. 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)

5. Can you demonstrate that your business checks incoming food before accepting delivery with regard to:

(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 not showing 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? Yes  No

(g) date markings are within their 'best before' or 'use-by' date? Yes  No

(h) evidence of physical, chemical or pest contamination? Yes  No

(i) clean delivery vehicle with no other material in the same area as the food? Yes  No

6. Do you always reject food that does not meet the requirements in Question 5? Yes  No

7. Do you record the details of food receipt checks and rejected food (if any)? Yes  No

**Tip** Develop your own incoming food checklist (see Template 4)

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

8. 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 and suitability? Yes  No

9. Is frozen food kept frozen solid? Yes  No

10. Are potentially hazardous foods refrigerated below 5°C? Yes  No

If you answered *no* to one or more of the above questions, write a list of actions here for you to rectify any potential problems (eg. purchase covers for containers used in cool room)

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## Know your food business

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

11. When processing food, do you:
- (a) take steps to prevent food being contaminated? Yes  No
- (b) use a step known to achieve microbiologically safe food (eg. thorough cooking)? Yes  No
12. Do you minimise the time food remains between 5°C and 60°C when processing? Yes  No
13. 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 *no*, is an alternative process used that does not affect the safety of the food? Yes  No
14. Is potentially hazardous food rapidly re-heated to 60°C (within 2 hrs) Yes  No
- If *no*, is an alternative heating process used that does not affect safety of the food? Yes  No

If you answered *no* to one or more of the above questions, write a list of actions here to rectify any potential problems (eg. cool foods in smaller containers, have refrigeration serviced)

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

15. Is all displayed food adequately protected from contamination? Yes  No
16. When unpackaged ready-to-eat food is displayed for self-service, do you provide:
- (a) supervision so food 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

17. 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 *yes*, does this food remain between 5°C and 60°C for more than four hours? Yes  No



**If you answered *yes* to Question 17(b) this is a dangerous practice and must change! Refer to Safe Food Australia, 4 hour/2 hour Rule, pages 183-185 (see Appendix 1 for how to obtain a copy).**

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

If you answered *no* to one or more of the above questions, write a list of actions here to rectify any potential problems (eg. provide supervision to self service areas)

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

19. 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
20. Is food protected from being contaminated during the packaging process? Yes  No

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

21. 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

If you answered *no* to one or more of the above questions, write a list of actions here to rectify any potential problems (eg. use refrigerated truck for long deliveries)

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## Know your food business

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

22. Do you ensure that food for disposal is:

(a) kept separate from other food until it is dealt with?

Yes  No

(b) clearly identified as food for disposal?

Yes  No

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

23. Do you wholesale, manufacture or import food?

Yes  No

If *yes*, continue. If *no*, go to Question 26.

24. 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 with the Food Industry Recall Protocol 5<sup>th</sup> Edition from FSANZ. See Appendix 1.

25. If you answered *yes* to Question 24, 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)*

26. Have you informed all food handlers of their health and hygiene obligations? Yes  No
27. Do you ensure any information provided by a food handler is not disclosed to another person, except the business proprietor or an authorised officer under the *Food Act 1987*? Yes  No
28. 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

**Tip**

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 handlers* must comply with are in Clauses 13 - 15 of Food Safety Standard 3.2.2 (see Template 5).

29. Can you demonstrate that food handlers do not handle food if they are:
- (a) known to be suffering from a food borne disease or are a carrier of a food borne disease or  
Yes  No
- (b) known or reasonably suspected to have a symptom of a food borne disease, and where there is a reasonable likelihood that they will contaminate food? Yes  No
30. If a person is excluded from handling food, are they permitted to resume food-handling activities only on medical consent? Yes  No
31. In relation to Questions 26 and 27:
- (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
32. 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.



## Know your food business

### Hygiene of food handlers – Duties of food businesses

*Food Safety Standard 3.2.2 (clause 17)*

33. Do you maintain at each hand washing facility with:
- (a) a constant supply of warm (between 25°C and 45°C), running water? Yes  No
  - (b) soap? 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
34. Are hand wash facilities only used for washing hands? Yes  No
35. Does your food business:
- (a) only operate from temporary food premises or a domestic dwelling? Yes  No

#### Note

If you answered *yes* to Question 35, you may apply to your local council 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 may need to be licensed and registered with the local government. Contact your local government to find out more.

## Cleaning, sanitising and maintenance

Cleanliness *Food Safety Standard 3.2.2 (clause 19)*

36. Do you maintain the food premises in a clean condition at all times free of dirt, grease or other visible matter? Yes  No
37. Are all fixtures, fittings and equipment, clean and sanitary, free from food waste, dirt, grease or other visible matter? Yes  No
38. 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)*

39. Do you ensure that all food contact surfaces (eg. chopping boards, preparation surfaces, processing equipment) are clean and sanitary? Yes  No
40. Do you ensure that eating and drinking utensils are clean and sanitary immediately before each use? Yes  No

#### Tip

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

**Maintenance** *Food Safety Standard 3.2.2 (clause 21)*

- 41. Is the food premises in a good state of repair and working order, having regard to the use of these areas? Yes  No
- 42. 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
- 43. Are all food transport vehicles in a good state of repair and working order? Yes  No
- 44. Are chipped, broken or cracked eating or drinking utensils disposed of? Yes  No

Note here any areas where maintenance is required and the time frames in which repairs will be done.

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**Other requirements**

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

- 45. Do you have a **probe** thermometer that:
  - (a) is readily accessible to food handlers? Yes  No
  - (b) measures the temperature of potentially hazardous food to +/- 1°C? Yes  No
- 46. If *yes*, is it used to 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 the food.

- 47. Is the probe attachment cleaned and sanitised between each use? Yes  No
- 48. Do you routinely check the accuracy of the thermometer(s)? Yes  No



## Know your food business

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

#### Note

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.

49. Do you discard single use items that have been used or become contaminated? Yes  No
50. Are single use items adequately protected from contamination? Yes  No

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

51. Do you:
- (a) exclude live animals (except fish, shellfish or crustaceans) in food handling areas? Yes  No
  - (b) permit only assistance animals (eg. guide dogs) in designated customer areas? Yes  No
  - (c) prevent pests entering the food premises? Yes  No
  - (d) undertake pest control to eradicate and prevent the harbourage of pests? Yes  No

#### Tip

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).

## Appendix 1 Resources

Subject/Publication	What is it?	Where to get it
<i>Food Act 1981</i>	The Act covering the handling and sale of food in Queensland	<a href="http://www.legislation.qld.gov.au">www.legislation.qld.gov.au</a>
Food Safety Standards	The national standards detailing food handling practices and food premises fit-out	<a href="http://www.foodstandards.gov.au/foodstandardscode/index.cfm#_FSCchapter3">http://www.foodstandards.gov.au/foodstandardscode/index.cfm#_FSCchapter3</a>
Safe Food Australia	An interpretative guide explaining the provisions of the Food Safety Standards	<a href="http://www.foodstandards.gov.au/mediareleasespublications/publications/safefoodaustralia2nd519.cfm">http://www.foodstandards.gov.au/mediareleasespublications/publications/safefoodaustralia2nd519.cfm</a>
Food Safety for Fundraising Events (formerly Food Safety for Event Coordinators)	A pocket book guide to assist charities and community organisations meet their food safety legal obligations	Contact your local Public Health Unit or local government to obtain a copy
Label Buster Guide	A guide to the Food Standards Code labelling requirements for food businesses	<a href="http://www.health.qld.gov.au/phs/Documents/ehu/20192.pdf">http://www.health.qld.gov.au/phs/Documents/ehu/20192.pdf</a>
Restaurant and catering/food service industry fact sheets	A series of fact sheets specifically for food service businesses	<a href="http://www.restaurantcater.asn.au">www.restaurantcater.asn.au</a>
Retailers fact sheets	A series of fact sheets specifically for food retailers	<a href="http://www.health.qld.gov.au/HealthyLiving/Food_Safety_I.htm">http://www.health.qld.gov.au/HealthyLiving/Food_Safety_I.htm</a>
Food industry recall protocol	A guide to assist food businesses developing a recall plan	<a href="http://www.foodstandards.gov.au/_srcfiles/FIRP_5Ed_Sept02.pdf">http://www.foodstandards.gov.au/_srcfiles/FIRP_5Ed_Sept02.pdf</a>
Directory of food safety training programs and other resources	A listing of some of the food safety training courses and resources available	<a href="http://www.health.qld.gov.au/HealthyLiving/Food_Safety_I.htm">http://www.health.qld.gov.au/HealthyLiving/Food_Safety_I.htm</a>



If you do not have access to the internet, please contact your local government or nearest Queensland Health Public Health Unit for copies of the above documents. See Appendix 2 for details.



Know your food business

## Appendix 2 Where to go for more information and assistance

### Option 1 – Local Government

Contact the Environmental Health section of your nearest local government. Contact details will be listed in the government section of your telephone book.

### Option 2 – Queensland Health Public Health Units

Public Health Unit	Telephone Facsimile	Public Health Unit	Telephone Facsimile
Brisbane Southside	Ph: 3000 9148 Fax: 3000 9121	Mount Isa	Ph: 4744 4404 Fax: 4749 0643
Brisbane Northside	Ph: 3250 8509 Fax: 3250 8501	Redcliffe	Ph: 3883 7300 Fax: 3883 7484
Bundaberg	Ph: 4150 2780 Fax: 4150 2729	Rockhampton	Ph: 4920 6989 Fax: 4921 3230
Cairns	Ph: 4050 3601 Fax: 4031 1440	Sunshine Coast	Ph: 5479 4655 Fax: 5443 5488
Charleville	Ph: 4656 8100 Fax: 4654 2615	Thursday Island	Ph: 4050 3601 Fax: 4031 1440
Gold Coast	Ph: 5509 7222 Fax: 5561 1851	Toowoomba Darling Downs	Ph: 4631 9888 Fax: 4639 4772
Hervey Bay	Ph: 4197 7277 Fax: 4197 7299	Townsville	Ph: 4750 4020 Fax: 4750 4021
Longreach	Ph: 4658 0859 Fax: 4658 0869	West Moreton	Ph: 3810 1500 Fax: 3810 1155
Mackay	Ph: 4968 3858 Fax: 4968 3857		

### Option 3 – 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 Institute of Environmental Health
- Australian Industry Group
- Baking Industry Association of Queensland
- Clubs Queensland
- Food Industries Association (Qld)
- Food and Beverage Industry
- Queensland Hotels Association
- Restaurant and Catering Association (Qld)
- Retailers Association of Queensland

The contact details for these groups may be found in the Yellow 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, telling 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

If a food handler has...	The food handler will...
one or any of the following symptoms of food borne disease <ul style="list-style-type: none"> <li>• diarrhoea</li> <li>• vomiting</li> <li>• sore throat with fever</li> <li>• fever</li> <li>• jaundice</li> </ul>	1. immediately inform the food safety supervisor 2. seek medical attention 3. 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"> <li>• Hepatitis A</li> <li>• Norwalk disease or Norwalk-like disease</li> <li>• Typhoid fever</li> <li>• Shigellosis</li> <li>• Staphylococcal or Streptococcal disease</li> </ul>	1. cease all contact with food and food contact surfaces 2. not return to food handling duties until medical clearance is provided.
<ul style="list-style-type: none"> <li>• an exposed wound or cut</li> <li>• infected skin sore</li> </ul>	1. cover with a bandage and highly visible waterproof covering
any discharge from their ears, nose or eyes	1. take medication to stop any nasal or other discharge that may contaminate the food

The 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 a food enforcement officer. This company 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 requirements

All new food handlers will have completed the food handler induction program within one month of commencing work with this company. The food handler induction program will consist of:

- watching a 20 minute food handler video
- reading and understanding the legal obligations of food handlers
- 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 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.



Know your food business

## 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 being used 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/or smells.

**Sanitising** means to apply heat and/or 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 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 also 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)		
	25 ppm	50 ppm	100 ppm	25 ppm	50 ppm	100 ppm
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	5mL
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



**Know your food business**

*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 record*

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	
2	Work bench	Kitchen hand (Daily)	✓ DJ	✓ DJ	✓ DJ	✓ DJ	✓ DJ	✓ DJ	
3	Floors	Cleaner (Daily)	✓ 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 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 you 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 your supervisor or contact your local government environmental health officer for advice.

Your Name:	Name of Food Business:
Job/Role:	Manager/Supervisor:

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 you 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 disease, or if I know I am suffering from a foodborne disease, or that I am a carrier of a foodborne disease, 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 disease or condition if my supervisor allows me to do other work on the food premises.

<p><b>Symptoms</b> of foodborne disease include:</p> <ul style="list-style-type: none"> <li>• Diarrhoea</li> <li>• Vomiting</li> <li>• Sore throat with fever</li> <li>• Fever</li> <li>• Jaundice</li> </ul>	<p>A <b>condition</b> means:</p> <ul style="list-style-type: none"> <li>• an infected skin lesion (eg. infected skin sore, boil, acne, cut or abrasion)</li> <li>• any discharge from the ear, eye or nose due to an infection (eg. colds, flu, sties or other eye infections)</li> </ul>
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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, be undertaken before resuming food handling activities.*

Cont'd...



## Checklist for food handlers *(continued)*

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

*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

*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.





5. As a food handler, I must wash my hands:

- whenever they are likely to be a source of contamination of food
- immediately before working with ready-to-eat food after handling raw food
- immediately after using the toilet.

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.

*Hand washing is an essential step to prevent food poisoning. 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 pathogenic micro-organisms to my hands.

