

NSW RETAIL MEAT FOOD SAFETY PROGRAM



Department of
Primary Industries
Food Authority

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The use of NSW Food Authority Food Safety Programs

The NSW Food Authority Food Safety Programs (FSP) are guidance documents only. The hazards and control measures identified in these Hazard Analysis Critical Control Point (HACCP) Plans for all product groups are generic across the industry and are based on existing published research. **Businesses must not assume that this guidance document covers all food safety hazards within their business. If using this document to develop your FSP then you must adapt this to fit your business, products, and market requirements, and to ensure that all potential food safety hazards are identified and controlled. If you produce dried, whole muscle or Uncooked Comminuted Fermented Meat (UCFM) meat products, this food safety template must be updated and customised to ensure that all hazards associated with the production of these products are identified and controlled.**



1. MANAGEMENT RESPONSIBILITY

1.1 Food safety statement

_____ is committed to maintaining this Food Safety Program so that:

- the end product is fit for human consumption, and
- the business complies with the requirements of the *Food Act 2003*, Food Regulation 2015 and the relevant standards we are required to comply with at all times.

1.2 Scope and purpose of the food safety program

Scope This Food Safety Program covers:

- Receiving, processing (including cooking), storage, dispatch and display for retail sale of meat and meat products.

Purpose The Food Safety Program is being implemented to minimise the risk of hazards during the handling of the food whilst in the businesses' control ensuring that products meet regulatory requirements of the NSW Food Authority pertaining to the Food Regulation 2015.

1.3 Food safety program team

This team is responsible for maintaining the food safety manual, reviewing and improving procedures and implementing effective controls to manage food safety risks.

The team includes:

	Name	Position
Team member		Director/Owner
Team member		Manager and QA Manager
Team member		
Team member		



2. FOOD SAFETY PROGRAM PLAN

2.1 Product description and intended use – raw meats

PRODUCT DESCRIPTION	COMPOSITION	METHOD OF PRESERVATION	PACKAGING (PRIMARY)	PACKAGING (SECONDARY)	STORAGE CONDITIONS	SHELF LIFE	LABELLING
Fresh sliced meat and mince	Fresh meat displayed or packed for sale	Chilled at 0°C to 5°C	Polystyrene trays, cling wrap, plastic or vacuum bags	Plastic bags, new cartons or PVC tubs	Held at 0°C to 5°C	Shelf life is to be determined by the manufacturer	Product that is not packaged but on display does not require a label Product that is packaged will be labelled with a use-by date, Nutrition Information Panel (NIP), allergens and ingredients list
Sausages and patties	Fresh meat and general ingredients e.g. preservatives, salt, spices, flavours, fillers	Preservatives, blanching and chilled at 0°C to 5°C	Polystyrene trays, cling wrap, plastic or vacuum bags	Plastic bags, new cartons or PVC tubs	Held at 0°C to 5°C	Shelf life is to be determined by the manufacturer	Product that is not packaged but on display does not require a label Product that is packaged will be labelled with a use-by date, Nutrition Information Panel (NIP), allergens and ingredients list

PRODUCT DESCRIPTION	COMPOSITION	METHOD OF PRESERVATION	PACKAGING (PRIMARY)	PACKAGING (SECONDARY)	STORAGE CONDITIONS	SHELF LIFE	LABELLING
Corned meats	Fresh meat and general ingredients e.g. additives, salt, spices, flavours, fillers	Chilled at 0°C to 5°C	Polystyrene trays, cling wrap, plastic or vacuum bags	Plastic bags, new cartons or PVC tubs	Held at 0°C to 5°C	Shelf life is to be determined by the manufacturer	Product that is not packaged but on display does not require a label Product that is packaged will be labelled with a use-by date, Nutrition Information Panel (NIP), allergens and ingredients list
Marinated meat and stir-fry mixes	Fresh meat and general ingredients e.g. additives, salt, spices, flavours, vegetables	Chilled at 0°C to 5°C	Polystyrene trays, cling wrap, plastic or vacuum bags	Plastic bags, new cartons or PVC tubs	Held at 0°C to 5°C	Shelf life is to be determined by the manufacturer	Product that is not packaged but on display does not require a label Product that is packaged will be labelled with a use-by date, Nutrition Information Panel (NIP), allergens and ingredients list



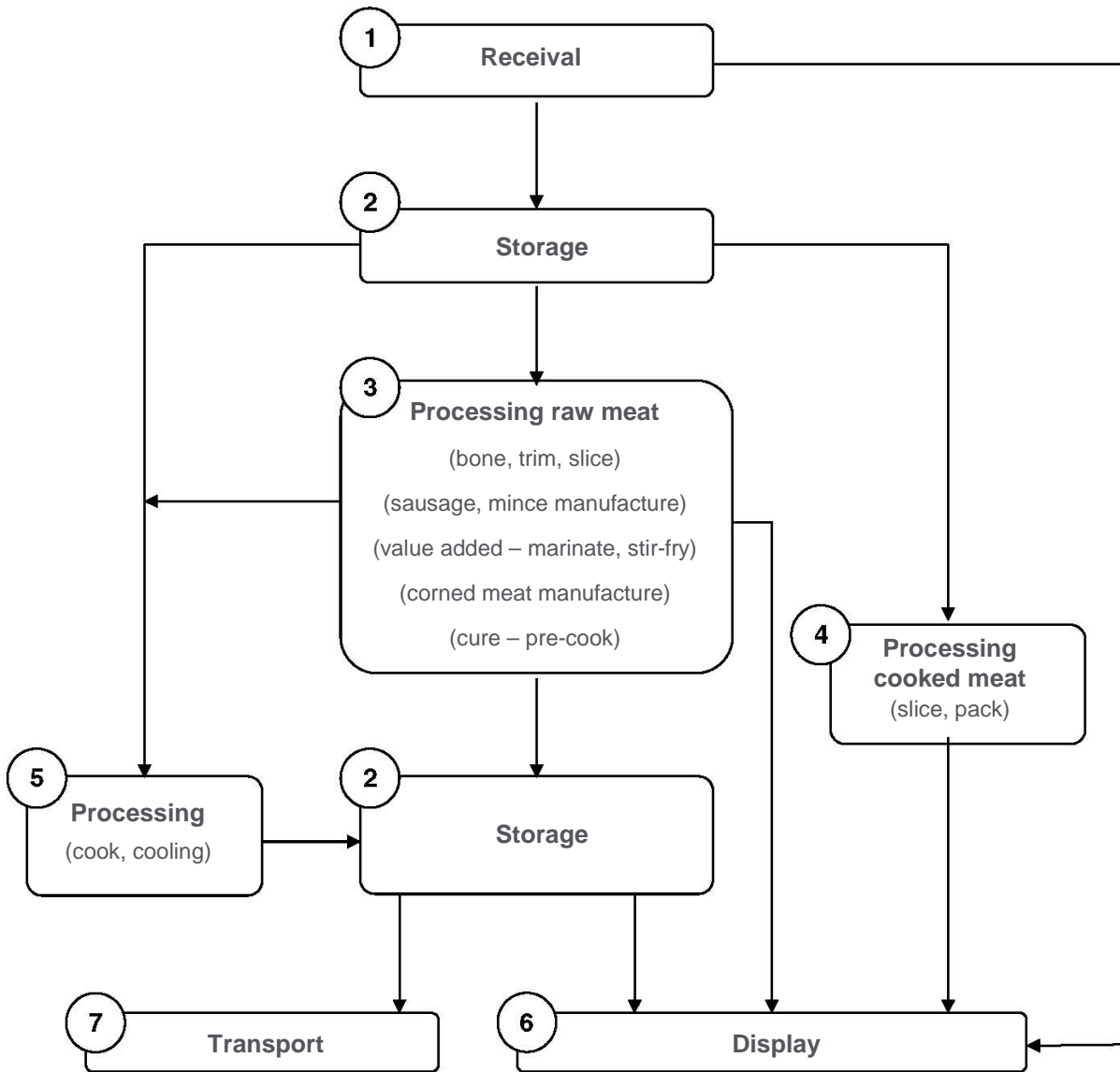
PRODUCT DESCRIPTION	COMPOSITION	METHOD OF PRESERVATION	PACKAGING (PRIMARY)	PACKAGING (SECONDARY)	STORAGE CONDITIONS	SHELF LIFE	LABELLING
Frozen product	Poultry, fish, red meat	Frozen to -15°C	Food grade plastic or vacuum bags, most products in cartons	Plastic bags, new cartons or PVC tubs	Held at -15°C	Specific to each product and storage conditions	<p>Product that is not packaged but on display does not require a label</p> <p>Product that is packaged will be labelled with a use-by date, Nutrition Information Panel (NIP), allergens and ingredients list</p>



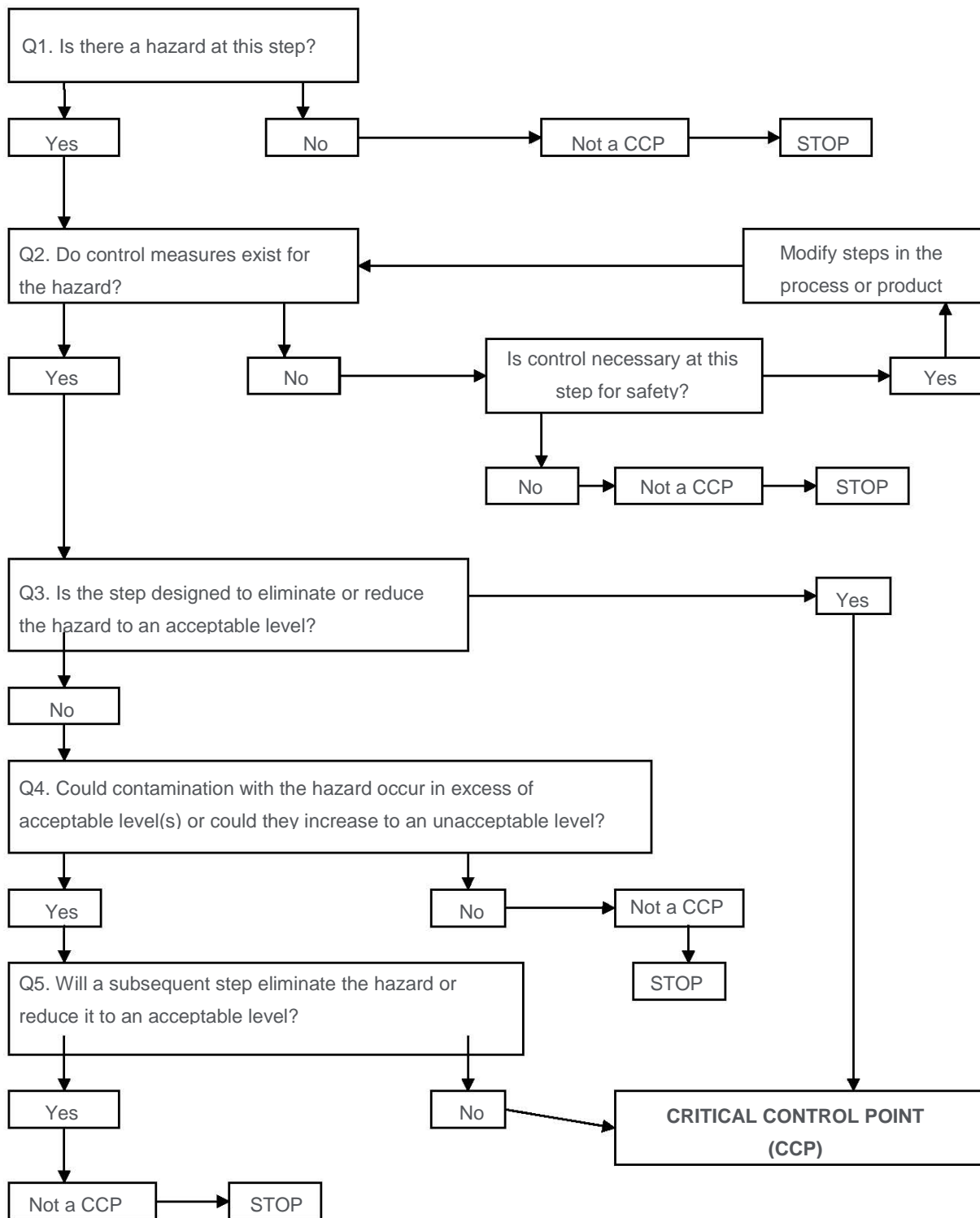
2.2 Product description and intended use – cooked meats

PRODUCT DESCRIPTION	COMPOSITION	METHOD OF PRESERVATION	PACKAGING (PRIMARY)	PACKAGING (SECONDARY)	STORAGE CONDITIONS	SHELF LIFE	LABELLING
Fresh hams, Devon, liverwurst, chicken loaf, cooked corned meats	Fresh meat and general ingredients e.g. additives, salt, spices, flavours, fillers	Cooked as per time temperature requirements	Not packaged but on display	Plastic bags, new cartons or PVC tubs	Held at 0°C to 5°C. Separated from raw products	Shelf life to be determined by manufacturer through shelf life validation testing	Product that is not packaged but on display does not require a label Product that is packaged will be labelled with a use-by date, Nutrition Information Panel (NIP) and ingredients list
Cooked meat sliced and packaged	Fresh meat and general ingredients e.g. additives, salt, spices, flavours, fillers	Cooked as per time temperature requirements	Not packaged but on display	Plastic bags, new cartons or PVC tubs	Held at 0°C to 5°C. Separated from raw products	Shelf life to be determined by manufacturer through shelf life validation testing	Product that is not packaged but on display does not require a label Product that is packaged will be labelled with a use-by date, Nutrition Information Panel (NIP) and ingredients list
Bacon, sausages, Frankfurt, savalloys, blanched sausages etc.	Fresh meat and general ingredients e.g. additives, salt, spices, flavours, fillers	Cooked as per time temperature requirements	Not packaged but on display	Plastic bags, new cartons or PVC tubs	Held at 0°C to 5°C. Separated from raw products	Shelf life to be determined by manufacturer through shelf life validation testing	Product that is not packaged but on display does not require a label Product that is packaged will be labelled with a use-by date, Nutrition Information Panel (NIP) and ingredients list

2.3 Flow diagram



2.4 Critical Control Point (CCP) decision tree



2.5 Hazard analysis – retail meat processing

			CCP = Critical Control Point SP = Supporting Program	
PROCESS STEP	HAZARD	CAUSE	CONTROL MEASURES	CCP/ SP
1. Receival	Microbiological growth of incoming meat	Poor temperature control	Supplier approval program	SP
			Temperature control. Maintain meat temperature below 5°C	CCP
		Product shelf life compromised	Product labelled or supporting shelf life documentation provided	SP
	Physical or microbial contamination	Packaging damaged or carcase meat contacted unclean surface	Inspection of delivered meat	SP
	Allergen control	Allergens not identified or declared in products	Supplier approval program	SP
2. Storage (raw meat)	Microbial growth	Poor temperature control	Temperature control. Maintain meat temperature below 5°C	CCP
		Product shelf life	Stock/inventory control/product traceability	SP
			Frozen product to remain frozen	SP
	Contamination with pathogenic micro-organisms	Unclean surfaces	Cleaning program for coolroom in place. Hygiene monitoring program	SP
	Contamination from foreign materials	Deteriorated surfaces (walls, ceiling, benches etc) or equipment	Equipment/premises hygiene and maintenance monitoring program in place	SP
Storage (cooked meat)	Microbial growth	Poor temperature control of product	Temperature control. Maintain meat temperature below 5°C	CCP
		Shelf life compromised	Stock/inventory control	SP



			CCP = Critical Control Point SP = Supporting Program	
PROCESS STEP	HAZARD	CAUSE	CONTROL MEASURES	CCP/ SP
	Microbiological contamination	Cooked meat in contact with raw meat or contaminated surfaces	Separation of cooked and raw meat	SP
			Cleaning and sanitation program for food contact surfaces. Hygiene monitoring program	SP
	Contamination from foreign materials	Deteriorated surfaces (walls, ceiling, benches etc) or equipment	Equipment/premises hygiene and maintenance monitoring program in place	SP
3. Processing (raw meat)	Microbial contamination	Contamination from food handlers	Personal hygiene policy in place	SP
		Contamination from premises or equipment	Cleaning and sanitation program. Hygiene monitoring program in place	SP
	Contamination from foreign materials	Deteriorated surfaces (walls, ceiling, benches etc) equipment or ingredients	Equipment/premises hygiene and maintenance monitoring program in place	SP
	Growth of micro-organisms	Product warms during processing	Product to be out of refrigeration control for minimum time	SP
4. Processing (cooked meat)	Microbial contamination	Contamination from food handlers hands, body, clothing	Personal hygiene policy in place	SP
		Contamination from premises or equipment	Separation of cooked and raw meat processing	SP
		Contamination from packaging materials	Cleaning and sanitation program of food contact surfaces. Hygiene monitoring program in place	SP
		Contamination from ingredients	Approved supplier system	



			CCP = Critical Control Point SP = Supporting Program	
PROCESS STEP	HAZARD	CAUSE	CONTROL MEASURES	CCP/ SP
	Contamination from foreign materials	Deteriorated surfaces (walls, ceiling, benches etc) or equipment	Equipment/premises hygiene and maintenance monitoring program in place	SP
5. Processing (cooking and cooling)	Microbial contamination	Bacteria survive cooking process	Appropriate internal temperature achieved during cooking process	CCP SP
		Contamination from food handlers, premises or equipment	Separation of cooked and raw meat processing	SP
		Contamination from packaging materials	Personal hygiene policy	SP
		Contamination from ingredients	Cleaning and sanitation program of food contact surfaces. Hygiene monitoring program in place	SP
	Microbial growth	Surviving bacteria grow during cooling	Cooked product cooled to below 5°C within appropriate time	CCP SP
	Contamination from foreign materials	Deteriorated surfaces (walls, ceiling, benches etc) or equipment	Equipment/premises hygiene and maintenance monitoring program in place	SP
6. Display (raw meat)	Microbial growth	Poor temperature control	Temperature control. Maintain meat temperature below 5°C	CCP
	Microbial contamination	Unclean food contact surfaces	Cleaning and sanitation program for food contact surfaces. Hygiene monitoring program in place	SP
	Microbial growth	Product shelf life compromised	Stock/inventory control	SP
7. Display (cooked meat)	Microbial contamination	Food handlers handling cooked meat directly with bare hands	Personal hygiene	SP



			CCP = Critical Control Point SP = Supporting Program	
PROCESS STEP	HAZARD	CAUSE	CONTROL MEASURES	CCP/ SP
		Cooked meat in contact with raw meat or contaminated surfaces	Separation of cooked and raw meat	SP
			Cleaning and sanitation program for food contact surfaces. Hygiene monitoring program in place	SP
8. Transport	Microbial growth	Poor temperature control	Temperature control. Maintain meat temperature below 5°C	CCP
	Microbial contamination	Meat in contact with unclean or damaged internal surfaces	Equipment/premises hygiene and maintenance monitoring program in place	SP
			Correct storage procedures followed	SP



3. CCP TABLE – RETAIL MEAT PROCESSING

STEP	HAZARD	CONTROL MEASURE	MONITORING PROCEDURES	CRITICAL LIMITS	CORRECTIVE ACTION	RECORDS
1 Reveal	Growth of micro-organisms	Temperature control	<p>What: Meat temperature</p> <p>How: Thermometer. Meat tissue or between vacuum packs</p> <p>When: Each consignment. Random once compliance history established</p> <p>Who: Manager or trained delegated employee</p>	<p>Carcase meat 7°C surface temperature</p> <p>Carton meat ≤ 5°C</p> <p>Frozen meat <-15°C</p>	<p>Retain if temperature 2°C above critical limit and re-chill to critical limit within four hours</p> <p>If temperature >2°C above critical limit, the company must decide if the product will be accepted. All products accepted above temperature requirements must be chilled to critical limit within four hours</p>	Form 3
	Physical or microbial contamination	Inspection of delivered meat	<p>What: Meat packing or carcass meat</p> <p>How: Visual</p> <p>When: Each consignment</p> <p>Who: Manager or trained delegated employee</p>	<p>Packaging intact</p> <p>Product info supplied, e.g. shelf life</p> <p>Carcass meat clean</p>	<p>Return product if packaged meat is exposed</p> <p>Hold product until information supplied. Return if information is not supplied</p> <p>Trim visual contamination</p> <p>Reject product if grossly contaminated and advise supplier</p>	Form 3
2. Storage	Growth of micro-organisms	Temperature control	<p>What: Storage temperature of product</p> <p>How: Unit dial display</p>	<p>Chilled meat ≤ 5°C</p> <p>Frozen meat <-15°C</p>	<p>Service/repair refrigeration equipment</p> <p>If product temperatures are >5°C move product to alternative cold storage</p>	Form 3



STEP	HAZARD	CONTROL MEASURE	MONITORING PROCEDURES	CRITICAL LIMITS	CORRECTIVE ACTION	RECORDS
			<p>When: Visual checks throughout day and record daily</p> <p>Who: Manager or trained delegated employee</p>		<p>If product temperatures are >5°C and <10°C for <4 hours adjust shelf life</p> <p>If product temperatures are >5°C and <10°C for >6 hours dispose of product</p> <p>If product temperatures are >10°C for >2 hours dispose of product</p>	
3. Processing (cooking and cooling)	Survival of micro-organisms	Appropriate internal temperature during cook	<p>What: Product internal temperature</p> <p>How: Thermometer/oven probe</p> <p>When: Record each batch</p> <p>Who: Manager or trained operator / delegated employee</p>	<p>≥ 65°C for 10 minutes</p> <p>If another processing method is required that does comply with the minimum time and temperature outlined above, written permission must be granted by the NSW Food Authority before processing commences</p>	<p>If less than critical limit continue to cook until temperature reached</p> <p>Validated cooker operation and check for cold spots</p> <p>Discard product if sufficient cooking cannot occur</p>	Form 2
	Growth of micro-organisms	Cool to ≤ 5°C	<p>What: Product internal temperature</p> <p>How: Thermometer</p> <p>When: Record each batch or intermittent monitoring where a detailed cooling procedure is developed and verified (see SP)</p>	<p>Uncured products 52°C to 12°C in 6 hours and 12°C to 5°C within 24 hours</p> <p>Cured products 52°C to 12°C in 7.5 hours and 12°C to 5°C within 24 hours</p>	<p>Dispose of product or hold and have analysed</p> <p>Review and adjust cooling procedure</p>	Form 6



STEP	HAZARD	CONTROL MEASURE	MONITORING PROCEDURES	CRITICAL LIMITS	CORRECTIVE ACTION	RECORDS
			Who: Manager or trained operator / delegated employee			
4. Display	Growth of micro-organisms	Temperature control	What: Product temperature How: Unit display or thermometer When: Visual checks throughout day. Record daily Who: Manager or trained delegated employee	Chilled meat $\leq 5^{\circ}\text{C}$ Frozen meat $<-15^{\circ}\text{C}$	If product temperatures are $>5^{\circ}\text{C}$ return all stock to coolrooms Investigate why unit is not maintaining correct temperature Take action to bring unit back into compliance by servicing or replacement	Form 3
5. Transport	Growth of micro-organisms	Temperature control	What: Storage temperature of product or product temperature How: Thermometer When: Each delivery Who: Delivery driver	Chilled meat $\leq 5^{\circ}\text{C}$ Frozen meat $<-15^{\circ}\text{C}$	If product temperatures are $>5^{\circ}\text{C}$, product is to be refrigerated immediately	Vehicle log book or Invoice

4. FOOD HANDLING PROCEDURES

4.1 Receival

When the delivery vehicle arrives the butcher inspects the vehicle to ensure that no unwrapped meat is in contact with the floor of the vehicle.

Either before or immediately after meat is unloaded the butcher shall take a sample temperature of the product:

- In the case of carcass meat, place the thermometer probe no more than 3mm below the surface of the meat. The temperature should be at or below 7°C.
- In the case of chilled cartoned meat or offal, place the thermometer probe between the primal vacuum packs inside the carton or into the offal to measure the deep muscle temperature. The temperature should be at or below 5°C or at or below -15°C for frozen product.

If the meat temperature at the point of receival is at or below the critical limit it can be accepted and transferred to the coolroom.

If the meat temperature is more than 2°C above the critical temperature, the product should be immediately transferred to the coolroom and re-chilled to the critical limit within four hours. The details should be recorded on the meat receival monitoring form and the supplier informed of the incorrect delivery temperature. If the problem persists, notify the NSW Food Authority.

Any meat delivery accepted where the temperature is above the critical limit should be isolated in the coolroom or freezer immediately, reconditioned to the critical temperature within four hours and before the meat is processed or cut up. All details of the load shall be recorded on the meat receival monitoring form.

Under no circumstances is cooked ready-to-eat (RTE) product to be received if the product temperature is above 5°C.

All meat or cartoned product received shall be inspected to ensure that they are free from contamination and are marked with inspection stamps to indicate the product has been prepared at licensed premises. Poultry must be labelled to identify slaughtering establishment. Any product grossly not bearing official brands should be rejected, with all details recorded on the meat receival monitoring form and the NSW Food Authority informed as soon as possible. All consignments of meat and meat products shall be labelled in accordance with Food Standards Code requirements.

Any cartoned product observed to be damaged so as to expose and contaminate contents, or cartons so badly soiled so as to become a hazard to product hygiene should be rejected and all details recorded on the meat receival monitoring form.

Only refrigerated transport vehicles licensed by the NSW Food Authority should be used to transport meat and meat products to retail meat premises. Licensed vehicles are identified by NSW Food Authority licence stickers located on the rear doors. Meat should not be accepted from unlicensed operators.



4.2 Dry ingredients

Dry ingredients such as herbs and spices, additives, fillers, preservatives etc shall be suitable for human consumption. The integrity of the outer packaging and use-by date will be checked on receipt. These ingredients will be kept in clean food grade containers/wrapping which can be sealed to exclude entry of vermin and dust and stored in cool, dry conditions.

Stock/inventory will be rotated and the use-by date checked again prior to use.

All allergens received at the premises must be identified and listed. Information on the allergens used in products must be available for customers and during audits.

4.3 Packaging materials

Any packaging materials that will come into contact with product shall be made of food grade materials and be accompanied by supporting documents from the supplier. They will be stored to exclude contamination by vermin and/or dust.

4.4 Chemicals

Chemicals such as cleaning agents and pest control agents will be accompanied by supporting documents to show that they are suitable for use in food processing areas. Chemicals will be stored separately from food products to prevent contamination and in accordance with manufacturer's instruction. Only suitably trained persons will use the chemicals and will follow manufacturer's instructions for dilution and application.



5. MEAT STORAGE AND DISPLAY

5.1 Coolroom

Packaged meat and meat trays are stored off the coolroom floor. All cooked meat products must be separated from raw products to limit the risks of cross-contamination. Tubs and buckets must not be placed on the floor in coolroom.

Ideally, cooked meat should be stored in a separate storage facility to raw meat. Where a separate facility is not available, cooked meat must be kept separate from raw meat in storage areas. When cooked meat is stored on shelving, raw meat is never stored above. Portions of cooked meat not stored in plastic wrap are stored in containers. Cooked meat that is hung on rails is never stored between raw meat. Cooked meat is well separated from raw meat to prevent any possibility of contact and contamination.

5.2 Freezer

Frozen product is to remain frozen. Freezer units to be checked daily to ensure product is frozen and hard. Thawed or partially thawed product is not refrozen. Where product has thawed the business will initiate corrective action as required for chilled product when temperatures exceed critical limits. Any frozen product temperature incident will be recorded in the corrective action section of the chillers and display temperature records.

5.3 Thawing meat products

All meat products that are thawed on the premises must be thawed in the coolroom or under circumstances that prevent the surface temperature rising above 7°C. The use of water to thaw meat products is not acceptable unless permission is granted, in writing, by the NSW Food Authority.

5.4 Display

Cooked meat, cooked seafood and any other RTE products are stored in separate display facilities to raw meat. Where a separate facility is not available cooked meat is quarantined from raw meat display areas. A partition of adequate height to prevent cross contamination in the display unit is installed as a barrier to prevent contact and contamination.



6. MEAT PROCESSING

6.1 Raw meat

The temperature of meat will be kept below 10°C whilst processing. As an alternative, meat will be processed in a room that maintains air temperature at less than 10°C for those premises that process large quantities of product.

Meat pieces used for the making of mince and sausages shall be regularly placed in the coolroom to maintain correct temperatures.

Meat temperatures shall be checked from time to time using the calibrated temperature probe to ensure temperature requirements are being followed.

6.2 Cooking procedure

1. If you produce RTE meat products, you must comply with the time and temperature requirements outlined below:

Temperature (Degrees C)	Minimum process time (Minutes)
65	10
66	7
67	6
68	4
69	3
70-72	2
73-75	1
76+	Less than one minute

2. The time and temperature that is used to cook product must be recorded for every batch produced to ensure critical limits are being achieved.
3. Monitoring of cooked products is to be recorded in the retail diary.
4. The temperature specified above is the temperature checked at the thermal centre of the meat.



6.3 Cooling procedure

a) Once product is removed from the cooking oven, it must be cooled to comply with the following requirements:

Uncured products (Roast beef/Lamb/Pork)	Time
52°C to 12°C	6 hours
12°C to 5°C	24 hours – from the end of the cooking cycle
Uncured products (Ham/Corned meats)	Time
52°C to 12°C	7.5 hours
12°C to 5°C	24 hours – from the end of the cooking cycle

b) If the cooling process complies with the above requirements, the cooling of cooked products must be validated every six months on the cooking and cooling verification form located in the retail diary.

6.4 Cooked product processing

The handling of cooked product (re-packaging, slicing and processing) will only take place in designated and sanitised cooked product areas. Where a dedicated area for processing cooked product is not practical, cooked product shall be packaged, sliced or processed prior to raw meat being processed at the beginning of the shift.

Separate, identified knives and cutting boards are used for cooked product only. This equipment will be stored in a clean area with limited access to staff members.

Separate areas in the coolroom are provided at all times for the storage of raw and cooked product. Cooked product is never stored below or beside raw product.

Any cooked product that contacts the floor or unclean surfaces must be discarded.

Benches, equipment and utensils used in these areas shall be thoroughly cleaned and sanitised at the end of every day. All equipment must be re-sanitised before further processing of RTE products is carried out during the day. This includes conveyor belts, vacuum machine, slicing machinery, knives and cutting boards.

If packaged (e.g. cryovac or MAP) ready-to-eat meat products are processed or manufactured in the premises then an approved program for the control of *Listeria monocytogenes* must be implemented to monitor product and environmental surfaces.



7. HYGIENIC HANDLING

Personnel assigned to the slicing and packaging of cooked product will not undertake other processing duties at the same time.

Clean equipment must be used while packaging, slicing and handling cooked product.

Staff will prevent personal contact and contamination of cooked product by using clean disposable gloves that will be changed as often as necessary (e.g. after leaving work station, removing rubbish from floor, handling unclean surfaces or machinery, after touching hair, body or sneezing etc).

Alternatively, staff can place any other clean physical barrier such as a plastic bag or tongs between the cooked product and hands.



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8. DROPPED MEAT PROCEDURE

In the event that any unwrapped meat is dropped on the floor or comes into contact with any unclean surface, the following procedures shall be adopted:

a) Carcasses, part carcasses and some primal cuts

The carcass or meat shall be hung on a designated rail away from any other meat. Using a clean knife, all soiled or contaminated surfaces shall be trimmed off and trimmings placed into an inedible material container. When the operator is satisfied that all contamination has been trimmed off the meat, the operator shall wash and sanitise their hands and any equipment used before further processing the meat or placing the meat back into a coolroom for storage.

b) Smaller meat cuts or primals

A clean sheet of plastic shall be placed on a designated work bench, the dropped piece of meat shall be placed on the clean plastic sheet and any contamination trimmed off and the trimmings placed into an inedible material container. If the piece of meat needs to be turned over after trimming the top surface to trim the bottom surface, it shall be carefully turned onto a clean area of the plastic sheet so as not to re-contaminate the already trimmed surface. When the operator is satisfied that all contamination has been trimmed off the meat the operator shall wash and sanitise their hands and any equipment used before further processing the meat or placing the meat back into the coolroom for storage.

Under no circumstances shall an operator attempt to wash, wipe or scrape any spoilage or contamination off the surface of a carcass, part carcass or primal.

All RTE meat products must be discarded if they come into contact with the floor or unclean surface at any time.



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9. TRANSPORT AND DELIVERY

The transport delivery vehicle operators shall ensure that the delivery vehicle is clean before any product is loaded into the vehicle.

All meat and meat products shall be checked before loading to ensure that the critical temperatures are met as set out in the Australian Standard for the hygienic production and transportation of meat and meat products for human consumption.

The critical temperature for meat under the Standard is less than or equal to 7°C surface temperature for carcasses or quarters and less than or equal to (\leq) 5°C. Deep muscle temperature of any meat being less than a quarter of a carcass (i.e. cartoned meat, raffle trays, offal etc).

If carcass meat is to be suspended from hanging rails in the delivery vehicle no part of the suspended carcass shall be closer than 80mm from the floor or anything on the floor. The vehicle operator handling carcasses shall wear clean approved clothing, capes and head covering that covers the person's hair.

All meat transport vehicles must be refrigerated if used to distribute meat products on trips in excess of 30 minutes travelling time.

Alternatively, in certain circumstances, if the vehicle is fitted with an effective refrigeration unit and only packaged meat is carried in the vehicle, the temperature readout of the temperature gauge, digital readout (or thermograph), of the meat carrying compartment of the vehicle may be recorded on the delivery monitoring form.

The delivery driver will check that the product is correctly labelled and that the integrity of the packaging has not been compromised.



10. MAINTENANCE OF PREMISES AND EQUIPMENT

10.1 Premises

The premises is designed, constructed and maintained in a way that will minimise the chance of food becoming contaminated.

Maintenance and construction defects are noted during pre-operational hygiene inspections and during the six-monthly maintenance and internal audit checklist which are documented in the retail diary.

10.2 Equipment

Food handling equipment such as benches, boards, utensils, knives, containers and anything that is used to handle meat is designed, maintained and stored in a way that will minimise the chance of food becoming contaminated.

Equipment is only used for its intended purpose and is kept clean and well maintained. All equipment is included in the cleaning and sanitation program.

10.3 Pre-operation hygiene and maintenance inspection

Before the commencement of each working day a nominated person shall undertake a pre-operation hygiene and maintenance inspection of the plant, equipment, personnel and delivery vehicles. Results are recorded on the pre-operational hygiene checklist in the retail diary.

Using the daily pre-operation hygiene inspection and maintenance and internal audit checklist, the butcher shall check each item on the checklist for cleanliness and condition (repair).

If the item on the checklist is satisfactory the adjacent box on the list under the nominated day is marked with a tick (✓).

If a particular item on the checklist is soiled or unsatisfactory the adjacent box on the form under the nominated day is marked with a cross (X). The item is then cleaned, sanitised (if a food contact surface) immediately or repaired (within a time frame to be included in corrective action comments).

Structural repairs and time frames are recorded on the six-monthly maintenance report located at the rear of the retail meat diary and comment shall be noted in the corrective action section on the form.

All monitoring sheets must be signed by whoever completed the monitoring form.

11. CLEANING AND SANITATION

At the conclusion of the day's operations and if required during the day's operations, the plant and all equipment shall be completely cleaned and sanitised.

All solids and scraps shall be removed from equipment, benches and floors and placed into waste containers.

Equipment and benches are then washed down with approved detergent until clean and immediately rinsed off with clean water to remove any residues and drained to dry on racks clear of floors.

Walls, doors, door handles and floors are washed with a detergent solution until clean and immediately rinsed off with clean water to remove any residues.

Floor grates and solids traps shall be thoroughly cleaned and rinsed, any solids removed and placed into waste containers. Waste containers shall be kept clean and stored in such a manner so they do not attract vermin, cause any odours or nuisance.

Aprons and personal equipment shall be effectively cleaned and sanitised.

Amenities and ablution facilities shall be kept in a clean sanitary condition.

At the conclusion of the premise and equipment clean down the manager shall inspect the plant and equipment to ensure that the cleaning has been effective.

An approved sanitiser or hot water at greater than 82°C shall be used to sanitise food contact surfaces.

Cleaning chemicals that are used in the premises are stored in a separate area from food handling areas.

All cleaning chemicals used are approved food grade chemicals suitable for use in a food processing environment.



12. CALIBRATION

Display units, oven probes, coolroom, freezer and vehicle temperature gauges are checked every six months using a calibrated handheld thermometer. Each business must identify what equipment requires calibration and record this equipment on the calibration checklist. Results are recorded in the retail diary.

12.1 Thermometer calibration

Handheld thermometers are calibrated every six months and recorded in the retail diary.

This is carried out using the ice point check and boiling water point check when cooking is undertaken.

- **Ice point (0°C):** To calibrate the handheld thermometer, fill a small container with crushed ice. Add a little water to the container to make ice slurry. Place the thermometer in the centre of the container so that the point of the probe is in contact with the ice.
- **Boiling water point (100°C):** To calibrate the handheld thermometer, fill a small container with boiling water. Place the thermometer in the centre of the container so that the point of the probe is in the centre.

Allow the temperature reading of the thermometer to reach a steady reading (allow 5 to 10 minutes). If the thermometer is accurate it should read 0°C for ice point check or 100°C for boiling water point check. If the temperature is more or less (e.g. 0°C +1 or -1) note the difference in temperature reading and allow for any such differences when reading the temperature for monitoring purposes. It is recommended that thermometers with a deviation of more than 1°C should be discarded and replaced with a new thermometer.

The calibrated hand held thermometer is used to check the accuracy of any coolroom, freezer gauges, and cooking temperatures on the premises. On a six-monthly basis you should leave the hand held probe switched on in the coolroom/freezer and compare the recordings with the applicable gauge. Any differences in readings should be noted in the retail diary with the date the comparison was undertaken.



13. PEST CONTROL

Animals and pests including insects, rodents and birds are excluded from the premises.

If the business manages pest control internally:

- Any evidence of pests observed in food processing areas is recorded on the pre-operational checklist
- A record of when bait stations are maintained and checked is recorded on the six-monthly internal audit form
- The location of all rodent and insect bait stations located within the premises is identified on a floor plan
- All chemicals used for pest control are suitable for use in food premises and are stored away from food handling areas

If premises are treated by a pest control company:

- Any evidence of pests observed in food processing areas is recorded on the pre-operational checklist
- The location of all rodent and insect bait stations located within the premises is identified on a floor plan
- All chemicals used in pest control are suitable for use in food premises and are stored away from food handling areas
- Ensure chemicals are not applied during food processing
- Obtain a report from the pest control company documenting what chemicals were used and noting any pest activity (this report is retained by the company and must be made available during audits)



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14. PERSONAL HYGIENE

Food handlers 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.

14.1 Health of food handlers

Food handlers who have a symptom that indicates the handler may be suffering from a foodborne disease, or knows he or she is suffering from a foodborne disease, or is a carrier of a foodborne disease must if at work:

- a) report that he or she is or may be suffering from the disease, or knows that he or she is carrying the disease, to his or her supervisor,
- b) not engage in any handling of food where there is a reasonable likelihood of food contamination as a result of the disease, and
- c) if continuing to engage in other work on the food premises, take all practicable measures to prevent food from being contaminated as a result of the disease.

Food handlers who suffer from an infected skin lesion or discharge from the ear, nose or eye must if at work:

- a) and if there is a reasonable likelihood of food contamination as a result of suffering the condition, report that he or she is suffering from the condition to his or her supervisor, and
- b) if continuing to engage in the handling of food or other work, take all practicable measures to prevent food being contaminated as a result of the condition.

Food handlers must notify the supervisor if the food handler knows or suspects that he or she may have contaminated food.

14.2 Hygiene of food handlers

Food handlers must, when engaging in any food handling operation:

- a) take all practicable measures to ensure his or her body, anything from his or her body, and anything he or she is wearing does not contaminate food or surfaces likely to come into contact with food,
- b) take all practicable measures to prevent unnecessary contact with RTE food,
- c) ensure outer clothing is of a level of cleanliness that is appropriate for the handling of food that is being conducted,
- d) only use on exposed parts of his or her body bandages and dressings that are completely covered with a waterproofed covering,
- e) not eat over unprotected food or surfaces likely to come into contact with food,
- f) not sneeze, blow or cough over unprotected food or surfaces likely to come into contact with food,
- g) not spit, smoke or use tobacco or similar preparations in areas in which food is handled, and
- h) not urinate or defecate except in a toilet.



Food handlers must wash their hands:

- a) whenever his or her hands are likely to be a source of contamination of food,
- b) immediately before working with RTE cooked meat, and
- c) immediately after using the toilet.

Food handlers must, when engaging in a food handling operation that involves unprotected food or surfaces likely to come into contact with food, wash his or her hands:

- a) before commencing or re-commencing handling food,
- b) immediately after smoking, coughing, sneezing, using a handkerchief or disposable tissue, eating, drinking or using tobacco or similar substances, and
- c) after touching his or her hair, scalp or a body opening.

Food handlers must, whenever washing his or her hands:

- a) use the hand washing facilities provided,
- b) thoroughly clean his or her hands using soap or other effective means, and warm running water, and
- c) thoroughly dry his or her hands on a single use towel or in another way that is not likely to transfer pathogenic micro-organisms to the hands.



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15. PRODUCT IDENTIFICATION AND TRACEABILITY

15.1 Raw product labelling requirements

All packaged and wholesale product (raffle trays, cartons etc), shall be labelled to comply with the *NSW Standard for construction and hygienic operation of retail meat premises* and the Food Standards Code.

Labels should include the following information:

- The name and address of the premises
- The animal species from which the meat or meat product is derived
- The trade name or the description of the meat or meat products contained in the package
- One or more of the following:
 1. The date of packaging and a statement of the minimum durable life of the packed food in the minimum durable life form (insert the number of days, weeks or months)
 2. Use-by date
 3. Best before date
 4. The weight
 5. A Nutrition Information Panel (NIP) is required for all packaged products that have added ingredients
 6. Ingredient lists are required for all packaged products with added ingredients.

All products containing allergens are to be identified through labelling. These labels must contain the type of allergen that may be present in the product.

Products that are processed and sold on the premises for retail sale do not require any labelling. Management must be able to produce all information about the product, including allergens and ingredients, when requested by customers and during audits.

15.2 Cooked and ready-to-eat (RTE) product labelling requirements

All cooked and RTE product must comply with the labelling requirements outlined in section 15.1 of this Food Safety Program.

All cooked and RTE product labels also require the following additional information:

- Shelf life of the product
- Use-by date of the product
- Batch identification

Cooked RTE product that is manufactured at other premises and sliced for sale must carry the original use-by date that is attached to the original product.



16. FOOD RECALL

Unsafe product that has been distributed to other businesses and/or the consumer will need to be withdrawn from sale to protect the consumer.

Product may need to be recalled if it is:

- contaminated with harmful micro-organisms,
- contaminated with harmful chemicals,
- contaminated with physical matter such as glass or wood, or
- has been tampered with.

A recall may be required based on a customer complaint. In this instance a customer complaint form should be completed. This form can be found in the Retail Meat Diary or page 36 of this document.

In the event of a product recall, the program will be controlled by the manager or delegated employee of the business.

In the event of a product recall, the system as defined in the food recall protocol prepared by Food Standards Australia New Zealand (FSANZ) will be used. A copy of this document is held with this manual.

16.1 List of Government contacts

A list of Government Food Recall Officers supplied by FSANZ is kept with this Food Safety Program.

Refer to FSANZ website www.foodstandards.gov.au for the most updated list.

Refer to the *Food Industry Recall Protocol* Booklet on the FSANZ website.

NSW Food Authority is to be contacted in the event of a recall on 1300 552 406.



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CUSTOMER COMPLAINT

Customer details

Record the details from whom the complaint was received:

Name:

Address:

.....

Phone: Mobile: A/H:

Fax:

Complaint details

Describe the nature of the complaint:

.....

.....

.....

Product details

Product name and description:

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.....

Batch code: Date produced/processed:

Product size:

Quantity of batch produced/processed:

Product distribution:

Action taken

Describe how the customer complaint was handled and the changes, if any, made as a result of the complaint:

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DEFINITIONS

amenities	Includes changing rooms, dining rooms, toilets, hand wash basins and showers.
appliances	Any equipment used in a retail meat processing premises.
audit	A programmed and clearly defined system of verifying that a quality system is operating to standards defined in the Food Safety Program.
clean	In relation to: (a) Carcasses or meat means free from all visible contaminants (e.g. ingesta, dust, rail grease, wool, hair, faecal material, bile, excretions and pathological conditions). (b) Equipment, utensils and clothing means free of visible contamination, washed, sanitised and free of objectionable odours. (c) Premises means surfaces of floors, walls, ceilings free of visible contamination, washed, and free of objectionable odours. (d) Clothing, means free of visible contamination.
construction	The design, construction, equipment and maintenance of retail meat premises.
contamination	The presence of objectionable matter, including substances or micro-organisms, that makes meat and meat products unsafe or unsuitable for human consumption.
cured	A product is cured if curing salts have been added at a level which preserves the product, being a minimum 2.5% salt on water phase and 100 ppm nitrite in-going.
edible	Safe and suitable for human consumption.
Food Safety Program	A documented program which identifies any steps in the activities of a retail meat business which are critical to ensuring food safety and ensures that adequate food safety measure are identified, implemented, maintained and reviewed.
HACCP	A hazard analysis critical control point approach comprising a structured system for the analysis of hazards and identification of methods for monitoring of hazards and the implementation of control measures for each hazard.
hazard	A biological, physical or chemical agent in, or condition of, food that has the potential to cause an adverse health effect in humans.
inedible	Unsafe or unsuitable for human consumption.
licensed	A premises licensed with the New South Wales Food Authority (or equivalent interstate/overseas jurisdiction).
MAP	Modified Atmosphere Packaging
meat	The edible part of any abattoir animal and edible offal intended for human consumption.



retail meat premises	<p>Any premises where meat (including poultry) is sold by retail and on which raw meat carcasses or parts of raw meat carcasses are processed in some way (such as boning, slicing, or cutting).</p> <p>A retail meat premises does not include premises where:</p> <p>(a) in any week during the preceding calendar year, more than one tonne of meat was sold by wholesale (must be licensed as a meat processor), or</p> <p>(b) all the meat sold is:</p> <p>(i) in a form ready to be consumed (such as is sold at a restaurant or takeaway food shop), or</p> <p>(ii) in a form commonly referred to as cook and chill (that is, cooked, packaged meat that requires reheating before consumption).</p>
premises	A building or structure, where meat is processed or stored for human consumption.
processed meat	Any product of a manufacturing process that contains abattoir meat or game meat and that is intended for human consumption.
processing	Any activity in the storage, production and sale of meat and meat products.
protective clothing	Items of clothing such as aprons, head covering, capes and smocks that prevent meat or meat product contact surfaces from ordinarily coming into contact with any portion of a person's body or ordinary clothing.
ready-to-eat meat	<p>Means meat products intended to be consumed without further heating or cooking, and includes:</p> <p>(a) cooked or uncooked fermented meat,</p> <p>(b) pate,</p> <p>(c) dried meat,</p> <p>(d) slow cured meat,</p> <p>(e) luncheon meat,</p> <p>(f) cooked muscle meat including ham and roast beef, and</p> <p>(g) other ready-to-eat meat that is susceptible to the growth of pathogens or the production of toxins.</p>
sanitise	<p>Apply heat and/or chemicals, or other processes, to a surface so that the number of micro-organisms on the surface is reduced to a level that:</p> <p>(a) does not compromise the safety of the food with which it may come into contact, and</p> <p>(b) does not permit the transmission of infectious disease.</p>
shelf stable	Processed meat products that do not require chilling or freezing to maintain food safety and safety and suitability.
sterilise	In relation to equipment or utensils used in the hygienic processing of meat, means cleaned and immersed in water heated to not less than 82°C until sterilisation is effected, or treated by other effective means.

FORM 1 PRE-OPERATIONAL HYGIENE CHECKLIST

Complete at the **start** of each shift/day

Week starting/...../.....

Satisfactory (✓) Unsatisfactory (x) and complete corrective action/notes column Checklist completed by

Item	M	T	W	T	F	S	S	Corrective action / Notes
1. Hand basins clean; accessible with warm running water, hand drying facilities and soap available								
2. All wash basins; plugs clean								
3. Bench tops, counters, chopping boards, display units etc clean								
4. Knives, steels, chains, gloves, pouches and aprons/clothing clean								
5. Thermometer in working order								
6. Equipment including band-saws, slicers, fillers, mincers etc clean								
7. Premises including preparation/display/ storage areas clean								
8. Coolrooms clean including racks, hooks, door handles/seals; trays, containers, bins and all meat and cartons off the floor								
9. Freezers/ice rooms clean; freezer capacity adequate								
10. Drainage system with grates fitted and in working order								
11. Amenities, loading and storage areas clean and in good repair								
12. Ingredients and products stored to prevent contamination								
13. Inedible materials stored in proper identified containers								
14. Mops, brooms and other cleaning equipment clean and stored to prevent contamination								
15. Raw and ready-to-eat products stored to prevent cross-contamination								
16. Packaging clean and stored to prevent contamination								
17. Food delivery vehicle(s) clean and in good repair								
18. No pest activity sighted								
19. Building, fixtures and equipment in good repair								

Corrective action:.....

SIX MONTHLY INTERNAL AUDIT AND MAINTENANCE CHECKLIST

Date:/...../.....

Satisfactory (✓) Unsatisfactory (x) and complete corrective action/notes column Checklist completed by

Item	✓ x	Corrective action
Ceilings and walls free from cracks, peeling paint, tiles securely affixed		
Floors of premises/coolrooms/ freezers maintained without cracks/damage		
Doors, door seals, jambs and handles in good repair		
Lights covered		
Flyscreens attached		
Benches and cupboards free from damage and deterioration		
Equipment and fittings free from rust, corrosion and peeling paint		
Racks, hooks and rails free from rust, corrosion and peeling paint		
Cooling unit free from dust, rust, corrosion, peeling paint and drainage contained		
Hand wash basins are hands-free, accessible and in working order		
Chemicals, cleaning equipment dry ingredients and packaging stored to prevent cross contamination		
Premises construction and stored materials not providing harbourages for pests. External doors/openings prevent entry of pests		
Food safety program		
Food safety program on site and available		
Procedures implemented in practice		
Monitoring records completed		
Training record available for food handlers hygiene course		
Pest treatment service records		
Licensing requirements		
NSWFA notified of correct business entity; licence permissions and displayed		

Corrective action:

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.....



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SIX MONTHLY COOKING AND COOLING VERIFICATION OF RAW MEATS

This monitoring form is to be completed on the following products:

- Four cooked products every six months are to be recorded on this form to ensure cooling times and temperatures are acceptable
- Core temperature must be greater than **65°C for 10 minutes** in order for a product to be classified as ready-to-eat (RTE).

Identification			Cooking		Cooling			Sign
Production date	Batch ID	Product	Core temperature	Cooking time at core temperature	Time at 52°C	Time at 17°C	Time at 5°C	

SIX MONTHLY CALIBRATIONS

Thermometer calibration (0°C)

Temp Sign..... Date.....

Thermometer calibration (0°C)

Temp Sign..... Date.....

Additional equipment

Temp Sign..... Date.....

Thermometer calibration (100°C)

Temp Sign..... Date.....

Thermometer calibration (100°C)

Temp Sign..... Date.....

Additional equipment

Temp Sign..... Date



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ABN 47 080 404 416

More resources at foodauthority.nsw.gov.au



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