



Food
Authority

Food safety program for seafood processing

NSW/FA/FI148/1204

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The use of NSW Food Authority Food Safety Programs (FSP)

The NSW Food Authority food safety programs are guidance documents only.

The hazards and control measures identified in these food safety plans 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.

Food businesses are required to comply with all of the provisions of the Food Standards Code and the *Food Act 2003* (NSW).

Commitment to food safety

All personnel involved in the production of seafood products by

(business name) _____

are committed to:

- 1) maintaining a food safety program that
 - a) complies with requirements of the
 - *Food Act 2003* (NSW),
 - Food Regulation 2010,
 - Food Standards Code, and
 - b) enables the end product to be of the highest possible standard.

Each page of this food safety program has been reviewed by the licensee, and current activities are accurately reflected.

Signed _____

Date _____

Name _____

Position _____

Food safety program team

The team responsible for maintaining the food safety program, analysing and improving procedures, and implementing effective controls to manage food safety risks consists of:

Team leader: _____ Position: _____

Team member: _____ Position: _____

Team member: _____ Position: _____

Team member: _____ Position: _____

Scope

This food safety program covers all activities, procedures and hygiene controls used in the receipt, processing (including cooking), storage, dispatch, transport and display for sale of seafood products.

The program has been prepared in accordance with the principles and guidelines in the Food Standards Code and Food Regulation 2010.

Purpose

The purpose of this food safety program is to ensure that all food handlers in this food business are aware of the legal requirements they must meet when operating their business.

Procedures outlined have been developed to certify that all seafood sold is safe for consumption by customers.

Product descriptions and intended use

Common products

| | |
|-----------------------|--------------------------------------------------------------------------|
| Product name | Chilled, frozen and uncooked seafood (eg whole, gutted, filleted) |
| Form | Chilled or frozen |
| Packaging | Boxes packed with ice Plastic film and cardboard |
| Storage and transport | Stored chilled at less than 5°C Stored frozen at less than minus 18°C |
| Intended use | To be consumed raw, lightly cooked or well cooked by consumers |
| Consumer | General consumption |

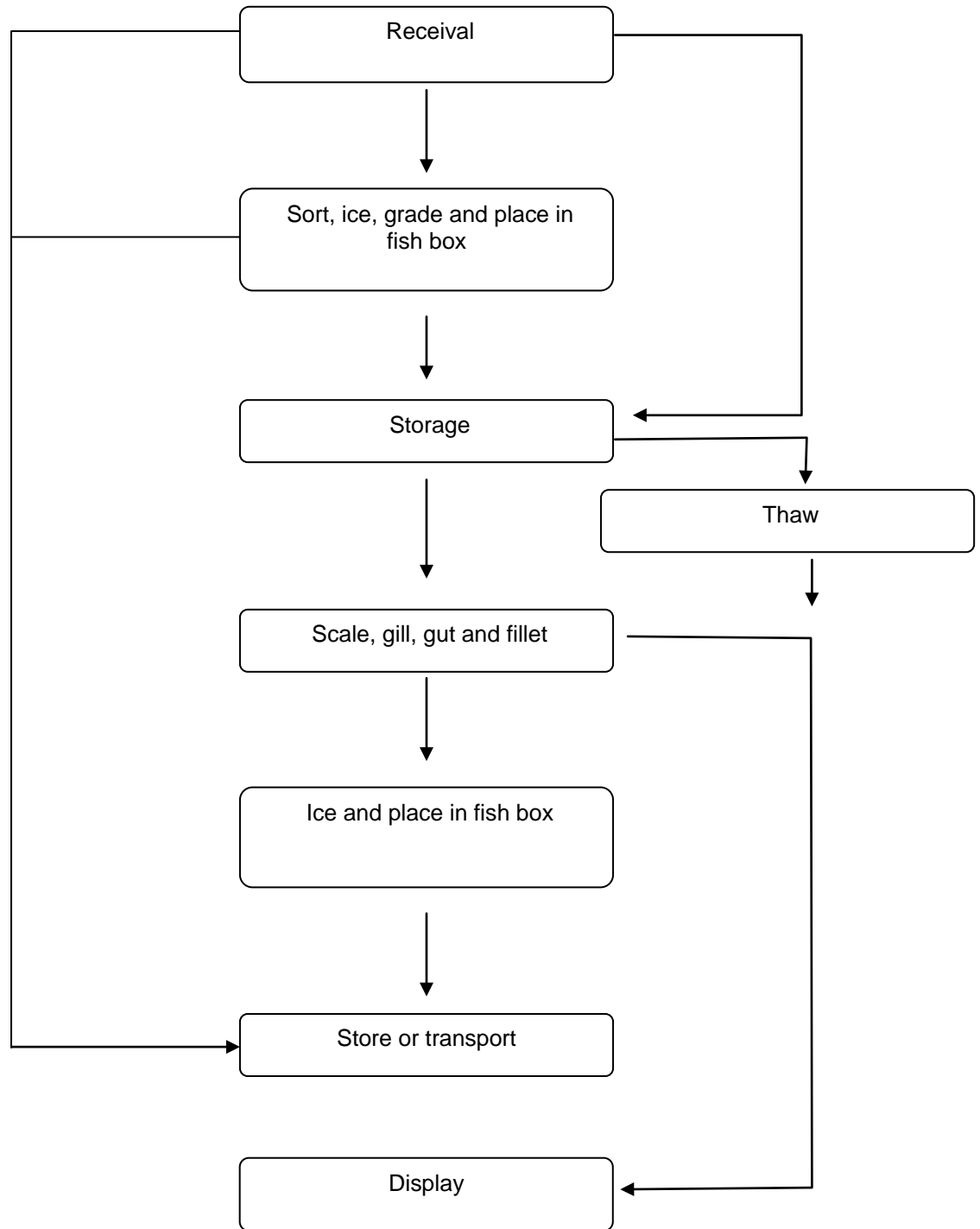
| | |
|-----------------------|------------------------------------------------------------------|
| Product name | Cooked seafood Cooked crustacea |
| Form | Cooked |
| Packaging | Cleaned and sanitised fish boxes Plastic bags/film |
| Storage and transport | Stored at less than 5°C Shelf life five days from day of cook |
| Intended use | To be consumed without any further cooking (ready-to-eat) |
| Consumer | General consumption |

| | |
|-----------------------|-----------------------------------------------------------------------------------------------------------------------------------------|
| Product name | Sydney rock oyster (<i>Saccostrea glomerata</i>), Pacific oyster (<i>Crassostrea gigas</i>), native oyster (<i>Ostrea angasi</i>) |
| Form | Opened in half shells or packaged in glass jars or food grade containers Live unopened |
| Packaging | Clean boxes, food grade glass or plastic trays/containers |
| Storage and transport | Opened, covered, at less than 5°C Unopened at less than 21°C Sydney rock oyster at less than 10°C other species |
| Intended use | To be eaten raw or lightly cooked |
| Consumer | General consumption |

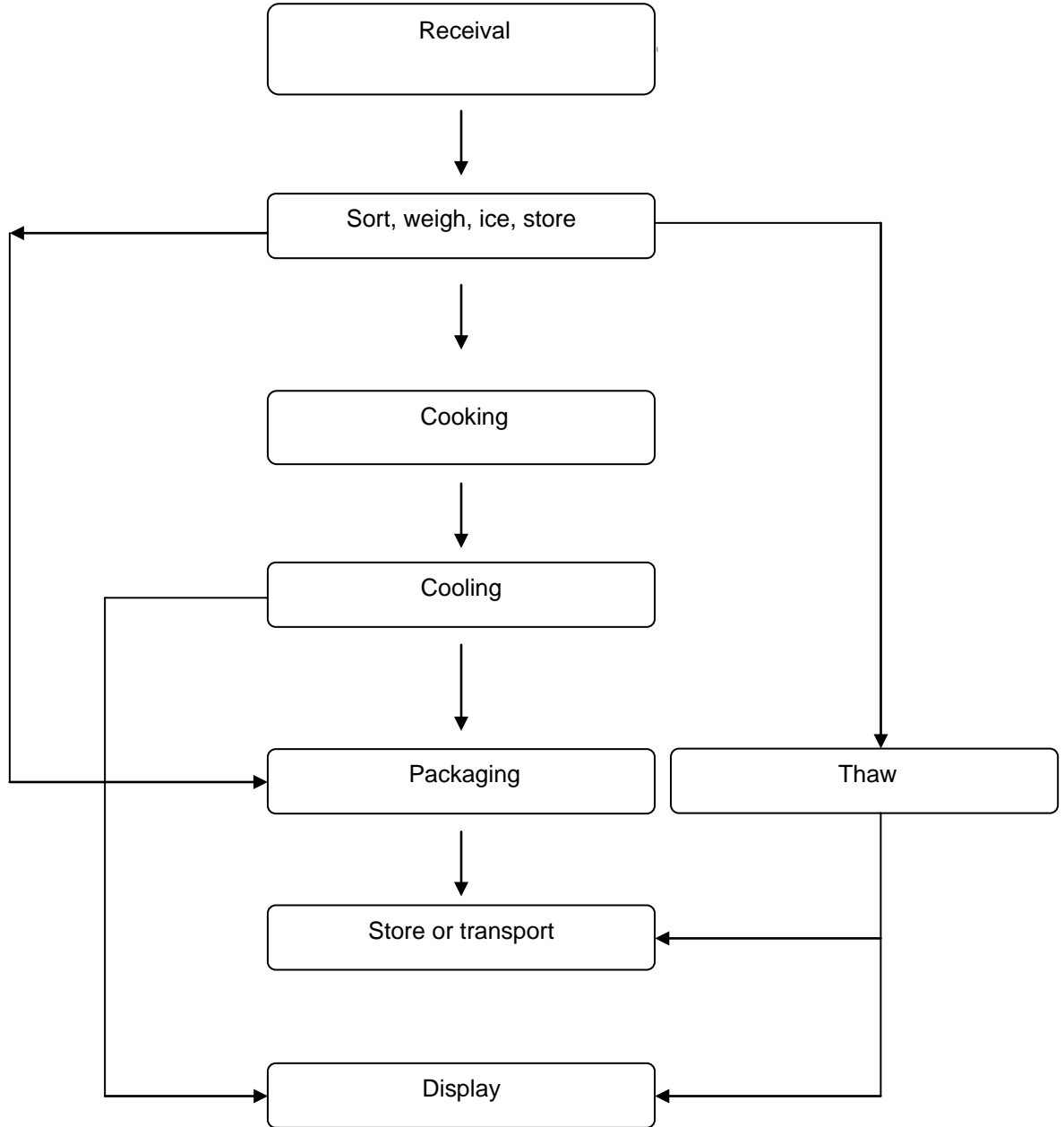
Other products: (complete or delete as required)

| | |
|-----------------------|--|
| Product name | |
| Form | |
| Packaging | |
| Storage and transport | |
| Intended use | |
| Consumer | |

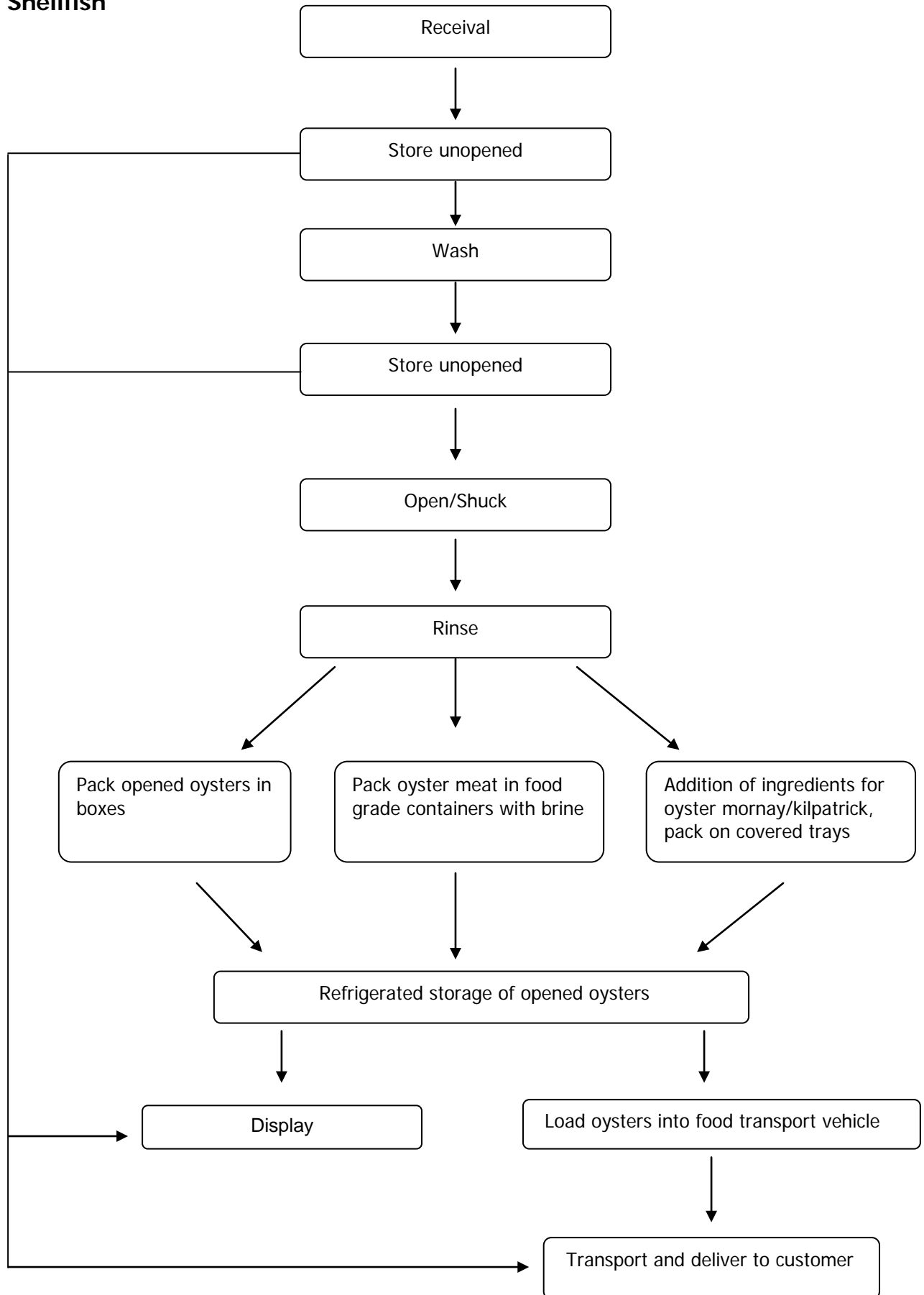
**Chilled, frozen and uncooked seafood
(eg finfish, cephalopods)**



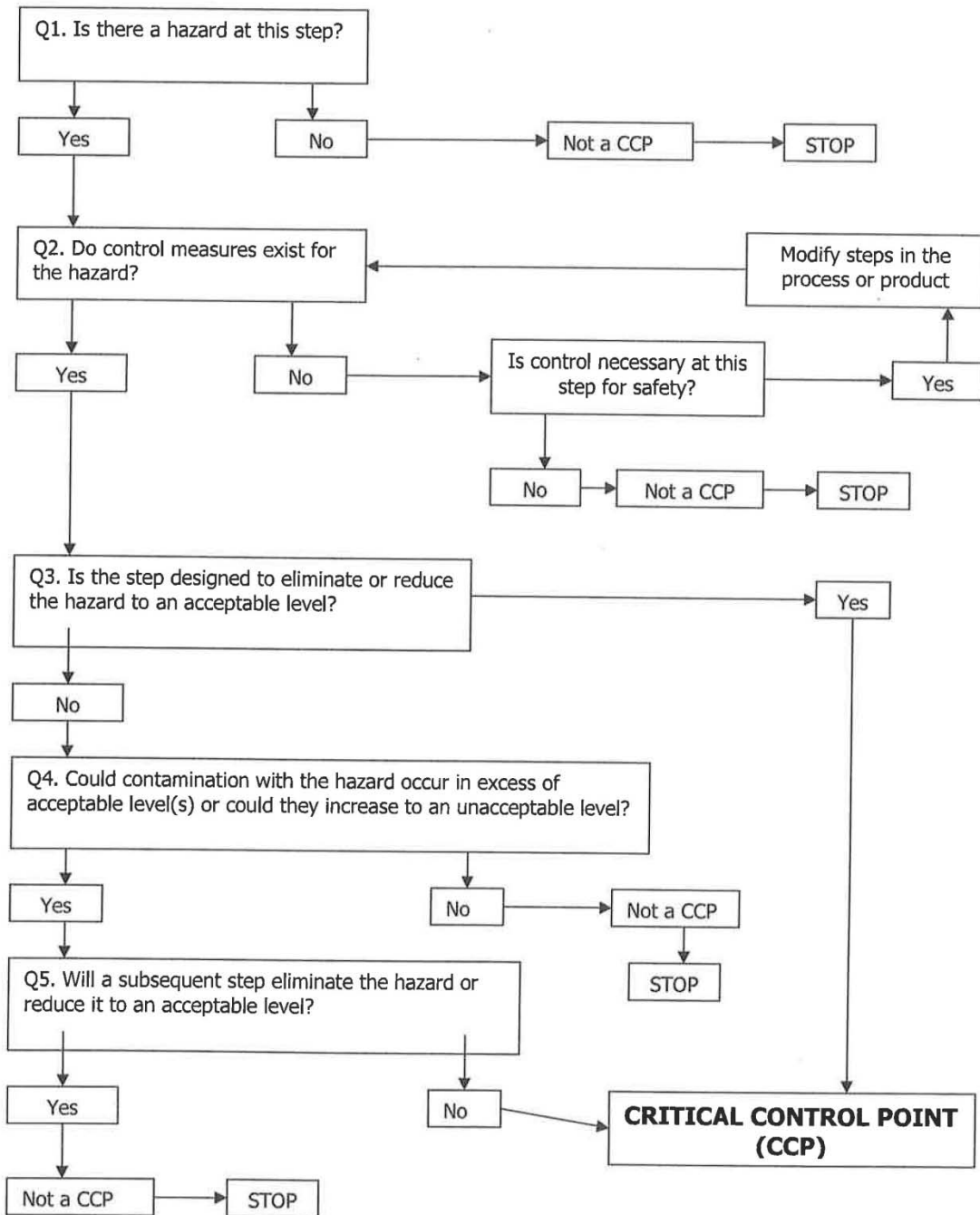
Cooked and uncooked crustacea



Shellfish



Critical Control Point (CCP) decision tree



Hazard analysis worksheets

Uncooked seafood

| PROCESS STEP | HAZARD | CONTROL MEASURES | CCP DECISION |
|-----------------------------------------------|--------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|
| Receival of fin fish, cephalopods | Microbiological growth and contamination of incoming seafood | Supplier approval program | No (support program) |
| | Histamine contamination | Temperature control | Yes CCP |
| | Ciguatera contamination | Schedule of ciguatera high risk areas and species size limits | No (support program) |
| Sort, ice, grade and place in fish box | Contamination with pathogenic microorganisms | Cleaning and sanitation of equipment and utensils Personal hygiene policy in place Tubs stored off the floor so that nesting of the tubs does not contaminate the fish | No (support program) |
| | Growth of pathogenic microorganisms and histamine formation | Minimise sorting time; fish temperatures not greater than 5°C Ice made from potable water and free from foreign material No walking on ice | No (support program) |
| Storage | Contamination with pathogenic microorganisms | Temperature control Cleaning program for cool room in place Tubs stored off the floor so that nesting of the tubs does not contaminate the fish | Yes CCP |
| | Histamine formation | Temperature control | |
| | Contamination from chemicals | Correct storage and cleaning procedures followed | No (support program) |
| | Contamination from foreign materials | Maintenance program | |
| Thaw | Microbiological contamination | All products thawed under temperature control (in cool room) | No (support program) |
| | Cross contamination | Thawing product not stored above ready-to-eat product | |

| PROCESS STEP | HAZARD | CONTROL MEASURES | CCP DECISION |
|------------------------------------|----------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|
| Scale, gill, gut and fillet | Microbiological contamination | Personal hygiene policy in place Potable water used | No (support program) |
| | Contamination from foreign materials | Equipment maintenance program in place | |
| | Contamination from chemicals | Cleaning and sanitation program in place for knives and other equipment | |
| | Growth of microorganisms | Product to be out of temperature control for no more than 30 mins | No (support program) |
| Place back in boxes and ice | Histamine formation | Product to be out of refrigerated conditions for no more than 30 mins | No (support program) |
| | Growth of pathogenic microorganisms | Cleaning and sanitation of equipment and utensils Personal hygiene policy in place Tubs stored off the floor so that nesting of the tubs does not contaminate the fish | No (support program) |
| Storage/Transport | Histamine formation and contamination with pathogenic microorganisms | Temperature control | Yes CCP |
| | Contamination with pathogenic microorganisms | Cleaning program for cool room in place Correct storage procedures followed Tubs stored off the floor so that nesting of the tubs does not contaminate the fish | No (support program) |
| Display | Histamine formation and contamination with pathogenic microorganisms | Temperature control | Yes CCP |
| | Contamination with pathogenic microorganisms | Segregation of raw and ready-to-eat (RTE) foods | No (support program) |
| | Contamination from chemicals | Correct storage and cleaning procedures followed | |
| | Contamination from foreign materials | Maintenance and handling procedures | |

Hazard analysis worksheets

Cooked and uncooked crustacea

| PROCESS STEP | HAZARD | CONTROL MEASURES | CCP DECISION |
|-----------------------------------------------|--------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|
| Receival of crustacea | Microbiological growth and contamination of incoming seafood | Supplier approval program | No (support program) |
| | Histamine contamination | Temperature control | Yes CCP |
| Sort, ice, grade and place in fish box | Contamination with pathogenic microorganisms | Cleaning and sanitation of equipment and utensils Personal hygiene policy in place Tubs stored off the floor so that nesting of the tubs does not contaminate the product Time minimised, crustacean temperatures not greater than 5°C Ice made from potable water and free from foreign material No walking on ice | No (support program) |
| Storage | Contamination with pathogenic microorganisms | Cleaning program for cool room in place Tubs stored off the floor so that nesting of the tubs does not contaminate product | Yes CCP |
| | Contamination from chemicals | Correct storage procedures followed | No (support program) |
| | Contamination from foreign materials | Maintenance program | |
| Thaw | Microbiological contamination | All products thawed under temperature control (in cool room) | No (support program) |
| | Cross contamination | Thawing product is not stored above ready-to-eat product | |
| Cook | Survival of pathogenic microorganisms | Adequate cook | Yes CCP |
| | Contamination by pathogenic microorganisms | Potable water used | No (support program) |

| PROCESS STEP | HAZARD | CONTROL MEASURES | CCP DECISION |
|------------------------------------|-------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|
| Cook (continued) | Contamination from foreign materials | Equipment maintenance program in place | |
| | Contamination from chemicals | Cleaning and sanitation program in place | |
| Cooling | Contamination and growth by pathogenic microorganisms | Ice slurry used Potable water used | No (support program) |
| Place back in boxes and ice | Growth of pathogenic microorganisms | Product to be out of temperature control for maximum 30 mins | No (support program) |
| | Contamination with pathogenic microorganisms | Cleaning and sanitation of equipment and utensils Personal hygiene policy in place Tubs stored off the floor so that nesting of the tubs does not contaminate the crustacea | No (support program) |
| Storage/Transport | Growth of pathogenic microorganisms | Temperature control | Yes CCP |
| | Contamination with pathogenic microorganisms | Cleaning program for cool room in place Correct storage procedures followed Tubs stored off the floor so that nesting of the tubs does not contaminate the crustacea | No (support program) |
| Display | Growth of pathogenic microorganisms | Temperature control | Yes CCP |
| | Contamination with pathogenic microorganisms | Segregation of raw and ready-to-eat foods | No (support program) |
| | Contamination from chemicals | Correct storage and cleaning procedures followed | |
| | Contamination from foreign materials | Maintenance and handling procedures | |

Hazard analysis worksheets

Oyster processing

| PROCESS STEP | HAZARD | CONTROL MEASURES | CCP DECISION |
|-----------------------|------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------|----------------------|
| Receival | Excessive numbers/levels of pathogenic microorganisms or other contaminants in the oysters and other ingredients | Supplier approval program Oysters fully labelled | Yes CCP |
| | Growth of microorganisms in the oysters and other ingredients during transport prior to delivery | Temperature control | Yes CCP |
| Store unopened | Contamination from external source | Oysters protected from contamination during storage | No (support program) |
| | Growth of microorganisms | Temperature control | Yes CCP |
| Wash | Contamination with pathogenic microorganisms | Potable water used | No (support program) |
| | | Avoid washing methods that cause physical damage to the oyster shell and methods that submerge oysters in water | No (support program) |
| Open/Shuck | Microbial contamination from dead or sick oysters | Sort and discard dead, damaged, diseased or dying oysters during shucking | No (support program) |
| | Contamination from opening equipment / utensils | Clean and sanitise equipment prior to use | No (support program) |
| | Contamination from opener | Observe good personal hygiene | No (support program) |
| Rinse | Contamination with pathogenic microorganisms | Rinse in running clean, potable water using shower rose | No (support program) |
| Packing | Contamination from packaging material | Clean and sanitise all equipment prior to use, and use only clean, food grade packaging material | No (support program) |
| | Contamination of flesh from other foreign matter | Separate packaged layers using food grade plastic and paper between layers | No (support program) |
| | Contamination with pathogenic microorganisms from handlers | Observe good personal hygiene | No (support program) |

| PROCESS STEP | HAZARD | CONTROL MEASURES | CCP DECISION |
|-------------------------------------------------------|----------------------------------------------------------------------|----------------------------------------------------------------------|----------------------|
| Packing (continued) | Contamination from addition of brine or other added ingredients | Observe good personal hygiene Potable water used to prepare brine | No (support program) |
| | Microbiological growth if mornay sauce stored out of refrigeration | Temperature control | Yes CCP |
| Refrigerated storage of opened oysters | Growth of pathogenic microorganisms | Temperature control | Yes CCP |
| | Contamination with pathogenic microorganisms | Ensure oysters are covered | No (support program) |
| Display | Contamination with pathogenic microorganisms | Temperature control | Yes CCP |
| | Contamination from foreign materials Contamination from chemicals | Maintenance and cleaning procedures | No (support program) |
| Loading of oysters into food transport vehicle | Growth of pathogenic microorganisms | Temperature control | Yes CCP |
| | Contamination with pathogenic microorganisms | Ensure oysters are covered | No (support program) |
| Transport and delivery to customer | Growth of pathogenic microorganisms | Temperature control | Yes CCP |

CCP table – seafood processing

Uncooked seafood

| STEP | HAZARD | CONTROL MEASURE | MONITORING PROCEDURES | CRITICAL LIMITS | CORRECTIVE ACTION | RECORDS |
|--------------------------------------|--------------------------------------------------------|---------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------|
| Receival of fin fish and cephalopods | Growth of pathogenic microorganisms | Temperature control | <p>What: Visual check for sufficient layered icing/Temperature</p> <p>How: Visually, thermometer</p> <p>When: Each consignment</p> <p>Who: Manager or delegated employee</p> | <p>Ice must be adequately layered through the fish</p> <p>Top layer of ice to be at least 10mm</p> <p>OR</p> <p>Internal temperature \leq 5°C</p> | Refer to receival procedure | <i>Receival temperature monitoring form (Form 4)</i> |
| Storage | Growth of pathogenic organisms and Histamine formation | Temperature control | <p>What: Storage temperature of product</p> <p>How: Thermometer</p> <p>When: Daily</p> <p>Who: Manager or delegated employee</p> | <p>5°C chilled</p> <p>Minus 18°C frozen</p> | If product temperatures are >5°C ice or re-chill product immediately | <i>Pre-operational checklist and temperature monitoring form (Form 3)</i> |
| Display | Growth of pathogenic microorganisms | Temperature control | <p>What: Temperature of product on display</p> <p>How: Thermometer /Temperature gauge</p> <p>When: Daily</p> <p>Who: Manager or delegated employee</p> | 5°C | <p>If product temperatures are >5°C ice or re-chill product immediately</p> <p>Identify the cause of issue and rectify</p> | <i>Pre-operational checklist and temperature monitoring form (Form 3)</i> |
| Transport | Growth of pathogenic organisms and histamine formation | Temperature control | <p>What: Storage temperature</p> <p>How: Thermometer</p> <p>When: Each delivery</p> <p>Who: Manager or delegated employee</p> | <p>5°C chilled</p> <p>Minus 18°C frozen</p> | <p>Identify the cause of issue and rectify (eg call refrigeration mechanic)</p> <p>If product temperatures are >5°C ice or re-chill product immediately</p> | <i>Delivery monitoring form (Form 6) or invoice</i> |

CCP table – seafood processing

Cooked and uncooked crustacea

| STEP | HAZARD | CONTROL MEASURE | MONITORING PROCEDURES | CRITICAL LIMITS | CORRECTIVE ACTION | RECORDS |
|-----------------------|-------------------------------------------------------------|---------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------|
| Receival of crustacea | Growth of microorganisms during transport prior to delivery | Temperature control | <p>What: Temperature of crustacea (other than live crustacea)</p> <p>How: Thermometer</p> <p>When: Each consignment</p> <p>Who: Manager or delegated employee</p> | 5°C | <p>Crustacea 5–10°C refrigerate or ice immediately</p> <p>Reject if over 10°C</p> | <i>Receival temperature monitoring form (Form 4)</i> |
| Storage | Growth of pathogenic organisms | Temperature control | <p>What: Storage temperature of product/storage room</p> <p>How: Thermometer</p> <p>When: Daily</p> <p>Who: Manager or delegated employee</p> | 5°C chilled Minus 18°C frozen | <p>If product temperatures are >5°C, ice or re-chill product immediately</p> <p>Identify the cause of the issue and rectify</p> | <i>Pre-operational checklist and temperature monitoring form (Form 3)</i> |
| Cooking | Survival of microorganisms | Cook time | <p>What: Time in cooker</p> <p>How: Clock/Timer</p> <p>When: Each cook</p> <p>Who: Manager or delegated employee</p> | <p>Cook time as set during validation</p> <p>_____ min for _____ (eg prawns)</p> <p>_____ min for _____ (eg lobsters)</p> <p>_____ min for _____ (eg crabs)</p> <p>Refer to <i>Cooking verification (Form 2)</i></p> | Continue cook | <i>Cooking monitoring form (Form 7)</i> |

| STEP | HAZARD | CONTROL MEASURE | MONITORING PROCEDURES | CRITICAL LIMITS | CORRECTIVE ACTION | RECORDS |
|---------------------------------|-------------------------------------|-----------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------|
| Display | Growth of pathogenic microorganisms | Temperature control | <p>What: Temperature of product on display</p> <p>How: Thermometer/ Temperature gauge</p> <p>When: Daily</p> <p>Who: Manager or delegated employee</p> | 5°C | <p>If product temperatures are >5°C, ice or re-chill product immediately</p> <p>Identify the cause of the issue and rectify</p> | <i>Pre-operational checklist and temperature monitoring form (Form 3)</i> |
| Transport (cooked product only) | Growth of pathogenic microorganisms | Storage and transport temperature | <p>What: Storage and transport temperature</p> <p>How: Thermometer/ temperature gauge</p> <p>When: Each delivery</p> <p>Who: Manager or delegated employee</p> | 5°C | <p>If product temperatures are >5°C, ice or re-chill product immediately</p> <p>Identify the cause of the issue and rectify</p> | <i>Delivery monitoring form (Form 6) or invoice</i> |

CCP table – seafood processing

Oyster processing

| STEP | HAZARD | CONTROL MEASURE | MONITORING PROCEDURES | CRITICAL LIMITS | CORRECTIVE ACTION | RECORDS |
|----------------|-----------------------------------------------------------------------------|---------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------|
| Receival | Excessive numbers/levels of pathogenic microorganisms or other contaminants | Supplier approval program | <p>What: Oyster supplier</p> <p>How: Check against the approved supplier list</p> <p>When: Every delivery</p> <p>Who: Manager or delegated employee</p> | Licensed oyster farmer | <p>Reject consignment</p> <p>Review approved supplier list and transporters</p> | <i>Receival temperature monitoring form (Form 4)</i> |
| | Growth of microorganisms during transport prior to delivery | Temperature control | <p>What: Temperature inside package</p> <p>How: Temperature probe</p> <p>When: Every consignment</p> <p>Who: Manager or delegated employee</p> <p>NOTE: If Sydney rock oysters >21°C OR Pacific/native >10°C, harvest time to be recorded on receival sheet</p> | <p>Sydney rock oysters received at <25°C if <72 hrs after depuration or direct harvest; otherwise received at <21°C</p> <p>Pacific oysters received at <25°C if direct harvest or depuration occurred within 24hrs. If >24 hrs, receive at <10°C</p> | <p>Reject consignment if above 25°C</p> <p>Reject if Sydney rock oysters >21°C at 72 hours after harvest or depuration</p> <p>Reject if Pacific/native oysters >10°C at 24 hours after harvest</p> <p>Otherwise, cool to correct temperature immediately</p> | <i>Receival temperature monitoring form (Form 4)</i> |
| Store unopened | Growth of microorganisms | Temperature control | <p>What: Storage temperature</p> <p>How: Cool room data logger/Thermometer</p> <p>When: Daily</p> <p>Who: Manager or delegated employee</p> | <p>Sydney rock oyster: Store <21°C unless depurated / harvested in previous 72 hrs or processed within 12 hrs of receipt</p> <p>Pacific oysters: store <10°C unless depurated / harvested in previous 24 hrs or processed within 12 hrs of receipt</p> | <p>For Sydney rock oysters between 21°C and 25°C, cool product immediately</p> <p>For Pacific oysters, between 10°C and 15°C, cool product immediately</p> <p>Discard oysters at higher temperatures</p> <p>Fix problem to ensure correct temperature is maintained</p> | <i>Pre-operational checklist and temperature monitoring form (Form 3)</i> |

| STEP | HAZARD | CONTROL MEASURE | MONITORING PROCEDURES | CRITICAL LIMITS | CORRECTIVE ACTION | RECORDS |
|---------------------------------------------------------|-------------------------------------|---------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------|----------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------|
| Refrigerated storage of opened oysters and mornay sauce | Growth of pathogenic microorganisms | Temperature control | What: Cool room temperature How: Data logger/Thermometer temperature gauge When: Once daily Who: Manager or delegated employee | Cool room temperature <5°C | If product temperatures are >5°C, ice or re-chill product immediately Identify the cause of issue and rectify | <i>Pre-operational checklist and temperature monitoring form (Form 3)</i> |
| Display | Growth of pathogenic microorganisms | Temperature control | What: Temperature of product on display How: Thermometer/ Temperature gauge When: Daily Who: Manager or delegated employee | 5°C | If product temperatures are >5°C, ice or re-chill product immediately Identify the cause of issue and rectify | <i>Pre-operational checklist and temperature monitoring form (Form 3)</i> |
| Loading of oysters into food transport vehicle | Growth of pathogenic microorganisms | Temperature control | What: Temperature of product prior to dispatch How: Data logger/ Thermometer/Temperature gauge When: Each delivery Who: Manager or delegated employee | Vehicle/product temperature <5°C | Return product to cool room Do not transport until vehicle/product is <5°C | <i>Oyster processing and despatch monitoring form (Form 5)</i> |
| Transport and delivery to customer | Growth of pathogenic microorganisms | Temperature control | What: Temperature of the vehicle/product on delivery How: Data logger/ Thermometer/Temperature gauge When: Each delivery Who: Manager or delegated employee | Product temperature <5°C | >5°C, add ice or refrigerate immediately | <i>Delivery monitoring form (Form 6) or invoice</i> |

Premises

The premises used for opening oysters and/or processing other seafood must be designed, constructed and maintained in a way that will minimise the chance of food becoming contaminated.

The premises must comply with the FSANZ Food Standards Code, Standard 3.2.3 – *Food Premises and Equipment*.

To ensure these premises are continually maintained to this standard, a maintenance audit of the premises structure is to be completed by the manager, or delegated employee, every six months (Form 9).

Equipment

Food handling equipment such as benches, boards, utensils, knives and containers should be designed, maintained and stored in a way that will minimise the chance of food becoming contaminated. Unsealed wood and timber must not be used in food handling areas.

Equipment used at this premises must comply with the FSANZ Food Standards Code, Standard 3.2.3 – *Food Premises and Equipment*.

All equipment must only be used for its intended purpose, and must be kept clean and well maintained.

Equipment such as cool rooms, freezers and ice rooms must be calibrated and serviced as required. Records of the service are to be maintained for audit.

Food transport vehicles

Food transport vehicles must be maintained in a clean and sound condition so that food does not become contaminated.

Food transport vehicles used for delivery of product associated with this business must comply with the FSANZ Food Standards Code, Standard 3.2.3 – *Food Premises and Equipment*.

The vehicle's refrigeration unit must be serviced every six months to ensure that it will maintain seafood at <5°C and service records maintained for audit. Records of service must be kept and recorded on the *Six-monthly maintenance and calibration checklist* (Form 9).

If the vehicle is non-refrigerated, the product must be iced so that it is maintained at <5°C. Product despatch temperatures are to be maintained on the *Delivery monitoring* form (Form 6).

If the product cannot be transported at the correct temperature:

- the product must be stored at <5°C until it can be transported at the correct temperature, or
- other transport arrangements should be made.

Food handling procedures

Supply

This business should only receive food from approved suppliers.

All oysters sourced by this business must come from monitored shellfish harvest areas. All other food (eg seafood and other ingredients such as salt) sourced by this business must also come from reputable suppliers.

All suppliers used are to be added to the list of approved suppliers for this business.

Receival

Oysters

Oysters received should be in clean containers and in good condition. Food must be received at the correct temperature:

- Sydney rock oysters received at $<25^{\circ}\text{C}$ if <72 hours after depuration or direct harvest, otherwise at $<21^{\circ}\text{C}$.
- Pacific oysters received at $<25^{\circ}\text{C}$ if <24 hours after depuration or direct harvest, otherwise at $<10^{\circ}\text{C}$.

Seafood received from any source other than directly from fishers

- Seafood must be received at $\leq 5^{\circ}\text{C}$ (except live seafood).
- Corrective action:
 - For any product received from any source other than directly from fishers, where temperature is checked to be between 5 and 7°C , product to be visually inspected and, if wholesome, accept product and ice immediately. The supplier is then notified of inadequate receival temperatures and icing levels.
 - Product received from any source other than directly from fishers, and which is $>7^{\circ}\text{C}$, must be rejected or sold as bait.

Seafood received directly from fishers

- **Seafood that is well covered in ice when received is acceptable (eg ice must be adequately layered through the boxes of fish with at least 10mm ice layer on top).**
- If there is no evidence of temperature abuse of the seafood, temperatures are not required to be taken for each delivery, as well iced fish will be $\leq 5^{\circ}\text{C}$.
- Corrective action:
 - Any product received that has been processed by fishers (eg gilled/gutted/filleted) **must** be well iced as described above. If not well iced, it is to be rejected or sold as bait.
- **For fishers supplying whole fish un-iced or at temperature $>7^{\circ}\text{C}$**
- For fishers who are not icing or refrigerating fish, or who supply fish at $>7^{\circ}\text{C}$, the critical limit is less than nine hours out of cold if the air and water temperature is less than 28°C . If air or water temperature is $>28^{\circ}\text{C}$ the maximum time out of cold is six hours.
- Corrective action:
 - If time out of cold exceeds the above limits, the fish are to be rejected or sold as bait.

Receival of all food **must** be recorded on the *Receival temperature monitoring* form (Form 4).

Storage

Oysters must be stored off the floor in a clean, dry area and be protected from contamination.

Food must be stored at the correct temperature:

- Unopened Sydney rock oysters to be stored at <21°C
- Unopened Pacific oysters to be stored at <10°C
- Opened oysters or refrigerated product to be stored at <5°C
- Frozen product to be stored at less than *minus* 18°C
- Dry goods to be stored at an ambient temperature in a clean, tidy area

Food storage area temperatures (eg cool rooms, freezers) will be monitored at least daily and the results recorded on the *Receival temperature monitoring* form (Form 4).

Cooked and ready-to-eat seafood (eg opened oysters) will be stored separately from raw or uncooked food. If separate storage areas are not available, cooked and ready-to-eat seafood must be placed on shelves away from raw or uncooked seafood and protected or covered to keep them from being contaminated.

Cooked and ready-to-eat seafood (eg opened oysters) will be displayed separately from raw or uncooked food. An adequate separator will be provided to prevent cross contamination of ready-to-eat seafood from raw seafood.

Fish boxes with raw or cooked seafood will not be stored in direct contact with the floor.

Storage areas will be maintained and cleaned in a manner that prevents contamination.

Old stock is rotated when new stock is received.

Chemicals are stored away from food.

Processing

When processing oysters and other seafood, only clean and sanitised equipment is to be used. Staff are to follow personal hygiene practices.

Potable water must be used in the pre-opening washing of oysters. The washing method used must not cause physical damage to the oyster shell. Oysters must not be submerged in water.

Prior to opening, oysters are sorted and any dead, damaged, diseased or dying oysters are discarded.

Oysters can be processed by removing the top lid of the oyster and rinsing the flesh and bottom shell of the oyster. During opening, oysters must be protected from contamination. Potable water must be used to rinse the oysters. Oysters cannot be dipped in water.

If brine is used, it must be made fresh daily. Containers used to make the brine must be cleaned and sanitised after use.

After opening, all oysters must be refrigerated at <5°C within 30 minutes. Oysters must be covered to protect them from contamination. Any water used to refresh or package oysters must be potable.

Cooking

Crustacea are to be cooked and cooled using potable fresh water. Where salt water is used, it will be made by mixing fresh potable water and salt.

Cooking verification

Every six months, or when changes occur to the cooking process and equipment, the cooking process is verified to ensure that crustacea reach at least 65°C during the cooking. This is performed as follows:

1. A known weight of crustacea is placed in a cooking basket and the weight recorded on the *Cooking verification* form (Form 2)
2. The cooking water is brought to the boil

3. Crustacea are placed into the cooker and water brought back to the boil
4. The crustacea are cooked and the boiling time recorded on the *Cooking verification* form (Form 2)
5. Once cooked, the internal temperature of the crustacea is checked and recorded on the *Cooking verification* form

If the internal temperature is greater than 65°C, the boiling time is used as the minimum cooking time.

This process is carried out for every type of crustacean cooked (eg prawns, crabs, lobsters, bugs etc). Cooking verification information is recorded on the *Cooking verification* form and added to the CCP table.

Cooling of cooked product is done in potable fresh water. Where salt water is used, it will be made by mixing fresh potable water and salt. An ice water slurry mix is used. The slurry is checked to ensure ice is visible in the slurry. If no ice is visible, more ice will be added to the slurry.

Packaging

Only clean food grade packaging may be used. When packing oysters into trays, food-grade plastic and paper must be used to ensure separation between packaged layers.

Packaging materials are to be stored in a clean, dry and tidy area, free from dust or other contamination. All packaging material must be examined for cleanliness prior to use.

Materials

If glass is used as a packaging material in the food handling area will be used with care. If any breakages occur in an area with open product, all product in that area will be discarded. The entire area must be cleaned to ensure that all broken glass is collected and disposed of. A note must be made on the *Oyster processing and despatch monitoring* form when the incident occurred, and the corrective action taken must be stated.

Food disposal

Unsafe product must be disposed of properly to ensure that it is not included with food for sale.

Food may need to be disposed of because:

- of a product recall,
- the product has exceeded its shelf life, or
- the product does not comply with the food safety program.

If food is to be disposed of but cannot be discarded immediately, it is to be marked clearly with 'HOLD' and separated from other food.

Bait

All bait, or food not fit for human consumption, will be fully labelled and segregated so it does not become a source of contamination.

Testing and calibration

Testing

Licensed seafood businesses must comply with the sampling and analyses provisions of the Seafood Safety Scheme (clause 121) of Food Regulation 2010. Testing requirements are outlined in the *NSW Food Safety Schemes Manual*. Current requirements are in the table below.

| PRODUCT | TESTING FREQUENCY | TESTS | STANDARD |
|------------------------------------------------------------------------------------------|---------------------------------------------------------|-------------------------------|-----------------------|
| Opened oysters | Every 20 batches | <i>E. coli</i> | Not exceeding 2.3/g |
| Packaged oysters | Every 20 batches | <i>E. coli</i> | Not exceeding 2.3/g |
| Cooked/Smoked seafood | Every 10 batches | <i>Listeria monocytogenes</i> | Not detected in 1g |
| Non-reticulated water used in connection with the production and processing of shellfish | Not treated – every month Treated – every six months | <i>E. coli</i> | Not detected in 100mL |

All tests are to be carried out at a NATA accredited laboratory. Tests on opened oysters must be carried out on product kept under temperature control (<5°C).

A 'batch' is defined as product that has been produced in a 24-hour period.

Non-reticulated water is defined as any water supply not piped into a business by either a water utility or local council. It includes rainwater, groundwater (eg bore water) and surface water.

If an oyster opener also harvests and depurates oysters, the verification test for the depuration tank and the opened oysters cannot be combined. A separate test of unopened oysters must be sent for depuration tank verification testing).

Test failure

If any tests do not comply with these standards, the NSW Food Authority is to be advised within 24 hours of receiving the result by contacting 1300 552 406. If results in seafood products exceed the limits above, a product recall or withdrawal may need to be carried out as per the recall section.

Calibration

All equipment used at the premises must be calibrated and maintained in working order.

All hand-held thermometers and temperature gauges are listed in the table below:

| THERMOMETER IDENTIFICATION/ NAME/NUMBER | LOCATION |
|------------------------------------------------|-----------------|
| eg Digi hand-held, cool room, display, truck 1 | Processing room |
| | |
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Hand-held thermometers must be calibrated every six months and recorded on the *Six-monthly maintenance and calibration checklist* (Form 9).

Thermometer gauges on cool rooms, freezers and ice rooms are to be calibrated every six months and the calibration result recorded.

Hand-held thermometer calibration

Ice point (0°C) — must be done on all hand-held thermometers

- Make sure the thermometer is fully equilibrated with the ambient room temperature.
- Fill a small insulated container with crushed ice that has been made from potable water (town drinking water is suitable). Add a little water to the container, no more than one third the quantity of ice, to start the ice melting then pour off the excess water. This should make an ice/water slurry.
- Place the thermometer probe in the centre of the container so that the point of the probe is in contact with the ice.
- Allow the thermometer to reach a steady reading (allow about five minutes). If the thermometer is accurate it should read 0°C. If the temperature is more or less than 0°C (eg +1 or -1), write the difference on the *Six-monthly maintenance and calibration checklist* and allow for any such difference when reading a temperature for monitoring purposes.
- If the reading is more than +1 or -1, check that the ice water mix is a slurry and add more ice or water. If it is still not within +1 or -1, the thermometer is not accurate and may need to be replaced.

Boiling point (100°C) — only needs to be carried out if thermometer is used for checking cooked product temperatures

- Bring a small amount of fresh water to a slow boil.
- Place the probe into the water, making sure it does not come into contact with the sides or base of the vessel.
 - Allow the thermometer to reach a steady reading. This reading should be 100°C.
 - If the temperature is within +1 or -1 degree (ie 101 or 99), the thermometer is accurate. Write down the actual reading off the thermometer on the *Six-monthly maintenance and calibration checklist*. If the thermometer reads more or less, the thermometer is out of calibration and may need to be replaced.

Chiller/Freezer gauges

Once your hand-held thermometer is calibrated it can also be used to check the accuracy of any chiller and freezer gauges in the premises (if they are used for temperature monitoring only). On a six-monthly basis you should leave the hand-held probe switched on in the chiller/freezer and compare the recordings with the applicable gauge for that chiller. Any difference in readings must be noted on the *Six-monthly maintenance and calibration checklist*, with the date the comparison was undertaken.

Temperature monitoring procedure

- Prior to taking temperature:
 - The probe is checked to make sure it is clean. If it is not clean, it is cleaned with warm water and a mild detergent, and dried with a clean cloth.
 - Once clean, the probe is sanitised using an alcohol swab or hot water at $>77^{\circ}\text{C}$.
 - The probe is then allowed to air dry without touching anything.
- The temperature of the food is taken by inserting the probe into the item and allowing it to stabilise for one minute before reading the temperature.
- After each temperature measurement, the probe is cleaned and re-sanitised as above.
- After use, the probe is stored in a secure and clean area.

Cleaning and sanitation

Proper cleaning and sanitation will decrease the likelihood of food becoming contaminated and will discourage pests from the premises and vehicles.

Cleaning Removes waste, dirt and grease from equipment, premises and vehicles. Food handling areas are to be cleaned after every use.

Sanitation Reduces the number of microorganisms. Food contact surfaces, equipment and utensils are to be sanitised.

The cleaning schedule for this premises is as follows:

| EQUIPMENT | FREQUENCY |
|-----------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Utensils and equipment | <p>Clean and sanitise after each use. If used continuously, clean and sanitise throughout the process</p> <p>Cleaning agent used and concentration: _____</p> <p>Sanitiser used and concentration: _____</p> |
| Floors | <p>Clean daily</p> <p>Cleaning agent used: _____</p> |
| Toilet and hand washing facilities | <p>Clean daily</p> <p>Cleaning agent used: _____</p> |
| Walls, cool rooms, freezers, ice rooms and non food areas | <p>Clean weekly</p> <p>Cleaning agent used: _____</p> |
| Other non-food-contact equipment, fixtures and fittings | <p>Clean monthly</p> <p>Cleaning agent used: _____</p> |

A pre-operational hygiene check of the premises is to be carried out on every production day to ensure that all surfaces are clean prior to use. This is to be recorded on the *Pre-operational checklist and temperature monitoring* form (Form 3).

All chemicals used in the processing area and hand wash stations must be approved for use with food products. Chemicals must be labelled.

Pest control

Animals and pests, including insects and rodents, must be excluded from the premises.

Any evidence of pests should be recorded on the *Pre-operational checklist and temperature monitoring* form (Form 3).

Where pest control is carried out in-house, management must identify where rodent and insect bait stations are located in the premises on a floor plan (draw in box below). Any chemicals used are recorded and accompanied by documentation stating they are fit for use in a food environment.

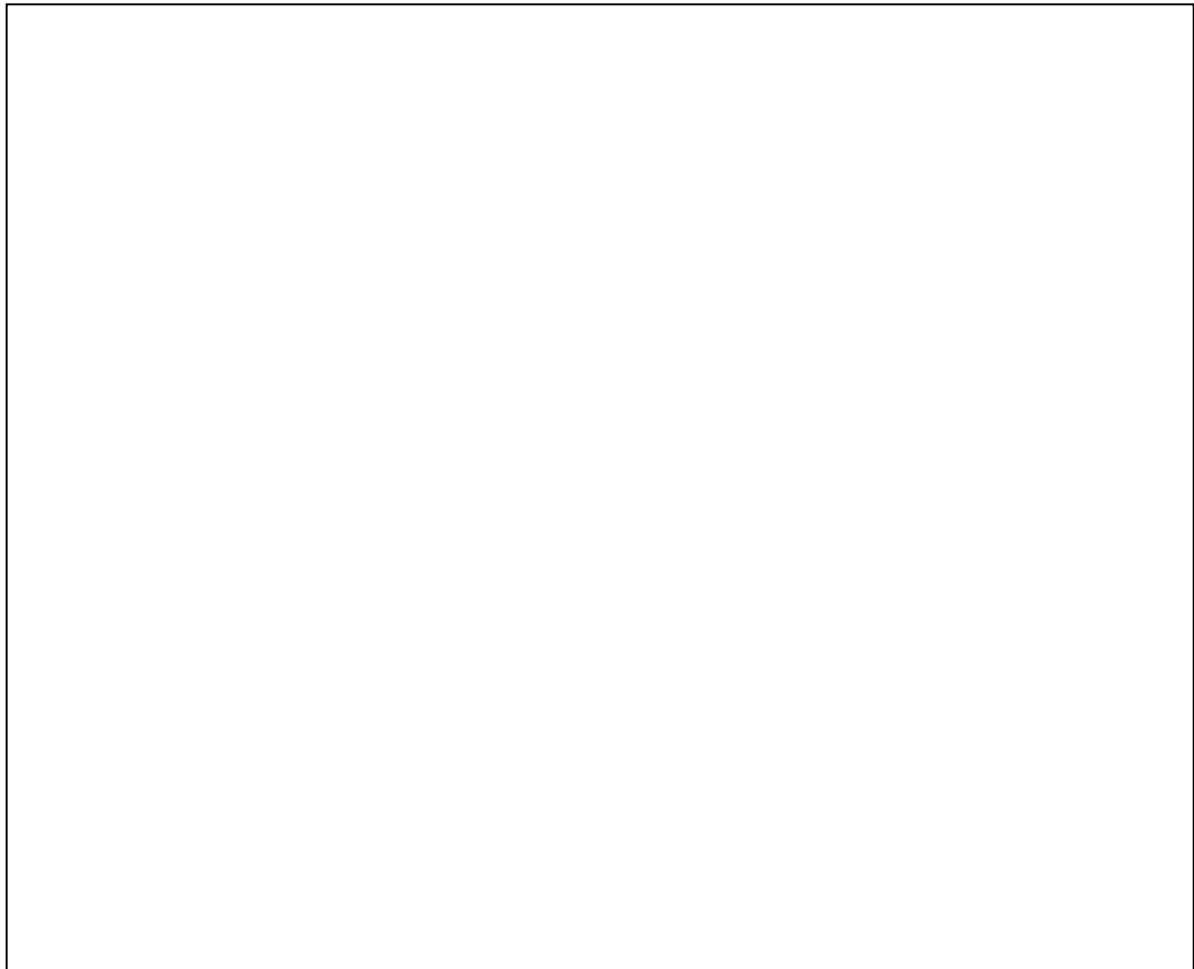
Where pest control contractors are used, a report of each pest control must be maintained for audit.

The pest control report must contain information on:

- type of treatment carried out
- pests treated for
- chemicals and quantities used (chemical must be accompanied by documentation stating they are safe for use in a food environment)
- map of location of bait stations, traps and sprays

Bait and insect stations are not allowed to be placed in the processing area. Instead, a perimeter border of bait stations around the building should be used.

Bait station floor plan

A large, empty rectangular box with a black border, intended for drawing a floor plan showing the location of bait stations, traps, and sprays around the perimeter of the building.

Personal hygiene

All food handlers must comply with the health and hygiene standards of the Food Standards Code, Standard 3.2.2, Division 4.

Clean clothing must be worn by anyone entering the food handling area. Coverings such as aprons must not be worn outside the food handling area. Disposable coverings must be changed and disposed of regularly, especially when changing work duties, taking breaks and when going to the toilet.

Hair must not be able to contaminate food. To achieve this, hair must be secured or enclosed in a hair net, clean hat or beard snood.

All people must wash their hands on each occasion when they enter the processing room or whenever the hands become soiled or contaminated when handling seafood. Where gloves are used, they must be kept clean and intact.

Fingernails must be kept short and clean with no nail polish or false nails.

Only plain wedding bands can be worn in the food handling area.

People with sores, boils, cuts or abrasions must not handle food unless:

- the affected area is covered with a waterproof adhesive dressing, and the food cannot be contaminated.

All persons must ensure they do not:

- eat over food or food handling surfaces,
- smoke in food handling areas, or
- sneeze, blow or cough over uncovered food or food contact surfaces.

All personnel handling food shall be knowingly free from infectious diseases or skin conditions, which may be transmitted through the handling of food products.

Any personnel suffering from a transmittable condition or symptoms of foodborne disease (such as diarrhoea or vomiting) shall not engage in food handling if there is any possibility of them contaminating the products being processed or delivered.

Product identification and traceability

When food is received, it is to be recorded on the *Receival temperature monitoring* form (Form 4). Details of the supplier are to be maintained for all products received.

Oysters that are received must be accompanied with labelling information showing the name of the species, batch identification, harvest date and location, storage conditions, and name and address of the business providing the oysters. Any oysters that do not have this information are to be rejected.

All 'in process' oysters will be identified with the product record (PR) number or unique identifier.

All oysters ready for sale will be identified with the following information:

- a) the name and address of the seafood business authorised by the licence,
- b) a unique identifier of the batch of shellfish,
- c) the name of the harvest area from which the shellfish were harvested,
- d) the date of the harvest,
- e) the species and quantity of shellfish, and
- f) a statement indicating the conditions under which the shellfish should be stored.

All other products will be labelled as per Food Standards Code requirements. This may include:

- the name and address of the premises
- species, trade name or the description of the products contained in the package
- a statement of the minimum durable life
- 'use-by' date
- 'best before' date (if frozen)
- weight
- a nutrition information panel (NIP), required for all packaged products with added ingredients
- an ingredient lists, required for all packaged products with added ingredients

Any seafood received in fish boxes will be labelled with supplier and/or vessel information, and species.

Seafood will be labelled as per the names outlined in the Australian Fish Names Standard[®] AS SSA 5300 (<http://www.seafood.net.au/fishnames/>).

All bait, or food not fit for human consumption, will be fully labelled and segregated so it does not become a source of contamination.

Oysters that are opened and distributed by this business must also be recorded on the *Oyster processing and despatch monitoring* form (Form 5).

Seafood must be able to be traced for recall purposes. Therefore, a list of all wholesale customers and sale information is to be kept at the premises.

Food recall

A product recall is when unsafe product that has been distributed to other businesses and/or the consumer, is immediately withdrawn from sale to protect the consumer.

Product may need to be recalled if it:

- is not from an approved source,
- is contaminated with harmful microorganisms,
- is contaminated with harmful chemicals,
- is 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 will be completed.

In the event of a product recall, the recall program is 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.

Recall procedure

When product is required to be recalled:

1. The business may receive advice from the NSW Food Authority regarding a decision whether a recall is necessary and if further tests should be performed.
2. Management collates and evaluates all information immediately available, and the nature and extent of the problem.
3. The recall classification is made based on these findings (class 1 or class 2; see below), and the quantity of affected stock is established as well as the location of that stock.
4. If the product is onsite or in company delivery vehicles, it is isolated immediately.
5. If the product has been despatched to customers, management will liaise with businesses regarding a recall from customers. Delivery records can be used for this and can be recorded on the *Delivery monitoring* form (Form 6).

Classes of recall

Class 1

Where there is a reasonable probability that the use of or exposure to the product will cause adverse health consequence. For example, presence of *E. coli*, toxic chemical contaminants or harmful foreign bodies.

Class 2

Where use or exposure of the product is not likely to cause adverse health consequences. For example, incorrect labelling, physically undesirable product or product deterioration.

If a class 1 recall is necessary, NSW Food Authority officers are notified by the business immediately. If it is appropriate to the circumstances, information is also sent to the media.

Details notified include:

- classification of the hazard,
- description of the product (product type, batch number, 'best before' date),
- quantity of affected product,
- distribution and sales dates,

- method for consumer identification, and
- contact name and telephone number.

The necessity for storage, isolation and disposal of the product is determined by management.

A written record of events and actions is always kept.

Staff training

All staff are trained to enable them to perform their job safely and competently. Training is conducted internally or by an external organisation.

All staff are trained in:

- personal hygiene,
- food handling procedures, and
- cleaning and sanitation (for applicable staff).

Staff training is recorded in the *Staff training matrix* (Form 1B).

Special training may also be carried out with staff responsible for food safety monitoring (including cooking, CCP recording, internal auditing, testing and sampling etc). This training is also recorded on the training matrix.

Personal hygiene practices

All staff members are given information on good personal hygiene practice and how to wash their hands properly.

Food handling procedures

All staff members are given training and shown good food handling practices relevant to their job.

New staff members are shown how to perform their duties to ensure good food handling procedures are followed.

Cleaning and sanitation procedures

All staff members are given training on how to clean and sanitise the equipment they use. This includes:

- correct storage and handling of chemicals,
- correct make up of the chemicals, and
- procedures for cleaning.

All staff will read and sign the *Staff training record* (Form 1A). The *Staff training matrix* will be filled in once staff have filled in the *Staff training record*.

Staff training record (Form 1A)

I _____ have been trained in food handling procedures and know and understand my requirements as a food handler.

I understand I must follow the hygiene procedure:

- Wear clean clothing when entering the food handling area. Coverings such as aprons must not be worn outside the food handling area. Disposable coverings must be changed and disposed of regularly, especially when changing work duties, taking breaks and when going to the toilet.
- Hair must not be able to contaminate food. Hair must be fully secured or enclosed in a hair net, clean hat or beard snood.
- Where gloves are used, they must be kept clean and intact.
- I will minimise contact with ready-to-eat foods (such as cooked prawns).
- Fingernails will be kept short and clean with no nail polish or false nails.
- Only plain wedding bands can be worn in the food handling area.

I understand I must wash my hands on each occasion:

- when I enter the processing room,
- whenever my hands become soiled or contaminated when handling seafood,
- before handling ready-to-eat food, or
- after touching my hair, scalp or a body opening.

If affected with sores, boils, cuts or abrasions I will not handle food unless:

- the affected area is covered with a waterproof adhesive dressing, and
- the food cannot be contaminated.

I will ensure I do not:

- eat over food or food handling surfaces,
- smoke in food handling areas, and
- sneeze, blow or cough over uncovered food or food contact surfaces.

All personnel handling food shall be knowingly free from infectious diseases or skin conditions, which may be transmitted through the handling of food products.

If I am suffering from a transmittable condition (such as diarrhoea or vomiting), I shall not engage in food handling if there is any possibility of contaminating the products being processed/delivered. I will inform my manager if I suspect I am suffering from any of these symptoms.

I have had specific training in the following areas:

Oyster shucking _____(sign)

Cooking and cooling of crustacea _____(sign)

CCP monitoring (temperatures etc) _____(sign)

Verification monitoring (internal audit, calibration etc) _____(sign)

I know and understand the requirements of these activities.

Signed: _____

Staff training matrix (Form 1B)

| Date | Staff member | Type of training | Trained by | Staff signature |
|-------------------|--------------------|------------------------------------------|------------------------------------|-----------------|
| <i>eg 1/12/11</i> | <i>Danny Smith</i> | <i>Basic hygiene Oyster shucking</i> | <i>Allan Smith Allan Smith</i> | |
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Approved suppliers

All products and equipment used in the facility are purchased from reputable suppliers. All equipment and products used by the business are suitable for the operations being conducted and do not cause any contamination or spoilage of the food.

Shellfish is only obtained from businesses licensed with the NSW Food Authority. Other seafood is obtained from businesses licensed with the NSW Food Authority or another state authority where possible. If this is not possible (eg business does not require a licence), a commitment is obtained from the business to supply products (ingredients and packaging) that will not contaminate food, or that comply with the Food Standards Code.

Once reputable suppliers have been sourced, they are used at all times to ensure products purchased are acceptable. Suppliers provide documentation showing their compliance with food safety requirements.

The approved suppliers for this business are outlined below, along with product and contact details:

| Approved supplier | Product supplied | Certification details <i>(Licence number, HACCP, ISO)</i> | Contact details |
|--------------------------|-------------------------|---------------------------------------------------------------------|------------------------|
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Internal audit

An internal audit of this manual is conducted every twelve months (see *Internal audit checklist*, Form 8). This is to ensure that procedures and practices used at the business are being controlled adequately according to what is documented in this manual and in the records associated with this manual.

Any corrective actions or non-conformities are brought to the attention of staff in charge of recording or performing these actions.

Form 2: Cooking verification

(every six months for each product)

| Date | Product (prawns, crabs, lobsters etc) | Weight (of product cooked at one time/in basket) | Cook time (time from plunge to removal, in minutes) | Internal temperature (of product once removed) |
|-------------|-------------------------------------------------|------------------------------------------------------------|---------------------------------------------------------------|----------------------------------------------------------|
| eg 1/12/11 | School prawns | 5 kg | 8 min | 72°C |
| eg 1/12/11 | Mud crabs | 4 kg | 16 min | 68°C |
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Note: The cook time recorded on this form for each product is the minimum time to be used for cooking batches of that product.

The cook time for each batch must be recorded on the *Cooking monitoring* form (Form 7).

Form 3: Pre-operational checklist and temperature monitoring

Complete at the commencement of each shift/day Week commencing/...../.....

Satisfactory (✓) Unsatisfactory (✖) and complete corrective action column

Checklist completed by _____

| Item | M | T | W | T | F | S | S | Defect/Corrective action |
|----------------------------------------------------------------------------------------------|---|---|---|---|---|---|---|--------------------------|
| Amenities clean and tidy | | | | | | | | |
| Staff have clean clothes, aprons and knives | | | | | | | | |
| Work area and equipment (bench tops, sinks and supports) are clean | | | | | | | | |
| Hand basin and hand drying facilities are clean and accessible | | | | | | | | |
| Cool rooms/freezers/ice rooms/ice machines are clean, and seals are clean and in good repair | | | | | | | | |
| Walls, doors, ceilings are clean | | | | | | | | |
| Drainage system working with grates fitted and in good repair | | | | | | | | |
| Floors clean and in good repair | | | | | | | | |
| There is no evidence of pests | | | | | | | | |
| Ingredients and product stored to prevent contamination | | | | | | | | |
| Inedible material is stored in identified containers | | | | | | | | |
| Raw and ready-to-eat product stored to prevent cross contamination | | | | | | | | |
| Packaging clean and stored to prevent contamination | | | | | | | | |
| Where applicable, food delivery vehicle(s) clean and sanitised | | | | | | | | |

| Area | Temperature (°C) | | | | | | | Corrective action | Initials |
|----------------------------|------------------|---|---|---|---|---|---|-------------------|----------|
| | M | T | W | T | F | S | S | | |
| Cool room (<5°C) | | | | | | | | | |
| Freezer (-15°C) | | | | | | | | | |
| Product temperature (≤5°C) | | | | | | | | | |
| Unopened oysters | | | | | | | | | |
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Form 4: Receival temperature monitoring

| Date | Supplier | Product description | Quantity | Product Record | Sufficient ice yes/no (fish only) | Temp | Accept/Reject | Corrective action |
|-----------|------------|---------------------|----------|----------------|-----------------------------------|------|---------------|-----------------------------------------------------------------------------------------|
| eg 1/1/11 | John Smith | Sydney rock oysters | 2 bags | PR 1234 | n/a | 14°C | Accept | |
| eg 2/1/11 | Bill Jones | Whole fish | | | No | 10°C | Accept | Fish recently caught/time out of cold record checked/caught two hours prior to delivery |
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Form 6: Delivery monitoring

Vehicle registration: _____

Date: _____

| Customer | Products | Temperature on delivery |
|------------------------|--------------------------------|--------------------------------|
| <i>eg Jack Johnson</i> | <i>Fish fillets</i> | <i>4°C</i> |
| | <i>Cooked lobsters</i> | <i>3°C</i> |
| | <i>Frozen prawns</i> | <i>-19°C</i> |
| <i>eg Jane Smith</i> | <i>Opened oysters in shell</i> | <i>4°C</i> |
| | <i>Jar oysters</i> | <i>3°C</i> |
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Form 7: Cooking monitoring

| Date | Species | Cook time (min) | Signed |
|-------------|----------------|------------------------|---------------|
| eg 1/12/11 | <i>Prawns</i> | <i>8 min</i> | <i>JS</i> |
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Note: The cook time must be the same as, or longer than, the time on the *Cooking verification form (Form 2)*.

Form 8: Internal audit checklist

Complete every six months Date: / /

Checklist completed by: [name] _____

| Section | Yes/No | Corrective action |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|-------------------|
| 1. Management responsibility Licence current and sticker on display? Are the members of the HACCP team still current? | | |
| 2. HACCP plan <ul style="list-style-type: none"> • Have new products been introduced? • Is the flow diagram still correct? • Is the risk analysis still valid? • Has cooking validation been carried out? | | |
| 3. Premises and equipment <ul style="list-style-type: none"> • Has the <i>Six-monthly maintenance and calibration checklist</i> been completed? • Have refrigeration services been completed? | | |
| 4. Food handling procedures <ul style="list-style-type: none"> • Are food handling procedures being adhered to? • Have all approved suppliers been identified? • Have all receipt and despatches been recorded? • Have all temperatures been recorded (storage, cooking)? | | |
| 5. Testing and calibration <ul style="list-style-type: none"> • Have water tests been completed (if required)? • Have oysters been tested every 20 batches? • Are all test results available? • Have all thermometers been calibrated? • Has the calibration of the cool rooms, freezers and vehicles been done? | | |
| 6. Cleaning and sanitation <ul style="list-style-type: none"> • Has the <i>Pre-operational checklist</i> been completed for every shift? | | |
| 7. Pest control <ul style="list-style-type: none"> • Are procedures still correct? • Are records of pest control activities available? | | |
| 8. Personal hygiene <ul style="list-style-type: none"> • Have all personal hygiene procedures been adhered to? | | |
| 9. Product identification and traceability <ul style="list-style-type: none"> • Are procedures still current? • Is product properly labelled or identified? | | |
| 10. Food recall <ul style="list-style-type: none"> • Are recall contacts still current? • Has a recall been carried out since last audit? • Are records available? | | |
| 11. Staff training <ul style="list-style-type: none"> • Do all staff members have completed training records? | | |

Comments/Further corrective action:

Form 9: Six-monthly maintenance and calibration checklist

Complete every six months Date: / /

Checklist completed by: [name] _____

| Item | ✓ / ✘ | Corrective action |
|----------------------------------------------------------------------------------------------------------|-------|-------------------|
| • Ceiling and walls free from cracks and peeling paint, tiles securely fixed | | |
| • Floor free from cracks and damaged coving | | |
| • Benches free from damage and deterioration | | |
| • Shatter proof covers on lights | | |
| • Flyscreens intact and undamaged | | |
| • Equipment free from rust, corrosion and peeling paint | | |
| • Sinks, shower heads and plugs free from damage | | |
| • Handwash basins accessible and in working order | | |
| • No exposed wood in the facility | | |
| • Vehicle refrigeration units serviced | | |
| Cool room /Freezer/Ice room | | |
| • Ceiling and walls free from cracks and peeling paint, tiles securely fixed | | |
| • Floor free from cracks and damaged coving | | |
| • Doors, handles and seals in good condition | | |
| • Racks and rails free from rust, corrosion and peeling paint | | |
| • Covers over lights intact | | |
| • Cooling unit free from rust, corrosion, and peeling paint, and drainage contained | | |
| • Display cabinet free from rust, corrosion and peeling paint | | |
| Storage areas | | |
| • Chemicals, cleaning equipment, dry ingredients and packaging all stored to prevent cross contamination | | |
| Food safety plan and records | | |
| • Procedures and practices current | | |
| • <i>Pre-operational checklist and temperature monitoring</i> form completed | | |
| • Receiving, despatch and delivery forms completed | | |
| • <i>Receiving temperature monitoring</i> form completed | | |
| Pest control | | |
| • Rodent and insect bait stations are maintained, correctly situated and not causing contamination | | |

Comments /Further corrective action:

Calibration

| Thermometer/Gauge | Reference temperature (0°C or 100°C) | Actual temperature | Variance | Corrective action |
|-----------------------|-----------------------------------------|--------------------|----------|-------------------|
| <i>eg hand-held 1</i> | 0°C | 0.8°C | + 0.8 | None |
| | 100°C | 99.3°C | - 0.7 | |
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Form 10: Customer complaint form

Customer (complainant) details

Name:

Address:

Phone:

Mobile:

After hours phone:

Fax:

Details of the complaint

Describe the complaint

Product details

Product name:

Product description:

Batch code:

Date produced or processed:

Quantity of batch produced or processed:

Product distribution:

Action taken

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

Manual amendment and incident sheet

Manual amendments are required when changes are made to this program. These changes must be recorded in this section.

Incidents such as customer complaints or high test results are to be recorded below along with corrective action taken.

| Manual section | Page number | Date of issue | Reason for amendment |
|-----------------------|--------------------|------------------------|-----------------------------|
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| | | | |
| | | Incident sheet | |
| Date | | Nature of event | Corrective action |
| | | | |
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Ciguatera control information

For businesses receiving fish direct from fishers

| Maximum size limit for high risk species | | | | | |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------|--------|-------|-------|-------------------|
| Species | Size limit | | | | |
| | NSW | Qld | NT | WA | Pacific countries |
| Barracuda (<i>Sphyraena jello</i>) | N/A | 10 kgs | N/A | N/A | 10 kgs |
| Coral cod (<i>Cephalopholis miniatus</i>) | N/A | 3 kgs | N/A | N/A | 3 kgs |
| Coral trout (<i>Plectropomus</i> spp.) | 6 kgs | 6 kgs | 6 kgs | 6 kgs | Reject |
| Kingfish (<i>Seriola</i> spp.) | N/A | 10 kgs | N/A | N/A | 10 kgs |
| Mackerel (various) (<i>Scomberomrous</i> spp.) | N/A | 10 kgs | N/A | N/A | 10 kgs |
| Queenfish (<i>Scomberoides commersonianus</i>) | N/A | 10 kgs | N/A | N/A | 10 kgs |
| Red Emperor (<i>Lutjanus sebae</i>) | N/A | 6 kgs | N/A | N/A | 6 kgs |
| Reef cod <ul style="list-style-type: none"> • Estuary Rock cod (<i>Epinephelus coioides</i>) • Flowery cod (<i>Epinephelus fuscoguttatus</i>) • Queensland groper (<i>Epinephelus lanceolatus</i>) • Spotted cod (<i>Epinephelus tauvina</i>) | N/A | 10 kgs | N/A | N/A | 10 kgs |
| Surgeon Fish (<i>Ctenochaetus striatus</i>) | N/A | 10 kgs | N/A | N/A | Reject |
| Spangled Emperor (<i>Lethrinus nebulosa</i>) | N/A | 6 kgs | N/A | N/A | 6 kgs |
| Spanish Mackerel (<i>Scomberomrous commersoni</i>) | 10 kgs for fish caught North of Cape Byron | 10 kgs | N/A | N/A | 10 kgs |
| Trevally (<i>Caranx</i> spp.) | N/A | 6 kgs | N/A | N/A | 6 kgs |
| Tuskfish (<i>Choerodon</i> spp.) | N/A | 6 kgs | N/A | N/A | 6 kgs |

Source: Sydney Fish Market

Prohibited species

For businesses receiving fish direct from fishers

| Name | |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> Chinaman or Chinaman Snapper (<i>Symphorus nematophoras</i>) | |
| <ul style="list-style-type: none"> Tripletail Maori Wrasse (<i>Chelinus trilobatus</i>) and Humpback Maori Wrasse (<i>Chelinus undulatus</i>) | |
| <ul style="list-style-type: none"> Red Bass (<i>Lutjanus bohar</i>) | |
| <ul style="list-style-type: none"> Paddle-tail or Humped-back Red Snapper (<i>Lutjanus gibbus</i>) | |
| <ul style="list-style-type: none"> Moray Eel (<i>Gymnothorax javanicus</i>) | |
| Prohibited supply regions – Reject consignments of listed species caught in these regions | |
| Region | Species |
| Kiribati | All warm water ocean fish |
| The following Queensland waters: <ul style="list-style-type: none"> Platypus Bay on Fraser Island, bounded by the coordinates GPS: South 25 – 01 – 991, North 153 – 11 – 761 | <ul style="list-style-type: none"> All warm water ocean fish Spanish mackerel (<i>Scomberomrous commersoni</i>) Mackerels (<i>Scomberomrous</i> spp) , excluding spotted and school mackerel under 6 kg |
| Marshall Islands | All warm water ocean fish |
| The following Northern Territory waters: <ul style="list-style-type: none"> Bremer Island Bonner Rocks Miles Island Immediate vicinity of Cape Arnhem North East Island and Connexion Island (both near Groote Eylandt) Gove Peninsula in the immediate vicinity of Nhulunbuy | The following species: <ul style="list-style-type: none"> Barracuda (<i>Sphyaena jello</i>) Coral cod <i>Cephalopholis</i>) Coral trout (<i>Plectropomus</i> spp) Red Emperor (<i>Lutjanus sebae</i>) Groper (<i>Epinephelus lanciolatus</i>) Trevally (<i>Caranx</i> spp) |
| Fijian waters | Coral trout (<i>Plectropomus</i> spp) |

Source: Sydney Fish Market

NSW Food Authority
6 Avenue of the Americas
Newington NSW 2127
PO Box 6682 Silverwater NSW 1811
Phone 1300 552 406
Fax 02 9647 0026
www.foodauthority.nsw.gov.au