



Service Standard 3.1.11

Application of Food Safety Standards

Date of Issue 24 July 2007

Version Number 2.0

1. Purpose

- 1.1 The law governing the preparation and distribution of food in NSW is the Food Act, (1989). However, the underlying regulatory regime is to be found in the Australia, New Zealand Food Standards Code (“**the Code**”), which has been incorporated into NSW domestic law by virtue of clause 4(1) of the Food Regulation, (2001, NSW) made under the Food Act. The NSW Rural Fire Service (“**the RFS**”) therefore, must move towards compliance with the Food Safety Standards (“**the Standards**”).
- 1.2 The RFS provides food during the course of, and in conjunction with, operational and training activities and to members of the public during fundraising or similar activities. The preparation, handling and distribution of food must be in accordance with applicable safe food handling practices, outlined in the Code and the Standards.
- 1.3 The RFS recognises that across the State there are many types and varieties of vehicles and venues used in the preparation and transport of food for consumption. In this regard, the RFS is committed to the implementation of higher and more consistent standards of food preparation, handling and transportation so that the RFS meets “best practice” guidelines across the state. In order to achieve this commitment, all future catering facilities constructed for the RFS, including kitchens, catering vehicles and food storage/ transport systems are required to be constructed in accordance with the Code and the Standards.

2. Policy

- 2.1 The Standards create obligations with respect to the preparation, handling and distribution of food. Whilst the Standards are primarily applicable to food supplied in a commercial environment and not specifically to the circumstances for which the RFS would necessarily be providing food, the principles regarding food safety practices and cleanliness of premises and equipment, should be adhered to.
- 2.2 There are four food safety standards which will underpin a RFS specific Service Standard. They are:
 - 3.1.1 – Interpretation and Application
[Food Standards Australia New Zealand: Standard 3.1.1](#)
 - 3.2.1 – Food Safety Programs
[Food Standards Australia New Zealand: Standard 3.2.1](#)

- 3.2.2 – Food Safety Practices and General Requirements
[Food Standards Australia New Zealand: Standard 3.2.2](#)
- 3.2.3 – Food Premises and Equipment
[Food Standards Australia New Zealand: Standard 3.2.3](#)

- 2.3** The RFS is required to adopt the provisions of the Standards, as a guide to “best practice” and move towards compliance with the provisions of the Standards in the circumstances where they apply to the food handling functions undertaken by the RFS.
- 2.4** A series of Standard Operating Guidelines (SOGs) have been developed to provide guidance in the move towards compliance with the Standards.
- 2.5** The SOGs provide information such as appropriate procedures, facilities and levels of training which can then be applied to all operating environments which the RFS works within, including but not limited to training events, community education activities, fundraising or social occasions and emergency operations.
- 2.6** The SOGs cover the following issues in relation to safe food handling and how these are to be applied in the context of the activities of the RFS:
- (a) food handling operations including receipt / storage / processing / packaging / and distribution of food,
 - (b) health and hygiene of food handlers,
 - (c) maintenance / cleanliness of all vehicles, equipment and premises,
 - (d) identification and control of potential hazards,
 - (e) systematic monitoring of controls,
 - (f) process design for corrective actions,
 - (g) record keeping,
 - (h) auditing and compliance, and
 - (i) training provided to personnel in the management and operations of safe food handling.

3. Links

- Australian, New Zealand Food Standards Code (the “Code”)
- Food Safety Standards (the “Standards”)
- Food Act, 1989
- Food Regulation, 2001

4. Who is responsible for implementing the Service Standard?

- Manager State Operations
- District Managers
- Catering Officers

5. Amendments

- Complete review

24 July 2007



SOP 3.1.11-1 Framework for the Provision of Catering

This SOP forms part of

SS 3.1.1.11 Application of Food Safety Standards

1. Purpose

- 1.1 The NSW Rural Fire Service provides catering during the course of its operational and training activities and to members of the public during fundraising or similar events. The RFS recognises that across the state there is a diverse capability in the delivery of catering.
- 1.2 Underpinning this framework is Service Standard 3.1.11 which establishes the standards that apply to the safe handling of food. The Service has a responsibility to comply with these Standards and is committed to the implementation of standards that meet “best practice” guidelines across the State.
- 1.3 Catering is the responsibility of the Senior Management Team (“**SMT**”) in each area. In the case of coordinated fire fighting, these arrangements should be agreed to by the Bushfire Management Committee.
- 1.4 The purpose of this document is to establish the framework for the provision of catering during operational and training activities and to members of the public during fundraising or similar events.

2. Procedures

- 2.1 The SMT will produce a plan that covers the provision of catering for training, hazard reduction and operations and will agree on the circumstances that trigger the provision of catering for each of these.
- 2.2 In the case of coordinated firefighting (class 2 and 3 fires), each Bushfire Management Committee will agree on the arrangements and include it in their Plan of Operations.
- 2.3 The SMT will agree on the type of catering that will be provided in each of these circumstances, e.g. light refreshments or full meal and what these should consist of.
- 2.4 The SMT will agree on who will provide the catering in each circumstance, e.g. brigade provisions, canteen or external provider.
- 2.5 The SMT will agree on the individual or individuals who are responsible for ensuring that catering is provided, e.g. individual brigade officers, operations officer, nominated logistic officer etc.

NSW Rural Fire Service



Standard Operating Guidelines Safe Food Handling

Acknowledgements:

Safe Food Handling Project Team 2004

Safe Food Standards 3.1

Safe Food Standards 3.2

Safe Food Standards 3.3

SOP #1 Food Handling – Skills and Knowledge, Behaviour & Attitude and their Application in the Workplace	4
Scope.....	4
Procedures.....	4
1.1 Definitions.....	4
1.2 Training requirements.....	5
1.3 A summary guide to skills and knowledge need by food handlers	5
1.4 Process Flow Chart	6
SOP #2 Food Handling – Health & Hygiene Requirements	7
Scope.....	7
Procedures.....	7
2.1 General Requirement	7
2.2 Health of food handlers	7
2.3 Hygiene of food handlers.....	8
2.4 Food poisoning	8
2.5 Preparation/Cutting Boards/Cleaning Cloths.....	8
SOP #3 Food Handling – Food Receipt and Product Rejection.....	10
Scope.....	10
Procedures.....	10
3.1 Protecting foods from contamination	10
3.2 Receiving donated goods	11
3.3 Delivery non-compliance	11
SOP #4 Food Handling – Food Storage.....	13
Scope.....	13
Procedures.....	13
4.1 Requirements for food storage	13
SOP #5 Food Handling – Food Processing	14
Scope.....	14
Procedures.....	14
5.1 Requirements for food processing.....	14
5.2 Hazardous foods	15
5.3 Danger zone – controlling bacteria with temperature	16
5.4 Probe thermometer calibration	17
SOP #6 Food Handling – Food Packaging and Transportation	18
Scope.....	18
Procedures.....	18
6.1 Requirements for food packaging and labelling.....	18
6.2 Requirements for food transportation	19
6.3 Hazardous Foods	20
6.4 Other considerations for transported foods	20
6.5 Product recall.....	20
6.6 Ration packs.....	21
6.7 Quality of ration packs stored on tankers	21
6.8 Ration packs stored at fire stations.....	21
6.9 Nutritional content of ration packs	22
6.10 Adequate supply of water	22
6.11 Safe handling of food contained in ration packs.....	22

SOP #7 Food Handling – Food Disposal	24
Scope	24
Procedures.....	24
7.1 Food disposal	24
SOP #8 Cleaning, Sanitising and Maintenance of Equipment and Premises	26
Scope	26
Procedures.....	26
8.1 Cleanliness	26
8.2 Cleaning and sanitising of specific equipment.....	26
8.3 Maintenance	27
8.4 Example of the procedure for facility maintenance.....	27
SOP #9 Pest Control	29
Scope	29
Procedures.....	29
9.4 Example procedure for pest control.....	30
SOP #10 Specific Catering Situations	31
Scope	31
Procedures.....	31
10.1 Brigade function or fund-raising event.....	31
10.2 Incident catering	33
SOP #11 Notification	35
Scope	35
Procedures.....	35
11.1 Notification.....	35
SOP #12 Record Keeping	36
Scope	36
12.1 Pest Control Maintenance	37
12.2 Receipt of Satisfactory Goods	38
12.3 Receipt of Unsatisfactory Goods	39
12.5 Delivery of Unsatisfactory Goods	41
12.6 Cleaning and Sanitation – Equipment and Food Utensils	42
12.7 Cleaning and Sanitation – Walls, Floors and Surfaces.....	43
12.8 Food Temperature Monitoring	44
12.9 Waste Management Control	45
12.10 Supplier’s List	46
12.11 Customer Complaint Records Sheet	47
12.12 Example Procedure for Ice Point Calibration of Thermometers	48
12.12 Procedure for Ice Point Calibration of Thermometers	49
12.13 Example Hazard Analysis.....	50
12.13 Hazard Analysis.....	53



Safe Food Handling Standard Operating Guidelines

(to be read in conjunction with
Service Standard 3.1.11 Application of Food Safety Standards)

SOP #1

Food Handling – Skills and Knowledge, Behaviour & Attitude and their Application in the Workplace

Scope

This Standard Operating Procedure (“SOP”) covers the skills and knowledge in their application in food safety and food hygiene required by food handlers in the preparation and/or supply of food for use by the NSW Rural Fire Service (“the Service”).

Procedures

1.1 Definitions

- **A skill** is being able **to do** something. It means that food handlers and their supervisors are able to do the things in their work that keep food safe.
- **CCPs (critical control points)** – a systematic approach to the identification, evaluation, and control of food safety hazards.
- **Knowledge** is **knowing about** or understanding something. It means that food handlers and their supervisors know what must be done to keep food safe.
- **Food-borne disease** – a disease caused by consuming contaminated foods or beverages.
- **Food safety** is ensuring that food is safe to eat.
- **Food hygiene** is keeping your food premises and equipment clean.
- **Danger Zone** is the temperature band (that is 5°C and 65°C) most conducive to the rapid multiplication of bacteria and the production of toxins. Fastest growth is between temperatures of 20°C and 45°C.
- **Catering Supervisor** – this term as used in these SOPs means the person in charge of the catering function of any given incident. For example, this may be the Captain of a Catering Brigade.



Safe Food Handling Standard Operating Guidelines

(to be read in conjunction with
Service Standard 3.1.11 Application of Food Safety Standards)

1.2 Training requirements

The most appropriate approach should be used to ensure food handlers meet the skills and knowledge requirement – this may include formal training, on-the-job training, prior experience or an in-house training course.

▪ **Food handlers need a wide range of food handling competencies:**

All handlers need to know:

- (a) what makes food unsafe;
- (b) how germs are spread;
- (c) personal hygiene; and
- (d) hand washing.

All handlers need to know some or all of the following, depending on their duties at the time:

- (a) receiving deliveries;
- (b) preparation and cooking;
- (c) safe cooling;
- (d) correct cold storage;
- (e) cleaning and sanitising of surfaces and equipment;
- (f) pest control
- (g) safe display; and
- (h) hot storage.

Some handlers need to have specific skills:

- (a) safe money handling;
- (b) checking stock;
- (c) wrapping or packing; and
- (d) transporting.

1.3 A summary guide to skills and knowledge need by food handlers

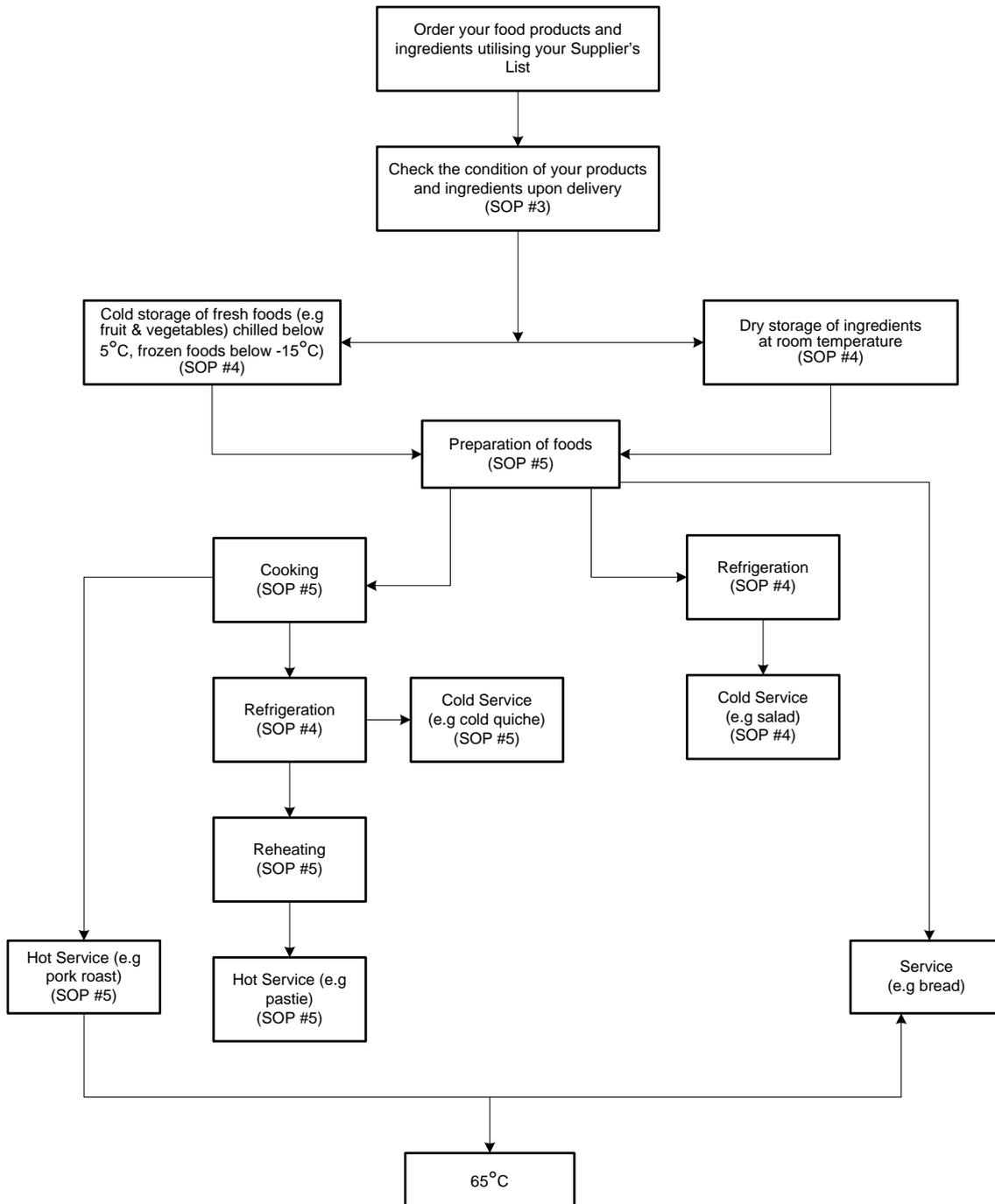
- Personal hygiene of food handlers – see SOP#2
 - Food handling practices to receive, prepare, store and despatch food correctly - see SOPs#3-6
 - Proper disposal of foods when applicable - see SOP#7
 - Hygiene practices to keep food premises and equipment clean and well maintained – see SOP#8
 - Specific Catering Situations - see SOP#10
 - Notification - see SOP#11
 - Record Keeping - see SOP#2
-



Safe Food Handling Standard Operating Guidelines

(to be read in conjunction with
Service Standard 3.1.11 Application of Food Safety Standards)

1.4 Process Flow Chart





Safe Food Handling Standard Operating Guidelines

(to be read in conjunction with
Service Standard 3.1.11 Application of Food Safety Standards)

SOP #2 Food Handling – Health & Hygiene Requirements

Scope

This Standard Operating Procedure (“SOP”) covers the requirements for the health and hygiene of all persons who handle food in the preparation and/or supply of food for use by the NSW Rural Fire Service (“the Service”).

Procedures

2.1 General Requirement

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

2.2 Health of food handlers

2.2.1 Food handlers must not handle food if they have any reason to believe that they may be suffering from a food-borne disease. Food handlers will report such illness to the catering supervisor.

2.2.2 Food handlers suffering from any of the following must not participate in any catering activities and must report their symptoms to the catering supervisor:

- (a) sore throat with fever;
- (b) vomiting;
- (c) fever;
- (d) diarrhoea;
- (e) jaundice;
- (f) Hepatitis A; or
- (g) any infection or illness that can be transmitted via food.

2.2.3 Food handlers who have infected skin lesions such as boils, abscesses, or other lesions containing pus, must not handle food or food related items if that lesion will contact the food.

2.2.4 Food handlers who have discharges from the ear, eye or nose must report the condition to the catering supervisor.

2.2.5 Food handlers who have been excluded from food handling because they were carriers of a food-borne disease can resume food handling after receiving a medical certificate stating that they do not have, nor are a carrier, of the disease.



Safe Food Handling Standard Operating Guidelines

(to be read in conjunction with
Service Standard 3.1.11 Application of Food Safety Standards)

2.3 Hygiene of food handlers

- 2.3.1 Food handlers must observe personal hygiene requirements, including daily bath or shower.
- 2.3.2 Clean clothes must be worn by the food handlers.
- 2.3.3 Coloured bandaids must be worn to cover all open wounds when handling food.
- 2.3.4 All persons handling food must have their hair completely covered or tied back to restrain hair. Beards must be closely trimmed or contained.
- 2.3.5 All practical measures will be followed to prevent human contact with read-to-eat food – e.g. whenever possible, tongs, forks or food service gloves will be used.
- 2.3.6 Food handlers must be provided with suitable hand washing facilities that include soap, warm water and single use towels. Hand sanitising wipes or gels are to be used where no hand washing facilities are available e.g. firefighters preparing food during a hazard reduction. Food handlers must wash hands:
 - (a) immediately prior to commencing, or recommencing work;
 - (b) after using the toilet;
 - (c) after a break;
 - (d) after using a handkerchief or tissue;
 - (e) after changing food groups;
 - (f) after handling cleaning or other chemicals; or
 - (g) after touching his or her hair, scalp, mouth, eyes, ears or nose.

2.4 Food poisoning

Food poisoning only comes from 3 sources:

- (a) the food preparer;
- (b) the raw product; or
- (c) the environment.

2.5 Preparation/Cutting Boards/Cleaning Cloths

Cleaning cloths, for example Chux cleaning cloths, come in different colours and are categorised for the following uses:

- (a) red cloth – to used for toilets, bathrooms and dirty utility rooms;
- (b) green cloth – to be used for the preparation areas;
- (c) yellow cloth – to be used for infectious areas;
- (d) blue cloth – to be used for general cleaning and
- (e) white cloth – to be used for clean room areas.



Safe Food Handling Standard Operating Guidelines

*(to be read in conjunction with
Service Standard 3.1.11 Application of Food Safety Standards)*

Cutting boards come in different colours and are categorised for the following uses:

- (f) red – for raw meat;
- (g) brown – for cooked meat;
- (h) green – for vegetables;
- (i) yellow – for dairy;
- (j) blue – for seafood; and
- (k) white – for bread.



Safe Food Handling Standard Operating Guidelines

(to be read in conjunction with
Service Standard 3.1.11 Application of Food Safety Standards)

SOP #3

Food Handling – Food Receipt and Product Rejection

Scope

This Standard Operating Procedure (“SOP”) covers the processes with regard to the receipt of food for use by the NSW Rural Fire Service (“the Service”. Food businesses have a responsibility to ensure that all foods supplied to the Service are free from contamination and are at a safe temperature.

In addition, from time to time, members of the public, commercial enterprises or businesses may donate food to the Service.

Procedures

3.1 Protecting foods from contamination

- 3.1.1 All practicable steps must be taken to ensure only food that is protected from the likelihood of contamination is accepted.
- 3.1.2 A *Receipt of Satisfactory Goods* check sheet (see SOP #12 Record Keeping) must be completed.
- 3.1.3 On receipt, ensure the following information relating to the food is available, as it must be able to be provided to the reasonable satisfaction of an authorised officer (under the Food Act) when requested:
 - (a) the name and business address in Australia of the vendor, manufacturer or packer, or of the importer; and
 - (b) the prescribed name or appropriate designation of the food.
- 3.1.4 When receiving food, all practicable measures must be taken to ensure food is at a temperature of:
 - (a) -15°C or below for frozen goods;
 - (b) 5°C or below for refrigerated goods; or
 - (c) 65°C or above for hot foods.
- 3.1.5 Foods received from suppliers must be transported in sealable containers or be covered with plastic film, aluminium foil or clean paper. Ideally, these sealed containers and covered items should be placed in a larger insulated container for extra protection.



Safe Food Handling Standard Operating Guidelines

(to be read in conjunction with
Service Standard 3.1.11 Application of Food Safety Standards)

- 3.1.6 When receiving food items, the receiver will do a quality check with the supplier's deliverer. If needed, the catering supervisor may be consulted to verify quality aspects. This check will include:
- (a) visual inspection of goods for colour, texture, and general appearance, and also the smell of the food items;
 - (b) checking for broken or damaged containers, such as dented, rusted and/or bulging cans or tins, or other signs of damage or deterioration;
 - (c) checking of labels to ensure they are correct and conform to the specifications, product description and use-by-dates.

3.2 Receiving donated goods

3.2.1 Donated goods should be accepted courteously, and a process of risk assessment undertaken to ascertain the suitability of using such products. A common sense approach needs to be adopted when determining how these donated goods will be utilised or disposed of.

3.2.2 Steps to follow:

- Receive donated goods courteously.
 - Isolate donated goods from other foods.
 - Complete a "Receipt of Satisfactory Goods" form (see SOP #12)
 - Complete a "Hazard Analysis" checklist (see SOP #12)
 - Determine the risk of utilising the donated goods (see SOP #12)
- (a) Record the risk assessment on the "Record of Received Goods" form.
 - (b) Acceptable goods should be placed in the appropriate storage and utilised in accordance with standard procedures.
 - (c) Goods determined to be a risk following the above process, should be disposed of in a manner deemed appropriate at the discretion of the catering supervisor.

3.3 Delivery non-compliance

3.3.1 Visual inspection (see 3.1.6) and temperature checks will determine the rejection of goods delivered.

3.3.2 The following temperature limits will be grounds for rejection:

- (a) frozen foods received at temperatures above -10°C;
- (b) refrigerated goods received at temperatures above 5°C. However, foods between 6°C and 8°C can be accepted if they can be chilled to below 5°C within one hour. In this instance, an Incident



Safe Food Handling Standard Operating Guidelines

*(to be read in conjunction with
Service Standard 3.1.11 Application of Food Safety Standards)*

Report Sheet – Incoming Goods Non-Compliance form must still be completed and returned to the catering supervisor to advise the supplier;

- (c) hot foods received at temperatures lower than 65°C. Catering supervisor must check the supplier's CCP charts (where available) to ensure foods remain out of the temperature danger zone.

3.3.3 All rejected foods should be returned to the supplier. A Delivery of Unsatisfactory Goods check form must be completed and returned to the catering supervisor to advise the supplier.



Safe Food Handling Standard Operating Guidelines

(to be read in conjunction with
Service Standard 3.1.11 Application of Food Safety Standards)

SOP #4 Food Handling – Food Storage

Scope

This Standard Operating Procedures (“SOP”) covers the processed with regard to the storage or food for use by the NSW Rural Fire Service (“the Service”).

Procedures

This SOP specifies the process control requirements to be satisfied for the storage of all foods to be used for the Service.

4.1 Requirements for food storage

- 4.1.1 All food items are to be received, stored and handled in a manner that will prevent hazardous temperature variations and contamination.
- 4.1.2 Goods once received will be transferred to the appropriate storeroom or cool room without delay, and stored in their original inner packaging where practicable.
- 4.1.3 Dry goods bought in bulk may be decanted to purpose specific storage units labelled with the contents and the use-by date.
- 4.1.4 All food items will be controlled and the First In First Out principle used, especially for food items with a limited shelf life and explicit use-by-dates. These food items will be stored in a manner that ensures older stock is used first.
- 4.1.5 Foods should be cooked or refrigerated as soon as it has been prepared.
- 4.1.6 All food items must be clearly identified or labelled with the date of delivery/production, and covered during storage if appropriate.
- 4.1.7 Raw and ready to eat food must be stored separately from each other. Never store raw foods above cooked foods.
- 4.1.8 Any spoilage must be reported on a wastage report.
- 4.1.9 Food and relevant equipment must be kept off the floor at all times.
- 4.1.10 All storage areas must be properly cleaned and maintained at all times. They should be clean, dry, well ventilated and have good lighting but not direct sunlight.



Safe Food Handling Standard Operating Guidelines

(to be read in conjunction with
Service Standard 3.1.11 Application of Food Safety Standards)

SOP #5 Food Handling – Food Processing

Scope

This Standard Operating Procedure (“SOP”) covers the processed with regard to the processing of food for use by the NSW Rural Fire Service (“the Service”).

Procedures

5.1 Requirements for food processing

5.1.1 All practicable steps should be taken to process only safe and suitable food. Obtain food from reliable sources;

(a) All necessary steps, such as covering food, should be taken to prevent the likelihood of food being contaminated;

5.1.2 Handle food as little as possible. Handle food with tongs, using food service gloves or other equipment as appropriate. Hands should not be used unless absolutely necessary, and then hand washing facilities must be available.

5.1.3 Use clean and dry utensils for serving food. Use single use (disposable) utensils, cutlery, plates and cups whenever possible.

5.1.4 Cook food thoroughly. When processing food, ensure that the time the food remains at temperatures that permit food spoilage is minimised;

5.1.5 When cooling cooked food, cool the food:

(a) within two hours – from 65°C to 21°C; and

(b) within a further four hours – from 21°C to 5°C;

unless it can be demonstrated that the cooling process used will not adversely affect the microbiological safety of the food.

5.1.6 Reheat food only once. When reheating previously cooked and cooled hazardous food to hold it hot, a heat process should be used that will rapidly heat the food to a temperature of 65°C or above, unless it can be demonstrated that the heating process used will not adversely affect the microbiological safety of the food. Use probe thermometers to check temperatures and keep records.

5.1.7 Dispose of left over food unless refrigeration equipment is available to rapidly cool the food.



Safe Food Handling Standard Operating Guidelines

(to be read in conjunction with
Service Standard 3.1.11 Application of Food Safety Standards)

5.2 Hazardous foods

- 5.2.1 Total time food remains in the danger zone should be minimised and the total should never be more than 2-4 hours.
- 5.2.2 It is essential that the following foods are eaten within 4 hours of being prepared:
- (a) meats and food containing meats, including stews, pies and lasagne;
 - (b) dairy products and any food that contains dairy products;
 - (c) crustaceans and food containing seafood;
 - (d) processed fruits and vegetables, including prepared fruit packs and salads;
 - (e) cooked pasta and rice;
 - (f) protein rich processed foods that contain eggs, nuts and beans;
 - (g) poultry; and
 - (h) any foods that contain any of the above foods, including sandwiches, salads and pasta.
- 5.2.3 “Danger Zone” is the temperature band (that is 5°C and 65°C) most conducive to the rapid multiplication of bacteria and the production of toxins, where and the fastest growth occurring between 20°C and 45°C.

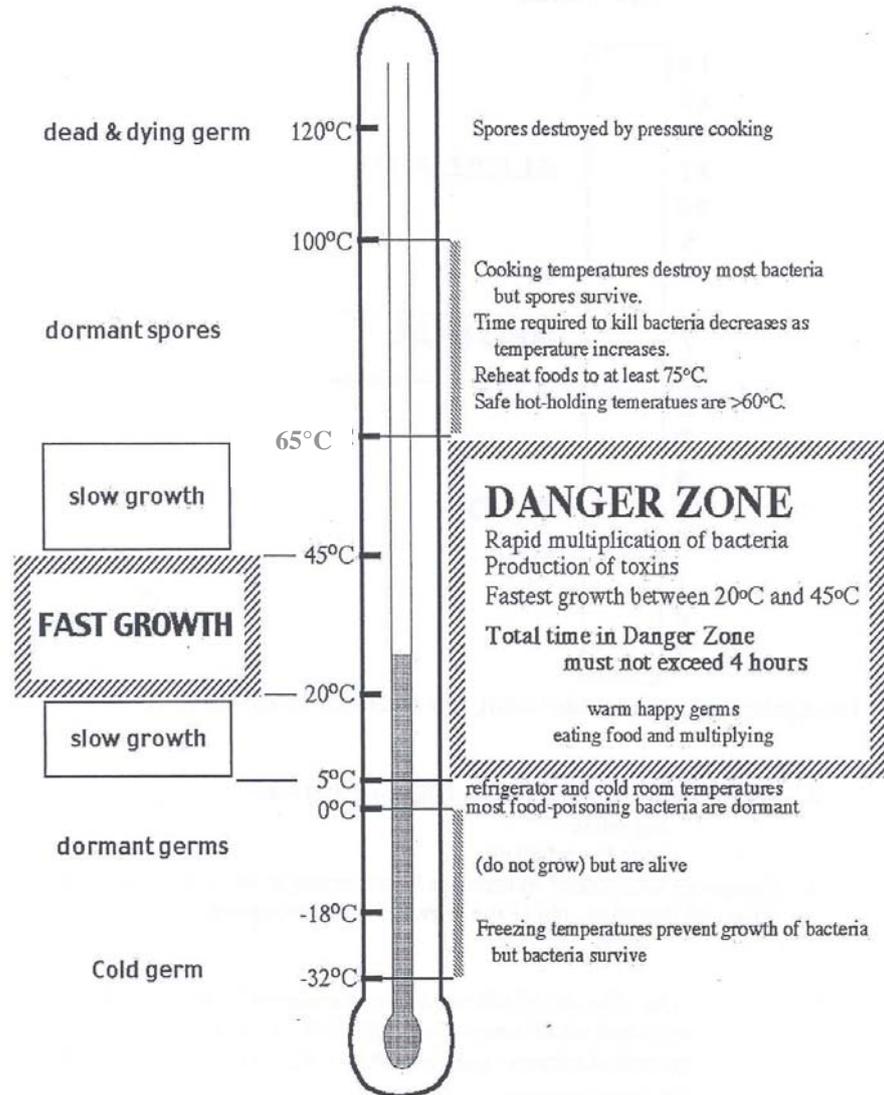


Safe Food Handling Standard Operating Guidelines

(to be read in conjunction with
Service Standard 3.1.11 Application of Food Safety Standards)

5.3 Danger zone – controlling bacteria with temperature

Danger Zone Controlling Bacteria with Temperature



Source: Adapted from Restaurant and Catering New South Wales, Safe Food Handling (THHGHIOB – Following Workplace Hygiene Procedures), Margaret Foy



Safe Food Handling Standard Operating Guidelines

(to be read in conjunction with
Service Standard 3.1.11 Application of Food Safety Standards)

5.4 Probe thermometer calibration

Is your thermometer accurate?

“Calibrate” - to check and adjust a thermometer so that it tells the correct temperature.



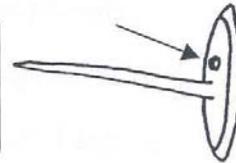
To **check** that your thermometer shows the right temperature:

1. Pack a cup with small ice blocks and add enough water to cover the ice.
2. Place thermometer probe at least 7-8cm into the ice water.
3. Wait 2 minutes.
4. The thermometer should read 0°C.

If your thermometer does not read 0°C, you must adjust it or get a new thermometer.

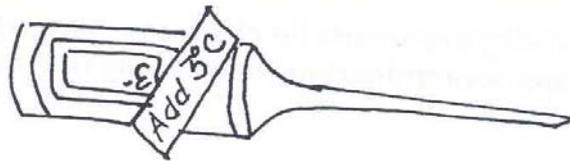
To adjust a **dial thermometer**:

Grip the nut under the thermometer head and turn the face of the thermometer until the pointer lines up with 0°C.



To adjust a **digital probe thermometer**:

If your digital probe thermometer is off by 3°C or less, you should write on it the necessary adjustment. If it is off by more than 3°C, it should be replaced.



Thermometers must be calibrated often, or they may tell you the wrong temperature.



Safe Food Handling Standard Operating Guidelines

(to be read in conjunction with
Service Standard 3.1.11 Application of Food Safety Standards)

SOP #6

Food Handling – Food Packaging and Transportation

Scope

This Standard Operating Procedure (“SOP”) covers the processes with regard to the packaging and transporting of food for use by the NSW Rural Fire Service (“the Service”).

Procedures

6.1 Requirements for food packaging and labelling

- 6.1.1 Only use packaging materials that are fit for their intended uses.
- 6.1.2 Only use material that is not likely to cause food contamination.
- 6.1.3 Ensure there is no likelihood that the food may become contaminated during the packaging process.
- 6.1.4 A label should be attached that clearly indicates the time and date that the food was prepared, and includes the name and business address of the supplier of the food.
- 6.1.5 A name or description of the food sufficient to indicate the true nature of the food should be labelled onto the packaging of each food portion. This will minimise the chance of a reaction to allergies (e.g. nut content, etc) from occurring.
- 6.1.6 Food that is sold at a fund raising event does not have to be labelled, providing the food:
 - (a) does not come in a package;
 - (b) is prepared in the presence of the person who will receive the food; or
 - (c) is prepared on the premises where it will be provided.
- 6.1.7 Although the food does not have to be labelled, there are circumstances where the law requires information about the food being sold to be disclosed when requested. For example, if someone asks if a food contains a particular ingredient that may cause an allergic reaction, this information must be provided. Such ingredients include:



Safe Food Handling Standard Operating Guidelines

*(to be read in conjunction with
Service Standard 3.1.11 Application of Food Safety Standards)*

- (a) gluten (found in wheat, rye, barley, oats and spelt, present in foods made from these grains, such as flour);
- (b) fish and fish products;
- (c) crustaceans and products;
- (d) egg and egg products;
- (e) milk and milk products

6.2 Requirements for food transportation

- 6.2.1 As much as is practicable, all food must be protected from the likelihood of contamination during transportation.
- 6.2.2 Food must be transported in sealable containers, or be covered with plastic film, aluminium foil or clean paper. Ideally, these sealed containers and covered items should be placed in a larger insulated container for extra protection.
- 6.2.3 Containers and eskies must be labelled indicating time packed, Use By (time/date), temperature of food at time of despatch.
- 6.2.4 Every effort should be made to ensure that foods remain out of the temperature danger zone, however, providing that food within the temperature danger zone is consumed within a 4 hour period from the time it was prepared, it is still regarded as being safe.
- 6.2.5 Foods transported for longer than 4 hours:
 - (a) cold foods such as sandwiches must be transported at or below 5°C; and
 - (b) hot foods such as cooked meals and meat pies must be transported at or above 65°C
- 6.2.6 To achieve the above, the following methods can be used:
 - (a) an insulated container with ice packs for cold foods;
 - (b) a hot box with heat packs for hot foods; and
 - (c) utilising a dedicated food transport vehicle where available; and
 - (d) a temperature check to be conducted every 2 hours.
- 6.2.7 Regardless of the temperature control method being utilised, foods transported for longer than 4 hours should be checked every two hours with a probe thermometer to ensure foods have remained outside the



Safe Food Handling Standard Operating Guidelines

(to be read in conjunction with
Service Standard 3.1.11 Application of Food Safety Standards)

danger zone. The probe thermometer must be thoroughly cleaned between uses.

6.3 Hazardous Foods

6.3.1 Total time food remains in the danger zone should be minimised and the total should never be more than 2-4 hours. It is essential that the following foods are eaten within 4 hours of being prepared:

- (a) meats and food containing meats, including stews, pies and lasagne;
- (b) dairy products and any food that contains dairy products;
- (c) crustaceans and food containing seafood;
- (d) processed fruits and vegetables, including prepared fruit packs and salads;
- (e) cooked pasta and rice;
- (f) protein rich processed foods that contain eggs, nuts and beans;
- (g) any food that contain any of the above foods, including sandwiches, salads and pasta; and
- (h) poultry

6.4 Other considerations for transported foods

- 6.4.1 Insulated containers must always be clean, and not used for any other purpose than transporting food and drink.
- 6.4.2 Where practicable, ensure that the vehicle transporting the food has a clean interior and is unlikely to cause contamination.
- 6.4.3 When transporting cold foods to the fireground, place insulated containers in the coolest available part of the vehicle.
- 6.4.4 Whenever possible, take care to plan food transportation trips to minimise the amount of time the food is in transit.

6.5 Product recall

- 6.5.1 The catering supervisor will keep a list of all organisations, or persons that receive food prepared and/or supplied by the Service. The list will contain contact details (phone, fax and address).



Safe Food Handling Standard Operating Guidelines

(to be read in conjunction with
Service Standard 3.1.11 Application of Food Safety Standards)

- 6.5.2 When food is despatched, A *Delivery of Satisfactory Food* check sheet will be completed, that includes the destination of the food, taste, type and quality of food.
- 6.5.3 If food is contaminated or suspected of being unfit, the receiver of the food will be contacted immediately, and advised to store the food separately until it can be collected.

6.6 Ration packs

- 6.6.1 The following points cover procedures for food stored and carried of tankers as part of pre-incident planning.
- 6.6.2 Under the Response Team – Planning Requirements of the State Assistance Plan, each unit is required to have sufficient non-perishable field rations to provision the crew for at least twenty-four (24) hours. It is important that crew members have a nutritious and safe ration pack available on tankers to last until the incident controller determines catering needs.
- 6.6.3 Five important components must be considered when developing and utilising ration packs for the Service volunteers. There are:
 - (a) quality of ration packs stored on tankers;
 - (b) ration packs stored at a fire station;
 - (c) nutritional content of ration packs;
 - (d) adequate supply of water; and
 - (e) safe handling of food contained in ration packs.

6.7 Quality of ration packs stored on tankers

- 6.7.1 Foods with an extended shelf life are the most desirable contents to have in a ration pack. These include:
- 6.7.2 The majority of ration packs will be stored on a tanker or other vehicle. Vibration and heat that is generated by the vehicle when undertaking routine activities may compromise the quality/shelf life of the food. Therefore, regardless of the use-by-date, ration packs should be disposed of at least every 12 months, unless an assurance can be obtained from the food manufacturer that food stored in this way will be safe for longer periods.

6.8 Ration packs stored at fire stations

- 6.8.1 If the district/zone/team manager deems it necessary, a store of ration packs or components of ration packs are to be kept at local fire stations. There should be a least one ration pack per brigade member stored in a cool, clean dry area within the fire station. This reserve of food will be used to replenish ration packs on tankers as required. Use-by-dates of foods stored at fire stations must be checked regularly and any foods



Safe Food Handling Standard Operating Guidelines

*(to be read in conjunction with
Service Standard 3.1.11 Application of Food Safety Standards)*

past their use-by-date are to be disposed of. Brigade captains are responsible to ensure that adequate ration pack stores are available.

6.9 Nutritional content of ration packs

- 6.9.1 Foods with high carbohydrate content are recommended for inclusion in ration packs. The physical nature of firefighting can be very demanding. Foods with high carbohydrate content are required to ensure energy levels are kept up. Carbohydrates include cereals/grains, fruit, vegetables and dairy products.
- 6.9.2 Carbohydrates with a low to moderate GI factor are recommended (the GI factor is the speed that carbohydrates are absorbed in the body).
- 6.9.3 See Table at paragraph 12 for suggested suitable foods.

6.10 Adequate supply of water

- 6.10.1 Drinking water in plastic bottles for individual crew members should be stored on tankers. Note best-by-dates.
- 6.10.2 Water for washing hands (as available on tanker or in designated large water container) or hand sanitisers should be a consideration.

6.11 Safe handling of food contained in ration packs

- 6.11.1 Hands are to be washed thoroughly with soap and water before handling food. A container of liquid soap is a convenient and clean way of storing soap on a tanker. Hand sanitising wipes or gels are to be used when no hand washing facilities are available.
- 6.11.2 Some foods contained in a ration pack may require heating, therefore cooking equipment and utensils will be needed. Things to consider when cooking and eating in the field are as follows:
 - (a) utilise single-use disposable cutlery and plates to minimise washing up;
 - (b) heat water and have dishwashing detergent available to clean cooking equipment;
 - (c) store disposable utensils and cooking equipment in a clean air tight container; and
 - (d) have garbage bags stored on tankers to clean up waste.
- 6.11.3 The following table outlines foods that can be considered for 24 hour ration packs.



Safe Food Handling Standard Operating Guidelines

(to be read in conjunction with
Service Standard 3.1.11 Application of Food Safety Standards)

Note: Members may also consider dehydrated meals for inclusion in ration packs.

Food	Use By Date	GI Rating
Fruit Biscuits	6 months	Moderate
Fruit Strips	6 months	High
Cereal Bars (e.g. Coco Pop Crunchies)	6 months	High
Crispbread/Dip (La Snak)	6 months	Moderate
Muesli Bars	6-12 months	Moderate
Fruit Breaks/Fruit filled bards	6-12 months	Moderate
Long life milk	6-10 months	Low
Sustagen Tetra Pak	6-10 months	Low
Nuts, Trail Mix	6-12 months	Moderate
Meal Replacement Bars	6-12 months	Moderate
Dried Fruit	6-12 months	Low
Mars, Snickers etc bars	12 months	Moderate
2 minute noodles	12 months	Low
Lollies, Jelly Beans	12 months	High
Cereals (e.g. Nutrigrain, Grinners, Max NRG, Mini Wheat)	12 months	Moderate
Fruit Cake	12 months	Moderate
Breakfast Bars	12 months	High
Tea Bags	2 years	
Coffee Bags	2 years	
Tinned Fruit	No Date	Low
Baked Beans, Spaghetti, Tinned Ravioli	No Date	Low
Tinned Spam, Corned Beef	No Date	
Tinned Vegetables (peas, corn, carrots)	No Date	Low
Tinned Lentils	No Date	Low
Tinned Tuna, Salmon	No Date	
Rice Cream	No Date	Moderate

Source: From ACT Emergency Services Authority – Guidelines for the provision of short term, long life, ration packs



Safe Food Handling Standard Operating Guidelines

(to be read in conjunction with
Service Standard 3.1.11 Application of Food Safety Standards)

SOP #7

Food Handling – Food Disposal

Scope

This Standard Operating Procedure (“SOP”) covers the processes with regard to the disposal of food by the NSW Rural Fire Service (“the Service”).

Procedures

7.1 Food disposal

(Refer to SOP #12 Waste Management Form)

7.1.1 “Food for disposal” means food that:

- (a) is subject to recall;
- (b) has been returned;
- (c) is not safe or suitable; or
- (d) is reasonably suspected of being not safe or suitable.

7.1.2 Food for disposal must be clearly identified, and held and kept separate until it is:

- (a) destroyed or otherwise disposed of so that it cannot be used for human consumption;
- (b) returned to its supplier;
- (c) further processed in a way that ensures its safety and suitability;
or
- (d) ascertained to be safe and suitable.

7.1.3 Rubbish bins should be clean and a bin-liner in place.

7.1.4 Waste storage area to be separated from processing area and kept clean and tidy at all times.

7.1.5 Bin-liners to be firmly secured before placing into large waste disposal receptacles (i.e. Skip Bins). Keep lids closed at all times.



Safe Food Handling Standard Operating Guidelines

*(to be read in conjunction with
Service Standard 3.1.11 Application of Food Safety Standards)*

- 7.1.6 Do not allow waste to accumulate as it is the perfect breeding ground for pests.
- 7.1.7 Used oils and fats should be kept in rigid containers, covered securely when full and placed in bin. Note: Oils must not be washed away down a sink.
- 7.1.8 Grease traps to be serviced regularly by a registered operator.



Safe Food Handling Standard Operating Guidelines
(to be read in conjunction with
Service Standard 3.1.11 Application of Food Safety Standards)

SOP #8
**Cleaning, Sanitising and Maintenance of Equipment
and Premises**

Scope

This Standard Operating Procedure (“SOP”) covers the processes with regard to the cleaning, sanitising and maintenance of equipment and premises used for the receipt, processing and storage of food for use by the NSW Rural Fire Service (“the Service”).

Procedures

8.1 Cleanliness

8.1.1 Food premises must have no accumulation of:

- (a) garbage, except in garbage containers;
- (b) recycled matter, except in containers;
- (c) food waste;
- (d) dirt;
- (e) grease;
- (f) vermin; or
- (g) other foreign matter.

8.1.2 All fixtures, fittings and equipment, having regard to this use, and those parts of a vehicle that are used to transport food, must be kept to a standard of cleanliness where there is no accumulation of:

- (a) food waste;
- (b) dirt;
- (c) grease; or
- (d) other foreign matter.

8.2 Cleaning and sanitising of specific equipment

8.2.1 The following equipment must be maintained in a clean and sanitary condition, as below:

- (a) eating and drinking utensils (consider single use items) – immediately before each use; and
- (b) the food contact surfaces of equipment – where food that will come into contact with the surface is likely to be contaminated.



Safe Food Handling Standard Operating Guidelines

*(to be read in conjunction with
Service Standard 3.1.11 Application of Food Safety Standards)*

Note: Consideration to be given to single use items.

8.2.2 “Clean and Sanitised condition” means;

- (a) is clean of items listed in 8.1.1; and
- (b) has had heat and/or food safe chemicals applied to it so that the number of micro-organisms on the surface or utensil has been reduced to a level that does not compromise the safety of the food with which it may come into contact, and does not permit the transmission of infectious disease.

8.3 Maintenance

8.3.1 Food premises, fixtures, equipment and those parts of a vehicle that are used to transport food, must be kept in a good state of repair and working order having regard to their use.

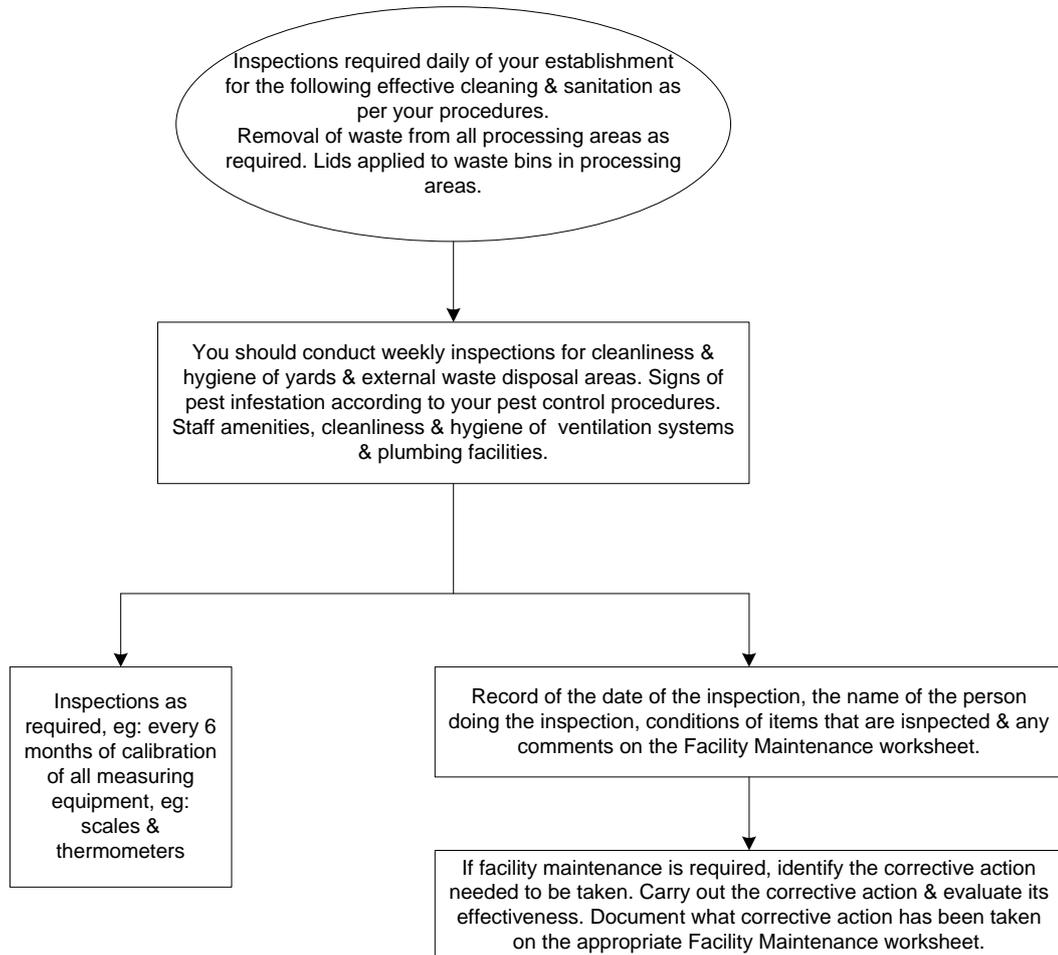
8.3.2 Food handling equipment and utensils must be in a good state of repair and must not be chipped, broken or cracked.

8.4 Example of the procedure for facility maintenance



Safe Food Handling Standard Operating Guidelines

(to be read in conjunction with
Service Standard 3.1.11 Application of Food Safety Standards)





Safe Food Handling Standard Operating Guidelines

*(to be read in conjunction with
Service Standard 3.1.11 Application of Food Safety Standards)*

SOP #9 Pest Control

Scope

This Standard Operating Procedure ("SOP") covers the processes to undertake and maintain control of pests in a food preparation, storage and/or despatch environment. This may include commercial kitchens, equipment used for food preparation or storage, base camps and/or vehicles used for transporting food.

Procedures

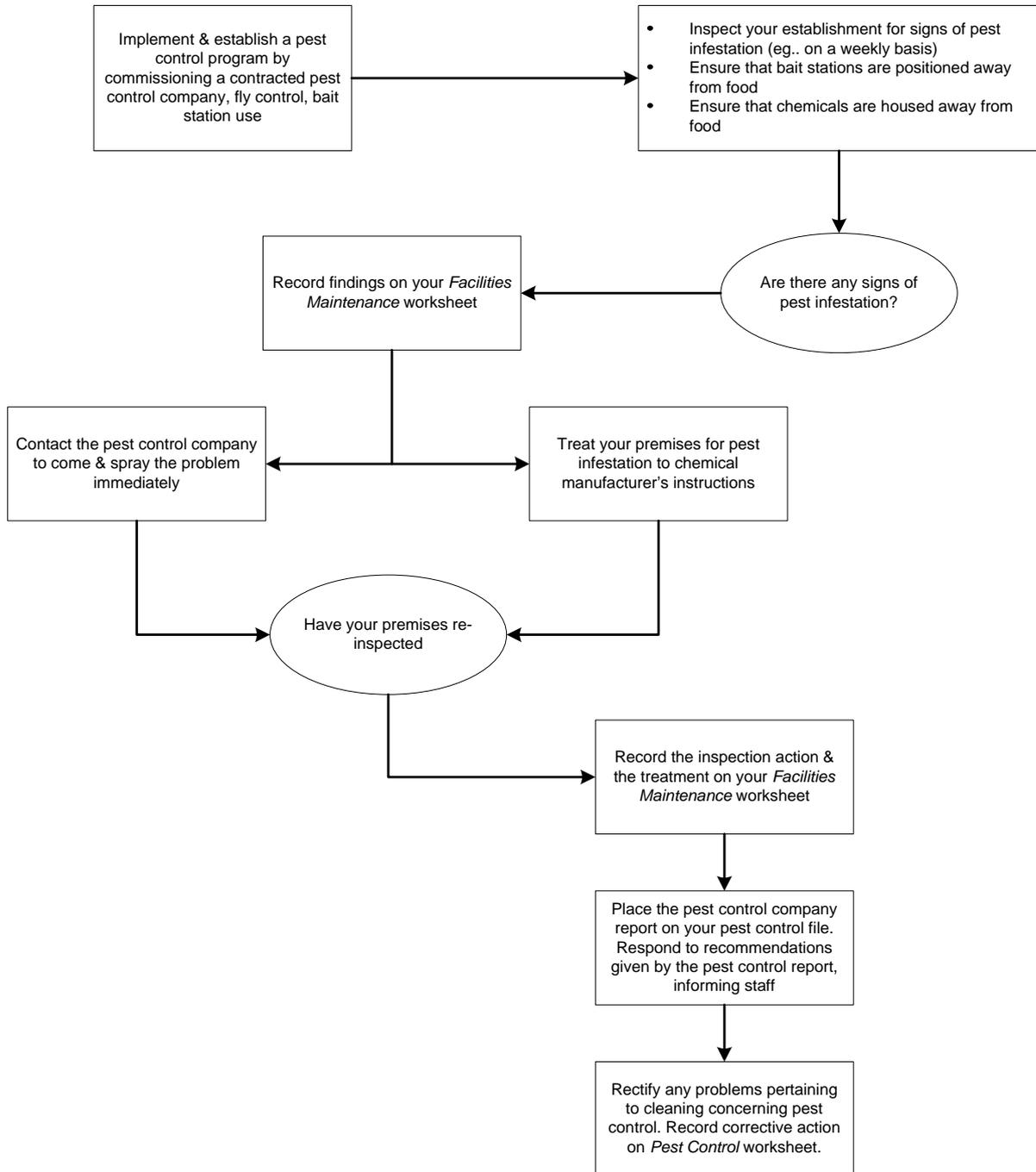
- 9.1** It is essential to minimise the presence of pests where food is received, prepared, stored or despatched.
- 9.2** Pest control should be carried out routinely and/or whenever pests are observed within the premises, equipment, or vehicles transporting food.
- 9.3** Containers of food, for example, Hot boxes are not to be placed on the ground at any time when handling or dispatching food.



Safe Food Handling Standard Operating Guidelines

(to be read in conjunction with
Service Standard 3.1.11 Application of Food Safety Standards)

9.4 Example procedure for pest control





Safe Food Handling Standard Operating Guidelines

(to be read in conjunction with
Service Standard 3.1.11 Application of Food Safety Standards)

SOP #10

Specific Catering Situations

Scope

This Standard Operating Procedure (“SOP”) covers processes for specific catering situations of the NSW Rural Fire Service (“the Service”) and the application of safe food handling principles in those instances – e.g. brigade functions, fund-raising or during operational activities.

Procedures

All the general principles as outlined in SOP #1-9 should be followed, as closely as is practicable in any given circumstance.

For example, the following food handling controls should be emphasised, wherever possible:

- use single use (disposable) utensils such as cutlery/plates/cups;
- obtain food from reliable sources;
- handle food as little as possible – use tongs and food service gloves as appropriate;
- cook food thoroughly;
- reheat food only once; and
- use probe thermometers to check temperature and keep records.

10.1 Brigade function or fund-raising event

10.1.1 Food should be prepared in an area free from dust and other possible contaminants. Cover food to protect it from contamination.

10.1.2 Use tongs, food service gloves or other equipment to handle food, ensuring that separate handling equipment is used to handle raw and cooked food items.

10.1.3 When changing food groups, food service gloves and utensils should be changed and hands should be washed.

10.1.4 Never place cooked meat back on the trays that held raw meat.

10.1.5 Food and money should not be handled together by using the same food service gloves.

10.1.6 Food handlers must be provided with suitable hand washing facilities that include soap, warm water and single use towels. Hand sanitising wipes or gels are to be used where no hand washing facilities are



Safe Food Handling Standard Operating Guidelines

*(to be read in conjunction with
Service Standard 3.1.11 Application of Food Safety Standards)*

available e.g. firefighters preparing food during a hazard reduction.
Food handlers must wash hands:

- (a) immediately prior to commencing, or recommencing work;
- (b) after using the toilet;
- (c) after a break;
- (d) after using a handkerchief or tissue;
- (e) after changing food groups;
- (f) after handling cleaning or other chemicals; or
- (g) after touching his or her hair, scalp, mouth, eyes, ears or nose.

10.1.7 Cook meats as close to eating as possible.

10.1.8 Ensure that all foods are cooked thoroughly, for example, chicken, hamburgers and sausages are cooked until juices run clear. Steaks may be cooked to preference.

10.1.9 Cold foods such as uncooked meats and salads, must be kept at or below 5°C, and hot food such as cooked meats must be kept at or above 65°C.

10.1.10 Throw left over food away unless refrigeration equipment is available to rapidly cool the food.

10.1.11 Make every effort to ensure that power outages do not effect the quality of frozen or refrigerated foods. Should such an outage occur, check any affected foods and dispose if it is determined damage or deterioration may have occurred.

10.1.12 Sandwiches should be made as close to the start of the event as possible. If they are not to be eaten straight away, they must be stored in a refrigerator or an insulated box with an ice brick until required.

10.1.13 Food that is sold at a fundraising event does not have to be labelled, providing the food:

- (a) does not come in a package;
- (b) is prepared in the presence of the person who will receive the food; or
- (c) is prepared on the premises where it will be provided.



Safe Food Handling Standard Operating Guidelines

(to be read in conjunction with
Service Standard 3.1.11 Application of Food Safety Standards)

10.1.14 Although at a fundraising event, food does not have to be labelled (see above 10.1.13). There are circumstances where the law requires you to provide information about the foods you sell, if you are asked, e.g. with regard to an ingredient that may cause an allergic reaction, you must provide the person with this information. For a list of these ingredients, see SOP #6, clause 6.1.7.

10.1.15 Appropriate brigade officers should consider undertaking a “food safety course” by an accredited provider.

10.2 Incident catering

10.2.1 Catering requirements are determined by the Incident Controller.

10.2.2 Information require as soon as is practicable by the Catering Supervisor:

- (a) the locality of the staging area/incident as appropriate;
- (b) total number of personnel to be fed, including special dietary needs;
- (c) type of meal/food to be provided;
- (d) if any off site feeding is required; and
- (e) resources available on site for use.

10.2.3 The Catering Supervisor will liaise with the Logistics Officer re suitability of any activated staging area for catering if appropriate, including:

- (a) vehicular access;
- (b) availability of power/generator;
- (c) refrigeration facilities;
- (d) lighting;
- (e) safe water supply;
- (f) food receiving/storage areas, including security;
- (g) toilets;
- (h) hand washing/sanitising facilities;
- (i) rubbish/waste disposal;
- (j) first aid facilities; and
- (k) evacuation area and identified escape route(s).



Safe Food Handling Standard Operating Guidelines

*(to be read in conjunction with
Service Standard 3.1.11 Application of Food Safety Standards)*

10.2.4 Menu planning should be developed for the following three specific instances:

- (a) short term – 6 hours or less;
- (b) medium term – 6-24 hours; and
- (c) long term – more than 24 hours

10.2.5 Menu content should consider:

- (a) the nutritional requirements of the consumers;
- (b) climatic conditions;
- (c) conditions experienced by the recipients since the time of their last meal;
- (d) tasks being undertaken by the recipients; and
- (e) any special needs group requirements i.e. health, religious

10.2.6 Menu planning also needs to take into account whether meals will be catered on-site (staging) or off-site (field).

10.2.7 Restricted menu items should be avoided because of the high dehydration risk:

- (a) salt;
- (b) coffee;
- (c) carbonated drinks;
- (d) sports drinks; and
- (e) alcohol.



Safe Food Handling Standard Operating Guidelines

*(to be read in conjunction with
Service Standard 3.1.11 Application of Food Safety Standards)*

SOP #11 Notification

Scope

This Standard Operating Procedure ("SOP") covers processes for notifying the relevant authority of the name, address and nature of the catering and its location.

Procedures

11.1 Notification

- 11.1.1 At this point of time, the NSW Rural Fire Service ("the Service") not being a food business is not obliged to notify, however, some catering brigades have and it may be good practice, for example, to notify a Council that a catering function is being set up.
- 11.1.2 However, the following details should be provided to the incident controller via the existing reporting chain of command:
- (a) name of catering team, unit of Brigade (if applicable);
 - (b) the address and location of the catering unit;
 - (c) nature of catering to be undertaken;
 - (d) if any off site feeding is required; and
 - (e) resources available on site for use.
- 11.1.3 Comprehensive record keeping is essential so that we can provide information to the relevant authority when notification by exception needs to be made. For example, setting up catering in non-Service facilities where the condition is not acceptable.



Safe Food Handling Standard Operating Guidelines

(to be read in conjunction with
Service Standard 3.1.11 Application of Food Safety Standards)

SOP #12

Record Keeping

Scope

This Standard Operating Procedure (“SOP”) provides worksheets and sample worksheets to assist catering members of the NSW Rural Fire Service when preparing foods to ensure that proper and safe food handling processes are undertaken at all times. These worksheets also act as a guide and can be adapted to local area needs to ensure that any risk of food poisoning is avoided.

Worksheets include:

- 12.1 Pest Control Maintenance
- 12.2 Receipt of Satisfactory Goods
- 12.3 Receipt of Unsatisfactory Goods
- 12.4 Delivery of Satisfactory Goods
- 12.5 Delivery of Unsatisfactory Goods
- 12.6 Cleaning and Sanitation – Equipment and Food Utensils
- 12.7 Cleaning and Sanitation – Walls, Floors and Surfaces
- 12.8 Food Temperature Monitoring
- 12.9 Waste Management Control
- 12.10 Supplier’s List
- 12.11 Customer Complaint Record Sheet
- 12.12 Procedure for Ice Point Calibration of Thermometers
- 12.13 Hazard Analysis



Safe Food Handling Standard Operating Guidelines

(to be read in conjunction with
Service Standard 3.1.11 Application of Food Safety Standards)

12.1 Pest Control Maintenance

Location: _____

Incident Number: _____

Location	Date	Condition, comments and corrective action taken	Supervisor's Signature	Print Name

Print name: _____

Signature: _____

Date of Authorisation: _____



Safe Food Handling Standard Operating Guidelines

(to be read in conjunction with
Service Standard 3.1.11 Application of Food Safety Standards)

12.2 Receipt of Satisfactory Goods

Location: _____

Incident Number: _____

Date	Goods	Supplier	Supervisor's Signature	Signature of Checker	Name of Checker

Print name: _____

Signature: _____

Date of Authorisation: _____



Safe Food Handling Standard Operating Guidelines

(to be read in conjunction with
Service Standard 3.1.11 Application of Food Safety Standards)

12.3 Receipt of Unsatisfactory Goods

Location: _____

Incident Number: _____

Date	Unsatisfactory Goods	Supplier	Corrective Action	Supervisor's Signature	Signature of Checker	Name of Checker

Print name: _____

Signature: _____

Date of Authorisation: _____



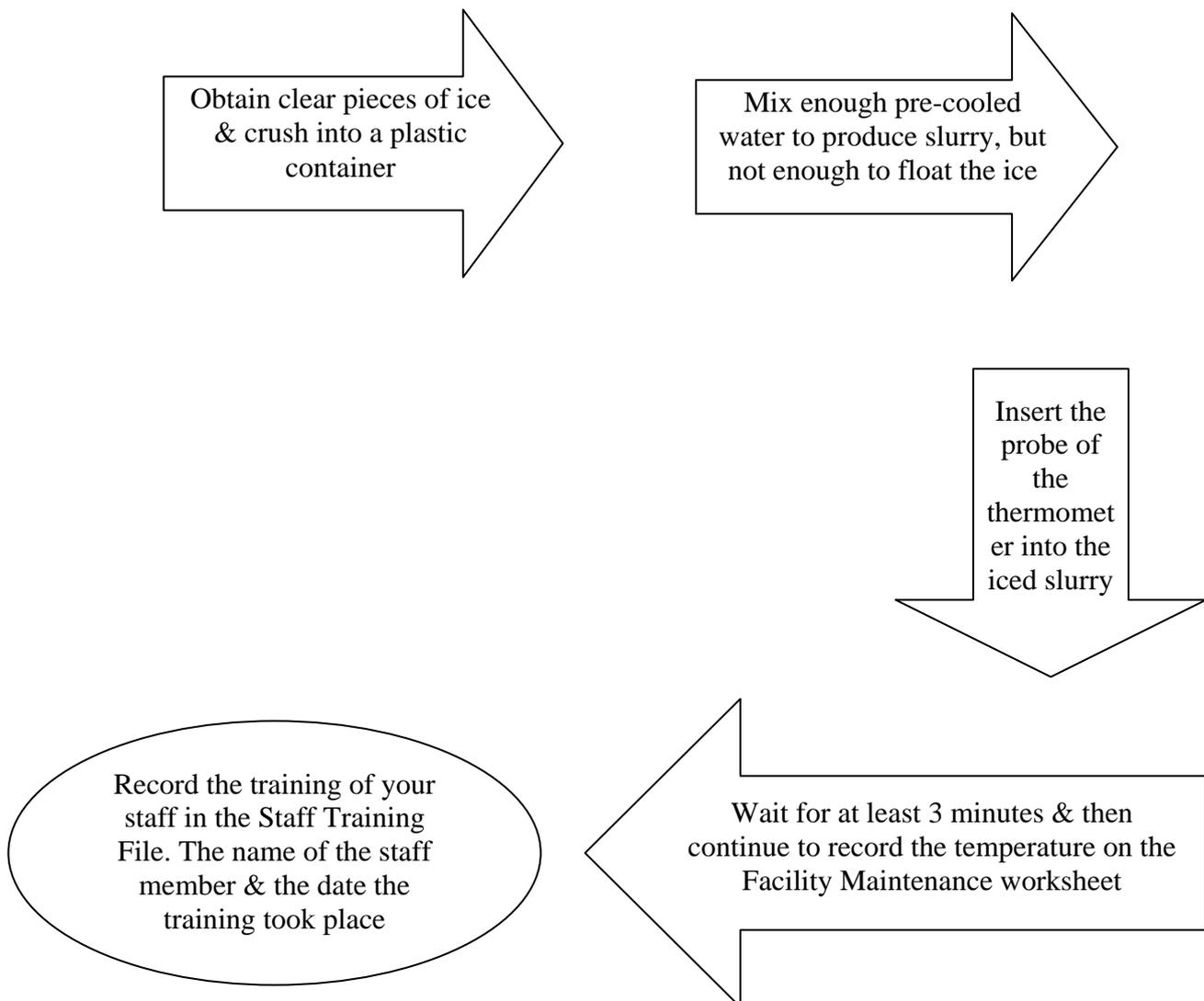
Safe Food Handling Standard Operating Guidelines

(to be read in conjunction with
Service Standard 3.1.11 Application of Food Safety Standards)

12.12 Example Procedure for Ice Point Calibration of Thermometers

Location: _____

Incident Number: _____





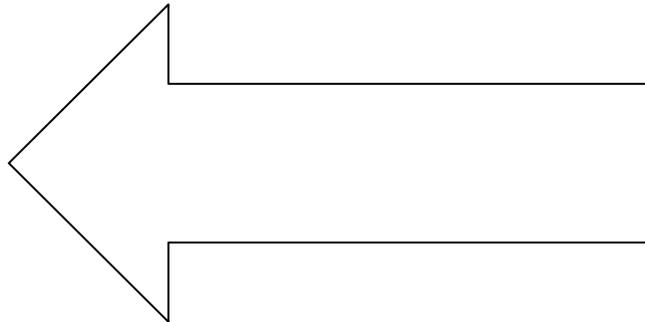
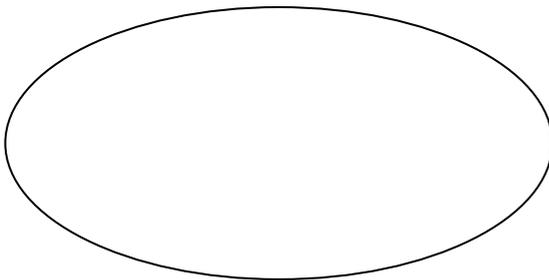
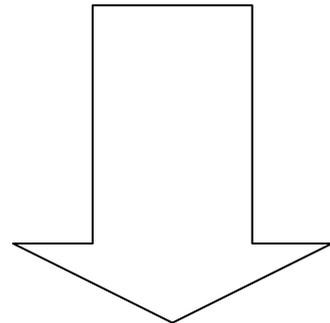
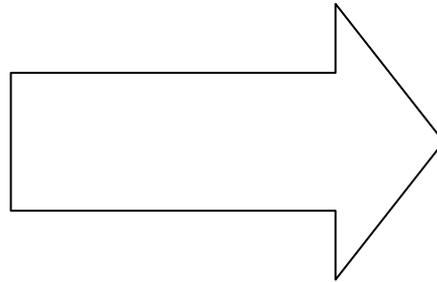
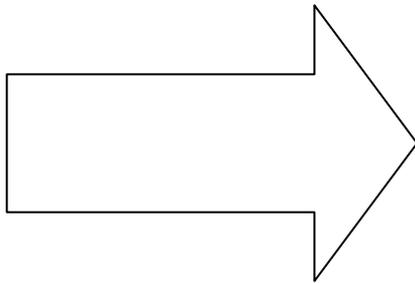
Safe Food Handling Standard Operating Guidelines

(to be read in conjunction with
Service Standard 3.1.11 Application of Food Safety Standards)

12.12 Procedure for Ice Point Calibration of Thermometers

Location: _____

Incident Number: _____



Print name: _____

Signature: _____

Date of Authorisation: _____



Safe Food Handling Standard Operating Guidelines

(to be read in conjunction with
Service Standard 3.1.11 Application of Food Safety Standards)

12.13 Example Hazard Analysis

Step	Potential Hazard	Significance of Hazard	Preventative Measures
Receipt of the Product CCP1	Bacterial Growth	H	<ul style="list-style-type: none"> ✓ Receive seafood, dairy products & meat, and perishable foods (eg. Fruit) at less than 5°C ✓ Check odour & visual appearance ✓ Ensure items dated & labelled ✓ Check for damaged packaging, & use care during handling ✓ Cleaning & sanitizing worksheets ✓ Pest control worksheet ✓ Food temperature checks ✓ Hazard audit tables worksheets
	Contamination	M	
Cold Storage CCP2	Bacterial Growth	H	<p>Maintain:</p> <ul style="list-style-type: none"> ✓ Cool room at less than 5°C ✓ Freezer at less than -15°C ✓ Cleaning & sanitising procedures ✓ Rotation of stock system ✓ Personal hygiene of staff ✓ All items covered & off floor ✓ Separate raw foods from cooked ✓ Facility maintenance procedures ✓ Ensure items dated and labelled ✓ Appliance temperature worksheets ✓ Ice point calibration worksheets ✓ All items dated & labelled or use colour dot program
	Contamination	M	
Cold Storage CCP2	Contamination	M	<p>Maintain:</p> <ul style="list-style-type: none"> ✓ Pest control procedures worksheet ✓ Cleaning procedures worksheet <p>Ensure that:</p> <ul style="list-style-type: none"> ✓ Food is in sealed containers ✓ Stock is off floor ✓ Stock is rotated weekly
	Bacterial Growth	M	
Preparation CP	Cross Contamination	M	<ul style="list-style-type: none"> ✓ Prepare within 30 minutes ✓ Use separate utensils & cutting boards for raw & cooked foods ✓ Maintain personal hygiene practices ✓ Keep foods covered at all times ✓ Use chemicals correctly (sanitizers) ✓ Check that recipes comply with the Food Standards Code ✓ Cleaning & sanitizing worksheets ✓ Facility maintenance worksheets ✓ Pest control worksheets ✓ Waste management worksheets
	Foreign Objects	M	
	Chemical Contamination	M	
	Excessive Food Additives	L	
	Bacterial Growth	L	



Safe Food Handling Standard Operating Guidelines

(to be read in conjunction with
Service Standard 3.1.11 Application of Food Safety Standards)

Step	Potential Hazard	Significance of Hazard	Preventative Measures
Cooking CCP3	Bacterial Growth Chemical Excessive Food Additives	H M L	<ul style="list-style-type: none"> ✓ Check that the internal core temperature of the food reaches more than 75°C for a minimum of 2 minutes. ✓ Ensure that the cooking temperature is maintained at no less than 65°C at all times through the process. ✓ Clean utensils & equipment at all times. ✓ Maintain personal hygiene practices. ✓ Food temperature worksheets. ✓ Appliance temperature worksheets. ✓ Facility maintenance worksheets. ✓ Ice point calibration worksheets. ✓ Pest control worksheets. ✓ Comply with recipes & flowcharting as per menu, Aust. Dietary Guidelines, Food Standard Code. ✓ Keep food covered wherever possible
Refrigeration on CCP4	Bacterial Growth Cross Contamination	H H	<ul style="list-style-type: none"> ✓ Maintain refrigerator temperature at less than 5°C. ✓ Cool foods rapidly in shallow containers. ✓ Separate raw & cooked foods. ✓ Cover all foods & store off the floor on shelves. ✓ Maintain personal hygiene practices. ✓ Rotate stock daily. ✓ Food temperature worksheets. ✓ Facility maintenance worksheets. ✓ Cleaning & sanitizing worksheets. ✓ Appliance temperature worksheets. ✓ Waste management worksheets. ✓ Date & label items daily.
Reheating CCP5	Bacterial Growth	H	<ul style="list-style-type: none"> ✓ Reheat rapidly to core temperature of 75°C for a minimum of 2 minutes. ✓ Maintain temperature above 65°C at all times in reheating process. ✓ Trained food handler with personal hygiene skills. ✓ Food temperature worksheets
Cold Service CPP6	Bacterial Growth Cross Contamination Foreign Objects	H H M	<ul style="list-style-type: none"> ✓ Maintain foods at less than 50°C ✓ Trained food handler with personal hygiene skills. ✓ Clean crockery & cutlery. ✓ Hot plates, not chipped or cracked. ✓ Appliance temperature worksheets. ✓ Facility maintenance worksheets. ✓ Ice point calibration worksheets. ✓ Provide protective barriers. ✓ Pest & waste control worksheets.



Safe Food Handling Standard Operating Guidelines

(to be read in conjunction with
Service Standard 3.1.11 Application of Food Safety Standards)

Step	Potential Hazard	Significance of Hazard	Preventative Measures
Hot Service CCP6	Bacterial Growth Cross Contamination	H H	<ul style="list-style-type: none">✓ Serve food above 65°C at all times.✓ Serve food as quickly as possible.✓ Maintain personal hygiene practices.✓ Provide protective variers.✓ Food temperature checks.✓ Clean crockery & cutlery.✓ Hot plates, not chipped or cracked.✓ Appliance temperature worksheets.✓ Facility maintenance worksheets.✓ Ice point calibration worksheets.✓ Pest & waste control worksheets.

Print name:

Signature:

Date of Authorisation:
