



FOOD SAFETY SUPERVISOR

COURSE REFERENCE MANUAL (ADDITIONAL INFORMATION)

1. Effectively clean and sanitise food preparation surfaces and equipment

2. Managing Allergens and Customers with Allergies

3. Handling Eggs and Egg Products Safely

EFFECTIVELY CLEAN AND SANITISE FOOD PREPARATION SURFACES AND EQUIPMENT

INTRODUCTION - GOOD PERSONAL HYGIENE

Most people in the food industry think that cleaning and sanitising is simply common-sense. They try to do the right thing and do not set out to risk the safety of customers by cutting corners or by not keeping premises and equipment clean. As you work in the food industry, you must consider a number of important issues to do with your approach to workplace hygiene and cleanliness. Safe food storage and reparation is not just about the food that you and your colleagues handle and sell. It is based on rigorous and regular cleaning and sanitation practices.



WHAT IS CLEANING AND SANITISING?

Cleaning and sanitising is a critical process for ensuring the safety of the consumer and your employees. Cleaning and sanitising is a two-step process as identified in the following pages:

STEP 1

Cleaning is the process of removing all food residues, dirt, grease and other visual matter and odours from all fixtures, fittings and equipment.

Remember to 'Clean as you go' and to always follow the steps in the Flowchart below for effective cleaning.

CLEANING START



Scrape, sweep or wipe any foreign matter from the surface



Rinse with water



Wash using hot water and detergent to remove residual grease and dirt
Protect hands, gloves may be required and are recommended



Use the detergent to the recommended amount as identified on the packaging
Using less than recommended amounts will compromise the cleaning process and may pose a risk. Overuse will not clean the surface any better, just cost more money and could contribute to environmental contamination

STEP 2

Cleaning is the process of removing all food residues, dirt, grease and other visible matter and odours from all fixtures, fittings and equipment. Remember to 'Clean as you go' and to always follow the steps in the Flowchart below for effective cleaning.

The two types of sanitisers are:

- 1. Heat** – using hot water (usually a dishwasher). The higher the temperature the shorter the contact time required.
- 2. Chemicals** - to be effective, you need to have the correct concentration, temperature and contact time.
 - It is important to understand that if preparation benches, surfaces and equipment are only physically cleaned (wiped down), bacteria will live and multiply. Wiping a surface evenly distributes the bacteria over it.
 - Sanitising is only effective on clean surfaces. Sanitising works best on surfaces free from dirt, grease and food particles.
 - The sanitising process will not kill all bacteria, but it will reduce the number to a safe level, by public health standards.
 - The chart below provides details about how to use heat (hot water) and chemicals to sanitise equipment and surfaces

HEAT SANITISING



- ▶ Put clean item into a hot water bath (sink, dishwasher)
- ▶ Water must be 77°C or above. Immerse the item for at least 30 seconds

CHEMICAL SANITISING



- ▶ Mix appropriate sanitiser at the required level
- ▶ Contact of the sanitiser to the food surface must be maintained for the required period of time (see manufacturer's instructions)
- ▶ Rinse off sanitiser, if required.
(Some sanitisers are inactive after a short period of time)

Cleaning and sanitising is only effective if used and applied appropriately. Dry the surface after sanitising, water left on a surface provides ideal conditions for bacterial growth.

USING SANITISERS EFFECTIVELY

Sanitisers appropriate for use in food preparation areas must be purchased and used according to manufacturer's instructions to ensure that:

- The risk of chemical contamination is removed
- The chemical is suitable for contact with food, meaning it will not leave chemical residue after use e.g. methylated spirits is NOT to be used for this reason
- The sanitiser is effective when used at the recommended concentration e.g. vinegar is ineffective as it is a weak acid that will NOT reduce the number of bacteria to a safe level
- Bleach is effective but MUST be used in the correct water temperature for the level of chlorine and concentration. Bleach must be prepared daily to ensure the solution remains effective.





MAINTAINING EFFECTIVE CLEANING AND SANITISING

To maintain effective cleaning and sanitising of premises, it is important to have a written schedule that defines all surfaces, equipment and utensils and how they are to be cleaned. The cleaning schedule should include:

- Written instructions
- Equipment and area/s to be cleaned
- Frequency of cleaning
- Person/s responsible
- Cleaning and sanitising agents (concentration, temperature and contact time)
- Precautions against the contamination of food and ingredients.

In a successful cleaning program, staff must be trained adequately and also receive refresher training on a regular basis.

References

Safe Food Australia, FSANZ

http://www.foodstandards.gov.au/publications/documents/complete_safefood.pdf

Cleaning and sanitising in food businesses, NSW Food Authority

http://www.foodauthority.nsw.gov.au/Documents/industry/cleaning_sanitising_food_businesses.pdf

Inner Sydney Councils Regional Food Group – Cleaning and sanitising fact sheet

http://www.cityofsydney.nsw.gov.au/data/assets/pdf_file/0011/108398/ISCRFG-CleaningSanitising.pdf

CHECK QUALITY OF THE CLEANING AND SANITISING TASK

Not following procedures, and / or ‘taking short cuts’ can compromise the cleaning and sanitising process by encouraging the growth of bacteria by not removing the food source.

Following cleaning and sanitising, you and your staff should use a checklist approach to ensure the effectiveness of the process. Checks should include:

- Visual checks to ensure items are free of any foreign material
- That there are no visual signs of chemical/cleaning residue i.e. not cloudy or dull residue. The surface should be shiny
- The surface should be dry



MAINTAINING EFFECTIVE CLEANING AND SANITISING

INTRODUCTION

The instances of allergic reactions to various foods have increased dramatically in the past few decades. There are many other food items that cause allergic reactions.

FATAL REACTIONS TO FOOD ALLERGIES

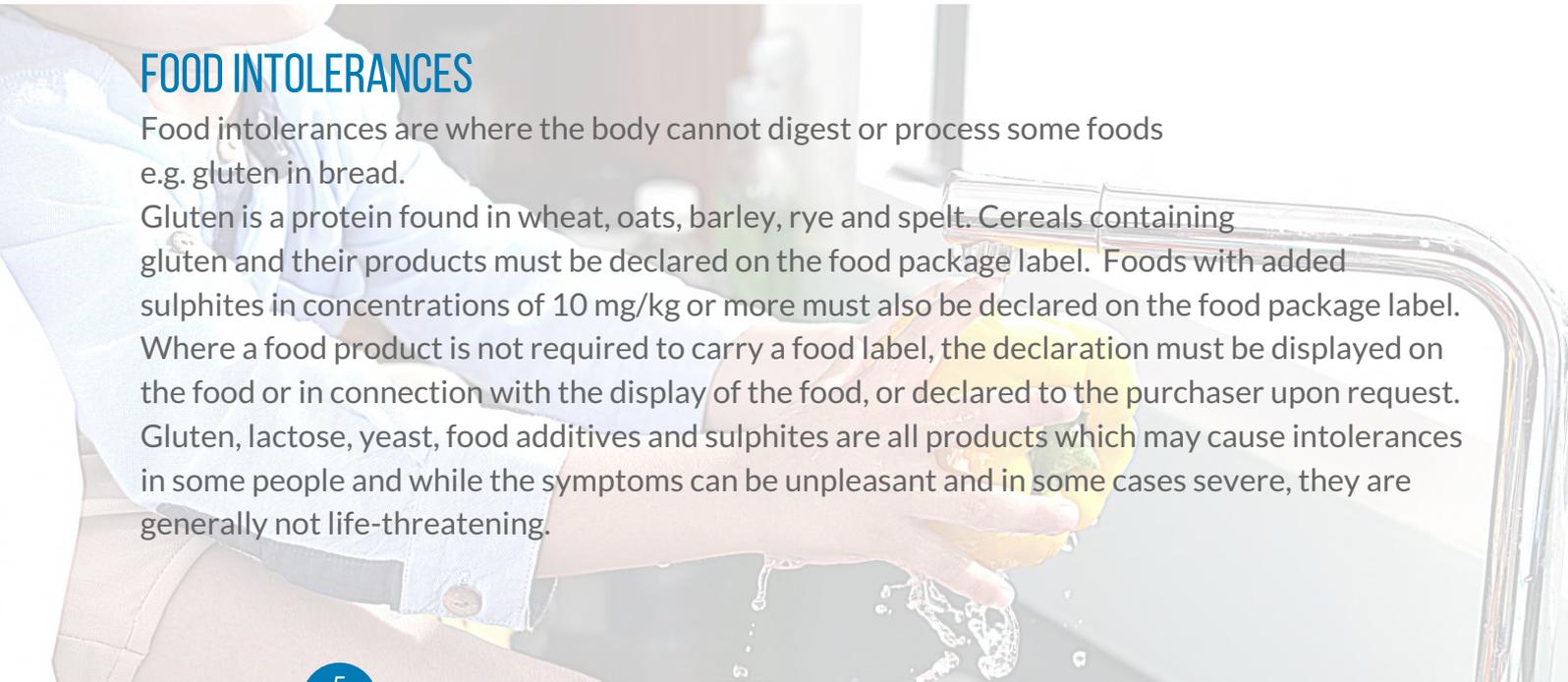
People with food allergies react differently. Some people have a reaction that affects their breathing. Others may develop severe rashes or hives, or become dizzy. In severe cases, death can occur if the allergic reaction cannot be treated promptly.

ALLERGIES AND FOOD INTOLERANCES

You need to be aware of and to understand the differences between allergies and food intolerances. They are not the same as one another

ALLERGIES

A food allergy is a response by the body to a protein that the body 'thinks' is harmful. There is no cure for a food allergy. The only way to prevent an allergic reaction is to avoid eating the food containing the protein. The body can react in many ways to an allergen such as: developing hives, swelling, pain, vomiting, difficulty breathing, dizziness and collapse. The symptoms can be fatal. Allergies are different from food intolerances.



FOOD INTOLERANCES

Food intolerances are where the body cannot digest or process some foods e.g. gluten in bread.

Gluten is a protein found in wheat, oats, barley, rye and spelt. Cereals containing gluten and their products must be declared on the food package label. Foods with added sulphites in concentrations of 10 mg/kg or more must also be declared on the food package label. Where a food product is not required to carry a food label, the declaration must be displayed on the food or in connection with the display of the food, or declared to the purchaser upon request. Gluten, lactose, yeast, food additives and sulphites are all products which may cause intolerances in some people and while the symptoms can be unpleasant and in some cases severe, they are generally not life-threatening.

THE 'TOP 8' ALLERGENS

While the 'top 8' most common food allergens cause around 90% of allergic reactions, ALL foods can contain an allergen. The top 8 food allergens and the products they make, that must be declared by law, are:

- Peanuts
- Fish
- Tree nuts (e.g. Almonds, cashews)
- Crustaceans (Shellfish, eg. Prawns, crab, lobster)
- Eggs
- Sesame
- Milk
- Soy



PRODUCT MANAGEMENT TO AVOID ALLERGIC REACTIONS

There are a number of processes that you and your food service staff should know and follow to minimise the risk with preparing, displaying, or selling foods that contain known allergens.

1 KNOW YOUR PRODUCT

It is vital that you and your staff know the products that you make and sell as well as their ingredients. All staff should be aware of:

- Any ingredients added to products. For example, peanut butter added to a curry, or sesame oil used in a salad dressing
- The process followed in the preparation of food items and the risks of cross-contamination. For example, using a whisk to stir eggs and then using the same whisk to stir a milk-based sauce, without thoroughly washing and drying the whisk between procedures
- Only using labelled ingredients and products. For example, if a bag of dried porcini mushroom and herb risotto mix does not list all of the contents, then the product should not be used.

2 INFORM STAFF AND CUSTOMERS ABOUT FOOD PRODUCT INGREDIENTS

Food handlers must tell any customer who asks, if food items that they sell contain known allergens. It is also vital that food handlers know what to do if they are unsure. All food establishments should follow these principles so that staff can make informed decisions:

- Give staff and customers ingredient information (full disclosure) both in written documents and in response to verbal questions
- Staff should feel comfortable to ask management and others about products, if unsure

- Explain to staff that they must tell the customer if they cannot guarantee an allergy free or intolerance free meal.

Information about known allergens in food can also be provided by listing known allergens clearly in an obvious place such as:

- a menu
- chalkboard
- information pack

If information is not provided upfront, let your customers know where they can get it, either in writing or verbally.

DEVELOP GOOD FOOD PREPARATION KNOWLEDGE

Everyone who handles food needs to be informed and remain updated about the products they prepare or sell, and the ingredients contained in those products. To assist staff known allergens must be identified and communicated to staff. You and your staff should:

Only use ingredients listed in recipes; do not replace one ingredient with another. For example, do not use sesame seeds instead of poppy seeds

Always use clean and sanitised equipment when storing, preparing and displaying food

Know and be confident that an allergen-free product is being produced, by being informed about what food items contain

Understand that food allergens cannot be destroyed through heating or cooling

Only use ingredients that are labelled. **DO NOT MAKE ASSUMPTIONS** or **GUESS**

Avoid cross-contamination by not re-using any equipment for different ingredients. For example, do not re-use a cutting board used for preparing chopped peanuts to prepare vegetables for a salad. All utensils must be thoroughly washed and dried between uses/products.

TRAIN STAFF

Ongoing training and updating of knowledge in allergen management for staff is a necessary part of any food business. All food handlers need to understand the severity of allergic reactions to foods by some people and how to deal with any situations that may arise. All staff should be trained in how to inform customers about known allergens in food and how to deal with situations when they don't know or are unsure about food items they sell. When training staff in allergen management, you need to ensure that they:

- Are aware of the food items and processes involved in preparing products
- Are aware of foods that contain allergenic products
- Avoid cross-contamination by changing gloves and preparing foods following appropriate food hygiene procedures.
- Know who to ask, when information is requested by a customer, if the presence of allergens in a food product is unknown
- Do not serve or sell a product to customers if there is any known risk
- Communicate to all appropriate staff involved, if they are aware that a customer has an allergy
- Know to call 000 immediately if a customer has an allergic reaction

Click on the highlighted link below to access the video on how to avoid cross contamination:
<https://www.youtube.com/watch?v=5JNpfdtGrQ0&feature=youtu.be>

FRONT AND BACK-OF-HOUSE SERVICE WHEN WORKING IN FOOD SERVICE

(FRONT OF HOUSE):

Implement a procedure to ensure food service staff know their obligation to declare allergens and other substances in food if a customer asks.

Implement a procedure for ensuring all staff know how to access information about the food products they are selling, including making staff aware that recipes and ingredients should be reviewed to understand whether they contain allergens (e.g. sauces or cooking oils used in food preparation may contain an allergen ingredient).

Update information regularly so that staff are correctly informed.

WHEN WORKING IN FOOD PREPARATION

(BACK OF HOUSE):

- only accept correctly labelled foods from the supplier
- avoid cross contamination (explain cross contamination in the context of allergen control)
- store food safely in clearly labelled containers
- keep surfaces, utensils and hands clean.

While food allergens can cause reactions in some people, informed and well trained food handling staff will be able to minimise the risks involved when preparing, displaying and selling food products to the general public. Knowledge is empowering and in the case of allergen awareness, it can be lifesaving. Don't risk the lives of others by taking risks.

References

Be Prepared, Be Allergy Aware. NSW Food Authority

http://www.foodauthority.nsw.gov.au/Documents/retail/be_prepared_be_allergy_aware.pdf

<http://www.food.gov.uk/sites/default/files/multimedia/pdfs/publication/thinkallergy.pdf>

Allergy & Anaphylaxis Australia www.allergyfacts.org.au Food allergy and intolerance NSW Food Authority



HANDLING EGGS AND EGG PRODUCTS SAFELY

INTRODUCTION

Salmonella poisoning is a very real risk when storing and using raw eggs and egg products. Products with raw eggs have been responsible for some of the largest foodborne illness outbreaks. This is because the disease causing microorganism Salmonella may be found on the shell surfaces of whole eggs which then contaminate the food.

It is vital that workers who use, handle, or sell raw eggs and egg products are aware that there are some people in the community who are particularly vulnerable to serious illness (and even death) caused by the consumption of contaminated raw eggs, including children, the elderly and pregnant women.

GUIDELINES FOR HANDLING RAW EGGS AND EGG PRODUCTS SAFELY

The following practices are essential for the safe handling of raw eggs and egg products:

Ensure that eggs received are not cracked or dirty and that they are correctly labelled, stamped and supplied in clean packaging.

If eggs delivered to a food business are not correctly labelled, stamped or they are cracked or dirty, the person responsible for receiving goods should refuse to accept the eggs.

Businesses must keep a record of the business name and business address of the supplier of the eggs and/or egg product, and be able to provide it to an authorised officer if asked.

Eggs should be stored under controlled temperature (i.e. in the fridge at 5°C or below) to maintain freshness.

Use pasteurised egg products instead (i.e. avoid making and serving raw egg products).

NOTE: The safest option for a business is to avoid making raw egg products altogether.

HIGH RISK PRODUCTS THAT CONTAIN RAW EGGS

As the previous articles clearly demonstrate, raw eggs are considered to be a very high risk food.

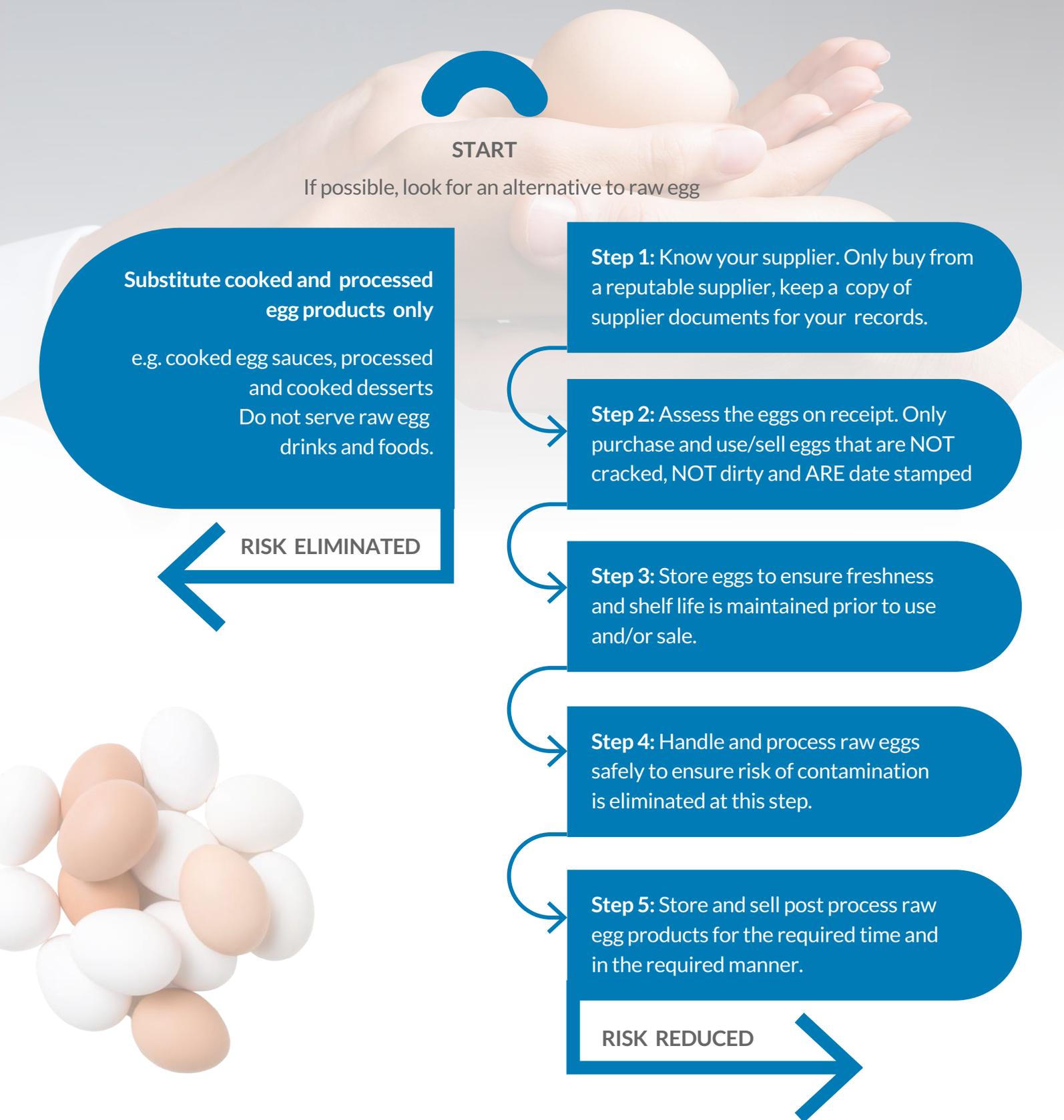
Products containing raw eggs have been directly linked to Salmonella poisoning. The highest risk raw egg products are:

Sauces and spreads made with raw egg – e.g. mayonnaise, garlic aioli,

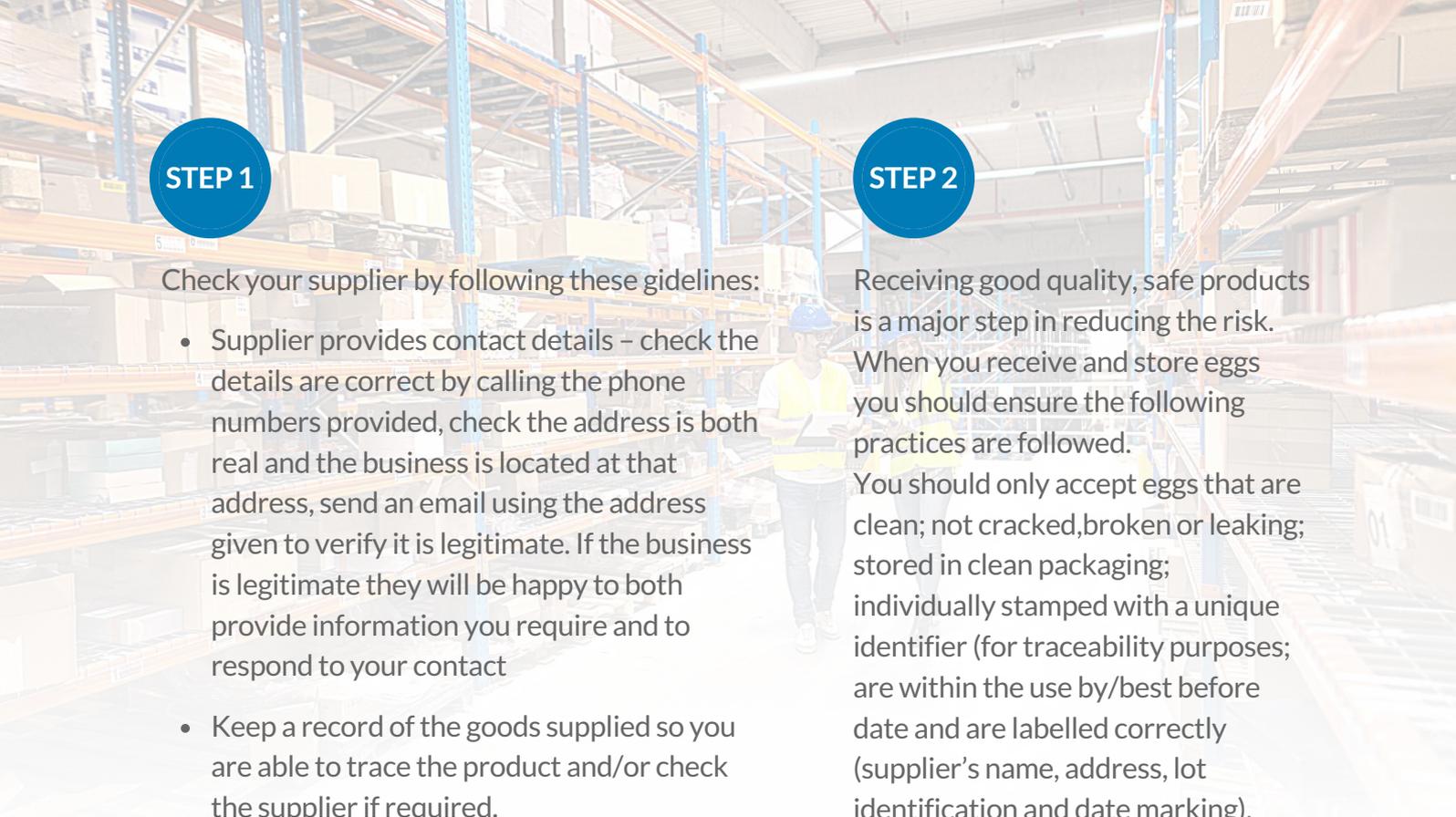
Desserts made without an effective cook step – e.g. tiramisu, mousse, fried ice cream

Drinks containing raw egg – e.g. eggnog, egg flip, raw egg high protein shake.





An explanation of the requirements for each of the risk reduction steps in the Flowchart is detailed below:



STEP 1

Check your supplier by following these guidelines:

- Supplier provides contact details – check the details are correct by calling the phone numbers provided, check the address is both real and the business is located at that address, send an email using the address given to verify it is legitimate. If the business is legitimate they will be happy to both provide information you require and to respond to your contact
- Keep a record of the goods supplied so you are able to trace the product and/or check the supplier if required.

STEP 2

Receiving good quality, safe products is a major step in reducing the risk.

When you receive and store eggs you should ensure the following practices are followed.

You should only accept eggs that are clean; not cracked, broken or leaking; stored in clean packaging; individually stamped with a unique identifier (for traceability purposes; are within the use by/best before date and are labelled correctly (supplier's name, address, lot identification and date marking).

STEP 3

Storage requirements and good stock management for eggs and pasteurised eggs products are the same as for all food products:

- Rotate stock to use oldest stock first
- Use eggs within the best before date or egg products within the use by or best before date (whatever is appropriate).
- Store at the required temperature, between 0°C and 5°C. Storage areas need to be temperature checked using a calibrated thermometer
- If stock is out of date, damaged or has been stored outside of the required temperature, separate the stock from the good stock, label as unfit for use and dispose of the stock as soon as possible
- Do not wash eggs or handle wet eggs.

STEP 4

Making and selling of raw egg products introduces the opportunity for cross-contamination to occur.

Cross-contamination is the transfer of microorganisms from raw or contaminated food and equipment to cooked or prepared food.

Unclean equipment and food handling are two high risk activities, and the biggest cause of cross contamination.

Good personal hygiene, cleaning and sanitising and good storage practices reduce the risks.

STEP 5

Safe storage and handling of product made from raw egg is ensured through effective time and temperature control. Recording and reporting this information is required to ensure any product made and sold can be traced if required.

Packaged products must be labelled with:

- Product name and all ingredients
- Use-by/best before date must be written clearly and on all packaged products
- Storage requirements for product safety

If any raw product is held above 5°C for any period of time the '4 hour/2 hour rule' applies: That is, any ready-to-eat potentially hazardous food, if held at temperatures between 5°C and 60°C:

- for a total of less than 2 hours, must be refrigerated or used immediately
- for a total of longer than 2 hours but less than 4 hours, must be used immediately; or
- for a total of 4 hours or longer, must be thrown out.

Foods which have been contaminated and not safe to eat or sell, must be disposed of as soon as possible so that they do not contaminate other food.

References

Guidelines for the preparation of raw egg products NSW Food Authority

http://www.foodauthority.nsw.gov.au/Documents/industry/Guidelines_for_Prep_Raw_Egg_Products.pdf

Egg safety: a practical demonstration for food retailers and consumers NSW Food Authority

<https://www.youtube.com/watch?v=GWiu2tY4Oto>



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