



The Food Service and Catering off-the-peg Food Control Plan is written for food service operations such as restaurants, cafés, pubs, clubs, and caterers that prepare and serve ready-to-eat meals and snacks for immediate consumption by customers both on and off the premises.

The Food Control Plan does not cover food service businesses that are:

- operating from domestic (home) kitchens
- serving vulnerable people such as those in hospices, hospitals, care homes, day care centres etc.
- producing food that will be packaged for later retail sales consumption (eg, chilled and frozen meals)
- producing food (eg, making jams, pickles, cakes etc) for sale from premises other than where they were made.

## Business details

Legal name	
Trading name	
Legal status <small>[tick as appropriate]</small>	<input type="checkbox"/> sole trader <input type="checkbox"/> partnership <input type="checkbox"/> limited liability company <input type="checkbox"/> other [specify]:
Type of business <small>[tick as appropriate]</small>	<input type="checkbox"/> single outlet <input type="checkbox"/> managed branch of company <input type="checkbox"/> franchise <input type="checkbox"/> other [specify]:
Activity <small>[tick as appropriate]</small>	<input type="checkbox"/> dine in <input type="checkbox"/> takeaway <input type="checkbox"/> on-site catering <input type="checkbox"/> off-site catering <input type="checkbox"/> other [specify]:
Postal address	
Telephone	
Fax	
Email	

## Location(s)

Street address (1)	
Water supply	
<b>Additional sites</b> <small>[continue on a separate sheet if needed and attach]</small> List below any other premises that are used in connection with the food business (eg, premises used for storage or pre-preparation of food). These activities and sites will also be covered by this Food Control Plan. If water is used for food purposes identify the source of the water supply.	
Street address (2)	
Activities / water supply	
Street address (3)	
Activities / water supply	
Street address (4)	
Activities / water supply	

# Management details

## Management

### Operator

The operator is the person who has overall control of the food business.

Name

Position

Telephone

### Day-to-day manager [write 'as above' if the day-to-day manager is the operator]

The day-to-day manager is the person who has the overall responsibility to ensure that the Food Control Plan is being followed and that the appropriate checks and records are completed.

Name and/or position

Telephone

### Delegated responsibilities

In some cases specific tasks maybe undertaken by someone other than the day-to-day manager. Delegated tasks and the persons responsible are identified below (unless otherwise stated the backup person for these tasks is the day-to-day-manager).

Name and/or position

Delegated duty

[write name of procedure and delegated task]

Name and/or position

Delegated duty

[write name of procedure and delegated task]

Name and/or position

Delegated duty

[write name of procedure and delegated task]

Name and/or position

Delegated duty

[write name of procedure and delegated task]

## Registration authority

Registration authority

Contact person

Address

Telephone

Fax

Email

## Verifier/Auditor

Verifier (Agency)

Contact person

Address

Telephone

Fax

Email



## Making changes

Big changes to the off-the-peg Food Control Plan will require evaluation and approval by the registration authority before being incorporated into the plan.

Examples of changes that will require evaluation include:

- adding new processes that are not covered by the procedures
- providing meals to people other than general consumers (eg, catering for a hospice)

Changes that do not require evaluation or approval from the registration authority include:

- using your own record sheets as long as they contain at least the same information as those provided in the off-the-peg Food Control Plan
- changing the order of the sections
- removing or marking as 'not applicable' parts of the off-the-peg Food Control Plan that do not apply to your business (eg, removing *Transporting Food* if you do not transport food, or *Display and self-service* if food is cooked to order). If you do this remember to update the contents page.

If you're unsure whether a proposed change may require evaluation contact your registration authority for advice.

## Record keeping

Completing the Diary is an important part of record keeping. The Diary is used to:

- write down anything that goes wrong
- write down what was done to correct the problem and to prevent customers being affected
- write down what was done to prevent it from happening again
- confirm that the procedures in the Food Control Plan have been followed.

The Diary also includes forms for recording:

- daily chilled food temperature checks
- weekly poultry temperature checks
- thermometer calibrations
- your cleaning schedule
- your maintenance schedule

See the section *Using the Diary* in the *Food Control Plan Diary*.

Other important record keeping documents include: (see *Records* section of the Food Control Plan)

- 2hr hot-held food
- Poultry time/temperature settings
- Cooking poultry temperature record
- Approved suppliers
- Sickness record
- Staff training record
- Pest control (contractor records)

## Document control

When making changes to any part of the Food Control Plan make sure that the page that has been changed is updated with the date the change was made and a new version number.

When changes are made to any of the information in the Food Control Plan the contents page at the front of the Food Control Plan must also be updated with the new version number.

Older versions that have been replaced **must** be kept for **four years**.



*All documents including procedures that are no longer used, and monitoring records will be kept for at least four years and made available on request.*



## Design and location of the food business



*Food business operators must take responsibility to ensure the place they operate from is designed and constructed appropriately, so it can be used to prepare and/or serve food that is safe and suitable.*

*The premises, place, facilities, appliances, and essential services (such as water, gas, lighting etc) need to be appropriate for producing safe and suitable food.*

The following matters have been considered in the design of the food premises to prevent or minimise contamination or cross-contamination:

- external environmental factors (including dust, pests, dirt, fumes, smoke)
- internal environmental factors (including transfer of contaminants from surfaces and between foods, dust from overhead fittings, the build-up of dirt, mould, condensation and the shedding of particles)
- size is sufficient in regard to the number of people working there, the nature of the business, the potential patronage, and the volume and range of food prepared and served
- provides working conditions that facilitate good operating practices and ensures that cross-contamination and deterioration of food is minimised
- allows for the easy movement of people involved with preparing/serving food and provides good access to areas for cleaning, sanitation, checking and maintenance.

In addition food rooms are:

- not used as a sleeping place and are not directly connected to any room that is used as a sleeping place
- not used for any purpose which is likely to contaminate any food or adversely affect the suitability or cleanliness of any food
- exclusively for the purpose of the food business.

## Facilities and operational requirements



### Operation of food business

*The capacity and design of the place where you operate your food business will ultimately limit the size of your food business operation and through-put.*

- *You should operate your food business in a manner that does not exceed its capacity.*
- *You should adequately implement and resource all operations.*

The following matters have been considered in the design and operation of the food business:

- materials used in the construction of exposed internal structures/surfaces, and appliances or food containers are not a source of contamination for the food (eg, they should not impart chemicals to the food)
- exposed internal structures/surfaces, and appliances and food containers are made of materials that can be easily cleaned, sanitised and sterilised (as appropriate to their use)
- adequate lighting that gives sufficient natural or artificial light for all activities, including cleaning
- sufficient natural or mechanical ventilation to effectively remove fumes, smoke, steam, and vapours; and in the case of a mechanically assisted air flow the intake must be positioned to draw clean air
- adequate self-drainage of floors to minimise water ponding
- provision of adequate supply of suitable water
- an adequate hot water capacity for the nature of the business
- suitable facilities that can meet temperature control requirements for the hygienic preparation and storage of food (eg, chillers, freezers, ovens)
- an adequate number of hand washbasins with warm running water and supplies for hygienic cleaning, sanitising and drying of hands or another suitable means of cleaning, sanitising and drying hands
- adequate facilities/appliances for cleaning and sanitising the premises, facilities and appliances.



## 1 Goal

All staff are trained and have a good understanding of the Food Control Plan's requirements related to their area of work.

Appropriate supervision is provided.

## 2 Why?

- Food may be contaminated and customers made ill if staff are not trained in safe working practices.
- Some staff may need supervision due to inexperience, ability, size of operation etc.

## 3 How this is done

**!** *The day-to-day manager must be familiar with and understand all the procedures in the Food Control Plan.*

### Training

The day-to-day manager trains staff in each safe practice procedure relevant to their work, then watches them perform the task (correcting them as necessary).

All staff are trained in the following procedures before they can work:

- Hand hygiene
- Personal hygiene
- Health and sickness
- Cleaning and sanitising
- Food allergens
- Readily perishable foods

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When to train staff:

- before new staff start working
- when introducing new procedures
- when existing procedures are changed
- whenever something goes wrong due to staff failing to follow procedures.

**!** *Unless a staff member has received training in a specific task they are not allowed to perform that activity.*



## 4 What if there is a problem?

Retrain staff if necessary.

You should also:

- review how you train staff to see if it can be improved
- make sure staff know why it's important to follow safe practices
- make sure staff have access to the relevant procedures from the Food Control Plan
- consider the need to increase supervision
- write down in the Diary what went wrong, why and what you have done to help prevent it happening again.

## 5 Write it down

Complete a 'Staff training record' (R1) for each person who works in the business (see 'Records').

Sign off each task on an employee's 'Staff training record' when he/she has received training in a task, has demonstrated a good understanding and has been observed consistently following the correct procedures.

Also record any retraining or refresher training on an employee's 'Staff training record'.