



STANDARD 3.2.2A
FOOD SAFETY MANAGEMENT TOOLS

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Summary

Standard 3.2.2A is an extension of the Standard 3.2.2 food safety requirements. It applies to Australian businesses in food service, catering and retail sectors that handle unpackaged, potentially hazardous food that is ready to eat. Generally, this includes caterers, restaurants, cafés, takeaway shops, pubs, supermarkets and delis, food vans and other facilities serving food (see example box). The standard requires these businesses to implement either two or three food safety management tools (in addition to their existing Chapter 3 obligations), based on their food handling activities. The three tools are food safety supervisor, food handler training and substantiation of critical food safety controls.

Standard 3.2.2A classifies businesses as category one or category two businesses (explained below). Category one businesses must implement all three management tools. Category two businesses must have a food safety supervisor and have staff trained in safe food handling.

Category one and category two classifications are described for the purposes of this standard. They are separate to business risk classifications used in states and territories (e.g. Class 1 or Priority 1 business). Refer to jurisdictional guidance or authorised officers to clarify how category one or category two align with each jurisdiction's classifications.

I Name

Clause 1 names the standard:

3.2.2A—1 This Standard is Australia New Zealand Food Standards Code – Standard 3.2.2A – Food Safety Management Tools.

The name reflects that it is an extension of requirements in Standard 3.2.2. That is, food businesses who must comply with Standard 3.2.2A must also still comply with all requirements in Standard 3.2.2 and Standard 3.2.3. A note to the clause states that Standard 3.2.2A becomes enforceable from December 2023 (12 months after gazettal date).

II Definitions

Clauses 2, 4, 5, 6, 7 and 12 contain definitions for terms specifically used in Standard 3.2.2A.

Key definitions are:

- category one business — in clause 6, see part IV of this guidance
- category two business — in clause 7, see part V

- food safety supervisor — in clauses 2 and 11, see part VII
- food safety supervisor certificate — in clauses 2 and 11, see part VII
- food safety training course — in clauses 2 and 10, see part VII
- food service and serve — in clause 4, see part IV
- prescribed activity — in clause 5, see part VI
- prescribed provisions — in subclause 12(4), see part VII.

These terms are underlined within each relevant clause.

Other definitions:

- Definitions for *potentially hazardous food*, *process*, and *ready-to-eat food* provided in this standard are consistent with the definitions used in Standard 3.2.2. Some explanatory text on these terms is in the chapter on that standard.
- *Food business*, *food handler*, *food premises* and *handling* are defined in Standard 3.1.1. Some explanatory text on these terms is in the chapter on that standard.
- *Application Act*, *authorised officer*, *caterer*, *fund raising event*, *jurisdiction* and *relevant authority* are defined in Standard 1.1.2.

III Application of this standard

Clause 3 sets out which businesses the standard applies to:

3.2.2A—3(1) This Standard applies to a food business in Australia that is a category one business or a category two business.

The standard applies to all food businesses in Australia identified as a ‘category one’ or ‘category two’ business – Attachment 1 has a decision flow chart showing which activities are linked to each category. The categorisation is regardless of the business size, location or business model (e.g. permanent, temporary, fixed, mobile). The business categories and their requirements are described below in section IV (category one) and V (category two). They are referred to in clauses 6, 7, 8 and 9 of the standard.

Basically, these businesses handle food that is unpackaged, ready-to-eat and potentially hazardous food, in the final stages before consumers will eat it. These handling activities have inherently high food safety risks and have been linked to foodborne illness outbreaks in Australia and overseas.

What type of businesses are captured by the standard?

Examples

The standard applies to food service and closely related retail businesses who are defined as either category one or category two businesses in the standard. General examples include, depending on their activities:

1. restaurants, cafés, pubs, hotels with table service, takeaway and smorgasbords
2. supermarkets and delis
3. takeaway shops, mobile food vendors and juice bars
4. hospitals, aged care facilities and childcare centres.

Examples

The standard does not generally apply to:

1. food handling for or at an event raising funds solely for charity (e.g. a sausage sizzle)
2. businesses that only manufacture or wholesale food (e.g. a manufacturer of bulk ham that is sold packaged to supermarkets)
3. other food businesses that are not serving or retailing unpackaged food that is potentially hazardous and ready to eat (e.g. service station selling food that remains in its original packaging, coffee van that only sells food that is not potentially hazardous).

Further details are provided under sections IV (for category one businesses) and V (for category two businesses). Attachment 1 has a decision tree for determining which category a business fits into.

Clause 3 also sets out an exemption for fund raising events:

3.2.2A—3(2) This Standard does not apply to the handling of food for or at a fund raising event.

The standard does not apply to food handling activities for or during a fund raising event. A fund raising event is considered a one-off event and is defined as ‘an event that raises funds solely for a community or charitable cause and not for personal financial gain’ (in Standard 1.1.2).

This exemption has been included because fund raising events are often run by volunteers and are only run now and then. It is considered impractical to require the food handlers to do a food safety training course, or for the organisation to have a food safety supervisor or maintain records for these events. However, organisations at fund raising events still have to ensure only safe and suitable food is sold, and meet the requirements of Standards 3.2.2 and 3.2.3.

IV Category one business

The intended outcome is that food businesses engaging in high-risk food handling activities are identified as category one businesses. These businesses must implement all three food safety management tools (food safety supervisor, food handler training and evidence), to strengthen their management of hazards known to contribute to foodborne illness.

This section covers several clauses related to category one businesses, including definitions and required food safety management tools.

(i) Definition of category one business

A category one business is defined based on specific activities, in clause 6:

3.2.2A—6 For the purposes of this Standard, a **category one business means a food business that:**

- (a) is a caterer or a food service; and**
- (b) processes unpackaged potentially hazardous food into a food that is:**
 - (i) potentially hazardous food; and**
 - (ii) ready-to-eat food.**

A category one business is a caterer or food service business that processes unpackaged potentially hazardous food into food that is both ready-to-eat and potentially hazardous food. The food is then served to a consumer for consumption. Because the food is directly handled by the category one businesses, it may be exposed to contamination by harmful microorganisms and other hazards before it is served.

‘Food service’ is defined in clause 4, see below. ‘Caterer’ is defined in Standard 1.1.2 as a person, establishment or institution (for example, a catering establishment, a restaurant, a canteen, a school, or a hospital) which handles or offers food for immediate consumption. ‘Immediate consumption’ means intended for consumption by the consumer without the need for any further processing, whether consumed at the food premises or elsewhere.

A flow chart for classifying a food business as category one is in Attachment 1. The categorisation is based on the food business activities, regardless of the business size (number of food handlers), location or business model (e.g. mobile, fixed premises, temporary, permanent). Fund-raising events are excluded (see subclause 3(2)).

Examples of category one businesses include (but are not limited to) restaurants, takeaway outlets, caterers and bakeries – see the text box.

Category one businesses must implement all three food safety management tools, under clause 8 (see (iii) below) – a food safety supervisor, mandatory food handler training and substantiation of particular food safety controls. Clauses 10, 11 and 12 respectively contain the requirements for each of these tools (see section VII).

They are designed to strengthen food safety measures in category one businesses, over and above the requirements in Standards 3.2.2 and 3.2.3.

Examples

Category one businesses

A flow chart for classifying a food business as category one is in Attachment 1. Examples of category one businesses could include:

- A dine-in restaurant processes vegetables and raw meats into salad and cooked meat. The food is served ready-to-eat to consumers on-site.
- A mobile food vendor cooks and cools a fried rice dish, containing cooked rice, vegetables and egg at their base kitchen. The product is then packaged into individual serves, and transported to the site where the food is reheated and served to consumers.
- A bakery makes and sells custard tarts, quiches, fresh cream buns and other potentially hazardous foods on-site, for consumption both on-site and off-site.
- A takeaway shop makes and serves hot chickens, salads, hot chips and gravy and other takeaway foods for consumption off-site.
- A caterer makes sandwich platters in their central kitchen then delivers to consumers at offices and other functions for immediate consumption.
- A training center prepares buffet-style meals on-site for training participants from many different organisations using their facilities. They are providing hot and cold potentially hazardous food that is ready to eat as part of the training fee of the participant.
- Hospitals, child care centres, aged care facilities that process and serve meals.

Not a category one business

- A service station that sells hot pies and other food that is all sold in original packaging (i.e. food remains packaged). The standard would not apply to this business.
- Category two businesses are described in section V.

(ii) Food service

Subclause 4 (1) defines what ‘food service’ means, used in the definition of category one business:

3.2.2A—4 (1) For the purposes of this Standard, food service means a food business which processes and serves ready-to-eat food direct to a consumer, whether consumed at the food premises or elsewhere.

For a business to be considered ‘food service’ it must both *process* (see below) and *serve* (defined below in subclause 4(2)) food to the consumer in a form that is ready to eat. The food can be consumed where it was served (e.g. a restaurant), or taken away or delivered to eat somewhere else.

The definition of 'process' is in clause 2 and is consistent with Standard 3.2.2. It means, in relation to food, an activity conducted to prepare food for sale and includes – but is not limited to – chopping, cooking, drying, fermenting, heating, thawing and washing, or a combination of these activities.

Examples of food service businesses may include restaurants, pubs, cruises, supermarkets (that process and serve ready-to-eat food), caterers, canteens, takeaway shops, mobile food vendors, bakeries, juice bars, hospitals, child care centres and aged care facilities. Whether or not the standard applies to a food service business will depend on whether they are defined as a category one business. That is, whether they process and serve unpackaged potentially hazardous food that is ready to eat.

Subclause 4 (2) defines what 'serve' means in the context of food service:

3.2.2A—4 (2) For the purposes of subsection (1), *serve* means the act of setting out or presenting food to or for a person to eat that food and includes the following activities:

- (a) portioning food from a bulk tray or container into single serves and placing it on plates; or**
- (b) presenting food in a bain-marie or other bulk food display unit for self-service; or**
- (c) delivery of plated food.**

Put simply, serve means providing food to a consumer to eat immediately (even if they choose to eat it later). It is the last step of food preparation before consumption. Serving includes, but is not limited to, portioning bulk food into smaller serves, placing food into a self-serve buffet, or having staff deliver food on a plate. The served food may be presented in packaging/wrapping (e.g. a takeaway or home delivered product).

(iii) Food safety management tools required for category one businesses

All three food safety management tools apply to category one businesses. The intended outcome is that a category one business puts in place prescribed training, supervision and information-keeping, to strengthen their management of key food safety risks and reduce the likelihood of foodborne illness.

Clause 8 requires category one businesses (defined in clause 6) to put in place all three food safety management tools of this standard:

3.2.2A—8 A category one business must comply with sections 3.2.2A—10, 3.2.2A—11 and 3.2.2A—12.

The three tools referred to in clauses 10, 11 and 12 are:

- all food handlers undertaking prescribed activities must have completed a food safety training course or have appropriate skills and knowledge (clause 10)
- a food safety supervisor must be appointed and be reasonably available (clause 11)
- records or other evidence to substantiate that specific activities are being properly managed (prescribed provisions of Standard 3.2.2, listed in clause 12).

Each of these tools is further described in section VII below.

If a business engages in a range of activities of both a category one and category two business (see Attachment 1), then it is deemed a category one business and clause 8 applies. The requirements are based on the business's highest-risk activities, and are designed to strengthen the business's food safety management.

V Category two business

The intended outcome is that food businesses retailing unpackaged potentially hazardous food are identified as category two businesses. These businesses must implement two of the three food safety management tools in the Standard, to strengthen their management of hazards known to contribute to foodborne illness.

This section covers two clauses related to category two businesses, including the definition and required food safety management tools.

(i) Definition of category two business

A category two business is defined by the activities listed in clause 7:

3.2.2A—7 For the purposes of this Standard, a **category two business** means a food business that offers for retail sale a food that is:

- (a) potentially hazardous food; and
- (b) ready-to-eat food; and

where that food:

- (i) was received unpackaged by the food business or was unpackaged by the food business after receipt; and
- (ii) was not made or processed (other than slicing, weighing, repacking, reheating or hot-holding the food) by the food business.

A category two business conducts retail sale of potentially hazardous, ready-to-eat food, where the food was handled unpackaged by the business, but not made or processed on-site (other than the excluded activities of slicing, weighing, etc.).

As with category one businesses, the categorisation is based on the food business activities, regardless of its size, location or business model. Fund raising events for charity are excluded.

Category two businesses

A flow chart and decision tree for categorising a food business as category two is provided in Attachment 1. Examples of category two businesses:

1. A supermarket delicatessen section receives ready-to-eat salads in a bulk bag to portion and serve. The bag is opened and the salad placed into a container in a refrigerated display unit, where customers can pick an amount to be weighed and packaged for them by delicatessen staff. In this example the food is received by a retailer, is potentially hazardous and ready-to-eat. The food was received in a package but was unpackaged by the business before being sold to the consumer, but the food was not made or processed on-site (other than being weighed and repackaged, which are exempt activities in 7(b)(ii)).
2. A service station receives packaged pies, pasties and sausage rolls from the local bakery. The service station unpackages these products, reheats them and then hot holds them in a display oven. The products are placed into a bag for sale to the consumer. In this example, the food has been unpackaged by the business, but not further processed other than (the exempted activities in 7(b)(ii)) being reheated and hot held. Note: if the bakery products were kept in their original packaging, the service station would not be a category two business (it would be exempt from the standard), because the food it handled was not unpackaged.

Businesses that are not category two businesses

1. A mobile food business receives packaged sandwiches, salads and fresh juices and sells them in the same unopened packaging. The business does not handle any unpackaged food so it is not a category two business (nor is it a category one business).
2. A small convenience store receives and slices ham, chicken loaf, and turkey for retail sale. The store also uses these foods to make sandwiches at their sandwich bar to serve customers. As the business processes ready-to-eat potentially hazardous foods (by making sandwiches) for service as a ready-to-eat food, it is considered a category one business. It is categorised according to its highest risk activity.

As mentioned above, unpackaged potentially hazardous food that is ready to eat is at high risk of contamination, because it is exposed and may be directly handled. Category two businesses are considered lower risk than category one businesses, because there is less handling of the product, in that slicing, weighing, repacking, reheating or hot holding only involve minimal handling. However, as the food is not further processed in a way that will reduce pathogens (e.g. cooked) before sale to the consumer, it is still a relatively high risk.

Category two businesses may include retail businesses such as delicatessens, market stalls, supermarkets with delis, service stations, convenience stores and other food retailers.

To strengthen food safety in category two businesses, the standard requires two tools to be put in place—a food safety supervisor and food handler training— under clause 9 (see (ii) below). The food safety management tools are detailed under section VII.

(ii) Food safety management tools required for category two businesses

The intended outcome is that category two businesses put in place prescribed training and supervision of food handlers, to strengthen their management of key food safety risks and reduce the likelihood of foodborne illness.

Clause 9 identifies that a category two business (defined in clause 7) must put in place two food safety management tools:

3.2.2A—9 A category two business must comply with sections 3.2.2A—10 and 3.2.2A—11.

The tools referred to in clauses 10 and 11 are:

- all food handlers undertaking prescribed activities must have completed a food safety training course or have appropriate skills and knowledge (clause 10)
- a food safety supervisor must be appointed and be reasonably available (clause 11).

Each of these tools is further described in section VII.

Category two businesses are not required to make records to substantiate their management of food safety (i.e. clause 12 does not apply to these businesses).

If a business engages in activities of both a category one and category two business, it is classed as a category one business and clause 8 (i.e. all three management tools, as above) applies to that business. A business is classed according to its highest risk activity.

VI Prescribed activities

The intended outcome is to identify target activities of the Standard; that is, activities related to handling potentially hazardous food at a stage where there is no further preparation step before consumption that would destroy any pathogens in the food.

Clause 5 defines what a ‘prescribed activity’ is, used in clauses 10-12:

3.2.2A—5 For the purposes of this standard, a prescribed activity is the handling by the food business of any unpackaged potentially hazardous food that:

- (a) is used in the preparation of ready-to-eat food to be served to a consumer; or
- (b) is ready-to-eat food intended for retail sale by that business.

Prescribed activities are the handling of unpackaged potentially hazardous food and either:

- preparing that food as part of ready-to-eat food served to a consumer; or
- retail sale of that food in a ready-to-eat form.

These activities are considered high risk and are the targets for the food safety management tools in this standard. This is because unpackaged potentially hazardous foods are open to contamination by harmful microorganisms or other hazards immediately before the food is served and eaten. Food handlers may have direct contact with this food before service and there is no further step to kill pathogens that may be present in the food.

The risks need to be carefully managed through keeping the food at safe temperatures during all stages of handling (receiving food, storing, processing, transporting, displaying) and minimising the chances of food becoming contaminated from unhygienic practices or equipment. The food safety management tools are designed to ensure food handlers know what to do and how to do it correctly.

Examples

Prescribed activities

1. A restaurant receives potentially hazardous food (PHF) such as raw meat, salad vegetables, dairy and eggs. The food is unpackaged for preparation then made into meals that are served to dine-in customers. These activities are prescribed activities, as they involve handling unpackaged PHF to prepare and serve as ready-to-eat food.
2. A supermarket receives bulk packaged ready-to-eat meats. The meats are opened and displayed for sale in the deli section cabinet. Customers request specific amounts of meat, which the deli staff slice, weigh and package for the customer. These ready-to-eat meat handling activities are prescribed activities as the food is unpackaged PHF that is ready to eat and sold through retail sale.

Not prescribed activities

A category one bistro business engages in a range of activities, including preparing meals and selling alcohol and packaged snacks (nuts and chips). The handling of alcohol and packaged snacks are not prescribed activities, as they do not involve food that is unpackaged and potentially hazardous.

All businesses undertaking prescribed activities will be either a category one or category two business, depending on the details of their activities (clause 6 and 7, section IV and V). The food safety management tools detailed below must be used to manage prescribed activities in the business.

VII The food safety management tools

(i) Food safety training for food handlers engaged in a prescribed activity

The intended outcome is that food handlers have appropriate and adequate food safety skills and knowledge to handle potentially hazardous foods and keep them safe to eat.

Clause 10 requires food handlers to have obtained adequate skills and knowledge for high risk activities:

3.2.2A—10 The food business must ensure that each food handler who engages in a prescribed activity has, before engaging in that activity:

- (a) completed a food safety training course; or
- (b) skills and knowledge of food safety and hygiene matters commensurate with that specific prescribed activity.

Food handlers in both category one and category two businesses must meet these requirements (as per clauses 8 and 9). Food businesses in either category must ensure all food handlers have completed a food safety training course, or have appropriate skills and knowledge, before they start handling high-risk foods.

For part (a), the standard has the following definition (in clause 2) of food safety training course:

food safety training course means training in food safety that includes training in each of the following:

- (a) safe handling of food; and
- (b) food contamination; and
- (c) cleaning and sanitising of food premises and equipment; and
- (d) personal hygiene.

The food safety training course must include all of the listed topics but specific courses or units are not prescribed. Course content for the listed topics should cover, at a minimum:

- safe handling of food – including temperature control measures for potentially hazardous food and understanding of the temperature danger zone
- food contamination – including strategies to keep raw and cooked food separate, allergen management, food storage, and use of separate utensils and chopping boards
- cleaning and sanitising of food premises and equipment – including correct procedures for cleaning then sanitising, using food-safe chemicals, and/or using heat as a sanitiser
- personal hygiene – including obligations for sick employees, handwashing, uniforms and grooming of hair, nails, skin, etc.

The intention is that food handlers have obtained knowledge and skills to safely handle food that supports the growth of pathogenic microorganisms and is inherently high risk. These topics have been prescribed because they cover activities that can directly affect the safety of ready-to-eat potentially hazardous foods. These processes need to be strictly controlled, so food handlers need a clear understanding of the activities and food safety risks.

Keeping food at safe temperatures, avoiding contamination and cross-contamination, correct cleaning and sanitising of food premises and equipment, and good personal hygiene (see clause 2) will all reduce the risk of pathogens getting into food or growing in it. However, if done incorrectly, these activities are known to cause or contribute to foodborne illness.

Part (b) means a business can recognise a food handler's prior learning – such as competency-based food safety training, in-house education, or a food safety induction course completed at another food business – instead of a food handler needing to complete a food safety training course. Under subclause (b), a business may also be able to recognise a food handler's previous experience in the food industry, as long as it is relevant to the activities they do. See example below.

How and where to receive training:

Businesses can choose how food handlers are trained – they may use free online food safety training programs (e.g. [I'm Alert](#) and [DoFoodSafely](#) are free and recognised by regulatory agencies), courses from vocational training providers, or training developed by the business or other food businesses where the employee worked previously. Internal training may be tailored to suit the business's own activities and procedures, but it must cover safe handling of food, understanding of food contamination, cleaning and sanitising of food premises and equipment, and personal hygiene.

Businesses may choose to keep a record of the training food handlers have completed. This will enable them to be sure everyone has completed the training they need, and easily demonstrate to authorised officers they have met the requirements of this clause.

Additional training:

No specific timeframe or refresher period has been set for food handler training. However, businesses need to make sure their food handlers' skills and knowledge is adequate and up to date. It is best practice to schedule regular refresher training.

Additional training may be needed for food handlers working with high-risk products or high-risk processes; for example sous vide cooking or making raw egg foods.

If an authorised officer determines a food handler may not have the necessary skills and knowledge, they may request that the food handler does further training.

Business owners may also consider food safety training for themselves or managers even if they don't handle food, as part of a strong food safety culture, and to understand and mitigate the business's risks.

Examples

A food handler hasn't completed a food safety training course

1. A food handler has been newly appointed to a sandwich bar. The business must make sure the food handler has completed a food safety training course, or already has appropriate skills and knowledge to make sandwiches (a prescribed activity involving handling unpackaged potentially hazardous foods that are ready to eat). The manager knows the food handler made sandwiches and similar meals in a previous job and has a positive referee report from the previous employer. The food safety supervisor at the business also questions the food handler on food safety and hygiene and is confident they know how to keep the business's food safe. In this example, the food handler doesn't need to complete a food safety training course.
2. Another staff member at this same food business is new to the food industry. They do not have the required skills and knowledge to make sandwiches or handle other potentially hazardous food that is ready to eat. They must either complete a food safety training course (e.g. online or through the food safety supervisor), or do other tasks that do not involve handling high risk food. For example, they could do general cleaning, handle low risk foods, take orders and/or wait tables. Once they have food safety knowledge and skills adequate to safely handle high risk food, they can then make sandwiches, etc.

(ii) Supervision of food handlers

The intended outcome is that food handlers in category one and two food businesses are adequately supervised by a trained and competent supervisor.

Clause 11 sets out the requirements for a food safety supervisor (FSS):

3.2.2A—11 The food business must:

- (a) appoint a **food safety supervisor** before engaging in a **prescribed activity**; and
- (b) ensure that the **food safety supervisor** is reasonably available to advise and supervise each food handler engaged in that **prescribed activity**.

Both a category one and category two business must appoint a certified FSS (see below) before doing any high-risk food handling (i.e. a 'prescribed activity', see section VI and clauses 5, 8 and 9). The FSS must also be 'reasonably available' (see below) to do their job including advising and supervising food handlers engaged in prescribed activities. The intention is that a FSS with appropriate skills, knowledge and authority can effectively supervise the food handlers and ensure food is kept safe, particularly high-risk potentially hazardous food that is ready-to-eat.

The standard defines a food safety supervisor in clause 2:

food safety supervisor means a person who:

- (a) holds a food safety supervisor certificate that has been issued within the immediately preceding period of 5 years; and
- (b) has the authority and ability to manage and give direction on the safe handling of food.

A FSS must be a person who has obtained formal certification as a FSS within the past 5 years (see definition below on FSS certificate). This way, a FSS should have recent, relevant and consistent skills and knowledge to handle food safely, particularly high-risk food. They must be able to recognise, prevent and fix food safety problems. A FSS must be given authority from the business to both supervise and instruct other food handlers. It is not considered reasonable for a business to appoint someone who does not regularly handle food as part of their normal duties, or a person who is never onsite at a food business, to the role of FSS.

The FSS should be able to provide their certificate to an authorised officer, if requested.

For clarity, clause 2 also defines a food safety supervisor certificate in the FSS definition:

food safety supervisor certificate means certification as a food safety supervisor by:

- (a) a registered training organisation; or
- (b) an organisation recognised by the *relevant authority under the application Act.

FSS certificates must be obtained from either a registered training organisation (e.g. accredited through the Australian Skills Quality Authority), or an organisation recognised by the relevant food regulator. The certificate will show the participant has successfully completed the required national units of competency for the FSS course. Details of FSS competency units are available on the national register of vocational education and training website at training.gov.au.

For the purposes of this standard, a FSS certificate is valid for five years (as above). Some training organisations may offer refresher FSS courses for those who have received the qualification previously. Alternatively, the complete FSS course will need to be repeated every five years.

Role of the FSS

The role of the FSS is to make sure the business is handling food safely. They can do this through instructing staff, reviewing and updating business procedures, and inspecting food handling operations and the premises. Where potential hazards are identified, it is the role of the FSS to make sure risks are managed and issues are prevented or corrected. The business needs to make sure the FSS is able to fulfil these duties.

The FSS also has an important role in sharing skills and knowledge, and improving awareness of what can happen if food is unsafe – that is, foodborne illness and injury and its impacts. This helps foster a positive food safety culture, where food safety is a top priority in ‘the way things are done around here’.

In a business with good food safety culture workers' attitudes and behaviours result in food being handled in a way that keeps it safe (e.g. importance of adherence to the 2-hour/4-hour rule). If something goes wrong, food that may be unsafe to eat is not processed further or served to consumers.

Further information on food safety culture is in Appendix 11.

'Reasonably available'

To be an effective supervisor, the FSS must be 'reasonably available' as a point of contact for food handlers and authorised officers while the business is undertaking the prescribed activity. The FSS should be in a position where they can oversee food handling and be involved in the day-to-day food handling operations of the food business.

'Reasonably available' generally means the FSS physically works on-site and oversees food handling of high-risk unpackaged foods, or can be easily contacted (e.g. by phone) if established food handling procedures are in place at the business. See the examples below.

'Reasonably available' food safety supervisor

1. Neighbouring food businesses: A proprietor has two cafés on opposite sides of town. Each business has a separate on-site manager and the proprietor works at either store, depending on the spread of staff and customer demand. The proprietor decides to make the manager at each site a FSS so food safety can be effectively managed at both his businesses.

2. Food safety supervisor studies part time : A food safety supervisor works on-site at a supermarket deli 80% of the time, and studies online in the other hours. In their study time, they are contactable by mobile phone at all times the deli is operating. The deli also has written procedures in place and staff are well trained to follow them. If a problem comes up, the supervisor would be reasonably available to instruct the food handlers by phone.

3. Sporting club kitchen and bar: A sporting club kitchen closes at 9pm but the club remains open until 11pm for entertainment activities, including serving drinks. A FSS would not be required to be available for the period after 9pm even though the business is open, as they are not undertaking prescribed activities at that time.

Examples

Food safety supervisor not ‘reasonably available’

1. Morning and afternoon shifts: A person works half days at a restaurant, commencing at midday each day and is not contactable outside their working hours. Breakfast is served from 8am and lunch preparations commence at 11am. This person would not be considered to be reasonably available to be contacted at all times while the food business is open. However, subject to meeting other criteria, the person may be the food safety supervisor for the afternoon shift, with a different person nominated as the food safety supervisor for the morning shift.

2. Supervisor on leave: A small business relies on a single food safety supervisor to manage food safety. The supervisor needs to go on extended leave (6 months) for personal reasons. They will not be readily contactable during this time. The business will need to organise another food safety supervisor, but will be given reasonable allowance (for example, 30 days) to appoint someone or get someone trained.

For short periods of absence (for example, up to 30 days), there is no need to appoint a new food safety supervisor if the business has systems in place to ensure staff follow standard procedures in the supervisor’s absence.

(iii) Substantiating food safety management of prescribed activities (‘evidence tool’)

The intended outcome is that a category one business actively monitors and manages key food safety risks related to food temperature control, food processing, and cleaning and sanitising.

The evidence tool requirement applies only to category one businesses. These businesses must maintain records or demonstrate through other suitable means to authorised officers that specific requirements in Standard 3.2.2 are being met. These requirements are for safely receiving, storing, processing, displaying and transporting potentially hazardous food, and for cleaning and sanitising. These are referred to as prescribed provisions in this Standard and are listed below. The business must show how the prescribed provision has been achieved or verified.

Clause 12 sets out the evidence requirements for category one businesses:

3.2.2A—12 (1) Subject to subsection 3, if the food business engages in a prescribed activity, the food business must make a record that substantiates any matter that the prescribed provisions require in relation to that prescribed activity.

This subclause requires a food business to make records to show it is adequately managing food safety during key (‘prescribed’) activities. Prescribed activities are set out in clause 5 (section VI above) and involve handling unpackaged food that is both potentially hazardous and ready to eat. ‘Prescribed provisions’ are listed below in subclause 12(4) and relate to keeping food at safe temperatures, and cleaning and sanitising. These directly affect the safety of ready-to-eat potentially hazardous foods and therefore need to be strictly controlled.

The requirement applies to category one businesses (see clause 6 and 8, section IV). Regardless of the range of activities a business engages in, if it is deemed a category one business, it must comply with the evidence requirements for all prescribed provisions (in subclause 12(4)).

The business must make an appropriate record, unless it can show it is complying with jurisdictional guidance on how to demonstrate substantiation, or other arrangements are agreed to with an authorised officer (see subclause 12(3) below).

It is expected that a business engaged in prescribed activities would already be monitoring temperature and process controls, and cleaning and sanitising, as they are critical for food safety. The requirement is intended to strengthen the ability of the business to manage its highest food safety risks, detect issues early and correct any problems. It may also help the business provide a tangible record of due diligence and assist if complaints are made about food sold by the business.

Outside these requirements, any food business may choose to keep any records as best practice, to assist in the overall management of the business.

What is a record?

A 'record' means a document or object in any form (including electronic) that is kept for information it contains or that can be obtained from it (refer to [Archives Act 1983](#)). Records could include, for example:

- writing or other entries on paper or electronic templates (e.g. templates used or adapted from Appendix 8 or from food regulators)
- written instructions that have been verified to achieve food safety outcomes (e.g. a validated recipe or standard operating procedure; SOP)
- notes on invoices (e.g. a receipt temperature)
- data logger information in a graph
- photos or video footage
- information recorded in any other way that allows for the required information to be captured and kept for the required amount of time.

A single record might cover more than one prescribed activity or food – for example, a record of the cool room temperature used to store all potentially hazardous foods.

Records need to be available to an authorised officer (or business personnel that need them) on request. So, records should be available at the business at any time the business is operating (e.g. not in an inaccessible drawer or inaccessible computer file).

Substantiating matters

Records to substantiate matters (e.g. to demonstrate that potentially hazardous food is kept at safe temperatures) should be made on each day the business is engaged in prescribed activities. Information recorded should include the date (and time, if appropriate) the record was made and which food or activity it relates to. Further details on what needs to be substantiated are given in Table 1 and the example box.

Making records to substantiate food safety management**1. Receiving food at safe temperature**

If the 'matter' to be substantiated is that potentially hazardous foods are received at or below 5°C, or at or above 60°C (as per subclause 5(3) of Standard 3.2.2), the business must show how it knows the food was received at an appropriate temperature. So, the record needs to show what the food was, when it was received and the temperature of the food when it was received.

2. Storing food at safe temperature

A food business has a cool room and upright refrigerator to store potentially hazardous foods. There is a bottle of water in each unit, the food handlers use a probe thermometer to check the temperature of the water in each unit each day. The temperature is recorded on a sheet which is kept for 3 months.

Further examples are provided in Table 1 below and Attachment 2.

3.2.2A—12 (2) The food business must keep a record required by subsection (1) for 3 months after the business makes the record.

Where a food business is required to keep a record, that record must be kept for at least 3 months. The business may find it useful to keep records for longer periods, to track activities over time and look for trends or potential issues (e.g. signs that a bain marie needs servicing/replacing, or a food handler is not recording enough details).

The minimum 3 months has been designed to assist in foodborne illness outbreaks. This time period is based on the incubation period of listeria bacteria, a significant pathogen in foodborne illness.

3.2.2A—12 (3) Subsection (1) does not apply to a food business that can demonstrate to the reasonable satisfaction of an authorised officer on request that the business has complied with each of the prescribed provisions.

This subclause offers flexibility in how a business can show that key risks (in prescribed provisions, subclause 12(4)) are being adequately managed. A business may be able to substantiate their food safety management for prescribed provisions, for example by:

- physically demonstrating an activity (e.g. sanitising a piece of equipment, measuring the temperature of food)
- training staff on a standard operating procedure and talking/walking through that procedure with an authorised officer.

Businesses should refer to guidance material developed by their state/territory regulator for further details on how to demonstrate substantiation.

The onus is on the business to substantiate matters to an authorised officer. If an authorised officer believes the business is not adequately managing a critical activity (e.g. not following a specified SOP), they may require the business to keep records as per subclause (1) of clause 3.2.2A-12.

Managing food safety using a standard operating procedure (SOP)

1. Keeping potentially hazardous food safe using time

A shop makes sandwiches from salad and meat ingredients displayed in a refrigerated cabinet. They wrap the sandwiches and place them on top of the display cabinet, ready to sell in the lunch time rush. The standard procedure is to make sure the sandwiches are sold within 4 hours of preparation (validated as per the 2-hour/4-hour rule, see Appendix 2). At the 4-hour time point, any remaining sandwiches are removed from the counter and disposed of. Using this method, staff know the potentially hazardous food they serve is safe for customers to eat. They will also be able to explain to an authorised officer what is the usual time the sandwiches are placed on the counter, and by what time any unsold sandwiches are disposed of (i.e. as soon as the food has been out of refrigeration for 4 hours). Further examples of the 2-hour/4-hour rule are in Appendix 2.

2. Transporting potentially hazardous food safely using time

Standard 3.2.2-10(b) requires all potentially hazardous food to be transported under temperature control. This means keeping cold food at 5°C or below, hot food at 60°C or above, or using a time period that does not make the food unsafe.

A takeaway shop decides to deliver hot takeaway meals using time as a control, rather than temperature. The shop cooks the meals, puts them in an insulated bag and gives them to the delivery driver within 10 minutes of cooking. The meals are only delivered within 5 kilometres of the shop (no more than 20 minutes by car). The business has a map showing the 5km delivery radius. All delivery drivers and those collecting phone orders are aware of this process and follow it for every order.

In this way the business can be sure all potentially hazardous food is safely delivered within 30 minutes of cooking. If an authorised officer requests, the business can show the map and explain how staff follow the timeline from ordering to delivery.

3. Cleaning and sanitising procedure

A food business does not have a dishwasher for cleaning and sanitising, so all food contact surfaces are cleaned and sanitised using detergent, water and a food-grade chemical sanitiser. The business already has an established validated procedure for cleaning and sanitising using chemicals, which all staff doing the cleaning and sanitising are aware of, but this procedure is not documented.

The business writes down their procedure, laminates it and places it in the dish-washing area. The procedure includes what needs to be cleaned and sanitised and when, what chemicals are to be used and how, and the steps for cleaning and sanitising. The food safety supervisor runs a session for all existing staff to reinforce the procedure, and all new staff are also trained in this procedure as part of their induction.

Examples

3.2.2A—12 (4) For the purposes of this section, the **prescribed provisions** are the following provisions of Standard 3.2.2:

- (a) **subclause 5(3)**; [on temperature control during food receipt]
- (b) **paragraph 6(2)(a)**; [on temperature control during food storage]
- (c) **paragraph 7(1)(b)(ii)**; [on pathogen reduction during food processing]
- (d) **subclause 7(2)**; [on minimising time during food processing]
- (e) **subclause 7(3)**; [on cooling food]
- (f) **subclause 7(4)**; [on reheating food]
- (g) **paragraph 8(5)(a)**; [on temperature control during food display]
- (h) **paragraph 10(b)**; and [on temperature control during food transport]
- (i) **clause 20**; [on cleaning and sanitising].

The prescribed provisions listed are clauses in Standard 3.2.2 related to handling potentially hazardous food and cleaning and sanitising (as shown in square brackets).

Food can become unsafe if these activities are not correctly managed, so they need to be strictly controlled. The exact clauses of Standard 3.2.2 and what category one businesses need to substantiate (for Standard 3.2.2A) are summarised in Table 1 below.

Corrective actions

If a record identifies an activity or process was not correct (e.g. food was stored at an unsafe temperature because equipment had broken down), the business must take action to address the food safety concern (e.g. discard food, replace or repair the equipment). The action taken should also be recorded to show the food safety issue was addressed.

Useful resources

Templates: Some written templates are provided in Appendix 8 to help businesses in recording food temperatures and cleaning and sanitising activities. This appendix also includes other templates (for pest control and supplier details) businesses may find useful in running their operations. State, territory and council food regulatory agencies also have templates available for free. These forms are not mandatory – businesses can adapt them to suit their needs, or use other forms or formats, as long as the record contains the required information.

Translated information: Translated information is available online for some of the requirements the evidence tool relates to (e.g. Victoria [Health Translations](#)).

STANDARD 3.2.2A

VII The food safety management tools

Table 1 – Prescribed provisions and records

Prescribed provisions-Standard 3.2.2 clause	What needs to be shown?	What needs to be recorded?	Suggested frequency
<p>RECEIPT subclause 5(3) A food business must, when receiving potentially hazardous food, take all practicable measures to ensure it only accepts potentially hazardous food that is at a temperature of: (a) 5°C or below; or (b) 60°C or above unless the food business transporting the food demonstrates that the temperature of the food, having regard to the time taken to transport the food, will not adversely affect the microbiological safety of the food.</p> <p>STORAGE paragraph 6(2)(a) A food business must, when storing potentially hazardous food store it under temperature control.</p> <p>PROCESSING paragraph 7(1)(b)(ii) A food business must, when processing food, where a process step is needed to reduce to safe levels any pathogens that may be present in the food – use a process step that is reasonably known to achieve the microbiological safety of the food.</p>	<p>The temperature of potentially hazardous food (PHF) when received OR The time arrangement with the supplier showing the food safety has not been adversely affected during food transport.</p> <p>The temperature of PHF during storage.</p> <p>That a pathogen reduction step (killing or reduction step) has been used on PHF to achieve safety of the food (i.e. destroying pathogens potentially present).</p> <p>The time that ready-to-eat PHF is in the temperature danger zone (between 5°C and 60°C) is minimised and does not make the food unsafe.</p> <p>That cooked PHF has cooled to prescribed temperatures within the required timeframes.</p>	<p>Date, food received and food temperature OR the time taken to deliver food.</p> <p>The temperature of PHF during storage, date.</p> <p>The date and outcome of the pathogen reduction step e.g. <ul style="list-style-type: none"> temperature of cooked food pH of acidified/ fermented food time & temperature of pasteurised or sous vide food water activity (a_w) of dried foods. </p> <p>The time taken to prepare and then re-refrigerate ready-to-eat PHF or the method used to thaw ready-to-eat PHF, and date.</p> <p>The time and temperatures of the food during the cooling process i.e. the length of time taken for food to cool from 60°C to 21°C, and the time then taken to cool food from 21°C to 5°C, and date.</p>	<p>Each delivery</p> <p>Daily</p> <p>Per batch or as often as instructed in a standard operating procedure (SOP)</p> <p>Per batch and/or as often as instructed in a SOP</p> <p>Per batch and/or as often as instructed in a SOP</p>
<p>PROCESSING subclause 7(2) A food business must, when processing potentially hazardous food that is not undergoing a pathogen control step, ensure that the time the food remains at temperatures that permit the growth of infectious or toxigenic microorganisms in the food is minimised.</p> <p>COOLING subclause 7(3) A food business must, when cooling cooked potentially hazardous food, cool the food: (a) within two hours – from 60°C to 21°C; and (b) within a further four hours – from 21°C to 5°C unless the food business demonstrates that the cooling process used will not adversely affect the microbiological safety of the food.</p>	<p>The time that ready-to-eat PHF is in the temperature danger zone (between 5°C and 60°C) is minimised and does not make the food unsafe.</p> <p>That cooked PHF has cooled to prescribed temperatures within the required timeframes.</p>	<p>The time taken to prepare and then re-refrigerate ready-to-eat PHF or the method used to thaw ready-to-eat PHF, and date.</p> <p>The time and temperatures of the food during the cooling process i.e. the length of time taken for food to cool from 60°C to 21°C, and the time then taken to cool food from 21°C to 5°C, and date.</p>	<p>Per batch and/or as often as instructed in a SOP</p> <p>Per batch and/or as often as instructed in a SOP</p>

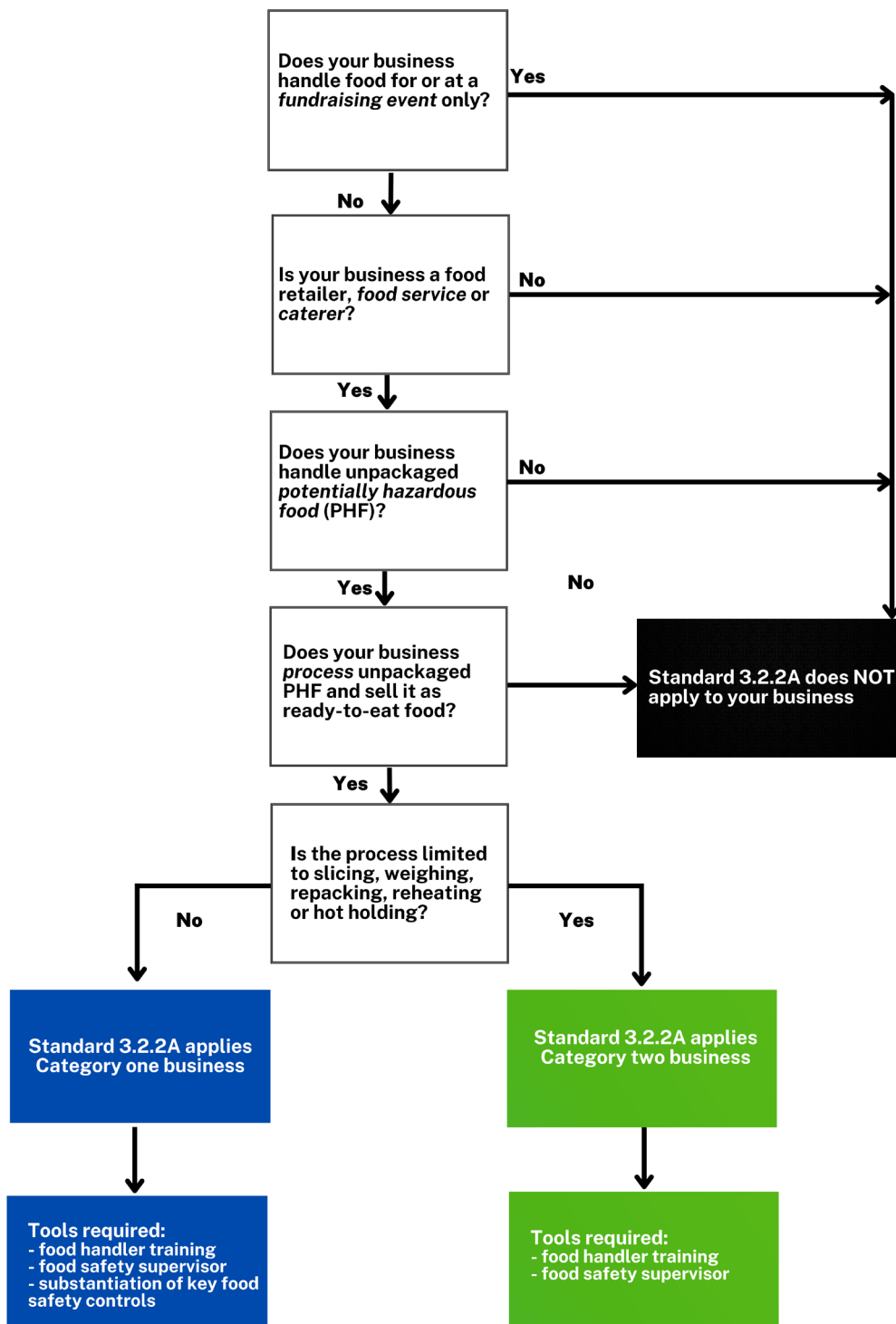
Prescribed provisions-Standard 3.2.2 clause	What needs to be shown?	What needs to be recorded?	Suggested frequency
<p>REHEATING subclause 7(4) A food business must, when reheating previously cooked and cooled potentially hazardous food to hold it hot, use a heat process that rapidly heats the food to a temperature of 60°C or above, unless the food business demonstrates that the heating process used will not adversely affect the microbiological safety of the food.</p>	<p>That cooked and cooled PHF is reheated rapidly (within 2 hours) to 60°C or above.</p>	<p>The length of time taken to reheat the food and the temperature the food is reheated to, and date.</p>	<p>Per batch and/or as often as instructed in a SOP</p>
<p>DISPLAY paragraph 8(5)(a) A food business must, when displaying potentially hazardous food display it under temperature control.</p>	<p>That PHF is displayed at 5°C or below; or 60°C or above, or total time out of temperature control does not exceed 4 hours (2 hr/4 hr rule, see Appendix 2).</p>	<p>The temperature of PHF on display or the length of time foods are on display, and date.</p>	<p>Daily or as often as instructed in a SOP</p>
<p>TRANSPORT paragraph 10(b) A food business must, when transporting food transport potentially hazardous food under temperature control.</p>	<p>That PHF is transported at 5°C or below; or 60°C or above, or total time out of temperature control does not exceed 4 hours (2 hr/4 hr rule, see Appendix 2).</p>	<p>The temperature of PHF transported or the length of time food is transported for, and date.</p>	<p>Daily or as often as instructed in a SOP</p>
<p>CLEANING AND SANITISING clause 20 (1) A food business must ensure the following equipment is in a clean and sanitary condition in the circumstances set out below- (a) eating and drinking utensils - immediately before each use; and (b) the food contact surfaces of equipment - whenever food that will come into contact with the surface is likely to be contaminated.</p>	<p>That eating and drinking utensils and food contact surfaces have been cleaned and sanitised when required.</p>	<p>If using heat, the temperature the water reaches to sanitise the surfaces, date. If using chemicals, how and when the chemicals are used to sanitise the food contact surfaces, date. If using a commercial dishwasher, the setting recommended by the manufacturer for sanitising.</p>	<p>Daily or as often as instructed in a SOP</p>

Attachment 1: Decision tree for Standard 3.2.2A

A business’s classification as category one or category two depends on their activities with unpackaged food that is both ready to eat and potentially hazardous food.

STANDARD 3.2.2A

Attachment 1: Decision tree for Standard 3.2.2A



NOTES to Decision tree for Standard 3.2.2A

If a business engages in activities of both category one and category two, then category one requirements apply.

Caterer is a person, establishment or institution (for example, a catering establishment, a restaurant, a canteen, a school, or a hospital) which handles or offers food for immediate consumption.

Food service means a food business which processes and serves ready-to-eat food direct to a consumer, whether consumed at the food premises or elsewhere.

Fund raising event means an event that raises funds solely for a community or charitable cause and not for personal financial gain.

Handling of food includes making, producing collecting, extracting, processing, storing, transporting, delivering, preparing, treating, preserving, packing, cooking, thawing, serving and displaying food.

Potentially hazardous food means food that has to be kept at certain temperatures to minimise the growth of any pathogenic microorganisms that may be present in the food or prevent the formation of toxins in the food.

Process means activity conducted to prepare food for sale and includes chopping, cooking, drying, fermenting, heating, thawing and washing, or a combination of these activities.

Ready-to-eat food means food that is ordinarily consumed in the same state as that in which it is sold but does not include nuts in the shell; whole raw fruits; or vegetables that are intended for hulling, peeling or washing by the consumer.

Attachment 2: Keeping evidence of food safety management

The following scenarios are provided for information on how the evidence tool of Standard 3.2.2A is expected to be implemented by a Category 1 business. The examples illustrate 'a day in the life' of a business, to explain the sorts of records or other evidence a business could use to substantiate their key (prescribed) activities are being properly managed.

These are examples only and do not cover all of the business types and activities that are covered by Standard 3.2.2A.

1. A bakery or café that makes and retails its own products

Food storage – A staff member arrives on site and before starting any preparation for the day, checks the temperature of the food in the refrigerator and/or checks the temperature of the refrigerator (if a calibrated gauge is used). The food in the freezer is also checked to make sure it is still hard frozen. These checks ensure that any potentially hazardous food (PHF) being used for the day has been stored correctly under temperature control overnight and the food is safe to use. The food temperature is recorded on the business's daily temperature record sheet. The bain marie used for chilling is turned on, so it will be cold before placing food items in later that morning.

Cleaning and sanitising of specific equipment – The staff member checks that the equipment being used for preparation and service is clean and has been stored to prevent contamination. The benches are sanitised before food preparation begins. This may be part of the cleaning instructions and schedule.

Food receipt – The staff member regularly checks for new deliveries of ordered food. When a delivery arrives, they wash their hands and sanitise the temperature probe. The delivery contains both dry goods and PHF. The PHF is checked first for labelling and any damage to packaging or potential contamination, then the staff member takes the temperature to ensure it is received under temperature control. A temperature infra-red gun may be used to check surface temperature, or a probe placed between two packaged units (e.g. cryovac meat packets). Once the PHF has been checked, it is immediately placed into the cool room/ refrigerator or freezer. Once the PHF is checked, the temperature and product name are recorded on the daily temperature sheet.

If this staff member picks up food from the supermarket on the way to the café, they could either check the food temperature on arriving at the café (e.g. if transported in cooler bags with ice packs) or manage food safety using time as a control. A standard operating procedure (SOP) could describe this in relation to food being out of refrigeration for less than 2 hours.

Food storage – The staff member then stocks the bain marie with sandwich ingredients from the refrigerator. The temperature of the food in the bain marie is checked intermittently, to ensure the equipment is maintaining correct temperature. The food temperature is then recorded on their daily temperature record sheet. Alternatively, the time the food is put into the bain marie is noted, and either:

- the food is checked at 2 hours to ensure it is still 5°C or colder
- the food is placed back into the refrigerator at 2 hours for future use, or
- the food is discarded at the end of 4 hours, as per the 2-hour/ 4-hour rule (more information on this rule is in Appendix 2).

Minimising processing time – The time that food is brought out of the refrigerator, and the time it is placed back into refrigeration or discarded can be recorded. Alternatively, a SOP that shows the process for the bain marie with food temperature/time checks can be used. An authorised officer can observe this process is in line with the SOP and ask questions to confirm understanding, then temperatures and time may not need to be recorded routinely.

Processing to achieve microbiological safety of food – Raw chicken and vegetables are cooked on-site to be cut up and used for sandwiches. The core temperature of the cooked food is checked to ensure it is 75°C or hotter, and the temperature recorded.

Food cooling – If the food cooked on the day is all consumed within 4 hours or discarded, then cooling does not have to be monitored. If some of the cooked chicken and roast vegetables are cooled for use later in the day, or for the next day, cooling must be monitored. Cooling temperatures can be checked and recorded, or a SOP can be used that shows the standard process for cooling with food temperature/time checks. The authorised officer can observe this process is in line with the SOP and ask questions to confirm understanding. Temperatures and time would then not need to be recorded routinely. If, for example, rice is cooled using ice water, a temperature record is not required, as this is a standard process known to rapidly chill grains. The authorised officer may ask the staff member how it is cooled, to ensure it is meeting cooling requirements.

Food reheating – If the business does not reheat any foods to hold hot, no record is needed. If this business uses a pie warmer to keep pastry items warm for service, reheating must be monitored. The products are reheated before placing in the pie warmer. The pie is checked to make sure it is at least 60°C and the temperature is recorded. As this is a very common practice, it can also be demonstrated by a SOP. The authorised officer can check the temperature of the pies in the pie warmer and observe this process is in line with procedure, or ask questions to confirm understanding, then temperatures may not need to be recorded routinely.

If the business only reheats food for immediate service (e.g. takes the pie from the refrigerator and reheats it in an air fryer for 5 minutes), documenting the temperature is not required, as it is not being hot held.

Food display – For making and directly serving sandwiches, temperature records would not be required. If sandwiches were made in advance, time or temperature would need to be monitored and recorded, or a SOP used.

Food transport – This business does not transport food, so this does not need to be monitored. If the business decided to be a caterer or, for example, sell food to a local school canteen, time or temperature would need to be monitored and recorded, or a SOP used.

Cleaning and sanitising – Evidence made for this may be a schedule, listing food contact surfaces and equipment to clean and sanitise, which is ticked as the task is completed. It may also include instructions for the chemicals to be used and the process for cleaning and sanitising. This could also include recording the temperature of the dishwasher during operation once per week.

2. An off-site catering business

Food receipt – The caterer either picks up food from the supermarket, has delivery from a supermarket, or receives food from a distributor. The same process applies as for the above example.

Food storage – The process is also the same as the above example. The temperature of food (or water in a jar) in the cool room and/or refrigerator is checked for temperature control and recorded. If this caterer is quite large, they may also decide to have the cool room/refrigerator monitored by a calibrated data logger or alarm. They do not have to record the temperature monitoring daily but should check that the readings are correct and can show this readout to the authorised officer upon request.

Achieving microbiological safety of food – The caterer cooks chicken and beef, sous vide in a water bath. The caterer must be able to demonstrate that they know the time and temperature requirements relative to the thickness of the meat to ensure the food is safe (e.g. 65°C for 90 minutes may be the time required to cook a 4cm-thick slice of beef). The batch, food thickness and heating/cooking time should be recorded.

The caterer also cooks trays of chicken Kievs in the oven. The largest Kiev should be checked to ensure it is cooked thoroughly to the core, and its internal temperature recorded.

Minimising processing time – The caterer prepares bulk sandwiches and also slices the sous vide meat to be used at an event the next day. They have a process where they bring the sandwich ingredients and cooked meat out of the refrigerator for 1 hour, and after two trays have been prepared, put that batch of sandwiches in the refrigerator before starting on the next two trays. They repeat this process until all the ingredients are used or the 1 hour is reached, and they place the ingredients back in the refrigerator. A SOP could be developed for this and confirmed by the authorised officer on site. Otherwise, the time the ingredients come out of the refrigerator, and the time they are used up, or put back in, could be recorded. Alternatively, the business has a chilled bain marie to hold their ingredients at or below 5°C.

Food cooling – Food is cooked by this caterer the day before the event. Cooling requirements would be similar to the café (above), with either the largest food volume monitored and recorded for each batch, or a SOP could be used where the size, food type and process is consistent and temperatures previously validated.

Food reheating – The caterer reheats the sliced sous vide chicken and places it in a hot bain marie for plating and service. The temperature of the chicken is checked to make sure it is 60°C or above. This food is all plated, served and consumed within 1.5 hours. If the food was not consumed within 2 hours, the temperature of the chicken would be rechecked and recorded to ensure it was being held under temperature control.

Food display – This caterer does not display food at every event, although on some occasions it will provide a self-serve option for the client, where bain marie equipment is available. Requirements are similar to above. For example, if the food was not consumed within 2 hours, the temperature of the chicken would be rechecked and recorded to ensure it was being held under temperature control.

Food transport – This caterer has a refrigerated delivery van to transport the food at 5°C. The caterer should record the temperature of the food in the van. The caterer also uses a non-refrigerated van when they have large events. Food safety is maintained by packaging food in an insulated cooler or ensuring time out of refrigeration is minimised. The temperature of the food on delivery to the event should be checked and recorded, or time recorded if the event was less than 2 hours drive.

Cleaning and sanitising – Evidence kept for this may be a schedule listing food contact surfaces and equipment to clean and sanitise, which is ticked as the task is completed. It may also include instructions of the chemicals to be used (contact time, dilution, rinse or no rinse, etc.) and the process for cleaning and sanitising. This could also include recording a temperature of the dishwasher during operation once per week. Cleaning and sanitising of equipment at the venue may also need to be considered for this caterer.