

The Professional Food Handlers Guide.

(In compliance with new Australian
Food Safety Standards)



 **Kimberly-Clark**

This booklet is designed by Kimberly-Clark to assist you and your staff in achieving the highest standard of food safety awareness. This booklet provides a broad perspective on hygiene and safe food production.

While Kimberly-Clark is committed to providing quality service, advice and product to the food industry, there may be times when you require more specific information related to your particular business activity. Your local Environmental Health Officer will be able to assist you with such matters.

For more information on Kimberly-Clark Food Safety solutions you can call 1800 647 994 or visit our website www.keepfoodsafes.com.

As a professional food handler one of the most important factors you need to consider is the safety of the food you produce or handle. After all, your customers need to know they can trust that the food they buy from you will not make them sick!

This means all staff have to know how to work safely with food and use the right tools for the job to prevent food contamination. By doing this you will:

- Keep your customers;
- Protect your business and its reputation; and
- Ensure compliance with the new *Food Safety Standards**.

*The draft National Food Safety Standards of ANZFA are nearing completion. Food businesses should move now so they can be in compliance when these standards become progressively enforced, planned to be from January 2001 through to January 2003.

Take away facts: Did you know that every year Australians consume 20 billion meals and the food industry is worth around \$25 billion to the Australian economy?

Whether you work in retail, food service or manufacturing,
this booklet will help you to:



Spot food safety hazards in your workplace; and

Stop these hazards from causing food poisoning by following six easy steps:

1. Keep food at the right temperature
2. Protect food from contamination
3. Follow personal hygiene procedures
4. Keep your workplace clean
5. Control vermin
6. Implement supply chain control procedures

Unsafe food causes food poisoning

Working safely with food helps protect your customers from food poisoning. Food poisoning is an illness caused by eating food which is contaminated by bacteria (or their toxins) & viruses. Everyone can get food poisoning, but some people are more susceptible; children under five, the elderly, pregnant women and the sick.

Typical symptoms of food poisoning include; diarrhoea, vomiting and stomach pains. However, more serious cases lead to hospitalization or even death.

A food poisoning incident can cost a business millions of dollars in product recall, fines, lost business, lost wages, medical costs, legal fees etc.

Take away facts: Every day in Australia 11,500 people suffer from food poisoning costing the Australian community around \$2 billion per year.

What makes food unsafe?

Microbiological Hazards

The biggest cause of food poisoning is bacteria or “microbiological hazards”.

Bacteria live everywhere; in the air, water and soil, on your hands, nose, mouth and bowels, on cleaning cloths, equipment and work surfaces. They can easily hitch-hike from these things onto food. The problem is that you may not be able to see, taste or smell them so it’s important to spot and stop poor work practices to prevent food contamination.

To grow, bacteria need food to eat, time to multiply, the right temperature and moisture.

The best way to prevent microbiological hazards from contaminating food:

- 1. Kill** the bacteria by cooking the food at 70°C
- 2. Stop** the bacteria from growing by keeping hot food hot and cold food cold
- 3. Protect** food from contamination from raw foods, people, equipment and utensils and vermin.



Take away facts: Bacteria can live on tea towels, cleaning cloths and rags – these can be a major source of contamination because bacteria love warm, damp conditions to grow. Using single-use wipers will STOP this potential hazard in your environment.



Even though this tea towel has only been used a few times, it is very likely to be teeming with millions of bacteria including Staphylococcus. These bacteria will be spread to every surface this tea towel comes into contact with.

Take away facts: By using the same cloth to clean different surfaces, equipment and areas that have held raw and cooked food, you can transfer food poisoning bacteria throughout the food production and service areas.

What other things can make food unsafe?

Chemical Hazards

Chemicals can enter food from equipment, i.e. oils and lubricants, food additives and pesticides. But the main source of chemical contamination is from cleaning chemicals.

The best way to prevent chemical hazards:

- Always use the right amount of chemicals when cleaning;
- Make sure all chemicals are labeled and stored away from food; and
- Never store chemicals in food containers

Physical Hazards

Foreign objects can enter food through faulty equipment or people. Loose parts, jewellery, hair, packing material, staples and nails, cleaning equipment, strands of cloth, buttons and zippers are not uncommon.

The best way to prevent physical hazards:

- Don't use equipment that is broken or has loose parts – service your equipment regularly
- Don't use rags for cleaning
- Wear a hairnet & uniform and remove jewellery & nail polish when working with food



Take away facts: Rags and old cloths can be a major source of physical contamination. They can contain dirt, buttons, metal zips and loose fibres. The safest solution is to use disposable wiping cloths to minimise contamination.

Control 1: Keep food at the right temperature



Some foods need special temperature controls to stop food poisoning bacteria and their poisons (“toxins”) from growing, e.g.

- Dairy products like cheese, milk and cream products
- Eggs and egg products
- Uncooked and cooked meats, poultry and seafood products



These foods are called “Potentially Hazardous Foods” – i.e. foods that bacteria are more likely to grow in and cause food poisoning.

To protect these foods you must keep them out of the temperature danger zone when you:


1. Receive the food

-  Check that fresh items are at or below 5°C and frozen items are at or below –18°C
-  Do not accept any food that is not at these temperatures

2. Store the food


-  Make sure cold rooms and fridges have temperature gauges that work and are accurate! (ie are “calibrated”)
-  Keep fresh items at or below 5°C and frozen food at or below –18°C

Take away facts: Keeping food cold doesn’t destroy bacteria. It just stops the bacteria from growing to dangerous levels. Always use a thermometer to ensure food is kept out of the “Temperature Danger Zone”. Sanitise the thermometer before and after use with a single-use anti-bacterial wipe.


 Don't store items for too long – remember: first in, first out

 Check temperatures of fridges and freezers twice a day

3. Thawing food


 Prevent cross contamination – do not allow thawing liquid to drip onto other areas, articles, food or equipment

 Maintain thawing food at 5°C


 Ensure all food thawing in cool rooms has a “use by date” and “discard/throw-out date”


4. Handle the food

 Plan ahead – don't prepare too much food at once


 Don't keep it out too long – return to storage as quickly as possible


5. Process the food

 Cook food to the right temperature – a minimum core temperature of 75°C

 Use a clean, sanitised probe thermometer to check the internal temperature of the food.

6. Cooling of prepared food

 Cool cooked food to 21°C within 2 hours

 Cool further to 5°C or less within a total of 4 hours

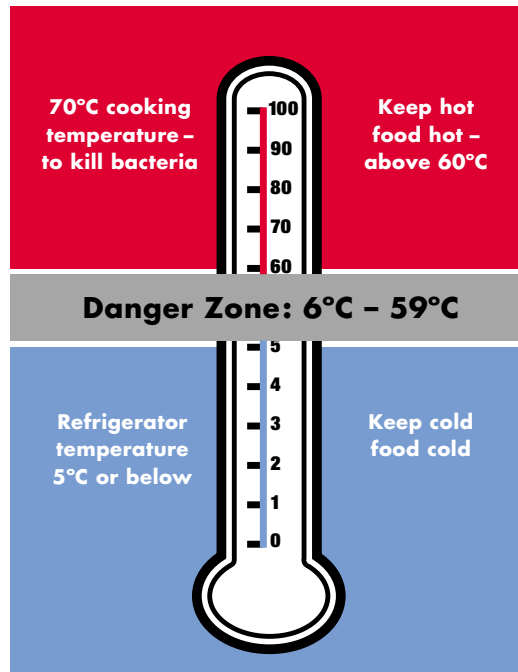
7. Display/serve the food (hot, cold or dry)

- ✓ Hold hot food at or above 60°C and cold food at or below 5°C
- ✓ Don't keep items for too long – remember: first in, first out
- ✓ Check temperatures every two hours

8. Transport the food

- ✓ Keep fresh items at or below 5°C and frozen food at or below -18°C

All of these stages are **critical to food safety** – you can prevent food poisoning by keeping the food at the right temperature. This means keep hot food hot and cold food cold



Food stored in the danger zone may cause up to 1 million bacteria to multiply in just for 4 to 6 hours

Take away facts: Always cover and store cooked food **ABOVE** raw foods in the refrigerator and do not over-stock the fridge.

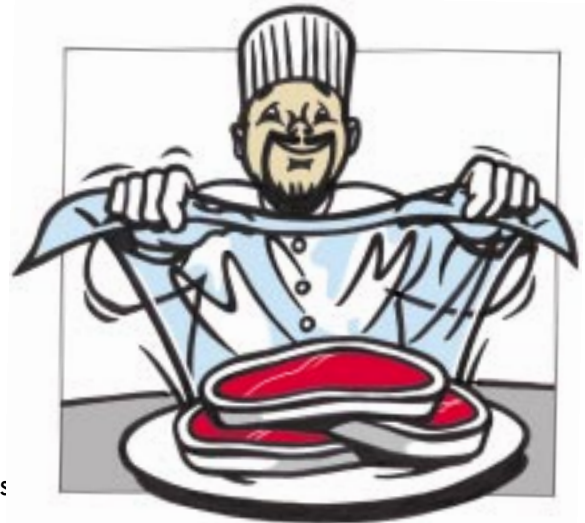
Control 2: Protect food from contamination

Remember, bacteria are hitch-hikers – they jump from raw foods like unwashed fruit and vegetables, meat, seafood and poultry; as well as people and equipment, onto food.

The best way to protect food from contamination:

1. Food

- ✓ Wash raw fruit and vegetables
- ✓ Cover and store raw or cooked food separately
- ✓ Never store raw meat, seafood and poultry above cooked foods in the fridge



2. Equipment

- ✓ Only use clean and sanitised equipment and utensils
- ✓ Use colour-coded cloths, buckets, mops and equipments for different tasks
- ✓ Use separate equipment for raw and cooked foods (e.g. chopping boards, knives and benches) – A colour-coded system is best



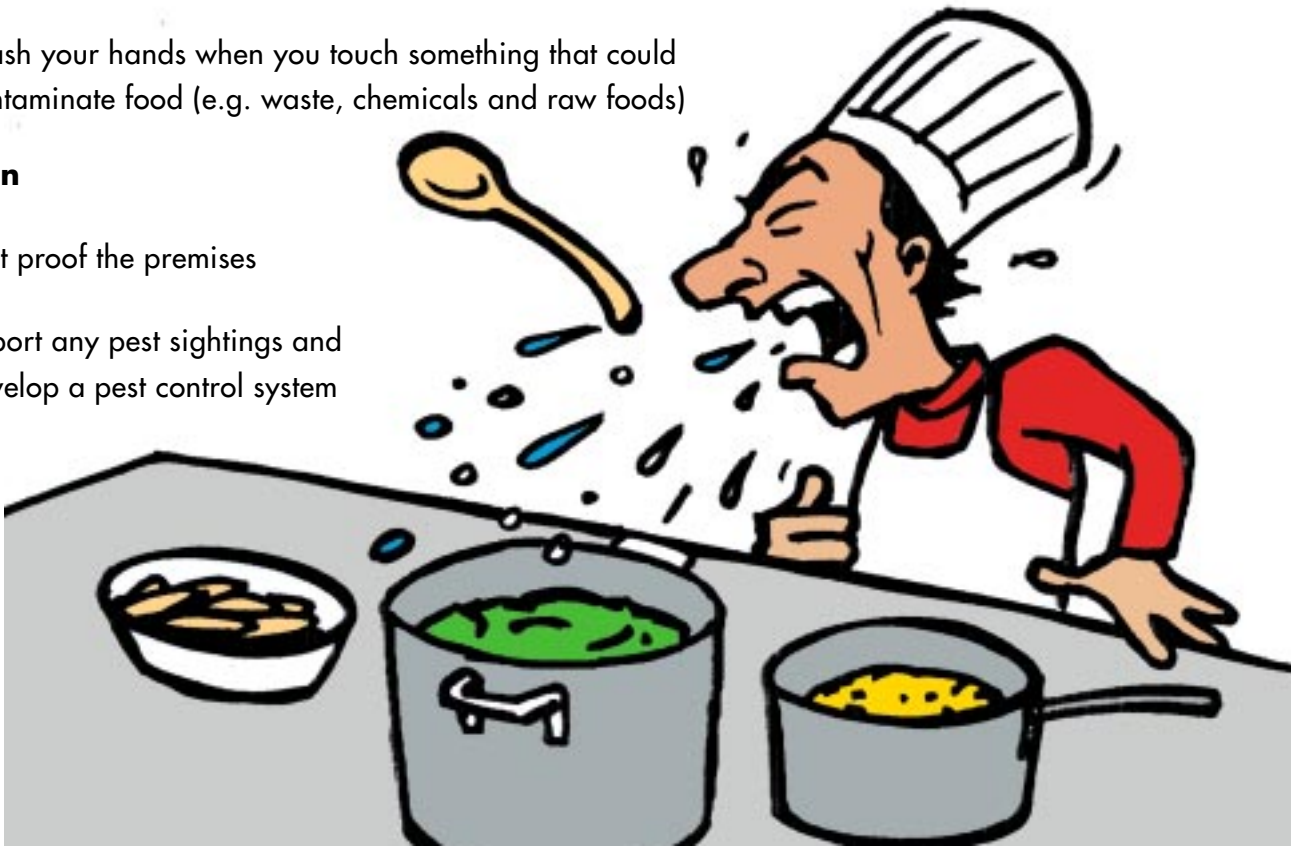
Take away facts: Ensure you are using a colour-coded cleaning schedule. For example only use red cleaning cloths, buckets and mops to clean toilet areas, blue for kitchen floors or green for food preparation surfaces. This will help ensure that bacteria from the toilet are not transferred to food areas.

3. People

- ✓ Don't sneeze, cough or spit near food
- ✓ Don't touch food with bare hands
- ✓ Wash your hands when you touch something that could contaminate food (e.g. waste, chemicals and raw foods)

4. Vermin

- ✓ Pest proof the premises
- ✓ Report any pest sightings and develop a pest control system



Did you know sneezing is the fastest way of spreading bacteria across food and equipment?

Take away facts: The US Food and Drug Administrator (FDA) concluded that the hands of food workers can transmit pathogenic organism such as E. coli, Hepatitis A virus and Salmonella directly to food.

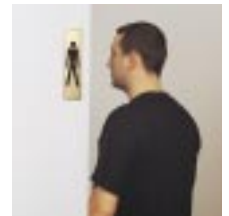
Control 3: Follow personal hygiene procedures

Did you know that you are covered in bacteria? We all carry food poisoning bacteria on our skin and inside us. This means you can accidentally contaminate food with bacteria when you touch food and equipment.

Personal hygiene means making sure that you:

1. Wash your hands using anti-bacterial soap & dry with a single-use paper towel:

- ✓ After using the toilet;
- ✓ After handling raw foods;
- ✓ After handling waste;
- ✓ Before starting work and after every break;
- ✓ After touching hair, scratching, blowing your nose, coughing, sneezing or using a tissue or handkerchief;
- ✓ After handling dirty equipment;
- ✓ After handling chemicals; and
- ✓ After smoking, eating or drinking.



Take away facts: Food handlers NOT effectively washing and drying their hands is one of the major causes of food poisoning. You can STOP contamination by keeping hands hygienically clean and using anti-bacterial soap, plus installing “no touch” soap dispensers, taps and conveniently located hand towel dispensers.

2. Report illnesses and do not work with food when sick

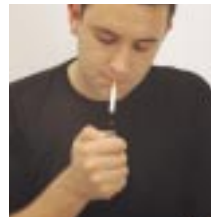
- Report illnesses such as; Typhoid, Cholera, Hepatitis, TB, Gastro – (diarrhoea and/or vomiting)
- If you have any of these illnesses or symptoms – DO NOT WORK WITH FOOD!

3. Wear the right uniform

- Do not wear jewellery, watches or perfume
- Wear correct protective clothing such as hair nets, gloves, slip-proof shoes, aprons and a clean uniform
- Keep fingernails short and clean and don't wear nail polish

4. Follow hygienic procedures when working with food

- Cover all cuts and sores with a coloured, water-proof dressing
- Do not smoke, eat or spit in food preparation areas
- Do not touch food with hands – use tongs or disposable gloves when handling food
- Do not cough or sneeze over food or equipment



Take away facts: Ensure all food handlers wear protective clothing such as aprons or overalls, hair nets and disposable gloves. Staff must always report illnesses and cover any cuts, sores or pimples.

Washing hands – How?



Take away facts: Hot air blowers can contaminate your hands with airborne bacteria and leave your hands warm and damp, the ideal medium for transfer of bacteria from one surface to another – A single-use disposable paper towel minimises the risk of contamination.

Control 4: Keep your workplace clean

Cleaning helps get rid of harmful bacteria that can contaminate food, equipment and food preparation areas. Along with temperature controls, cleaning is very important in protecting food from contamination.

What cleaning procedures do you have to follow?

1. Keep your work area and equipment clean. Clean after each use, when you begin to work with a new type of food and at any time contamination could have occurred.
2. When you clean; first clean away the dirt and food particles with detergent. Then sanitise with heat or chemicals to kill the germs.

The best way to clean your work place is to:

1. **Pre-clean** – remove excess soil by sweeping or wiping with a durable wiping cloth and water
3. **Wash with detergent** – loosen grease and dirt by applying a detergent with a clean wiping cloth
3. **Rinse** – to remove dirt and detergent
4. **Sanitise** – use an appropriate sanitiser and wiping cloth and apply as per directions
5. **Allow to air dry**

Take away facts: Drying tip – pools of water can collect in washed dishes providing a warm, damp place for bacteria to grow – placing single-use disposable cloths in-between or underneath kitchen utensils, crockery and cutlery will ensure the water is absorbed, preventing this contamination risk.

Control 5: Control vermin

Vermin spread disease and can contaminate and damage your food and equipment.

What pest control procedures should you follow?

1. Keep vermin out

- ✓ Keep doors and windows closed and screened
- ✓ Make sure all small openings and holes are sealed

2. Don't feed them

- ✓ Keep lids on bins and empty them regularly
- ✓ Don't eat food in the food handling area
- ✓ Cover all foods and store them properly
- ✓ Keep all areas and equipment clean





3. Destroy them

- ✓ If you see a pest report it – if there's one there are usually more
- ✓ Use a professional pest controller to control and kill vermin







Control 6: Implement supply chain control procedures


1. Supplier evaluation








-  Set specific selection criteria for sourcing new suppliers
-  Contact other customers and evaluate their experiences
-  Evaluate product samples
-  Perform site inspection – review Food Safety Assurance procedures and supplier capability

2. Customer complaint response policy

-  Obtain complete information about the complaint and then evaluate
-  Notify the various enforcement authorities and/or agencies including the local council and Environmental Health and Safety Officer (EHO)
-  Ensure good public relations and customers relations are maintained
-  Accurately record any complaint in a Customer Complaint Record Register

3. Recall procedures

-  Record accurately all purchase and supplier information i.e. purchase order records, receipt check list, acceptance record log, details of rejection or return of goods, and supplier details

-  Whenever a food recall is implemented, investigate, assess the risk and take action if necessary
-  Actions to be considered may include product withdrawal from the retail chain, stopping all further sale of suspect product and notifying relevant parties
-  Detain, separate and quarantine all food in stock or process and mark “not to be used in production or for sale”
-  Ensure customers are notified of relevant product information such as date produced, distribution and sale points and lot or code numbers
-  Arrange for pick-up and return of product and/or disposal
-  Ensure all receipt details of product to be collected or disposed of are completed prior to return or disposal
-  Disposal of product must be under controlled supervision

HACCP

HACCP is a universal food safety system. HACCP stands for:

Hazard
Analysis
Critical
Control
Points



HACCP was first designed to protect American astronauts from getting food poisoning on the first manned flights into space.

HACCP aims to protect food from contamination by:

- 1.** Identifying the points in your business that are very important or “critical” to food safety;
- 2.** Putting in place controls to prevent microbiological, chemical and physical hazards from contaminating food; and
- 3.** Monitoring these points to make sure that contamination does not occur.

HACCP involves identifying all the potential hazards at each of the process steps in your business, from purchasing and receiving through to sale or service. It shows how your business controls and prevents those hazards to ensure safe food. By writing it down, an Environmental Health Officer or Food Safety Auditor can see that you have taken the right steps to protect your customers and reduce the likelihood of a food poisoning incident. The new Food Safety Standards are based on the concept of HACCP.

How does your business rate?

Here is a quick food safety test you can do on your business. These questions are the kinds of questions that an Environmental Health Officer or auditor would ask you.

If you answer “yes” to all the questions – congratulations!

If you answer “no” to any questions – you have probably found a problem in your workplace that needs to be fixed.

	Yes	No
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1. We keep food at the right temperature

We check the temperature of incoming food items

<input type="checkbox"/>	<input type="checkbox"/>
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We calibrate the temperature gauges in our cold rooms and fridges

<input type="checkbox"/>	<input type="checkbox"/>
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We store fresh items at or below 5°C and frozen food at or below -18°C

<input type="checkbox"/>	<input type="checkbox"/>
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We rotate stock on a First In First Out basis

<input type="checkbox"/>	<input type="checkbox"/>
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We check the temperature of fridges and freezers twice a day

<input type="checkbox"/>	<input type="checkbox"/>
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We cook food to the right temperature

<input type="checkbox"/>	<input type="checkbox"/>
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We check hot and cold holding temperatures every two hours

<input type="checkbox"/>	<input type="checkbox"/>
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We hold hot food at or above 60°C and cold food at or below 5°C

<input type="checkbox"/>	<input type="checkbox"/>
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2. We prevent contamination

We wash raw fruit and vegetables

<input type="checkbox"/>	<input type="checkbox"/>
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We store raw and cooked food separately

<input type="checkbox"/>	<input type="checkbox"/>
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We use separate equipment for raw and cooked foods

<input type="checkbox"/>	<input type="checkbox"/>
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	Yes	No
We use single-use cloths instead of tea towels or rags	<input type="checkbox"/>	<input type="checkbox"/>
We use colour-coded cloths, buckets and mops for different cleaning tasks	<input type="checkbox"/>	<input type="checkbox"/>
Staff follow personal hygiene procedures	<input type="checkbox"/>	<input type="checkbox"/>
We control vermin	<input type="checkbox"/>	<input type="checkbox"/>
3. We follow personal hygiene procedures		
Staff wash hands using an anti-bacterial soap and single-use paper towels	<input type="checkbox"/>	<input type="checkbox"/>
Staff report illnesses and do not work with food when sick	<input type="checkbox"/>	<input type="checkbox"/>
Staff wear the right uniform	<input type="checkbox"/>	<input type="checkbox"/>
Staff follow hygienic procedures when working with food	<input type="checkbox"/>	<input type="checkbox"/>
“How to wash your hands” charts & stickers are above hand wash stations	<input type="checkbox"/>	<input type="checkbox"/>
Hand wash stations contain no-touch taps and no-touch soap dispensers	<input type="checkbox"/>	<input type="checkbox"/>
4. We keep our workplace clean		
We keep our work area and equipment clean	<input type="checkbox"/>	<input type="checkbox"/>
We use a sanitiser	<input type="checkbox"/>	<input type="checkbox"/>
We follow a cleaning schedule	<input type="checkbox"/>	<input type="checkbox"/>
5. We control vermin		
We keep vermin out	<input type="checkbox"/>	<input type="checkbox"/>
Staff report all pest sightings	<input type="checkbox"/>	<input type="checkbox"/>
We use a professional pest control contractor	<input type="checkbox"/>	<input type="checkbox"/>

How does your food safety knowledge rate?

Here is a quick quiz to test your knowledge of hygienic food practices. Answer true or false to each question.

	True	False
1. Part of my responsibilities include spotting and stopping hazards	<input type="checkbox"/>	<input type="checkbox"/>
2. Every day 11,500 Australians suffer from food poisoning	<input type="checkbox"/>	<input type="checkbox"/>
3. To grow, bacteria need food, time, the right temperature and moisture	<input type="checkbox"/>	<input type="checkbox"/>
4. Bacteria grow fastest in the "Danger Zone" – between 0°C and 5°C	<input type="checkbox"/>	<input type="checkbox"/>
5. Tea towels can readily lead to cross contamination	<input type="checkbox"/>	<input type="checkbox"/>
6. Colour-coded wiping cloths can help prevent contamination	<input type="checkbox"/>	<input type="checkbox"/>
7. It is best to dry hands on disposable paper towels	<input type="checkbox"/>	<input type="checkbox"/>
8. Using the same cutting board for handling raw and cooked food can cause contamination	<input type="checkbox"/>	<input type="checkbox"/>
9. To prevent contamination it is important to wipe thermometers with anti-bacterial wipes	<input type="checkbox"/>	<input type="checkbox"/>
10. Always store raw food above cooked food in the refrigerator	<input type="checkbox"/>	<input type="checkbox"/>

**For hygienic wiping, hand drying and
soap solutions contact Kimberly-Clark Australia
on Freecall 1800 647 994**



Kimberly-Clark

Email at afhcusto@kcc.com

Visit our websites www.keepfoodsafesafe.com

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