



# **Spotless Food Safety Standard For Australian Suppliers**

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# 1. Purpose and Scope of the Standard

## Purpose

Spotless Facility Services Pty. Ltd. (Spotless), a wholly owned entity of Spotless Group Limited, is committed to providing its consumer with a product and service that is of the highest quality and safety.

To achieve this Spotless has developed a Food Safety Standard for our Suppliers, which covers receiving, storage, handling, production and distribution of food related products.

To ensure Suppliers engaged by Spotless are capable of providing Safe Food to our Operations, in accordance with the "Spotless Food Safety Standard for Suppliers".

## Scope

The Standard requires that suppliers use the preliminary steps & seven principles of the HACCP-Hazard Analysis Critical Control Point tool, highlighted in section 5 for the development of the Food Safety Program &/or Quality Assurance Management System (QAMS), to identify all significant hazards. You are required to effectively prevent, reduce or eliminate all food quality and food safety hazards that may occur.

Support Programs that cover, but are not limited to, issues such as training, good manufacturing practice, pest control and product recall etc., will be developed to aid in the implementation of an effective Food Safety Program&/or QAMS.

Implementation of this Standard will provide Spotless with a high level of confidence in your ability to produce and supply a product of consistent quality and safety. This standard will ensure that you are compliant with the regulatory requirements.

Distributors of potentially high-risk food items will have specific requirements of their suppliers that are listed in this Standard.

Suppliers are expected to work towards implementing and maintaining this Standard in the form of a Food Safety Program &/or QAMS, to continue to supply Spotless.

Once the system is developed, documented and implemented, you will be expected to prove the effectiveness of the system. Validation and verification will be undertaken by suitably HACCP trained and skilled auditors.

The system will also need to be validated by a Spotless nominated external auditing body to ensure compliance with the Standard. On successful completion of this validation, you will be granted certification to the Standard. This certification will specifically identify the products, processes and premises that you have nominated for certification.

Validation of the Food Safety Program &/or QAMS to the Standard will be ongoing and conducted regularly by the agreed third party audit body. Suppliers of products classified as high risk will be audited on a six monthly bases twice (2) per annum, medium and low risk suppliers once (1) per annum.

The risk categories of High, Medium & Low risk suppliers shall be categorised by Spotless, based on purchase groups (See Appendix 2 - Purchase Groups, Risk Rating and Audit Frequency).

To ensure that the Food Safety Program &/or QAMS is well understood and the principles are effectively implemented, at least one person from your company undertakes formal Food Safety training that provides the skills and knowledge to manage the Food Safety Program &/or QAMS within your business.

The training should provide you with some form of recognised certification at the successful completion of the course.

This Standard has been created to provide you with the "purpose" of each element that describes what is involved and why it is important, whilst the "what do I need to do to comply with this element", covers the requirements & provides some guidance on implementation.

We look forward to your commitment and co-operation to achieving this Standard. The result is you providing us and your wider consumer base with a safe, quality and reliable product that consumer will enjoy repeatedly.



Paul Masulans  
**Head of Business Support Services**  
**Spotless Group**

## 2. Definition of Terms

### **Allergen**

A material or product that, when introduced to sensitive populations, brings on a negative health effect to the consumer. These health effects can be potentially fatal.

### **Audit**

Systematic and independent examination to determine whether specified safety and quality activities have been implemented and are being adhered to.

### **Best- Before Date**

Is the last date on which you can expect a food to retain all of its quality attributes (colour, taste, texture, flavour, freshness etc.) provided it has been stored according to any stated storage conditions. Manufacturers of packaged foods are responsible for determining the best before date.

### **Compliance**

The ability to meet the requirements of a standard, guideline or documented policy.

### **Control Point (CPs)**

Any point, or step or operation in a process where the process or hazard can be controlled.

### **Corrective Action**

Action taken to regain control over a process that is outside the specified critical limits or action taken to identify, review and dispose of any discrepancies.

### **Critical Control Point (CCPs)**

Any point where loss of control leads to an unacceptable risk.

### **Critical Limit**

A tolerance that must not be exceeded, to ensure the control point does not initiate a hazard. This may also include customer requirements/specifications related to quality attributes of the product.

### **Exemplar Global or Equivalent Organisation**

Is the registration body which registers auditors. It is also involved in approving auditor training, determining appropriateness of various standards to be audited & developing auditor evaluation procedures.

### **Flow Chart**

A systematic representation of the sequence of steps or operations used in the production and manufacture of a particular food item.

### **Food Safety Auditor**

A person who is certificated by **Exemplar Global** or an equivalent organisation to conduct food safety audits.

### **Form**

A formatted document outlining areas of monitoring for which observations and data is to be recorded.

### **Frequency**

The amount of times and activity, that is to occur within a given time.

### **HACCP - Hazard Analysis Critical Control Point**

The process of identifying and assessing product and production related hazards and the process of controlling and monitoring them.

### **HACCP/Food Safety Program &/or QAMS Audit Table**

All documented critical control points &/or quality control points, with their monitoring and corrective actions, formatted into a table.

### **HACCP/ Food Safety Program &/or QAMS**

The documented process flow diagrams, product description and intended use, hazard analysis tables, HACCP audit tables and verification schedules for a product and process.

### **Halal**

Primarily a product that does not contain pork &/or its derivatives, and alcohol &/or its derivatives. It is a product, which meets all requirements of Muslim Food Law.

### **Harbourage**

A place where pests and vermin can nest and breed.

**Hazard**

Any physical, chemical, microbiological or quality property that can alter, taint, damage or render useless, any critical property of a product or process, which may result in a risk to health and safety &/or poor quality attributes.

**Hygiene**

The cleanliness or property of health of a particular person, surface, product or process.

**IMTE**

Inspection Measuring and Test Equipment.

**Implemented**

The act of putting into place all procedures, documents and activities by distributing documents, providing training and assessing the effectiveness of programs.

**Kosher**

A product, which meets all of the requirements of Jewish Food Law.

**Likelihood**

The chance that an event will occur.

**Listeria**

A group of bacteria capable of causing illness including potentially fatal infections in the elderly, newborns, pregnant women, and persons with a weakened immune system.

*Listeria* is a bacterium commonly found in the environment. The specific type of *Listeria* that infects people is *Listeria s* (abbreviated as *L. monocytogenes* or often just called *Listeria*). These bacteria can cause serious illness and in some cases death, particularly in vulnerable people.

**Listeria Management**

Documented programme in place for RTE food operator to minimise the potential contamination with the *Listeria* species.

**Material Safety Data Sheet**

A document that outlines the physical properties of a chemical or compound. It clearly identifies any risks and effects to human health and any first aid and emergency procedures with which to treat or contain the material.

**Nutritional Analysis**

Results that indicate the level of nutrition, sustenance or goodness contained within a determined serving of product.

**Potentially Hazardous Foods**

Food that must be kept at certain temperatures to minimise the growth of any harmful micro-organisms, that may be present in the food, or to prevent formation of toxins in the food.

**Procedure**

A document describing the structure or rules with which a process is to be followed.

**Product Description and Intended Use**

A document that identifies the unique characteristics, or properties, storage and usage information of a group of similar products.

**Product Specification**

A legal document that specifically addresses all unique properties of an individual product, including its quality, safety, legal and labelling parameters.

**QAMS**

Quality Assurance Management System – An accredited Quality Assurance Management System as an alternative or adjunct to an accredited Food Safety Program.

**Quality**

Fitness for purpose. A product or service that can consistently meet the specific requirements of the consumer.

**Quality Control Point (QCPs)**

Any point in a process where loss of control leads to a consumer complaint or product return. These actions may require compensation in the form of monies or exchange and furnishing of product(s).

**Record**

A form that has documented data or observations recorded on it.

**Spotless**

Spotless Facility Services Pty. Ltd.

### **Significance**

The importance of the effect to health and to the business, when assessing a hazard against the likelihood of the hazard occurring & the severity of that hazard.

### **Supplier**

A company, industry, group of companies or a business with a registered trade name.

### **Supplier Service Provider**

A company providing services to the supplier for example a pest control service provider.

### **Support Programs**

Also known as Prerequisite Programs, which are implemented prior to the Food Safety Program, they include: Document Control, Good Hygiene/Manufacturing Practices, Calibration, Training, Cleaning, Pest Control, Approved Supplier Program, Allergen Control Program, and Preventative Maintenance etc.

### **Third Party Certification Body**

A business which has been accredited to certify other businesses via an independent audit process using suitably qualified auditors. For the purposes of the Spotless Standard the auditors must be either full or senior food safety auditors certified by Exemplar Global.

### **Use-By Date**

Is the last date on which the food may be consumed safely provided it has been stored according to stated storage conditions? Manufacturers of packaged foods are responsible for determining the use-by date.

### **Validation**

The act of providing documented evidence through research, results or theoretical values that a particular food safety or quality property of the product can be met.

### **Verification**

A detailed examination of the Food Safety Program &/or QAMS & Support Programs, to determine if they are documented, implemented and effective.

### **Work Instruction**

A detailed document outlining specific duties that makes up a process or group of duties.

## **3. Administration of the Food Standard**

### **Who is required to be audited to the Spotless Food Safety Standard for Suppliers**

All Manufactures, Wholesalers or Distributors supplying any type of food to Spotless, whether raw or cooked, must be audited to the Spotless Food Safety Standard for Suppliers Issue 4.3

Further, some beverage suppliers will also need to be audited at Spotless discretion.

### **Currency of the Suppliers Audit Certificate**

Once a Supplier has been audited to the Spotless Food Safety Standard for Suppliers they will be issued with a "Spotless Compliance Certificate" this will record among other information the Audit Date, the Previous Audit Date and the Next Audit Date. Suppliers need to maintain the currency of their certificate and be audited in line with the schedules identified in Appendix 2: Purchase Group Risk Rating and Audit Frequency. Following the initial Supplier audit; Suppliers that are certified to a GFSI standard, Spotless approves the audit frequency to that of the relevant GFSI standard.

### **Requirement of Certification Body**

- Schedule Suppliers Audits in a timely manner to ensure on going compliance
- If a Compliance Certificate cannot be issued due to Major CAR yet to be closed out, provide details of CAR to [Supplier.QA@spotless.com.au](mailto:Supplier.QA@spotless.com.au)
- Send completed Spotless Compliance Certificate to Spotless Supplier Food Safety Coordinator - [Supplier.QA@spotless.com.au](mailto:Supplier.QA@spotless.com.au)
- Whilst undertaking the audit, the auditor will inspect the business / facilities Food licence / Registration / Notification as required in that jurisdiction and attach a copy of this to the Spotless Food Safety Compliance Certificate.

### Requirement of Supplier

Suppliers need to ensure they are audited 30 days either side of the due date, by an auditor from one of the approved Certification Companies, detailed below. If this cannot be achieved the Supplier must contact the Food Safety Coordinator via email ([Supplier.QA@spotless.com.au](mailto:Supplier.QA@spotless.com.au)) to explain why the audit cannot be undertaken and when it will occur.

### Approved Certification Bodies

Spotless has approved Certification Body, which are:

- BSI Group - [FoodDivision.Au@bsigroup.com](mailto:FoodDivision.Au@bsigroup.com);
- SAI Global - [Foodoperations@saiglobal.com](mailto:Foodoperations@saiglobal.com);
- SGS - [AgriFood.AU@sgs.com](mailto:AgriFood.AU@sgs.com);
- Merieux NutriSciences Certification - [certification.au@mxns.com](mailto:certification.au@mxns.com);
- Sci Qual International - [food@sciqua.com.au](mailto:food@sciqua.com.au);
- Ausqua - [ausqua@ausqua.com.au](mailto:ausqua@ausqua.com.au);
- DQS Certification - [info@dqs.global](mailto:info@dqs.global);
- Global Mark - [customer.service@global-mark.com.au](mailto:customer.service@global-mark.com.au).

Audits performed by non-approved Audit Companies will not be recognised.

### Information Obtained from a Third Party Audit

Suppliers MUST be aware that if they undertake an Audit to the Spotless Food Safety Standard for Suppliers - the information obtained during the audit can and will be made available to Spotless by the Certification Body. The disclosure of information obtained will include, but not be limited to:

- Concerns relating to the continued supply to Spotless
- Information on any Corrective Action Requests (CARs) raised, whether these be:
  - Minor
  - Major
  - Critical
- Any other information required by Spotless to ensure we maintain a safe food chain to our clients & consumers

### Closing Corrective Action Requests (CARs)

Any CAR raised by an Auditor MUST be closed in the following time frame:

- Minor – Closed within 30 days from issue;
- Major – Closed within 14 days from issue;
- Critical – Supplier Suspended from Supply to Spotless, maybe deleted as a Supplier.

If the CARs are not closed within the above time frame, the Supplier will be suspended from supplying Spotless.

Should there be a valid reason why a CAR cannot be closed within the time frame, the Supplier must notify both the Certification Body and Spotless Procurement Supplier Food Safety Coordinator via email ([Supplier.QA@spotless.com.au](mailto:Supplier.QA@spotless.com.au)), advising why they should be granted an extension and the time frame required.

### Major and Critical CAR

If an Auditor becomes aware that there is an issue that presents a Food Safety risk to Spotless in continuing to receive product from the Supplier, then the Auditor MUST advise Spotless before leaving the Suppliers Premises of the issue and reason the CAR has been issued.

- Procurement Manager: 0408759 818
- National Food Compliance Manager: 0422 004 041

### Spotless Supplier Visits / Audits

An out of sequence audit may be requested by Spotless of a Supplier, if Spotless becomes aware of a food safety concern. Spotless may also request a visit to a Suppliers premises to inspect the Suppliers operation including the manufacturing process. Whilst undertaking this visit, Spotless may also request to examine relevant Food Safety Program &/or QAMS documents.

## 4. Document Control

### Purpose of this Element

To demonstrate that a supplier can effectively control the product and services that is critical to quality, safety and commitment, via documentation. The documenting and implementing of procedures, work instructions, forms and specifications provides a number of functions to the business, these being:

- To provide a direction for employees to consistently work and achieve;
- To create a training tool to induct new employees and retrain or multi-skill existing employees;
- To provide both the customer and the supplier a clear description of the products and services offered;
- To identify all critical quality and safety parameters involved with the provision of goods and services offered;
- To give external auditors objective evidence that the processes are capable of being controlled and that these processes and controls are effective.

Document control is the means by which a supplier provides relevant and current information about procedures, products and services to its employees, suppliers and consumers.

It is a requirement that only the most current and controlled documents are available for use. It is recognised that over time, procedures, directives, products and services change and the documentation will change to reflect this. To avoid any confusion, misconception or dissatisfaction, all out dated and superseded documents shall be removed from use or circulation.

### *What do I need to do to comply with this element?*

The supplier shall develop, document and implement a manual that includes:

#### **A Food Safety & Quality Policy**

The policy shall outline the supplier objectives for supply and the goals to achieve the required standard; it should also outline the commitment to continuous improvement. This shall be signed and dated by the manager with executive responsibility.

#### **Supplier Structure, Job Descriptions and Responsibilities**

The supplier shall define individual's responsibilities with respect to food safety and quality. Job descriptions or equivalent documentation will identify clearly, what the employee's duties and responsibilities are in relation to the Suppliers Food Safety Program. A designated person shall be defined as the management's representative for food safety and quality matters.

#### **A Document Register**

Any document that is created to meet the requirement of this Standard, be it a procedure, work instruction, operating procedure, form or reference, will be controlled to ensure only the most current version is available to all staff. Each document shall be authorised by the designed management representative. This information will be recorded in a register that covers all this information.

#### **An Amendments Register**

Registers or equivalent shall be kept for all documents, procedures, forms and records that are contained within the manual and are identified as being developed for the standard. A register will be kept for any changes that occur to any documentation identified in the manual.

#### **Liability Insurance**

The supplier will purchase liability insurance to cover both product and public liability indemnity to a total value of no less than AUS\$10 million per incident.

#### **A Customer Complaints Procedure**

All customer complaints will be recorded and investigated to identify the cause and the appropriate action to certify the complaint. All corrective actions, correspondence and investigations will be documented, controlled and kept for review. This shall include all feedback regarding food safety issues as well as quality, delivery, labelling, etc.



### **Corrective and Preventative Actions Procedure**

A procedure shall be developed, documented and implemented to identify any problems that arise as a result of normal work practices, reviews or complaints. The procedure shall address: -

- How the problem is investigated to determine the root cause;
- The immediate and preventative action taken to eliminate future occurrences, and
- How it shall be addressed and who will address it.

When the corrective action has been completed, it shall be reviewed for effectiveness and the results documented.

### **Document Control Procedure**

The supplier shall describe how the documentation, identified in the manual, is developed, documented, circulated, reviewed, amended, identified and stored to ensure that only the most current version is available to all staff. The procedure will describe how all documentation is protected from theft, damage or loss.

Records for the verification of these procedures and any corrective actions to problems identified shall be kept by the supplier.

#### **References:**

Food Standard Code 3.2.1 Food Safety Programs, Division 2, 3 General Food Safety Program requirements(c) 4 Auditing of Food Safety Programs (b) & (c) and 5 Content of Food Safety Programs.

## **5. Food Safety Program**

### **Food Safety Program &/or QAMS**

Using the preliminary steps & 7 principles of HACCP-Hazard Analysis Critical Control Point tool.

#### **Purpose of this element**

A supplier must describe all the activities conducted & the methods of identifying, assessing & controlling food safety hazards, quality & regulatory points in the processes which affect product safety & quality. The aim is to ensure that the product, based on its intended use is safe at the time of consumption and meets product specifications.

#### ***What do I need to do to comply with this element?***

The supplier shall develop, document and implement the following:

The preliminary steps & the 7 principles of HACCP (Food Safety Program or QAMS) provide guidelines to identify assess and control any hazards that can affect the quality and safety of the product or service.

The preliminary steps are as follows:

**Food Safety Manager / Champion** - Is the person nominated by management to be responsible for the Food Safety Program or QAMS. However, management has the overall responsibility for the Program.

**Food Safety Team** - Are members selected by the supplier to develop, document & review the Food Safety Program or QAMS. It may be internal staff e.g. QA, Maintenance, Production Operator, Purchasing etc., or an external resource e.g. consultant. At least one member of the Food Safety Team must be externally trained and hold a recognised certificate in Food Safety, in order to have knowledge & understanding of the Food Safety Program &/or QAMS and Food Safety Principles.

At least one member of the food safety team must be externally trained and training must be maintained current (*within the last 5 years*).

**Scope** – Define what the Food Safety Program &/or QAMS will cover, i.e. from the receiving of raw materials, processing operations, packing and distribution etc.

**Purpose** - Describe the type of hazards that need to be eliminated reduced or controlled to an acceptable safe level.

**Product Description & Intended Use** - A document will be developed that covers the following items for like products/processes, any different product type will require a separate:

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Description of your product/s & processes:

- Composition e.g. ingredient lists;
- Method of preservation e.g. acidity, thermal processing etc.;
- Packaging – primary (food contact), secondary & shipping;
- Storage & Handling Requirements;
- Distribution Requirements;
- Shelf life;
- Intended use i.e. customer preparation & consumption e.g. Require heating or require product to be fully cooked - Special labelling covers additional criteria to directions for use, i.e. refrigerate after opening or store in an air tight container after opening etc.;
- Sensitive Population e.g. allergies, infants, elderly etc.

Finished product specifications may be established to be more product specific, in addition to the product description & intended use.

Specifications must be developed for each individual product or product type and service covered by the scope of the certification.

- A. Develop a Process Flow Diagram** – Identify all the steps in your process; include all process inputs e.g. rework, packaging etc. Where a product or process requires a specific step procedure or handling method, a new flow chart will be developed.
- B. Verify the Process Flow Diagram** – When the process flow diagram is complete, the Food Safety Team needs to verify that all steps have been covered accurately.

Documentation shall cover the seven principles of HACCP (Food Safety Program), which are as follows:

**Principle 1 - Hazard Analysis** - The supplier shall include a documented hazard analysis for each flow chart or process. The supplier shall ensure that the hazard analysis is documented showing the:

- Process Step;
- Inputs;
- Hazard- biological, physical, chemical (must include allergens), quality;
- Significance;
- Likelihood & Justification;
- Determine Control Measures to prevent, eliminate or reduce the hazard to an acceptable level/s.

**Principle 2 - Determine the Critical Control Points** –The control measures identified for the significant hazards are assessed on the basis of whether it is a critical point in the process for controlling, reducing or eliminating the significant hazard. If it cannot, then they shall be determined as Critical Control Points (CCP's), Quality Control Points (QCP's) and Control Points (CP's).

There is an option to identify the CCP's, QCP's and CP's on the flow charts.

**Principle 3 - Establish Critical Limit (s)** - All CCP's, QCP's & CP's shall then be assigned a critical limit by within which they can operate. This shall be monitored to ensure it remains within the limits.

**Validation/Justification of the Critical Limit(s)** - To demonstrate that any critical limits used by the product and process, are not placed at risk, all limits, data and safety values should be validated by the collection of data, testing results, theoretical values, guidelines and industry standards.

**Principle 4 - Determine Appropriate Monitoring Procedures** - to control the Hazard e.g. CCP, QCP or CP.

**Principle 5 - Establish Corrective Actions** - Establish the corrective action to be taken when monitoring indicates that a particular CCP, QCP or CP is not under control. If the critical limits are exceeded, the supplier shall ensure that the corrective action for the product and process is determined, delivered and recorded.

**Principle 6 - Establish Verification Procedures** - Establish procedures for verification to confirm that the HACCP system is working effectively. The supplier shall include a verification schedule.

The verification will include:

- Activity;
- Frequency of verification;
- Person responsible for verification;
- All records kept.

The verification schedule will include the routine review of all elements of the Food Safety Program &/or QAMS and the Pre-requisite Programs outlined in this Standard.

Records for the verification of these procedures and any corrective actions to problems identified shall be kept by the supplier.

To ensure that the Food Safety Program &/or QAMS remains relevant and effective, a routine review of all documentation, activities and Pre-requisite Programs shall be conducted. The supplier must be able to demonstrate to external auditors that the system has been implemented and is effective. This shall be done by keeping records of any monitoring activities, corrective actions, validation of results and verification activities.

Examples of typical verification activities that must be followed (where appropriate) to ensure the system is effective are:

- Microbial testing;
- Chemical testing;
- Swabbing e.g. cleaning & sanitation and allergens;
- Shelf Life Validation – microbiological and food quality;
- Where the shelf life of a product is being routinely verified, they must first be validated to ensure that the product can meet these requirements;
- Physical Assessment of Product against Specification;
- Regular Internal Audits;
- Onsite review;
- Review of Customer Complaints;
- CCP Appropriateness;
- Revalidation of Critical Limits;
- Review of Monitoring and Corrective Actions;
- Audit of Pre-requisite Programs;
- Food Safety Program &/or QAMS Audit;
- Review of Changes to Documentation.

**Principle 7 - Records & Documentation** - Establish documentation concerning all procedures and records appropriate to these principles and their application.

Summarise Principles 1 to 5 and Principle 7 in a Food Safety (HACCP) Audit Table.

The supplier shall include a documented Food Safety audit table addressing each flow chart or process.

The audit table will include the:

- Step;
- Hazard;
- Determined Critical Control Point (CCP), Quality Control Point (QCP) or Control Point (CP);
- Critical limit;
- Monitoring procedure – what, how, where, when, who;
- Corrective action – Action outcome of product and who is responsible. Action outcome of process and who is responsible;
- All records kept.

In addition to the 7 principles of a Food Safety Program &/or QAMS.

**Review Changes:**

Establish a system/procedure, when any changes occur to formulation, packaging, ingredients, equipment, the process, supplier, marketing claims of product, etc.

**References:**

Food Standard Code: 3.2.1 Food Safety Programs  
3.2.2 Food Safety Practices and General Requirements  
3.2.3 Food Premises and Equipment  
[www.foodstandards.gov.au](http://www.foodstandards.gov.au)

## 6. Good Hygiene Practices

## **Purpose of this Element**

To ensure that the product, or service is not compromised by the employees and their practices.

Employees and their practices introduce a number of risks to the production of food or a food service. These risks should be realised and reduced or eliminated to ensure the product's integrity is protected.

The way people are dressed, their personal appearance and their habits should be controlled by documenting a set of procedures by which an employee is to follow.

If people conduct work duties whilst affected with an illness or with an undressed wound, they present a serious microbiological risk to the product. These employees should be removed from duties which are exposed to the product, until the illness or injury has cleared.

Staff have a responsibility under the Food Act to inform their supervisor if they are suffering from an illness or condition associated with a disease that is transmitted through food.

The provision of areas for employee breaks should be of a suitable condition and location to ensure that any hazards are not introduced from break activities or any reintroduction of hazards from the environment in which they break.

### ***What do I need to do to comply with this element?***

The supplier shall develop, document and implement a procedure to control any associated risks to products via employees. The document shall, where applicable, include the following:

#### **Personal Hygiene Policy**

The policy shall identify how staff are to dress, act and clean themselves whilst on site, to minimise any risk to the product safety or quality. It should identify the supplier's policy on clothing, hair/beard nets, hand washing, returning to work from breaks, staff cleanliness, coughing and sneezing.

The wearing of make-up, cosmetics, false fingernails or nail polish will be assessed in the context of the product or service delivered, and subsequently documented.

#### **Illness and Injury Policy**

The supplier shall identify how it manages any employee who is affected by cold, flu or other contagious or food borne illness. Where an employee has cuts, abrasion or other open wound, the supplier shall document a procedure to ensure that the employee does not expose the product to any risk. Staff that report that they are suffering from the symptoms of a food borne illness as defined in the Food Standards code should be excluded from duties where there is a risk to the product until they are deemed safe to resume work by a medical practitioner.

#### **Clothing and Jewellery Policy**

The supplier shall ensure that the product is not contaminated by any foreign objects such as jewellery or items carried on clothing.

Where uniforms are worn, a policy shall be developed to cover the use, storage and cleaning of these.

Where gloves are worn, a policy shall be developed to ensure the gloves are changed frequently or when contaminated, and for what tasks gloves are required to be used and when they are required to be changed.

#### **Induction Program**

All employees shall be made aware of the supplier's policies on hygiene practices and shall sign a document stating that they have understood these terms. The induction shall be covered extensively under training procedures, but will be outlined in the hygiene policy.

#### **Eating, Drinks and Smoking Policy**

To avoid any tainting, spoilage or contamination of product, the supplier will document a procedure to define where staff can eat, drink and smoke. This policy shall ensure that there will be no risk to product quality or safety.

#### **Staff Movement Policy**

Where staff moves throughout the site as part of their duties, they may introduce the risk of product contamination from other environments on or around the site. The supplier will identify any potential risks because of staff movements and implement a procedure for its control.

#### **Visitor Policy**

Where visitors, including sub-contractors, are moving through or about an environment, they may cross-contaminate the product or the environment. The supplier will document a procedure for control.

A procedure shall be developed to ensure all staff are following these policies. This can be in the form of a checklist, audit procedure or another observation technique. Any verification activity must be routinely conducted. This routine shall be developed and documented, preferably within the verification schedule.

Records for the verification of these procedures and any corrective actions to problems identified shall be kept by the supplier.

### **Verification that Hygiene Practices are effective**

Good Hygiene Practice activities shall be routinely monitored and reviewed to ensure effectiveness. Where any verification activities are conducted, they will be recorded and kept.

Any problems identified, as a result of these verification activities will be recorded, acted upon and the resolution recorded and kept for review.

The keeping of records provides objective evidence to external auditors, that the supplier is able to control any hazards associated with personnel and their activities and the supplier is able to rectify any problems associated with these activities.

#### **References:**

Food Standard Code 3.2.2. Food Safety Practices and General Requirements Division 4 including Subdivisions 1 & 2

## **7. Good Manufacturing Practices**

### **Purpose of this Element**

To ensure that the product produced undergoes minimal exposure to hazards caused whilst on site and during transportation, and to provide clear guidelines for employees, who directly handle or can have a direct effect on the quality or safety of the product, to follow and to ensure minimal risk to the product.

The guidelines form part of the manufacturing requirements for the production of the finished product. They can be used also as a training aid to induct new employees or retrain existing employees.

Signage helps remind workers of the policies adopted by the supplier and should be placed in prominent and sensible positions where they will have maximum effect.

Waste control reduces the likelihood of pest harbourage and improves the housekeeping of the site, again reducing the likelihood of product contamination.

By documenting these procedures, the supplier has a set of parameters with which to verify the effectiveness of foreign contamination control and gives external auditors objective evidence that the company can identify potential hazards and also be able to monitor and manage these hazards as they arise.

### ***What do I need to do to comply with this element?***

To ensure the quality and safety of products and services offered to the consumer, the supplier must develop, document and implement a procedure that ensures practices are appropriate and maintained throughout the process.

The procedure will specifically refer to the following:

#### **Receipt of Potentially Hazardous Foods**

When receiving Potentially Hazardous Foods, temperatures of chilled foods must be below 5°C and temperature of hot foods must be above 60°C. Frozen food must be frozen hard.

A procedure will be developed and documented for the:

- Receiving;
- Temperature recording;
- Maintenance of records of potentially hazardous product.

#### **Cross Contamination Risk Procedures**

In the event that production of goods can cause a cross contamination from other ingredients or equipment, a procedure shall be developed to reduce or eliminate the risk.

#### **Waste Identification and Control**

Where a waste or by product is generated as a result of the process, it should be effectively identified to ensure that it cannot be reintroduced into the process or finished product.

### **Storage of Chemicals**

Any chemicals used on site that can taint or harm the product shall be isolated from any production environment. A procedure for the control of these chemicals shall be developed and documented. Where necessary, these chemicals shall be placed under secured storage and are released to authorised personnel only.

#### **Dropped Product Policy**

Any product that is dropped on the floor or another non-food grade or sanitised surface will be discarded or treated in a manner that effectively eliminates any contamination to product or process.

#### **Glass Policy**

Glass poses a critical foreign object contamination risk to the product. A policy will be developed outlining the use of any glass on site. Where glass forms the basis of the construction or lighting of the site, practices shall be put in place to remove or reduce the hazard of glass contamination. Where the removal of glass from a work environment is not practical, a procedure will be developed to control the hazard in the event of any glass breakage.

#### **Wood Policy**

A policy will be developed outlining the use of wood in the receiving, production, packing and food storage areas of the facility. Practices shall be put in place to reduce or prevent the introduction of any foreign objects to product. The policies should state quite clearly whether these materials should be introduced or are acceptable for use within the processing environment.

#### **Metal Policy**

Metal can also pose a contamination risk to the product; therefore, a policy will be developed to stop metal objects contaminating the food. This shall include equipment, hand tools, utensils, and any other metal object introduced, whether this is in the receiving, production, packing or food storage area. Any metal object required in the manufacturing process, shall be designed, constructed and maintained to prevent contamination to the food product.

#### **Stock Rotation Policy**

In order to protect the quality and safety of product being offered to consumers, there should be an adequate stock rotation policy in place to ensure that the oldest products and materials are used first and are within their "use by" or "best before" date for product with "use by" or "best before" dates.

#### **Temperature Controls/Actual Temperature Monitoring Processes**

Temperature is one of the main hazards in a processing environment. In order to control, reduce or eliminate the hazard caused by inadequate temperature controls, a procedure should be developed to state what monitoring is required, how often, where and at what temperature.

#### **Use of Signs**

Signs help remind employees of their obligations to food safety and quality by employing practices and techniques. There should be a policy to state the type of signage that will be used and where it will be used. Signage should not be displayed in a manner that creates a hazard.

#### **Water Quality**

Water quality can affect the safety or quality of a product or service and should be considered by suppliers that are using recycled, treated, or non-town water supplies.

#### **Transport**

Potentially hazardous chilled foods must be delivered at temperatures below 5°C and potentially hazardous hot food must be delivered above 60°C. Frozen food must be delivered frozen hard.

A procedure shall be developed to ensure that the products temperature during transportation is maintained within the temperatures guidelines advised above. This may be in the form of a driver logbook or similar. Verification activities must be developed and documented. This may be through the use of data loggers at specified frequencies. Records of verification and any corrective actions shall be kept.

A procedure shall be developed to ensure all staff are following the policies developed. This can be in the form of a checklist, and audit procedure or another observation technique. Any verification activity must be routinely conducted. This routine shall be developed and documented, preferably within the verification schedule.

Records of the verification and any corrective actions shall be kept.

#### **References:**

Food Standard Code 3.2.2 Food Safety Practices and General Requirements Division 3, 5 Food receipt (3), 11 Food Disposal, Division 4, 13 General requirements

Food Standard Code 3.2.3 Food Premises and Equipment Division 4, Division 5, 15 Storage facilities & 17 Food transport vehicles

## **8. Calibration**

## **Purpose of this Element**

When testing all products against parameters that have been deemed essential or critical, as defined by the Food Safety Program &/or QAMS, it is important that the equipment is reading true and accurately.

The frequency of testing will be determined by the amount of use the equipment receives, the location and the range of values at which the product is tested at.

By completing a list of all equipment, it gives the supplier an indication of the amount of equipment that performs an essential role and creates part of the preventive maintenance schedule.

The difference between calibration checks and full calibration should be understood and documented.

## ***What do I need to do to comply with this Element?***

The supplier shall develop, document and implement a procedure to ensure that all equipment used to inspect, measure or test the product at a critical control point or a quality control point is functioning correctly and reading accurately.

The procedure will address the following:

### **List of inspection, test and measuring equipment**

All measurement, inspection, test and monitoring equipment that are critical to the quality and/or safety of the product will be recorded. The list of this equipment will identify each individual piece of equipment, its accuracy and its location. In some cases special storage of equipment may be required in order to preserve its accuracy.

### **Schedule of calibration checks and full calibrations**

The supplier will list all equipment that is used in the testing of product and the frequency with which it is tested. Included in this listing of equipment shall be the accuracy to which each piece of equipment reliably works. This is generally the manufacturer's requirement unless the accuracy can be increased because of some internal procedure.

### **Procedures for calibration**

If any calibration of equipment is conducted by the supplier, then there will be a set of procedures or work instructions developed to demonstrate the method. These methods will be of an acceptable or recognised standard used within industry. Equipment used to verify or calibrate inspection, measuring or test equipment should be certificates as traceable to a National or International Standard where one exists. If one does not exist the basis of calibration shall be documented.

### **Replacement policy for equipment out of calibration**

Where a piece of equipment is found to be out of calibration, it must be identified in a manner that distinguishes it from any operational equipment and shall be removed from service. A policy outlining this procedure will be documented.

### **Investigation of any product found to be inspected, tested or measured on equipment that is out of calibration**

When a piece of equipment is found to be out of calibration, a procedure will be developed to address either the replacement or correction of the equipment and the retest or investigation of any product that may have been tested on this equipment. The corrective action should be recorded, and reviewed routinely.

The procedure will ensure that activities are in place to verify the effectiveness of the procedure and to correct any problems that are identified. Any verification activity must be routinely conducted. This routine shall be developed and documented, preferably within the verification schedule.

Records of the verification and any corrective actions shall be kept.

### **References:**

Food Standard Code 3.2.2 Food Safety Practices and General Requirements Division 6, 22 Temperature Measuring Devices

## **9. Training**

### **Purpose of this Element**

To ensure that employees have the skills and knowledge to consistently undertake the tasks performed. In areas where the quality or safety of the product can be compromised because of inadequate handling or testing methods appropriate training must be provided.

By reviewing training of employees, the supplier is able to identify any shortcomings in the skills and knowledge of its employees. Where employees change positions or take on new roles or rotate shifts, training should ensure that the employees are adequately skilled and have the knowledge to carry out the task.

Keeping records of training provides the supplier with a history of training events and provides external auditors objective evidence of activities performed.

### ***What do I need to do to comply with this Element?***

The supplier will ensure that all activities, duties or other functions that have an effect on the quality or safety of the product or services, or an activity that is identified as a CCP, CP or QCP, are conducted by suitably trained staff.

The procedure will address the following:

#### **Identification of training needs**

At least one person from the business shall hold an accredited Food Safety Certificate (not more than five years old) having attended a Food Safety &/or QAMS training program. The course undertaken must have been delivered by a Registered Training Organisation. A record of the training and type of training received shall be documented.

A regular review of staff training levels and requirements will ensure that as staff change their roles and functions, all critical operations will be performed by skilled staff.

#### **A training schedule**

A supplier shall develop a training program identifying all staff and the available training offered by the company. Training shall be recorded, and ongoing needs assessed and documented.

#### **Training procedures**

Where specific training procedures are employed, the supplier shall document these. Areas where specific training may be required are production techniques, sampling techniques or analysis methods.

The procedure will ensure that activities are in place to verify the effectiveness of the procedure and to correct any problems that are identified.

Records of the verification and any corrective actions shall be kept.

#### **References:**

Food Standard Code 3.2.2 Food Safety Practices and General Requirements Division 2, 3 Food Handling, - Skills & Knowledge, Division 4, 18 General duties of food business.

## **10. Cleaning**

### **Purpose of this Element**



Cleaning of premises, plant and equipment reduces the risk of chemical, physical and microbiological contamination. Personnel involved with the cleaning program must be aware of the potential risk of using chemicals, and using chemicals outside the required dosage.

### ***What do I need to do to comply with this Element?***

The procedure will address the following:

#### **Use of hot water**

Where appropriate, the use of hot water, in conjunction with cleaning chemicals, provides an effective means of reducing microbial and chemical contaminants. This shall be documented in the cleaning schedule.

#### **Adequate drainage**

Proper drainage ensures that water does not pool and create a potential microbiological hazard. The supplier shall implement a system for the removal of excess water from floors and equipment.

#### **Cleaning procedure and schedule**

The supplier shall develop, document and implement a procedure for the cleaning of all equipment, utensils and surfaces. This will ensure all areas and items used for food preparation are effectively cleaned and sanitised; the supplier shall create a schedule of locations for cleaning, the chemicals used (where necessary), the methods used and the frequency of cleaning

#### **Cleaning chemicals and equipment used**

All chemicals used for cleaning and sanitising must be accompanied by a Material Safety Data Sheet and be suitable for use in a food environment. All MSDS shall be current and match the products in use on site; MSDS shall not be greater than 5 years old.

All cleaning equipment shall be maintained in good repair, stores when not being used in a designated area away from all food products to ensure no contamination.

#### **“Between batch” cleaning procedure**

Cleaning between batches may be particularly important when changing between Kosher and non-Kosher, Halal and non-Halal, and allergen and non-allergen products. Where the quality of a product can be affected by contamination by previous batches, the supplier must define a procedure for the clean down in between batches.

#### **Commercial laundered protective clothing**

Where company uniforms are provided and cleaning is arranged, a documented policy in line with personal hygiene requirements shall be written outlining the frequency of cleaning and the frequency of changing uniforms. A managed work wear provider should be considered as they will manage your uniform design, rotation and laundering requirements.

#### **Swab Test Verification**

To monitor the effectiveness of the cleaning & sanitation procedures, it is required that microbiological testing of food & non-food contact surfaces is undertaken, i.e. of the manufacturing environment.

#### Example for Food Contact Swabbing:

Regularly used equipment/ tools /areas shall be swabbed for total plate count, Coliforms, *E.coli*, Salmonella, etc. after cleaning & sanitation. It is recommended to consult your NATA accredited laboratory to provide guidance on what bacteria & technique to swab (if applicable), as this will be dependent on the type of product/s manufactured. E.g. canned, chilled, frozen, confectionery etc.

#### Example for Non Food Contact Swabbing:

Environmental swabs shall be taken for overhead piping, door handles in amenities, steps, ladders, walls, benches, floors, floor mats, internal drain covers & drains, cool room handles, air curtains, food transport vehicles and in all other areas and surfaces proximate to the food manufacturing areas

#### Cleaning and swab testing records:

To ensure the cleaning program has been effective, swab testing where applicable, will be carried out. The supplier will document the testing program for swabbing where food preparation or production occurs.

Records should be kept to demonstrate verification has occurred. Where problems with the cleaning program have been identified, corrective action must be taken to prevent contamination. Records of the corrective action are to be kept by the supplier.

#### **References:**

Food Standard Code 3.2.2 Food Safety Practices and General Requirements Division 5, 19 Cleanliness & 20 Cleaning & sanitising of specific equipment

## 11. Listeria Management Program

### Listeria Management

Suppliers of Ready To Eat (RTE) product shall develop, document and implement a listeria management program

#### Purpose of this Element

The purpose of this element is for suppliers of RTE product to have in place a program for the management of Listeria hazards in, production lines, associated production areas and in end products. The program will manage the detection, investigation and subsequent follow up activities in the event of a detection of *Listeria monocytogenes* in RTE products and production areas.

#### ***What do I need to do to comply with this element?***

To put into place a systematic program to find and eliminate possible Listeria harbourage sites in plant and equipment in the RTE manufacturing facility and production areas.

#### **The Listeria management program shall address the following:**

- Identify the scope of the program;
- Responsibilities for management and maintenance of the program;
- Product sampling;
- Environmental listeria control;
- Operational controls;
- Staff training;
- Immediate and corrective actions;
- Data management;
- Management review.

#### **Provision of Program to Spotless**

Suppliers of RTE Product to Spotless Health & Aged care sites are required to provide the Listeria Management Program to [FoodSafetyProgramAU@spotless.com.au](mailto:FoodSafetyProgramAU@spotless.com.au) annually (1<sup>st</sup> July)

Documents provided must include:

- Listeria Management Program.

## 12. Pest Control

### Purpose of this Element

Pest infestation poses physical, microbiological and in some cases a chemical hazard to product quality and safety. The control of pests will reduce the likelihood that product integrity will be compromised.

Pests can be an environmental, housekeeping or purchase related problem which should be addressed.

The supplier must ensure the pest control system is effective. A system of monitoring, auditing and review will be developed and any shortcomings or problems identified by this monitoring are to be acted upon and recorded.

#### ***What do I need to do to comply with this element?***

The supplier must ensure that products or services are protected from pest infestation and contamination. The supplier shall develop clearly outlined procedures:

The procedure shall include:

- Contractor credentials;
- Pest control, where contracted, should be conducted by qualified and credentialed and/or licensed personnel. This documentation will be retained by the supplier.

#### **Pest control schedule**

##### Bait maps

To ensure the entire premises are controlled routinely to minimise the risk of pests, a schedule of treatments shall be developed. The schedule should address such issues as electric insect killers, strip curtains, air curtains, in-house pest control, and contractor review. To aid in the application and verification of pest control, a bait map shall be provided depicting the type of control and the area it is being applied.

##### Chemicals used and Material Safety Data Sheets (MSDS)

Any pest control chemical used on site will be accompanied with a Material Safety Data Sheet and proof of suitability for use within a food production environment.

#### **Pest control procedures and records**

##### Pest sightings

Where pest control is handled by the supplier or in conjunction within an external contractor, procedures will be written depicting the type of control used. Where sightings are made between scheduled pest control services, these shall be recorded and immediate remedial action taken. The subsequent remedial action taken will also be placed on record.

The procedure will ensure that activities are in place to verify the effectiveness of the pest control procedure and to correct any problems that are identified. Any verification activity must be routinely conducted. This routine shall be developed and documented, preferably within the verification schedule.

Records of the verification and any corrective actions shall be kept.

#### **References**

Food Standard Code 3.2.2 Food Safety Practices and General Requirements Division 6, 24 Animals & Pests

## **13. Product Identification and Traceability**

### **Purpose of this Element**

The loss of identification of materials and product poses a threat to quality and safety of the finished product or service.

Traceability ensures that the correct product is delivered to the correct customer at the right time in the right quantities.

Where multiple batches are being manufactured simultaneously, the risk of mishandling and compromising of product significantly increases. With the correct labelling, handling and storage of material and product, the risks are significantly reduced.

Identification of product reduces the extent of a recall in the event of a serious problem, it also helps to identify where the problem occurred during the storage, handling processing and delivery stages.

Where problems are identified, actions shall be taken and records shall be kept, documenting the type of action taken and the product details. These shall be routinely reviewed to analyse trends that might be developing.

### ***What do I need to do to comply with this Element?***

To ensure the product or service offered by the supplier can be identified at all stages, including receiving, storage, processing and delivery, a documented procedure will be implemented. This identification procedure will be reviewed annually to verify the effectiveness of the procedure and to correct any problems that are identified.

The procedure shall address and include some or all of the following:

#### **Identification of incoming ingredients, packaging (if applicable) and/or products**

For example: The invoice &/or delivery docket with the name of the business/supplier, date of delivery received, temperature, name of products/raw materials delivered, product lot identification or date marking such as a “Use By”, “Best Before”, “Packed On” or “Baked On” and the quantities delivered.

#### **Traceability to Customers (Spotless outlets receiving product)**

For example: Delivery docket with the name of the business, name of goods, lot identification or date marking and quantities delivered of each item. Finished product is clearly identified and all identification details are accurately recorded to ensure traceability back to growers and/or suppliers.

Suppliers must be able to identify the supplier of the individual items purchased by the company.

A procedure shall be implemented to ensure that supplier and product details are captured upon delivery.

#### **Batch ingredient identification and control**

For example: May have your own batch numbering system for a number of batches made on different shifts &/or lines, such as the use of pallet labels, tags, coloured tags, coloured tubs etc.

#### **Identification and control of “work in progress”**

For example: Coloured WIP labels with identification of product name &/or code, batch, date made, date to be used by, etc.

#### **Reworked product**

To ensure the quality, safety and integrity of the product is maintained during production, all batched or semi-manufactured and reworked products will be adequately identified and recorded. A procedure will be written detailing how the product is recognised, handled and stored to ensure individual batches can be identified.

#### **Packing policy**

The supplier must ensure the integrity of product is maintained and easily identifiable from its packaging. The procedure must identify how the product is packed, identified and handled to ensure quality and safety.

#### **Waste bins unique and clearly identified**

Where waste is generated during manufacture, storage or handling, this waste shall be contained and identified to ensure it does not contaminate the product or is able to re-enter the manufacture process.

A procedure will be written identifying how waste is identified and handled. Waste must NOT be contained or identified, using raw or finished product packaging and labelling.

The procedure will ensure that activities are in place to verify the effectiveness of the procedure and to correct any problems that are identified. Any verification activity must be routinely conducted. This routine shall be developed and documented, preferably within the verification schedule.

Records of the verification and any corrective actions shall be kept.

#### **Product Traceability Exercise**

Product traceability shall be tested at least annually to ensure the procedure in place is working effectively for the accountability of raw materials, packaging, process aids & rework, which are linked to the finished product, as well as delivery of finished goods to Spotless sites. E.g. Record / Document / Paper trail.

Records must be maintained of the traceability exercise, deficiencies recorded & corrective action to resolve the identified deficiencies.

**References:**

Food Standard Code: 1.2.2 Food Identification Requirements.

## 14. Approved Supplier Program

### Purpose of this Element

Products and services offered to a supplier can pose a serious threat to the quality and safety of the finished product. Often the hazards are “brought in”, and are not easily removed by production techniques.

For these reasons, the suppliers’ service providers must demonstrate their ability to deliver a product or service to a standard acceptable and agreed to by the supplier. It is the supplier’s responsibility to ensure the service providers can deliver a product or service that does not compromise the quality and safety of their product.

Spotless suppliers who are distributors of Potentially Hazardous Foods do not have control over the manufacturing and/or preparation of those foods. For this reason, it is important that the business can provide a high level of confidence in the safety of production of these foods. The only acceptable means of demonstrating confidence is to ensure that providers of product have processes which are being controlled through the Food Safety Program &/or QAMS method, and which has been independently audited by suitably qualified auditors.

Companies that provide a product or service to the Supplier can present a quality or food safety hazard to the end product. For these reasons, any item or service that can affect the quality or safety of the product by introducing a chemical, microbiological or physical contaminant shall be controlled by managing the integrity of the supply chain.

Examples of services are:

- Pest contractors, where chemicals and baits are introduced;
- Cleaning contractors, where chemicals are used;
- Calibration services, which ensure the accuracy of equipment;
- Waste removal contractors, where rubbish provides harbourage and food for pests;
- Transport services, where goods are being carried with other products and not necessarily food, are being transported together, sometimes over long distances.

Where problems are identified due to assessment of the material, product, services or supplier, the appropriate corrective action should be undertaken and records, of the problem and the corrective action shall be documented.

### ***What do I need to do to comply with this Element?***

Where a material, service or input is identified as having the potential to affect the quality or safety of the end product or service, then suppliers’ service provider shall be assessed to establish a high level of confidence in the product or service provided.

This process shall be documented and implemented and will address the following:

#### **Quality assurance of suppliers to manufacturers/processors**

For example: Does the manufacturer/processor have a Food Safety Program & /or QAMS in place, which is certified, or may request for an annual update of the Food Safety Program & /or QAMS certification certificate.

#### **Means by which the incoming goods or services are evaluated**

For example: Inspection of product at delivery &/or inspection of product prior to use against agreed specifications. This may be a record of the delivery docket with a signature and date or may include an incoming good inspection & receipt record, which covers what was delivered, who delivered it, quantity, date of delivery, temperature of product, product inspection, who inspected product, and if it is approved to be used via a signature and date. The supplier may request a certificate of analysis or conformance, check the condition of delivery e.g. pallet liners requested for all deliveries, food transport vehicle cleanliness, chemical, microbiological &/or sensory analysis.

What corrective action is taken if the delivered goods are not from an approved supplier? Is product placed on hold for assessment/evaluation before rejection or approval for use?

#### **Methods for monitoring performance**

The supplier shall ensure that a procedure is documented and implemented and depicts how it assesses the suppliers of materials/products/services. The procedure shall identify how suppliers become approved and to what level of approval, where provisional, A class, B class, or based on risk & supply history etc. The procedure will identify how often the suppliers are evaluated and if monitoring to each delivery or supply is required e.g. may request

suppliers to complete a questionnaire covering allergens & GMO/irradiation declarations, certificates of analysis that may cover sensory, chemical & microbiological analysis.

Distributors of Potentially Hazardous Foods shall ensure that their suppliers are quality assured under the Food Safety Program &/or QAMS based third party food safety audit process. The Certification Body must supply auditors that are certified to be a registered food safety auditor with Exemplar Global. Records of Certification of the suppliers shall be kept.

#### **Approved supplier list**

For suppliers that meet the agreed specifications to become approved are listed on an approved suppliers list or equivalent.

The approved supplier list must contain as a minimum:

- Company name;
- Contact details;
- Product &/or services provided;
- Date last reviewed;
- Certification Expiry Date.

It is recommended that the approved supplier list is reviewed annually.

#### **Record keeping**

Where a supplier has been assessed, records of this assessment shall be kept and the determination of their status identified.

#### **Product testing/sampling frequency**

At routine intervals, the supplier shall verify the materials offered by inspecting the goods and assessing against the specifications. This will be contained in a documented procedure.

#### **Raw material and packaging**

Where necessary the supplier will request specifications from its suppliers, of all raw materials used and food contact packaging in the production of the finished goods. All documentation obtained by the supplier will be retained and reviewed periodically.

The procedure shall outline the products or services to be assessed, the sampling plan for these products or services and the frequency of this testing.

The procedure will ensure that activities are in place to verify the effectiveness of the Approved Supplier Program in place and to correct any problems that are identified. Any verification activity must be routinely conducted. This routine shall be developed and documented, preferably within the verification schedule.

Records of the verification and any corrective actions shall be kept.

#### **References:**

Food Standard Code: 3.2.2 Food Safety Practices and General Requirements Division 3, 5 Food Receipt

## **15. Labelling**

#### **Purpose of this Element:**

Food processors and manufacturer's supplying to catering establishments, restaurants, canteens, schools, hospitals & institutions where food is prepared or offered for immediate consumption, must meet the requirement of the Food Standards Code legislation regarding product labelling and markings.

### ***What do I need to do to comply with this element?***

The supplier shall ensure the products supplied to Spotless meet all relevant FSANZ Food Standards Code requirements

#### **Standard 1.2.10**

Below is a brief explanation on each standard:

##### **Standard 1.2.2 - Food Identification Requirements:**

Must provide name of food, lot identification & name and address of supplier.

##### **Standard 1.2.3 - Mandatory Warning & Advisory Statements & Declarations:**

Must provide information on allergens & other substances in your product, as described in the Spotless Food Safety Standard section 15.

##### **Standard 1.2.5 - Date Marking of Food:**

Product must have a date marking system i.e. the prescribed form of date marking statement and date coding e.g. Best Before or Use by 17 MAR 2011. Product must not be sold after its use-by date and provide a statement of storage conditions to maintain the shelf-life, as prescribed in the standard.

##### **Standard 1.2.6 - Directions for Use & Storage:**

Must provide information on the direction for use and/or directions for storage of food, specific use and storage requirements for health and safety of consumer.

##### **Standard 1.5.2- Food Produced Using Gene Technology:**

You must know if your ingredients used are produced by gene technology and disclose details in labelling.

##### **Standard 1.5.3- Irradiation of Food:**

You must know if ingredients used are irradiated and if so, know if the type of product is permitted to be irradiated. The standard prescribes that irradiation records must be kept and describes the prescribed labelling.

If products supplied to Spotless is also supplied packaged for retail sale, then the product must be labelled as per the above standards and the label must also comply with:

Labels on food for Retail Sale (packed food) must comply with:

- FSANZ Food Standards Code Labelling Requirements;
- Standard 1.2.1 – Application of Labelling and Other Information Requirements;
- Trade Measurement Requirements;
- The ACCC Requirements, relating to the Trade Practices Act.
- The Australian Competition and Consumer Commission (ACCC) requirement, relating to the Trade Practices Act.

#### **Labelling Procedure:**

The labelling procedure shall be reviewed annually to verify the effectiveness of the procedure and to correct any problems that are identified; any verification activity must be routinely conducted. This routine shall be developed and documented, preferably within the verification schedule.

Reviews for Labels for retail sale &/or Documentation for catering purposes shall be conducted when new products are developed, formulation changes, change in labelling laws, change or introduction of ingredients which are allergenic ingredients, change to process that may change the nutritional composition of products, any new or undetected hazards in product process.

#### **Standard 1.2.1 Division 3-Sales of Food to Caterers**

##### **Requirements to have labels or otherwise provide information**

On delivery of products to Spotless, information MUST be provided with the products supplied, that is for bulk products e.g. Bread Rolls in a tray/bag/box (which is partly packaged), a document or label must bear the information as prescribed in Standard 1.2.2- Food Identification Requirements

*Refer to Appendix 4 for examples.*

The document above is not applicable for unpacked or unprocessed food, such as whole or cut fresh fruit and vegetables, except sprouting seeds or similar products (provided the true nature of the products are not obscured).

## 16. Allergen Identification and Control Program

### Purpose of this Element

It is the responsibility of a supplier to make all efforts to identify, monitor & reduce hazards associated with allergens. An allergen control program shall be established to outline the sources of allergens, based on raw materials used, rework & manufactured products, the method/s of control and prevention of any cross contamination, as well as the responsibility of taking action when an allergen is detected in a non-allergenic product. This must be incorporated in the Food Safety Program &/or QAMS

The supplier shall have an understanding of the product labelling requirements in Standard 1.2.1 Application of Labelling & Other Information Requirements and Standard 1.2.3 Mandatory Warning & Advisory Statements & Declarations. This dictates that allergens must be legally declared, via an ingredient list, allergen cross contamination risk statement e.g. Made on equipment that also processes products containing peanuts, or any other substance as specified in Clause 4 of section 1.2.3 of the standard, present on a retail label, specification attached to a delivery docket/invoice or a mix of products in one outer. Again, the allergen labelling must be incorporated in the Food Safety Program &/or QAMS.

### *What do I need to do to comply with this element?*

#### Allergen & Substances Identification

Labelling of products is broken down into the following categories:

#### **Mandatory Advisory Statements and Declarations**

Refer to Standard 1.2.3 Clause 2, which lists the ingredients that must be declared via an advisory statement on the product label.

#### **Mandatory Warning Statements and Declarations**

Refer to Standard 1.2.3 Clause 3, which lists the ingredients that must be declared via warning statement on the product label.

#### **Mandatory Declaration of Certain Substances in Food**

Refer to Standard 1.2.3 Clause 4 (refer Table 1) which lists the allergens that may be present in a food as:

- An ingredient; or
- An ingredient of a compound ingredient; or
- A food additive or component of a food additive; or
- A processing aid or component of a processing aid.

The presence of these allergens in Table 1 (on the following page) must be:

- Declared on the label on a package of the food; or
- where the food is not required to bare a label as per clause 2 of Standard 1.2.1 the following shall be adhered to:
  - Declared on or in connection with the display of the food; or
  - Declared to the purchaser upon request; or
  - Displayed on or in connection with food dispensed from a vending machine.

**TABLE 1**

**Cereals** and their products containing gluten namely, wheat, rye, barley, oats and spelt and their hybridised strains other than where these substances are present in beer and spirits standardised in Standards 2.7.2 and 2.7.5 respectively.

**Crustacean** and their products

**Egg** and egg products

**Fish** and fish products



<b>Milk</b> and milk products
<b>Soybeans</b> and their products
<b>Peanuts</b> and their products
<b>Sulphites</b> added in concentrations of 10 mg/kg or more
<b>Tree nuts</b> (e.g. brazil nuts, almonds or cashew nuts) and sesame seeds and their products other than coconut from the fruit of the palm <i>Cocos nuciferous</i>
<b>Lupin</b> and Lupin products

#### Advisory Statement for Products containing Polyols or Polydextrose

Refer to Standard 1.2.3 Mandatory Advisory Statements & Declarations, 5, which lists the ingredients if consumed in excess, may cause a laxative effect. An advisory Statement on the product label would be required.

#### Allergen Control Program:

An allergen control program is required; it must be documented & implemented to include identification, monitoring and management of allergens as detailed below:

#### Raw Material Risk Assessment

Identify all ingredients, processing aids, and lubricants etc. that contain allergens. Include a list and also incorporate this in the hazard analysis of the Food Safety Program. This information can be obtained from raw material specifications & Material Safety Data Sheets. Make sure that the raw material specifications obtained from suppliers are updated at least annually. Why? If a supplier decides to substitute an ingredient with an allergenic ingredient, how are you notified of this change?

#### Receiving & Storage of Allergenic Raw Material

Explain how on receiving a delivery, that non-allergenic raw materials are separated from allergenic materials delivered at the same time (if applicable).

Explain how allergens are identified at receipt e.g. a coloured label.

Explain how allergenic raw material is handled, that is, the allergenic raw materials should be segregated from non-allergenic materials e.g. designate an area of racks/storage, which is clearly labelled only for allergens. If space is limited, ensure that allergens are stored at ground level, rather than being stored above non-allergenic raw materials, to prevent cross contamination.

#### Control measures to prevent cross contamination of an allergenic product with a non-allergen product of manufacturing equipment

Dedicate production lines only for allergenic products (if practicable).

Schedule production for non-allergenic products running first, then allergenic products e.g. you may produce a product that contains only one allergen, then the next run you may produce a product containing 2 or 3 allergens etc. This is undertaken in sequence.

If production scheduling needs to produce an allergenic product first, before a non-allergenic product, ensure sanitation controls are in place and its verification analysis, to ensure there is no allergen residue remaining. Please note: cleaning & sanitising alone, does not **guarantee all traces of allergen residue have been removed**. This can be done via visual inspection, allergen test kits &/or allergen product testing of the non-allergenic product made. Do not forget to consider allergen aerosols; this can be tested via air testing.

If the above cleaning & sanitation controls are not practicable, then separate equipment, handling tools, tubs etc. must be utilised.

Other forms of control measures are the use of dedicated utensils, equipment, cleaning tools & storage of WIP (Work In Progress) for allergenic containing products. Avoid air guns and water hoses which would spread the allergens throughout the facility.

Ensure during formulation, mixing, blending etc., work in progress, during packaging and finish product storage, identification and segregation controls of the product, in accordance with point 2 in this section.

#### Control measures for rework of allergenic products

Where rework is used, procedures must indicate how it is controlled to prevent contamination of non-allergenic products, i.e. clearly identified, segregated and fully traceable of all ingredients used.

#### Labelling of finished product

Ensure a documented method of ingredient listing, that includes the allergen/s present, as well as the allergen/s that may be present due to use of the same manufacturing equipment &/or facilities used. Refer to Food Standards Code 1.2.3 for labelling.

**Record keeping**

Records must be kept depicting the type of allergen, where it was used and the individual product labelling during production.

The procedure will ensure that activities are in place to verify the effectiveness of the procedure and to correct any problems that are identified. Any verification activity must be routinely conducted. This routine shall be developed and documented, preferably within the verification schedule.

Records of the verification and any corrective actions shall be kept.

**References:**

Food Standard - 1.2.1 Application of Labelling and Other Information Requirements  
1.2.3 Mandatory Advisory Statements and Declarations

## 17. Environment, Grounds, Services and Buildings

**Purpose of this Element:**

The supplier must identify any risks introduced by the premises and its surrounds. Often the area chosen for the construction of a manufacturing plant should be assessed for suitability in relation to the following, which could potentially affect the quality and safety of products:

- Neighbouring industry and operation;
- Water;
- Gas;
- Electricity;
- Transport accessibility.

The supplier must ensure that the premises meet local building standards and any other industry requirement. The placement of fittings, services and plant shall facilitate optimal cleaning and housekeeping of the site and reduce the likelihood of harbourage of pests and foreign contamination.

There must be adequate facilities for the storage of chemicals, materials and product to ensure quality and safety. Personnel should be allocated adequate areas for changing, cleaning and eating. Amenities must be sanitary and accessible; ensuring that access route to these does not cause cross contamination to other people, processes or product.

Where problems are identified from the inspection of these requirements, corrective action must be undertaken and documented.

***What do I need to do to comply with this Element?***

The supplier will ensure the plant; premises and its surrounds pose no immediate threat to the quality or safety of the product or service offered.

To ensure the hazards are reduced or eliminated, a procedure shall be developed, documented and implemented to cover the following:

Status on the condition of the exterior building and surrounds, including areas of harbourage for pests, site of waste control, litter control, loading and delivery dock areas.

For Example: Is the garbage/waste enclosed & regularly emptied and separated from the food and designed to be easily cleaned.

**Status on the condition of the walls, drains, floors and ceilings, amenities, lighting, footbaths, etc.**

For Example: Walls & ceiling must be made of material unlikely to contaminate the product, which is easily cleaned & sanitised, sealed, impervious to the absorption of dirt, grease/fats or water and unable to harbour pests.

**Status on the ventilation, forklifts, service piping of sewage & waste water, water supply etc.**

For Example: The food premise must have some form of ventilation to remove vapours, steam, smoke & fumes. For instance, forklifts are generally stored & charged in separate areas to food and must run on electric or LPG powers and not diesel to prevent food contamination.

**Site security – visitors, sub-contractors, ex-employees**

For Example: Visitors, sub-contractors or ex-employees shall not be given access onto the food premises without firstly having permission and recording of access within a visitors register. There shall be a single point of entry, provision of a visitors ID tag and protective clothing, and will be escorted at appropriate times.

Suppliers must be prepared for any deliberate acts of sabotage via the use of the recall procedure which must be actioned immediately.

The procedure will ensure that activities are in place to verify the effectiveness of the procedure and to correct any problems that are identified. Any verification activity must be routinely conducted. This routine shall be developed and documented, preferably within the verification schedule.

Records of the verification and any corrective actions shall be kept.

**References:**

Food Standard - 3.2.2. Food Safety Practices and General Requirements Division 5, Cleaning, sanitising and Maintenance.

- 3.2.3 Food Premises and Equipment.

## 18. Preventative Maintenance

**Purpose of this Element:**

Preventive maintenance reduces the likelihood of equipment, premises and plant affecting the safe production of the product.

Breakdowns can mean a delay to a process which could potentially compromise the product quality and safety. Procedures should be written to handle this situation during breakdowns, i.e. what is the action taken to ensure the safe food process is not compromised. The procedure should identify how the problem is determined, who is contacted, what happens to work-in-progress, and how the issue is rectified.

When performing routine maintenance, consideration must be given to the types of lubricants, additives and chemicals used for service e.g. Lubricants may contain allergens such as Soy, or Paints used in food areas must be non-toxic. Tools used, and any by-product generated from servicing should be addressed. e.g. minimise /eliminate the use of wooden handles/tools.

Chemicals used by maintenance, that contact food directly or indirectly must be food grade. Material Safety Data Sheets (MSDS's) need to be available to show that these chemicals are appropriate and how they should be handled and stored. MSDS's must be readily available & must be current i.e. not greater than 5 years old.

Preventive maintenance records help to establish trends when allocating budgets, equipment and personnel to the manufacturing process. It also provides objective evidence to external auditors that maintenance can be controlled and is effective.

***What do I need to do to comply with this element?***

To ensure that all plant, premises and equipment are in a condition that does not present a hazard to food quality and safety, the supplier will develop, document and implement a preventive maintenance program.

The procedure shall include the following:

**Routine and Non-routine maintenance**

The supplier must ensure that all plant and equipment is maintained to avoid compromising the quality and safety of the product. A schedule will be developed outlining the equipment for routine maintenance, the type of maintenance performed and the materials required for maintenance. The schedule shall cover all areas of the food premises such as exterior & interior building.

For Example: Construction, process equipment, cooling units, loading & unloading areas, dry store areas, staff amenities & facilities, such as footbaths, hand basins, toilets, change rooms, lockers etc. Where non-routine or breakdown maintenance occurs, corrective action should be taken and recorded. The recording of non-routine maintenance may provide a history/pattern, that identifies equipment or items that need to be included in the routine maintenance schedule.

Work order system is in place to minimise production disposition of ingredients and work in-progress in the event of unscheduled maintenance

A system will be developed to prioritise the maintenance required. Where production shall be affected as a result of the routine and non-routine maintenance, procedures shall be developed to handle materials, in-progress and finished product.

Controls for maintenance equipment including hot and cold equipment, cooking and cooling equipment, pressurised equipment, etc.

Where specialised handling is required for the maintenance of equipment, this shall be documented in the procedure.

### **Record keeping**

Records will need to be established to capture the work undertaken on premises, plant and equipment. This will be reviewed routinely to analyse any potential concerns with equipment capability or maintenance/breakdown trends occurring.

The procedures will ensure that activities are in place to verify the effectiveness of the procedure and to correct any problems that are identified. Any verification activity must be routinely conducted. This routine shall be developed and documented, preferably within the verification schedule.

Records of the verification and any corrective actions shall be kept.

### **Equipment and building maintenance repair procedures**

Maintenance and Service Contractors must comply with personal hygiene requirements and the process hygiene requirements to ensure no risk to the product.

Temporary repairs to equipment via the use of tape, cardboard, string, rope and plastic sheeting etc, are all items that may compromise safe food production through contamination. These temporary repairs may cause inadequate cleaning, potential harbourage of pests and lead to contamination of the product.

Temporary repairs must be reported to the production / maintenance management immediately, the food safety risk to the product assessed and if required, appropriate corrective action implemented. Temporary repairs must be replaced with a permanent solution within a reasonable time frame.

### **Tools & work debris**

E.g. metal shavings, conveyor/electrical wires, cut-offs, grease, springs, ball bearings etc. must be removed and area cleaned before production can commence.

### **References:**

Food Standard - 3.2.2. Food Safety Practices and General Requirements Division 5, Cleaning, Sanitising and Maintenance

## **19. Recall Procedures**

### **Purpose of this Element:**

A product recall or product withdrawal procedure is the last action a supplier can take to protect its consumers from any potential or imminent harm. A recall can also protect a supplier's image from faulty or affected product that does not present harm to the consumer.

Product recalls or withdrawals can be generated due to a number of quality or food safety issue.

The supplier must appoint a senior team to appropriately manage the recall. This team must be suitably skilled or trained to handle the situation.

By testing the system with a mock recall, the supplier can ensure that the recall or withdrawal is timely, efficient and minimises harm to both the consumer and the supplier.

Product recall can be tested from the raw material back to the supplier, from the raw material forward to the customer and from the customer back to the raw material and supplier.

The product recall system must be modelled on a recognised industry guideline, such as the Food Standards Australia New Zealand (FSANZ) Food Industry Recall Protocol – most up to date edition.

It should describe who is notified in the event of a recall and how media is to be included, where necessary.

### ***What do I need to do to comply with this element?***

The supplier must develop an appropriate product recall procedure for all products that are outside of its control, e.g. with its customers or the consumer, based on FSANZ Food Industry Recall Protocol.

The procedure shall include the following:

#### **Written procedures for both product withdrawal and product recall (Trade and Consumer Levels)**

The procedure will identify the difference between a product withdrawal and a product recall. This may be a description of incidents that may trigger a withdrawal or recall, specific to the products manufactured. It shall identify the people responsible for investigation, how it is investigated and how it shall be handled.

#### **Internal responsibility and external notification lists and 24hr contacts**

People who are directly responsible for conducting a recall or withdrawal, notifying authorities and conducting an assessment must be listed with current contact numbers. Note, the contact numbers should be tested during a mock recall.

#### **Contact details for Spotless, Government Authority and Certification Body**

Should a recall or withdrawal be necessary, the supplier must notify the above parties within 12 hours of the notice being enacted. This information must be updated annually.

#### **Recall procedure including mock recalls**

The supplier will ensure that the recall procedure is effective and time efficient by performing a mock recall at least annually, to ensure the procedure is relevant and that the “Recall Team” understands their roles.

The target of this exercise (i.e. the mock recall), is that 100% product and/or raw material and /or food contact packaging is recovered within a certain time frame.

The procedure will ensure that activities are in place to verify the effectiveness of the procedure and to correct any problems that are identified. Any verifications activity must be routinely conducted. This routine shall be developed and documented, preferably within the verification schedule.

#### **Record keeping**

All activities relating to a recall or withdrawal, includes a Mock Recall will be documented and reviewed to determine its effectiveness. Records must document who was contacted, what the problem was, who acted upon it and how it was resolved.

Records of the verification, recall and any subsequent actions shall be kept e.g. Mock recall support records, such as raw material records, on-line records, rework records, non-conformance records, distribution records, store allocation records etc.

#### **References:**

Food Standards - 3.2.2 Food Safety Practices and General Requirements Division 3, 12 Food Recall  
Food Standards Australia New Zealand Food Industry Recall Protocol – “A Guide to writing a Food Recall Plan & Conducting a Food Recall” – most up to date edition.

## **20. Evidence of Commitment to Continuous Improvement**

### **Purpose of this Element:**

The Food Safety Program and/or QAMS should not be seen as a stagnant document, as processes, products, equipment and people change Food Safety Program and/or QAMS must also change to reflect the most up-to-date business and production processes.

A supplier should routinely inspect its own processes to assess if they are appropriate and effective. All reviews should be performed by adequately skilled or trained employees. The frequency of review may be conducted annually or be determined by the complexity of the procedure and the level of risk to the quality and safety of the product.

Where a problem is identified as a result of the review activities, these shall be appropriately actioned and recorded.

Any reviews or corrective actions shall be presented to management or other staff with executive responsibility for review and making changes to the Food Safety Program and/or QAMS.

### ***What do I need to do to comply with this element?***

The supplier must recognise that the systems for Food Safety and Quality plans are constantly changing and thus continuous improvement is necessary.

A procedure shall be developed, documented and implemented to demonstrate how the company undergoes review.

The procedure shall include:

#### **Regular reviews to demonstrate continuous improvement**

The procedure will ensure that activities are in place to verify the effectiveness of the procedure and to correct any problems that are identified. This can be done by developing checklists, compiling statistics and conducting internal audits.

For example: On an annual basis, senior management may review, but are not limited to the following: Policies; Internal and External Audit findings; Number of non-conformances which may cover (product, raw material, and packaging on hold), as well as Customer complaints with investigations, corrective actions and

permanent resolution; System Reviews, i.e. of the procedures; Food Safety Program &/or QAMS - are they working?; How many food safety violations occurred for the year etc...

Any verification activity must be routinely conducted. This routine shall be developed and documented, preferably within the verification schedule.

Records of the verification and any corrective actions shall be kept.

**References:**

Food Standard Code 3.2.1 Food Safety Programs Division 2, 3 e & 5 e

## Appendix 1 - Where to Obtain Further General Information on Regulatory Requirements for Each State and Territory

Please note - The information below is a guide for suppliers. It is the responsibility of the supplier to keep updated on any new and/or revised legislation affecting their business.

### NEW SOUTH WALES:

**A. General Requirements:**

Business notification:

Hold a current NSW Food Authority licence (this applies only to specific food businesses in sectors covered by a Regulation under the Food Act 2003 (NSW) OR Notify the Authority of your food activity details.

**B. Specific Requirements:**

Food Business Licence:

Hold a NSW Food Authority licence for the following industries- Dairy Eggs, Meat, Seafood and Shellfish. Refer to the NSW food Authority website below.

Nominate and Individual as a Food Safety Supervisor.

**For further details refer to the following:** <http://www.foodauthority.nsw.gov.au/industry>

### NORTHERN TERRITORY:

**A. General Requirements:**

a. Business registration:

b. All Food Businesses must be registered with the Department of Health and Families. Refer to website below.

**B. Specific Requirements:**

a. Must comply with the NT Food Act. The Act adopts, the FSANZ Food Standards Code.

### QUEENSLAND:

**A. General Requirements:**

Business Licence -

Need to hold a Food Business Licence for any premises, place or vehicle operating in the Council area in which food is prepared, packed, stored, handled, sold, served or supplied. Not required for Packaged Food, Primary produce and fishing industries.

**B. Specific Requirements:**

Food Safety Scheme must be in place for the following industries:

- Meat and Meat Products
- Egg and Egg Products
- Dairy and Dairy Products
- Seafood Products (in development)
- Certified Food Safety schemes are registered with Safe Food QLD

**Regulations:**

Food Production (Safety) Act 2000

Food Act 2006 (QLD)

Food Safety Standards (FSANZ)

### AUSTRALIAN CAPITAL TERRITORY:

**A. General Requirements:**

Business Registration -  
To be registered with ACT Health- Health Protection Service.

**B. Specific Requirements:**

High risk food businesses must implement Food Safety Programs; they include:

- Harvesters, processors and distributors of raw oysters and other bivalves
- Producers of manufactured and fermented meats

**SOUTH AUSTRALIA:****A. General Requirements:**

Business Registration -  
To be registered with the local council via Food Business Notification except Primary Production.

**B. Specific Requirements:**

- Food Safety Programs are mandatory for, the Seafood Industry that handle or transport Bi-Valve Molluscs.
- Meat Processors (abattoirs) & retail/wholesale butchers are monitored by Primary Industries and Resources SA (PIRSA)
- Dairy Food Manufacturer's & producers are monitored by Dairy Authority of SA.

**VICTORIA:****A. General Requirements:**

Business Registration, Specific Licence -  
a. To be registered with the Local Council Health Department.  
b. All Food Businesses must have a Food Safety Program & /or QAMS  
c. Nominate an individual to be the Food Safety Supervisor

**B. Specific Requirements:**

- For selling, transporting or selling Meat, Fish or Seafood to registered with Prime Safe.
- For selling, transporting or selling Dairy Products to registered with Dairy Food Safety Victoria.

**WESTERN AUSTRALIA:****A. General Requirements:**

a. All food premises must comply with the standards set down in the Western Australian Food Act 2008 - Additionally Food Processers and Business that are required to be licensed / registered with WA Health or the Local Council must demonstrate that they have the required registration / License.  
b. WA Health – Public Health – Implementation of the Food Act 2008 – tool for Industry

**B. Specific Requirements:**

- **Dairy:** The Dairy Safety Branch/WA Department of Health monitor performance based on inspection and food safety audit program for the dairy farm sector, which includes the goat and sheep milk industry.
- **Meat & Small goods:** The WA Department of Health monitors these 2 industries, via auditing of the Food Safety Programs in the meat & smallgoods industry.

**TASMANIA:****A. General Requirements:**

Business Registration, Specific Licences:  
Need to be registered with the Local Council Health Department.  
Food Premises Inspections:  
The safety and quality of food is regulated and monitored by the Public and Environmental Health Service in conjunction with local councils.  
The links below provide information on the state's food and nutrition policy  
[Tasmanian Food and Nutrition Policy](#)  
[Tasmanian Food and Nutrition Policy - Action and Monitoring Plan](#)  
Local council Environmental Health Officers enforce the food legislation and deal directly with food businesses.

**B. Specific Requirements:**

- **Eggs:** Formal approval as an egg producer is required for producers who have more than 20 hens. Contact the Department of Primary Industries and Water to gain approval under *Egg Industry Act 2002* if you have more than 20 hens.
  - For further details contact the local council.
- **Tasmanian Shellfish:** Businesses must have the Australian Shellfish QA Program in place. Contact the Department of Primary Industries, Parks, and Water & Environment.

## Appendix 2 - Purchase Group, Risk Rating and Audit Frequency

CATEGORY DESCRIPTION	PURCHASE GROUP	RISK LEVEL	AUDIT FREQUENCY (MONTHS)
CARBONATED BEVERAGES & LONG-LIFE FRUIT JUICE	CARBONATED BEVERAGES	LOW	12
TEA & COFFEE.	TEA & COFFEE.	LOW	12
WAREHOUSES / LOGISTICS	WAREHOUSES / LOGISTICS	LOW	12
BISCUITS	BISCUITS	MEDIUM	12
BREAD	BREAD	MEDIUM	12
BOTTLED WATER	BOTTLED WATER	MEDIUM	12
CONFECTIONERY	CONFECTIONARY	MEDIUM	12
EGGS <ul style="list-style-type: none"> <li>• <i>Fresh shell, pasteurised, liquid egg pulp</i></li> </ul>	EGGS	MEDIUM	12
FRESH FRUIT & VEGETABLES	FRUIT & VEGETABLES	MEDIUM	12
FISH <ul style="list-style-type: none"> <li>• <i>Wet fish, molluscs, crustacea, comminuted fish, cold smoked fish</i></li> <li>• <i>Mandatory regulatory license</i></li> </ul>	MEAT & SEAFOOD	MEDIUM	12
FRESH FRUIT JUICES <ul style="list-style-type: none"> <li>• <i>Pasteurised</i></li> </ul>	FRUIT JUICES	MEDIUM	12
FRESH PASTA	FRESH PASTA	MEDIUM	12
GROCERIES / FROZEN	GROCERIES / FROZEN	MEDIUM	12
ICE	ICE	MEDIUM	12
ICE CREAM & YOGHURT	ICE CREAM & YOGHURT	MEDIUM	12
MILK – DISTRIBUTORS, PROCESSORS / BOTTLERS	MILK	MEDIUM	12
SNACK FOODS (CRISPS & NUTS)	SNACK FOODS (CRISPS & NUTS)	MEDIUM	12
CAKES	CAKES	MEDIUM	12
MEAT	MEAT & SEAFOOD	MEDIUM	12
SMALLGOODS <ul style="list-style-type: none"> <li>• <i>Raw cured and/or fermented meat and fish</i></li> <li>• <i>Mandatory regulatory license</i></li> </ul>	MEAT & SEAFOOD	MEDIUM	12
CATEGORY DESCRIPTION	PURCHASE GROUP	RISK LEVEL	AUDIT FREQUENCY (MONTHS)
PATE / TERRINES / DIPS <ul style="list-style-type: none"> <li>• <i>Pasteurised</i></li> </ul>	PATE, TERRINES, DIPS	MEDIUM	12
POULTRY & GAME	MEAT & SEAFOOD	MEDIUM	12



<b>PREPARED FOODS</b> <ul style="list-style-type: none"> <li><i>Sandwiches, filled bread products, ready-to-eat meals</i></li> </ul>	PRECOOKED FOODS, MEALS	HIGH	6
<b>MANUFACTURING OF PROCESSED FRUIT &amp; VEG</b> <ul style="list-style-type: none"> <li><i>Prepared/semi- processed fruit, vegetables and salads including prepared ready-to-eat salads</i></li> </ul>	FRUIT & VEGETABLES	HIGH	6

## Appendix 3 - Specific Categories of Products Supplied to Spotless:

### CHILLED PRODUCT - below 5°C

#### Milk and Milk Products (Dairy)

Some examples include, but are not limited to: Butter, Margarine, Yoghurts, Fermented Milk Products, Milk, Cream, Cheeses, Soft Cheeses, and Dips etc.

#### Fresh Meat

Some examples include, but are not limited to: Raw cuts of meat, game etc.

#### Processed Meat

Raw & partially cooked e.g. Sausages, Rissoles

Fully cooked e.g. Meat balls, Pate, Meat Pies, Beef Stock, Soups, Sauces (reheated before service)

Small Goods E.g. Ham, Strasberg, Bacon, Salami,

#### Poultry

Raw & partially cooked e.g. Chicken nuggets, Chicken Kiev's, Schnitzel

Fully cooked e.g. Chicken breast fillets, Chicken Stock, Soups, Sauces (reheated before service)

#### Egg Products

Some examples include, but are not limited to: Fresh Pasta (made with eggs), Fresh Noodles, Quiche, Eggs, Custards, Sauces containing eggs, Cooked Eggs etc.

#### Fish & Fish Products

Some examples include, but are not limited to: Fish, Fish Sauces, Fish Salad, Fish Sticks, Fish Roe, and Bivalves & Crustacean

#### Processed Fruit and Vegetables

Some examples include but are not limited to: Peeled potatoes, peeled onions, prepared salad vegetables, sliced cucumber, sliced tomatoes, peeled fruit, and orange segments

#### Others – Ready to Eat (ready to serve or require to be heated for serving)

Some examples include, but are not limited to: Sandwiches, Salad, Rice based meals, Prepared Meals, Pizza, Cream filled cakes, Unpasteurised Fruit and Vegetable Juices, Fruit Salad.

### FROZEN – Frozen Solid

Milk and Milk Products (Dairy)

E.g. Ice Cream

### AMBIENT 06°C - 28°C

Some examples include, but are not limited to: Vinegar based products, Condiments, Confectionery, Baked Goods e.g. bread, crackers, cereal based products, Fruit Preserves, Jams, Oils, Honey, Non-alcoholic & Alcoholic Beverages, Soft Drinks, Pasteurised Fruit & Vegetable Juices

### DRY GOODS

Some examples include, but are not limited to: Tea, Spices, Salt, Herbs, Pepper, Coffee, Sugar, Food Colours, Dehydrated Milk powders, unopened condensed /evaporated canned milk, Canned Goods etc.

## Appendix 4 - Examples of Labeling Required - Food for Catering Purposes and Unpackaged Food.

Product information is required with each delivery as prescribed in the Food Standards Code Standard 1.2.1 Clause 5, Labelling of food for catering purposes

Please note: These examples provide format guidance; the content is a Spotless requirement and meets the requirement of the Food Standards' code 1.2.1

### LABELING REQUIREMENTS

**Food for catering purposes:** Sample Label for Prepared Food that is supplied in a package.

Example: casserole, soup, cooked pasta, cooked rice, salads, quiche, frittata.

Sample Packaged Food For Catering Purposes Label		
Company Name:	Ingredients:	Batch Coding:
Address:		Use By/ Best Before:
Product Name:		Weight
Storage requirements:		Nutrition Information Panel (NIP)
Usage instructions if required (e.g.) <i>Heat to above 75°C. Suggested heating methods</i> <i>1: Heat in bag: Steam for 30 to 40 minutes at 90°C</i> <i>2: Heat in bag: Boiling water, simmer approx. 40 minutes</i>		Warning and Advisory statements, Allergen Information

### Food for catering purposes Unpackaged food supplied in a box or other outer.

Where food for catering purposes is supplied unpackaged in a box or other outer and is not required to bare a label, that food must be accompanied by documentation containing:

- Product Name;
- Directions for storage;
- Usage requirements (if applicable);
- Ingredients;
- Warning and advisory statements.

Sample Outer Box Label
Company Name:
Address:
Contents of outer:
Usage requirements:
Directions for storage:
Use By/ Best before:
Batch Code –if applicable:

Sample Product Information Sheet		
Product Name	Company Name:	Address:
Ingredients:	NIP (If required)	Warning and advisory statements, Allergen Information:
		Directions for use:

# Amendment History – Spotless Food Safety Standards for Suppliers

Section / Page	Doc Code & Name	Details of amendment	Date of Issue	Amendment authoriser
Cover Page:	Document information	Issue No changed to 4.3 Date changed to July 2019	01/07/2019	Maureen Wilson
Page 2	Spotless Food Safety Policy	Removal of the Spotless Food Safety Policy.	01/07/2019	Maureen Wilson
Page 2	Table of content	<b>Added Listeria Management Program</b> - 11 and increasing all proceeding sections by 1 number.	01/07/2019	Maureen Wilson
Page 3	1.Purpose and Scope of the Standard	<b>Change to General Manager Procurements name, title and signature. Remove Paul Mackie – General Manager Procurement – Spotless Facility Services Pty Ltd and Replaced with Paul Masulans - Head of Business Support Services - Spotless Group</b>	01/07/2019	Maureen Wilson
Page 4	2. Definitions –	<b>Addition of 3<sup>rd</sup> point - Best- Before Date</b> Is the last date on which you can expect a food to retain all of its quality attributes (colour, taste, texture, flavour, freshness etc.) provided it has been stored according to any stated storage conditions. Manufacturers of packaged foods are responsible for determining the best before date.	01/07/2019	Maureen Wilson
Page 4	2. Definitions – Critical Point (CPs)	<b>Deletion of the word “Health”</b> from: any point where loss of control leads to an unacceptable <b>Health</b> risk.	01/07/2019	Maureen Wilson
Page 4	2. Definitions – Food Safety Auditor	<b>Replaced the RABQSA</b> – with Exemplar Global or an equivalent organisation	01/07/2019	Maureen Wilson
Page 5	2. Definitions – Listeria	<b>Addition of 7<sup>th</sup> point - Listeria</b> A group of bacteria capable of causing illness including potentially fatal infections in the elderly, newborns, pregnant women, and persons with a weakened immune system. <i>Listeria</i> is a bacterium commonly found in the environment. The specific type of <i>Listeria</i> that infects people is <i>Listeria s</i> (abbreviated as <i>L. monocytogenes</i> or often just called <i>Listeria</i> ). These bacteria can cause serious illness and in some cases death, particularly in vulnerable people.	01/07/2019	Maureen Wilson
Page 5	2. Definitions – Listeria Management	<b>Addition of 7<sup>th</sup> point – Listeria Management</b> Documented programme in place for RTE food operator to minimise the potential contamination with the Listeria species.	01/07/2019	Maureen Wilson
Page 5	2. Definitions - Product Description and Intended Use	<b>Add “storage and usage information”</b> - A document that identifies the unique characteristics, or properties, storage and usage information of a group of similar products.	01/07/2019	Maureen Wilson
Page 6	2. Definitions – Third Party Certification Body	<b>Replace sentence header - Replaced Audit Agency</b> with Certification Body	01/07/2019	Maureen Wilson
Page 6	2. Definitions – Third Party Certification Body	<b>- Replaced the RABQSA</b> – with Exemplar Global	01/07/2019	Maureen Wilson
Page 6	2. Definitions – Third Party Certification Body	<b>Replace second sentence header – Replaced the RABQSA</b> with Exemplar Global or Equivalent Organisation <b>Move to page 5</b> to comply with alphabetical order.	01/07/2019	Maureen Wilson

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Page 6		<b>Addition of Use-By Date</b> Is the last date on which the food may be consumed safely provided it has been stored according to stated storage conditions. Manufacturers of packaged foods are responsible for determining the use-by date.		
Page 6	3. Administration if the food Standards - Who is required to be audited to the Spotless Food Safety Standard for Suppliers	<b>Add to end of first paragraph</b> - Further, some beverage suppliers will also need to be audited at Spotless discretion.	01/07/2019	Maureen Wilson
Page 6	3. Administration if the food Standards - Requirement of Certification Body	<b>Add - Requirement of Certification Body</b> <ul style="list-style-type: none"> <li>Schedule Suppliers Audits in a timely manner to ensure on going compliance</li> <li>If a Compliance Certificate cannot be issued due to Major CAR close out, provide details of CAR to <a href="mailto:Supplier.QA@spotless.com.au">Supplier.QA@spotless.com.au</a></li> <li>Send completed Spotless Compliance Certificate to Spotless Supplier Food Safety Coordinator - <a href="mailto:Supplier.QA@spotless.com.au">Supplier.QA@spotless.com.au</a></li> <li>Whilst undertaking the audit, the auditor will inspect the business / facilities Food licence / Registration / Notification as required in that jurisdiction and provide a copy to Spotless in addition to the Spotless Food Safety Compliance Certificate.</li> </ul>	01/07/2019	Maureen Wilson
Page 6	3. Administration if the food Standards - Requirement of Supplier	<b>Add heading - Requirement of Supplier</b> <b>Delete - by a third party auditor;</b> <b>Add -</b> by an auditor from one of the approved Certification Companies, detailed below.	01/07/2019	Maureen Wilson
Page 6	3. Administration if the food Standards - Requirement of Supplier	<b>Replaced:</b> 2 weeks prior to their current certification expiring – <b>with:</b> 45 days either side of the due date.	01/07/2019	Maureen Wilson
Page 7	3. Administration if the food Standards - Approved certification Bodies	<b>Change made to fifth heading – Agencies List replaced with Audit Agencies</b> – name change and additions: <b>Replace - Silliker Global Certification</b> with Merieux NutriSciences Certification <b>Add –</b> <a href="mailto:FoodDivision.Au@bsigroup.com">FoodDivision.Au@bsigroup.com</a> <b>Add -</b> <a href="mailto:Foodoperations@saiglobal.com">Foodoperations@saiglobal.com</a> <b>Add –</b> <a href="mailto:AgriFood.AU@sgs.com">AgriFood.AU@sgs.com</a> <b>Add –</b> <a href="mailto:certification.au@mxns.com">certification.au@mxns.com</a> <b>Add –</b> <a href="mailto:food@sciglobal.com.au">food@sciglobal.com.au</a> <b>Add –</b> <a href="mailto:ausqual@ausqual.com.au">ausqual@ausqual.com.au</a> <b>Add -</b> DQS Certification - <a href="mailto:info@dqs.global">info@dqs.global</a> <b>Add -</b> Global Mark - <a href="mailto:customer.service@global-mark.com.au">customer.service@global-mark.com.au</a> <b>Removed –</b> AsureQuality	01/07/2019	Maureen Wilson
Page 7	3. Administration if the food Standards - Information Obtained from a Third Party Audit	<b>Deletion of:</b> <del>then</del> the information obtained <del>by the Audit Agency whilst undertaken</del> <b>Replace Audit Agency</b> with: Certification Body. <b>Deletion of:</b> <del>the Audit Agency has</del> relating to the continued supply to Spotless <del>by the Supplier</del>	01/07/2019	Maureen Wilson
Page 7	3. Administration if the food Standards - Closing Corrective Action Requests (CARs)	<b>Replaced – Audit Agency</b> with: Certification Body and <b>National</b> with: Spotless Procurement Supplier in last paragraph.	01/07/2019	Maureen Wilson
Page 7	3. Administration if the food Standards - Closing Corrective Action Requests (CARs)	<b>Replaced how long</b> with: time frame in last paragraph.	01/07/2019	Maureen Wilson
Page 7	3. Administration if the food Standards - Spotless Supplier Visits / Audits	<b>Deletion of:</b> <del>the Supplier uses to maintain their own Food Safety Program &amp;/or QAMS</del> at the end of the paragraph.	01/07/2019	Maureen Wilson
Page 8	4. Document Control A Food Safety & Quality Policy	<b>Move word “Quality” in Heading - A Quality</b> Food Safety & Quality Policy	01/07/2019	Maureen Wilson

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Page 9	<b>5. Food Safety Program</b> What do I need to do to comply with this element?	<b>Add</b> "Manager /" to first heading for Preliminary steps.	01/07/2019	Maureen Wilson
Page 9	<b>5. Food Safety Program</b> What do I need to do to comply with this element?	<b>Food Safety Team</b> <b>Add:</b> At least one member of the food safety team must be externally trained and training must be maintained current (within the last 5 years).	01/07/2019	Maureen Wilson
Page 11	<b>5. Food Safety Program</b> Principle 7 -	<b>Added</b> words to The audit table will include the - bullet point 3 - Critical Control Point (CCP), Quality Control Point (QCP) or Control Point (CP)	01/07/2019	Maureen Wilson
Page 11	<b>5. Food Safety Program</b> References	<b>Added</b> to references www.foodstandards.gov.au	01/07/2019	Maureen Wilson
Page 18	<b>11 Listeria Management</b>	<p><b>Added new section: 11 Listeria Management</b></p> <p><b>Listeria Management</b> Suppliers of Ready To Eat (RTE) product shall develop, document and implement a listeria management program</p> <p><b>Purpose of this Element</b> The purpose of this element is for suppliers of RTE product to have in place a program for the management of Listeria hazards in, production lines, associated production areas and in end products. The program will manage the detection, investigation and subsequent follow up activities in the event of a detection of <i>Listeria monocytogenes</i> in RTE products and production areas.</p> <p><b>What do I need to do to comply with this element?</b> To put into place a systematic program to find and eliminate possible Listeria harbourage sites in plant and equipment in the RTE manufacturing facility and production areas.</p> <p><b>The Listeria management program shall address the following:</b></p> <ul style="list-style-type: none"> <li>Identify the scope of the program;</li> <li>Responsibilities for management and maintenance of the program;</li> <li>Product sampling;</li> <li>Environmental listeria control;</li> <li>Operational controls;</li> <li>Staff training;</li> <li>Immediate and corrective actions;</li> <li>Data management;</li> <li>Management review.</li> </ul> <p><b>Provision of Program to Spotless</b> Suppliers of RTE Product to Spotless Health &amp; Aged care sites are required to provide the Listeria Management Program to <a href="mailto:FoodSafetyProgramAU@spotless.com.au">FoodSafetyProgramAU@spotless.com.au</a> annually (1<sup>st</sup> July)</p> <p>Documents provided must include:</p> <ul style="list-style-type: none"> <li>Listeria Management Program;</li> <li>Sampling plans;</li> <li>Test results for the facility and products for the last quarter.</li> </ul>	01/07/2019	Maureen Wilson
Page 21	<b>14 Approved Supplier Program –</b> The purpose of this element	<b>Methods for monitoring performance – second paragraph –</b> Replace - <del>third party audit agency</del> with: Certification Body	01/07/2019	Maureen Wilson
Page 22	<b>14 Approved Supplier Program –</b> The purpose of this element	<b>Methods for monitoring performance – second paragraph –</b> Replace – <del>the RABQSA</del> with: Exemplar Global	01/07/2019	Maureen Wilson
Page 23	<b>15 Labelling –</b> The purpose of this element	<b>Deletion of words:</b> <del>Reference: Standard – 1.2.1 Application of Labelling and Other Information Requirements</del>	01/07/2019	Maureen Wilson
Page 23	<b>15 Labelling –</b> What do I need to do to comply with this element?	<b>Deletion of words from first sentence:</b> Spotless <del>branches</del> meet all relevant. Replaced <del>Australian regulatory labelling requirements</del> with FSANZ Food Standards Code requirements <b>Deletion of words -</b> <del>A procedure shall be developed, documented and implemented to meet the requirements of Standard 1.2.1 – Food for Catering Purposes.</del>	01/07/2019	Maureen Wilson

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		<p><b>Deletion of words -</b> <del>On delivery of products to Spotless, information MUST be provided with the products supplied, that is for bulk products e.g. Bread Rolls in a tray/bag/box (which is partly packaged), a document or label must bear the information as prescribed in Standard 1.2.2- Food Identification Requirements</del></p> <p><b>Moved paragraph</b> to end of Standard 1.2.1 Division 3-Sales of Food to Caterers - Refer to Appendix 4 for examples. The document above is not applicable for unpacked or unprocessed food, such as whole or cut fresh fruit and vegetables, except sprouting seeds or similar products (provided the true nature of the products are not obscured).</p>		
Page 23	15. Labelling – Below is a brief explanation on each standard	<p><b>Deletion of paragraph – sub heading 5 – Standard 1.2.11- Country of Origin (Australia Only):</b> <del>You must identify the country where the food was made, manufactured or packaged for retail sale, and that ingredients are from an imported country or from local and imported ingredients, whatever is applicable. Where statements are made about the country of origin, these must be prescribed to the requirements outlined by the Trade Practices Act and Food Standards Code, which must be able to be substantiated.</del></p>	01/07/2019	Maureen Wilson
Page 23	15. Labelling – Labels on food for Retail Sale (packed food) must comply with:	<b>Added to bullet point 4:</b> Australian Competition and Consumer Commission (ACCC)	01/07/2019	Maureen Wilson
Page 23	15. Labelling – Below is a brief explanation on each standard	<p><b>Added section for Sub heading - Standard 1.2.1 Division 3- Sales of Food to Caterers</b></p> <p><b>Requirements to have labels or otherwise provide information</b> On delivery of products to Spotless, information MUST be provided with the products supplied, that is for bulk products e.g. Bread Rolls in a tray/bag/box (which is partly packaged), a document or label must bear the information as prescribed in Standard 1.2.2- Food Identification Requirements <i>Refer to Appendix 4 for examples.</i> The document above is not applicable for unpacked or unprocessed food, such as whole or cut fresh fruit and vegetables, except sprouting seeds or similar products (provided the true nature of the products are not obscured).</p>	01/07/2019	Maureen Wilson
Page 24	15. Labelling - References	<p><b>Deletion of words – References</b> <del>Food Standard– 1.2.2 Food Identification Requirements 1.2.3 Mandatory Advisory Statements &amp; Declarations 1.2.4 Labelling of Ingredients 1.2.5 Date Marking of Food 1.2.6 Directions for Use and Storage 1.2.11 Country of Origin Requirements 1.5.2 Food produced using Gene Technology 1.5.3 Food Irradiation</del></p>	01/07/2019	Maureen Wilson
Page 25	16. Allergen Identification and Control Program -Table 1	<b>Added</b> Lupin and Lupin products to Table 1	01/07/2019	Maureen Wilson
Page 26	16. Allergen Identification and Control Program - Labelling of finished product	<p><b>Deleted:</b> second and third paragraph under sub heading Labelling of finished product. <b>Option to use the VITAL tool- VITAL stands for Voluntary Incidental Trace Allergen Labelling. It is a guideline developed by the Australian Food &amp; Grocery Council to provide assistance in the control &amp; management of allergens in manufacturing, allergen testing, as well as declaration of mandatory &amp; voluntary allergens in products using the VITAL tool.</b></p> <p><b>Reference the Australian Food &amp; Grocery Council &amp; the Allergen Bureau website, for VITAL tool.</b></p>	01/07/2019	Maureen Wilson
Page 29	19 Product Recall - Purpose of this element	<b>Added word to first sentence -</b> A product recall “or product withdrawal” procedure	01/07/2019	Maureen Wilson
Page 29	19 Product Recall - Purpose of this element	<b>Added word to second paragraph -</b> Product recalls “or withdrawals”	01/07/2019	Maureen Wilson

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Page 29	19 Product Recall - Purpose of this element	6 <sup>th</sup> paragraph - Replaced: <del>can</del> with: must	01/07/2019	Maureen Wilson
Page 29	19 Product Recall - What do I need to do to comply with this element?	Removed: <b>Contact details for Spotless and Government Authorities.</b> <del>These contacts must be reviewed and confirmed annually.</del> Replaced with: <b>Contact details for Spotless, Government Authority and Certification Body</b> Should a recall or withdrawal be necessary, the supplier must notify the above parties within 12 hours of the notice being enacted. Add: This information must be updated annually.	01/07/2019	Maureen Wilson
Page 30	20 Evidence of Commitment to Continuous Improvement -	Remove Link to - <a href="#">Regulation under the Food Act 2003 (NSW)</a>	01/07/2019	Maureen Wilson
Page 31	Appendix 1 Where to Obtain Further General Information on Regulatory Requirements for Each State and Territory New South Wales (NSW)	Deleted: <b>Regulations:</b> Food Standards Code (FSANZ) Food Act 2003 (NSW) Food Regulation 2010 (NSW) Trade Practice Act 1974 Trade Measurement Act 1989 (NSW) Fair trading Act 1987 (NSW) Dairy Industry Act 2000 (NSW) Dairy Industry Conference Regulation 2005 (NSW) Meat Industry Act 1978 (NSW) Meat Industry (Meat Industry Levy) Regulation 2006 (NSW) Deleted word: For further details refer to the following link: Remove hyperlink from: <a href="http://www.foodauthority.nsw.gov.au/industry/industry-sector-requirements/">http://www.foodauthority.nsw.gov.au/industry/industry-sector-requirements/</a>	01/07/2019	Maureen Wilson
Page 31	Appendix 1 Where to Obtain Further General Information on Regulatory Requirements for Each State and Territory Northern Territory	Deleted: <b>Regulations:</b> Food Act (NT) Food Standards Code (FSANZ) Standards 3-1-1 Interpretation and Application Standard 3-2-1 Food Safety Programs Standard 3-2-3 Premises and Equipment For further details refer to the following link <a href="http://www.health.nt.gov.au/Environmental_Health/Food_Safety/index.aspx">http://www.health.nt.gov.au/Environmental_Health/Food_Safety/index.aspx</a>	01/07/2019	Maureen Wilson
Page 31	Appendix 1 Where to Obtain Further General Information on Regulatory Requirements for Each State and Territory Queensland	Deleted: For further details refer to the following links: <a href="http://www.health.qld.gov.au/industry/food/default.aspx">http://www.health.qld.gov.au/industry/food/default.aspx</a> <a href="http://www.safefood.qld.gov.au/index.php">http://www.safefood.qld.gov.au/index.php</a>	01/07/2019	Maureen Wilson
Page 31	Appendix 1 Where to Obtain Further General Information on Regulatory Requirements for Each State and Territory Australian Capital Territory	A. General Requirements - Deleted: For further details refer to the following links: <a href="http://www.health.act.gov.au/c/health?a=da&amp;did=10193739&amp;pid=1189387875">http://www.health.act.gov.au/c/health?a=da&amp;did=10193739&amp;pid=1189387875</a> B. Specific Requirements - Deleted: For further details, refer to the following link: <a href="http://www.health.act.gov.au/c/health?a=sp&amp;pid=1189558855">http://www.health.act.gov.au/c/health?a=sp&amp;pid=1189558855</a> <b>Regulations:</b> Food Act 2001 (ACT) Food Regulation 2002 FSANZ Standard 4.2.1 Primary Production & Processing Standard for Seafood FSANZ Standard 4.2.3 Primary Production & Processing Standard for Meat FSANZ Standard 3.3.1 Food Safety Programs for Food Service to Vulnerable Persons For further details, refer to the following links: <a href="http://www.health.act.gov.au/c/health?a=sp&amp;pid=1189556222">http://www.health.act.gov.au/c/health?a=sp&amp;pid=1189556222</a>	01/07/2019	Maureen Wilson

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Page 32	Appendix 1 Where to Obtain Further General Information on Regulatory Requirements for Each State and Territory South Australia	<b>Deleted: Regulations:</b> Food Act 2001(SA) Food Regulations 2002 Standard 4.2.1 Primary Production and Processing Standard for Seafood (Australia Only) Australian New Zealand Food Standards Code (including the Food Safety Standards).  For further details, refer to the following links: <a href="http://www.dh.sa.gov.au/pehs/Food/food-safety-programs.htm">http://www.dh.sa.gov.au/pehs/Food/food-safety-programs.htm</a> <a href="http://www.health.sa.gov.au/">http://www.health.sa.gov.au/</a>	01/07/2019	Maureen Wilson
Page 32	Appendix 1 Where to Obtain Further General Information on Regulatory Requirements for Each State and Territory Victoria	<b>Deleted: Regulations:</b> Food Act 1984 (VIC) as amended Food Regulations 2010 FSANZ Chapter 3 Food Safety Standards (Australia Only) Relevant Chapter 4 Primary Production Standards (Australia Only) Food Standards Code (FSANZ)  For further details refer to the following links: <a href="http://www.business.vic.gov.au/BUSVIC/HOMEPAGE">http://www.business.vic.gov.au/BUSVIC/HOMEPAGE</a> <a href="http://www.health.vic.gov.au/foodsafety/">http://www.health.vic.gov.au/foodsafety/</a> <a href="http://www.foodstandards.gov.au/">http://www.foodstandards.gov.au/</a> <a href="http://www.health.vic.gov.au/">http://www.health.vic.gov.au/</a>	01/07/2019	Maureen Wilson
Page 32	Appendix 1 Where to Obtain Further General Information on Regulatory Requirements for Each State and Territory Victoria	<b>Specific Requirements:</b> <ul style="list-style-type: none"> <li>For selling, transporting or selling Meat, Fish or Seafood to registered with Prime Safe. For further details refer to website: <a href="http://www.primesafe.vic.gov.au/index.php?sectionid=12">http://www.primesafe.vic.gov.au/index.php?sectionid=12</a></li> <li>For selling, transporting or selling Dairy Products to registered with Dairy Food Safety Victoria. For further details refer to website: <a href="http://www.dairysafe.vic.gov.au/">http://www.dairysafe.vic.gov.au/</a></li> <li>For exporting &amp; importing product to be registered with AQIS. For further details refer to website: <a href="http://www.aqis.gov.au">www.aqis.gov.au</a></li> </ul>	01/07/2019	Maureen Wilson
Page 32	Appendix 1 Where to Obtain Further General Information on Regulatory Requirements for Each State and Territory Western Australia	<b>Deleted: Regulations:</b> Health (Food Hygiene) Regulations 1993 Australian New Zealand Food Standards Code Chapter 3 Food Act 2008 (WA) Health (Meat Hygiene) Regulations 2004 For further details refer to the following links: <a href="http://www.public.health.wa.gov.au/">http://www.public.health.wa.gov.au/</a> <a href="http://www.public.health.wa.gov.au/2/865/2/food_industry_pm">http://www.public.health.wa.gov.au/2/865/2/food_industry_pm</a>	01/07/2019	Maureen Wilson
Page 32	Appendix 1 Where to Obtain Further General Information on Regulatory Requirements for Each State and Territory Tasmania	Deletion of words & link - For further details, refer to the following link: <a href="http://www.dpiw.tas.gov.au/inter.nsf/Home/1?Open">http://www.dpiw.tas.gov.au/inter.nsf/Home/1?Open</a>	01/07/2019	Maureen Wilson
Page 32	Appendix 1 Where to Obtain Further General Information on Regulatory Requirements for Each State and Territory Regulations	<b>Delete: Regulations:</b> FSANZ Primary Production & Processing Standard for Seafood, Standard 4.2.1 Food Act 2003 (TAS) Egg Industry Act 2002 FSANZ Standard 3.2.1 Food Safety Programs <a href="http://www.dhhs.tas.gov.au/peh/food_safety">www.dhhs.tas.gov.au/peh/food_safety</a>	01/07/2019	Maureen Wilson
Page 33	Appendix 2 Purchase Group, Risk Rating and Audit Frequency	Add words to eleventh line in table – MANUFACTURING OF	01/07/2019	Maureen Wilson
Page 33	Appendix 2 Purchase Group, Risk Rating and Audit Frequency	Line 20 - Delete - & Replace with: & PROCESSED DISTRIBUTION ONLY	01/07/2019	Maureen Wilson
Page 33	Appendix 2 Purchase Group, Risk Rating and Audit Frequency	<b>Changes made to risk level and frequency for Eggs – Fresh Shell and Meat:</b> EGG – FRESH SHELL – Eggs - Medium <del>High</del> - 12 <del>6</del> months MEAT – Meat and Seafood Medium <del>High</del> – 12 <del>6</del> months <b>Deletion:</b> <del>BRANDS DIRECT – Retail – Medium – 12 months</del> <del>RETAIL/SUPERMARKET – Retail – Medium – 12 months</del> <del>MILK VENDORS – milk – Medium – 12 months</del> <b>Add:</b> WAREHOUSES/LOGISTICS - Warehouses / Logistics – Low – 12 months	01/07/2019	Maureen Wilson



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Pages 36 - 42	Amendment History – Spotless Food Safety Standards for Suppliers	Added Amendment history document.	01/07/2019	Maureen Wilson
Pages 1 - 42	Formatting	Minor formatting changes: throughout the document e.g. removal of bullet points, font colour, spacing etc.	01/07/2019	Maureen Wilson
Cover Page	Version Number & DOI	Changes made to Version number and Date of Issue: Issue No. 4.34 – <del>July</del> September 20 <del>19</del> 20	25/08/2020	Maureen Wilson
Pages 1 - 42	Document Control	Updated Document Control and DOI: STD-CORP-PRO-GEN-04- <del>34</del> DOI:01/0 <del>79</del> /20 <del>19</del> 20	25/08/2020	Maureen Wilson
Pages 1 - 42	Formatting	Minor formatting changes: throughout the document e.g. removal of bullet points, font colour etc.	25/08/2020	Maureen Wilson
Page 6	Administration of the Food Standard: Currency of the Suppliers Audit Certificate	Added: Following the initial Supplier audit; Suppliers that are certified to a GFSI standard, Spotless approves the audit frequency to that of the relevant GFSI standard.	25/08/2020	Maureen Wilson
Page 7	Requirement of Supplier	Changed: 45 to 30	25/08/2020	Maureen Wilson
Page 7	Requirement of Supplier: Major and Critical CAR	Added words to first paragraph: a, Spotless, issue and Removed: Category manager, Category manager contact details Added: Procurement manager contact details Added: Manager to National Food Compliance	25/08/2020	Maureen Wilson
Page 18	11 Listeria Management	Deleted: Sampling plans, Test results for the facility and products for the last quarter	25/08/2020	Maureen Wilson
Page 32-33	Appendix 2 - Purchase Group, Risk Rating and Audit Frequency	<p>Changes made to categories risk level and frequency Changes made to the order of the information – now in order from low to high risk.</p> <p>Deleted Lines: 2 – Cakes / Upmarket, 13 – Take-away Foods, 18 – Bread / Upmarket, 20 - Frozen Fruit, Vegetables &amp; Processed Distribution, 21 – Gourmet, 23 – Milk – Distributors.</p> <ul style="list-style-type: none"> <li>Cakes: Deleted from description <del>General</del>. Changed risk level from High to Medium &amp; Audit Frequency from 6 to 12 months;</li> <li>Eggs: Added - pasteurised liquid egg pulp;</li> <li>Fish: Added - Wet fish, molluscs, crustacea, comminuted fish, cold smoked fish, mandatory regulatory licence. Changed – Risk Level from High to Medium and Audit Frequency from 6 to 12;</li> <li>Fresh Fruit Juices: Added – Pasteurised. Changed Risk Level from High to Medium and Audit Frequency from 6 to 12.</li> <li>Pate / Terrines / Dips: Added – Pasteurised. Changed Risk Level from High to Medium and Audit Frequency from 6 to 12</li> <li>Prepared Foods: Deleted from description <del>Meals</del>. Added - Sandwiches and Filled bread products.</li> <li>Smallgoods: Added - Raw cured and/or fermented meat and fish &amp; Mandatory regulatory license. Changed Risk Level from High to Medium, Audit Frequency from 6 to 12.</li> <li>Milk – Processors / Bottlers: Added – Distributors.</li> </ul>	25/08/2020	Maureen Wilson
Page 6	Requirement of Certification Body	<ul style="list-style-type: none"> <li>the auditor will inspect the business / facilities Food licence / Registration / Notification as required in that jurisdiction and attach a copy of this Spotless Food Safety Compliance Certificate. Added attach a copy</li> </ul>		