



# HACCP Australia

## Food Safety Bulletin

ISSUE 2 2005

### SECOND EDITION

This is the second edition of the food safety bulletin, which we intend to continue publishing every six months. We have had a very encouraging response from the industry to our first edition and would like to thank those of you who contacted us with suggestions. We have tried to accommodate as many of those as possible and have grown by a number of pages in doing so! Please keep the comments coming and do keep us informed of any food, beverage or water safety news or issues that deserve an airing. ■

### AUSTRALIAN AND CANADIAN FOOD AGENCIES TO SHARE FOOD SAFETY EMERGENCY INFORMATION

Food Standards Australia New Zealand (FSANZ) and the Canadian Food Inspection Agency (CFIA) signed a Memorandum of Understanding (MOU) in the last quarter of 2004 to share information about food safety emergency issues that may pose a serious or unacceptable risk or threat to the health of consumers.

The Hon Rob Knowles, Chairman of the FSANZ Board and Robert Carberry, Vice-President of the CFIA, formalised the MOU at the Inaugural Food Safety Conference at the Gold Coast.

At the signing ceremony, Mr Knowles said this was a significant occasion for the two agencies. *'Food safety is now an international issue. Food is no longer grown and consumed locally and a food product manufactured the other side of the world could be on the shelves of our supermarkets in a matter of weeks or even days.'*

*'A food emergency anywhere in the world can become a matter for concern here in Australia within hours. Food regulators around the world need to continue to work collaboratively to address these food safety issues and this agreement between FSANZ and CFIA is an example of this collaboration.'*

*'FSANZ recognises the importance of the global economy in the area of food and this is one of the reasons why we are developing agreements with other countries so that we can share interests, have a common purpose and build an infrastructure. Last year we signed a MOU with the Chinese Ministry of Science and Technology to ensure ongoing collaboration in the important areas of food safety,'* Mr Knowles said.

Mr Carberry said. *'This MOU will enable both CFIA and FSANZ to assist with protecting public health and safety by allowing us to share information at the earliest possible time when there is a food emergency that puts the health of consumers at risk. This is a plus for both countries.'* ■

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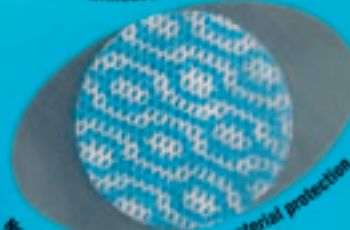
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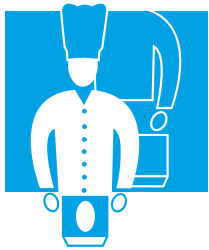
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## INDUSTRY SERVICES & RESOURCES

### GLORIA JEAN'S COFFEES' VQA MANAGEMENT YIELDS REAL BENEFITS

After opening its first store in 1996, Gloria Jean's Coffees is today the largest specialty coffee retailer and the fastest growing franchise organisation in Australia. Gloria Jean's Coffees Australia and New Zealand is wholly Australian owned and operated.

235 Gloria Jean's Coffees stores across Australia stock a unique selection of espresso coffee drinks, proprietary espresso cold drinks, blended, single origin and estate whole bean coffees and specialty teas, coffee accessories and pastries. Coffees for its Australian and New Zealand stores are blended and roasted in their state of the art roasting facilities in Sydney.

Charlie Watts, who heads up product quality control, at Gloria Jean's Coffees explained how this rapid store growth would not have been possible without a solid quality base and the corresponding development of systems and infrastructure. A quality management programme that addresses all facets of the business from product standards to marketing and promotion underpins Gloria Jean's Coffees.

*"Of particular importance, in terms of quality, is food safety. Food safety is very much at the forefront of our quality control procedures. The public are increasingly concerned about food safety matters as well as the dietary and nutritional issues surrounding foods and beverages consumed today. Furthermore, as the guardians of a highly desirable brand name, it is important that Gloria Jean's Coffees do all they can to protect the value in that brand."*

Twelve months ago, Gloria Jean's Coffees engaged HACCP Australia to assist the organisation in managing food safety throughout the network. The process has been divided into three core functions, they being food safety programme development, central and store level implementation and, importantly, Vendor Quality Assurance.

*"The Vendor Quality Assurance Programme is an important element in Gloria Jean's Coffees Quality Programme and HACCP Australia has been managing this component on our behalf with great success,"* says Charlie Watts. *"They administer the prequalification of suppliers, the currency of food safety accreditations, audit interpretation and vendor corrective actions. They also handle all issues surrounding food quality and food safety as they occur at the store or within the supply chain. HACCP Australia report directly to me with regular updates in terms of supplier compliance and food safety initiatives and issues."*

*"With the number of suppliers and stores that an organisation such as ours has, it is only possible to manage this process effectively with the appropriate resources and systems. We decided to keep our in-house team to a minimum, utilising the expert and wide-ranging management and resources of HACCP Australia in conjunction with the web-based, supplier management, database of iCIX. The results speak for themselves. With a unique combination of HACCP Australia's disciplined approach, expert analysis and reporting, the iCIX platform and our own internal systems, including store management contribution, we have reduced our food quality incidents to a very low level and have witnessed a measurable increase in supplier quality. Our suppliers know that we have both high standards and, with our VQA system, the ability to police it. Our food safety issues, at store level, are at an all-time low as are our customer complaints in relation to product quality. It is difficult to calculate the*



Gloria Jeans - 235 stores and growing

*value of this but needless to say it is obviously reaping great benefits, financial and otherwise, to us and our franchisees."*

The iCIX database and information exchange is the platform on which HACCP Australia manages this programme. Joanne Cain is HACCP Australia's project manager for the Gloria Jean's Coffees account.

*"There is a considerable amount of documentation and information that needs to be managed by us. It is very important that no unsuitable products or suppliers slip through the net. After all, in many ways, we too are custodians of their very valuable brand. We administer certification, audit reports, corrective actions and product returns as well as localised incidents – it would be impossible to manage all of the information surrounding this, and keep every supplier 'up to date', without the iCIX platform and its tools. With it, I can manage the whole system myself by assessing and managing validated supplier information and, importantly, supplier commissioned audit reports from auditors who meet the agreed standards and qualification. My in-house technologist resource can concentrate on actual and high-risk food safety issues rather than administration, which in turn delivers a value for money service to Gloria Jean's Coffees and others. It is fair to say that the economies and efficiencies which we*



## INDUSTRY SERVICES & RESOURCES

Continued from page 3

*deliver to our customers could not have been realised without this great platform,” says Joanne*

Clive Withinshaw, in charge of commercial development at HACCP Australia, explains, “HACCP Australia had developed the concept of specialist 3rd party VQA administration some time ago but was unable to take the product to market without a platform that could handle several accounts at one time. We needed to be able to deal with many vendors who may supply several clients. We were also very anxious to remove a big cost in the process, by minimising the need to site audit companies that had already undergone the process – sometimes several times.

*In 2003, I met Tim Marchington, the Managing Director of iCIX. Tim was able to provide us with the missing piece in the jigsaw. We were at last in a position to bring the concept to reality. A single iCIX*



Tim Marchington,  
iCIX Managing Director

*subscription of less than \$200 now allows those suppliers to meet all the VQA needs of several customers at once and we have the staff available, across all disciplines, to handle the interpretation and corrective action. Providing that audits are conducted by qualified QSA auditors, and address all*

*the issues of our clients, we will normally accept the veracity of that report and its close outs, using the iCIX database for information exchange and further discussions with the vendor and their auditor as necessary. Only those suppliers that present an unacceptable risk profile need further audits. Because we can manage this centrally and on behalf of several operators, we can reduce the cost to the purchaser as well as the supplier. Furthermore, we reduce the number and cost of unnecessary audits. All this was dependent upon finding the right platform. Gloria Jean's Coffees needed to manage this process efficiently and economically and we are confident that this innovative concept has more than met their expectations. We are very pleased with the results to date.*

*It really is a three-way win – for the supplier in terms of reduced audit costs, the purchaser in reduced cost and higher quality administration, and the industry which sees it's supply chain cost being considerably reduced.”*

To discuss this topic with any of those named in this article, please email [gjcvqa@haccp.com.au](mailto:gjcvqa@haccp.com.au) in the first instance. ■

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## INDUSTRY SERVICES & RESOURCES

### CONDUCTING A MOCK RECALL

The final principal of HACCP is Verification and is sometimes overlooked by organisations operating a HACCP Based Food Safety Programme. A verification step should be applied to all elements of your programme on a routine basis and a powerful verification tool for your recall protocol is the mock recall. During a mock recall, you should try and test all elements of your protocol including the documentation, the systems in place and the people who will carry them out.

Remember the aim is not to 'witch hunt' personnel errors but to seek areas where the protocol can be improved. Typical improvements which fall out from a mock recall include better documents, rapid and accurate responses from those involved and highlighting areas for training. Consider the following points to help to make your mock recall a success.

- **1. DECIDE ON THE SCOPE** and depth of the recall. Determine how far the mock recall will progress through the organisation, will it include various departments and external suppliers? How close will the mock recall extend

towards the consumer? If your distribution is handled externally, consider involving them in the mock recall at the same time.

- **2. APPOINT A MOCK RECALL CO-ORDINATOR.** This person's role is to observe, record and provide timely information through the event to those involved. The co-ordinator should also file a detailed report and debrief all those involved at the conclusion of the mock recall. The co-ordinator should seek to vary the scenario each time a mock recall is carried out.

- **3. INVENT A SCENARIO** which is close to the truth and based upon real events. Look through your records and find evidence of an event which could have progressed to a recall situation in the worst case scenario. Use this event for added realism and embellish the surrounding events to meet the scope you have decided upon. Consider different scenarios such as extortion, a contaminated ingredient, mislabelled product, an undeclared allergen or internal sabotage.

- **4. TOSS IN A FEW 'RED HERRINGS'** and additional information during the mock recall. A report of illness in an area to which the product was not distributed or an unexpected call from the media are always good variations.

- **5. TRY TO FIND** a little hole in your system to exploit during the mock recall. A favourite is a period where a date coder was not working. If all your records are perfect ►



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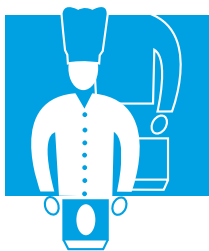

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## INDUSTRY SERVICES & RESOURCES

Continued from page 5

then to make things interesting, remove a key record or part of the record.

► **6. DETERMINE WHO KNOWS** it is a 'mock' recall. A good mock recall is often when a large amount of people involved do not know it is only a 'mock'. A word of caution here, keep the scenario under control! A very dedicated salesperson upon hearing that a recall was underway, left the facility and drove to stores in the area where his children's school was located and started removing product from shelves.

► **7. CHOOSE A DAY** when a key person is away. A real recall scenario will show no mercy should the sales manager be on holidays. Actively test your backup systems and personnel.



Debrief all those included at the conclusion

► **8. USE YOUR RECALL PROTOCOL DOCUMENTATION.** Fill out the forms, follow the flow charts and activities which are documented. Exactly. This is a great way of determining simple oversights and methods of improvement to the system.

► **9. GET SOMEONE FROM OUTSIDE** the organisation to run the mock recall. A different slant on issues from an unfamiliar face will often enhance the overall experience and help to flesh out areas of improvement. HACCP Australia technologists can perform this role for you or contact an associate in a different organisation for a swap for the day.

At the conclusion of the mock recall, the co-ordinator should report on their observations and an appropriate plan should be made to improve the system where required. Run a mock recall annually over a few years and you will be surprised how streamlined and efficient your protocol will become.

A mock recall is an essential part of your verification programme. By adopting some of the above ideas, you will make it an interesting, varied and rewarding part of your schedule. ■

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## INDUSTRY SERVICES & RESOURCES

### CALL FOR THE TRUTH IN SEAFOOD LABELLING

A new industry group, which aims to increase Australian seafood exports around the world while improving the level of information available for the domestic market, has called for legislation to administer effective measurement and labelling of seafood in Australia.

Convened by the National Food Industry Strategy (NFIS) Ltd, the new Seafood Enterprise Alliance (SEA) – which met for the first time in Adelaide earlier this month - believes that inconsistent labeling practices are a significant inhibitor to profitability for the Australian seafood industry.

*"There are really two issues," says the Chairman of SEA, Ron Edwards of Western Australia. "One is that people buying imported seafood don't necessarily know what they're getting," said Edwards.*

*"For a start, consumers are often buying large quantities of water or ice with their seafood because importers are not required to give a true description of their product. This problem extends into buyers within the seafood industry as frequently they are misled by inaccurate labeling.*

*"Second, retailers often tip cheaper and inferior imported products into a display but some do not say that the product is imported. The imported product is cheaper for a good reason - the quality isn't as good, but consumers driven by price do not realise they're not buying fresh, clean Australian seafood which has been produced in an ecologically sustainable manner."*

Edwards said this issue concerning 'truth in labeling' could be overcome by a relatively simple change to labeling laws.

*"We're also calling on the Trade Practices Commission to investigate the labeling of imported seafood products and, in particular, prawns."* Edwards said that Australia imports

*comparatively low value seafood and exports higher value, but with the 25% appreciation in the \$A, it is tougher to export and cheaper to import.*

*"Per capita consumption growth of seafood grew by 30% in the last decade and with changes to lifestyle and diet preferences, both domestically and internationally, we expect growth in demand to continue."*

Other decisions taken at the inaugural meeting include agreement to the development of a national framework which is market-driven, and for the need to develop a 'seafood brand' for Australia, in line with the national aquaculture action agenda and broader food industry



*Australain Favourite but are they Australian?*

marketing initiatives. The group will also develop a national five-year work plan with an aim of increasing enterprise profitability.

Establishment of SEA is the result of twelve months of work by the industry-led body, NFIS Ltd, Seafood Services Australia and the WA Department of Fisheries aimed at a more cohesive and coordinated promotion and positioning effort for the Australian seafood industry.

*"The Australian edible seafood industry is already a significant contributor to the economy with exports of almost \$1.5 billion in 2002-03,"* according to Managing Director of NFIS Ltd, Richard Brooks. Many independent business analysts believe seafood is the sector of the food industry with the most potential for export growth.

With imports growing by over 10% per annum to a level of \$971 million, Mr Brooks echoed Edwards' sentiments and identified an opportunity to increase supply of quality Australian seafood into the domestic market. ■

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## QUESTIONS & ANSWERS

Each issue we will be printing a selection of **Questions and Answers** that pass through our organisation. Most of these originate from email via [info@haccp.com.au](mailto:info@haccp.com.au) but feel free to write to [bulletinQ@haccp.com.au](mailto:bulletinQ@haccp.com.au) with a question for our technologists. This issue we respond to a question on Listeria.

### LISTERIA

**QUESTION:** We recently ran some swab tests in our operation and they came back positive for Listeria. We were advised to give the plant a deep clean and do another series of swabs. This was conducted with (chemical sanitiser's name withheld) and whilst the numbers dropped in some areas, we found significant increases in other areas previously free from Listeria. Any ideas from you guys? (Name and business detail Withheld)

**ANSWER:** Your experiences are not uncommon and it is said that the more you look for Listeria, the more you find it. A couple of facts about Listeria which may assist you; Firstly, Listeria is basically everywhere! This ubiquitous bacteria is capable of growth at Coolroom temperatures, likes a moist environment and is found on some of the raw materials you use in your (withheld) operation.

To limit the presence of Listeria through your plant, consider

traffic flow from people, equipment and materials. Raw materials areas in your case are likely to have high levels of Listeria present and limiting human movements and the installation of a footbath (if you don't already have one) may assist in this regard. Consider your plant in terms of 'Listeria Population', that is where you would expect to find the bacteria and where you don't want it to be. This will provide clues on traffic flow etc.

We suggest you change your sanitation regime also. Some sanitisers have been found to lose effectiveness on Listeria over time. Your supplier should be able to suggest an alternative. Foam type sanitiser application has been found to be particularly effective against Listeria. Take care also with the use of hoses and especially high pressure gurnies. These have been found to blast Listeria into the air and can spread Listeria through your operation. If a gurney was used during your 'deep cleaning' process, it is highly likely that this has caused the spread of the bacteria to areas where it has not been previously detected.

Finally, look hard for source areas in your processing operation. Machinery footings, floor coving and even recessed handles on Coolroom doors have been implicated in Listeria outbreaks. Floor drains are a classic source also and we suggest a routine swab of this area. Anywhere prone to being a little damp on a permanent basis is an excellent starting point for hunting down and eliminating Listeria.

Good luck and feel free to come back to us with a little more data on your findings. ■



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## CLICK - HOT LINKS

The World Wide Web is an immense resource for research and data on food safety. Each issue we will bring you a review of some of those sites we have visited.

### ► THE NSW FOOD AUTHORITY SITE

[www.foodauthority.nsw.gov.au](http://www.foodauthority.nsw.gov.au)

Learn about the new NSW Food Authority, how it works, what their charter is and many interesting links and technical documents on Food Safety and Food Legislation. If you haven't done it yet, notify the food authority of your food business (NSW only).

### ► FOOD SAFETY DAILY NEWS

[www.foodhaccp.com/indexcopynews.html](http://www.foodhaccp.com/indexcopynews.html)

Worldwide sourced articles on everything to do with food safety. An amazing collection of news updated daily (by I don't know exactly who). Better than a daily paper for a food nerd! A great start to any day.

### ► WORLD HEALTH ORGANISATION

[www.who.int/foodsafety/en/](http://www.who.int/foodsafety/en/)

Excellent technical articles, research tools and of course, Codex Alimentarius (The Food Standards). Food safety from a global perspective. Recently updated and one of the best.

### ► FOODSAFETY ANSWERS – Iowa State

[www.foodsafetyanswers.org](http://www.foodsafetyanswers.org)

Q&A from a variety of Food Science experts. How long can you keep yoghurt at room temp?, Does Freezer Burn make food unsafe?, What is the danger of drinking sour milk? and lots, lots more. Top class answers and references from the deep end of the food science pool. Even if you know the answers yourself, there is something to be learned from common questions from the general public that our labelling and marketing can/should address. Ask them a hard question!

### ► THE NATIONAL FOOD PROCESSORS ASSOCIATION (USA)

[www.nfpa-food.org](http://www.nfpa-food.org)

Some interesting articles with a US slant and viewpoint from the processor. Learn of nutritional facts, US government links and what are those crystals found in canned seafood. ■

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## WATER SAFETY PLANS : A HACCP based approach to assuring water safety and quality

Annette Davison and Daniel Deere

As in the food industry, delivery of safe, good quality and reliable water requires:

- ▶ An understanding of the risks involved; and
- ▶ How they are best managed.

While food and beverage industries have been required to have Food Safety Plans in place, this same mandate has not been placed on water utilities. Interestingly, from talking to some people in the food and beverage industries, it appeared that water, in some circumstances, had not been included in HACCP Plans until the Sydney water contamination incident in 1998. Therefore, largely as a result of the contamination incident, the application of HACCP to water industry was considered (Deere and Davison, 1998).



*The "Water Safety Plan" has emerged in recent years*

In Australia, the major reference instrument for water safety and quality is in the form of a guideline document, "The Australian Drinking Water" Guidelines. Until only a few years' ago, the water industry, while embracing the idea of risk assessment and management through the "multiple barrier" concept, did not have a systematic framework under which to institute risk assessment and management. The concept of the "Water Safety Plan" (WSP) has emerged in recent years to fill this need and is underpinned by the systems of HACCP and ISO 9000.

In many cases, water utilities have to manage a range of water products, not just drinking water including:

- ▶ Water supply;
- ▶ Raw water;
- ▶ Stormwater;

- ▶ Reclaimed water;
- ▶ Discharged effluent; and
- ▶ Sewage processes.

Risk-based WSPs can be implemented for the whole range of water products including the management of safety, quality and quantity.

### IS THE WSP APPROACH MANDATORY FOR UTILITIES?

The WSP approach is now included in Australian and international water management guidance including:

- ▶ The Framework for the Management of Drinking Water Quality (revision to the 1996 Australian Drinking Water Guidelines);
- ▶ The Queensland Guidelines for the Safe Use of Recycled Water (2004) (as the Recycled WSP);
- ▶ The Safe Drinking Water Act 2003 (Vic) (as Risk Management Plans); and
- ▶ The 3rd Edition of the World Health Organisation's Drinking-water Quality Guidelines (2004) (which includes WSP guidance).

While the guidance documents are not standards as such, some of them may be included in licence or operating conditions. Therefore, guidelines will have legal standing under those circumstances. They also represent industry ▶

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best practice and therefore help to set the standard of duty under common law.

Courts have recently shown that having a recognised and certified risk management in place can facilitate demonstration of due diligence as well as helping to show that a utility is complying with other legal obligations such as those under the Trade Practices Act 1974 (Cth). Victoria is the first state in Australia to have legally mandated Risk Management Plans.

### DOES YOUR WATER SUPPLIER HAVE A CERTIFIED HACCP PLAN /WSP IN PLACE?

Since the inception of the use of HACCP in the water industry in Iceland in 1997, Australians have led the way in terms of its adoption for water supply and now for other uses such as reclaimed effluent and stormwater including:

- ▶ **Melbourne Water (bulk water and recycled water);**
- ▶ **Gold Coast Water (water supply system and recycled water);**
- ▶ **South East Water (water supply system);**
- ▶ **Yarra Valley Water (water supply system);**
- ▶ **City West Water (water supply system); and**
- ▶ **Brisbane Water (water treatment system).**

Currently, there is no certification available for the Australian Framework for the Management of Drinking Water Quality. However, certification can be sought under the umbrella of HACCP (which also encompasses the Prerequisite Programs).

### WHO TO CONTACT?

Drs Daniel Deere and Annette Davison are world-renowned water cycle managers and risk experts and have been working in partnership with HACCP Australia, to deliver WSPs to water utilities. They can be contacted through our joint venture with HACCP Australia "Safe Water Australia" on 02 9956 5814 or via the HACCP Australia website or directly via [info@safewater.com.au](mailto:info@safewater.com.au).

### FURTHER INFORMATION

**[www.safewater.com.au](http://www.safewater.com.au)**

Deere, D. and Davison, A. (1998) "Safe water – are food guidelines the answer?", *Water (Aust)*. 25 21-24.

Davison, A., Howard, G., Stevens, M., Callan, P., Kirby, R., Deere, D. and Bartram, J. (2003) *Water Safety Plans. Protection of the Human Environment. Water, Sanitation and Health*. WHO/SDE/WSH/02.09.

Davison, A. & Deere, D. A. (2004) *Due Diligence Defense: The Benefits of a Documented System*. HACCP in Water Utilities Conference, National Sanitation Foundation and World Health Organization, Ann Arbor, Michigan, 4-5 May. ■

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## THE MECHANICS OF HACCP

## Have food processors historically overlooked machinery when developing a HACCP program?

**Karin Lonnon** investigates the importance of equipment in any food safety program.

AUSTRALIAN food safety experts agree that until now, not enough emphasis has been placed on the role of machinery when it comes to food safety and HACCP (Hazard Analysis Critical Control Point) programs.

Food and Packaging manager at Festo, Mark Diston, says that while machinery hasn't always been seen as an important part of food safety programs, equipment will be seen as more critical to the HACCP process in the future.

*"In the past, manufacturers have placed more of a focus on ingredients and processing than machinery when it comes to food safety," he said.*

However the impact machinery can have in the food chain is highlighted by the figures he quotes from a recent European study. *"The study attributed 25% of all food contamination to bad machinery. The remaining 75% was attributed to the general processing of the food, whether it be ingredients, temperature, etc."* Diston said.

Director at HACCP Australia, Martin Stone, also believes that machinery plays a vital role in ensuring food safety, and is often overlooked in the development of HACCP programs.

*"People often focus on what machinery is supposed to do, and not necessarily on how the machinery does it, and what risks are either added or deleted from the actual process by a piece of machinery."*

*"I have seen some operations that compensate for poor machinery design by actually assigning critical control points to manage the risks associated with use of the machinery itself. Well designed equipment would simply eliminate these hazards and that is always a preferable option," Stone said.*

Stone also points out that the risks and issues associated with machinery throughout the chain are just as critical to smaller boutique manufacturers as they are to large-scale processing plants.

Interestingly, while all food manufacturers small or large face the same level of risk when it comes to machinery, Diston points out that smaller processors are often less aware of the need for a complete HACCP program.

## HAZARD ANALYSIS

Stone lists a number of specific factors influencing food safety that manufacturers must take into consideration when considering the role of machinery in the HACCP process.

*"When 'doing' HACCP, three main hazards to food safety are considered – chemical, physical and microbiological."*

*As for the direct link between these hazards and machinery: “chemical hazards could come from lubricants or cleaning chemicals that are ‘held up’ in the equipment;*



## Food safety issues in machinery are often overlooked

physical hazards such as pieces of metal can arise from parts of machinery; and microbiological hazards could arise from cross contamination of areas that are difficult to clean, where food materials get held up and reinfect the fresh product stream," Stone said.

And it's not an issue to be taken lightly. Stone says that depending on the data source, food-borne illness affects between four and seven million people in Australia every year. Of these, as many as 78% of consumers will blame retail food for their illness.

*"Symptoms range from typical gastro, to organ damage and death. People die every year from food-borne illness, and the incidence of food borne illness is increasing in Australia and in most modern societies."* ►

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Everyone can name at least one Salami manufacturer!

*"Manufacturers are litigated against, recalls occur, and the cost to a business can be catastrophic. People remember the significant failures in food safety – ask anyone to name two salami manufacturers and usually they will include Gariboldi, the manufacturer who suffered a widely-publicised food safety failure,"* Stone said.

He also believes that these kinds of problems are completely preventable when the right HACCP program is implemented and risks are managed.

A failure on the part of food manufacturers to successfully manage these risks can be devastating. Those that are prosecuted over a safety breach can incur heavy penalties

for non-compliance.

FSANZ (Food Standards Australia and New Zealand) has introduced comprehensive standards for high-risk food operations such as dairies, meat works and seafood operations. It is now mandatory for all companies operating in these areas to have HACCP programs in place in all states of Australia.

Other food manufacturers look to their State Food Acts for guidelines, which Stone describes as representing the more "prescriptive" side of regulation.

At this stage, it is mandatory to have a HACCP-based food safety program in place for all food operations only in the state of Victoria. It is the intention of the other states to eventually implement the same requirement, Stone said.

With a lack of strong state intervention until now, the food industry has regulated itself. Stone says the impetus to do so successfully has been strong, and has been driven by "retailer vendor quality assurance systems, insurers, risk managers and due diligence in regard to brand protection".

FOOD Magazine recently spoke to representatives from both Dairy Farmers and Bonlac Foods about the importance of their HACCP programs, and the role that plant machinery plays in ensuring food safety.

A Bonlac Foods spokesperson explained that the company has a codex-based HACCP program in place for all its ►

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## FACTORY EQUIPMENT & SERVICES

Continued from page 13

manufacturing sites, to manage the most critical food safety risks of its business. *"HACCP is a critical part of Bonlac's Food Safety Expectations Program, which also includes 29 other pre-requisite programs that support the HACCP program and its principles."*

The company cites machinery as an integral part of the HACCP program. As part of its ongoing HACCP review and risk assessment program, Bonlac Foods conducts a machinery review designed to identify where the equipment may remove, reduce or be a risk in itself.

Ian Fedrick from Dairy Farmers also told FOOD Magazine that the dairy processor complements its HACCP program with appropriate pre-requisite programs such as cleaning and hygiene, preventative maintenance and the appropriate design standard of equipment.

*"A good example of the importance of equipment design in the quality system is the Australian Standard AS 3993.1 for continuous flow pasteurisers,"* Fedrick said.

*"The design standard engineers safe operation of milk pasteurisers. Pasteurisation is the core process in dairy processing, and the design standard for pasteurisers plays a significant role in ensuring the safety of pasteurised milk."*

### PRACTICAL APPLICATIONS

Diston lists a number of principles that need to be applied to food machinery when developing a HACCP program:

- ▶ **an open design free of crevices to prevent the build-up of biological and chemical residue;**
- ▶ **clean design for easy cleaning – by minimising dirt traps and sharp edges on equipment design;**
- ▶ **corrosion resistance – the materials that equipment is made from is of paramount importance, given the harsh alkaline and acidic washdowns it must endure; and**
- ▶ **food approved seals and greases should be used with machinery to eliminate the risk of contamination to food products in the event of leakage**

About five years ago, Festo put a development team together at its headquarters in Germany to design components specifically for the food industry.

*"The reason we did this is a lot of the standard products available don't stand up to the cleaning regimes that are necessary in food production. These products meet the requirements of HACCP, as well as other international*

*standards,"* Diston said.

The company has also worked together with HACCP Australia to achieve accreditation for many of the machinery components that have been designed specifically for food production.

HACCP Australia is best known for providing auditing, investigation and technical services to food manufacturers that are working on implementing appropriate HACCP programs.

However, Stone says that its endorsement service to non-food manufacturers in the industry such as machinery designers and makers, can also highlight appropriately designed equipment for the benefit of processors.

*"Our accreditation program will take into consideration factors such as cleanability, low consequence of error and the ability to reduce food safety hazards through appropriate design,"* Stone said.

### INTERNATIONAL STANDARDS

The good news is that the World Health Organisation has mandated HACCP as the most appropriate system of food safety risk management for the food industry – be it machinery or ingredients-based risk – and most countries are gradually moving towards the HACCP system of risk management.

Australian food manufacturers have been embracing HACCP programs since the 1990s, and Australia can now boast one of the highest levels of food safety in the world.

Martin Stone - HACCP Australia  
**(02) 9956 6911 - [www.haccp.com.au](http://www.haccp.com.au)**

Mark Diston - FESTO  
**(03) 9795 9555 - [www.festo.com.au](http://www.festo.com.au)**

Rowena Smith - DAIRY FARMERS  
**(02) 8732 1000 - [www.dairyfarmers.com.au](http://www.dairyfarmers.com.au)**

Sarah Hudson - BONLAC FOODS  
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First appeared in 'Food Magazine' in Nov 04 ■

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## FACTORY EQUIPMENT & SERVICES

### SLIPS AND SANITATION - A BATTLE OF GRIP v CLEANING FOR FLOORS - OR IS IT?

Employers and building owners can be sent broke if they neglect their responsibilities in public and workplace facilities such as factory floors, change rooms, canteens, and public access areas. Managing these issues in terms of Occupational Health and Safety is difficult enough but when this issue is combined with food safety requirements as well, the matter can get very complicated. Flooring and Matting in particular, are a good example of these complexities. Injuries from falls attributed to slipping are very common and never more so than in food production and food handling areas.

Michael Siegle, Managing Director of the General Mat Company says "To understand this, let's get technical for a moment. Friction, also referred to as traction, is a relationship of object to surface; foot to floor at the moment of slip. In terms of slip resistance, it is the resistance to lateral (forward) movement caused by the foot touching the ground.

To determine the slip resistance of any surface, you must

determine the Coefficient of Friction (COF) on the surface. The COF is the horizontal force divided by the vertical force. The higher the coefficient of friction reading, the less slippery a surface.

Coefficient of Friction has become an important measure of performance for floor surfaces and to the anti-fatigue and safety matting industry. To guard against slip and fall accidents, the American OSHA recommends a static coefficient of friction of 5." However, wet greasy environments might require a significantly higher static coefficient and food spillage itself often contributes greatly to the problem!

Once the traction issue has been examined, consideration must be given to the food safety aspects of the floor covering because slip resistance is inversely proportional to ease of cleaning! i.e. the easier it is to clean the more slippery it becomes.

Ask these important questions of the flooring

**Is the floor impervious and appropriately designed for drainage?**

**Can the non-slip surface be cleaned to the standards demanded of the HACCP programme?**

**Is the material likely to compromise the cleaning requirements of the facility's HACCP programme?**

**If particular areas need specialist matting to overcome flooring issues, or heavy traffic, is that mat easily removed, ►**

Are you meeting the standards when specifying safety flooring?

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## FACTORY EQUIPMENT & SERVICES

Continued from page 15

### cleaned and sanitised?

#### Is the mat designed specifically with food safety in mind?

Ultimately, the best solution might well be a combination of a superior non-slip fixed floor covering and specialist safety matting in high traffic and wet and greasy areas.

Always be sure floors are clean – and also watch employees, guests or customers to give them any assistance they might need during inclement conditions, such as spillages, flooding or rain. Make sure cleaning implements are accessible to any employee and everyone knows how to clean the floor and mats and with what.

Michael Siegle continues "We can spend as much as we like on protective clothing, eyeglasses, earmuffs, helmets and the like, but if the floor under our employees' feet isn't safe in terms of OH&S terms and Food safety then - literally and legally - we haven't got a leg to stand on."

Two companies that have a particular knowledge of this subject and fully understand the food safety issues of flooring and matting are **Australian Safety Flooring** and **The General Mat Company**. Both organisations offer effective flooring solutions throughout Australia and have new catalogues available now.

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Continued from page 16

Regulations. The guide also includes a summary of each area and forthcoming proposals, as well as an explanation of the structure and workings of the EC legislative system.

UK Food Legislation covers all acts in force, codes of practice, guidance notes and recommendations for the UK, as well as legislation for specific foods including beverages, chocolate confectionery, fish and meat products, bakery, fruits and vegetables, milk and dairy products and wine and spirit drinks.

Each guide is updated monthly, benefits from a search engine and has easily printable sections. IFL, UK and EC Online together may reduce the potential of making avoidable mistakes during the key stages of new product development, and help to avoid costly delays to shipments abroad.

Further information is available from:

Jean Feord, Business Manager – Legislation LFI

Tel: +44 1372 376 761, Email:

jfeord@leatherheadfood.com

**Food Labels Australia offer full project and consultancy services and can assist with all food and beverage labelling issues. They can be contacted, through HACCP Australia, on 02 9956 6911 and [www.haccp.com.au](http://www.haccp.com.au). ■**

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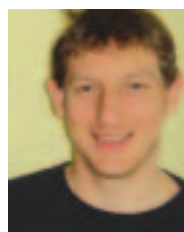


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## HACCP AUSTRALIA - MORE STAFF FACES

In our last issue we introduced readers to a number of HACCP Australia, Sydney office staff whose names might be familiar but their faces less so. In this issue, we will introduce you to some more HACCP faces from, Head Office, the regions and our two specialist service divisions – Food Labels Australia and Safe Water Australia (a joint initiative with Waterfutures).

HACCP Australia also welcomes Michelle James to its team. Michelle is a highly regarded food technologist and will be taking a senior project management role with the company.



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Safe Water Project  
Management



**DR. ANNETTE  
DAVIDSON**  
Safe Water Project  
Management



**JANICE MILLET**  
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- Food Safety Auditing or any  
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The HACCP Australia endorsement and accreditation programme supports organisations achieving Food Safety excellence in their products. The HACCP endorsement is geared to those organisations that are required to supply compliant or 'HACCP Approved' products and services to their safety conscious customers. This independent assessment and verification of fitness for purpose is a valuable tool when a product or service is targeted at a food safety and HACCP conscious market. Such products will be:

1. Well designed with 'food safe' characteristics
2. Non-Toxic
3. Easy to clean
4. Likely to reduce the risk of any form of contamination
5. Designed for a low consequence of error in use

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FAX : 02 9956 7313

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## FRILICH Beverage Dispensers Receive HACCP Food Safety Accreditation

The hygienic presentation of food and drinks is now under the spotlight more than ever before. Foodservice Equipment International and its German partner, FRILICH Zapfsysteme GmbH are proud to announce FRILICH juice and milk dispensers have been endorsed by HACCP Australia.

Mr Martin Stone, Director of HACCP Australia says "We are very happy to provide endorsement for such a high quality range of products."

To celebrate this endorsement, FRILICH and FEI are offering special prices on the most popular juice and milk dispensers until the end of September.

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## HACCP AUSTRALIA ENDORSED PRODUCTS SERVING THE FOOD INDUSTRY

The companies listed below carry a range of products or services that are endorsed by HACCP Australia as particularly appropriate, from a food safety perspective, for use in food businesses employing a HACCP-based food-safety programme. Their products or services have been rigorously reviewed by HACCP Australia's food technologists and, in their expert estimation, are manufactured or designed to meet all the appropriate food safety standards demanded by industry or regulation in Australia and internationally. In performing the assessment, our technologists look for 'world's best' in terms of food safety features and characteristics. Only such products or services carry the HACCP accreditation mark. Some organisations who have completed the process are included below. Many others are currently undergoing the process. If you are looking for particular food-safe products or services for use in a facility operating a HACCP programme, please call us for advice and recommendation at any time on (02) 9956 6911.

COMPANY	PRODUCTS	CONTACT
3M	Scotchbrite™, Cleaning Chemicals, Scourers	136 136
AACLAM SALES	Food service and food storage light equipment	02 9525 1049
ACE FILTERS	Food grade and cooking oil filters	1300 555 204
ADELAIDE OFFICE PROPERTY MGMT	Contract Cleaning Services for Food Premises	08 8284 4679
AEROBEAM PROFESSIONAL PEST MGMT	Specialist Food Premises Pest Management	02 9636 5840
AFFIRMATIVE PEST CONTROL	Specialist Pest Control Services for food industry	07 5596 2555
ALCAB CABINETMAKERS PTY LTD	Chilled & Hot Food Display Cabinets	07 3245 6789
ARMACEL TECHNOLOGY GROUP	Plastic Pallets, Food Storage Containers, Food Grade Shelving	02 9450 0900
ASSURED PEST CONTROL	Specialist Pest Control Services for Food Premises	02 4392 3168
AUSSIE RED EQUIPMENT	Aquafortis Hot Water High Pressure Clean & Capture Equip.	1800 804 878
AUSTRALIAN SAFETY FLOORING	Food Premises Flooring	1800 673 441
AVANTI CHEMICALS	Cleaning Chemicals for Food and Agri Businesses	07 5549 3666
BRITETTE AUSTRALIA PTY LTD	Scourers, Sponges, Cloths and Cleaning Aids	02 9642 6411
CAREL	Temperature Controllers and supervisors for refrigeration	02 9748 2855
CARTS AUSTRALIA	Coffee and Food Carts for Mobile Food Sales	02 9888 5200
CLOROX AUSTRALIA	Glad™ and Chux™ range of Cleaning and Wrapping Materials	02 9794 9500
COLDSHIELD FLEXIBLE DOORS	PVC Flexible Doors for Food Premises	1800 462 233
COPEP PEST CONTROL	Specialist Pest Control Services for the Food Industry	1800 131 315
CORPORATE PEST MANAGEMENT	Specialist Pest Control Services for the Food Industry	02 9311 1234
CROWLE INDUSTRIES	Utensil and Food Packaging Services	02 9568 4599
DALTON PACKAGING	Manufacturers of paper bags and products for the food industry	02 9774 3233
DANFOSS	M2 Alarm & Monitoring System	02 8845 1813
DSL PACKAGING	Food Safe Storage and transportation palletcons	1800 336 228
E D OATES PTY LTD	Full range of Food Grade Cleaning Equipment	03 9469 6900
FESTO PTY LTD	Pneumatics and valves for food manufacturing equipment	1300 889 696
FOODSERVICE EQUIPMENT INTERNATIONAL	Frilich juice dispensers and other buffet equipment	1800 673 153
FROSTLINE REFRIGERATION SERVICES	Hozshizaki Ice making equipment & cold room services	1300 550 502
GENERAL MAT COMPANY (THE)	Specialist safety matting for food and beverage areas	1800 625 388
GLOBE AUSTRALIA	Suppliers of the 'insect-o-matic' pest eradication system	1800 244 300
GOLDSTEIN ESWOOD	Manufacturers of industrial dish and glass washers	02 9604 7333
HACCP PEST MANAGEMENT	Specialist Food Premises Pest Management Services	02 9922 3743
HEATCRAFT AUSTRALIA PTY LTD	HACCP specification cool room thermostats and alarms	13 23 50
HIT EQUIPMENT	Specialist cutlery polishing machinery	8211 2732
KENCAN LTD	Kee-seal disposable piping bags	07 3892 1685
LANOTEC AUSTRALIA PTY LTD	Suppliers of Food Grade Lubricants	07 3373 3700
MAGICTANK SYSTEMS	SS deep cleaning tanks & systems for pans and trays	02 4959 3235
MATRIX HR INTERNATIONAL	Provider of HACCP aware staff to the food industry	02 9360 9111
MERINO PTY LTD	Swipes™ disposable and anti-bacterial paper cloths	1800 622 018
MITCHAM TRADING PTY LTD	PVC and Polyester Trolley covers for food protection	03 9873 7277
NO BUGS	Specialist food area insect trapping system	02 6557 6606
OZ TANK PTY LTD	SS deep cleaning tanks & systems for pans and trays	1300 66 88 66
PARAMOUNT SAFETY PRODUCTS	Disposable Gloves for the food industry	03 9762 2500
PASCOES	Cleaning Chemicals for the food industry	08 9353 3900
PHASEFALE	Temperature controllers for refrigerated storage	03 9553 0800
POWERTANK PTY LTD	SS deep cleaning tanks & systems for pans and trays	0411 441 441
PORTABLE COOL ROOM HIRE	Mobile cool rooms for all events and temporary use	03 9568 1357
PURBRICK HEALTHPRINT	Label printers for the food and pharmaceutical industries	03 9751 7100
REFRIGERATION RESEARCH	Versatile, mobile refrigerators for travelling & remote use	08 8398 3224
REJUVENATORS (THE)	Specialist Cool room cleaning and rejuvenation services	0407 292 826
SCIENTIFIC PEST MANAGEMENT	National Pest Control services for the food industry	1300 139 840
SEMAK	Manufacturers of chicken rotisseries	03 9551 5896
SMC PNEUMATICS	Suppliers of pneumatics and valves for food manufacturing	02 9354 8222
STEAM AUSTRALIA	High temperature steam cleaning equipment	1300 795 050
STOP CREEP PEST CONTROL	Specialist Pest Control Services for the Food Industry	02 9371 3911
STRIPTANK PTY LTD	SS deep cleaning tanks & systems for pans and trays	03 9551 9563
TESTO PTY LTD	Specialist thermometers for use in the food industry	03 9800 4677
TOMKIN AUSTRALIA PTY LTD	Providers of colour coded catering utensils	02 9319 2993
WJB ENGINEERING	Magnetic Separation Technology and Services	1800 835 858
W&P REEDY	Suppliers of water-cooling equipment to the baking industry	02 9533 9522