

GMO ID AUSTRALIA

Consumers want to know

NOROVIRUS

The sickening truth

RECALLS

Key factors in risk
minimisation

BARRIERS TO EFFECTIVE TRAINING

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Welcome

to the 18th HACCP Australia Food Safety Bulletin.

Our food safety bulletin is reaching a wider and wider readership in all quarters of the Australasian region. We at HACCP Australia are pleased to know that it is useful, interesting or just a point of reference for so many people. We are always delighted to consider any submissions – please feel free to keep us in the loop of any developments you would like broadcast to the industry in terms of food safety.

As previously reported, HACCP Australia has forged strong links with Cert ID, a company that leads the field and represents the highest standard, in Non-GMO certification. We see this highly sensitive issue becoming very important to both industry and the consumers in coming years. Too many manufacturers and retailers around the world are dismissive of community concerns about the identification of GMO ingredients in food products. We have seen this before with food safety and content labelling. This incoming tide, like the ones before cannot be stopped. The science of GMO and the effects in the long term remain open to debate. What most agree is that information regarding a food product's genetically modified structure should be available to the consumer to make their own choices. Hiding such only leads to mistrust. The USA food industry has taken pro-active steps in this regard in recent years. We trust the rest of the world, including Australia and New Zealand, will take notice.

GMO: The consumer's voice is getting louder and saying "we want to know"

HACCP Australia's certification scheme for equipment, materials and services used in the food industry has seen some more excellent products join the ranks of those already carrying the mark.

Without wishing to be overly selective, my eye has been drawn to the excellent shelving products that are available through **Mantova** in Sydney, the ozonated water machine **Infiniti Ozone** and the flooring products from **Citadel** which are especially appropriate to the food industry.

The food safety attributes of these products are very important. As leading food safety standards increasingly require due diligence in such products, especially those with incidental food contact, the food industry is rightly looking for assurance and conformance and our mark provides this. HACCP Australia's scheme represents the very highest food safety standards in this regard - never addressing individual qualities or characteristics such as cleanability or materials but always evaluating all the relevant criteria before offering certification. This extends to process controls, consequences of error as well as demanding a positive contribution to food safety. It is therefore no coincidence that the mark is worn by products which have long pedigree in excellence – not just in food safety but in all they do in terms of quality. The evaluation process is extensive and the mark represents the very best in food safety. If any QA staff are looking for food safe products, we would encourage them to look for this mark and by all means make enquiries of HACCP Australia as to features of our scheme. Furthermore, if any members of the industry have any particular enquiries as to the food safety attributes of the products carrying our mark, they are more than welcome to contact our technical staff for details. Just call us or email: info@haccp-international.com.

HACCP Australia's scheme represents the very highest food safety standards in this regard

HACCP Australia, and its sister organisation, HACCP International, offer a range of food science and food safety services which include, in addition to that described above food safety programme development and auditing. We pride ourselves on the quality of our auditing staff. Unlike many auditing firms, our auditors and employees work exclusively for our organisation in this regard. This is particularly important in terms of standards, calibration, consistency and influences. They are all degree qualified, food scientists with significant production floor experience as a pre-requisite to employment. They carry the highest auditor qualifications available including RABQSA and NFSA registration. As a JAS-ANZ registered organisation, we operate to ISO65 in our processes and procedures. We maintain that the quality and expertise of audit staff are the most important factors in the auditing process and when that ability is coupled with the systems and qualification of the company, the very best service results. I believe very few, if any, of the major auditing companies in Australia can make all these claims.

Thank you for your support in recent months. We look forward to assisting in any way we can. ■



Clive Withinslaw, HACCP Australia



For more information on any article in this magazine or to submit editorial or a comment, please email to : fsb@haccp.com.au

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FOOD RECALL

A food product recall is a high impact event for any food business. It can be extremely costly and the reputational damage to a food business can be serious and long lasting. Michael Lincoln (Liberty Insurance Underwriters) and Martin Stone (HACCP Australia) are considered specialists in the field of product recalls and share their considerable experience through a series of questions;

What are the main causes for product recalls in Australia?

Food Standards Australia New Zealand (FSANZ) has been maintaining recall statistics over a number of years. From this data it can be seen that there are approximately 5 recalls per month in Australia and this figure has been steady over a number of years. The data covers causal factors and makes an interesting study for a food business.

Approximately one third of recalls are due to microbiological issues, one third from labelling issues and one third caused by physical and chemical contamination.

Looking at these sectors individually sheds more light on the risks:

- **Microbiological issues:** nearly half of micro based recalls are due to the presence of listeria (47%), followed by salmonella (20%) and then E. coli (12%);
- **Labelling issues:** 90% of labelling recalls are due to undeclared allergens. The largest contributors are peanut (24%), gluten (20%), milk (19%) and egg (9%);
- **Physical contamination:** foreign matter recalls commonly involve metal (37%), plastics (27%) and glass (18%).

The risks that cause these recalls are present in almost every food manufacturing business and it is clear that no-one is immune from the threat of a product recall. An objective of all food businesses must therefore be risk minimisation and preparedness.

What are the key factors involved in risk minimisation?

The short answer is documented systems and actual procedures. Systems-wise, food businesses should have a robust food safety risk management programme in place which needs to be constantly reviewed and tested to ensure it reflects the risk profile and activities of the business. As a minimum, the programme should specially consider each of the causal factors in recalls (noted above) and those specific to the industry itself.

Importantly, the actual procedures that occur within the business need to be critically evaluated. Significant failures in the food industry resulting in a recall rarely come from a problem with the food safety manual, they result from actual procedures that occur in the facility. We often review businesses with lovely documented systems but the actual procedures in the facility fall way short of best practise or even basic common sense. The key here is to spend more time on the production floor (this message equally applies to auditors and food business staff) and actively hunt down those practises that bring risk into your business. Eliminate these and you will effectively reduce risk.

What about preparedness?

Conducting routine mock recalls is a great way to test your ability to respond to a real life situation. Again, the tip here is critical evaluation. Really test your system to see if it all holds together. A surprising number of recalls occur when a number of factors contribute negatively to the effectiveness of a recall. For example, "the coder was not working that day", "the logistics manager was on holidays", "the retention samples were lost", "it was from a new supplier" are comments we hear all the time when investigating a recall.

Use some of these 'curved ball' factors when you conduct your mock recall and see what happens. Does the effectiveness of your product recall hinge on one person or procedure in your business? Is there a back-up plan in place?

No-one can snap their fingers and have the perfect system in place.....a programme of testing and continuous improvement is the key to developing a robust protocol.

On the financial side, recall insurance can make sound

business sense. This product is appropriate for many businesses and forms a vital part of their preparedness programme.

When a company finds itself in a recall scenario, what tips can you offer?

Firstly, don't panic. The key activities in the early part of a recall are containment / stock disposition and information gathering. Focus on these and doing it well will minimise the impact of a recall.

Identifying potentially affected stock rapidly and halting logistics quickly can make the difference between a consumer recall and a trade withdrawal. Accurate information is vital to decision making, any assumptions in this process will reduce the effectiveness of the overall recall.

It is how a company reacts during the first few hours of an incident that can determine the severity

Accuracy in determining the problem significance is also critical and again, assumptions have no place in this process. We have seen numerous examples of product recalls being triggered on the basis of potentially false positive results for example. The opposite could also be true with potentially disastrous results for consumer safety. Whilst it is wise to always err on the side of consumer safety, there is nothing better than being able to make decisions based on sound, repeatable data.

Let me give an example of a friend who was recently making an assessment of laboratory capabilities for his company. A single sample was divided into four parts and sent to four individual laboratories. Three significantly different results were returned (only two of the four labs found the same results). One of the results could have triggered a product recall if taken on its own. The outcome here was that at least two of the results were likely wrong, maybe three, maybe all. The implications in a product recall scenario are obvious.

Finally, the regulators including FSANZ and State Recall Co-ordinators are a huge resource for the food manufacturer when enacting a recall. The recall co-ordinators provide guidance and help the manufacturer to navigate their way through the formalities of conducting a recall. Their advice is invaluable but note, the depth of their assistance is limited by the strength of the information provided by the manufacturer.

What is the recall perspective from the insurance industry side?

Each year we normally see somewhere around 5% to 15% of our clients having issues with their products. Not all of these turn into recalls but the lesson learned by these events is that it is very time consuming for the food business to manage customers and retailers when an incident occurs, whilst at the

same time ensuring the rest of the business continues running. It is most commonly how clients react during the critical first few days, even hours, of such an incident that determines if, and how severe, the incident impacts on the client's brand (and financial bottom line).

For most clients it will be the first time they have experienced a recall and this only adds to an already highly stressful situation. Clients are required to make quick decisions usually based on very limited information, for example, a consumer or retailer complaint(s). The issues clients have to deal with include whether the incident was a quality issue? Could the product hurt consumers? Who do I need to advise? How much is this going to cost? What should I do? How can I protect my brand and reputation?

Fortunately there are a number of companies who have years of experience in helping clients deal with issues that arise from food contaminations and recalls. They can provide clients with immediate help including advice on how to manage retailers and food authorities, placement of advertisements, and investigating the root cause of the problem. We have seen firsthand the benefit of this type of assistance, with the professional (and more importantly calm!) advice often being the difference between a well managed incident and a costly recall with negative brand impacts.

What sort of costs are associated with recalls?

The cost of these incidents can be surprising to many clients. We often see recall costs alone from retailers costing over \$100,000, and it is not uncommon to see the total cost of a recall exceeding \$500,000. Only recently we had a client with a turnover of less than \$15m have a recall cost in excess of \$1m. A recall is rarely a cheap experience for any client and can easily cause long term financial pain.

We are also seeing an increase of clients who contract manufacture for third parties being lumped with significant bills for loss of sales and extra expenses from the third parties they are manufacturing for following a recall. These types of bills can be multiples of what the client's costs are. Some of the contractual implications when an incident occurs can be quite onerous for clients.

Michael Lincoln is National Underwriting Manager, Crisis Management at Liberty International Underwriters, a leading international underwriter of insurance for the food industry. ■

For more information: www.liuaustralia.com.au
FSANZ Recall Statistics <http://www.foodstandards.gov.au/consumerinformation/foodrecalls/foodrecallstatistics/>
accessed January 3 2013)

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NOROVIRUS – The sickening truth!



Norovirus is thought to cause about 20 million gastroenteritis cases each year in the U.S. alone.

By Richard Mallett, Microbiologist and Director of HACCP Europe

Often mislabelled and misrepresented in the popular press (bacteria often become viruses and vice versa in newspapers), viruses are in fact among the smallest infectious agents known to man, ranging from about 20 to 300 nanometres in diameter, where 1 nanometre is 1 millionth of a millimetre. On a human hair of maybe 80,000 to 100,000 nanometres, a virus particle could comfortably get lost!



*Richard Mallett, European Director
of HACCP International*

Norovirus is one such virus and has huge implications for the food and healthcare industry. This is a virus which can be carried on food, food contact surfaces and hand contact surfaces and in many ways is the perfect human parasite – infection is relatively quick, millions upon millions of new particles are created in the infected human host, released and then the virus moves on to the next host, without ever

killing (except in exceptionally rare cases) any host.

Close up, and close up really means using a powerful electron microscope, viruses like Norovirus are very simple – nucleic acid (in the form of DNA or RNA) encased in a protein shell.

They lack the organised structure, cell membrane and enzymes within a bacterial cell which means they cannot, unlike bacteria of course, multiply in foods or water. The host cell is required because this is the only environment in which a virus can penetrate, safely un-coat, synthesize replicated DNA or RNA, and viral protein before newly synthesized, progeny viral particles can be released to go on and infect a new host. Imagine if you will, a human target cell, which in the case of Norovirus is the cell lining of the intestine, being like a sphere made up of a membrane of snooker balls of all of the colours, representing the different proteins of that cell membrane. Now it just so happens that Norovirus is able to interact with the blue balls. It finds a blue ball, attaches to it and then begins the process of penetration, or technically, engulfment. Inside, the virus uncoats itself of its proteins and at the same time “borrows” the machinery of the human intestine cell to replicate the nucleic acid and the viral proteins. The progeny virus is re-assembled and released back out of the human cell, in numbers of millions and millions, and usually with the destruction of the host cells, the physiological result of which is illness, which in the case of Norovirus, which damages the intestinal cells, is manifested as vomiting and diarrhoea, sometimes projectile and explosive respectively.

The incubation period is 16 to 48 hours and onset of symptoms is rapid. And this rapidity and severity of these non-life threatening symptoms is the cause of the problem

CONTINUED ON PAGE 08

associated with this virus in the food industry. Imagine kitchen (or for that matter hospital) staff who may present themselves at work feeling more or less healthy but then deteriorate rapidly within their working shift. Contamination of all sorts of hand contact surfaces, especially in washrooms, is highly likely due to the explosive nature of the diarrhoeal or vomiting action and the consequent droplet spread of virus particles on a number of surfaces around the site of the vomiting and diarrhoea. Unless hand hygiene, and area cleaning schedules are stringent, really stringent, then it is highly probable that virus particles are going to be picked up by other staff or visitors. They are then likely to, of course, handle a number of other surfaces and equipment and may, within 16 to 48 hours themselves become ill, producing and excreting huge numbers of viruses, completing this vicious circle.

So what is our defence? Our defence is really based on common sense, having accepted and understood the facts presented above:

- Personal hygiene, personal hygiene, personal hygiene! Scrupulous hand washing using high quality hand washing materials. Wash the hands after using the bathroom, AND wash them again on entry to the food area, or in the case of hospitals which have seen some of the largest and most alarming Norovirus outbreaks, between wards and patients.
- Monitor and act on staff illness. Have a health policy that requires staff (or visitors) to declare symptoms before work and absolutely immediately should they suffer from them whilst at work. In the latter case, identify ALL areas where they have worked and disinfect thoroughly all surfaces. THROW AWAY any food that might have become contaminated with vomit or diarrhoea, remembering how far those virus particles may have spread! Bear in mind that an incidence of children suffering from Norovirus (which really is quite common) is likely to mean that, if you are a parent or carer, you could be carrying the virus too on your hands or clothes.
- Use raw foods only from reputable suppliers. There have been outbreaks linked to salad items fertilised with contaminated fertilisers and shellfish caught in sewage contaminated water. Ask them how they control such potential contamination.

And just so we don't forget how much of a problem Norovirus has become:

- Norovirus is thought to cause about 20 million gastroenteritis cases each year in the U.S.
- In the UK, the Health Protection Agency has released figures for the half year from week 27 of 2012 to week 01 of 2013 which shows laboratory confirmed Norovirus cases up 56% at 4,407. But for every reported, confirmed case there are thought to be nearly 300 that are not reported which puts the potential case number up to an astonishing 1.3 million in the UK alone.
- Noroviruses mutate rapidly and new strains are constantly emerging, which means that they can stay one step ahead of normal human immune response defence mechanisms.

Makes you sick, doesn't it! ■

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Venture Capitalists are making bigger bets on food start-ups

The following article by Michael Nagle was first printed in the New York Times. What happens in the USA is often repeated here and it seems that that start up food businesses are the on V.C. radar.

What if the next big thing in tech does not arrive on your smartphone or in the cloud? What if it lands on your plate?

That idea is enticing a wide group of venture capitalists in Silicon Valley into making big bets on food.

In some cases, the goal is to connect restaurants with food purveyors, or to create on-demand delivery services from local farms, or ready-to-cook dinner kits. In others, the goal is to invent new foods, like creating cheese, meat and egg substitutes from plants. Since this is Silicon Valley money, though, the ultimate goal is often nothing short of grand: transforming the food industry.

"Part of the reason you're seeing all these V.C.'s get interested in this is the food industry is not only is it massive, but like the energy industry, it is terribly broken in terms of its impact on the environment, health, animals," said Josh Tetrick, founder and chief executive of Hampton Creek Foods, a start-up making egg alternatives.

Some investors say food-related start-ups fit into their sustainability portfolios, alongside solar energy or electric cars, because they aim to reduce the toll on the environment of producing animal products. For others, they fit alongside health investments like fitness devices and heart rate monitoring apps. Still others are eager to tackle a real-world problem, instead of building virtual farming games or figuring out ways to get people to click on ads.

"There are pretty significant environmental consequences and health issues associated with sodium or high-fructose corn

syrup or eating too much red meat," said Samir Kaul, a partner at Khosla Ventures, which has invested in a half-dozen food start-ups. "I wouldn't bet my money that Cargill or ConAgra are going to innovate here. I think it's going to take start-ups to do that."

In the last year, venture capital firms in the valley have funneled about \$350 million into food projects, and investment deals in the sector were 37 percent higher than the previous year, according to a recent report by CB Insights, a venture capital database. In 2008, that figure was less than \$50 million.

That money is just a slice of the \$30 billion that venture capitalists invest annually, but it is enough to help finance an array of food start-ups.

The venture capital firms helping to finance these businesses are some of the valley's most prominent names, in addition to Khosla: SV Angel, Kleiner Perkins Caufield & Byers, True Ventures and the Obvious Collection. Celebrities from Hollywood (Matt Damon), pro football (Tom Brady) and the tech world more broadly (Bill Gates) have also joined in.

"Consumers are interested in sophisticated experiences that are beautifully delivered, which we've seen happen on the Web and with products like the iPhone," said Tony Conrad, a partner at True Ventures, which was an early investor in the coffee company Blue Bottle. "Now, we're seeing that happen with food and beverage."

Still, some tech analysts and venture capitalists are skeptical that these companies, with their factories and perishable products, can reach the scale and market valuations of big Internet companies.

"I don't see a multimillion-dollar business coming out of any of these companies," said Susan Etlinger, an analyst with the Altimeter Group, a firm that advises companies on how to use technology. "The majority of Americans will not likely be able

CONTINUED ON PAGE 10

to participate, they're simply too expensive for them."

Venture capitalists have strayed from pure technology to food before. Restaurant chains like Starbucks, P. F. Chang's, Jamba Juice and, more recently, the Melt, were backed by venture capital. Recipe apps and restaurant review sites like Yelp have long been popular.

But this newest wave of start-ups is seeking to use technology to change the way people buy food, and in some cases to invent entirely new foods. Investors are also eager to profit from the movement toward eating fewer animal products and more organic food. They face a contradiction, though, because that movement also shuns processed food and is decidedly low-tech.

"It's not Franken-food," Mr. Kaul of Khosla Ventures said. "We're careful not to make it sound like some science experiment, but there is technology there."

Hampton Creek Foods, based in San Francisco, uses about a dozen plants, including peas, sorghum and a type of bean, with properties similar to eggs, to make an egg substitute.

Food start-ups have their own challenges...these setbacks can be more difficult than a software malfunction.

Mr. Tetrick, its founder, started the company after working on alleviating poverty in sub-Saharan Africa. He hired a protein chemist, a food scientist, a sales executive from Heinz and a contestant from the television show "Top Chef." Two large food companies are using the egg substitutes in cookies and mayonnaise, and he said he planned to sell them to consumers next month.

Unreal, based in Boston, makes candy that the founders say has no artificial colors or flavors, preservatives, hydrogenated fats or genetically modified ingredients, with at least 25 percent less sugar than similar candy on the market and added protein and fiber. The candy is sold in stores including CVS and Target.

Lyrical Foods makes cheese from almond milk and macadamia milk under the name Kite Hill, which is the first nondairy cheese to be sold by Whole Foods. Nu-Tek Salt uses potassium chloride instead of sodium chloride to lower sodium. Beyond Meat and Sand Hill Foods are making veggie burgers that their investors say taste and grill more like beef than others on the market.

Yet some investors say the projects have a better chance of success if they steer clear of selling actual food. "The food category has been a hard nut to crack because it's a perishable item," said Mark Suster, an investor at GRP Partners. "The No. 1 thing V.C.'s are looking for are scalable and repeatable, high-margin businesses. You can create those in food, it's just harder."

His firm, for instance, is tapping into the food industry by investing in Internet services like ChowNow, an online restaurant ordering company.

GoodEggs, another Web service, is a marketplace for local farmers and chefs who make artisanal goods like cheese, honey, jam and olive oil. Another company, Farmigo, is taking a similar strategy.

Kitchensurfing is a site that lets people hire private chefs to give pasta-making lessons or prepare an authentic Thai meal, just as one might book a room on Airbnb.

"Chefs spend all of their time working and at farmer's markets," said Chris Muscarella, the site's co-founder and chief executive, who has worked in restaurants. "They aren't sitting in front of a computer. So the fact that you're finally getting more chefs online through mobile devices is actually a big deal for the culinary world."

Still, food start-ups have their own challenges that are unfamiliar to tech entrepreneurs and investors, like a broken-down delivery truck or a bad oyster. These setbacks can be more difficult to recover from than a software malfunction.

In the early days of Plated, for instance, which sells ready-to-make dinner kits for recipes like Greek lamb burgers with cucumber salad, the founders sank \$15,000 into building a customized refrigerated warehouse in Queens. Then they discovered that it would not cool lower than 70°F (21°C) unsuitable for food handling and preparation.

"We just had to walk away from that investment," said Nick Taranto, one of the founders.

Bill Maris, a partner at Google Ventures, the search giant's investment arm, said he was closely watching the trend.

He said, "Start-ups are unpredictable and all these companies are trying to take advantage of new technology and markets that are changing."

But, he added, "in 2000, the same questions were asked about YouTube and no one knew how it would even work, let alone become a business." ■

The advertisement features the Bayer logo at the top left, followed by the tagline "Science For A Better Life". Below this is the HACCP Australia Food Safety Certification logo, which consists of a stylized 'H' and 'A' inside a square frame. To the right of the logo is a large image of a white plastic jug of Bayer's "Egg Replacer" product. Below the HACCP logo, the text reads "Bayer products certified by HACCP Australia include:". This is followed by a grid of images showing various Bayer products, including boxes of "MAXFORCE GOLD" and "MAXFORCE QUANTUM", and several bottles of "MAXFORCE" and "Egg Replacer". At the bottom of the advertisement is the website address "www.bayeres.com.au".

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Many shoppers believe private labels are national brands in different packaging

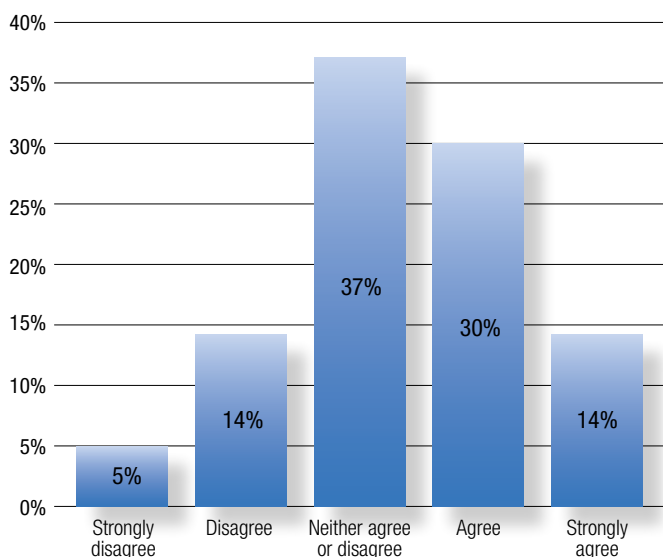
Research by Canadean shows that...

- 44% of UK shoppers believe that private labels are produced in the same factory as national brands
- 59% believe that national brands are only more expensive because of advertising costs

Brand loyalty towards food and drink in the UK grocery market is declining at a sharp rate, research conducted by Canadean in February 2013 reveals. While there has been much attention to the issue of food inflation, consumers shopping around more for the best deal and retailers improving their private label portfolios, new research shows that this decline in brand loyalty can also be attributed to shoppers questioning where the groceries they buy are manufactured. Despite pledges by many of the leading manufacturers in the UK not to produce private label versions of their known and recognised brands, many shoppers feel both branded and non-branded groceries are produced in the same factory and price differences are not linked to quality but advertising costs.

Research conducted by Canadean found that 44% of UK shoppers believe that private label and national brands are produced in the same factory and it is only the packaging that is different. Moreover, the same survey found that 59% believe that the only reason national brands are more expensive than private label brands is because of national advertising costs and not the manufacturing process or ingredients used, again highlighting how shoppers cannot distinguish between branded and non-branded items. The findings will be of particular concern to branded manufacturers who look to position their

The extent to which consumers agreed that private label and national brands are in the same factories (% UK respondents) N=2000, February 2013



Source: Canadean



products around authenticity, heritage and premium ingredients to fend off the threat of cheaper alternatives.

This attitude will be particularly apparent when it comes to everyday staple grocery items. The research for example, found that 70% of shoppers believe that private label tinned foods are either “just as good” or “better” than branded items when it comes to quality, indicating this to be a particular product category where shoppers feel groceries are produced in the same factory. Emma Herbert, Research Manager, comments, “Although perceptions of the quality of private label products have been improving for decades, these findings show that shoppers now believe they can actually get their preferred brands for a cheaper price because it is presented in supermarket style branded packaging. This will be a significant blow for branded manufacturers who look to differentiate from store-own products by promoting attributes such as brand authenticity, heritage and expertise in manufacturing”.

While shoppers have difficulty telling the difference between branded and non-branded products when it comes to staple groceries, they are more likely to believe that private label brands are inferior in the alcoholic beverage and personal care categories. For example, 52% thought that private label beer products were of inferior quality compared to national brands, whilst 44% said the same when it came to hair care, indicating shoppers will be less inclined to believe that products are manufactured in the same factories in these product categories. Ms. Herbert concluded, “Fortunately for manufacturers of luxury items, shoppers believe that national brands are of better quality and as such will be produced separately where there is greater expertise. Therefore brand loyalty will be higher in these categories meaning that shoppers will be less inclined to switch to cheaper alternatives”.




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In this section are a few food safety and food related news snippets from around the world. Keep up to date with trivia as well as news!

From NSW

Compass Group celebrates MSC Sustainable Seafood Day

Earlier this year, 150 Compass Group sites served MSC certified seafood meals to celebrate Sustainable Seafood Day on Friday, 15 March.

In 2012 Compass Group became the first Australian foodservice provider to complete the rigorous Marine Stewardship Council Chain of Custody certification process – as a result, the Restaurant Associates managed Café Harbourview at Taronga Zoo in Sydney was the first restaurant in the eastern states to be able to use the blue MSC ecolabel on its menus to identify MSC certified products, and to demonstrate its commitment to sustainable seafood sourcing.



As the world's largest catering company and the market leader in contract food and support services in Australia, Compass is committed to setting the highest standards for responsible business practices; integral to this is the responsible sourcing of seafood.

MSC maintains the most widely respected and accepted global standard for the certification of wild capture seafood. Fisheries that meet the MSC standard have proven that; their target stock is healthy and viable, they cause minimal impact on the ecosystem and surrounding environment, and they have effective management systems.

7 million hits on NSW's name and shame register

New South Wales's popular NSW Name and Shame register which publicly names businesses that fail to meet food safety standards has received more than 7 million hits online, NSW Minister for Primary Industries Katrina Hodgkinson said.

"This sends a clear message to food businesses that consumers expect high standards and are scanning the list of restaurants

and other food outlets before deciding where to dine out," Ms Hodgkinson said.

"A penalty notice on the register not only acts as a potential deterrent to would be diners it also serves as a deterrent to food businesses against making food safety breaches."

There were almost 1.25 million views on the Name and Shame register in 2012 alone and more than 7.1 million since the register was established in 2008.

The most common food safety breaches under the Food Act 2003 are;

- Cleaning and sanitation (35%)
- Temperature control (13%)
- Pest control – infestations, droppings (13%)
- Hand washing offences (13%)
- Protection from contamination - storage, personal hygiene (11%)

"The number of food businesses appearing on the register has almost halved in 3 years which shows the campaign is having the desired effect with more food outlets adhering to the rules," Ms Hodgkinson said.

In 2011-12, 785 food businesses appeared on the Name and Shame register (1337 penalty notices) compared to 1309 food businesses in 2009-2010 (2329 penalty notices).

"This is a timely reminder to all food businesses across NSW to comply with food safety laws to stay off the Name and Shame register," Ms Hodgkinson said.



From ACT

Canberra faces consequences of its worst ever food poisoning incident

A Canberra legal firm says it has been approached by more than 20 people who want to pursue compensation, after eating at a Canberra restaurant linked to a large outbreak of food poisoning in April 2013.

More than 140 people became ill after eating at The Copa Brazilian Churrasco restaurant in Dickson at the weekend.



Fifteen people were admitted to hospital for treatment. ACT Health found salmonella bacteria in the mayonnaise used at the eatery.

Aulich Civil Law says it intends to launch a class action to recover compensation for affected customers but details of the claim are yet to be revealed.

Gerard Rees, from the law firm Slater and Gordon, says

affected patients have also approached his firm about claiming compensation.

"Firstly there is general damages for pain and suffering," he said.

Mr Rees says other entitlements that could be pursued include economic loss for time away from work and medical expenses.

ACT Chief health officer Dr Paul Kelly says the restaurant had been cooperating with the investigation as it looked to reopen its doors after the incident.

Dr Kelly says the use of raw eggs in restaurant food can be a problem. "There are products on the market that pasteurise eggs, that may lead to a slightly less 'foody' answer to the problem, but it's certainly safer," he said.

"When you're making mayonnaise at home then you're taking your own risk. When you're making six litres at a time using 30 raw eggs, then you just increase the chances I think to an unacceptable level. It's a common practice in many restaurants across Australia."

From the UK

UK create a new 'superwheat' grain hailed as biggest advance in farming in a generation

A 'superwheat' created by British scientists could increase crop yields by up to a third.

In one of the biggest potential advances for farming in a generation, researchers have cross-bred modern wheat seed with ancient wild grass species to produce a more resilient, productive crop.

Researchers at the National Institute of Agricultural Botany (NIAB) said the new 'superwheat' could be combined with current varieties to boost drought tolerance, disease resistance, as well as their yield.

The process of producing the synthetic 'superwheat' is similar to selective breeding and does not use genetic-modification.

Britain is set to become a net importer of wheat for the first time in more than a decade after last year's terrible weather. Farmers fear the trend will continue next year, due to planting difficulties and seed shortages.



The Cambridge-based team selected early wheat and grass varieties from seed banks across the globe and cross-bred them for maximum potential.

'This year our crop had a 30 per cent better yields, which took us a bit by surprise,' said Dr Barsby. 'Although it is in the early stages, we are very optimistic.'

'In the past decade, our wheat yield had started to plateau off and we needed another increase in productivity to meet demand.

'It is about finding novel characteristics from the original ancestors of wheat and breeding them to make them as productive and resilient as possible.' Dr Barsby said the technique involved breeding selected species of wheat and grass, and that no GM-technology was involved.

'You can sometimes become too focused on one technology like GM and not look at other techniques that can bring you similar success,' she said.

Over the next 50 years, the world needs to grow more wheat than has been produced in the 10,000 years since agriculture began.

From China

Rat meat in China replaces horsemeat in Europe on the front pages around the world.

As the European horsemeat scandal moves to towards the history pages, China replaces it in the news pages with a rat meat story. Rat meat has been disguised and sold as lamb in China, according to the latest food scandal in the country. Chinese police have caught a criminal ring selling meat from foxes and mink as well as rats, passing it off as mutton,



In a recent raid involving more than 200 officers, police in Shanghai and Jiangsu province arrested 63 people from a gang that allegedly sold more than \$1.6m worth of fake mutton over a three-year period. The fox, rat and mink meat was mixed with gelatin and other additives before being sold off as lamb to third party vendors.

It is not known how the illegal traders got hold of the rats and other creatures being disguised as mutton. In total, 904 suspects were arrested in over 380 cases in the three-month crackdown. The meat was sold to farmers' markets in Shanghai and Jiangsu province.

This scandal has hit as China prepares to make harsher punishment for those selling unsafe food products. In the past, tainted formula milk and other unsafe products have hit the headlines and at the same time as the government and its citizens grapple with another looming bird flu epidemic and stream of other food safety scandals.

China's penal code forbids unsafe and poisonous food and now the sale of food with excessive chemicals or meat from animals that have died of unknown causes or diseased will be considered a crime. ■

Cert ID Europe, the leading European certification business joined forces with HACCP Australia to launch the first non-GMO certification programme for the Australian food industry, which is managed by a specialist entity known as GMO-ID Australia.

GMO-ID Australia follows the same principles of Cert ID's non-GMO certification standard, recognised within the European food industry as the benchmark for Non-GMO identity preservation and the most robust standard of its kind, trusted by all major retailers and brands worldwide.

The new certification scheme was launched in response to growing consumer concern in Australia about genetically modified products in the marketplace. HACCP Australia's experts in the field of certification and the food industry will deliver the new GMO-ID Australia programme which covers all type of product and manufacturing processes where the identification of non-GMO is of importance to the consumer.

Martin Stone Director of HACCP Australia said: "Australians are discerning and share the same concerns about GMO products as other consumers throughout the world. By adopting independent third party non-GMO certification, food manufacturers can offer retailers, and in turn consumers, the certainty that products have not been genetically compromised with GM materials. This allows consumers to make an informed choice about what they purchase.

Richard Werran, Managing Director of Cert ID Europe said: "The Cert ID Non-GMO Certification scheme is unique and requires a dedicated operational platform which GMO-ID Australia, with its team of technical experts and in-depth knowledge of the Australian food market, is well placed to deliver".

The Cert ID Non-GMO Standard was formally launched in 1999. Its approach was ground-breaking because it moved stand-alone Identity Preservation systems based upon testing into a quality assurance approach integrating HACCP with PCR testing as validation throughout the whole supply chain. Since its launch, the Standard has been expanded and is now on version 5.1 and is recognised as the most robust standard of its kind.

In February this year, executive management and GM specialists from Europe came to Sydney to launch the business. In addition to providing top end, Non-GMO technical trading for 10 food safety specialists, market surveys and visits to key players in the Australian food industry were conducted. Briefings were held with major retailers, ingredient suppliers and a cross section of manufacturers.

Terry Moore, General Manager of the new entity noted: "The interest in the Australian Food Industry has been extremely positive and it is clear that this certification programme fills a need in the marketplace and can provide a differentiated 'edge' to those achieving certification."

"In addition to some key retailers, significant interest has been shown in sectors including milling, ingredient supply, snack food, consumer value added products, meat and



livestock and the poultry industry", says Mr Moore, "As a result, a number of businesses are moving towards certification and we hope to announce these newly certified business in the immediate future".

GMO-ID has enjoyed significant success with the website www.gmoid.com.au and feedback has been extremely favourable. In response to this interest, a GMO conference is being considered as a major project for the business in early 2014. ■

For more information on certification issues or GMO management systems, contact us at info@gmoid.com.au or at HACCP Australia.

Getting close to Certification A QA manager discusses the journey

At the time of going to print, GMO-ID Australia is entering the final stages of certification with a high end snack food manufacturer. The client is developing exciting and lucrative export markets in Asia and the USA. Whilst we can't identify this client, the business was happy to discuss issues relating to the non-gmo certification journey.

WHERE ARE YOUR MARKETS?

We supply all major retailers throughout Australia. In addition to exporting to the UK and Japan, we are experiencing rapidly expanding market in North America.

WHAT CERTIFICATION SCOPES DO YOU MAINTAIN?

As a supplier to major retailers, we have the following certification scopes, HACCP, WQA, Coles Plus, SQF, BRC, and are audited by the USDA. Quality and food safety are paramount for our discerning Australian and overseas customers.

WHY ARE YOU SEEKING 3rd PARTY NON GM CERTIFICATION?

Our North American customers are very conscious about the increasing use of Genetically Modified ingredients in a large proportion of processed products. To satisfy these customers we committed to have all of our products certified by an external body that we were only using non genetically modified ingredients. The challenge was to find a company that had the expertise and resources to work with us and our suppliers to achieve our goal. When we first investigated

our options, there was no company in Australia that was able to certify our finished products. We looked at what schemes were available in North America and Europe. North America had a VERIFICATION programme but we wanted something more robust. Contact with CERT ID UK resulted in us being put in touch with a company in Australia (HACCP International) that was establishing a relationship with CERT ID. Cert ID is recognised globally as having the most stringent programme for NON GM Certification. HACCP International and CERT ID launched their Australian arm in February of this year, known as GMO ID Australia.

A product specification for an ingredient which states that it is 'non gm' is not good enough.

WHAT HAS THE CERTIFICATION PROCESS BEEN LIKE?

We were fortunate that CERT ID/ GMO ID had excellent working relationships with suppliers, certifiers, testing laboratories in our markets and also in countries from where we were sourcing ingredients. One of our main challenges has been in obtaining all of the certifications and verifications for each ingredient that we utilise. It has been a learning experience for many of our suppliers but they now understand our requirements and they have in place the system and controls that will ensure their ingredients will be in greater demand. A product specification for an ingredient which states that it is 'non gm' is not good enough. The CERT ID standard requires that the ingredients have complete Identity Preservation (IP) which traces the ingredient from its initial source (a farm) to the finished ingredient. This is verified by an independent 3rd party. Self certification is not acceptable.

WE WISH YOU LUCK WITH THE PROCESS AND HOPE WE CAN REPORT YOUR ACHIEVEMENT IN OUR NEXT BULLETIN.

Thank you. We are confident that we will succeed and are looking forward to a continuing relationship with GMO-ID. ■

GMO-ID Australia

Website well received

Dovetailing with the launch of GMO-ID Australia, is the website www.gmoid.com.au. The website has a number of features that have been well received by the marketplace;

The Consumer Pages are designed for the general public and provide a balanced view on GMO issues. Links are provided to expert bodies and are an excellent platform for researching the GMO impact on consumers and the marketplace.

The certification pages detail the mechanics of Non-GMO certification for food businesses and allow the download of the latest version of the Cert-ID Non-GMO standard.

The certified client database provides details on those who have achieved certification and allows searches to be conducted on product type and service offered to the food industry.

Ingredient suppliers, consumer goods manufacturers and logistics providers are just some of those featured in this section.

The noticeboard page details what is GMO-Hot in the international market. Information is presented in this section from European customs data in regard to unauthorised GMOs in food being detected. This data provides excellent 'horizon scanning' opportunities for Australian businesses and consumers. Recently, two key areas are receiving a lot of interest. Firstly, illegal and unauthorised rice products (such as noodles and puffed rice products) from China continue to be released onto the world market. Dozens of detections have been made in Europe through the requirements of food imports at the various European ports. Secondly, illegal GMO papaya detections are building with the source being Thailand. It is likely that the original source of the GMO is Hawaii and seed material has been illegally imported into Thailand where the crop is been grown, processed and exported. The European import testing regime is considerably stronger than that in Australia and many experts suggest that a significant amount of GMO materials are being shipped into the Australian market without detection.



The news pages highlight a range of articles from domestic and international press in regard to GMOs. Recent articles include analysis of the GMO legislation bills in the US and the impending release of GM salmon. On the domestic front, Australian journalists raise concern about labelling of GMO foods and report on GM progress for chickens. Recent FSANZ approvals of new GMO crops are also listed including food crops which have been made resistant to key components of the agent orange herbicide.

The new website is being continuously updated to provide information on GMOs for all interested parties and we hope you will find it beneficial for your specific requirements. ■

FACTERIA

Superbugs may have a soft spot, after all

The overuse of antibiotics has created strains of bacteria resistant to medication, making the diseases they cause difficult to treat, or even deadly. But now a research team at the University of Rochester has identified a weakness in at least one superbug that scientists may be able to medically exploit.

Biologists Gloria Culver at Rochester and Keith Connolly, now at Harvard University, thought one key to stopping the bacteria may lie with proteins, so they studied the mechanism behind the development of bacterial ribosomes – the cell's protein-manufacturing machine.

"We targeted the ribosomes in our research because cells and organisms can't live if they don't make proteins, and they can't make proteins if their ribosomes aren't functioning properly," said Culver.

Culver and Connolly specifically worked with cultures of *E. coli*, a bacteria commonly found in the intestines. While *E. coli* is usually harmless, some strains are resistant to antibiotics and can cause serious food poisoning.

They discovered that two proteins already present in *E. coli* cells – RbfA and KsgA – need to be in balance with each other in order for ribosomes to function. If those proteins are present in the wrong concentrations, the ribosomes will not mature properly and will be unable to produce proteins, leading to the death of the cells. Their findings are being published this week in the journal *Molecular Microbiology*.

Culver said with the discovery that KsgA and RbfA must be balanced for the cells to function properly, the next goal is to determine an effective way to disrupt that balance.

Crucially, RbfA does not exist in humans. "That may make it possible," Culver said, "to kill *E. coli* without having a harmful effect on people."

Eric Brown, a professor of biochemistry and biomedical sciences at McMaster University in Hamilton, Ont., calls their work creative and scholarly. "Ribosome assembly represents a rich target for much needed antibacterial drugs to treat drug-resistant infections," said Brown, "and this work offers new and important insights into the process."

Culver explained the role the proteins play in ribosome maturation. A healthy ribosome is made up of two compartments or subunits – that must come together only when each one is mature. An overabundance of RbfA hurries the process along, which could result in an ineffective structure. The job of the KsgA is to bind with the smaller of the compartments, preventing the formation of the ribosome until both parts are ready.

Culver says RbfA and KsgA belong to "the chicken or the egg" category of microbiology. While they're essential to the development of ribosomes, the ribosomes themselves are needed to create proteins, including the RbfA and KsgA. She calls it an ongoing and intriguing question for biologists. ■

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1 The article referred to is: Snelling, A.M., Saville, T., Stevens, D. and Beggs, C.B. (2010). Comparative evaluation of the hygienic efficacy of an ultra-rapid hand dryer vs conventional warm air hand dryers. Journal of Applied Microbiology, doi: 10.1111/j.1365-2672.2010.04838.x

2 For calculations please visit www.jetdryer.com.au



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Hygiene and Food Safety

CLEANING & SANITATION

I used to have a training programme called 'the chamber of horrors'. I would show it every time I trained operators and food handlers in the industry. It was made up from photographs I took of clients that we were assisting with the aim of making them the best in their sector. They were photographs of sub-standard cleaning and sanitation in food premises that would make you sick. I told my clients that until they sent me a photo of their line after it was properly cleaned, their photo would stay in my presentation showing my new clients how not to do it. Consequently, my presentation was often changing, but..... I always had a plentiful supply of new material.

Cleaning and sanitation is sometimes treated as optional in the food industry. "I'll clean that wall if I get time this afternoon". Not good enough guys.

Cleaning and Sanitation is directly linked to hygiene and food safety in the food production environment. I want to discuss the importance of cleaning and sanitation, and, discuss risks that exist due to cleaning and sanitation activities.

Let's talk about cleaning to start with. Cleaning is a visual thing. You can tell if something is clean just by looking at it. Not too hard right? Then why do auditors constantly find unclean surfaces?

The reason is that cleaning can get away from you. Anyone with a teenage son like mine would know this. Cleaning is something you have to stay on top of.

By definition (in the food industry) it is the removal of soils – food residues that have the potential to harbor and grow vast numbers of bacteria. These soils can become a bacteria factory, with millions of years of evolutionary efficiency, right there in your food plant. The number of bacteria that can be shed by an unclean surface run into the billions. Routine cleaning removes these soils and the significant source of bacterial generation. The key to effective cleaning is frequency of cleaning and a schedule is needed to ensure this happens. This schedule should not be limited to end-shift cleaning;.... spot cleaning, 'clean as you go' and routine inter-process (like during a morning tea-break) cleaning must be considered.

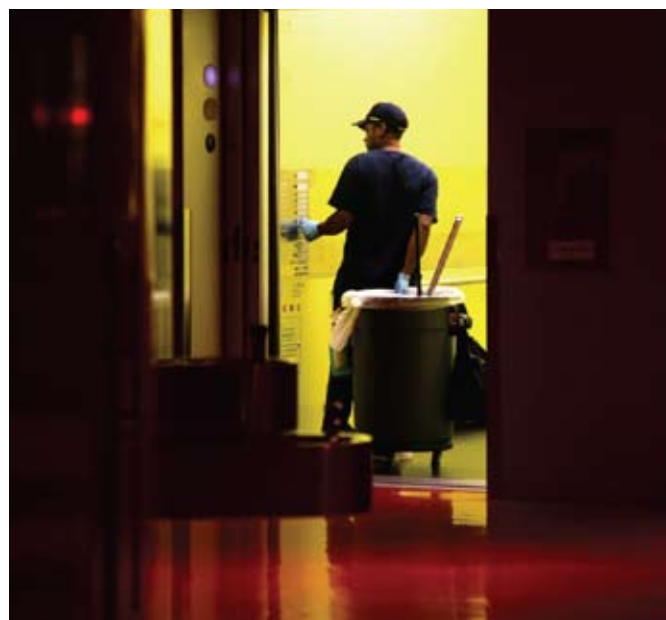
A common mistake is to allow a build up of food material to occur during a shift which by the end of the day will be harbouring vast quantities of bacteria. Not only is this a food safety issue, but quality including shelf life, colour and flavour can be affected by this problem. Also, if a surface is not cleaned, the sanitising step will be compromised as the soil and bacterial matter actually shield the underlying growth from sanitation steps. Read on about sanitation.

At suitable intervals, once a surface is cleaned, it needs to be sanitised. (Cleaning and sanitation....right?). Sanitising means to kill residual bacteria on the surface. If you fail to do this, then bacteria may simply infect the food process through contact. That contact may also not be obvious...I have seen bacteria infect food via drips from an air con unit.

In order to sanitise, there are a few good methods. The first of these is a physical method.....heat. Heat kills bacteria. If you can get a surface above 82 deg C (like in a good commercial dishwasher) you will be sanitising the surface.

Chemicals also work well. Chlorine has long been used as a sanitising compound. It works well in the food environment but can be aggressive on some mild steel materials and accelerate rusting. Quaternary Ammonia (often known as QUAT) is very effective and kinder to equipment.....depending on the formulations used, the product is also very safe and provides the option of a no-rinse sanitiser.

Talk to a reputable chemical supplier and find out about the best options for your operation. The important thing to remember with chemicals is to ensure the right dilution and contact time with the surface.



There is another strong risk factor that exists in regard to cleaning and sanitation and that is from the cleaning materials themselves....Let me outline the risks here;

Firstly, cleaning chemicals are substances you don't want in your foods. They can get there by accident (such as a spill) or by incomplete rinsing of a surface to remove the residual chemical. Sometimes people use chemicals whilst food is in the vicinity and can lead to a direct contamination event.

Other forms of cleaning and sanitation contamination can come from the equipment themselves. An example is through the use of metal scourers where dangerous metal threads can become caught on or inside the item being cleaned. This is a serious food safety hazard if the thread then releases back into the food itself. Brush bristles, cleaning cloths, bits of rubber gloves used for cleaning etc are all relatively common contaminants found in food. Sometimes they end up in the food because of poor practises, sometimes it is because of poor 'fitness for purpose'.

Poor practises must be addressed by good supervision or if you are not sure, get a food safety auditor to review your

CONTINUED ON PAGE 22

processes. HACCP Australia have a searchable list of items on the www.haccp.com.au website that addresses the 'fitness for purpose' issue in regard to food safety. I recommend you choose items from this list for use in your facility.


I want to close this article with a story that still remains vivid in my memory from being a young graduate in my first food factory, supervisory role. When starting up a line, I discovered a large amount of food waste that had accumulated and not been cleaned in a hard to reach place under a conveyor (remember what I said about cleaning being visual). The night cleaners had finished their shift and were all having breakfast in the canteen so I decided to delay start up and clean the equipment myself. The plant manager, on his morning rounds, soon came across my idle line and was not pleased. When I showed him the reason for the delay, he was livid and told me stop what I was doing and hastily departed across the factory floor. A few minutes later he returned with the cleaning crew supervisor carrying his breakfast box. The plant manager then demanded the supervisor provide his breakfast (a toasted sandwich I recall) and then used it to wipe clean the filthy underside of the conveyor housing, before putting it back into his breakfast box. His comments; "You have been asking our customers to eat this filth.....now it's your turn!".

Argue with that! ■

Martin Stone is a Director of HACCP Australia, a leading food science consultancy and certifying body for the food industry. www.haccp.com.au




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More so now than ever before. ALPHA Flight Services recently appointed Challenger to implement and deliver a comprehensive range of HACCP compliant cleaning, stewarding and hygiene solutions to all of its food preparation and processing facilities on a National level.

A key element to the success of this project has been the recent introduction of a live online HACCP compliant reporting and management facility which has enabled all key personnel to monitor and manage all HACCP food safety standards and activities in real time.

Having never failed a HACCP audit, it was Challenger's genuine concern and practical approach towards Alpha's operation that resulted in a mutual growth and respect. Through close collaboration between Alpha's and Challenger's compliance experts, this new innovation continues to deliver results that far exceed all HACCP compliance expectations.



Challenger Cleaning - L3, 55 Holt Street, Surry Hills, NSW 2010
Ph: (02) 9993 0262 Web: www.challengercleaning.com.au

CCP Food Safety® -online now!

By Deborah Rien, HACCP Australia

Market research has indicated that small food service operations don't need a cumbersome HACCP programme that comes with significant expense. What these businesses do need is to manage and control food safety risks like holding temperatures, hygiene and cleaning using a structured and easy to understand system.

CCP Food Safety® delivers a common sense system for food safety management to meet the needs of the food service operator who requires a platform to provide best practise in the market.

Over the past five years, CCP Food Safety® has been constantly refined to make it easier to use and more relevant to the users whilst maintaining the strengths of the programme. Since launching in 2008, CCP Food Safety® is being used by some 200 operations around Australia. Food service facilities as diverse as pubs, restaurants, theme parks and home care facilities enjoy the simplicity of use and the straight-forward monitoring requirements designed to ensure food safety.

The CCP Food Safety®
programme is simple,
but robust, that's why
nickname it HACCP Lite!

HACCP Australia have now taken the programme one giant leap forward by making it accessible on the net! Martin Stone, Director HACCP Australia explains:

"As we worked with this system over the years, it became clear that the modifications we were making to the programme in order to customise it for the individual, formed patterns. Through the incredible advances in IT and internet applications, we have been able to exploit these patterns, providing the opportunity for our customers to actually develop and customise their own programmes. For the customers, this is a simple task but the behind-the-screen programming that allows a customised, relevant food safety programme to be generated is mind-boggling", says Mr Stone. "To achieve this, we have been working with a cutting edge IT business over the last 12 months and the results are impressive".

"The CCP Food safety® programme is simple, but robust, that's why nickname it HACCP Lite!"



Here's how it works;

- Customers can either purchase the product directly on line from our website or be guided through the process by our industry experienced technologists. The programme is developed and downloaded as the customised system after a verification step from our techs.
- Our technologists can assist with implementation and training on site.
- Certification can be provided once the system is implemented allowing the customer to prove their achievement to the marketplace.
- Customers can amend their own systems as required and updates are also added by HACCP Australia to ensure the system is always compliant in the changing regulatory environment.
- Expert support is provided to business on the system and food safety management practises in general.

At a fraction of the cost of a fully implemented HACCP programme, CCP Food Safety® also represents excellent value and if considered this way, becomes a very cheap insurance option for the security of your business. Martin Stone makes a bold point, "We spend some time looking at the various 'Name and Shame' lists around Australia and we know that if those businesses had been correctly been using a system like CCP Food Safety®, then the vast majority of these businesses would not be on those lists".

The benefits of the new system include a cost down for the customer, real ownership of the development process of their programme and ongoing opportunity to modify and update your programme through secure log in channels. ■

Find out more about
CCP Food Safety® at
www.haccp.com.au



New Global Food Safety Survey:

Barriers to Effective Training

A new survey by Campden BRI and Alchemy Systems in partnership with BRC and SQF questioned 649 food and drink manufacturers and processors worldwide to identify the needs, effectiveness and challenges of food safety training in the industry. While companies recognized improved product quality and higher employee morale as the greatest benefits of effective food safety training, over 70 percent of those surveyed said finding the time for training was the greatest challenge. Other barriers cited included verifying the effectiveness of training (43 percent), dealing with language issues when delivering a consistent training program across global sites (28 percent), resource problems (24 percent) and keeping the training curriculum up-to-date (24 percent).

The companies surveyed represent a cross section of the industry, drawn from across the world. They ranged in size from under 50 employees to over 1,000 and cover many sectors including cereal and baking, dairy, meats, fish and poultry, and packaging. Laura Dunn Nelson, Director of Industry Relations at Alchemy Systems commented, "With food safety being so critical to the food industry, the importance of adequate training remains vital. The results of this study are an excellent way for food manufacturers and processors to benchmark their performance against their competitors and identify any opportunities for development."

The most frequent deficiency found in the survey was a lack of employee understanding of food safety training

With only 66 per cent of companies saying they are satisfied or very satisfied with the quality of food safety training, room for improvement clearly exists. In particular, the study found lack of employee understanding and incomplete training records were the largest barriers to effective food safety training.

Surveyed companies were distributed fairly evenly according to size, with 24 percent of respondents representing companies of between 100-250 full-time employees. Respondents worked in areas of food and beverage processing including cereal and bakery; processed meats, fish and poultry; fresh meats, fish and poultry; beverages; dairy; processed fruit and vegetables; fruit and vegetables; packaging; and sugar and confectionery. North American companies represented 65 per cent of respondents, while Europe accounted for 22 per cent.

Seven out of 10 manufacturers said responsibility for food safety training resides with quality control/assurance departments, with 10 per cent and 9 per cent answering technical and human resources, respectively.

While roughly two-thirds of respondents indicated they are satisfied or very satisfied with the quality of their food safety training, a slightly smaller number was equally satisfied with the quantity of that training. That level of satisfaction was backed up by the survey: Most employees received between four and eight hours of food safety training per year, and 80 per cent received 15 hours or less. Results for management and supervisors were marginally better, with 80 per cent receiving 20 hours of training or less per year.

"The only thing worse than training good employees and losing them is not training your employees and keeping them." - Zig Zagler*

"If you think training is expensive, try ignorance and stagnation." - Peter Drucker*

The most common forms of training included, in descending order: on the job; reading and understanding rules; refreshers; and classroom training with an instructor. Least common training types included, in ascending frequency of use: collaborative/social media training; just-in-time training; audience interactive technology; and continuing professional development.

HACCP was covered in more than 90 per cent of food safety training sessions, followed closely by good manufacturing practices, sanitation/cleaning and employee hygiene. Training on food safety programs and allergen programs were also covered in over 80 percent of training sessions, while internal auditing programs, food defence programs, maintenance staff training and prerequisites, food quality programs and corrective action procedures were included in only about 60 per cent of training.

Around 50 per cent of food safety training included validation/verification training, and only approximately 40 per cent included risk assessment, supplier audit/quality assurance, root cause analyses, GFSI program overview or product sampling protocols.

Around 90 per cent of manufacturers reported internal audits to review food safety training practices and records, followed closely by GFSI-type audits. Customer audits and regulatory audits were each reported just over 60 per cent of the time.

The most frequent deficiency found in the survey was a lack of employee understanding of food safety training, noted in around 25 per cent of responses. Incomplete training records were another common issue, along with refreshers being overdue, insufficient training of visitors/subcontractors, lack of training records, training records not being verified and incomplete documentation for a training program.

The results suggest employers will see benefits – including better audit results and fewer recall incidents – by improving training as well as the recordkeeping associated with that training.

To read the full results of the study, which surveyed companies on all areas of food safety from auditing and measuring competency to management of training records, please visit www.alchemysystems.com ■

**Accompanying the survey report were the highlighted salient quotes*



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HOT LINKS

US food safety

<http://www.foodsafety.gov/>

As far as sites dedicated to Food Safety go, this is a beauty from the US. A bunch of good information, training material and interesting facts pages. Got a question? Just ask Karen the food safety expert or even give her a call during business hours. Just like Siri for Food Safety

Say cheese!

<http://www.bacteriainphotos.com/>

Microbiologist porn on this site with nothing but cool photos of bacteria. Bacteria on media, bacteria via light, bacteria via scanning electron....and great links to other bactophile sites! Bacteria as art! Wow, you could expect to see these on the wall of some awesome bacteria museum...if only there was such a place (sigh)...But wait, what is this ?

Bacteria museum

<http://www.bacteriamuseum.org/>

At the time of investigation, there was a problem with the operation of this site which kept me from exploring the hallowed halls of this facility....but I'm told it should be resolved by the time we go to print. Anyway, even from the front it does look really good!

HACCP e-Lite

<http://www.haccp.com.au/ccp-food-safety.php>

Shameless self promotion here (snuck it in half way down though) for the new CCP Food Safety Programme system. If you are in the food service industry, this could be a great option for you! Simple, food safety.

Better than a shoe phone

<http://phonevault.com/catalog/Novelty/FoodBeverages/default.asp>

What could be better than Maxwell Smart's shoe phone ?.....Food Phones for food techs! Genuine telephones in the shapes of food from bread sticks to various vegetables. Call your friendly technologist at HACCP Australia in style.

Food challenges

<http://bestfoodchallenges.com/>

I'm still feeling a little ill after reading these pages.... great food challenges from the USA by state. Example; eat 20 mammoth hamburgers and get your photo on the wall (and set yourself up for all sorts of illnesses). My advice; look but don't touch. ■

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- Environmental Management Systems AS/NZS 14001-2004
- Occupational Health and Safety Management Systems AS/NZS 4801-2001

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“These products are food safe”



An introduction to HACCP Australia's certification and endorsement process for products and services supporting the food industry can be found on page 30. Below, please find a list of companies supplying products or services certified by HACCP Australia.

CATERING EQUIPMENT	BOX CORPORATION ESWOOD AUSTRALIA MACKIES ASIA PACIFIC SCALE COMPONENTS TOMKIN AUSTRALIA	Suppliers of automatic beverage dispensing systems Manufacturers of industrial dish and glass washers Food safe bread loaf pans and bakery trays Suppliers of food safe weighing equipment Food safe kitchen equipment and serving ware	08 9200 2251 1800 013 123 02 9708 2177 07 3808 9644 02 8665 4675
CLEANING EQUIPMENT	BAXX AUSTRALIA EDCO (EDGAR EDMONDSON) ED OATES PTY LTD PRO BIOTIC SOLUTIONS SABCO	Equipment for the elimination of airborne pathogens Cleaning aids and equipment Full range of food grade cleaning equipment Innovative cleaning solutions Scourers, sponges, cloths and cleaning aids	02 9939 4900 02 9557 4411 1800 791 099 02 4423 2022 1800 066 522
CLEANING PRODUCTS	3M AUST STEAM CLEANING & MAINTENANCE SYS. INFINITI OZONE DEB AUSTRALIA	3M stainless steel cleaner and polish, 3M glass cleaner All purpose cleaning & disinfectant products Ozone water equipment for cleaning Skin care and hand cleaning soaps for food handlers	136 136 07 5599 8410 02 9550 5800 1800 090 330
CLEANING AND MAINTENANCE SERVICES TO THE FOOD INDUSTRY	ACE FILTERS AERIS HYGIENE BORG CLEANING CHALLENGER CLEANING SERVICES DELRON CLEANING ECOWIZE IPS CLEANING AUSTRALIA FLICK ANTICIMEX MAGIC TANK METROPOLITAN FILTERS OZ TANK PINK HYGIENE SERVICES TOTAL EXHAUST CLEANING CONTRACTORS WASH IT AUSTRALIA	Food grade cooking oil filters Specialist cool room and cool room motor cleaning services Specialist contract cleaning services for food premises Specialist contract cleaning services for food premises Specialist contract cleaning services for food premises Hygiene and sanitation service providers to the food industry Specialist contract cleaning services for food premises Washroom services for the food industry and premises Soak tank and cleaning solution for catering equipment Filters and filter services for range hoods and food facilities SS deep cleaning tanks and systems for pans and trays Bathroom services for the food industry and premises Specialist cool room, hoods and kitchen cleaning services Food transport vehicle cleaning & sanitation services	1300 555 204 1300 790 895 03 9463 1300 02 9993 0562 08 9328 3888 02 9805 9200 1800 651 729 1300 656 531 0421 669 915 1300 653 536 1300 668 866 1300 731 234 0418 192 025 1300 927 448
CLEANING MATERIALS	3M BUNZL CARLISLE FOOD SERVICE PRODUCTS CLOROX AUSTRALIA CONCEPT LABORATORIES DEB AUSTRALIA EDCO (EDGAR EDMONDSON) ED OATES PTY LTD ITW POLYMERS AND FLUIDS KIMBERLY – CLARK PROFESSIONAL LALAN GLOVES SAFETY CARE MEDIVAC PREMIUM PRODUCT SOLUTIONS PROBIOTIC SOLUTIONS PROVAL SABCO SCA HYGIENE AUSTRALASIA UNITED BONDED FABRICS	Scotch-Brite™ cleaning chemicals, scourers and sponges Kwikmaster range of scourers Food safe brush ware Chux®, OSO® and Glad® range of materials Suppliers of sanitising hand gel and sanitising wipes Disposable cleaning wipes Disposable cleaning wipes Full range of kitchen cleaning materials Food safe aerosol cleaner Disposable cleaning wipes and colour coded Microfiber cloths Food grade cleaning materials Disposable cleaning wipes for the food industry Multi purpose food safe cleaning products Specialist biological and food safe cleaning chemicals Colour coded wipes Scourers, sponges, cloths and cleaning aids Tork premium colour coded specialist cloths VISTEX colour coded wipes	136 136 03 9590 3000 0433 946 363 02 9794 9600 07 5493 8433 1800 090 330 02 9557 4411 1800 791 099 1800 063 511 02 9963 8858 03 9706 5609 03 5436 1100 03 9646 1600 02 9695 7762 03 9558 2020 1800 066 522 1800 234 613 0478 473 367
CLOTHING - DISPOSABLE GLOVES AND PROTECTIVE WEAR	BASTION PACIFIC BUNZL CLOROX AUSTRALIA EMLOTTE PTY LTD KIMBERLY – CLARK PROFESSIONAL LALAN GLOVES SAFETY CARE LIVINGSTONE INTERNATIONAL PARAMOUNT SAFETY PRODUCTS PRO PAC PACKAGING RCR INTERNATIONAL STEELDRILL HEALTH AND SAFETY YAP TRADING COMPANY	Disposable protective apparel for the food industry Disposable gloves for the food industry Astra® disposable gloves for the food industry Waterproof finger cots for dressings and bandages Disposable protective apparel for the food industry Disposable gloves for the food industry Disposable gloves for the food industry Disposable gloves for the food industry Disposable and re usable gloves for the food industry Gloves and disposable protective wear Disposable gloves for the food industry Disposable gloves for the food industry	02 9714 1110 03 9590 3000 02 9794 9600 02 4773 8171 02 9963 8858 03 9706 5609 02 8344 7252 03 9762 2500 02 9676 8113 03 9558 2020 03 9790 6411 02 9826 8299
FACILITY FIXTURES AND FIT OUT	ALBANY ASSA ABLOY CARONA GROUP DYSON APPLIANCES HALTON INTERNATIONAL JET DRYER (YOUNGSAN GLONET CORP) MANTOVA MIKO INDUSTRIES PHILIPS LIGHTING PHOENIX THORN LIGHTING	Automatic rapid close doors Coldshield's thermal doors for food premises Suppliers of food safe hand dryers Suppliers of extraction hoods and ventilation devices Suppliers of food safe hand dryers Food grade shelving and storage solutions Food safe lighting and fit out solutions for food handling facilities Food safe light fittings and lamps for food handling facilities Suppliers of Hidria Gif ventilation systems Food safe lighting and fit out solutions for food handling facilities	1300 666 232 1800 462 233 02 9540 0400 0412 702 145 1300 071 041 02 9632 9853 0451 633 521 02 9947 0000 1300 405 404 1300 139 965
FACILITY DESIGN AND OPERATION SERVICES	ENERGY AND CARBON SOLUTIONS UNIVERSAL FOOD DESIGN SERVICES	Food safe energy efficient solutions Design services for production facilities	1300 130 024 02 4329 0630
FLOORING WALLS AND MATTING	3M ALTRO SAFETY FLOORING AND WALLING BASF CONSTRUCTION CHEMICALS BETHELL FLOORING BLUESCOPE STEEL CITADEL FLOOR FINISHING SYSTEM DEFLECTA CRETE SEALS GENERAL MAT COMPANY (THE) MATTEK PROTECT CRETE ROXSET AUSTRALIA	Specialist safety matting for food and beverage areas Specialist food premises flooring and wall panels UCRETE® Flooring System Supplier and installers of specialist food premises flooring Colorbond® Anti-bacterial Coolroom Panelling Products (quote 2222) Suppliers and installers of specialist food premises flooring Anti-bacterial flooring product and services Specialist safety matting for food and beverage areas Specialist safety matting for food and beverage areas Food safe concrete treatment systems and vinyl flooring solutions Supplier and installers of specialist food premises flooring	136 136 1800 673 441 1300 227 300 07 3865 3255 1800 022 999 0409 166 172 03 9318 9315 1800 625 388 1300 305 012 03 9587 1377 02 9988 4822
FOOD SERVICE EQUIPMENT AND UTENSILS	AACLAIM QUALITY SALES KENCAN AUSTRALASIA LANCER BEVERAGE SYSTEMS SIX SIMPLE MACHINES SKANISCO SPM DRINK SYSTEMS TOMKIN AUSTRALIA	Food service and food storage light equipment Suppliers of Moooi and Cool Blue disposable piping bags Customised beverage dispensing systems The Juggler - Cafe milk tap system Supplier of Kee-seal™ disposable piping bags Soft serve dispenser machine Colour coded catering utensils, catering equipment and piping bags	02 9525 1049 07 3273 8111 08 8268 1388 0402 872 940 07 3279 3358 0438 837 246 02 8665 4675
FOREIGN BODY IDENTIFICATION	ACTIVE MAGNETIC RESEARCH SMITH DETECTION	Magnetic separation technology and magnet validation services X-ray inspection and foreign object detection equipment	02 4272 5756 02 8338 9722

HAND SOAPS AND BARRIER CREAM	CHEMPACK SUPPLIES CONCEPT LABORATORIES DEB AUSTRALIA KIMBERLY – CLARK PROFESSIONAL	Food grade bathroom paper and dispensers Food grade hand soaps Food grade hand soaps Food grade hand soap and disposable towelling	02 9542 5822 07 5493 8433 1800 090 330 02 9963 8858
ICE MACHINES	HOSHIZAKI LANCER KOOLER ICE	Ice machines for hotels, restaurants and catering outlets Ice vending machines and Chill and Fill ice dispensers	1300 146 744 1800 247 423
KITCHEN CONSUMABLES	3M CLOROX AUSTRALIA EDCO (EDGAR EDMONDSON) ED OATES	Scotch-Brite™, Cleaning Chemicals and Scourers Chux®, OSO® and Glad® range of products Suppliers of food grade kitchen consumables Full range of kitchen consumables	136 136 02 9794 9600 02 9557 4411 1800 791 099
LABELS – FOOD GRADE	LABEL POWER OMEGA LABELS P & I THE VAN DYKE PRESS WEDDERBURN	Food safe labels for food products and food retail Beverage packing material & labels Supplying paperboard packaging and labels Food and beverage labels, lidding and packaging for FMCG Food safe labels for food products and food retail	1300 727 202 1800 028 924 02 8707 7109 02 9938 5666 1300 970 111
LUBRICANTS – FOOD GRADE	LANOTEC AUSTRALIA ITW POLYMERS AND FLUIDS	Suppliers of food grade lubricants Suppliers of food grade lubricants	07 3373 3700 1800 063 511
MAGNETS	MAGNATTACK GLOBAL	Food safe magnetic separators for liquids and powders	02 4272 5527
MANAGEMENT SYSTEMS	BRAND M8 SHADOW ORGANISATION	Automated and web-based checklist management systems Audit, compliance and monitoring systems	03 8645 5500 02 8448 2090
MANUFACTURING EQUIPMENT AND COMPONENTS	ALLIANCE SEALING COMPAIR AUSTRALASIA ENERGY AND CARBON SOLUTIONS ENMIN FCR MOTION LAFERT ELECTRIC MOTORS/ SCORPION SICK SMC PNEUMATICS	Plastic and rubber sealing components for food processing Servicing and maintenance of compressed air systems Compressed air piping systems in food manufacturing processes Manufacturers of food grade feeder equipment Manufactures of food grade geared motors and inverter Stainless steel electric motors for food processors Food safe switches, sensors & sensor solutions Suppliers of pneumatics and valves for food manufacturing	02 9947 9259 1300 134 952 1300 1300 24 03 9800 6777 03 9362 6800 03 9546 7515 1800 334 802 1800 763 862
PACKAGING MATERIAL AND EQUIPMENT	ACHIEVE AUSTRALIA ASTECH PLASTICS DALTON PACKAGING FLEXPACK MICROPACK NETPACK RCR INTERNATIONAL	Repacking of consumables and food products Supplier of food safe pails and lids Manufacturers of paper bags and products for the food industry Manufacturers and printers of film packaging Manufacturers of food grade packaging materials Suppliers of food grade netting to small goods manufacturers Food grade pallet and crate covers	1800 106 661 1300 133 531 02 9774 3233 07 3217 0999 02 9646 3666 02 9604 4950 03 9558 2020
PEST CONTROL EQUIPMENT AND MATERIALS	BASF CHEMICALS (BASF) GOLIATH, PHANTOM & STRATAGEM BAYER BELL LABORATORIES MAKESAFE PEST FREE AUSTRALIA STARKEYS PRODUCTS ULTRA VIOLET PRODUCTS WEEPA PRODUCTS	Suppliers of Roguard bait stations Suppliers of rodent and insect control materials Suppliers of rodent and insect control materials Suppliers of rodent control materials and stations BaitSafe® rodent bait-station device Specialist electronic vermin elimination devices Range of insect control devices Insect trapper device Weep hole protection devices for new or retro application	1800 006 393 1800 006 393 03 9248 6888 0427 802 844 1300 065 467 02 4969 5515 08 9302 2088 1800 081 880 07 3844 3744
PEST CONTROLLERS (ALL STATES)	RENTOKIL SCIENTIFIC PEST MANAGEMENT	National pest control services for the food industry National pest control services for the food industry	1300 736 865 1300 139 840
PEST CONTROLLERS (NSW)	AEROBEAM PROFESSIONAL PEST MGNT AMALGAMATED PEST CONTROL ANT – EATER ENVIRONMENTAL SERVICES CPM PEST & HYGIENE SERVICES CORPORATE PEST MANAGEMENT ECOLAB HACCP PEST MANAGEMENT FLICK ANTICIMEX KNOCK OUT PEST CONTROL STOP CREEP PEST CONTROL TERMIMESH PEST MANAGEMENT	Specialist food premises pest management Specialist pest control services for the food industry Specialist pest control services for the food industry Specialist pest control services for the food industry Specialist pest control services for the food industry Specialist pest control services for the food industry Specialist pest control services for the food industry Specialist food premises pest management services Specialist pest control services for the food industry Specialist pest control services for the food industry Regional pest control services for the food industry Specialist pest control services for the food industry	02 9636 5840 13 19 61 1300 551 333 02 9674 5499 02 9311 1234 13 62 33 02 9922 3743 13 14 40 1300 858 140 02 9371 3911 13 73 78
PEST CONTROLLERS (QLD)	AMALGAMATED PEST CONTROL ECOLAB GOODE PEST CONTROL FLICK ANTICIMEX SIVTECH COMMERCIAL SERVICES	Specialist pest control services for the food industry Specialist pest control services for the food industry Specialist pest control services for the food industry Specialist pest control services for the food industry Specialist pest control services for the food industry	13 19 61 13 62 33 1300 13 12 14 13 14 40 1300 723 229
PEST CONTROLLERS (VIC/TAS)	ADAMS PEST CONTROL AMALGAMATED PEST CONTROL DAWSON'S AUSTRALIA ECOLAB FLICK ANTICIMEX PESTAWAY AUSTRALIA PROTECH PEST CONTROL STATEWIDE PEST TRAPS PEST CONTROL	Specialist pest control services for the food industry Specialist pest control services for the food industry Specialist pest control services for the food industry Specialist pest control services for the food industry Specialist pest control services for the food industry Specialist pest control services for the food industry Specialist pest control services for the food industry Specialist pest control services for the food industry Specialist pest control services for the food industry	03 9645 2388 13 19 61 0411 131 650 13 62 33 13 14 40 1800 33 00 73 1300 780 980 1800 136 200 03 9390 6998
PEST CONTROLLERS (WA/SA)	ADAMS PEST CONTROL ALL PEST PEST-A-KILL TERMIMESH PEST MANAGEMENT	Specialist pest control services for the food industry Specialist pest control services for the food industry Specialist pest control services for the food industry Specialist pest control services for the food industry	03 9645 2388 08 9416 0200 1800 655 989 13 73 78
REFRIGERATORS – EQUIPMENT, GOVERNORS AND DATA	AUSTRALIAN GREEN ENERGY CAREL DIGINOL ECUBE SOLUTIONS HOSHIZAKI IGLU COLD SYSTEMS (AUSTRALIA) ONERGY	Temperature mimicking devices and refrigeration energy savers Temperature controllers and supervisors for refrigeration Data loggers and data services for temperature control eCube Temperature mimicking devices Refrigerators and freezers for hotels, restaurants and catering outlets Refrigerators and freezers for hotels, restaurants and catering outlets Distributors of EndoCube, improving temp monitoring and energy use	1300 139 377 02 8762 9200 07 3206 3079 07 3395 4898 1300 146 744 02 9119 2515 03 8844 5557
REFRIGERATION SERVICES	AERIS HYGIENE SERVICES MELBOURNE REFRIGERATION SERVICES REJUVENATORS (THE)	Specialist cool room and cool room motor cleaning services Refrigeration installation and repair Specialist cool room cleaning and rejuvenation services	1300 790 895 1800 441 718 0407 292 826
STAFF RECRUITMENT	CHANDLER MACLEOD	Specialist HACCP trained workforce solutions for the food industry	0438 196 989
THERMOMETERS, MEASURING DEVICES AND SCALES	3M SCALE COMPONENTS TESTO	TL 20 Temperature logger for logistics Weighing equipment for the food industry Specialist thermometers and oil testers for use in the food industry.	136 136 07 3808 9644 03 8761 6108
TRANSPORT CONTAINERS AND PALLETS	HILLS INDUSTRIES PACLITE PALLET GROUP SCHUTZ DSL (AUSTRALIA) VIP PACKAGING	Food grade pallets and storage solutions Food grade pallets and storage solutions Food safe storage and transportation palletcons Food grade intermediate bulk containers	07 3212 9588 1300 554 238 1800 336 228 02 9728 8999



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The HACCP Australia certificate of conformance (often referred to as a 'CoC') is particularly aimed at those organisations that are required to supply 'food safe', 'compliant' or 'HACCP approved' products and services to their food safety conscious customers. Such products or services are usually those that have incidental food contact or might significantly impact food safety in their application. Food safety schemes, particularly the leading ones which are GFSI endorsed, require food businesses to subject many such products to a 'due diligence' process and the HACCP Australia certification is designed to meet this. This independent assessment and verification of fitness for purpose offers assurance to the buyer or user that HACCP food safety protocols will not be compromised in using such a product or service correctly and that such a product is 'fit for purpose'.

Certified products have been rigorously reviewed by HACCP Australia's food technologists and, in their expert estimation, are manufactured and designed to meet all the appropriate food safety standards. In performing the assessment, they look for 'world's best' in terms of food safety features and characteristics. The food technologists undertaking these reviews all have extensive industry and manufacturing experience. Only products that are assessed as meeting the criteria can carry the mark. Quite often, organisations are required to make modifications to the product, design, delivery, literature or recommendations in order to comply. This process is therefore particularly useful for products that are designed for many industrial applications.



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