



| **ICQA**

**IATA Catering Quality  
Assurance Programme**

In collaboration with



## **CATERING QUALITY ASSURANCE PROGRAMME**

### **Food Processing Safety Standards\***

\*Please note that this document only contains the ICQA Food Processing Safety Standards and therefore is not the complete Food Processing Safety Standards and Interpretation Guidelines. This document is intended to provide an example of the standards that are a part of the ICQA Programme. The complete Food Processing Safety Standards and Interpretation Guidelines upon which the ICQA Programme and ICQA Audits are based is only available for use by ICQA Programme Participants and ICQA Facilities.

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## THE ICQA PARTICIPANTS' FOOD SAFETY OBJECTIVES

*The ICQA Participants believe that the safety of their passengers, pilots and crew is of primary importance. As such, ICQA Participants are committed to and interested in protecting their passengers, pilots and crew from any incidence of food poisoning, and food related illness or discomfort resulting from food served during flights. In pursuit of that commitment, ICQA Participants require that all of their food providers have in place and follow certain policies, practices and procedures, and meet minimum standards for, the processing of food products and the condition and maintenance of food processing facilities (these policies, practices and procedures and minimum standards are generally referred to as “food processing safety standards”). ICQA food processing safety standards were designed to increase the likelihood that food providers deliver to ICQA Participants, and consequently ICQA Participants deliver to their passengers, pilots and crew, a “safe” food product. In order to assist ICQA Participants in assessing their food providers’ degree of compliance, the ICQA Participants require that their food providers retain all records for a minimum of one (1) year.*

ICQA Participants believe that food safety is a universal concern and is achieved through a cooperative partnership between ICQA Participants and their food providers. ICQA Participants’ commitment to that partnership is to clearly communicate their food processing safety standards and the method by which they will evaluate a food provider’s degree of compliance. In recognition of the ICQA Participants’ role in achieving food safety, the ICQA Participants publish and distribute these food safety processing standards and interpretation guidelines to assist with the interpretation, implementation and evaluation of their food processing safety standards. However, in order to make this partnership work, food providers must continuously strive to meet these food processing safety standards and commit to correcting observed non-conformities.

## ABOUT ICQA’S FOOD PROCESSING SAFETY STANDARDS AND INTERPRETATION GUIDELINES

ICQA’s food processing safety standards and interpretation guidelines are based on:

- The principles of the Hazard Analysis Critical Control Point (“HACCP”) approach to food safety;
- Standard Operating Procedures for in-flight food providers;
- International Flight Catering Association (“IFCA”) and International Inflight Food Service Association (“IFSA”) World Food Safety Guidelines; and
- The food quality assurance and auditing expertise of Medina Quality Assurance Services.

*The ICQA food processing safety standards represent the minimum standards that the ICQA Participants require from their food providers. However, ICQA Participants encourage their food providers to apply the principles of HACCP to their operations and implement food safety and quality assurance programs that*

*exceed ICQA's food processing safety standards.* Compliance with these standards does not mean that a food provider has implemented a HACCP system or possesses an appropriate food safety assurance program for its particular operations. Food providers should not consider the application of these food processing safety standards and interpretation guidelines as a substitute for specific food safety programs designed to reflect their own processes, equipment and products (either based on HACCP or otherwise).

## **ABOUT ICQA'S PROGRAMME - FOOD PROCESSING SAFETY MODULE**

ICQA's food safety assurance program (consisting of these food processing safety standards and interpretation guidelines and ICQA's food safety assurance auditing methodology) was designed to encourage and ensure consistent compliance with ICQA's food processing safety standards. The auditing methodology consists of collecting information related to a food provider's operations via e-Audits and Validation Audits (see description of each type of audit below). The information collected through the audit process enables ICQA Participants to evaluate their food provider's degree of compliance with the ICQA food processing safety standards.

### **About Validation Audits**

A Validation Audit consists of an unannounced visit by an auditor to a food provider's facility. During this visit, the auditor will conduct an on-site review of the food provider's operations to determine (according to a pre-determined questionnaire) the food provider's degree of compliance with ICQA's food processing safety standards. Additionally, auditors will verify the accuracy and authenticity of information provided by food providers through the e-Audit process.

The information collected during a Validation Audit is then used to complete a pre-determined questionnaire and to prepare a report that assigns a percentage score to the food provider's degree of compliance with ICQA's food processing safety standards. This audit report is delivered to the food provider and the ICQA Participant shortly after completion of the audit. Whenever possible, the auditor will hold a debriefing session with interested representatives of the food provider in order to review the auditor's findings.

### **About e-Audits**

As the ICQA Participants recognize that Validation Audits can disrupt their food provider's daily operations, whenever possible the ICQA Participants limit the annual number of Validation Audits. However, in order to continue to ensure and encourage consistent compliance with ICQA's food processing safety standards, the ICQA Participants supplement Validation Audits with e-Audits.

An e-Audit consists of food providers completing a questionnaire and providing certain records (within a specified time frame) through a web based application known as the e-Audit System that collectively enable the ICQA Participants to "virtually" assess the food provider's degree of compliance with ICQA's food processing safety standards. The

questionnaire results and records are then sent to Medina Quality Assurance Services via a secure web based portal. Once questionnaire answers and records are uploaded onto the e-Audit system, an internal auditor reviews the information and prepares an audit report that is similar to the report prepared following a Validation Audit.

## HOW TO USE ICQA'S FOOD PROCESSING SAFETY STANDARDS AND INTERPRETATION GUIDELINES

*It is generally accepted that an audit can only yield meaningful results if the standards upon which the audit is based on are interpreted objectively and applied consistently.* In order to ensure maximum objectivity and consistency, all parties involved in the audit process (The ICQA Participants, their food providers and Medina Quality Assurance Services) must clearly understand the meaning of the standard, be able to determine whether the standard applies in context, understand how to meet the standard and have some indication of the type of information an auditor may use to evaluate the degree of compliance.

In an attempt to increase the objectivity and consistency of ICQA's auditing process, these food processing safety standards and interpretation guidelines outline each of the food processing safety standards that ICQA Participants require their food providers meet and for each particular food processing safety standard:

- How the ICQA Participants would like to see the standard applied in the context of a food provider's operations;
- Some indication of how auditors will evaluate compliance with ICQA's food processing safety standards during a Validation Audit;\* and
- What food providers may be asked to do when they conduct an e-Audit and how to adequately complete the e-Audit questionnaire.

For ease of reference, these food processing safety standards and interpretation guidelines are structured consistently to encourage a clear understanding of the standard, its application and the method of assessing compliance.

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\*While these interpretation guidelines attempt to isolate as many of the variables that the ICQA Participants will verify during a Validation Audit, auditors may rely on any other evidence that in their professional judgement demonstrate compliance with ICQA's food processing safety standards.

The following is an example that illustrates how these standards and guidelines are structured:

**3.1.5 CCP - Food Safety Controls for Rapid Cooling**

Food provider must have and follow a procedure (written or verbal) to ensure proper rapid cooling of Heat-Treated Foods. This procedure must require that the food provider maintain records in accordance with this standard.

- Food provider's rapid cooling procedure must require that all Heat-Treated Food (including meat, fish, poultry, sauces, pasta\*, rice, seafood, dairy, egg products, cereals, vegetables, fruits) are either:
  - (a) Cooled from 60°C/140°F to 21°C/70°F within 2 hours and from 21°C/70°F to 5°C/41°F within an additional 4 hours;
  - OR
  - (b) Cooled from 60°C/140°F to 10°C/50°F within 4 hours.
- While blast chillers are preferable, food provider may use any other means of rapid cooling Heat Treated Foods as long as these means respect time and temperature limits.
- When monitoring food temperature, measurement must always represent core temperature.
- Rapid cooling procedure must require that the food provider maintain records that document verification of each of the following:
  - (a) Date that food item is rapid cooled;
  - (b) Description of food item;
  - (c) Initial time and temperature\*\*;
  - (d) Intermediate time and temperature (if food provider uses the rapid cooling method described in (a) above); and
  - (e) Specifics of any corrective action, where applicable.

**Corrective Action**

- If food provider does not respect time and temperature limits for rapid cooling of Heat-treated Food items, food provider must discard all non-compliant food items.

**Guidance for Validation Audit:**

- Auditor will confirm whether food provider has and follows a rapid cooling procedure in accordance with this standard and guidelines, whether this procedure is written or verbal.
- Auditor will conduct a spot check and review records on the day of the Validation Audit to verify compliance with this standard and guidelines.

**Guidance for e-Audit:**

- Food provider may be asked to confirm whether they have and follow a rapid cooling procedure in accordance with this standard and guidelines, specify any differences and confirm whether this procedure is written or verbal.
- Food provider will be asked to provide rapid cooling records for a specified period.
- Food provider *must* conduct a spot check on the day of the e-Audit to verify compliance with this standard and guidelines.

**Notes:**

- \* Food provider may, as a first step, only rapid cool pasta under cold running potable water for a short period of time.
- \*\* If food provider begins rapid cooling immediately following Heat Treatment, final Heat Treatment time and temperature may be used as the initial rapid cooling time and temperature.

Each food processing safety standard is clearly identified including whether the standard is a CCP.

A general description of what is required to meet the particular food processing safety standard.

A detailed discussion of the policies, practices and procedures that must be in place in order to comply with the particular food processing safety standard.

Some guidance on how auditors will evaluate compliance with the food processing safety standard during a Validation Audit.

Some guidance for food providers on how to adequately conduct e-Audits and complete e-Audit questionnaires.

A large margin on the right side of each page for individual notes.

Additional notes where further clarification is necessary.

In the event of any changes to a particular page, the date of the change would appear next to the page number.

A footer on every page identifying the document version.

The ICQA Participants encourage their food providers to use these food processing safety standards and interpretation guidelines not only to prepare for Validation Audits and e-Audits, but also as a guide to implementing and monitoring minimum policies, practices and procedures that meet ICQA's food processing safety standards and increase the likelihood of producing "safe" food products.

All capitalized terms in these food safety processing standards and interpretation guidelines are defined in the "Definitions" section. Where the term "include", "includes" or "including" is used, the list provided does not represent an exhaustive list of possibilities.

## **UNDERSTANDING MEDINA QUALITY ASSURANCE SERVICES' ROLE**

ICQA's food processing safety standards and interpretation guidelines were developed and tested in consultation with Medina Quality Assurance Services ("Medina"), experts in the food quality assurance field. The ICQA Participants also developed an auditing methodology in consultation with Medina that is designed to increase the likelihood that, and assess whether, the ICQA Participants food providers meet their food processing safety standards. Furthermore, the ICQA Participants engage Medina to execute its auditing methodology, communicate audit results to the appropriate parties and advise the ICQA Participants on relevant developments in the food quality assurance field. While the ICQA Participants have engaged Medina to assist with the development and management of the ICQA Programme – Food Processing Safety Module, this food safety assurance programme represents ICQA's approach to increasing the likelihood that in-flight food providers deliver "safe" food products.

# 1 HEALTH, HYGIENE AND TRAINING

## 1.1 HEALTH, HYGIENE AND TRAINING

### 1.1.1 Food Safety and HACCP Training

**Food provider must have and follow a food safety and HACCP training program (written or verbal). This program must require that all Food Handling Employees and Management receive appropriate food safety and HACCP training. The food safety and HACCP training program must require that the food provider maintain training records in accordance with this standard.**

#### **Guidance for Validation Audit**

- Auditor will confirm whether food provider has and follows a food safety and HACCP training procedure in accordance with this standard and guidelines and whether this procedure is written or verbal.
- Auditor will review training records to confirm training frequency and subjects covered during training.
- Auditor will request a complete list of current employees specifying hire date and job description, or an update of this list.
- Auditor will review food safety training policy(ies), manual(s), material(s), records and evaluation results.

#### **Guidance for e-Audit**

- Food provider may be asked to confirm existence of food safety and HACCP training procedure in accordance with this standard and guidelines, specify any differences and confirm whether this procedure is written or verbal.
- Food provider may be asked to provide a list of employees specifying hire date and job description or an update of this list.
- Food provider will be asked to provide training records for a specified period.

### 1.1.2 Medical Screening of Employees and Visitors

**Food provider must have and follow a medical screening procedure (written or verbal) to ensure that all Food Handling Employees, Management and visitors entering Food Handling Areas report any food transmissible diseases or illnesses.**

### **Guidance for Validation Audit**

- Auditor will confirm whether food provider has and follows a medical screening procedure in accordance with this standard and guidelines and whether this procedure is written or verbal.
- Auditor will review health questionnaires to confirm compliance with this standard and guidelines.
- Auditor will spot check employee knowledge of medical reporting requirement.

### **Guidance for e-Audit**

- Food provider may be asked to confirm whether they have and follow a medical screening procedure in accordance with this standard and guidelines, specify any differences and confirm whether this procedure is written or verbal.
- Food provider *must* conduct a spot check on the day of the e-Audit to verify compliance with this standard and guidelines.

## **1.1.3 Wound and Infection Control**

**Food provider must have and follow a procedure (written or verbal) for wound and infection control. Food provider must always have a first aid box available to all employees and ensure that each first aid box is well stocked with all necessary items.**

### **Guidance for Validation Audit**

- Auditor will confirm whether food provider has and follows a wound and infection control procedure in accordance with this standard and guidelines and whether this procedure is written or verbal.
- Auditor will conduct a spot check on the day of the Validation Audit to verify compliance with this standard and guidelines.
- Auditor will spot check contents of first aid box(es) on the day of the Validation Audit to verify compliance with this standard and guidelines.

### **Guidance for e-Audit**

- Food provider may be asked to confirm whether they have and follow a wound and infection control procedure in accordance with this standard and guidelines, specify any differences and confirm whether this procedure is written or verbal.
- Food provider *must* conduct a spot check on the day of the e-Audit to verify compliance with this standard and guidelines.

### **1.1.4 Personal Appearance – Uniforms, Hair Coverings, Jewellery**

Food provider must have and follow a personal appearance policy (written or verbal). This policy must require that all employees and visitors entering Food Handling Areas wear clean uniforms, hairnets and beard nets (as applicable), avoid wearing any jewellery and maintain appropriate personal hygiene.

#### **Guidance for Validation Audit**

- Auditor will confirm whether food provider has and follows a personal appearance policy in accordance with this standard and guidelines and whether this policy is written or verbal.
- Auditor will conduct a spot check on the day of the Validation Audit to verify compliance with this standard and guidelines.

#### **Guidance for e-Audit**

- Food provider may be asked to confirm whether they have and follow a personal appearance policy in accordance with this standard and guidelines, specify any differences and confirm whether this procedure is written or verbal.
- Food provider *must* conduct a spot check on the day of the e-Audit to verify compliance with this standard and guidelines.

### **1.1.5 Cleanliness and Maintenance of Toilets and Changing Rooms**

Food provider must ensure that toilets, changing rooms and lockers are always clean and well maintained.

#### **Guidance for Validation Audit**

- Auditor will conduct a spot check on the day of the Validation Audit to verify compliance with this standard and guidelines.

#### **Guidance for e-Audit**

- Food provider *must* conduct a spot check on the day of the e-Audit to verify compliance with this standard and guidelines.

### **1.1.6 Hand Washing Stations**

Food provider must ensure that all hand washing stations are appropriately located and identified with an appropriate sign, and always accessible, clean, fully functional and well equipped with water, soap and either single use towels or a fully functional hand-

**drying device. Food provider must ensure that hand washing stations are only used for hand washing.**

#### **Guidance for Validation Audit**

- Auditor will conduct a spot check on the day of the Validation Audit to verify compliance with this standard and guidelines.

#### **Guidance for e-Audit**

- Food provider *must* conduct a spot check on the day of the e-Audit to verify compliance with this standard and guidelines.

### **1.1.7 Proper Hand Washing**

**Food provider must have and follow a hand washing procedure (written or verbal) describing to all employees and visitors the proper method(s) and frequency for washing hands.**

#### **Guidance for Validation Audit**

- Auditor will confirm whether food provider has and follows a hand washing procedure in accordance with this standard and guidelines and whether this procedure is written or verbal.
- Auditor will conduct a spot check on the day of the Validation Audit to verify compliance with this standard and guidelines.

#### **Guidance for e-Audit**

- Food provider may be asked to confirm whether they have and follow a hand washing procedure in accordance with this standard and guidelines, specify any differences and confirm whether this procedure is written or verbal.
- Food provider *must* conduct a spot check on the day of the e-Audit to verify compliance with this standard and guidelines.

### **1.1.8 Glove Policy**

**Food provider must have and follow a glove policy (written or verbal) describing to all employees and visitors the appropriate method for the use, disposal and replacement of gloves.**

#### **Guidance for Validation Audit**

- Auditor will confirm whether food provider has and follows a glove policy in accordance with this standard and guidelines and whether this policy is written or verbal.
- Auditor will conduct a spot check on the day of the Validation Audit to verify compliance with this standard and guidelines.

### **Guidance for e-Audit**

- Food provider may be asked to confirm whether they have and follow a glove policy in accordance with this standard and guidelines, specify any differences and confirm whether this policy is written or verbal.
- Food provider *must* conduct a spot check on the day of the e-Audit to verify compliance with this standard and guidelines.

## **2 FOOD RECEIVING & STORAGE**

### **2.1 FOOD RECEIVING**

#### **2.1.1 *Supplier Approval Program***

**Food provider must have and follow a procedure (written or verbal) for the evaluation and approval of all food suppliers. This procedure must require that the food provider request and retain documented proof that each of their food suppliers has and follows a food safety assurance program.**

### **Guidance for Validation Audit**

- Auditor will confirm whether food provider has and follows a supplier approval procedure in accordance with this standard and guidelines and whether this procedure is written or verbal.
- Auditor will request a complete list of suppliers specifying the type of food item supplied or an update of this list.
- Auditor will conduct a spot check and review documented proof on the day of the Validation Audit to verify compliance with food provider's internal supplier approval procedure.

### **Guidance for e-Audit**

- Food provider may be asked to confirm whether they have and follow a supplier approval procedure in accordance with this standard and guidelines, specify any differences and confirm whether this procedure is written or verbal.
- Food provider may be asked to provide a complete list of suppliers or an update of this list.
- Food provider may be asked to provide documented proof as specified in this standard and guidelines.

## **2.1.2 Food Safety Controls for Receiving Foods**

**Food provider must have and follow a procedure (written or verbal) for verifying foods at the time of receiving. Food provider must maintain receiving records in accordance with this standard.**

### **Guidance for Validation Audit**

- Auditor will confirm whether food provider has and follows a receiving procedure in accordance with this standard and guidelines and whether this procedure is written or verbal.
- Auditor will conduct a spot check and review records on the day of the Validation Audit to verify compliance with this standard and guidelines.

### **Guidance for e-Audit**

- Food provider may be asked to confirm whether they have and follow a receiving procedure in accordance with this standard and guidelines, specify any differences and confirm whether this procedure is written or verbal.
- Food provider will be asked to provide receiving records and non-conformance records for a specified period.
- Food provider *must* conduct a spot check on the day of the e-Audit to verify compliance with this standard and guidelines.

## **2.1.3 CCP - Temperature Controls for Receiving Potentially Hazardous Foods**

**Food provider must have and follow a procedure (written or verbal) to monitor the temperature of Potentially Hazardous Foods at the time of receiving. This procedure must require that Potentially Hazardous Foods are within appropriate temperature limits at the time of receiving. Food provider must maintain receiving records according to this standard**

### **Guidance for Validation Audit**

- Auditor will confirm whether food provider has and follows a receiving procedure in accordance with this standard and guidelines and whether this procedure is written or verbal.
- Auditor will conduct a spot check on the day of the Validation Audit to verify compliance with this standard and guidelines.

### **Guidance for e-Audit**

- Food provider may be asked to confirm whether they have and follow a receiving procedure in accordance with this standard and guidelines, specify any differences and confirm whether this procedure is written or verbal.
- Food provider *must* conduct a spot check on the day of the e-Audit to verify compliance with this standard and guidelines.

## **2.2 FOOD STORAGE**

### **2.2.1 Segregation of Processed and Unprocessed Food Items During Cold Storage**

**Food provider must ensure that Processed and Unprocessed Food items in cold storage are appropriately segregated to prevent any risk of cross contamination.**

#### **Guidance for Validation Audit**

- Auditor will conduct a spot check on the day of the Validation Audit to verify compliance with this standard and guidelines.

#### **Guidance for e-Audit**

- Food provider *must* conduct a spot check on the day of the e-Audit to verify compliance with this standard and guidelines.

### **2.2.2 Protecting Food Items Against Air-Borne Contamination**

**Food provider must ensure that all food items in Food Storage Areas are always appropriately covered so as to prevent contamination from chemical/physical hazards and the transfer of bacteria, odour and taste from other foods. Food provider must ensure that all food items in Food Production Areas are protected against contamination.**

#### **Guidance for Validation Audit**

- Auditor will conduct a spot check on the day of the Validation Audit to verify compliance with this standard and guidelines.

#### **Guidance for e-Audit**

- Food provider *must* conduct a spot check on the day of the e-Audit to verify compliance with this standard and guidelines.

### **2.2.3 Date Marking and Rotation of Potentially Hazardous Foods**

Food provider must have and follow a procedure (written or verbal) requiring that Potentially Hazardous Foods are date marked at all times throughout Food Handling. Food provider must have and follow a procedure (written or verbal) for appropriately rotating Potentially Hazardous Foods to ensure FIFO. Food provider must not have or use any outdated or rejected food items.

#### **Guidance for Validation Audit**

- Auditor will confirm whether food provider has and follows date marking and rotation procedures in accordance with this standard and guidelines and whether this procedure is written or verbal.
- Auditor will conduct a spot check on the day of the Validation Audit to verify compliance with this standard and guidelines.

#### **Guidance for e-Audit**

- Food provider may be asked to confirm whether they have and follow date marking and rotation procedures in accordance with this standard and guidelines, specify any differences and confirm whether this procedure is written or verbal.
- Food provider *must* conduct a spot check on the day of the e-Audit to verify compliance with this standard and guidelines.

### **2.2.4 Date Marking and Rotation of Non-Hazardous Foods**

Food provider must have and follow a procedure (written or verbal) requiring that Non-Hazardous Foods are date marked at all times throughout Food Handling. Food provider must have and follow a procedure (written or verbal) for appropriately rotating Non-Hazardous Foods to ensure FIFO. Food provider must not have or use any outdated or rejected food items.

#### **Guidance for Validation Audit**

- Auditor will confirm whether food provider has and follows date marking and rotation procedures in accordance with this standard and guidelines and whether this procedure is written or verbal.
- Auditor will conduct a spot check on the day of the Validation Audit to verify compliance with this standard and guidelines.

#### **Guidance for e-Audit**

- Food provider may be asked to confirm whether they have and follow date marking and rotation procedures in accordance with this standard and guidelines, specify any differences and confirm whether this procedure is written or verbal.

- Food provider *must* conduct a spot check on the day of the e-Audit to verify compliance with this standard and guidelines.

### ***2.2.5 CCP - Temperature Control of Refrigeration Units***

**Food provider must have and follow a procedure (written or verbal) to monitor and maintain the temperature of each Refrigeration Unit within acceptable limits. This procedure must require that the food provider maintain records for each Refrigeration Unit in accordance with this standard.**

#### **Guidance for Validation Audit**

- Auditor will confirm whether food provider has and follows a temperature monitoring procedure in accordance with this standard and guidelines and whether this procedure is written or verbal.
- Auditor will conduct a spot check and review records on the day of the Validation Audit to verify compliance with this standard and guidelines.

#### **Guidance for e-Audit**

- Food provider may be asked to confirm whether they have and follow a temperature monitoring procedure in accordance with this standard and guidelines, specify any differences and confirm whether this procedure is written or verbal.
- Food provider will be asked to provide temperature monitoring records for a specified period.
- Food provider *must* conduct a spot check on the day of the e-Audit to verify compliance with this standard and guidelines.

### ***2.2.6 Temperature Control of Freezers***

**Food provider must have and follow a procedure (written or verbal) to monitor and maintain the temperature of each freezer unit within acceptable limits. This procedure must require that the food provider maintain temperature records for each freezer unit in accordance with this standard.**

#### **Guidance for Validation Audit**

- Auditor will confirm whether food provider has and follows a temperature monitoring procedure in accordance with this standard and guidelines and whether this procedure is written or verbal.
- Auditor will conduct a spot check and review records on the day of the Validation Audit to verify compliance with this standard and guidelines.

### **Guidance for e-Audit**

- Food provider may be asked to confirm whether they have and follow a temperature monitoring procedure in accordance with this standard and guidelines, specify any differences and confirm whether this procedure is written or verbal.
- Food provider will be asked to provide temperature-monitoring records for a specified period.
- Food provider *must* conduct a spot check on the day of the e-Audit to verify compliance with this standard and guidelines.

## **3 FOOD PRODUCTION**

### **3.1 FOOD PRODUCTION**

#### ***3.1.1 Segregation of Unprocessed and Processed Food Items During Food Preparation***

**Food provider must ensure that Processed and Unprocessed Food items are appropriately segregated during Food Preparation to prevent any risk of cross contamination.**

#### **Guidance for Validation Audit**

- Auditor will conduct a spot check on the day of the Validation Audit to verify compliance with this standard and guidelines.

#### **Guidance for e-Audit**

- Food provider *must* conduct a spot check on the day of the e-Audit to verify compliance with this standard and guidelines.

#### ***3.1.2 Sanitization of Raw Fruits and Vegetables***

**Food provider must have and follow a procedure (written or verbal) for sanitizing raw fruits and vegetables. This procedure must require that the food provider maintain daily records in accordance with this standard.**

#### **Guidance for Validation Audit**

- Auditor will confirm whether food provider has and follows a Sanitization procedure in accordance with this standard and guidelines and whether this procedure is written or verbal.
- Auditor will conduct a spot check and review records on the day of the Validation Audit to verify compliance with this standard and guidelines.

### **Guidance for e-Audit**

- Food provider may be asked to confirm whether they have and follow a Sanitization procedure in accordance with this standard and guidelines, specify any differences and confirm whether this procedure is written or verbal.
- Food provider will be asked to provide Sanitization records for a specified period.
- Food provider *must* conduct a spot check on the day of the e-Audit to verify compliance with this standard and guidelines.

### **3.1.3 Food Safety Controls for Thawing Frozen Food Items**

**Food provider must have and follow a procedure (written or verbal) for appropriately thawing frozen food items. This procedure must require that the food provider maintain records in accordance with this standard.**

#### **Guidance for Validation Audit**

- Auditor will confirm whether food provider has and follows a thawing procedure in accordance with this standard and guidelines and whether this procedure is written or verbal.
- Auditor will conduct a spot check and review records (where applicable) on the day of the Validation Audit to verify compliance with this standard and guidelines.

#### **Guidance for e-Audit**

- Food provider may be asked to confirm whether they have and follow a thawing procedure in accordance with this standard and guidelines, specify any differences and confirm whether this procedure is written or verbal.
- Food provider may be asked to provide thawing records for a specified period.
- Food provider *must* conduct a spot check on the day of the e-Audit to verify compliance with this standard and guidelines.

### **3.1.4 CCP - Food Safety Controls for Heat Treated Foods**

**Food provider must have and follow a procedure (written or verbal) to ensure appropriate Heat Treatment of food items. This procedure must require that the food provider maintain records in accordance with this standard.**

### **Guidance for Validation Audit**

- Auditor will confirm whether food provider has and follows a procedure for Heat Treatment of food items in accordance with this standard and guidelines and whether this procedure is written or verbal.
- Auditor will conduct a spot check and review records on the day of the Validation Audit to verify compliance with this standard and guidelines.

### **Guidance for e-Audit**

- Food provider may be asked to confirm whether they have and follow a procedure for Heat Treatment of food items in accordance with this standard and guidelines, specify any differences and confirm whether this procedure is written or verbal.
- Food provider will be asked to provide Heat Treatment records for a specified period.
- Food provider *must* conduct a spot check on the day of the e-Audit to verify compliance with this standard and guidelines.

## **3.1.5 CCP - Food Safety Controls for Rapid Cooling**

**Food provider must have and follow a procedure (written or verbal) to ensure appropriate rapid cooling of Heat Treated Foods. This procedure must require that the food provider maintain records in accordance with this standard.**

### **Guidance for Validation Audit**

- Auditor will confirm whether food provider has and follows a rapid cooling procedure in accordance with this standard and guidelines and whether this procedure is written or verbal.
- Auditor will conduct a spot check and review records on the day of the Validation Audit to verify compliance with this standard and guidelines.

### **Guidance for e-Audit**

- Food provider may be asked to confirm whether they have and follow a rapid cooling procedure in accordance with this standard and guidelines, specify any differences and confirm whether this procedure is written or verbal.
- Food provider will be asked to provide rapid cooling records for a specified period.
- Food provider *must* conduct a spot check on the day of the e-Audit to verify compliance with this standard and guidelines.

### **3.1.6 CCP - Food Safety Controls of Potentially Hazardous Foods During Food Preparation**

Food provider must have and follow a procedure (written or verbal) to control exposure time and temperature of Potentially Hazardous Foods\* during Food Preparation. This procedure must require that the food provider maintain records in accordance with this standard.

#### **Guidance for Validation Audit**

- Auditor will confirm whether food provider has and follows a procedure for controlling exposure time and temperature of Potentially Hazardous Foods in accordance with this standard and guidelines and whether this procedure is written or verbal.
- Auditor will conduct a spot check and review records on the day of the Validation Audit to verify compliance with this standard and guidelines.

#### **Guidance for e-Audit**

- Food provider may be asked to confirm whether they have and follow a procedure for controlling exposure time and temperature of Potentially Hazardous Foods in accordance with this standard and guidelines, specify any differences and confirm whether this procedure is written or verbal.
- Food provider will be asked to provide exposure time and temperature records for a specified period.
- Food provider *must* conduct a spot check on the day of the e-Audit to verify compliance with this standard and guidelines.

#### **Note**

\*For the purpose of this standard Potentially Hazardous Foods do not include any foods that will undergo further Heat Treatment. If the food provider is requested to provide Potentially Hazardous Foods that will undergo further Heat Treatment, the food provider must have documented proof (at the facility and easily accessible) that the client has been notified that the food must undergo further Heat Treatment before being served.

### **3.1.7 Microbiological Analysis of Food, Water and Ice**

Food provider must have and follow a procedure (written or verbal) for microbiological analysis of food, water and ice. This procedure must require that the food provider maintain records that document the details specified in this standard.

### **Guidance for Validation Audit**

- Auditor will confirm whether food provider has and follows a procedure for microbiological analysis in accordance with this standard and guidelines and whether this procedure is written or verbal.
- Auditor will conduct a spot check and review records on the day of the Validation Audit to verify compliance with this standard and guidelines.

### **Guidance for e-Audit**

- Food provider may be asked to confirm whether they have and follow a procedure for microbiological analysis in accordance with this standard and guidelines, specify any differences and confirm whether this procedure is written or verbal.
- Food provider will be asked to provide microbiological test results or records for a specified period.

## ***3.1.8 Outer Packaging Material Eliminated from Production Areas***

**Food provider must ensure that there are no outer packaging materials in Food Production Areas.**

### **Guidance for Validation Audit**

- Auditor will conduct a spot check on the day of the Validation Audit to verify compliance with this standard and guidelines.

### **Guidance for e-Audit**

- Food provider *must* conduct a spot check on the day of the e-Audit to verify compliance with this standard and guidelines.

## ***3.1.9 Foreign Objects Policy***

**Food provider must have and follow a written policy to prevent potential direct or indirect contamination of food caused by foreign objects (in all areas).**

### **Guidance for Validation Audit**

- Auditor will confirm whether food provider has and follows a foreign object policy in accordance with this standard and guidelines and whether this policy is written or verbal.
- Auditor will conduct a spot check and review documentation on the day of the Validation Audit to verify compliance with this standard and guidelines.

### Guidance for e-Audit

- Food provider may be asked to confirm whether they have and follow a foreign object policy in accordance with this standard and guidelines, specify any differences and confirm whether this policy is written or verbal.
- Food provider may be asked to provide a copy of the foreign object policy.
- Food provider *must* conduct a spot check on the day of the e-Audit to verify compliance with this standard and guidelines.

## 4 EQUIPMENT AND PREMISES

### 4.1 CLEANLINESS & SANITIZATION

#### 4.1.1 *Storage and Labelling of Chemical Agents Used for Cleaning and Sanitization*

**Food provider must have and follow a procedure (written or verbal) for the storage and labelling of chemical agents used for cleaning and Sanitization so as to prevent cross-contamination.**

#### Guidance for Validation Audit

- Auditor will confirm whether food provider has and follows a chemical agent storage and labelling procedure in accordance with this standard and guidelines and whether this procedure is written or verbal.
- Auditor will conduct a spot check on the day of the Validation Audit to verify compliance with this standard and guidelines.

#### Guidance for e-Audit

- Food provider may be asked to confirm whether they have and follow a chemical agent storage and labelling procedure in accordance with this standard and guidelines, specify any differences and confirm whether this procedure is written or verbal.
- Food provider *must* conduct a spot check on the day of the e-Audit to verify compliance with this standard and guidelines.

#### 4.1.2 *Cleaning & Sanitization Program*

**Food provider must have and follow a written program specifying the appropriate frequency and method for cleaning and Sanitization of each area of, or equipment and utensils in the food provider's facility.**

### **Guidance for Validation Audit**

- Auditor will confirm whether food provider has and follows a written cleaning and Sanitization program in accordance with this standard and guidelines.
- Auditor will conduct a spot check and review documentation (or records if applicable) on the day of the Validation Audit to verify compliance with this standard and guidelines.

### **Guidance for e-Audit**

- Food provider may be asked to confirm whether they have and follow a written cleaning and Sanitization program in accordance with this standard and guidelines, specify any differences and confirm that the procedure is in writing.
- Food provider may be asked to provide cleaning documentation (or records if applicable) for a specified period.

## **4.1.3 Cleanliness and Maintenance of Interior Building Structures**

**Food provider must have and follow a procedure (written or verbal) for the cleaning and maintenance of all interior building structures. This procedure must require that all interior building structures are always smooth and washable, clean and free of dirt and, where applicable, fully functional.**

### **Guidance for Validation Audit**

- Auditor will confirm whether food provider has and follows a cleanliness and maintenance procedure for interior building structures in accordance with this standard and guidelines and whether this procedure is written or verbal.
- Auditor will conduct a spot check on the day of the Validation Audit to verify compliance with this standard and guidelines.

### **Guidance for e-Audit**

- Food provider may be asked to confirm whether they have and follow a cleanliness and maintenance procedure for interior building structures in accordance with this standard and guidelines, specify any differences and confirm whether this procedure is written or verbal.
- Food provider *must* conduct a spot check on the day of the e-Audit to verify compliance with this standard and guidelines.

#### **4.1.4 Cleanliness and Maintenance of Food Storage Areas**

**Food provider must ensure that Food Storage Areas are always clean, tidy and well maintained.**

##### **Guidance for Validation Audit**

- Auditor will conduct a spot check on the day of the Validation Audit to verify compliance with this standard and guidelines.

##### **Guidance for e-Audit**

- Food provider *must* conduct a spot check on the day of the e-Audit to verify compliance with this standard and guidelines.

#### **4.1.5 Food Contact Surfaces**

**Food provider must ensure that all Food Contact Surfaces are made of an acceptable material\*, and always well maintained and at a minimum free from damage or similar imperfections.**

##### **Guidance for Validation Audit**

- Auditor will conduct a spot check on the day of the Validation Audit to verify compliance with this standard and guidelines.

##### **Guidance for e-Audit**

- Food provider *must* conduct a spot check on the day of the e-Audit to verify compliance with this standard and guideline.

##### **Notes**

\*No surfaces in Food Production Areas may be made of wooden material, whether or not such wood has been treated with a sealant or other type of finishing product.

#### **4.1.6 Pot Wash Area**

**Food provider must have and follow a procedure (written or verbal) specifying the appropriate method and frequency for cleaning and Sanitization of Food Production equipment and utensils in Pot Wash Area. This procedure must require that food provider maintain records in accordance with this standard.**

##### **Guidance for Validation Audit**

- Auditor will confirm whether food provider has and follows a cleaning and Sanitization procedure in accordance with this standard and guidelines and whether this procedure is written or verbal.

- Auditor will conduct a spot check and review records on the day of the Validation Audit to verify compliance with this standard and guidelines.

#### **Guidance for e-Audit**

- Food provider may be asked to confirm whether they have and follow a cleaning and Sanitization procedure in accordance with this standard and guidelines, specify any differences and confirm whether this procedure is written or verbal.
- Food provider may be asked to provide copies of records for a specified period.
- Food provider *must* conduct a spot check on the day of the e-Audit to verify compliance with this standard and guidelines.

### **4.1.7 Dishwashing Area**

**Food provider must ensure that dishwashing machines in the Dishwashing Area operate at temperatures that achieve Sanitization of equipment and utensil surfaces. Food provider must use thermolabels (or other irreversible registering temperature indicators) to ensure that equipment and utensil surface temperature reaches a minimum of 71°C/160°F. Food provider must maintain records for each dishwashing machine in accordance with this standard.**

#### **Guidance for Validation Audit**

- Auditor will conduct a spot check and review records on the day of the Validation Audit to verify compliance with this standard and guidelines.

#### **Guidance for e-Audit**

- Food provider may be asked to provide copies of records for a specified period.
- Food provider *must* conduct a spot check on the day of the e-Audit to verify compliance with this standard and guidelines.

### **4.1.8 Cleanliness of Washed Equipment and Utensils**

**Food provider must ensure that all equipment and utensils washed and sanitized in Pot Wash or Dishwashing Areas are always visibly clean and free of any food debris. Food provider must have and follow a policy (written or verbal) to segregate and re-clean washed equipment and utensils that are soiled or not visibly clean.**

### **Guidance for Validation Audit**

- Auditor will confirm whether food provider has and follows a policy in accordance with this standard and guidelines and whether this policy is written or verbal.
- Auditor will conduct a spot check on the day of the Validation Audit to verify compliance with this standard and guidelines.

### **Guidance for e-Audit**

- Food provider may be asked to confirm whether they have and follow a review and reject policy in accordance with this standard and guidelines, specify any differences and confirm whether or not policy is written or verbal.
- Food provider *must* conduct a spot check on the day of the e-Audit to verify compliance with this standard and guidelines.

## ***4.1.9 Drying and Storage of Cleaned Equipment and Utensils***

**Food provider must have and follow a procedure (written or verbal) to ensure that all cleaned and sanitized equipment and utensils are always appropriately dried and stored to prevent contamination.**

### **Guidance for Validation Audit**

- Auditor will confirm whether food provider has and follows a drying and storage procedure in accordance with this standard and guidelines and whether this procedure is written or verbal.
- Auditor will conduct a spot check on the day of the Validation Audit to verify compliance with this standard and guidelines.

### **Guidance for e-Audit**

- Food provider may be asked to confirm whether they have and follow a drying and storage procedure in accordance with this standard and guidelines, specify any differences and confirm whether this procedure is written or verbal.
- Food provider *must* conduct a spot check on the day of the e-Audit to verify compliance with this standard and guidelines.

## ***4.1.10 Sanitization of Food Contact Surfaces***

**Food provider must ensure that all Food Contact Surfaces in Food Handling Areas are always clean and sanitized so as to prevent cross contamination.**

#### **Guidance for Validation Audit**

- Auditor will conduct a spot check on the day of the Validation Audit to verify compliance with this standard and guidelines.

#### **Guidance for e-Audit**

- Food provider *must* conduct a spot check on the day of the e-audit to verify compliance with this standard and guidelines.

### ***4.1.11 Cleanliness of Non Food Contact Surfaces***

**Food provider must ensure that all non Food Contact Surfaces are always clean and well maintained.**

#### **Guidance for Validation Audit**

- Auditor will conduct a spot check on the day of the Validation Audit to verify compliance with this standard and guidelines.

#### **Guidance for e-Audit**

- Food provider *must* conduct a spot check on the day of the e-Audit to verify compliance with this standard and guidelines.

### ***4.1.12 Cleanliness and Maintenance of Ice Machines***

**Food provider must ensure that the interior of all ice machines and ice chutes are always clean and well maintained.**

#### **Guidance for Validation Audit**

- Auditor will conduct a spot check on the day of the Validation Audit to verify compliance with this standard and guidelines.

#### **Guidance for e-Audit**

- Food provider *must* conduct a spot check on the day of the e-Audit to verify compliance with this standard and guidelines.

### ***4.1.13 Cleanliness and Disinfection/Sanitization of Bulk Airline Equipment***

**Food provider must have and follow a procedure (written or verbal) for cleaning and disinfecting or sanitizing each piece of bulk airline equipment.**

### **Guidance for Validation Audit**

- Auditor will confirm whether food provider has and follows a bulk airline equipment cleaning and Disinfection/Sanitization procedure in accordance with this standard and guidelines and whether this procedure is written or verbal.
- Auditor will conduct a spot check on the day of the Validation Audit to verify compliance with this standard and guidelines.

### **Guidance for e-Audit**

- Food provider may be asked to confirm whether they have and follow a bulk airline equipment cleaning and Disinfection/Sanitization procedure in accordance with this standard and guidelines, specify any differences and confirm whether this procedure is written or verbal.
- Food provider *must* conduct a spot check on the day of the e-Audit to verify compliance with this standard and guidelines.

## **4.1.14 Cleanliness and Maintenance of Ramp Area and Highloaders**

**Food provider must ensure that ramp area and highloaders are clean and well maintained.**

### **Guidance for Validation Audit**

- Auditor will conduct a spot check on the day of the Validation Audit to verify compliance with this standard and guidelines.

### **Guidance for e-Audit**

- Food provider *must* conduct a spot check on the day of the e-Audit to verify compliance with this standard and guidelines.

## **4.2 WASTE DISPOSAL**

### **4.2.1 Waste Bins**

**Food provider must ensure that all waste bins are designed and placed in Food Handling Areas in such a manner so as to avoid cross contamination and are at all times accessible, clean and well maintained in accordance with this standard.**

### **Guidance for Validation Audit**

- Auditor will conduct a spot check on the day of the Validation Audit to verify compliance with this standard and guidelines.

#### Guidance for e-Audit

- Food provider *must* conduct a spot check on the day of the e-Audit to verify compliance with this standard and guidelines.

### 4.2.2 Waste Collection Area

Food provider must ensure that all waste collection areas are physically segregated from all Food Handling and Dishwashing Areas, are enclosed so as to protect against insects, birds and rodents, and always clean and well maintained.

#### Guidance for Validation Audit

- Auditor will conduct a spot check on the day of the Validation Audit to verify compliance with this standard and guidelines.

#### Guidance for e-Audit

- Food provider *must* conduct a spot check on the day of the e-Audit to verify compliance with this standard and guidelines.

## 4.3 PEST CONTROL

### 4.3.1 Pest Control Program

Food provider must have and follow a procedure (written or verbal) to prevent and control pest infestations in all areas. This procedure must require that the food provider maintain records in accordance with this standard.

#### Guidance for Validation Audit

- Auditor will confirm whether food provider has and follows a pest control procedure in accordance with this standard and guidelines and whether this procedure is written or verbal.
- Auditor will conduct a spot check and review records on the day of the Validation Audit to verify compliance with this standard and guidelines.

#### Guidance for e-Audit

- Food provider may be asked to confirm whether they have and follow a pest control procedure in accordance with this standard and guidelines, specify any differences and confirm whether this procedure is written or verbal.
- Food provider will be asked to provide records for a specified period.
- Food provider *must* conduct a spot check on the day of the e-Audit to verify compliance with this standard and guidelines.

### 4.3.2 Location and Maintenance of Insectocutors

Food provider must ensure that insectocutors are strategically located, fully functional and well maintained at all times.

#### Guidance for Validation Audit

- Auditor will conduct a spot check on the day of the Validation Audit to verify compliance with this standard and guidelines.

#### Guidance for e-Audit

- Food provider *must* conduct a spot check on the day of the e-Audit to verify compliance with this standard and guidelines.

## 4.4 VERIFICATION AND CALIBRATION OF EQUIPMENT

### 4.4.1 Thermometers - Availability, Verification and Calibration

Food provider must ensure that refrigerator, freezer and all other thermometers (including dial, digital and infrared) are always available in all Food Handling Areas. Food provider must have and follow a procedure (written or verbal) requiring that all thermometers be verified monthly and calibrated. This procedure must require that the food provider maintains records in accordance with this standard.

#### Guidance for Validation Audit

- Auditor will confirm whether the food provider has and follows a procedure for verifying and calibrating thermometers in accordance with this standard and guidelines and whether this procedure is written or verbal.
- Auditor will conduct a spot check and review required documentation on the day of the Validation Audit to verify compliance with this standard and guidelines.

#### Guidance for e-Audit

- Food provider may be asked to confirm whether or not they have and follow a thermometer verification and calibration procedure in accordance with this standard and guidelines, specify any differences and confirm whether such policy is written or verbal.
- Food provider will be asked to provide verification/calibration records for a specified period.
- Food provider *must* conduct a spot check on the day of the e-Audit to verify compliance with this standard and guidelines.

## 4.5 FACILITY SIZE, LAYOUT AND DESIGN

### 4.5.1 Facility Size, Layout and Design

Food provider must ensure that size, layout and design of facility permit tidiness and effective segregation of clean and unclean processes.

#### Guidance for Validation Audit

- Auditor will conduct a spot check on the day of the Validation Audit to verify compliance with this standard and guidelines.

#### Guidance for e-Audit

- Food provider *must* conduct a spot check on the day of the e-Audit to verify compliance with this standard and guidelines.

## 5 AIRCRAFT LOADING

### 5.1 AIRCRAFT LOADING

#### 5.1.1 Food Safety Controls of Potentially Hazardous Foods at Dispatch and Delivery

Food provider must have and follow a procedure (written or verbal) to ensure appropriate temperature control of Potentially Hazardous Foods at the time of dispatch. This procedure must require that the food provider maintain records in accordance with this standard.

#### Guidance for Validation Audit

- Auditor will confirm whether food provider has and follows a dispatch control procedure in accordance with this standard and guidelines and whether this procedure is written or verbal.
- Auditor will conduct a spot check and review required documentation on the day of the Validation Audit to verify compliance with this standard and guidelines.

#### Guidance for e-Audit

- Food provider may be asked to confirm existence of dispatch temperature control procedure in accordance with this standard and guidelines, specify any differences and confirm whether this procedure is written or verbal.
- Food provider will be asked to provide daily records for a specified period.
- Food provider *must* conduct a spot check on the day of the e-Audit to verify compliance with this standard and guidelines.

## DEFINITIONS

TERM	DEFINITION
CCP (Critical Control Point)	'Critical Control Point' means any practice, step or procedure designed to prevent, eliminate or reduce a food safety hazard according to the principles of HACCP.
Chemical Sanitization	'Chemical Sanitization' means a method of Sanitization that involves the use of approved chemical agents at specified concentration levels and for specific exposure times.
Cold Production	'Cold Production' means those food items that have undergone Food Preparation by the food provider and are ready to be eaten cold by the passenger.
Dishwashing Area	'Dishwashing Area' means any area where inbound food service equipment (excluding bulk airline equipment such as trolleys, ovens, carriers, containers, drawers, oven shelves and metal shelves) is cleaned, washed and sanitized.
Disinfection	'Disinfection' means the application of chemical on cleaned surfaces or physical methods that reduce the number of micro-organisms on the surface to a level that does not compromise food safety.
Food Contact Surfaces	'Food Contact Surfaces' means any surface that may come into direct contact with food, including but not limited to tables, cutting boards, pots, utensils, slicers, can openers, hands and gloves.
Food Handling	'Food Handling' means the manual or mechanical carrying, moving, manufacturing, producing, collecting, extracting, processing, storing, delivering, preparing, treating, preserving, packing, cooking, thawing, dispatching, serving and displaying of food. For greater certainty, Food Handling includes Food Production and Food Preparation.
Food Handling Areas	'Food Handling Area' means any Food Production Area, Food Preparation Area, food receiving area, food dispatching area and Food Storage Area.
Food Handling Employee	'Food Handling Employee' means any employee who comes into direct contact with any food or packaging of food.
Food Preparation	'Food Preparation' includes any activity during which food comes into direct or indirect contact with a Food Handling Employee or a Food Contact Surface prior to

TERM	DEFINITION
<b>Food Production</b>	Heat Treatment and after rapid cooling. Such processes include the thawing, trimming, cutting and mincing of raw foods; and the cutting, mincing, slicing, mixing, whipping, glazing, portioning, weighing, garnishing, packaging, and tray setting of food items.
<b>Food Production Areas</b>	'Food Production Areas' means any area where Food Production occurs.
<b>Food Storage Areas</b>	'Food Storage Areas' means any area where food items are stored for any period of time other than for immediate use including dry food stores, Refrigeration Units, freezers, and racks or shelves.
<b>HACCP (Hazard Analysis Critical Control Point)</b>	HACCP is a preventative management system employing methodologies which, when applied to a food providers operation, can be used to identify potential food safety problems.
<b>Heat Treated Food</b>	'Heat Treated Food' means food that has undergone Heat Treatment.
<b>Heat Treatment</b>	'Heat Treatment' means a process under which a food item is submitted to a heat application. Heat Treatments include baking, boiling, braising, browning, frying, grilling, sautéing, roasting, poaching, simmering, toasting, change of state, etc.
<b>Hot Production</b>	'Hot Production' means those food items that have undergone Food Preparation by the food provider and are ready to be eaten by the passenger following reheating.
<b>Management</b>	'Management' means those managers specifically involved in food operations.
<b>Non-Hazardous Food</b>	'Non-Hazardous Food' means any food that does not support the growth of microorganisms that cause illness, does not require refrigeration, has a water activity of less than 0.85 and a pH level at or below 4.6. It is also a food in an unopened hermetically sealed container that is commercially processed to achieve and maintain commercial sterility under conditions of non-refrigerated storage or distribution. Non-Hazardous Foods may include Perishable and Non Perishable Food items such as canned goods, jam, honey, syrup, candy, raw vegetables, raw fruits (excluding cut melons), pickles etc.

TERM	DEFINITION
<b>Non-Perishable Food</b>	'Non-Perishable Food' means food that does not require temperature control, is shelf stable and would almost last indefinitely. This includes canned food, spices, flours, dry goods, etc.
<b>Perishable Food</b>	'Perishable Food' means any food item that is sold or distributed in a form that will perish, decay or spoil within a limited period of time. This may include Potentially Hazardous and Non-Hazardous Foods.
<b>Potentially Hazardous Food</b>	'Potentially Hazardous Food' means any natural or synthetic food requiring temperature control because it is in a form capable of supporting the rapid and progressive growth of infectious or toxigenic microorganisms. Potentially Hazardous Foods include any food, whether raw or heat treated, originating from an animal; any food originating from a plant that is heat-treated or consists of raw seed sprouts; cut melons; and garlic-in-oil mixtures that are not modified in a way that results in mixtures that do not support growth of any microorganisms.
<b>Pot Wash Area</b>	'Pot Wash Area' means the area where the food provider's production equipment and utensils are cleaned, washed and sanitized.
<b>Processed Food</b>	'Processed Food' means food that has been converted into a consumer food product and includes food that has been washed, sanitized, sliced, cut, treated, etc.
<b>Refrigeration Unit</b>	'Refrigeration Unit' means any refrigerated area used to store food for any period of time other than for immediate use. Refrigeration Units include refrigerated rooms, tables, and small refrigerators.
<b>Sanitization</b>	'Sanitization' means the application of heat (see Thermal Sanitization) or chemicals (see Chemical Sanitization) on cleaned surfaces that is sufficient to yield a reduction of 5 logs (which is equal to a 99.999% reduction) of representative disease micro-organisms.
<b>Thermal Sanitization</b>	'Thermal Sanitization' means a method of Sanitization that involves the use of hot water or steam at a specified temperature and for specific exposure times.
<b>Unprocessed Food</b>	'Unprocessed Food' means food that has not been altered from its original or natural state.

## APPENDIX 1.1.2A

### HEALTH QUESTIONNAIRE FOR EMPLOYEES

Name: \_\_\_\_\_ Date: \_\_\_\_\_

Position: \_\_\_\_\_

1. *Have you been diagnosed with any of the following diseases, which can be transmitted through food handling?*

	Yes	No	When
A. Hepatitis A	<input type="checkbox"/>	<input type="checkbox"/>	
B. Staphylococcus aureus	<input type="checkbox"/>	<input type="checkbox"/>	

2. *Are you currently experiencing any of the following symptoms or diseases?*

	Yes	No
A. Diarrhea?	<input type="checkbox"/>	<input type="checkbox"/>
C. Vomiting?	<input type="checkbox"/>	<input type="checkbox"/>
D. Jaundice?	<input type="checkbox"/>	<input type="checkbox"/>
E. Sore throat with fever?	<input type="checkbox"/>	<input type="checkbox"/>
F. Any lesions containing pus, such as boils and infected wounds, on the hands and forearms or on neck or above or any other exposed body part, however small?	<input type="checkbox"/>	<input type="checkbox"/>
G. Salmonella spp.	<input type="checkbox"/>	<input type="checkbox"/>
H. Shigella spp.	<input type="checkbox"/>	<input type="checkbox"/>
I. E. coli Enterohemorrhagic	<input type="checkbox"/>	<input type="checkbox"/>
J. Hepatitis A	<input type="checkbox"/>	<input type="checkbox"/>
K. Norovirus (Norwalk virus family)	<input type="checkbox"/>	<input type="checkbox"/>
L. Staphylococcus aureus	<input type="checkbox"/>	<input type="checkbox"/>

3. *Stool tests will be required where appropriate (for confirmatory purposes).*

4. *My doctor (or last doctor visited) is:*

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Employee name (printed): \_\_\_\_\_

Signature of Employee: \_\_\_\_\_

Date: \_\_\_\_\_

Signature of Person in Charge: \_\_\_\_\_

Date: \_\_\_\_\_

# APPENDIX 1.1.2A

## HEALTH QUESTIONNAIRE FOR VISITORS

Name: \_\_\_\_\_ Date: \_\_\_\_\_

1. Are you currently experiencing any of the following symptoms or diseases?

	Yes	No
A. Diarrhea?	<input type="checkbox"/>	<input type="checkbox"/>
B. Vomiting?	<input type="checkbox"/>	<input type="checkbox"/>
C. Jaundice?	<input type="checkbox"/>	<input type="checkbox"/>
D. Sore throat with fever?	<input type="checkbox"/>	<input type="checkbox"/>
E. Any lesions containing pus, such as boils and infected wounds, on the hands and forearms or on neck or above or any other exposed body part, however small?	<input type="checkbox"/>	<input type="checkbox"/>
F. Salmonella spp.	<input type="checkbox"/>	<input type="checkbox"/>
G. Shigella spp.	<input type="checkbox"/>	<input type="checkbox"/>
H. E. coli enterohemorrhagic	<input type="checkbox"/>	<input type="checkbox"/>
I. Hepatitis A	<input type="checkbox"/>	<input type="checkbox"/>
J. Norovirus (Norwalk virus family)	<input type="checkbox"/>	<input type="checkbox"/>
K. Staphylococcus aureus	<input type="checkbox"/>	<input type="checkbox"/>

Name of the Visitor (printed): \_\_\_\_\_

Signature of Visitor: \_\_\_\_\_

Date: \_\_\_\_\_

Signature of Person in Charge: \_\_\_\_\_

Date: \_\_\_\_\_

## APPENDIX 1.1.2B

### HEALTH STATUS NOTIFICATION REQUIREMENT

1. I SHALL IMMEDIATELY REPORT TO THE PERSON IN CHARGE:

*Future Symptoms and Pustular Lesions*

- A. Diarrhea
- B. Vomiting
- C. Jaundice
- D. Sore throat and fever
- E. Any lesions containing pus such as boils and infected wounds, on the hands and forearms or on neck or above or any other exposed body part, however small.

*Future Medical Diagnosis*

Whenever diagnosed as being ill with:

- A. Salmonella spp.
- B. Shigella spp.
- C. E. coli enterohemorrhagic
- D. Hepatitis A
- E. Norovirus (Norwalk virus family)
- F. Staphylococcus aureus

2. I have read (or had explained to me) and understand the requirements concerning my responsibilities to comply with:

- A. Reporting requirements specified above involving Future Symptoms and Future medical Diagnosis;
- B. Work restrictions or exclusions that are imposed upon me; and
- C. Good hygiene practices.

3. I understand that failure by me to complete truthfully, sign and return and comply with the above terms and will all follow-up questions and medical tests and examinations, whenever requested, could result in termination of employment, and may involve legal action against me.

Employee name (printed): \_\_\_\_\_

Date : \_\_\_\_\_

Signature of Employee: \_\_\_\_\_

Date: \_\_\_\_\_

Signature of Person in Charge: \_\_\_\_\_

Date: \_\_\_\_\_

## APPENDIX 2.2.3/4

### SHELF LIFE OF CERTAIN FOOD ITEMS

Food	Refrigerator	Freezer	Room temperature
<b><i>Bread and Cereal Products</i></b>			
Bread	1-2 weeks	3 months	5-7 days
Bread baguette	1-2 weeks	3 months	1-2 days
Bread crumbs and croutons			3-6 months
Bread rolls unbaked	2-3 weeks	1 month	
Cereals ready to eat			1 year 2-3 months-opened
Cereal bars			6 months
Dough tubes of rolls, biscuits, pizza, dough etc.	Use by date	Don't freeze	
Dough ready to bake pie crust and cookie	Use by date	2 months	
Doughnuts		3 months	4-5 days
Flour-cake, all purpose		1-2 years	1-2 years
Flour whole wheat		1-2 years	1-2 years
Pasta			1-2 years
Pasta made with egg			6 months
Pasta cooked	2 days	7 days	
Pies and pastries baked	2 days	4-6 months	
Pies and pastries-cream filled	2 days	3 months	
Pizza, homemade	2 days	7 days	
Pizza frozen		1-2 months	
Rice brown			6 months
Rice white			1 year
Rice white-cooked	2 days	7 days	
<b><i>Packaged Food &amp; Mixes</i></b>			
Biscuit, brownie, muffin mixes			9 months
Cakes-prepared		2-3 months	2 days
Cake mixes			6-9 months
Cookies-packaged		8-12 months	2 months
Crackers			3 months
Fruit-cake	2-3 months	1 year	
Pancake, piecrust & waffle mix			6 months
Pancake and waffle batter	1-2 days	3 months	

Food	Refrigerator	Freezer	Room temperature
Sauce and gravy mixes			6 months
Soup mixes			1 year
<b><i>Spices, Herbs Condiments and Extracts</i></b>			
Ketchup, mustard, chili and cocktail sauce	1 month-opened		1 year
Herbs, spices & extracts			2 years 1 year-opened
<b><i>Other Food Staples</i></b>			
Bacon bits			4 month
Baking powder			12-18 months
Baking soda			2 years
Bouillon products			1 year
Chocolate			1 year
Chocolate syrup	6 months- opened		2 year
Cocoa mixes			8-12months
Coconut-shredded	8 months- opened	1 year	12month 6 months-opened
Cornstarch		2 year	18 months
Gelatin			18 months
Honey, jam, jellies, syrup	1 year	1 year	1 year
Mayonnaise	12 months 2 months-opened		1 year
Molasses			2 years
Nuts	4-6 months	6-8 months	6 months
Oil			3 months 1-2 months-opened
Parmesan grated cheese	2 months-opened 10 months		
Pasteurized process cheese spread	3-4 weeks-opened	4 months	3 months
Peanut butter			6 months 2-3 months opened
Pectin			1 year
Salad dressings bottled	3 months-opened		1 year
Artificial sweetener			2 year
Sugar brown			4 months
Sugar			18-24 months
Vegetable shortening	6-9 months		3 months
Vinegar			2 years, 1 year-opened
Water bottled			1-2 years
Whipping topping			1 year

Food	Refrigerator	Freezer	Room temperature
dry			
Yeast-dry			1 year
<b>Dairy Products</b>			
Blue cheese	1 week		
Butter	2-3 weeks	9 months	
Butter, unsalted	2-3 weeks	3 months	
Buttermilk	1-2 weeks	3 months	
Cheese, cottage	1 week	2 weeks	
Cheese, cream	2 weeks		
Cheese, hard	3 months 3-4 weeks- opened	6 months	
Cheese, hard sliced	2 weeks		
Cheese, processed	1 month	6 months	
Cheese, soft	1 week	6 months	
Cream-light, heavy, half- half	1 week	1-2 months	
Margarine	1 month	9 months	
Ice cream and sherbet		2-3 months	
Milk, condensed evaporated and dry	8-20days-opened		12-24 months
Milk	7 days		
Pudding	1-2 days-opened		
Sour cream	1-3 weeks		
Whipped cream canned	3 days		
Yogurt	1-2 weeks		
<b>Meats, Poultry, Eggs and Fish</b>			
<b>Meats</b>			
Bacon	2 weeks, 1 week opened	3 months	
Frankfurters bologna	2 weeks, 3-5 days opened	1-2 months	
Ground meat, fresh	1 days	3-4 months	
Ham	1 week	1-2 months	
Luncheon meats	2 weeks, 5 days opened	1 months	
Meat, cooked	2-3 days	2-3 months	
Meat, canned	1 week opened	3-4 months	1 year
Meat, fresh	2-4 days	4-6 months	
Meat gravies	2 days	2-3 months	
Sausage, fresh	1-2 days		
Sausage, smoked	1 week	1-2 months	
Sausage, semi dried	2-3 weeks opened 3-6 months	6 months	
Sausage, dry, smoked	1 month opened	6 months	1 year

Food	Refrigerator	Freezer	Room temperature
or jerky	3-6 months		
Variety meat giblets, Tongue, liver, heart, etc.	1-2 days	3-4 months	
Vinegar pickled meats	2 weeks opened		1 year
<b>Fish &amp; Seafood</b>			
Fish, canned	1-2 days opened		1 year
Fish, cooked	2 days	7 days	
Fish salad	1 day		
Fish, fresh	1-2 days	3-6 months	
Fish, dry pickled	3-4 weeks		
Fish, smoked	10 days	4-5 weeks	
Seafood, clams, crabs, lobster in shell	1-2 days	3 months	
Seafood oysters and scallops	1 day	3-4 months	
Shrimps, fresh	1-2 days	1 year	
<b>Poultry</b>			
Chicken livers	1-2 days	3 months	
Poultry, canned	1 day opened		1 year
Poultry, cooked	2-3 days	7 days	
Poultry, fresh	1 day	1 year	
Poultry pies, stews and gravies	1-2 days	6 months	
Poultry salads	1 day		
Poultry stuffing	1 day		
<b>Eggs</b>			
Eggs in shell	4-5 weeks		
Eggs pasteurized	12 days, 3 days opened	1 year	
Egg substitute	10 days, 3 days opened	1 year	
Egg whites, yolks	2-4 days	1 year	
<b>Wild Game</b>			
Game birds	2 days	9 months	
Small game, rabbit, squirrel, etc.	2 days	9-12 months	
Venison	3-5 days	9-12 months	

## APPENDIX 4.4.1

### THERMOMETER VERIFICATION METHODS

*Verification of dial, digital, and infrared thermometers using an ice bath (0°C/32°F)*

1. Prepare an ice bath using a 50-50 mixture of water and ice
2. Place the thermometer in the ice bath
3. Allow temperature to stabilize
4. Thermometers with a reading within  $\pm 2^{\circ}\text{C}/\pm 4^{\circ}\text{F}$  can still be used but must be clearly and legibly identified with the deviation.
5. Thermometers with a deviation greater than  $\pm 2^{\circ}\text{C}/\pm 4^{\circ}\text{F}$  must be calibrated, by manufacturers instructions or by a professional company.

*Verification of dial, digital, and infrared thermometers using boiling water (100°C/212°F)*

1. Prepare boiling water
2. Place the thermometer in the boiling water
3. Allow temperature to stabilize
4. Thermometers with a reading within  $\pm 2^{\circ}\text{C}/\pm 4^{\circ}\text{F}$  can still be used but must be clearly and legibly identified with the deviation.
5. Thermometers with a deviation greater than  $\pm 2^{\circ}\text{C}/\pm 4^{\circ}\text{F}$  must be calibrated, by manufacturers instructions or by a professional company.

*Verification of Refrigeration Units and freezer units*

1. Place a calibrated thermometer and the thermometer that is being verified together and read the respective temperature after 2-3 minutes of adjustment time
2. Thermometers with a reading within  $\pm 2^{\circ}\text{C}/\pm 4^{\circ}\text{F}$  can still be used but must be clearly and legibly identified with the deviation.
3. Thermometers with a deviation greater than  $\pm 2^{\circ}\text{C}/\pm 4^{\circ}\text{F}$  must be calibrated, by manufacturers instructions or by a professional company