Mobility Solutions

Retail Sales & Operations

Bowtie Critical Controls

KUE

Food Safety

(April 2023)

Critical Control Verification at Site Level: Food Safety Audit

Critical Objective:. To determine site compliance to R638- Regulations Governing General Hygiene Requirements for Food Premises, the Transport of Food and measure the successful implementation of the close out of deviation/ non conformances.

#	Performance criteria:	Key Risk Indicator	Frequency by Control Owner/ Executor
1	Is the quarterly food safety inspection report available on site?	No food safety audit done	Risk Owner to indicate how many sites will be tested per month/ quarter/ year
2	Is the site compliant (>= 90%) in the food safety inspection report? (Insert comment to provide site score)	Site non compliant	
3	Are the corrective actions identified in the food safety audit implemented at site within the stipulated timeline (7-14 days) (Insert comment section)	Deviations not addressed	
4.	Are the corrective actions identified, implemented at site within the stipulated timeline (7-14 days)	Deviations not addressed	

16.2 Verification – Frequency to be announced		
16.2 Appointee	**Comments**	**Frequency**
Signature:		

Critical Control Verification at Site Level : Segregating and labelling ingredients

Critical Control : To eliminate cross contamination of food with chemicals, allergens and bacterial/ viral contaminants resulting in food spoilages and illness.

#	Performance criteria:	Key Risk Indicator	Frequency by Control Owner /Executor
1	Is the allergen statement displayed and visible to the customer in the bakery? New legislation in progress that will enter new FY	Allergen statement to visible to inform customers.	Risk Owner to indicate how many sites will be tested per month/ quarter/ year
2	Are food product stored in the correct containers and labelled? (Product name, Expiry date/ batch number)	Food product not traceable	
3	Are chemicals stored in the correct containers and labelled?	Unknown chemicals stored containers	
4	No cross storage is observed between chemicals and food? Attach picture if incorrect practice.	Contaminated food	
5	No cross storage is observed between allergens. Attach picture if incorrect practice.	Food contaminated with allergens.	
6	No cross storage is observed between cooked and uncooked food? Attach picture if incorrect practice.	Contaminated food	

16.2 Verification – Frequency to be announced		
16.2 Appointee	**Comments**	**Frequency**
Signature:		

Critical Control Verification at Site Level : Training, Awareness and Competency

Control : To ensure food handling employees are educated and conversant with the safe handling of food products and operation of food preparation/storage equipment to eliminate the risk of food spoilage and poisoning resulting in illness.

#	Performance criteria:	Key Risk Indicator	Frequency by Control Owner /Executor
1	Are all food handling employees trained on basic hygiene at least annually and understanding basic hygiene principles? (Interview staff to test knowledge and attach training certificate)	Employees conversant with hygiene practices	Risk Owner to indicate how many sites will be tested per month/ quarter/ year
2	Are all Bakery employees trained annually by an external service provider for chemical handling training and understand aspects of chemical handling? (Interview staff and attach training certificate)	Employees conversant with chemical handling.	
3	Is the identified Person in Charge trained in the R638 (Regulations Governing General Hygiene Requirements for Food Premises, the Transport of Food and Related Matters) (once-off training)	Noncompliance to legislative requirement.	
4	Are bakery staff conversant in the use and operation of equipment (Pie Warmer, Ovens, display unit.) ? (Interview staff to test knowledge and attach training certificate)	Operators of bakery equipment not competent.	
5	Are instruction or operating manuals for bakery equipment readily available at the site and accessible to bakery employees.	No guidance/ operation manual available for on job training.	

Critical Control : Maintain good personal hygiene / storage

Critical Control : To promote hygiene practices and to eliminate the risk of food poisoning and spoilage of food, sold at retail sites

#	Performance criteria:	Key Risk Indicator	Frequency by Control Owner /Executor
1	Is the hand washing procedure displayed at the hand wash basin?	Handwash procedure not visible for guidance.	Risk Owner to indicate how many sites will be tested per month/ quarter/ year
2	Is the daily personnel hygiene and illness checklist completed in the mornings by the responsible person ?	Poor hygiene practices	
4	Are records available for daily cleaning management in the bakery? (Visually check and records of cleaning available)	No daily cleaning implemented	
5	Is good housekeeping maintained in the bakery areas, storage area and walk-in fridges. (floors, passage clean and clear without obstructions, work surfaces, shelves neat and orderly, free of unnecessary/ unused items, waste bins not overflowing,)	Poor hygiene and housekeeping practices	

16.2 Verification – Frequency to be announced		
16.2 Appointee	**Comments**	**Frequency**
Signature:		

Critical Control: Monitoring & Recording food and equipment temperatures

Critical Control : To protect the quality and safety of our food supply by monitoring the food temperature at every step of the process

#	Performance criteria:	Key Risk Indicator	Frequency by Control Owner /Executor
1	Are records available for Temperature monitoring of both food product and units storing the food. (Attached a picture)	Food and equipment temperatures not monitored for compliance	Risk Owner to indicate how many sites will be tested per month/ quarter/ year
2	Are recorded food and unit temperature compliant with requirements (Hot food ≥+60°C and Warmer Units: ≥+65°C)	Food and equipment temptation noncompliant	
3	Where food and unit temperatures deviate from the specification, are corrective actions taken to address the concern appropriately? (Troubleshooting by waiting 2 minutes and retaking temperatures, Call reference as evidence for logging defect)	Deviations not addressed appropriately	
4	When food product is delivered/received , are records available for recording food product temperatures (Attach proof of receiving log sheet)	Delivered food product, not monitored.	
5	Where delivered food temperatures deviate from the specification, are corrective actions taken to address appropriately?	Deviations not addressed appropriately	
6	Are records available for monitoring the thawing of frozen food product before and after. (Thawing sheet)	Thawing temperatures not monitored	
7	Where thawing temperatures deviate from the specification, was appropriate corrective action taken to address?	Deviations not addressed	

Critical Control Performance Criteria : Incident Investigation.

Critical Control : To ensure food related incidents are investigated and the appropriate corrective and preventative actions are implemented to prevent recurrence of food contamination and poisoning incidents

#	Performance criteria:	Key Risk Indicator	Frequency by Control Owner/Executor
1	Is the customer complaints procedure available?	Customer complaints not addressed.	Risk Owner to indicate how many sites will be tested per month/ quarter/ year
2	Are employees aware of how to respond to a customer complaint? (Interview staff to explain the process)	Employees not familiar with procedure with customer complaint procedures	
3.	Are customer complaints captured onto the customer complaint log and through the customer service center. Add reference number	No records or tracing of compliant for close –off	
4.	Are corrective controls implemented where applicable? Has corrective actions been identified and implemented?	Customer complaints not addressed to prevent recurrence	
5.	Are incident reports for customer complaint available and closed off ton the case management system	Customer complaints not addresses as required.	

16.2 Verification – Frequency to be announced

16.2 Appointee	**Comments**	**Frequency**
Signature:		