

Issue 1

This issue is about the most important food safety areas to get right to ensure the food you make and sell is safe and suitable to eat.

food safety

THE BUDDY



Kia ora!

Getting food safety right means your customers will know your food is safe and suitable. In this issue of Buddy, we're talking about **some of the most important areas for you and your staff to get right**, like training, washing hands, separation, temperature control, cleaning up, record keeping and when things go wrong.

What is 'Buddy'?

Buddy is a series of quick reference guides that talk about different food safety topics. Buddy goes well with the Food Safety Toolkit – a range of posters, templates and tools to help food businesses make and sell safe and suitable food.

The advice given in the Buddy are suggestions only – you don't have to do what it tells you. Use your plan to find out what you have to do by law. Your plan is your Food Control Plan or National Programme guidance depending on which one you are registered under.

What are bugs?

We talk about bugs throughout Buddy, these are the wide variety of bacteria, fungi, parasites, viruses and other organisms that can cause illness in people. Many of these can contaminate food and produce toxins. It's your responsibility to prevent contamination and follow good food safety practice to stop bugs from growing.



For more information on the bugs that cause food poisoning in New Zealand, visit mpi.govt.nz/dmsdocument/3427 or scan the QR code with your smartphone.

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There are free resources that you can download and print at home, or you can order a physical copy of the Toolkit at foodsafety.govt.nz/food-safety-toolkit or scan the QR code with your smartphone.



To find the rules you need to follow by law, visit foodsafety.govt.nz/foodact for more information or scan the QR code with your smartphone.

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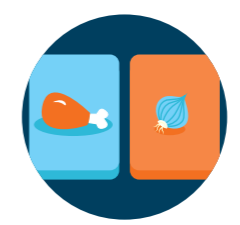
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Your job is to control the movement of bugs in your business that could make people sick

You need to know these three simple rules:

1. How to stop bugs getting onto food



Use separate chopping boards or equipment



Protect food by storing in closed containers

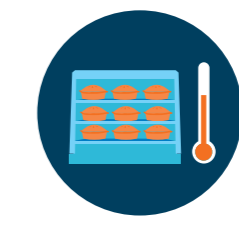


Thoroughly clean as you go

2. How to stop bugs growing



Chill food below 5°C

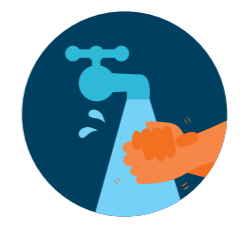


Keep warm food above 60°C



Control the water activity or pH levels in your food

3. How to kill bugs to make things safe again if they become unsafe



Wash hands thoroughly with soap for 20 seconds



Cook food thoroughly



Sanitise your surfaces after cleaning them

SECTION 1

HOW TO TRAIN YOUR STAFF

All your staff must know what they need to do to **keep food safe and suitable**.

Provide support to ensure staff are competent and let them demonstrate the things they've learned before working on their own.

Training is about making an investment in people

Your staff are the ones who will deliver safe food. Training is the first step to get right.

Making sure your staff understand what they need to do and why, will set your business up for success!

For example, the 'why' behind cleaning surfaces before they are sanitised is because any dirt on the surface helps bugs 'hide' from the sanitiser.

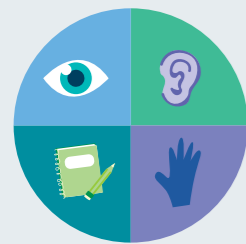


Everybody learns in different ways

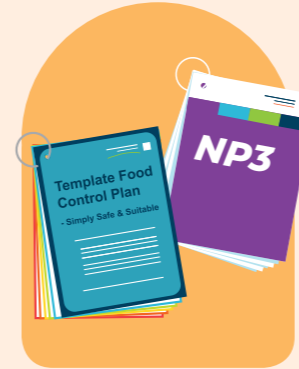
It's important to target the training for individual members of staff.

Think about:

- How do your staff like to learn?
- Do they prefer demonstrations or reading guidance?
- Do they understand technical language or should you keep it simple?
- How could you build a positive learning culture where staff members are comfortable asking questions, sharing ideas or admitting mistakes?



For more information on learning styles (for example, visual, listening, reading/writing and doing) and how to build great food safety culture in your team, check out issue 2 of Buddy: Food Safety Culture at mpi.govt.nz/dmsdocument/41199 or scan the QR code with your smartphone.



Looking through your Food Control Plan or National Programme guidance



Your company's online or paper based training



Adding reminders around the workplace (for example, food safety magnets or posters)

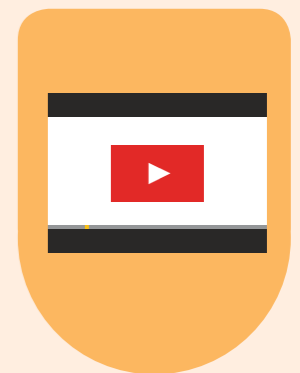
Here are some ways to train and upskill your staff



Reading Buddy guides



Assigning newbies with experienced staff members to demonstrate tasks



Watching video demonstrations

SECTION 2

WASH HANDS

One of the most common ways
bugs get into food is from people
– **mostly from their hands.**

“Most foodborne disease is caused by poor hygiene
practices and improper handling of food”
– World Health Organization

Did you know rinsing your hands with water isn't enough to clean them?



Bugs live in the tiny pores of your skin.

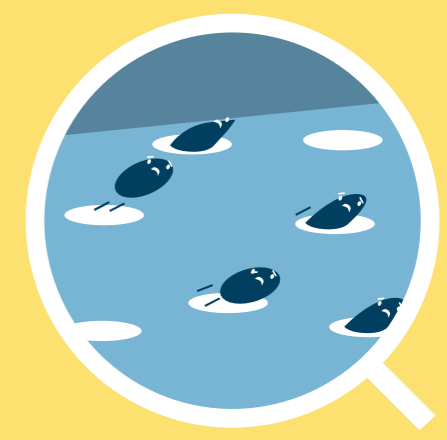


Rinsing your hands with water and soap doesn't remove most bugs.

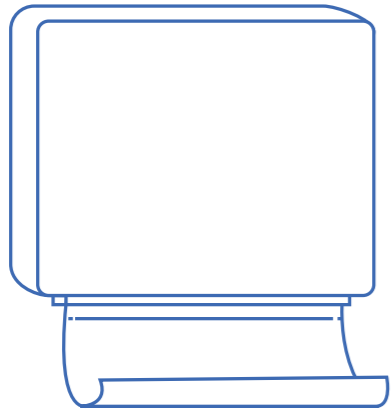
Kill 90% of bugs by washing your hands with soap for 20 seconds



Rub hands together with soap for 20 seconds, then rinse off soapy water.

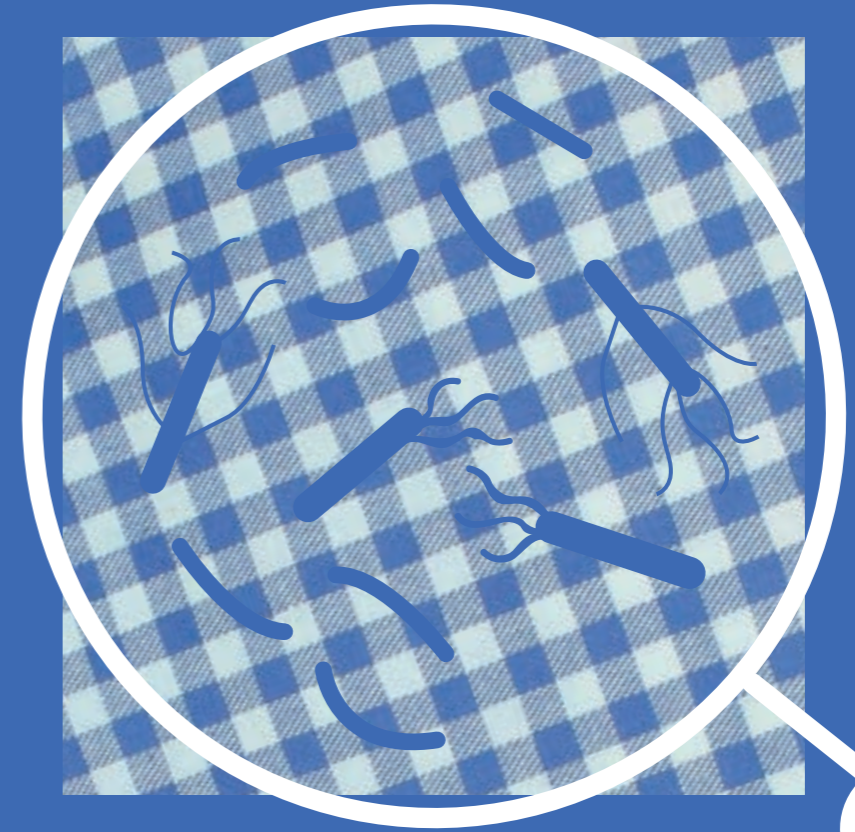


The soap and friction rubs the dirt and bugs out of your pores. Use a hand sanitiser to kill remaining bugs on hands.



Bugs thrive in the damp warm conditions of your towels and cloths

Dry hands with single-use cloths, disposable paper towels or an air dryer.

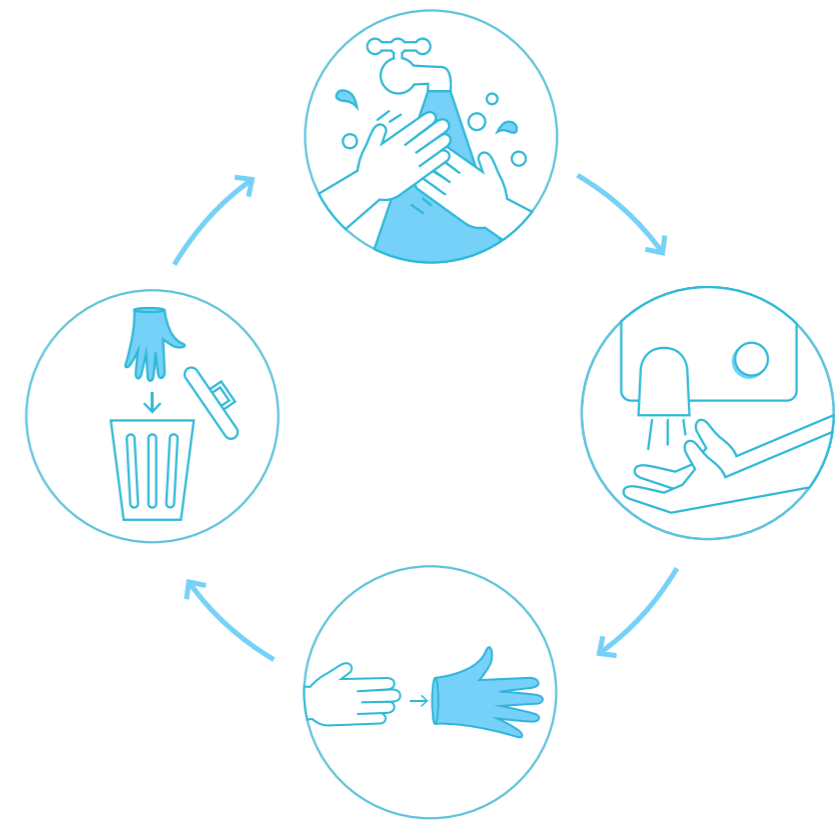


If everyone dries their hands on the same hand towel, skin cells collect in the fibres and this provides food for bugs. It doesn't take long for your clean hand towel to be coated in bugs.



Gloves aren't magic

Just because you're wearing gloves, doesn't mean you're not spreading bugs.

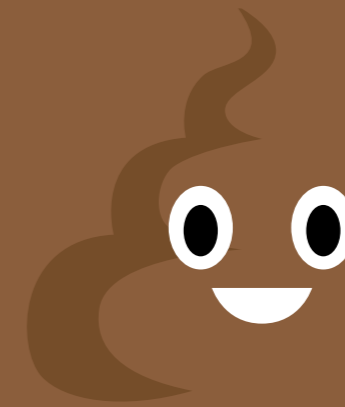


Your warm, sweaty hands inside a glove provide a perfect environment for bugs to thrive. **Wash your hands before and after wearing gloves.**



Hand sanitisers are only effective
if hands are already clean.

Sanitiser cannot be used as a replacement
for thorough hand washing.



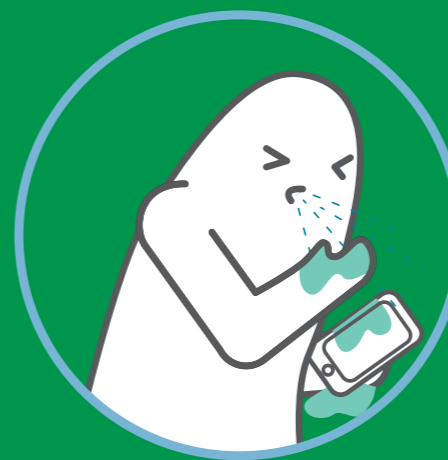
1 in 4 people have
faecal bacteria on their hands.

Avoid spreading bugs by washing your hands
regularly before handling food.

Phones are nasty

We wash our hands
but what about
our phones?

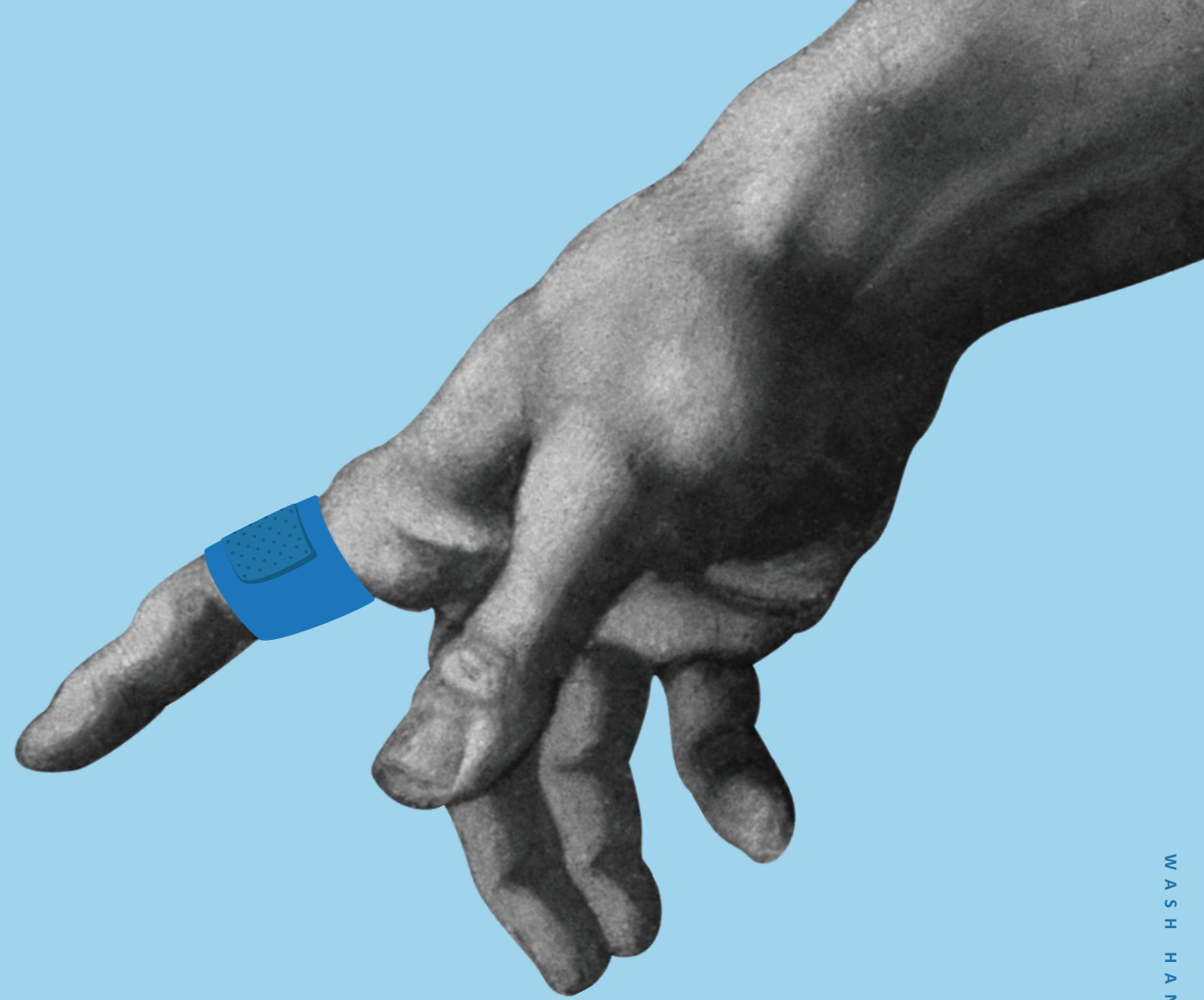
Remember to wash your hands
after using your phone, especially
before handling food to prevent
bugs from spreading.



Nails & jewellery

Long nails and jewellery can collect and spread bugs or can fall into the food you serve.

Some businesses choose to have a jewellery policy.



Cuts & sores

When covering cuts and sores **use bright coloured plasters** so they can be easily seen if they fall off.

SECTION 3

SEPARATION

You've been careful and made your food safe to eat. **Don't let food become unsafe before giving it to customers.**



raw meat



unwashed fruit and vegetables



raw eggs



raw fish



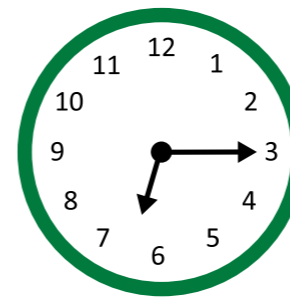
ready-to-eat food



allergens

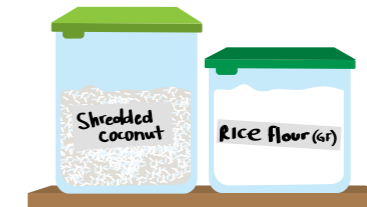
Using separate equipment and separate areas to prepare, cook and serve the food you sell helps stop bugs spreading on food and making your customers sick!

The following are ways you can ensure **safe food separation** in your business



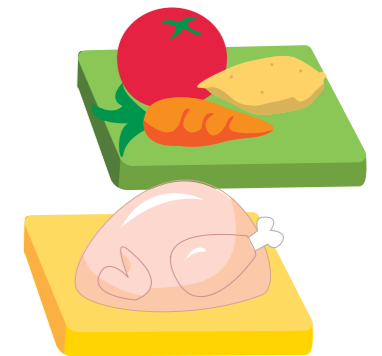
Time

Choose a time when foods such as allergy-free or raw meat are prepared (for example, prepare all allergy-free products in the morning, clean up and then continue with daily preparation).



Space

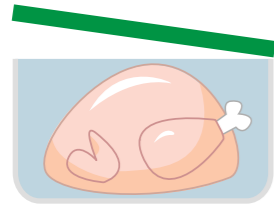
Choose a room or space for specific food preparation and storage (for example, prepare and store food that contains allergens separate from foods that don't).



Equipment

Using different coloured chopping boards for chopping different kinds of food can help stop the spread of bugs. **All staff should know what each coloured chopping board is used for.**

Tips for storing food safely



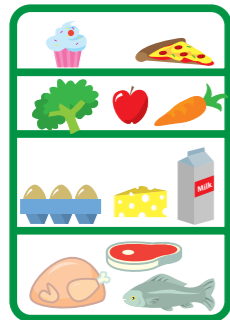
Closed containers

Storing food in closed containers makes food safer and easier to handle because your hands do not directly touch the food inside them. Containers help prevent bugs getting on food and keep pests away from your food.



Labels

Food should be labelled so you know what it is and when it needs to be used. Masking tape can be used for this purpose.



Fridges

Don't let raw meat juices drip onto fridge surfaces and stored food. Think about how you store food in your fridge. Use sealed containers and store cooked and ready-to-eat foods above raw foods.



Storage space

Well organised storage spaces can help keep food safe and suitable and even save you money. Being able to easily see what's in your cupboards makes stock rotation easier.

Check the date and stock rotate.

When cleaning fridges, chillers, and pantries – throw away any food past its 'Use By' date.

BEST BEFORE:

12.06.2021

Best Before

Food past its 'Best Before' date may still be safe to eat and sell, but may have lost some quality.

PRICE PER KG

PRICE

USE BY

27.06.2021

Use By

Food past its 'Use By' date could make you or your customers sick – it is not safe to eat and must be thrown out.

Check the small print

Not all products are the same. **Always check the labels** to see how it's best to store the food, and to see if it contains any allergens you didn't expect.





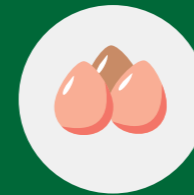
Keep allergen free foods safe by preparing, cooking and displaying them separately from foods with allergens!

Even a small amount on surfaces and equipment can cause an allergic reaction.

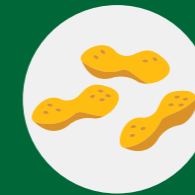


Common food allergens

Here are the food allergens you must know about in New Zealand and need to inform your customers about:



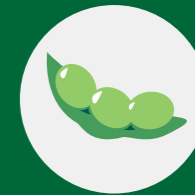
Egg



Peanuts



Milk



Soy



Sesame



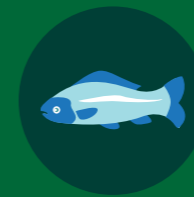
Lupin



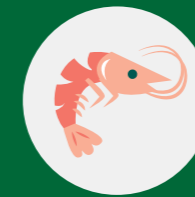
Gluten
(barley, oats, rye, wheat)



Wheat



Fish



Crustacean



Molluscs



Sulphites



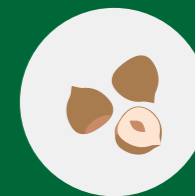
Almonds



Brazil nuts



Cashews



Hazelnuts



Macadamias



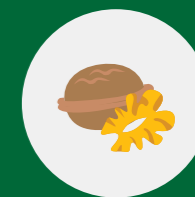
Pecans



Pine nuts



Pistachios



Walnuts



THE SCENARIO:

"Supplier changed the ingredients of their product"

Check the label. Keep the label. Know what's in your food.



Barry runs a gluten free (GF) food truck at the night market.



It is famous for its GF burger!



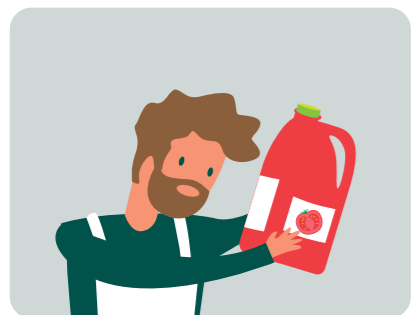
Barry's ingredients are all gluten free.



A customer with a gluten allergy told Barry she reacted to the GF burger she had eaten the night before.



Barry was confused as he only uses GF bread and ingredients.



Then he remembered using sauce from a new supplier the previous day.



This brand contained gluten!



He discarded his gluten containing sauce.



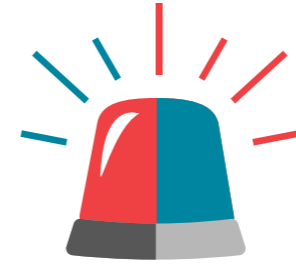
Barry decided to order his old GF tomato sauce.

Once that was sorted he wrote in his daily diary about the customer's reaction, what caused it, and what he did to fix it.

All staff need to know what's in the food you sell to correctly inform your customers of allergens.

Think about writing down the ingredients and allergens in each meal you serve.





If someone has an allergic reaction in your business, dial 111 immediately!

Here's what you need to document:

1. What did they order?
2. What did they get?
3. What went wrong?
4. How did you fix it so it won't happen again?

Keep a record in case you need to prove your actions.

Serving safe food, every time

Tucked into the hustle and bustle of Lambton Quay, Wellington, is the flagship branch of Yoshi Sushi & Bento, owned and managed by Helen and Yoshi Kono.

We met with Helen to talk about their simple, yet brilliantly effective self-service system that drastically reduces the risk of cross-contamination.





Helen and Yoshi spent some time designing their process before they were up and running, “before we opened, we thought about all of our business processes very long and hard. We worked very closely with our architect to give a really good streamlined process for our customers to come through. We decided that we wanted pick-your-own-sushi.”

Once they agreed on a process that worked for them, they put some thought into how they could keep their food safe

and suitable to eat. Helen told us “when we learned more about food safety we thought back and thought ‘oh yeah, all those old-style cafes where they had tongs out there, sitting out all day with cream on it to grab your ham sandwich with’, and we thought well that’s not going to work for us. Especially nowadays when a lot of people have different dietary requirements – vegetarian, or gluten free, things like that”. Which is when they decided to design a single-use tong system, to keep customers safe from cross-contamination.

“ We thought back to those old-style cafes where they had tongs out there all day with cream on it to grab your ham sandwich ”

How does it work?

Customers pick up a set of clean tongs from a bowl and a plate or take-away container. They select freshly prepared sushi from the display cabinets using their own tongs. When they have selected all their food, they put their used tongs into a bowl by the cash register.

Every day, a member of staff is given responsibility for topping up clean tongs and taking away dirty tongs so that there is always enough to go round. This system ensures that their customer’s tongs have only touched food that the customer is going to eat, reducing the risk that they will get sick from bugs other customers might spread or from traces of allergens.

Why is separation important?

Using separate equipment and surfaces to serve food helps stop bugs and allergens spreading onto other food and customers.

By giving every customer their own clean tong to use, Yoshi is ensuring that customers don’t pick up bugs from other customers hands, and that ingredients and allergens don’t spread.

Someone with a severe gluten allergy can become very sick if they eat even a small crumb of gluten, so it’s important that the tongs they use to pick up their gluten free sushi hasn’t got any traces of gluten on it.



To watch a video of Helen demonstrating an effective way to reduce cross contamination when handling sushi, go to [youtube.com/watch?v=DLOiqdmWOqU](https://www.youtube.com/watch?v=DLOiqdmWOqU), visit the MPI website: [foodsafety.govt.nz/food-safety-toolkit](https://www.foodsafety.govt.nz/food-safety-toolkit) or scan the QR code with your smartphone.

Do you have a simple, clever or cheap solution to a common food safety risk? We would love to hear from you! Email your process or idea to foodactinfo@mpi.govt.nz.

SECTION 4

TEMPERATURE CONTROL

Keeping food at the right temperature helps
to **stop bugs growing**.

Bugs grow quickly in the danger zone (5°C to 60°C)
and in foods containing meat, fish, eggs and dairy.

The danger zone is where harmful bugs grow best between 5°C to 60°C!

Keep your food out of the danger zone to stop bugs growing and making people sick.

Safe food temperatures



Preparing food

Limit time in the danger zone!

If food is being kept in the danger zone (5°C to 60°C), then you and your staff must follow the 2 hour/4 hour rule:

Total time hot food is in the danger zone (5°C to 60°C)	What to do
More than 2 hours	Throw out
0 to 2 hours	Serve, or reheat, to above 75°C, or cool very quickly

Total time cold food is in the danger zone (5°C to 60°C)	What to do
More than 4 hours	Throw out
2 to 4 hours	Serve, or heat to 75°C Do not re-chill
0 to 2 hours	Serve, re-chill to below 5°C, or heat to 75°C

The **2 hour/4 hour rule** applies to foods, such as:



Soft or fresh cheese



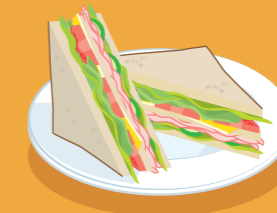
Vegetable soups



Curries



Fresh tofu



Egg sandwich



Non-acidified rice



Meat



Open sauces

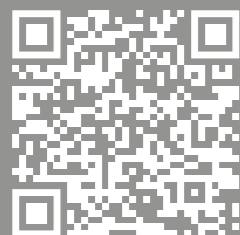
Cool food quickly to stop bugs growing or producing toxins

Leaving food out of the fridge for too long gives harmful bugs the conditions they need to grow.

These are some ways to cool food quickly if you don't have a blast chiller:

Place food into shallow containers or divide into smaller portions.

Using an ice bath.



For more information on cooling, refer to the 'Cooling freshly cooked food' card in your Food Control Plan at mpi.govt.nz/dmsdocument/16684 or scan the QR code with your smartphone.

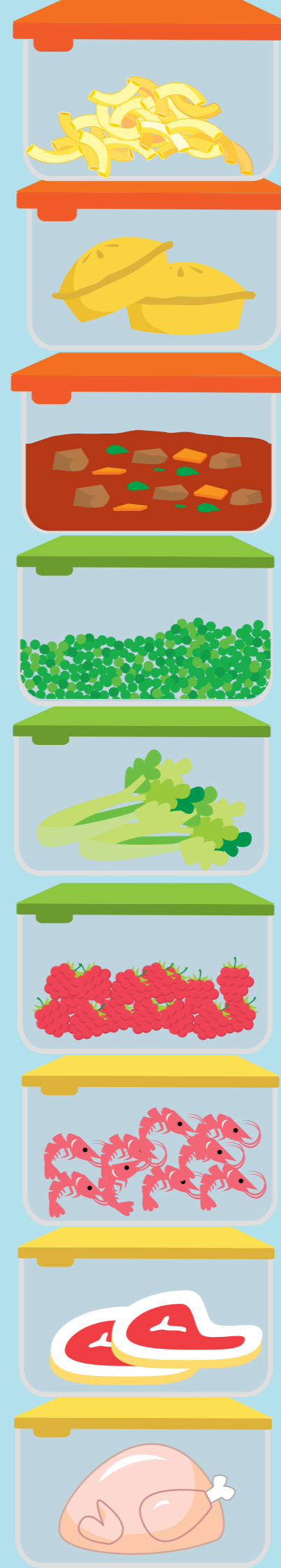


It is best to freeze food when it is fresh, not at the end of its shelf-life

To maintain the quality of the food being frozen, freeze it rapidly until frozen solid.

Food freezes quicker when

- it is packaged in small quantities;
- the freezer is not overloaded; and
- it is placed in the freezer in a way that allows cold air to come into contact with as much of the surface as possible.



Infrared thermometer

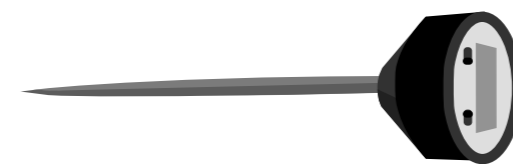
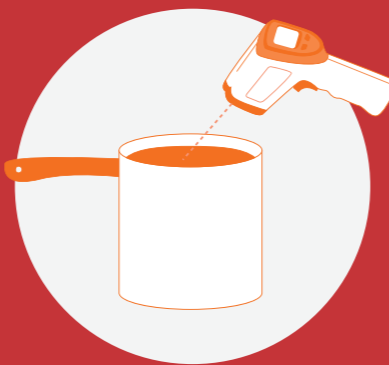
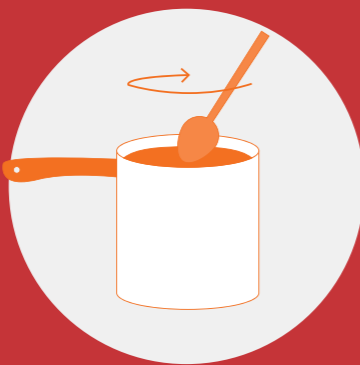
An infrared thermometer is more hygienic because it doesn't touch the food. **But it only measures the surface temperature.**

To measure the inside temperature:

slice into the food to measure the centre



or stir liquid based foods before measuring.



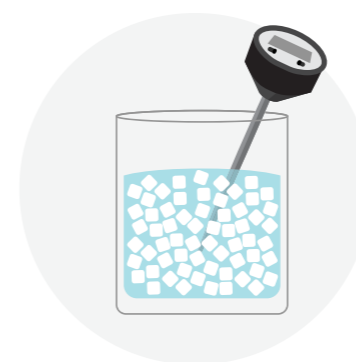
Make sure your thermometer is accurate

Checking your thermometer makes sure that the temperature reading is accurate when checking the temperature of food.

To check the accuracy of your thermometer, you can either:

- check it for accuracy yourself every 3 months;
- send it back to the manufacturer; or
- if faulty, throw it away and replace it with a new one.

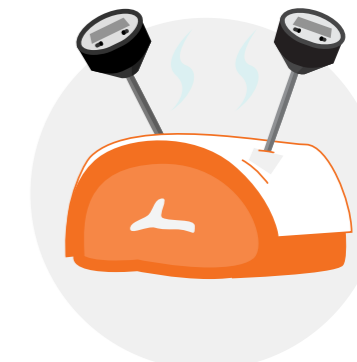
You can check your thermometer by:



Check the temperature of ice-slush (slurry),* **It should read between -1°C and 1°C.**



Check the temperature of boiling water.* **It should read between 99°C and 101°C.**



Check the temperature at the same time as using another calibrated thermometer*. **It should give you the same temperature.**

*Make sure the thermometer doesn't touch the sides/bottom of the container and hold for 10 seconds before reading the temperature.

SECTION 5

CLEAN UP

Cleaning removes dirt and helps stop bugs from growing.

Clean as you go. When you have done one job, clean up your mess before starting your next task. Don't let dirt, spills or scraps of food pile up as it can attract pests like mice and cockroaches.

Cleaning removes dirt, grease and most bugs from surfaces



Sanitising kills harmful bugs left on clean surfaces

Sanitising

There are different types of sanitisers you can use. Here are some examples:

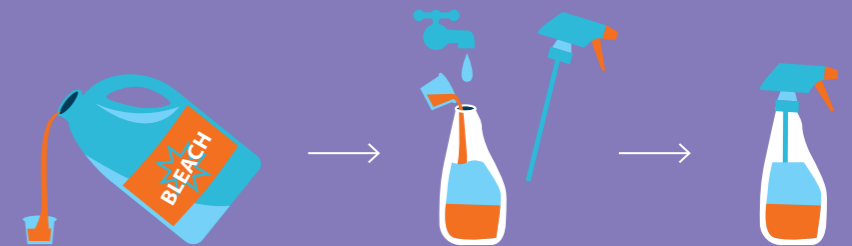
Spray and Wipe

Good to go.



Bleach

Read dilution instructions on the bottle.



Natural alternatives

You could make up a solution of baking soda, vinegar or lemon. You have to prove that your method does kill bugs.



Hot water (over 80°C) is an environmentally friendly, cheap and easy way to kill bugs.



Spreading bugs is as simple as touch & go

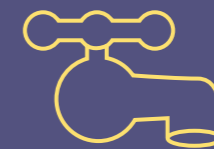
Dirty objects like light switches and door handles are covered in bugs that are waiting for your hands to transfer them to food so they can make people sick.



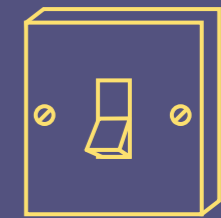
Remember to clean the things your staff **regularly** touch



door handles



taps



light switches



phones



chiller doors

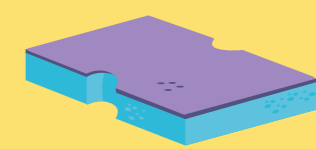
A BUG'S PARADISE



A wet, dirty sponge or dish cloth is a **perfect place for bugs to grow quickly**



Using a dirty sponge or dish cloth spreads bugs.



Use a clean sponge or dish cloth for every task.

Rinsing a dirty sponge or dish cloth won't kill bugs. They have to be cleaned first then sanitised.



Clean in soapy water first and rinse before soaking.



Follow the instructions on the label and soak in bleach.



Or throw it out and use a new sponge or dish cloth.

SECTION 6

WAYS TO RECORD

Records are there to protect the business
if something goes wrong.

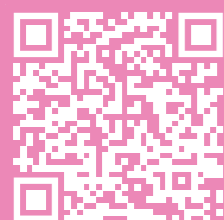
There are many ways to keep records. Use the methods that best suit you and your business.

You must keep some regular records to prove your processes when things go wrong.

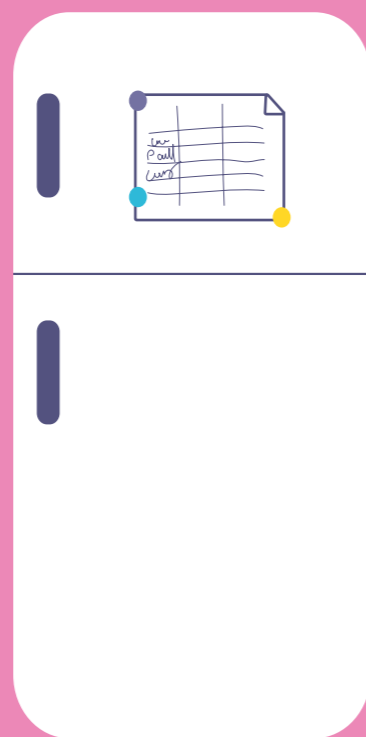
It doesn't matter how you choose to keep records as long as you can read them, show them to your verifier, and keep them for four years.



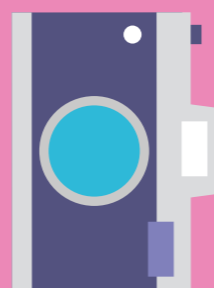
Check your plan to find out what records your business must keep (look out for the pink pencil icon in your Food Control Plan).



If you prefer to use ready-made record blanks, you can download a pack from mpi.govt.nz/dmsdocument/16717 or scan the QR code with your smartphone. More record blanks are available at foodsafety.govt.nz/food-safety-toolkit



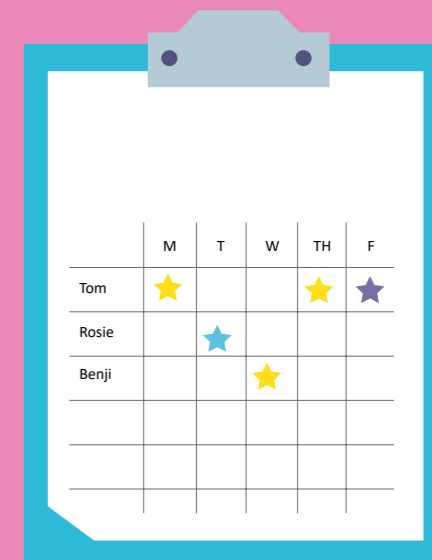
ON FRIDGE



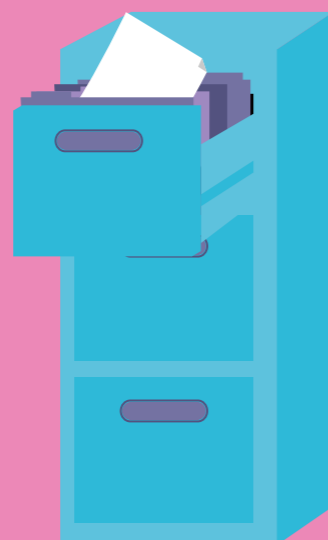
TAKE PHOTOS



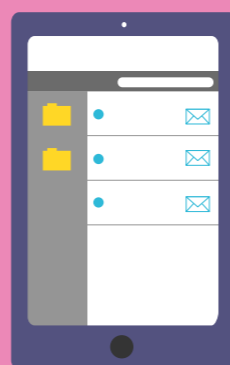
RING BINDER



ROSTER



FILES



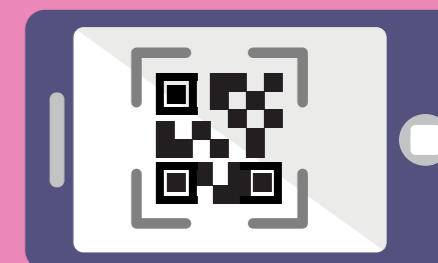
PHONE EMAILS



SAVE ON COMPUTER



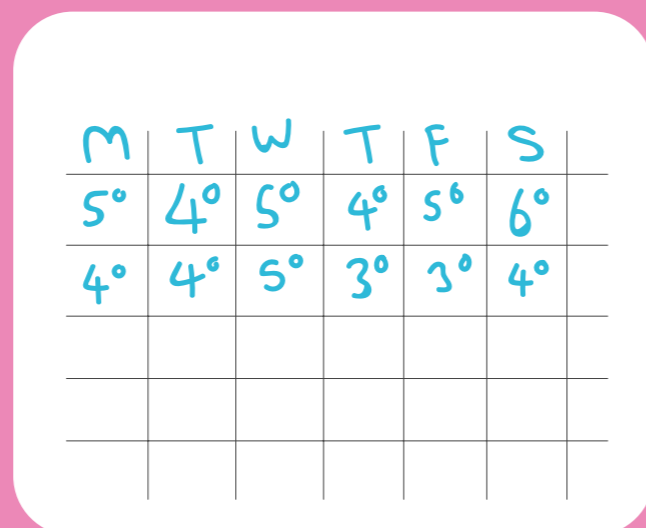
NOTEBOOK



ONLINE RECORD STORAGE (QR CODE)



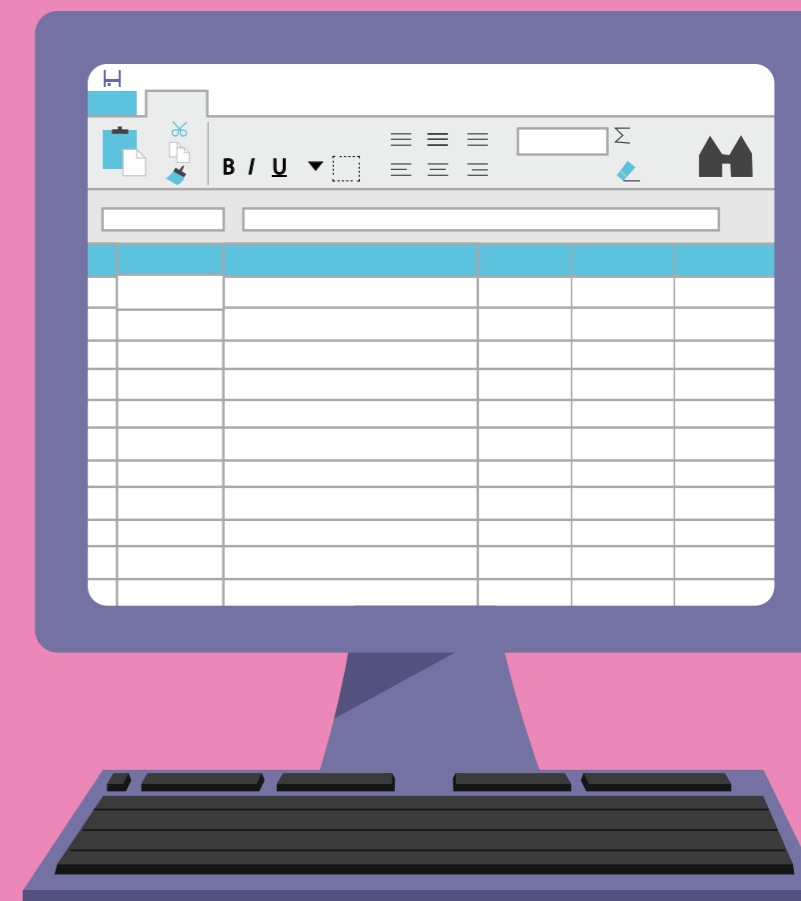
DIARY



WHITEBOARD



EMAIL ARCHIVES



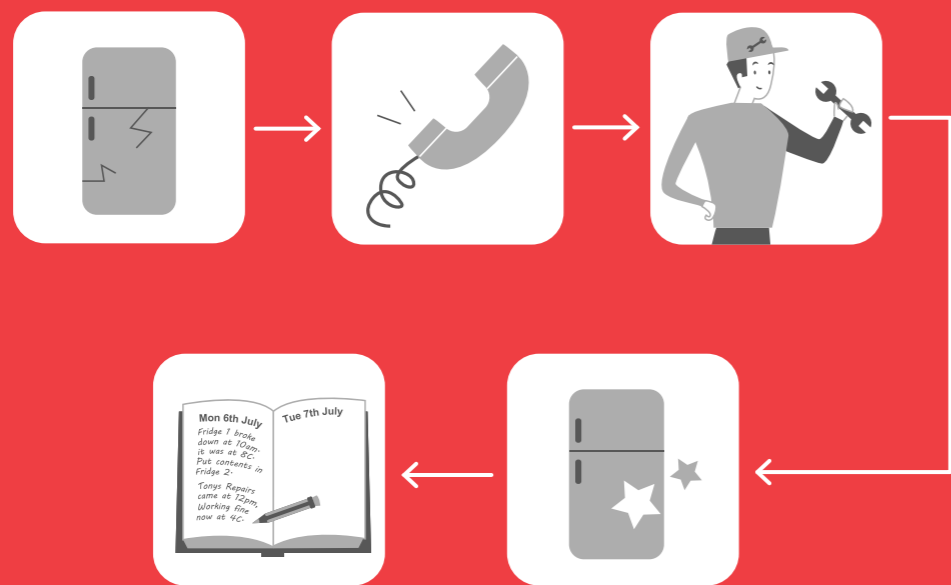
EXCEL DOCUMENTS

SECTION 7

WHEN SOMETHING GOES WRONG

Things do not always go as expected.
Be prepared and have a plan for when things
go wrong in your business and to keep your
customers safe.

You need to know if anything has happened that could make your food unsafe.



Your job is to prove that you fixed the problem, made your food safe and took steps to make sure the same thing doesn't go wrong again.

Here's what you need to document:

1. What went wrong?
2. Was anyone involved when things went wrong?
3. How did you fix it so it won't happen again?

Keep a record in case you need to prove your actions.



When things go wrong and you start to record the event, make sure you write down all the relevant information.

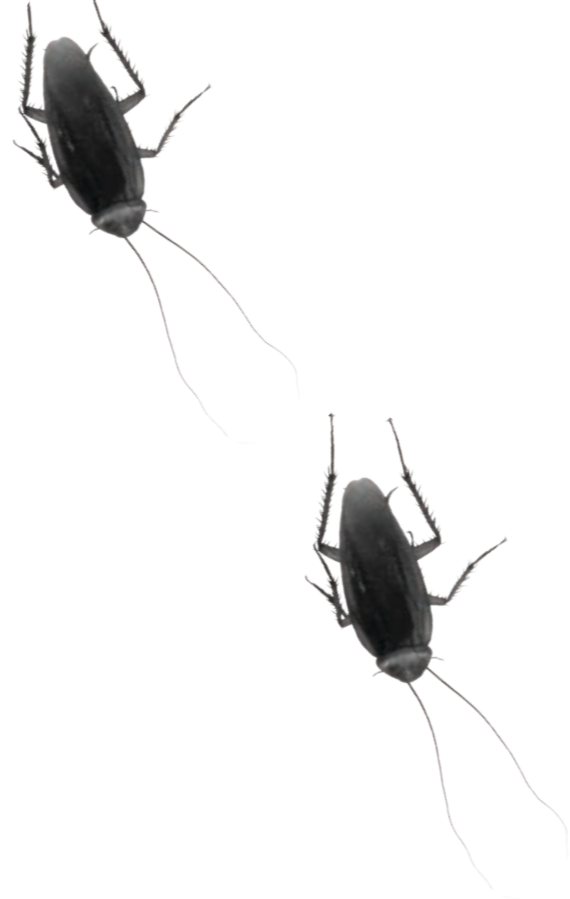
Some examples of things that can go wrong; pest activity, broken fridges, allergic reactions, foreign matter, floods.



Managing pests

Food premises provide food, water, shelter and protection for pests.

Pests pose a significant health risk to you and your customers. Pests such as rats, mice and cockroaches can spread disease. They can do this by picking up bugs from rubbish and transferring it to food, surfaces and equipment with their faeces and urine.



Here are some ways to manage and prevent pest activity inside and around your business:



Pest proof your premises by repairing any damage to the building and removing any pest hiding and nesting places.



Implement a pest management programme – you can either manage the pest activity yourself or employ a pest control specialist.



Train staff to recognise and report signs of pest activity as part of your pest management programme. For example, recording activity in daily logs.



Clean and sanitise any affected equipment, food, packaging and areas (including floors) that have come into contact with pests.



Use pesticides/chemicals in a way that will not contaminate food, equipment or surfaces. Follow manufacturer's instructions for storing, preparing and using chemicals.



Regularly check inside and outside of the premises daily for signs of pests. Empty traps, remove droppings and dead insects, and throw out any affected food.



There's more resources online

There are extra food safety posters you can download and place around your business. There's a preview on the opposite page of what's available.



There are also videos, templates for record keeping, and lots of other helpful food safety information on the MPI website at foodsafety.govt.nz/food-safety-toolkit or scan the QR code with your smartphone.

