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RECIPIENT	LOCATION
<b>INTERNAL</b>	
<b>EXTERNAL</b>	

Note: This HACCP Manual may be used for distribution to customers and other external bodies. These copies may be "UNCONTROLLED" and, as such, are not amended or included in this Distribution Record. All other copies are "CONTROLLED", included in this Distribution Record and amended accordingly.

**INTRODUCTION****Section (iii)****Page 4**

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This HACCP Manual forms part of the quality management system operating within the company to fulfil the requirements of a Food Safety Program, including HACCP. It may be used to satisfy any regulatory or certification program requirements.

The Food Safety Program ensures the company complies with the Food Standards Australia New Zealand (FSANZ, formally ANZFA) Food Standards Code, Food Safety Standards (Section 3). Accordingly, this ensures the company complies with the requirements of all Australian state governments and major customers operating in the food industry.

This Food Safety Program complies with the FAO/WHO Codex Alimentarius Commission method of HACCP (as described in Codex Alimentarius Food Standards Programme Volume 1B).

This Food Safety Program also addresses the industry norms described in the National Code of Practice developed by the Packaged Ice Association of Australia (PIAA). However, the generic Food Safety Plan and Schedules described at pages 14-24 there of have been superseded by this HACCP Manual and HACCP Plan.

Throughout this Manual we refer to the 'HACCP System' that collectively refers to the HACCP Plan and associated documentation such as this HACCP Manual, work instructions and forms to satisfy the requirements of a HACCP Program or Food Safety Program.

The scope of the HACCP System is for:

"the manufacture, bagging, storage, transport and sale of packaged ice".

**System Documentation**

- **HACCP Policy Statement**

Describes the Company's commitment to the safety and quality of ice and continuous improvement.

- **HACCP Manual**

Describes the Company's Food Safety Program policies and procedures.

- **HACCP Plan**

A Plan to comply with the Codex Alimentarius method of Hazard Analysis of Critical Control Points.

- **Work Instructions**

Supporting procedures with additional detail for functions or processes where operations essential to the effective functioning of the HACCP Plan are performed.

- **Company Forms**

Standard forms used throughout the Company. When forms are completed, they become records.

- **Company Diary**

A diary available to all staff used to record extraordinary events and problems or nonconformances.

**Good Manufacturing Practice**

Good Manufacturing Practice (GMP) is the system developed to ensure product quality and safety are safeguarded through standardised practices.

**Good Hygiene Practice**

Good Hygiene Practice (GHP) is the system developed to ensure safety of product through the principles of good hygiene and health of food handlers.

**HACCP**

A system of identifying where potential hazards can occur in your food business, preventing them occurring in the first place, monitoring them, having an action plan if they do occur and preventing them occurring again.

**MANAGEMENT COMMITMENT  
HACCP Policy, Organisation & Responsibility**

**Section 1.1  
Page 6**

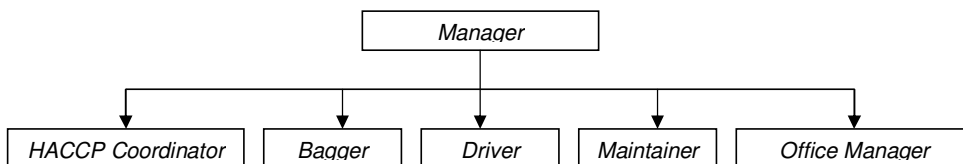
**Purpose:**

To ensure the Company's commitment to food safety and HACCP is known, that the organisation chart accurately reflects the business of the company and that adequate resources are dedicated to support the HACCP System.

**Procedure:**

**HACCP Policy.** The HACCP Policy is a dynamic document that will change as business goals are redefined. The HACCP Coordinator is responsible for ensuring the displayed HACCP Policy is replaced as this Section is amended. All copies forwarded to customers must be signed by the Manager. The HACCP Coordinator is responsible for ensuring all new employees understand the HACCP Policy and this HACCP Manual as they join the Company.

**Organisation Chart and Job Descriptions.** The Manager is responsible for updating the organisation chart shown below. The Manager is also responsible for maintaining Job Descriptions for staff that are to be retained separately in the HACCP documentation.



**Responsibility.** All staff is encouraged to contribute to the continual improvement of our HACCP System. The HACCP Coordinator is responsible for updating/amending the System following corrective action or staff suggestions.

**Resources.** The Manager is responsible for ensuring sufficient resources are provided to enable staff to effectively perform their duties. This includes resources for the HACCP Coordinator to maintain the HACCP System.

**Management Representative.** The Manager has appointed ?????????????? as the Management Representative responsible for the maintenance of the HACCP System who is titled the HACCP Coordinator. Irrespective of other responsibilities, the HACCP Coordinator has the authority to:

- ensure that the HACCP System established and effectively implemented is maintained
- report on the performance of the HACCP System (including HACCP Plan) to the Company's management
- liaise, where needed, with external parties on matters relating to the Company's HACCP System.

Notwithstanding the HACCP Coordinator's duties, everyone within the organisation is to embrace the concept of safe food handling and the developed HACCP System procedures documented in this HACCP Manual.

**HACCP Policy**

???????????? is an ice manufacturer based in ????????????? and is a member of the Packaged Ice Association of Australasia.

We are committed to producing safe ice and complying with all relevant legislation and the Food Standards Code.

Accordingly, we have implemented a Food Safety Program and HACCP Plan based on Codex Alimentarius.

The Food Safety Program embraces Good Manufacturing Practice and complies, wherever practicable, with the:

**Ice Industry National Code of Practice.**

Confidence in the safety of our ice is enhanced through regular microbiological testing and verification of our HACCP Plan.

All employees of are responsible for ensuring the safety and quality of our product at all times by proper handling and adherence to our procedures.

Management endorses this HACCP Policy and the HACCP System that has been implemented.

???????????? - Manager

**Purpose:**

To identify the training needs and provide the resources to satisfy the training of all personnel performing activities which may affect product safety.

**Procedure:**

All functions within the Company's operations demand a certain skill and this skill factor has been pre-determined and documented.

Job Descriptions shall detail the functions that each person must perform (responsibilities) and the authority that each person has in the performance of those functions. Skill levels shall therefore relate to these functions that need to be addressed.

The company shall ensure a record of the staff qualifications and skills is maintained in employee files.

The Company shall retain records to show evidence of training undergone by employees. Copies of relevant certificates for training, etc are to be retained in respective files. These certificates will often supplement the information described in respective resumes when staff first joined the Company.

Induction training for all new employees will be based on the Induction Form (Form 7).

All employees are to undertake food hygiene training. This food hygiene training and induction training includes employee responsibilities when they are ill. The training is to be conducted by the Manager based on Work Instruction 1, Food Hygiene Training.

**MANAGEMENT COMMITMENT**  
**Nonconforming Product & Correcting Problems**
**Section 1.3**  
**Page 9**
**Purpose:**

To outline the steps that shall be taken to deal with products that do not conform to specified requirements. The purpose of these steps is to ensure that nonconforming product is prevented from unintended use and ongoing problems are corrected.

**Procedure:****Nonconforming Product**

All nonconforming product awaiting return or disposal shall be identified with a label or sign describing the product identification and the nature of the nonconformance.

Nonconforming product is to be segregated from the normal production process to avoid unintended or inadvertent use.

The responsibility for immediate action of nonconforming product and other problems is as follows:

Origin of Problem	Recorded by	Where Recorded	Authority for immediate action
Receiving product	Person receiving product	Company Diary	Manager
Operational problems	Any staff member	Company Diary	Manager
Good ideas/suggestions	Any staff member	Company Diary	Manager
Final product	Any staff member	Company Diary	Manager
Customer Complaints	Any staff member	Company Diary	Manager

Problems with product on receipt (supplier failures) are to be noted on the delivery docket by the person receiving the product and the supplier is to be notified. It is also to be recorded in the Company Diary.

Whenever nonconforming product is found, problems identified during operations or customer complaints are received, they are to be recorded in the Company Diary.

Compliments received from customers, good ideas or suggestions from staff may also be recorded by any member of staff in the Company Diary so that they may be addressed by management when time allows.

**Customer Complaints**

Customer complaints are actioned immediately by the person authorised for immediate action (see table above), however depending on the severity of the problem, corrective action may or may not be required. Wherever practical, the customer shall be informed of the outcome of the investigation of any complaint.

Allegations regarding a breach of the 'Code of Practice for the Ice Industry' is to be investigated in the same manner and as described in the Code itself.

**Correcting Problems**

A review of all problems is to be conducted in order to determine the need for any corrective action.

Corrective action is required to address nonconformances when they have been repetitive or of a major significance.

The decision to take corrective action is the responsibility of HACCP Coordinator, in liaison with the appropriate staff member, who will consider the severity of the problem.

Any corrective action taken is to be documented for future reference. This documentation may be in the Company Diary or on a separate document filed for future reference. The HACCP Coordinator is responsible for ensuring such action is documented.

The person nominated to conduct any investigation must consider the process, equipment, skill of employees, severity of the customer complaint, the magnitude of the supplier or subcontractor failure and any other factors that may have been the cause of the nonconformance. The establishment of the root cause of the problem usually determines the corrective action to be taken to prevent the recurrence of the nonconformance.

The Manager is responsible for verifying that the corrective action taken or recommended action to be taken is effective in preventing the recurrence of the problem.

Where the corrective action involves amendment to the HACCP System documentation, it must be amended accordingly.

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**MANAGEMENT COMMITMENT**  
**Internal Review & HACCP Verification**

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**Section 1.4**  
**Page 11****Purpose:**

To ensure the company conducts regular internal reviews of the HACCP System to verify that it continues to comply with established procedures.

Reviews of the documented HACCP System are to be planned and conducted by an appropriate person. Verification of the HACCP Plans is to be conducted by the HACCP Co-ordinator.

The Company must take immediate corrective action on the deficiencies found during the review.

**Procedure:**

Each six months, the HACCP System is to be audited to ensure that it continues to be applied in accordance with the documentation. This ensures that every part of the System is audited twice in twelve months, although, depending upon the importance of the function and the results of previous audits, some parts may be audited more often.

It is the HACCP Coordinator's responsibility to ensure that these audits are conducted as planned. A schedule for the planning of the audits is summarised on the matrix overleaf.

Each subject to be audited, as indicated on the planning schedule, and is to be separately detailed on an Internal Review Checklist.

During the audit, comments are to be recorded by the auditors either on the checklist or separately. Items requiring corrective action, through the identification of nonconformances during the audit, are to be documented.

The results of the internal audit must be discussed with the person responsible for the particular area by the auditor or, if considered more appropriate, the Manager.

HACCP Verification is to be conducted in accordance with the Schedule overleaf.

Similarly, once each six months, the HACCP Plans are to be verified for accuracy and relevance. Lessons learnt and amended procedures/products are to be addressed during this review. Planning for the review is to be addressed on the HACCP Verification Schedule. Results of the review are to be documented and retained as evidence of the review. This documentation may be the previous version of the HACCP Plan with notes made on it or separate notes.

<b>INTERNAL REVIEW SCHEDULE</b>			
<b>ACTIVITY TO BE REVIEWED</b>		<b>&lt;&lt;month&gt;&gt;</b>	<b>&lt;&lt;month&gt;&gt;</b>
1.1	HACCP Policy, Organisation & Responsibility	September	March
1.2	Training	September	March
1.3	Nonconforming Product & Corrective Problems	September	March
1.4	Internal Review & HACCP Verification	September	March
2.1	HACCP Plans	September	March
3.1	Ice Manufacturing	September	March
4.1	Procedures & Equipment Maintenance	September	March
4.2	Good Manufacturing Practice & Good Hygiene Practice	September	March
4.3	Identification, Traceability, Labelling & Recall	September	March
4.4	Testing & Measuring Equipment	September	March
5.1	Sales	September	March
5.2	Purchasing	September	March
5.3	Selection of Suppliers	September	March
6.1	Document & Data Control	September	March
6.2	Records	September	March
	Work Instructions	September	March

## HACCP VERIFICATION SCHEDULE

Activity	Description	Frequency	Responsibility	Records
Review of CCP Monitoring	Review records relating to CCP monitoring	weekly	Manager	
Verification of cleaning routines	Environmental swabs and microbiological test for SPC	3 monthly	Manager	AMS Laboratory Reports
Verification of safety of food	Microbiological test of 2 randomly selected products for SPC, Listeria, Coliforms, E.coli, and Mould	3 monthly	Manager	AMS Laboratory Reports
Verification of shelf life/use by date	Microbiological test at nominated shelf life or use by date for each product	12 monthly	Manager	AMS Laboratory Reports
Review hazards	Review customer complaints, industry trends, corrective action	6 monthly	Manager	Internal Audit Checklist
Audit HACCP Plan	Audit the entire HACCP Plan including all forms	6 monthly	Manager	Internal Audit Checklist
Audit traceability	Trace one product from selected customer to raw product supplier	6 monthly	Manager	Internal Audit Checklist
Review Approved Suppliers	Review status of suppliers' certification	6 monthly	Manager	Approved Suppliers List

**Purpose:**

To ensure the company maintains safety and quality of product.

**Procedure:**

The company has documented these processes where the safety of ice is affected. These processes are identified, planned and monitored through the application of HACCP methods, work instructions and GMP/GHP procedures.

HACCP Plans used by the Company are based on the Codex Alimentarius Method and documented in the form of:

- HACCP Information Work Sheet
- HACCP Flow Chart
- HACCP Table
- HACCP Verification Schedule

for each group of products which attract different hazards to the safety or quality of product. A HACCP Plan for each individual item is not required providing the respective product is adequately covered by an established HACCP Plan.

In preparing the PIAA template HACCP Plan a HACCP Hazard Worksheet and HACCP CCP Worksheet were also used to determine the hazards and analyse CCPs but they are not now part of this resultant HACCP Plan.

The final HACCP Plan which is displayed for staff to use comprises of the:

- HACCP Flow Chart
- HACCP Table.

The main group for which a HACCP Plan has been identified is:

- packaged ice.

The HACCP Team consists of:

- The Manager (HACCP Team Leader)
- Plant Operator

The HACCP Plan is maintained by the HACCP Coordinator and approved by the Manager. It is retained as an annex to this HACCP Manual. A copy of the Flow Chart and HACCP Table for the Plan is to be displayed for referral by employees at their normal workplace. Appropriate staff are to be trained in the implementation of the HACCP Plan.

The HACCP Plan addresses both safety and quality of product. The safety of product shall consider all known hazards including microbiological, chemical and physical hazards.

The HACCP Plan is to be regularly verified and amendments made to improve it as the situation occurs (see Section 1.4, Internal Review). All amendments to the HACCP Plan are to be approved by the Manager.

Laboratory testing of water and ice as part of HACCP verification is required by the FSANZ – Standard S3 Potable Water – Ice.

Microbiological Standards:

- TPC (SPC) - < 100 CFU/ml
- Coliforms - < 1 CFU/250 ml
- Pseudomonas aeruginosa - < 1 CFU/250 ml

Inorganic Analysis:

- Nitrate < 10 mg/l
- Nitrite < 1 mg/l
- Cadmium < 0.05 ppm
- Copper < 10 ppm
- Lead < 0.5 ppm
- Zinc < 150 ppm

Note: Cadmium is a by-product of the oxidation of galvanised pipes or sheets.

A water analysis should be obtained from the local municipal water supplier.

If bore or spring water is used then an analysis from a third party analytical laboratory will be required annually.

Work Instructions are to be developed to amplify these procedures if required. Work instructions must be developed to address all Critical Control Points and ensure those respective critical limits are not exceeded.

The HACCP Plan does not include 'block ice' - block ice is sold to customers for cooling purposes only and is not recommended for human consumption. A sign to that effect is to be displayed for the information of customers. Similarly, ice sold for carving or ice statue making is not included in the HACCP Plan.

**Purpose:**

To identify the safe hygiene practices used in the company.

**Procedure:****Receipt of Water and Raw Materials**

Water is received via the town main water supply. It is to be microbiologically tested every 3 months in accordance with the HACCP Verification Schedule.

All incoming raw materials (particularly packaging) are to be visually inspected by the receiver for conformity to specification from a copy of the Purchase Order against the Invoice/Delivery Docket, and for obvious damage prior to the relevant Invoice/Delivery Docket being signed and the product being placed in store or used.

Product conforming to specification is to be physically placed in the mainstream of material movement/storage. This action indicates that the product conforms and is available for use.

The signed Delivery Docket is then to be forwarded to the Manager as advice that the product has been received in good order and the relevant invoice should be processed.

**Storage**

All material in storage (particularly packaging) is to be handled with care to ensure the elimination of damage and deterioration. In order to protect and prevent deterioration, the condition of stored items and materials shall be assessed at regular periods and action taken accordingly. The Manager will normally conduct this monthly.

All storage is to be located in areas set aside for this purpose. These areas provide isolation/segregation and the opportunity for protection of the product from accidental damage.

Packaging is to be stored so that it remains free of cross contamination, preferably in sealed boxes. Particularly, packaging is to be kept off the concrete floor on shelving.

Storage of product other than ice (eg. other food or beverage, etc.) will only occur if the safety of the ice can be assured and there is no chance of cross contamination. At no time is waste or cleaning materials to be stored with ice.

Ice will normally be stored at -5 to -15°C.

All staff are authorised to move goods in and out of store, as required.

**Ice Processing**

All care is taken to ensure ice is not contaminated during the process of manufacturing. Water is normally pathogenic free on receipt because it is from the main town supply. Further filtering and then ozone/UV treatment is then conducted to ensure the safety of ice for human consumption.

Products or material that have limited shelf or storage life shall be checked periodically for expiry date and if this has been exceeded, the items shall be regarded as nonconforming product. First in, first out (FIFO) Procedures are to be followed.

**Ice Packaging**

Bagging of the Company's product is conducted for standard bag sizes described in the HACCP Plan (HACCP Information Work Sheet). Bagging is to be carried out by operators who have been specifically trained.

Ice packaged on pallets are to be shrink wrapped prior to transportation ensuring bags remain compact. Pallets are to be lined with cardboard before the individual bags are placed on it and the pallet shrink wrapped.

Bags are to be marked with the Company's name and identification described at Section 4.3 and WI 7, Labelling.

Shelf life of the ice manufactured, used to determine "best before" dates, is considered to be twelve (12) months.

**Transportation of Ice**

The Company's own vehicles are used for delivering ice. All vehicles are to be appropriately refrigerated and insulated, regularly cleaned and sanitised, to ensure the quality of ice.

**Disposal of Ice and Water**

Discarded ice and water is to be disposed of through the storm water drains. Discarded packaging, cartons, etc. is to be disposed of through the town garbage collection service.

**Purpose:**

To describe how the company controls work, ice production and equipment maintenance.

**Procedure:**

The company is to ensure control of production through the following:

- Induction and on the job training – all staff who join the Company are to be thoroughly trained on each equipment before being able to use that equipment alone. On the job training is to be given to staff who may not be familiar with particular equipment until the Manager is satisfied they are competent.
- Maintenance and set up of machinery – the Manager must ensure equipment is appropriately maintained and set up for each production run.
- Supervision – the Manager is responsible for ensuring staff are appropriately supervised in their tasks dependent on the level of their competence. Particularly, the Manager is to ensure appropriate levels of supervision ensure the safety of ice.
- Work Instructions – Company Work Instructions are enforced to ensure tasks are performed without variation. Staff are expected to follow work instructions religiously.
- HACCP Plan – the established HACCP Plan is to be used to control production, particularly with respect to the safety of ice.
- Ice data – the use of forms to record production data ensures production is to be controlled at an operational level.

**Equipment Maintenance**

The company complies with the industry norms for structural and equipment maintenance described in the Code of Practice for the Ice Industry. Specifically:

- ice and automatic handling machines
- ice makers, ice crushers, chutes and augers
- contact surfaces and ancillary equipment
- packaging and storage areas
- main structures and plumbing
- loading areas
- transport vehicles

are, as far as possible, and where appropriate, to be smooth and impervious, fully enclosed, maintained in a good condition, cleaned and sanitised, and maintained under temperature control.

**Ice Cabinets/Freezers**

Ice storage units are to be provided to customers and remain the property and responsibility of the company.

Any concerns regarding breakdowns are to be forwarded to the office by the customer or referred to the Driver during their run and noted on the Driver's Run Sheet. Depending on the severity of the problem, the Driver is to contact the office and follow instructions provided by Management. The complaint is to be recorded on the invoice or in the Phone Order Book.

**QUALITY CONTROL**

Section 4.2

**Good Manufacturing Practice and Good Hygiene Practice**

Page 20

**Purpose:**

To ensure the company applies the principles of Good Manufacturing Practice and Good Hygiene Practice.

**Procedure:****Good Manufacturing Practice**

Specific work instructions have been developed to ensure Good Manufacturing Practice (GMP) procedures are documented and adhered to. These standard practices and work instructions are rules that The company has developed over a period of time which have proven to be the best way to ensure the safety and highest quality of product. All employees are to ensure these rules are followed and are to advise the Manager when there is a consistent or significant variation to the documented work instruction.

When advised by an employee or it becomes obvious that a documented procedure is not being followed, the matter is to be raised and investigated.

The GMP Check List is to be completed every month by the Manager during an inspection of the premises as a record of good manufacturing and good hygiene practices being followed.

**Restricted Areas**

Visitors are not to enter ice packaging areas during operations. Wherever ice is being packaged, the restricted access areas are to be enforced by all staff.

There is to be no smoking in any ice packaging areas.

**Cleaning Procedures**

Standard cleaning procedures have been developed to ensure our equipment, building, refrigerated and other storage areas remain hygienically clean. These procedures are documented in a separate work instruction (WI 4, GMP Check, refers).

Ice contact areas are sanitised to ensure there can be no cross contamination of the ice. Only food grade chemicals are to be used for cleaning and sanitisation.

Storage areas and vehicles are also to be kept clean in the same manner.

The Manager is responsible for ensuring the cleanliness of the facility and is to verify the inspection of the facility through the respective record.

**Pest Control**

Control and prevention of insect, rodent and other pest infestation is through a standard 'pest control routine' at quarterly intervals.

**OPERATIONS**

Section 4.2

**Good Manufacturing Practice and Good Hygiene Practice**

Page 21

The HACCP Coordinator is responsible for ensuring the 'pest control routine' is maintained and verification of this is to be recorded as part of the internal review procedure. All records of pest control inspections and service is to be retained on file and will be verified during internal reviews.

Whenever pests are seen or evidence of pests is found, the matter is to be investigated as described in the HACCP Plan.

**Condition of Premises**

Over and above the established cleaning routines, management must implement an appropriate maintenance plan to ensure the integrity of the physical status of the facilities and equipment. This is particularly the case with areas not normally subject to routine cleaning such as ceilings, lofts, exterior walls, etc.

**Handling of Product**

The hygienic handling of product is a prime objective of the Company. Respective training is discussed at Section 1.2 and WI 1, Food Handling Training.

**Waste Control**

All waste is to be deposited in the respective waste bins provided. Care is to be exercised to ensure no cross contamination can occur with other product when this waste is being removed. All waste bins are to be cleared daily to prevent spread of disease, particularly air borne disease.

**Protective Clothing**

All staff are to wear protective clothing to ensure cross contamination cannot occur between clothing or skin and the product. Shirts are not to be removed in ice packaging areas and fully enclosed footwear is to be worn in all areas of the factory.

**Good Hygiene Practice**

Good Hygiene Practice (GHP) addresses the hygienic risk associated with the product; the greater the chance for microbial spoilage or contamination of food, the higher the risk and therefore the greater the level of food handling training required of the employees.

All employees are to undertake appropriate food handling training which is addressed at Section 1.2.

**Personal Hygiene**

Appropriate standards of care for personal hygiene are to be impressed on all staff. Particular attention is to be given to contamination which can be caused by failing to wash hands, clothing, etc. Hand washing facilities have been provided and must be kept clean and tidy.

**OPERATIONS****Section 4.2****Good Manufacturing Practice and Good Hygiene Practice****Page 22**

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Specific examples of good personal hygiene are as follows:

- all employees are to wash their hands after going to the toilet, after eating and before commencing work
- smoking is prohibited within the Company's building.

**Health of Employees**

Should employees become ill such that the virus could be spread to food through coughing, sneezing, etc, they are to make their condition known to the Manager. The Manager will then consider arrangements to ensure the safety of product.

All cuts and wounds are to be covered with bright, waterproof bandages, and any contaminated product immediately discarded.

**Hygiene of Premises**

In addition to the cleaning routines mentioned above, attention is to be paid to the hygiene of premises, particularly food preparation areas. Cleaning materials and washing solutions are to be well rinsed to prevent cross contamination.

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**QUALITY CONTROL**  
**Identification, Traceability, Labelling & Recall**

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**Section 4.3**  
**Page 23****Purpose:**

To ensure that all product is identified and, where required, is the subject of traceability, labelling and recall.

**Procedure:****Identification**

All product in storage (such as packaging) and being delivered to customers (such as ice) must be immediately identifiable so that it may be traced to origination for recall purposes or otherwise.

Product such as packaging is to be stored in boxes identifying what the product is and the relevant manufacturer.

**Tracing Product**

Records will be maintained to ensure traceability of packaging. Should packaging be required to be recalled, the Company will be able to clearly identify what product has been packaged respectively. The Supplier's unique identification number will facilitate this identification.

Product distributed from the Company will be accompanied by invoices indicating the quantity and date of delivery. Copies of invoices are retained for traceability.

**Labelling**

Bags are to be labelled with the trading name and weight of ice (net) it contains. A batch code is to identify each bag. A 'best-before' date is also to be labelled (if a 'use-by' date is currently being used, it is to be changed at the next print of packaging).

Bags are also to be labelled with the 'PIAA endorsed HACCP Certified' logo. This logo is to apply to all new bags purchased once the company is certified by and for as long as certification is maintained.

Also contained within the label on all bags is the Company's site address and telephone number, and PIAA membership logo. WI 7, Labelling, describes the labelling in more detail.

**QUALITY CONTROL  
Identification, Traceability, Labelling & Recall****Section 4.3  
Page 24**

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The phrase 'please dispose of carefully' or similar is to be used to encourage customers to not harm the environment as described by the National Packaging Covenant.

Other advertising used on the labels must not interfere with these labelling requirements.

The Manager is to approve all proofs for label printing on bags.

**Product Recall**

If product is to be recalled due to the safety or quality of the ice, it is imperative that all respective customers be contacted immediately by telephone. The Manager is to approve all recalls of product and nominate what action is to be taken (noting the relevant work instruction). The Manager is responsible for initiating such action and the HACCP Coordinator is responsible for taking the action described in the relevant work instruction.

When product is recalled, the relevant invoices are to be referenced to account for all product originating from the respective source. Recalled product is to be separated from other product in storage and quarantined in a separate area to prevent any possibility of cross contamination with other food. The recalled product is to be appropriately labelled "nonconforming" with amplifying remarks as considered appropriate.

Similarly, if a supplier of raw materials (such as packaging) recalls that product, the Manager is to be immediately informed and all relevant product is to be quarantined. WI 3, Product Recall, describes the action to be taken.

The ANZFA Food Industry Recall Protocol is to be used as guidance in any food recall occurrence. This procedure is outlined in the relevant work instruction, and staff are to be made aware of product recall during employee induction.

The Manager is to ensure any recall is thoroughly investigated to prevent a reoccurrence.

**QUALITY CONTROL**  
**Testing & Measuring Equipment****Section 4.4**  
**Page 25****Purpose:**

To ensure that sufficient testing is conducted to be reasonably confident that the company produces safe ice and all measurement equipment which is used to verify the conformity of product to pre-determined specifications is sufficiently accurate to prevent nonconformity as a result of their use.

**Procedure:****Testing**

Sufficient laboratory testing is to be undertaken to satisfy all regulatory requirements and to provide justifiable confidence that our product is safe to consume. Three types of laboratory testing are conducted as follows:

- Environmental Monitoring – to verify the effectiveness of our cleaning and sanitisation routines, particularly of equipment and surfaces which comes into contact with the ice. Normally, 5 swabs are taken of random areas and tested for Total Plate Count (TPC). If relatively high counts are obtained, other tests are to be undertaken to resolve any hygienic problems.
- Water and Ice Monitoring – to verify the safety of the water used for ice manufacturing and of the ice itself. Microbiological limits must remain within limits described in the Food Standards Code, Section 1.6.1 and as described at Section 2.1. Tests are conducted for Standard Plate Count (SPC), Coliforms and *Pseudomonas aeruginosa*. If microbiological limits are exceeded, recall of product is to be initiated in accordance with Section 4.3, if appropriate, and immediate corrective action is to be taken to resolve the problem.
- Shelf Life Testing – to verify the safety of product at the time of 'best before' dates used in labelling. Each new product or product made by new machinery must be tested accordingly. Testing is conducted for TPC. If high counts are found, the same product is then to be tested for Coliforms and *Pseudomonas aeruginosa*.

The frequency of all testing is described in the HACCP Verification Schedule (part of HACCP Plan). It is the HACCP Coordinator's responsibility to ensure testing is conducted as scheduled and to interpret all test reports.

Testing is to be conducted by a NATA accredited laboratory and all reports are to be retained with the HACCP documentation.

A separate work instruction has been developed to describe the process for taking samples for testing (WI 8, Sampling for Testing, refers).

A test for *Legionella* is to be conducted on the cooling tower (condenser) at six monthly intervals. All test results are retained on file.

**Measuring Equipment**

All measurement equipment used within the company which is related directly to product safety and quality is to be listed in the Equipment Register. This includes thermostats and scales.

The Equipment Register is to detail the item, serial number and frequency of accuracy check. It must detail the method of calibration check or useability check, the frequency of such check and the accuracy required of such check.

The accuracy required, as described on the Equipment Register, directly relates to the accuracy required within the specifications of the product. It is the responsibility of the Manager to determine these criteria.

The HACCP Coordinator shall ensure that the Equipment Register is maintained and up to date, and individual checks for accuracy and suitability are performed as scheduled.

As checks are conducted, a note is to be made in the Company Diary to record the check or calibration. If external subcontractor certificates are received for any maintenance or calibration of equipment, they are to be retained in the 'Records' section of the HACCP documentation.

Should equipment be replaced and the old equipment destroyed, the Equipment Register shall be marked accordingly.

If, during an equipment accuracy check, an inaccuracy is found, the HACCP Coordinator shall take the appropriate action to have this corrected and shall determine where and upon which products the particular equipment was last used and establish which products may have been affected during the fault period. This assessment shall be documented and the products shall be isolated until established that they conform to specification.

All measuring equipment, listed on the Equipment Register, is to be maintained in an environmental condition that protects it from unnecessary wear and tear, and risk of de-calibration.

**Purpose:**

To describe the method of taking orders for ice.

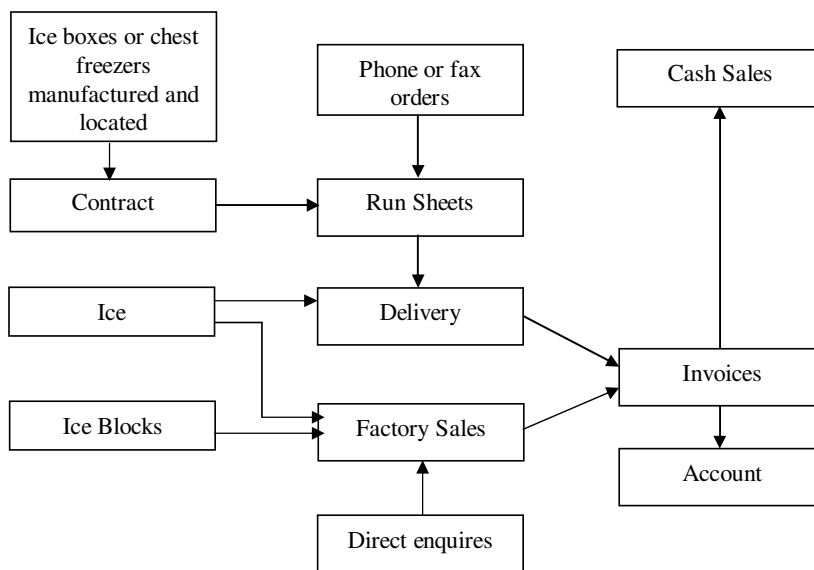
**Procedure:**

**<< Tailor specifically – change the flow chart to describe the process >>**

Ice is sold at the factory, through telephoned or faxed orders for delivery or through stocking of ice boxes or chest freezers at customers' premises. Payment for ice is made by cash at time of sale or delivery, or by account for those customers who have been authorised.

Ice blocks are only sold to customers from the factory.

Ice boxes (which are manufactured at the factory) and chest freezers are located at various 'route trade' establishments. These units are normally located at no cost to the customer who will guarantee only the company's ice is stocked in the units.



**<<amend as required>>**

**Purpose:**

To define the process through which all products are purchased to meet the Company's requirements.

**Procedure:****General**

The purchasing activities of the Company are the responsibility of the Manager who may delegate this responsibility from time to time, to trained staff.

**Purchasing Data**

The Company ensures that significant purchases are initiated through purchasing documents or documented in the Company Diary, containing data clearly describing and specifying the product ordered.

The Company may develop and specify the supply of the product for a period of time, permitting each subsequent Purchase Order to refer to that specification.

When purchasing from a supplier, the person responsible shall take account of the Approved Supplier List (refer Section 5.3, Selection of Suppliers).

When purchasing plastic bags, recyclable plastic is to be ordered to comply with the National Packaging Covenant.

The Manager shall review and approve purchasing documents for adequacy prior to release. Any verification of purchases such as proofs of bags, etc are retained on file.

***<<Note - Briefly explain the process of purchasing, including delegated authorities.>>***

**Purpose:**

To define the process through which suppliers are selected on their abilities to conform to specification.

**Procedure:**

Suppliers are assessed initially on their ability to provide a product or service conforming to specification and within an acceptable price range. Having assessed the supplier in this fashion, records are to be maintained through the existence of delivery documentation or specific written notes in the Company Diary which are addressed and reviewed, as required.

The Company is to request from each supplier who has a potential to contaminate the ice (particularly packaging suppliers), details of their HACCP System. This is achieved through a standard questionnaire, retained on file, which is used to assist in the selection process. This questionnaire is to also solicit agreement that the supplier will comply with relevant Company policies.

The Company may also decide to ask that any particular supplier to provide written verification that the products conform to specifications. This may be provided in numerical data or, where applicable, a covering Letter of Assurance. Suppliers of packaging must have a certified HACCP system in place.

Once the Manager is satisfied that a particular supplier meets the requirements of the Company, that supplier is considered an 'approved supplier'. The computerised accounting records list those suppliers and is considered as the Company's Approved Supplier List.

If a supplier is no longer permitted to supply product or service, a note is to be made in the computerised accountancy records accordingly.

**Purpose:**

To ensure that all food safety related documents are controlled. These documents include:

- HACCP Manual
- HACCP Plans
- Work Instructions
- Company Forms
- Job Descriptions
- External Standards and Codes
- Electronic Data.

Deleted: Regulations

**Procedure:****General**

Where more than one copy of any document is held, there shall be a Distribution List showing where these copies are located.

All documents shall have an issue status so that obsolete and current documents can be readily distinguished. The issue status may be indicated by a prefix or suffix to the document number or by the date of issue.

Requests for changes to the HACCP Manual, HACCP Plans, Work Instructions or Company Forms may be submitted by any employee at any time, by describing the requested change with the HACCP Coordinator who will then raise the matter with the Manager and change the relevant document if agreed.

**HACCP Manual**

The HACCP Manual is to be approved by the Manager.

The distribution of the Manuals is to be recorded on the Distribution Record.

Copies of the HACCP Manual, when issued to authorities external to the Company are to be classified as "controlled" (i.e. maintained in a current issue status) or "uncontrolled" (i.e. not maintained from the day of issue). All internal Manuals issued for Company use are to be controlled.

The HACCP Coordinator is responsible for the issue and control of all HACCP Manuals listed in the Distribution Record.

**HACCP Manual Amendment**

The HACCP Manual issues are to be identified by letters in alphabetical order and each issue cancels/replaces all previous issues and amendments.

Amendments are to be written in pen or typed and the date of the affected page changed in the footer. The Cover Page is to be replaced with each typed amendment, the Manager's signature and date thus authorising amendment.

The HACCP Coordinator is responsible to ensure all page amendments are issued to holders of the Manuals.

Superseded issues of all pages are to be removed and replaced in all existing controlled Manuals.

**HACCP Plans**

The HACCP Plans are to be maintained by the HACCP Coordinator and approved by the Manager.

See Section 2.1 (HACCP Plans) for more detail.

**Work Instructions**

The need for a Work Instruction, or amendment to a Work Instruction, may be identified by any employee. The development, or amendment, of the appropriate Work Instruction is to be agreed with the HACCP Coordinator and approved by the Manager.

The HACCP Coordinator shall issue a Work Instruction number from the free numbers in the Work Instruction Register. This number is unique for the Work Instruction to which it is designated.

Amended Work Instruction's issue status is to be identified by date and recorded on the Work Instructions Register. The amended Work Instruction shall carry the same number as the Work Instruction it replaces.

All copies of superseded Work Instructions shall be removed from workstations and destroyed in accordance with Section 6.2, Records.

Work Instructions are to be reviewed for correctness, once per year. The HACCP Coordinator is responsible for coordinating this. This is to be verified by the master copy of the relevant Work Instruction being signed and dated on the reverse page of the Work Instruction.

**Company Forms**

It is the responsibility of the Manager to approve new forms or amendments to forms and to maintain the Company's Forms Register, attached to which shall be a hard copy of each form. The Register shall detail the issue status of each form.

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**DOCUMENTATION**  
**Document & Data Control**

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**Section 6.1**  
**Page 32**

Company forms which are registered in the Company Forms Register and do not carry an issue status are considered current forms. At the time of the first change of the form, they shall be given an issue status which will then be recorded on the Company Forms Register.

Forms may be contained in electronic media (computer programs) but shall also be shown in the Company Forms Register in hard copy. Company Forms held in the computer may not be changed in format unless prior authorisation is obtained from the Manager.

**Job Descriptions**

A Job Description has been developed for each position listed on the Organisation Chart.

Job Descriptions are to be maintained, controlled and approved by the Manager. A copy of each Job Description is to be retained on file with the employee's signature acknowledging that they sighted/received the Job Description.

Any amendments to Job Descriptions are to be countersigned by the respective employee acknowledging the change.

**External Standards and Codes**

External Standards and relevant Codes which affect the Company's operations are to be retained for reference. The HACCP Coordinator shall be responsible for obtaining and controlling the distribution of the documents.

**Electronic Data**

Data held in electronic format is to provide appropriate methods of control to ensure the integrity and identifiable status of each document. Electronic data is to be backed up to disc on a weekly basis.

The Manager is responsible for all backing up and retaining the backed up disks off-site.

**DOCUMENTATION  
Records****Section 6.2  
Page 33****Purpose:**

To establish methods for the identification, maintenance, disposition and storage of all food safety related records.

**Procedure:**

Records, as referenced throughout this HACCP Manual are to be collated and maintained for ongoing reference with the HACCP documentation retained by the HACCP Coordinator.

Wherever records are retained, they are to be maintained in a legible, indexed, safe, readily retrievable and operational environment.

Obsolete records are to be removed periodically from the relevant files and destroyed by tearing in half so as they are obviously not to be used and discarded in normal waste under the control of the HACCP Coordinator.

The responsibility to ensure that all records are retained and filed as required, in the respective sections and in accordance with this particular procedure is listed below.

<b>RECORD</b>	<b>LOCATION</b>	<b>MINIMUM RETENTION PERIOD</b>	<b>RESPONSIBILITY</b>
Delivery Dockets	Office	5 years	Manager
Purchasing Records (Purchase Orders)	Office	5 years	Manager
Audit Results	HACCP Documentation	Continuous	HACCP Coordinator
Cleaning Records/GMP Check Lists	Office	2 years	HACCP Coordinator
Pest Control Records	Office	2 years	HACCP Coordinator
Laboratory Test Results	HACCP Documentation	2 years	HACCP Coordinator
Maintenance Records	Office	Continuous	HACCP Coordinator
Production Records	Office	2 years	Manager