Catering and Food Service Standards

Implementation and Management of Catering and Food Service Standards

Development

To define detail, scope and purpose.

Development

This information can be used to develop food safety and quality programs that meet the requirements of modern Regulatory, Customer and Industry Standards:

- We take the time to explain the expectations and requirements of food safety and quality compliance as these relate to your food safety and quality programs.
- You may choose to use our Premium Resources to build, enhance or upgrade your food safety and quality program.
- We encourage you to share this webpage with any food compliance associates and peers you believe may benefit from our commitment to providing our users with user-friendly information and resources to achieve a superior Food Compliance Culture.
- We welcome your suggestions for additions of general or specific content through the haccp.com Contact Page.

Key Definitions for Catering and Food Service Standards

- Catering: The provision of ‘ready to consume’ food and/or beverages.
- Consumer: An individual who purchases and/or consumes goods from the food business.
- Cross Contact: The unintentional transfer of an allergen from one food, surface, or piece of equipment to another food that does not contain it as an ingredient.
- Customer: An individual or business that purchases goods or services from the food business.
- Food Retailer: A business that sells goods or services to a consumer or a customer.
- Food Safety Supervisor: A person nominated and trained to accept responsibility for food safety within a food business, where regulations require this role.
- Food Service: The industry related to producing, transporting, wholesaling, or retailing prepared foods and/or beverages.
- Potentially Hazardous Food: Food that must be kept within specified temperatures, or for limited times, to prevent the growth of pathogenic microorganisms or the formation of toxins.
- Ready to Consume: Foods and/or beverages intended to be consumed with minimal or no preparation by the consumer.
- Vulnerable Consumer: A consumer with heightened susceptibility to foodborne illness, such as the elderly, infants, pregnant women, and people with reduced immunity.

Catering and Food Service Development

When considering the development, documentation, and implementation of Catering and Food Service Standards within food safety and quality management systems, the following information should be considered to ensure effective outcomes:

About Catering and Food Service Standards

Catering and Food Service businesses are generally required to meet the same regulatory standards as other food businesses within any given region, though some requirements are applied differently due to the ‘just in time’ and ‘ready to consume’ status of foodstuffs offered as Catering and Food Service products. Industry and Customer Standards may also apply in the same way as they do to other food businesses.

Key elements of food compliance for Catering and Food Service businesses are identified below, including:

- Crossover Between Catering and Food Service and Food Retail Businesses;
- Classes of Catering and Food Service Businesses;
- Catering and Food Service Standards for Vulnerable Populations;
- Food Safety Management;
- What is a Food Safety Management System?;
- Key Elements of Food Safety Programs for Catering and Food Service Businesses;
- Food Compliance Culture;
- Allergen Management;
- Menu Planning and Allergen Information;
- Temperature Control of Ready to Consume Food;
- Off-Site and Event Catering;
- Food Safety Supervisors;
- Packaging Standards; and
- Labelling Standards.

Crossover Between Catering and Food Service and Food Retail Businesses

Some jurisdictions may class Catering and Food Service businesses as Food Retailers where they are supplying customers and/or consumers directly. In such cases, some (or all) requirements for Catering and Food Service businesses may also apply to the Food Retail business.

Further information regarding Food Retail Standards can be found within the haccp.com Food Retail Standards Food Standard Element.

Classes of Catering and Food Service Businesses

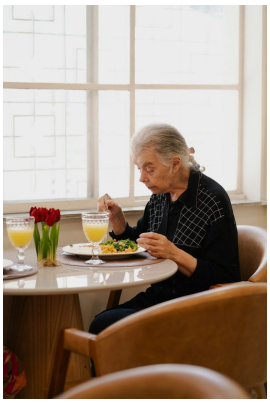
Restaurants and other food service kitchens prepare ready to consume food that is often served immediately.

Catering and Food Service businesses may be allocated to different classes of food businesses within their operational jurisdictions. Common classes include:

- Aged Care;
- Cafes;
- Catering Businesses;
- Charities;
- Child Care;
- Home-Based Businesses;
- Hospitals;
- Institutional Care; and
- Restaurants.

Food Safety Program requirements may differ within some jurisdictions based upon the ‘class’ allocated. Some Catering and Food Service businesses may also be classed as ‘Retail’ businesses within some jurisdictions.

Catering and Food Service Standards for Vulnerable Populations



Vulnerable Consumers, such as the elderly, are more susceptible to foodborne illness and need additional care.

Vulnerable populations have heightened susceptibility to foodborne illness, so the Food Safety Controls for related Catering and Food Service operations require additional attention to detail. Vulnerable populations may include:

- The elderly (generally people 65 or older);
- The very young (babies and infants);
- Those with reduced immunity (people with underlying medical conditions or who are undertaking medical treatments); and
- Pregnant women.

Within some jurisdictions, enhanced Food Safety Controls are required for participants in the Catering and Food Service sector, particularly those operating within the following sectors:

- Aged Care;
- Charities;
- Child Care;
- Hospitals; and
- Institutional Care.

The key considerations for Catering and Food Service Standards for Vulnerable Populations (above and beyond base level Food Compliance Requirements) include:

- Avoiding the service of Potentially Hazardous foods that carry higher levels of risk for Vulnerable Consumers, such as raw sprouts, unpasteurised products, and refrigerated ready to eat meats and seafood;
- Ensuring ingredients or finished products with a risk of pathogens (such as Salmonella and Listeria) are suitably processed and/or handled to reduce the likelihood of related foodborne illness; and
- Providing clear and concise food labelling (and supporting information) so consumers are aware of enhanced risks for Vulnerable Consumers.

You need to be aware of any specific Compliance Requirements, Regulations, or Licensing for Catering and Food Service Standards for Vulnerable Populations within your regions of operation.

Food Safety Management

Every time a consumer eats, they rely on many stages of the food supply chain to ensure that their food is safe and of acceptable quality. The food supply chain commonly begins in the paddock and progresses through preparation, packing, warehousing, distribution, processing, presentation, and service. Every part of the supply chain must take responsibility for controlling potential hazards that may render foods unsafe or unsuitable for consumers. Most foodborne illness incidents result from a lack of control of hazards during one or more stages of the paddock to plate food chain.

Food Safety Management Systems are an essential component of all food businesses and their suppliers, and in many jurisdictions they are required by law. A well-managed Food Safety Management System need not be complex, expensive, or time-consuming. The foundation of any system is a commitment to science-based hazard

analysis, identification, and control, supported by the elements common to any quality management system: Policy, Structure, Training, Awareness, Responsibility, Communication, Documentation, and Verification.

Accountability for food safety and quality is shared by everyone involved in the paddock to plate food chain, and blame should not automatically be placed on the previous step in the supply chain. Hazards can be introduced by people who never handle food directly, such as a housekeeper who folds napkins with unwashed hands, a kitchen worker who wipes a soiled bench and then a plate with the same cloth, a team member with an unreported communicable illness, a supervisor who ignores temperature fluctuations in a chiller, or a waiter who blows dust from a butter pot before filling it. Everyone involved is accountable for food safety within the business.

Further information regarding Food Safety Management can be found within the haccp.com Food Safety Management Food Standard Element.

What is a Food Safety Management System?

A Food Safety Management System is a set of developed, documented, implemented, monitored, verified, and validated procedures for the production of safe food, often supported by structured prerequisite programs. There is no precise template for any food industry sector because each food business is different. A science-based approach such as HACCP identifies and controls potential hazards, and the system must be tailored to the specific operation so that those hazards are addressed.

A successful system has many elements, all of which are necessary to produce safe food and to demonstrate due diligence in doing so. Everyone involved with the business, from paddock to plate, needs to understand their roles, responsibilities, and accountabilities within the system and take a proactive part in it.

The following elements are considered essential to any Food Safety Management System:

- Consideration of Food Law, Regulatory and Legislative Requirements;
- Consideration of Industry Guidelines;
- Consideration of customer requirements;
- Consideration of Food Quality requirements;
- Good Manufacturing Practices;
- Prerequisite Programs; and
- HACCP-based food safety.

The primary objective of the Food Safety Management System should be stated within its scope and purpose: to maintain status as a producer of safe foodstuffs and to exceed consumer expectations regarding food safety.

Key Elements of Food Safety Programs for Catering and Food Service Businesses

Specific requirements for any Catering and Food Service Food Safety Program will be defined by the relevant Regulatory Authority. In some cases, Food Safety Program requirements may also be mandated as part of Industry and/or Customer Standards.

The following Food Standard Elements are generally relevant to Catering and Food Service businesses (and the scope of related Food Safety Programs):

- Allergen Management;
- Approved Supplier Management;
- Calibration of Measuring and Testing Equipment;
- Chemical Control;
- Cleaning and Sanitation;
- Corrective Action and Preventative Action;
- Document and Data Control;
- Equipment Design and Construction Standards;
- Food Borne Illness Prevention;
- Food Microbiology Management;
- Food Safety Management;

- Good Housekeeping Practices;
- Good Manufacturing Practices;
- HACCP;
- Identity Preservation;
- Internal Auditing;
- Labelling Standards;
- Packaging Standards;
- Personal Hygiene Standards;
- Pest and Vermin Control;
- Premises Amenities Standards;
- Premises Design and Construction Standards;
- Preventative Maintenance and Reactive Maintenance Standards;
- Process Control Management;
- Product Assessment and Testing;
- Product Design and Development;
- Product Identification and Traceability;
- Product Recall and Product Withdrawal;
- Site and Supply Chain Security Management;
- Specifications Management;
- Stock Rotation and Product Release;
- Storage and Handling Requirements;
- Training, Competency and Resources Requirements;
- Transport Standards;
- Validation Activities;
- Verification Activities;
- Visitor and Contractor Management;
- Waste and Recyclables Management; and
- Water and Ice Quality Standards.

Further information regarding all of these Food Standard Elements can be found at haccp.com.

Food Compliance Culture

Food Compliance Culture is the cumulative outcome of human beliefs and behaviours within a food business and the meaning people attach to those beliefs and behaviours. It determines how different levels of staff communicate with one another and how employees deal with clients and customers.

The methods for implementing and managing a strong Food Compliance Culture vary from business to business and site to site, so it is difficult to ‘measure’ levels of Food Compliance Culture within any given organisation.

Further information regarding Food Compliance Culture can be found within the haccp.com Food Compliance Culture Standard Element.

Allergen Management

Peanuts are a common allergen, and even trace amounts can cause a reaction in sensitive people.

Food allergens affect a relatively small percentage of the population but can be life-threatening under certain circumstances. Allergens are contained within many foods and food ingredients, but they can also be introduced into foods through inappropriate production scheduling, raw material contamination, ineffective identification and traceability of raw materials, products, and work in progress, and ineffective cleaning and sanitation programs. Allergen management programs should control and manage the use of allergenic materials, production processes, and prerequisite programs within the food business.

Historically, food safety and quality management systems used ‘cross contamination’ to describe allergen interactions. Contemporary systems use the term ‘cross contact’, which describes the unintentional transfer of an allergen from one food, surface, or piece of equipment to another food that does not contain it as an ingredient. Even a very small amount of an allergen can cause a reaction in a sensitive person, so Catering and Food Service businesses should prevent cross contact through scheduling, segregation, dedicated utensils, cleaning, and clear communication with customers.

Further information regarding Allergen Management can be found within the haccp.com Allergen Management Food Standard Element.

Menu Planning and Allergen Information

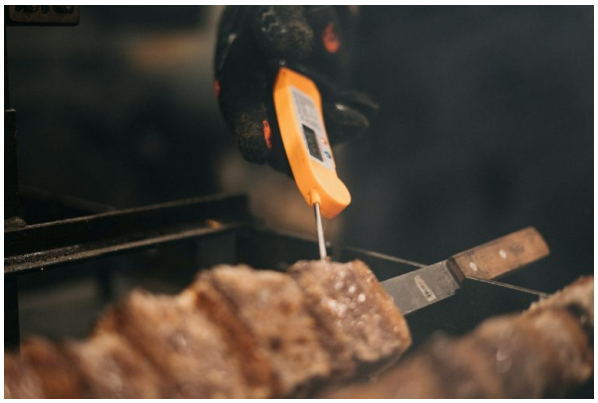
Menus for Catering and Food Service businesses should be planned with food safety and allergen control in mind. Menu planning decisions influence which hazards must be managed, how food is prepared and held, and which customers can be served safely.

Menu planning should consider:

- The allergens present in each dish, including those in sauces, dressings, garnishes, and cooking oils;
- The risk of cross contact during preparation, cooking, plating, and service;
- Whether any dishes are unsuitable for Vulnerable Consumers;
- The ability of the kitchen to prepare, cool, hold, and reheat each dish safely in the volumes required; and
- Changes to recipes or suppliers, which can alter the allergen profile of a dish without notice.

Accurate allergen information must be available to customers and consumers before they order, in the form required within your jurisdiction. This may include menu declarations, allergen matrices, labels on packaged meals, or verbal advice from trained staff supported by written records. Staff should know how to find reliable allergen information and must never guess. Further information regarding allergens can be found within the haccp.com Allergen Management Food Standard Element.

Temperature Control of Ready to Consume Food



A calibrated probe thermometer confirms that food has reached a safe cooking or holding temperature.

Ready to Consume foods are not usually subject to a further kill step by the consumer, so temperature control is one of the most important food safety controls for Catering and Food Service businesses. Potentially Hazardous Food should be kept out of the temperature range in which pathogenic microorganisms grow, and for as little time as possible within it.

Many jurisdictions nominate cold storage at 5°C (41°F) or below and hot holding at 60°C (140°F) or above, but some use different limits, so confirm the requirements that apply to your business. Temperature controls commonly apply to:

- Receiving and cold storage of chilled and frozen ingredients;
- Cooking foods to a temperature that is verified to reduce pathogens to a safe level;
- Cooling cooked foods quickly within defined time limits before refrigerated storage;
- Hot holding and cold display of food during service;
- Reheating foods to a safe temperature before service; and
- Transport of hot and cold food, using insulated and temperature-controlled equipment where required.

Temperatures should be measured with calibrated probe thermometers and recorded, with corrective action where limits are not met. Further information can be found within the haccp.com Calibration of Measuring and Testing Equipment and Storage and Handling Requirements Food Standard Elements.

Off-Site and Event Catering

Event catering often involves transporting and holding food away from a permanent kitchen.

Off-site and event catering adds risks that do not apply in a permanent kitchen. Food is often prepared in advance, transported, and served in temporary or unfamiliar environments, sometimes with limited access to refrigeration, hot water, handwashing facilities, and cleaning equipment.

Planning for off-site and event catering should consider:

- Whether the venue has suitable power, water, handwashing facilities, waste disposal, and protection from pests, weather, and dust;
- Transport vehicles and containers that keep food at safe temperatures and protect it from contamination;

- The time food will be held between preparation and service, and how temperatures will be monitored during this time;
- Equipment for temporary cooking, hot holding, and cold display;
- Temporary food premises registration or notification requirements in the jurisdiction of the event;
- Allergen information for guests, and how it will be communicated; and
- The disposal of leftover food and waste, and the cleaning of equipment after the event.

Further information can be found within the haccp.com Transport Standards Food Standard Element.

Food Safety Supervisors

Some jurisdictions require Catering and Food Service businesses to nominate a Food Safety Supervisor (or similarly titled position), who is specially trained and accepts responsibility for the Food Safety Program and related Food Safety Compliance outcomes. In Australia, for example, requirements differ between states and territories and depend on the type of business and the food it handles.

Your Catering and Food Service business must meet any specific requirements for Food Safety Supervision (and related Licensing) within the jurisdictions in which it operates.

Packaging Standards

Packaged meals need suitable packaging and accurate labels, including allergen information.

Packaging assists in the preservation of food, keeps food safe from contamination and damage, and provides an opportunity for marketing branded food products. Packaging design and materials should provide adequate protection for products to minimise contamination, prevent damage, and accommodate appropriate labelling. Any packaging materials or gases used must be non-toxic and must not threaten the safety and suitability of food under the specified conditions of storage and use. Where appropriate, reusable or convenience packaging should be suitably durable and easy to clean and sanitise.

Packaging Standards procedures should ensure that packaging conforms to relevant specifications, which may be based upon regulatory or industry guidelines or customer requirements. Packaging materials and procedures must not affect the safety or quality of the foods being packaged. Unused packaging should be handled and stored in a manner that does not compromise food safety or quality.

The materials used for food packaging are many and varied, including:

- Paper, cardboard, and similar materials;
- Plastics and polymer-based substances such as polypropylene, polyethylene, and polystyrene;
- Metals, including aluminium;
- Glass; and
- Recycled materials.

The suitability of packaging for a particular food item depends on the food’s composition and the intended purpose of the packaging. This is an important consideration for the use of recycled materials in food packaging, which may also be subject to legislative requirements. Modern technology offers a wide range of packaging options that support food safety and quality of the highest calibre, whilst allowing increased accessibility and marketability for

branded products.

Further information regarding Packaging Standards can be found within the haccp.com Packaging Standards Food Standard Element.

Labelling Standards

Labelling gives consumers the information they need to handle, store, and consume food safely, and to avoid foods that may harm them. Labelling requirements for food prepared and sold by Catering and Food Service businesses vary between jurisdictions and between types of sale, so you must confirm which requirements apply to your products.

Labelling for packaged Catering and Food Service products commonly includes:

- The name of the food and a list of ingredients;
- Declarations of allergens present in the product;
- Date marking, such as a use by or best before date;
- Storage and use instructions, including reheating directions where relevant;
- The name and contact details of the business; and
- Special advice for Vulnerable Consumers, where applicable.

Labelling Standards procedures should ensure that labels are accurate, legible, and reviewed whenever a recipe, ingredient, or supplier changes. Further information regarding Labelling Standards can be found within the haccp.com Labelling Standards Food Standard Element.

If your food business supplies foodstuffs manufactured to a customer's specifications, it is important to consider any specific Catering and Food Service Standards Development requirements in relation to their items.

Catering and Food Service Standards Development Key Points

- Catering and Food Service Standards programs must be developed to meet relevant Regulatory, Industry, and Customer standards and requirements;
- The Senior Management of your business is committed to providing adequate resources for the development of your Catering and Food Service Standards program;
- Should you require additional resources for the development of Catering and Food Service Standards program elements, please discuss this with the relevant Senior Management representative;
- A properly developed Catering and Food Service Standards program will provide a strong framework for your business to maintain compliance with relevant Regulatory, Industry, and Customer standards and requirements;
- A poorly developed Catering and Food Service Standards program will not fully support your business and may contribute to significant non-compliance against Regulatory, Industry, and Customer standards and requirements.

Documentation

To establish the developed detail in a viewable format to facilitate information.

Documentation

Document: A document provides guidance and/or direction for performing work, making decisions, or rendering judgments that affect the safety or quality of the products or services that customers receive.

Documented policies, procedures, work instructions, and schedules form the basis of any food safety and quality management system. The following documentation formats may be considered to ensure ongoing compliance with specified requirements for Catering and Food Service Standards:

- Catering and Food Service Standards policy;
- Catering and Food Service Standards development procedures;
- Catering and Food Service Standards implementation procedures and work instructions;

- Catering and Food Service Standards monitoring procedures;
- Catering and Food Service Standards corrective and preventative action procedures;
- Catering and Food Service Standards verification schedule;
- Catering and Food Service Standards verification procedures;
- Catering and Food Service Standards validation schedule;
- Catering and Food Service Standards validation procedures;
- Catering and Food Service Standards training procedures.

If your food business supplies foodstuffs manufactured to a customer's specifications, it is important to consider any specific Catering and Food Service Standards Documentation requirements in relation to their items.

You may wish to visit the Catering and Food Service Standards Templates section of haccp.com for examples of Catering and Food Service Standards documentation, record and resource formats commonly applied within food safety and quality systems.

Catering and Food Service Standards Documentation Key Points

- Catering and Food Service Standards programs must be documented to meet relevant Regulatory, Industry, and Customer standards and requirements;
- All documented Catering and Food Service Standards program elements must be controlled to ensure compliance;
- Key documented Catering and Food Service Standards program elements should be available to your business team at all times to ensure they can facilitate required tasks;
- A properly documented Catering and Food Service Standards program will provide a strong framework for your business to maintain compliance with relevant Regulatory, Industry, and Customer standards and requirements;
- A poorly documented Catering and Food Service Standards program will not fully support your business and may contribute to significant non-compliance against Regulatory, Industry, and Customer standards and requirements.

Implementation

To facilitate the application of the documentation.

Implementation

Implementation: Implementation is the application of documented food safety and quality system elements into the actual business operation.

The implementation of Catering and Food Service Standards within any food business requires genuine commitment from senior management, staff, and visitors to ensure the nominated goals of implementation are achievable on an ongoing basis. It is a step that requires significant planning and consideration of general and specific food business circumstances to ensure the outcomes of Catering and Food Service Standards do not negatively impact the safety and quality of the food items dispatched from the business.

Implementation of Catering and Food Service Standards must include a clear definition of responsibilities and authorities for all levels of participation by senior management, staff, and visitors to the site.

When implementing Catering and Food Service Standards within a food safety and quality system, you may wish to consider the following requirements before completion:

- Communication and display of the Catering and Food Service Standards policy;
- Completion of Verification and Validation of Catering and Food Service Standards development procedures;
- Availability of Catering and Food Service Standards implementation procedures and work instructions;
- Availability of Catering and Food Service Standards monitoring procedures and record templates (where applicable);
- Availability of Catering and Food Service Standards corrective and preventative action procedures and record templates (where applicable);

- Availability of the Catering and Food Service Standards verification schedule;
- Availability of Catering and Food Service Standards verification procedures;
- Availability of the Catering and Food Service Standards validation schedule;
- Availability of Catering and Food Service Standards validation procedures;
- Completion of Catering and Food Service Standards training procedures;
- Completion of product design and development requirements related to Catering and Food Service Standards;
- Completion of process design and development requirements related to Catering and Food Service Standards;
- Completion of training for team members who have responsibilities and involvement within Catering and Food Service Standards;
- Completion of competency approval for team members who have responsibilities and involvement within Catering and Food Service Standards.

If your food business supplies foodstuffs manufactured to a customer's specifications, it is important to consider any specific Catering and Food Service Standards Implementation requirements in relation to their items.

Catering and Food Service Standards Implementation Key Points

- Catering and Food Service Standards programs must be implemented to meet relevant Regulatory, Industry, and Customer standards and requirements;
- Your Catering and Food Service Standards program must be fully implemented per relevant documented Policies, Procedures, and Work Instructions;
- The implementation of Catering and Food Service Standards requires a commitment to the provision of resources by the Senior Management of your business;
- A properly implemented Catering and Food Service Standards program will provide a strong framework for your business to maintain compliance with relevant Regulatory, Industry, and Customer standards and requirements;
- A poorly implemented Catering and Food Service Standards program will not fully support your business and may contribute to significant non-compliance against Regulatory, Industry, and Customer standards and requirements.

Monitoring

To review, confirm and document evidence of the implementation against documented limits.

Monitoring

Monitoring: Monitoring is the act of reviewing and confirming measurable parameters of a defined process or product status.

Monitoring requirements within food industry sectors are generally identified against limits of acceptability defined within HACCP plans, implementation procedures, and work instructions. Monitoring usually includes some element of record-keeping, which may be maintained manually or through digital systems. Advancements in technology have produced many systems and processes that are self-monitored or self-adjusted when variances are identified. Regardless of the system used, the goal of any monitoring activity is to provide sufficient evidence that any limit of acceptability has been met.

Traditional Catering and Food Service Standards monitoring requirements include manual recording and the application of corrective actions when the results of monitoring are found to be outside acceptable limits. Corrective Actions should also generally be strongly linked to the monitoring process where applied to ensure full traceability of the applied actions.

Common monitoring activities and record formats may apply to Catering and Food Service Standards:

- Catering and Food Service Standards Monitoring Records: The monitoring activities for Catering and Food Service Standards Control Points, Critical Control Points, Quality Points, and Critical Quality Points are designed to provide evidence of meeting the nominated Critical Limits.
- Routine monitoring of GMP Prerequisite Programs for all Catering and Food Service premises is recommended:

Daily pre-operational checks allow management and staff to ensure that all items are cleaned, sanitised, and suitably stored before the commencement of daily production.

If your food business supplies foodstuffs manufactured to a customer's specifications, it is important to consider any specific Catering and Food Service Standards Monitoring requirements in relation to their items.

You may wish to visit the Catering and Food Service Standards Templates section of haccp.com for examples of Catering and Food Service Standards documentation, record and resource formats commonly applied within food safety and quality systems.

Catering and Food Service Standards Monitoring Key Points

- Monitoring provides real-time confirmation and evidence that your risk-based FS&Q Controls are effectively implemented;
- Catering and Food Service Standards programs must be monitored to meet relevant Regulatory, Industry, and Customer standards and requirements;
- Monitoring of Catering and Food Service Standards must be facilitated as per relevant documented Policies, Procedures, and Work Instructions;
- Nominated monitoring records for Catering and Food Service Standards must be maintained as per relevant documented Policies, Procedures, and Work Instructions;
- A properly monitored Catering and Food Service Standards program will provide a strong framework for your business to maintain compliance with relevant Regulatory, Industry, and Customer standards and requirements;
- A poorly monitored Catering and Food Service Standards program will not fully support your business and may contribute to significant non-compliance against Regulatory, Industry, and Customer standards and requirements.

Corrective Action and Preventative Action

To apply "real time" interventions to documented monitoring limits.

Corrective Action and Preventative Action

Corrective Action: Corrective action is mandatory action to be taken when a deviation to the Quality System occurs, particularly in relation to a Critical Control Point.

Preventative Action: At any step in the process where a hazard has been identified, preventative action must be put into place to prevent re-occurrence.

Corrective Action and Preventative Action are implemented to ensure that any identified non-conformance issues are documented, investigated, and rectified within appropriate time frames. Corrective action is any action applied to regain control over a product, process, policy, or procedure that has been identified as being non-conforming or outside nominated limits of acceptability. Preventative action is any action applied to prevent any identified non-conformance from reoccurring.

The outcomes of corrective and preventative actions should result in regained process control after effective application. Specified corrective actions are commonly linked to the HACCP plan and the food business certification process.

Below are Corrective Action and Preventative Action examples which may be associated with Catering and Food Service Standards related non-conformance:

- Review of the Catering and Food Service Standards policy;
- Review of Catering and Food Service Standards development procedures;
- Review of Catering and Food Service Standards implementation procedures and work instructions;
- Review of Catering and Food Service Standards monitoring procedures;
- Review of Catering and Food Service Standards corrective and preventative action procedures;
- Review of the Catering and Food Service Standards verification schedule;
- Review of Catering and Food Service Standards verification procedures;

- Review of the Catering and Food Service Standards validation schedule;
- Review of Catering and Food Service Standards validation procedures;
- Review of Catering and Food Service Standards training procedures;
- Re-training in Catering and Food Service Standards;
- Review of management review activities to include Catering and Food Service Standards as an agenda item;
- Initiation of product hold procedures where safety or quality may be compromised;
- Initiation of a product recall or product recall procedures where investigations show that there is a substantial safety and or quality risk to the released product;
- Contacting stakeholders including customers regarding any confirmed or potential Catering and Food Service Standards concerns involving their product.

If your food business supplies foodstuffs manufactured to a customer's specifications, it is important to consider any specific Catering and Food Service Standards Corrective Action requirements in relation to their items.

You may wish to visit the Corrective Action and Preventative Action section of haccp.com for examples of best practice applications for this food safety and quality system element.

Catering and Food Service Standards Corrective Action and Preventative Action Key Points

- The implementation of Corrective Action and Preventative Action provides confidence that your FS&Q Program is effectively implemented and that FS&Q criteria are being met;
- Where deviations or variations are observed, Corrective Action and Preventative Actions must be facilitated to meet relevant Regulatory, Industry, and Customer standards and requirements;
- Corrective Action and Preventative Action of Catering and Food Service Standards must be facilitated as per relevant documented Policies, Procedures, and Work Instructions;
- Records of Corrective Action and Preventative Action for Catering and Food Service Standards must be maintained as per relevant documented Policies, Procedures, and Work Instructions;
- Proper application of Corrective Action and Preventative Action for your Catering and Food Service Standards program will provide a strong framework for your business to maintain compliance with relevant Regulatory, Industry, and Customer standards and requirements;
- Poor application of Corrective Action and Preventative Action for your Catering and Food Service Standards program will not fully support your business and may contribute to significant non-compliance against Regulatory, Industry, and Customer standards and requirements.

Verification

To review and confirm documented monitoring and corrective actions against documented parameters.

Verification

Verification: The act of reviewing, inspecting, testing, checking, auditing, or otherwise establishing and documenting whether items, processes, services, or documents conform to specified requirements.

Verification is the detailed review of all food safety and quality system elements to confirm that they are effectively developed, documented, implemented, monitored, and reviewed. All food safety and quality system elements, including documented policies, procedures, training, HACCP plans, and their operational applications, should be verified on an ongoing scheduled basis. The verification process commonly includes a defined schedule for which verification activities are required, how often they are conducted, who is responsible, and detailed documented procedures for each nominated verification activity.

The general goal of an established verification process is to ensure any systemic non-conformance issues are identified and rectified within an appropriate time frame. When non-conformance issues are identified through the verification process, Corrective Actions and Preventative Actions should be implemented to ensure they do not impact the effectiveness of the food safety and quality system.

The following examples of verification activities may apply to Catering and Food Service Standards:

- Review of the Catering and Food Service Standards policy;
- Review of Catering and Food Service Standards development procedures;
- Review of Catering and Food Service Standards implementation procedures and work instructions;
- Review of Catering and Food Service Standards monitoring procedures;
- Review of Catering and Food Service Standards monitoring records;
- Review of Catering and Food Service Standards corrective and preventative action procedures;
- Review of the Catering and Food Service Standards verification schedule;
- Review of Catering and Food Service Standards verification procedures;
- Review of the Catering and Food Service Standards validation schedule;
- Review of Catering and Food Service Standards validation procedures;
- Review of Catering and Food Service Standards training procedures;
- Review of Catering and Food Service Standards performance since the last review and historically;
- Analytical testing of product or process to ensure the effectiveness of Catering and Food Service Standards;
- Inclusion of Catering and Food Service Standards as an agenda item within the Management Review Process.

If your food business supplies foodstuffs manufactured to a customer's specifications, it is important to consider any specific Catering and Food Service Standards Verification requirements in relation to their items.

You may wish to visit the Verification Activities section of haccp.com for examples of best practice applications for this food safety and quality system element.

Catering and Food Service Standards Verification Key Points

- Your verification program provides evidence that your FS&Q Controls have worked;
- Catering and Food Service Standards programs must be verified to meet relevant Regulatory, Industry, and Customer standards and requirements;
- The verification of Catering and Food Service Standards must be facilitated as per relevant documented Policies, Procedures, and Work Instructions;
- Nominated verification records for Catering and Food Service Standards must be maintained as per relevant documented Policies, Procedures, and Work Instructions;
- A properly verified Catering and Food Service Standards program will provide a strong framework for your business to maintain compliance with relevant Regulatory, Industry, and Customer standards and requirements;
- A poorly verified Catering and Food Service Standards program will not fully support your business and may contribute to significant non-compliance against Regulatory, Industry, and Customer standards and requirements.

Validation

To confirm the documented monitoring or procedural limits.

Validation

Validation: The process of gathering evidence to provide a scientific basis for the documented act of demonstrating that a procedure, process, and activity will consistently lead to the expected results. It often includes the qualification of systems and equipment.

Validation is the provision of evidence to support the limits of control or acceptability for food safety or quality parameters nominated within systemic elements. Limits of control or acceptability are commonly included within documented food safety and quality system elements such as procedures, HACCP plans, and specifications.

Common sources of validation include regulatory and legislative standards, finished product specifications and customer requirements, industry codes of practice and guidelines, verified and validated research, historical product, and process control outcomes, and analytical testing.

The general goal of an established validation process is to ensure any systemic non-conformance issues are

identified and rectified within an appropriate time frame. When non-conformance issues are identified through the validation process, Corrective Actions and Preventative Actions should be implemented to ensure they do not impact the effectiveness of the food safety and quality system.

Validation activities are commonly defined within the verification schedules and procedures of established food safety and quality management systems.

The following examples may apply to validation of the limits of control or acceptability for Catering and Food Service Standards:

- Confirmation of nominated food safety and food quality control limits for Catering and Food Service Standards. These limits may apply to regulatory, industry, customer, or finished product specifications;
- Confirmation of analytical testing methods being used to confirm the effectiveness of Catering and Food Service Standards and ensure the accuracy of outcomes.

If your food business supplies foodstuffs manufactured to a customer's specifications, it is important to consider any specific Catering and Food Service Standards Validation requirements in relation to their items.

You may wish to visit the Validation Activities section of haccp.com for examples of best practice applications for this food safety and quality system element.

Catering and Food Service Standards Validation Key Points

- Your validation program provides evidence that your FS&Q Controls will work;
- Catering and Food Service Standards programs must be validated to meet relevant Regulatory, Industry, and Customer standards and requirements;
- The validation of Catering and Food Service Standards must be facilitated as per relevant documented Policies, Procedures, and Work Instructions;
- Nominated validation records and supporting documentation for Catering and Food Service Standards must be maintained as per relevant documented Policies, Procedures, and Work Instructions;
- A properly validated Catering and Food Service Standards program will provide a strong framework for your business to maintain compliance with relevant Regulatory, Industry, and Customer standards and requirements;
- A poorly validated Catering and Food Service Standards program will not fully support your business and may contribute to significant non-compliance against Regulatory, Industry, and Customer standards and requirements.

Training, Competency and Resources

Skills, knowledge and competency requirements to facilitate development, documentation, implementation, monitoring, corrective action, verification and validation of every Food Safety and Quality System Element.

Skills and Knowledge

Skills and Knowledge: Skills and knowledge are attributes of human interactions commonly linked to competency within any specific job-related task.

Training and competency requirements for Catering and Food Service Standards must be ongoing, including regular scheduled reviews to ensure the effectiveness of training and competency outcomes.

Team members who have defined responsibilities regarding Catering and Food Service Standards should have knowledge including:

- Basic Catering and Food Service Standards requirements;
- Positive outcomes of Catering and Food Service Standards;
- Negative outcomes of a lack of Catering and Food Service Standards;
- Current Catering and Food Service Standards procedures, methods, and techniques;
- General operational, corporate, and social awareness regarding Catering and Food Service Standards;
- Regulatory, industry, and customer requirements regarding Catering and Food Service Standards.

Team members who have defined responsibilities regarding Catering and Food Service Standards should have skills including:

- Competency regarding basic Catering and Food Service Standards;
- Effective application of current Catering and Food Service Standards procedures, methods, and techniques;
- The basic development, documentation, and implementation of Catering and Food Service Standards and Prerequisite Programs within the food industry sector.

Team members who have defined responsibilities regarding Catering and Food Service Standards should have access to resources including:

- Catering and Food Service Standards training;
- Catering and Food Service Standards associations and events;
- Regulatory standards, industry and customer information and updates regarding Catering and Food Service Standards;
- Incidents within the food industry sector regarding Catering and Food Service Standards;
- Commitment to Catering and Food Service Standards by senior management;
- Suitably qualified food industry professionals with verified experience in Catering and Food Service Standards;
- Effective communication systems including email, internet, and phone through which Catering and Food Service Standards information can be sent and received within suitable timeframes.

If your food business supplies foodstuffs manufactured to a customer's specifications, it is important to consider any specific Catering and Food Service Standards Training, Competency, and Resources requirements in relation to their items.

You may wish to visit the Training, Competency, and Resources section of haccp.com for examples of best practice applications for this food safety and quality system element.

Catering and Food Service Standards Training, Skills and Knowledge Key Points

- Your Training, Skills, and Knowledge program ensures all participating personnel, visitors, and contractors have the required skills and knowledge to effectively facilitate the requirements of your FS&Q Program;
- Training, Skills, and Knowledge programs for Catering and Food Service Standards must be facilitated to meet relevant Regulatory, Industry, and Customer standards and requirements;
- Training, Skills, and Knowledge programs for Catering and Food Service Standards must be facilitated as per relevant documented Policies, Procedures, and Work Instructions;
- Training, Skills and Knowledge records for Catering and Food Service Standards must be maintained as per relevant documented Policies, Procedures, and Work Instructions;
- Properly applied Training, Skills, and Knowledge programs for Catering and Food Service Standards will provide a strong framework for your business to maintain compliance with relevant Regulatory, Industry, and Customer standards and requirements;
- Poorly applied Training, Skills, and Knowledge programs for Catering and Food Service Standards will not fully support your business and may contribute to significant non-compliance against Regulatory, Industry, and Customer standards and requirements.

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