

Food Retail Standards

Implementation and Management of Food Retail 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 Food Retail 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 unintended transfer of an allergen from one food, surface or utensil to another food.
- 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 Program: A documented system, required by some Regulatory Authorities, that identifies the hazards associated with the activities of a food business and the controls used to manage them.
- Food Safety Supervisor: A person trained to recognise, prevent and alert others to food handling risks, who is nominated by a food business where the relevant jurisdiction requires it.
- Food Service: The industry related to producing, transporting, wholesaling, or retailing prepared foods and/or beverages.
- Potentially Hazardous Food: Food that must be kept at a particular temperature to minimise the growth of pathogenic microorganisms or the formation of toxins in the food.
- Ready to Consume: Foods and/or beverages intended to be consumed with minimal or no preparation by the consumer.

Food Retail Standards Development

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

About Food Retail Standards

Food Retail 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 'ready to consume' status of foodstuffs facilitated as Food Retail offerings. Industry and Customer Standards may also be applied similarly to other food businesses.

Key elements of food compliance for Food Retail businesses are identified below, including:

- Crossover Between Food Retail and Catering and Food Service Businesses;

- Food Safety Management;
- What is a Food Safety Management System?
- Key Elements of Food Safety Programs for Food Retail Businesses;
- Temperature Management for Food Retail Businesses;
- Food Compliance Culture;
- Allergen Management;
- Areas of Focus for Allergen Management for Food Retail Businesses;
- Food Safety Supervisors;
- Packaging Standards;
- Areas of Focus for Packaging for Food Retail Businesses;
- Labelling Standards; and
- Areas of Focus for Labelling for Food Retail Businesses.

Crossover Between Food Retail and Catering and Food Service Businesses



Food retail counters often serve ready to consume food prepared on site.

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

Further information regarding Catering and Food Service Standards can be found within the haccp.com Catering and Food Service Food Standard Element.

Food Safety Management

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

Legal requirements continue to change, and food safety management is an essential component of every food business and its suppliers, with many jurisdictions prescribing a documented system or program. Having a well-managed and maintained Food Safety Management System operating within your business need not be an overly complex, expensive, or time-consuming task. The prerequisite for any Food Safety Management System is a commitment to science-based food hazard analysis, identification and control, and elements that are part of any quality management system: Policy, Structure, Training, Awareness, Responsibility, Communication, Documentation, Monitoring, Validation, and Verification, Corrective Actions and Preventative Actions. The fundamental scope and purpose of any Food Safety Management System rely on science-based knowledge, a comprehensive management system, and a willingness to meet the requirements for the production of safe and quality foods for your customers.

It is a common misconception, when a food safety incident occurs, that the blame lies with a previous step in the supply chain. As food production and service have become more complex, the onus for food safety and quality

accountability is relevant to everyone who is involved in the “paddock to plate” food chain. It is not just those who are in direct contact with the food that need to be aware of food safety and quality requirements. It is also the housekeeper who returns from the restroom and folds your napkin with unwashed hands; the kitchen worker who wipes a soiled workbench with the same cloth used to polish your plate; the production worker with an unreported communicable illness; the warehouse supervisor who ignores temperature fluctuations in a storage chiller; or the wait staff member who blows dust out of a butter pot that is about to be filled. The application of Food Safety Management is far-reaching, and 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 detailed plan of action which, if applied correctly, will result in safe foods. There is no precise template for any given food industry sector as each food business is different. A science-based approach such as HACCP will produce appropriate outcomes, as all potential hazards will be identified and controlled. Food Safety Management Systems need to be specifically tailored to each food business operation to ensure potential hazards are identified and controlled. It is important that everyone involved with food businesses from paddock to plate is aware of their roles, responsibilities, and accountabilities within the Food Safety Management System, and that their participation in such is proactive.

haccp.com has been designed to provide users with food safety knowledge, as well as giving defined direction for the development of new and existing Food Safety Management Systems.

A Food Safety Management System is a set of developed, documented, implemented, monitored, verified, and validated procedures related to the production of safe food, often accompanied by structured prerequisite programs. A successful Food Safety Management System has many elements, all of which are necessary to produce safe food and to prove due diligence in doing so. Food Safety Management Systems are very much specific to each food operation, but they all rely on the same founding principles.

The following elements are nominated as being 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.

As components of the scope and purpose of your Food Safety Management System, it should generally be stated that the primary objective of the Food Safety Management System is to maintain status as a producer of safe foodstuffs and to exceed consumer expectations regarding food safety.

Key Elements of Food Safety Programs for Food Retail Businesses

Specific requirements for any Food Retail Standards 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 Food Retail 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;
- Premise 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.

Temperature Management for Food Retail Businesses



Chilled display units must hold food at a safe temperature at all times.

Potentially hazardous food that requires temperature control must be held within its specified temperature range to ensure the safety of consumers. Hot and cold holding critical limits may include temperatures of:

- minus 18°C (about 0°F) or colder for frozen foods;
- 5°C (41°F) or colder for cold refrigerated items; and
- 60°C (140°F) or hotter for hot items.

Regulatory limits vary by jurisdiction. Many food regulators set cold holding at 5°C (41°F) or colder and hot holding at 60°C (140°F) or hotter. The range between these two temperatures is commonly called the temperature danger zone, where bacteria can multiply rapidly. The World Health Organization includes keeping food at safe temperatures in its Five keys to safer food. Confirm the limits that apply in every jurisdiction in which your business operates.

Chilled potentially hazardous food with a lower specified storage temperature may not achieve its shelf life (or intended food safety status) if it is stored at a higher chilled temperature, even when that temperature is within the prescribed Regulatory limits for chilled potentially hazardous food. Food must always be stored within its specified storage temperature range to ensure safe and suitable outcomes for consumers.

Where a Food Retail business uses temperature controlled storage:

- The capacity and operational effectiveness of temperature control units must be suitable for the format of the foods being stored; and
- The capacity and operational effectiveness of temperature control units must be suitable for the volume of the foods being stored.

Further information regarding Temperature Management can be found within the haccp.com Process Control Standard Element.

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. Food Compliance Culture determines how different levels of staff communicate with one another as well as how employees deal with clients and customers.

As an element of contemporary Food Business Management practices, the methods for implementation and management of a strong Food Compliance Culture vary from business to business and site to site. As such, 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

Food allergens affect a relatively small percentage of the population but can be life-threatening under certain circumstances. Allergens are contained within many different foods and food ingredients but can also be introduced into foods through inappropriate production scheduling, raw material contamination, ineffective raw material, product and work in progress identification and traceability, and ineffective cleaning and sanitation programs. Allergen

management programs should be applied with the intent of controlling and managing the use of allergenic materials, production processes, and prerequisite programs within any food business.

Historically, food safety and quality management systems used 'Cross Contamination' as a term to define allergen interactions. Contemporary food safety and quality management systems use the term 'Cross Contact', meaning the unintended transfer of an allergen from one food, surface or utensil to another food. The term 'Cross Contamination' generally indicates the unacceptable presence of a substance within foodstuffs.

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

Areas of Focus for Allergen Management for Food Retail Businesses

Where a Food Retail business handles exposed food, the risk of allergen cross contact may be present at similar levels to those observed within food production or manufacturing facilities.

The particular areas of focus for allergen management within Food Retail businesses may include:

- Customer self-service scenarios where unpackaged food is sold by weight, volume or count;
- Delicatessen or service counter scenarios where unpackaged food is sold by weight, volume or count; and
- Food display scenarios where unpackaged allergen-containing food is stored above unpackaged produce or other food.

Food Safety Supervisors



A trained supervisor helps keep retail food safety checks on track.

Many jurisdictions manage the food safety risks of Food Retail businesses by requiring them to nominate a Food Safety Supervisor (or similarly titled position), who is specially trained and accepts responsibility for the Food Safety Programs and related food safety compliance outcomes. Requirements commonly extend to trained food handlers and to records that substantiate food safety controls, and they often depend on the type of business and the food it handles.

Australia, for example, applies Standard 3.2.2A (Food Safety Management Tools) of its Food Standards Code to certain food businesses.

Your Food Retail business must meet any specific requirements for Food Safety Supervision within the jurisdictions in which your business operates.

Packaging Standards



Packaging protects food and must suit the food and its intended use.

Packaging not only assists in the preservation of food, it also keeps food safe from contamination and damage, and provides a viable marketing opportunity for 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 pose a threat to 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 be formatted to ensure that packaging conforms to relevant specifications, which may be based upon regulatory or industry guidelines, or customer requirements. Packaging materials or procedures must not impact 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 other similar materials;
- Plastic and polymer-based substances such as polypropylene and polyethylene;
- Polystyrene;
- Metal and metallic compounds;
- Aluminium;
- Glass; and
- Recycled materials.

The main requirements for determining the suitability of packaging for a particular food item rely on the composition of the food and the intended purpose of the packaging. Packaging materials must not affect the safety or suitability of the foods being packaged. This is an important consideration given the common use of recycled materials to produce food packaging, a factor that may also need to be considered alongside legislative requirements. Modern technology provides a seemingly limitless range of packaging options, which facilitate 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.

Areas of Focus for Packaging for Food Retail Businesses

Where a Food Retail business packages exposed food, the business has a responsibility to ensure:

- Direct food contact and close food contact packaging materials are suitable for food contact; and
- Food contact and close food contact packaging materials are stored and handled in a manner that does not compromise food safety.

Labelling Standards

Labelling gives consumers the information they need to use food safely and to make informed choices. Food labels must be accurate and must meet the labelling requirements of the relevant Regulatory Authority, along with any Industry and Customer Standards that apply. Typical label information includes the product name, ingredients,

allergen declarations, date marking, storage and use instructions, and the supplier name and address.

Labelling Standards procedures should be formatted to ensure that labels conform to relevant specifications, which may be based upon regulatory or industry guidelines, or customer requirements. Label content must be checked whenever a recipe, ingredient, supplier or packaging format changes, so that allergen declarations and other safety information remain correct.

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

Areas of Focus for Labelling for Food Retail Businesses

Where a Food Retail business labels packed food, the business has a responsibility to ensure:

- Any labelling applied is accurate;
- Any labelling applied meets relevant Regulatory and/or Industry Standards;
- Labelling formats, including barcodes (or similar devices), are accurate and are accepted by retail sales systems; and
- Food labelling provides the consumer with suitable information regarding the safe and suitable use and consumption of the packaged food.

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

Food Retail Standards Development Key Points

- Food Retail Standards programs must be developed to meet relevant Regulatory, Industry, and Customer standards and requirements;
- The Senior Management of your business facilitates a commitment to ensuring adequate resources for the development of your Food Retail Standards program;
- Should you require additional resources for the development of Food Retail Standards program elements, please discuss this with the relevant Senior Management representative;
- A properly developed Food Retail 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 Food Retail 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 which 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 Food Retail Standards:

- Food Retail Standards policy;
- Food Retail Standards development procedures;
- Food Retail Standards implementation procedures and work instructions;
- Food Retail Standards monitoring procedures;
- Food Retail Standards corrective and preventative action procedures;
- Food Retail Standards verification schedule;
- Food Retail Standards verification procedures;

- Food Retail Standards validation schedule;
- Food Retail Standards validation procedures;
- Food Retail Standards training procedures.

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

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

Food Retail Standards Documentation Key Points

- Food Retail Standards programs must be documented to meet relevant Regulatory, Industry, and Customer standards and requirements;
- All documented Food Retail Standards program elements must be controlled to ensure compliance;
- Key documented Food Retail Standards program elements should be available to your business team at all times to ensure they can facilitate required tasks;
- A properly documented Food Retail 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 Food Retail 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 Food Retail 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 which requires significant planning and consideration of general and specific food business circumstances to ensure the outcomes of Food Retail Standards do not negatively impact upon the safety and quality of the food items dispatched from the business.

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

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

- Communication and display of the Food Retail Standards policy;
- Completion of Verification and Validation of Food Retail Standards development procedures;
- Availability of Food Retail Standards implementation procedures and work instructions;
- Availability of Food Retail Standards monitoring procedures and record templates (where applicable);
- Availability of Food Retail Standards corrective and preventative action procedures and record templates (where applicable);
- Availability of the Food Retail Standards verification schedule;
- Availability of Food Retail Standards verification procedures;
- Availability of the Food Retail Standards validation schedule;
- Availability of Food Retail Standards validation procedures;
- Completion of Food Retail Standards training procedures;
- Completion of product design and development requirements related to Food Retail Standards;
- Completion of process design and development requirements related to Food Retail Standards;

- Completion of training for team members who have responsibilities and involvement within Food Retail Standards;
- Completion of competency approval for team members who have responsibilities and involvement within Food Retail Standards.

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

Food Retail Standards Implementation Key Points

- Food Retail Standards programs must be implemented to meet relevant Regulatory, Industry, and Customer standards and requirements;
- Your Food Retail Standards program must be fully implemented as per relevant documented Policies, Procedures, and Work Instructions;
- The implementation of Food Retail Standards requires a commitment to the provision of resources by the Senior Management of your business;
- A properly implemented Food Retail 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 Food Retail 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 Food Retail Standards plans, implementation procedures and work instructions. Monitoring usually includes some element of record keeping, which may be maintained manually or through digital systems. It is important to consider that advances in technology have spawned many systems and processes which are self-monitored and/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 Food Retail 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 be applicable to Food Retail Standards:

- Food Retail Standards Monitoring Records: The monitoring activities for Food Retail 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 food premises is recommended: Daily pre-operational checks allow management and staff to ensure that all items are cleaned and sanitised and suitably stored prior to commencement of daily operations.

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

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

Food Retail Standards Monitoring Key Points

- Monitoring provides real-time confirmation and evidence that your risk-based FS&Q Controls are effectively implemented;
- Food Retail Standards programs must be monitored to meet relevant Regulatory, Industry, and Customer standards and requirements;
- Monitoring of Food Retail Standards must be facilitated as per relevant documented Policies, Procedures, and Work Instructions;
- Nominated monitoring records for Food Retail Standards must be maintained as per relevant documented Policies, Procedures, and Work Instructions;
- A properly monitored Food Retail 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 Food Retail 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 recurrence.

Corrective Action and Preventative Action is implemented to ensure that any identified non-conformance issues are documented, investigated and rectified within appropriate timeframes. 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 Food Retail Standards Plans and to the food business certification process.

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

- Review of the Food Retail Standards policy;
- Review of Food Retail Standards development procedures;
- Review of Food Retail Standards implementation procedures and work instructions;
- Review of Food Retail Standards monitoring procedures;
- Review of Food Retail Standards corrective and preventative action procedures;
- Review of the Food Retail Standards verification schedule;
- Review of Food Retail Standards verification procedures;
- Review of the Food Retail Standards validation schedule;
- Review of Food Retail Standards validation procedures;
- Review of Food Retail Standards training procedures;
- Re-training in Food Retail Standards;
- Review of management review activities to include Food Retail Standards as an agenda item;
- Initiation of product hold procedures where safety or quality may be compromised;
- Initiation of product recall or product withdrawal procedures where investigations show that there is a substantial safety and/or quality risk to released product;

- Contacting stakeholders including customers regarding any confirmed or potential Food Retail Standards concerns involving their product.

If your food business supplies foodstuffs manufactured to a customer's specifications, it is important to consider any specific Food Retail 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.

Food Retail 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 Food Retail Standards must be facilitated as per relevant documented Policies, Procedures, and Work Instructions;
- Records of Corrective Action and Preventative Action for Food Retail Standards must be maintained as per relevant documented Policies, Procedures, and Work Instructions;
- Proper application of Corrective Action and Preventative Action for your Food Retail 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 Food Retail 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. It is important that all food safety and quality system elements, including documented policies, procedures, training, Food Retail Standards plans and their operational applications are 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 timeframe. When non-conformance issues are identified through the verification process, Corrective Actions and Preventative Actions should be implemented to ensure they do not impact upon the effectiveness of the food safety and quality system.

The following examples of verification activities may be applicable to Food Retail Standards:

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

- Review of the Food Retail Standards validation schedule;
- Review of Food Retail Standards validation procedures;
- Review of Food Retail Standards training procedures;
- Review of Food Retail Standards performance since the last review and historically;
- Analytical testing of product or process to ensure the effectiveness of Food Retail Standards;
- Inclusion of Food Retail 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 Food Retail 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.

Food Retail Standards Verification Key Points

- Your verification program provides evidence that your FS&Q Controls have worked;
- Food Retail Standards programs must be verified to meet relevant Regulatory, Industry, and Customer standards and requirements;
- The verification of Food Retail Standards must be facilitated as per relevant documented Policies, Procedures, and Work Instructions;
- Nominated verification records for Food Retail Standards must be maintained as per relevant documented Policies, Procedures, and Work Instructions;
- A properly verified Food Retail 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 Food Retail 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, Food Retail Standards 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 timeframe. When non-conformance issues are identified through the validation process, Corrective Actions and Preventative Actions should be implemented to ensure they do not impact upon 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 be applicable to validation of the limits of control or acceptability for Food Retail Standards:

- Confirmation of nominated food safety and food quality control limits for Food Retail Standards. These limits may be applicable to regulatory, industry, customer or finished product specifications;

- Confirmation of analytical testing methods being used to confirm the effectiveness of Food Retail 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 Food Retail 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.

Food Retail Standards Validation Key Points

- Your validation program provides evidence that your FS&Q Controls will work;
- Food Retail Standards programs must be validated to meet relevant Regulatory, Industry, and Customer standards and requirements;
- The validation of Food Retail Standards must be facilitated as per relevant documented Policies, Procedures, and Work Instructions;
- Nominated validation records and supporting documentation for Food Retail Standards must be maintained as per relevant documented Policies, Procedures, and Work Instructions;
- A properly validated Food Retail 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 Food Retail 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 specified job-related task.

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

Team members who have defined responsibilities regarding Food Retail Standards should have knowledge including:

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

Team members who have defined responsibilities regarding Food Retail Standards should have skills including:

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

Team members who have defined responsibilities regarding Food Retail Standards should have access to resources including:

- Food Retail Standards training;
- Food Retail Standards associations and events;
- Regulatory standards, industry and customer information and updates regarding Food Retail Standards;

- Incidents within the food industry sector regarding Food Retail Standards;
- Commitment to Food Retail Standards by senior management;
- Suitably qualified food industry professionals with verified experience in Food Retail Standards;
- Effective communication systems including email, internet and phone through which Food Retail 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 Food Retail 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.

Food Retail 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 Food Retail Standards must be facilitated to meet relevant Regulatory, Industry, and Customer standards and requirements;
- Training, Skills, and Knowledge programs for Food Retail Standards must be facilitated as per relevant documented Policies, Procedures, and Work Instructions;
- Training, Skills, and Knowledge records for Food Retail Standards must be maintained as per relevant documented Policies, Procedures, and Work Instructions;
- Properly applied Training, Skills, and Knowledge programs for Food Retail 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 Food Retail 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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