

Appendix B - Model Food Safety Management Plan

SPARK VENUES & EVENTS CATERING
FOOD SAFETY OPERATIONS PLAN
OPERATING POLICY & WORK INSTRUCTIONS



DOCUMENT ISSUE & CONTROL

This Food Safety Operations Plan is the property of Stadium Australia Operations Pty Ltd trading as Spark Venues & Events Catering (the Company)

Copies of this Food Safety Operations Plan have been issued as follows:-

RECIPIENT	COPY NO.	LOCATION
CONTROLLED COPIES		
ELECTRONIC COPIES		
		Electronic Copy (T:Drive)
<p>This Plan is a 'CONTROLLED' document and is subject to audit. It MUST NOT BE REMOVED from the above locations.</p> <p>The Plan may be distributed to interested parties as an 'UNCONTROLLED' copy but only with the approval of the Quality Representative and must be marked as 'Uncontrolled'.</p> <p>The electronic master copy of the Plan is located at ANZ Stadium on the T:Drive / Spark Venue & Events Catering / Operations Plans – Policies & Work Instructions.</p>		

TABLE OF CONTENTS – FOOD SAFETY OPERATIONS PLAN


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CORPORATE SERVICES

FOOD SAFETY OPERATIONS PLAN

OPERATING POLICY & WORK INSTRUCTIONS



SPARK.FSP.000	Food Safety Introduction
	<p>This Food Safety Operations Plan has been developed and approved by the Catering and Hospitality Department to ensure adherence to Stadium Australia Operations Pty Ltd responsibility and commitment to ensuring safe food and beverage products and services to Patrons and Staff.</p> <p>This responsibility and commitment is achieved through this Operations plan via compliance to legislative requirements as well as conformance to the Standards of AS ISO 22000: 2005 and HACCP.</p> <p>Specifically, Stadium Australia Operations Pty Ltd has identified Critical Control Points within operational processes via hazard analysis and has developed control measures for each to ensure either the elimination or minimisation of potential hazards that could potentially affect the safety of food and beverage products or services.</p> <p>It is the intent of Stadium Australia Operations Pty Ltd not only to exceed legislative requirements but also to be a leader in Food Safety Management as well as Catering and Hospitality products and services.</p> <p>These Operating Policy and Work Instructions have been created to provide requirements and guidelines to ensure all levels of Catering and Hospitality Staff can effectively achieve a high level of food safety and quality in both food and beverage products and services.</p>
Author	P.Higham- Senior Coordinator, Integrated Management System, Food Safety
Date Approved	12/09/2013
Approved By	<p>Position: General Manager, Catering and Hospitality</p>  <p>Signature: Wayne Forrest</p>


CORPORATE SERVICES

FOOD SAFETY OPERATIONS PLAN

OPERATING POLICY & WORK INSTRUCTIONS



SPARK.FSP.001	PRODUCT RECEIVING
Policy	It is the policy of Stadium Australia Operations Pty Ltd (the Company) that all incoming goods be inspected on arrival.
Rationale	The policy is intended to describe the process for the receiving of goods to ensure appropriate specifications; ordered amounts, product quality and safety are at the required standard expected by the Company.
Work Instructions	<p>Receiving of goods</p> <p>Purchase Order/ Invoice Inspection All goods are to be sourced from an approved supplier. Delivery drivers are required to supply an invoice or delivery docket which is to be checked against a purchase order (unless a Department Manager has arranged another alternative method).</p> <p>Quality Inspection Receiving Staff are to visually inspect the overall delivery looking for signs of damage to goods or packaging, signs of physical contamination (dust, insects, and foreign matter) and defrosting. Packaging is to be intact with no signs of breakage or damage to seals. Used by Dates/ Best before dates are to be visually inspected to ensure they met expectations for intended storage or use. Perishable Food Products are to be visually checked for freshness, expected colour of product, and of an acceptable aroma or smell.</p> <p>Temperature Inspection A temperature check using a calibrated probe is to be performed on high risk products, with the temperature reading to be recorded on the Product Receiving Form. An infrared thermometer can be used for this purpose, however should a discrepancy be identified in the required temperature range, a secondary check may need to be performed using a probe thermometer between food items to verify core food temperature. Temperature Requirements:</p> <ul style="list-style-type: none"> • Cold perishable food products: - are to be received at 5°C or below. • Frozen Food products:- are to be received at -12°C or below, alternatively, goods are to be checked to ensure they are solid to touch, with no signs of defrosting such as liquid from melting, or soft physical areas of product. <p>Ready To Eat Products Ready to Eat products are products intended to be consumed immediately by the customer without any additional processing. Products that fall into this category include packaged sandwiches, wraps, rolls and sushi. Greater care is to be applied with these products as no further processing is undertaken other than temperature monitoring during storage. Expiry dates are to be on these products unless arrangement has been made for display purposes to have label on the outer box or packing. All RTE products must contain a current used by date with no exemptions.</p> <p>Corrective Actions Immediate Product Rejections- Not to be received by Receiving Staff, notify relevant Manager/Supervisor Immediately.</p> <ul style="list-style-type: none"> • Products not meeting temperature requirements • Items containing foreign matter or physical contamination- externally in internally • Damaged packaging such as splits, crushed cartons or broken containers

SPARK.FSP.001	PRODUCT RECEIVING
	<p>Documentation Requirements</p> <p>Receiving is a critical control point within the Companies Food Safety System. All deliveries are to be documented without exemption with all the appropriate areas of the Product Receiving Form to be completed:</p> <ul style="list-style-type: none"> ▪ Date/Time- when delivery is received ▪ Supplier- name of Company/Supplier of product being delivered ▪ Invoice Number- As sighted on Invoice or alternatively can be a delivery docket number. ▪ Temperature- Record temperature after temperature inspection has been completed. ▪ Quality check- To be completed after a quality inspection and/ or check of RTE product requirements. ▪ Time of Storage- When delivery has been accepted and entered into the food chain. ▪ Corrective Actions- Must be recorded for any discrepancies or variations during the required inspection stages. ▪ Stadium Staff- receivers Name ▪ Driver- Delivery Driver/ Suppliers Name and Signature. <p>Questions or Enquiries</p> <p>Any questions or enquires in relation to product receiving at any stage of the process are to be directed to your Supervisor, Manager or the Food Safety Supervisor for clarification.</p>
Interested Parties	Catering & Hospitality Department Managers, Catering Supervisors, Executive Sous Chef, Menu Management Sous Chef, All Sous Chefs, Distribution Team Members, All Food Handling Staff.
Reference Documents	FSANZ Food Standards Code, SAO IMS Manual, NSW Food Authority Website
Author	P.Higham - Senior Coordinator, Integrated Management System, Food Safety
Date Approved	12/09/2013
Approved By	<p>Position: General Manager, Catering and Hospitality</p> <div style="text-align: center;">  </div> <p>Signature: Wayne Forrest</p>

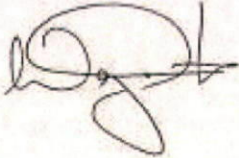
CORPORATE SERVICES

FOOD SAFETY OPERATIONS PLAN

OPERATING POLICY & WORK INSTRUCTIONS




SPARK.FSP.002	STORAGE OF FOOD PRODUCTS
Policy	It is the policy of Stadium Australia Operations Pty Ltd (the Company) that an established process is used to manage the storage of food and beverage products to ensure product safety and stock management.
Rationale	The rationale behind this policy is to document the processes used for the safe storage of food and beverage products to ensure efficient stock management.
Work Instructions	<p>It is the Company's policy to store perishable food and beverage products under temperature control. Cold storage is assessed as a Critical Control Point and as a result cold storage temperatures are to be monitored and recorded on documentation.</p> <p>Perishable food and beverage products must have a core temperature of 5°C or below. These items will be stored in appropriate designated coolrooms, reefers, display fridges or refrigerators.</p> <p>Freezers storing frozen products require an ideal temperature of -18°C with a minimum temperature requirement of -12°C. Temporary freezer storage in outlets and portable vending equipment require a temperature of -16°C with a minimum temperature of -12°C.</p> <p>Stock Rotation (FIFO)</p> <p>All material in storage is handled with care to prevent damage and deterioration. To ensure this the condition of stored product is to be assessed at regular periods and action taken accordingly such as discarding product that has been damaged or is no longer within used by date. Food storage is only to be located in areas set aside for this purpose. These areas are to provide isolation/segregation and the opportunity for protection from accidental damage; and the environmental conditions under which it is stored will not adversely affect the safety and suitability of the food.</p> <p>Product that has limited shelf or storage life is to be checked periodically for expiry date and if this has been exceeded to be regarded as nonconforming product.</p> <p>All Stock shall be rotated using the "first in- first out" (FIFO) philosophy. Products that have been on premise or that have the least shelf life shall be stored at the front encouraging use or to be used first. Newly delivered goods or products with a longer shelf life shall be rotated to the rear, encouraging appropriate rotation of goods.</p> <p>Food items taken from the freezer for defrosting require a used by date to be recorded on the product to ensure identification and discard if required if not used.</p> <p>Storage</p> <p>Dry goods are to be stored on shelves or food storage bins with lids with a minimum bottom shelf height of 15mm off the floor.</p> <p>Raw and cooked food items are to be kept separately and should cook and raw food items share the same shelving or storage device, cooked must be stored above raw. Food items are to be appropriately packed/ wrapped to prevent possible leaking or cross contamination.</p> <p>Cool room/Freezer temperatures are to be recorded as per food safety plan requirements; the critical limits set for cold storage is 5°C or below. Freezer storage critical limits are -12°C or below. Any discrepancies of temperature are to be reported to your Supervisor immediately for corrective action.</p> <p>Non Conformances</p> <p>Any raw materials or product that does not conform to specification or quality is to be set aside so that it is not confused with conforming product. Management is to be notified to make necessary assessment and appropriate action. The product is to be quarantined if being returned to suppliers or discarded into appropriate waste stream immediately.</p> <p>Product that is past its used by date is to be discarded.</p> <p>Corrective Actions & Alternative Cold Storage or Display Methods</p>

SPARK.FSP.002	STORAGE OF FOOD PRODUCTS
	<p>Where cold storage equipment is unable to meet the core temperature requirements of 5°C or below, the 2 hour/ 4 hour rule, as instructed by the FSANZ Food Standards Code will be applied. Perishable Food and Beverage products will be managed in cold holding devices and or equipment were possible and monitored via time. Under these circumstances a set time frame of 2 hours is to be applied with food products to be appropriately discarded after this time frame. Designated staff will be appointed to manage time. In regard to food storage areas requiring service or repair, alternative storage areas are to be used to store stock until appropriate repair has been performed.</p> <p>Monitoring and Recording</p> <p>Cold Storage areas will be monitored routinely throughout business/ operational hours and temperatures recorded up to three times per day.</p> <p>Outlet cold storage devices will be monitored routinely and recorded once on documentation to verify the process.</p>
Interested Parties	Catering & Hospitality Department Managers, Catering Supervisors, Executive Sous Chef, Menu Management Sous Chef, All Sous Chefs, Distribution Team Members, All Food Handling Staff.
Reference Documents	FSANZ Food Standards Code, SAO IMS Manual, NSW Food Authority Website
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CORPORATE SERVICES
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OPERATING POLICY & WORK INSTRUCTIONS



SPARK.FSP.003	Cooking & Reheating Temperature Requirements														
Policy	It is the policy of Stadium Australia Operations Pty Ltd (the Company) food products are cooked and reheated to meet the required expectations for quality and safe food product.														
Rationale	The rationale for this policy is to outline temperatures required for food products to meet the required expectations for quality and safe food product.														
Work Instructions	<p>Cooking of food products</p> <p>Cooking is the application of heat to food products to make their properties more palatable. Numerous methods of cooking are utilized throughout the Stadiums operation however this policy and work instruction is mainly directed toward food products generally in the category of high risk or protein based.</p> <p>Equipment</p> <p>Equipment used for the process of cooking include but are not limited to, ovens, deep fryers, flat top grill plates, grills, steamers, conveyer cooking systems, bain maries, stove tops, brat pans, kettles.</p> <p>Critical Limits for food products</p> <p>The critical limits of food products must be verified using a calibrated probe and recorded on appropriate documentation.</p> <p>Core Temperatures</p> <table data-bbox="475 1153 1422 1377"> <thead> <tr> <th>Product</th><th>Minimum Temperature Requirement</th></tr> </thead> <tbody> <tr> <td>Portion Cut/ Whole cuts</td><td>64 – 68°C</td></tr> <tr> <td>Minced meat products</td><td>75°C</td></tr> <tr> <td>Chicken and Turkey</td><td>75°C</td></tr> <tr> <td>Egg Based products</td><td>75°C</td></tr> <tr> <td>Fish Portion Cut/ Whole Cuts</td><td>70°C</td></tr> <tr> <td>Rice and Farinaceous</td><td>90°C</td></tr> </tbody> </table> <p>Preventing Cross Contamination</p> <p>All practical measures should be taken to prevent cook food from coming into contact with raw food items. This includes storage of products as well as preparation activities. Preparation of raw and cooked foods are to be performed in separate areas with a reasonable distance to prevent cross contamination. Staff are required to wash their hands between duties as well as encouraged to wear gloves.</p> <p>Corrective Actions</p> <ol style="list-style-type: none"> 1. Check safety of food. If unsure check with your Supervisor for further information. Continue to cook until core temperature requirement is met. 2. Check safety of food, notify your Supervisor. Discard food. <p>Reheating Food</p> <p>A core temperature of 75°C is required for food products undergoing reheating. The core temperature is to be monitored by using a calibrated probe and results of that monitoring when compliant to be recorded on appropriate documentation.</p> <p>Important Steps when reheating</p>	Product	Minimum Temperature Requirement	Portion Cut/ Whole cuts	64 – 68°C	Minced meat products	75°C	Chicken and Turkey	75°C	Egg Based products	75°C	Fish Portion Cut/ Whole Cuts	70°C	Rice and Farinaceous	90°C
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SPARK.FSP.003	Cooking& Reheating Temperature Requirements
	<p>Always ensure product is within used by date and the intended use is correct, for example location of product or event which in some circumstances is identified on the labeling.</p> <p>When reheating do not overload equipment as this reduces the recovery time and takes longer to reach the required temperature.</p> <p>Ensure product is in a manageable quantity to encourage quicker heating times and use additional equipment such as trays or pots to encourage this. Over stocked trays or pots will take much longer to heat as well as possible uneven heating which could affect the overall quality of the product as well as its safety.</p> <p>When loading equipment such as ovens and steamers, ensure sufficient spacing between trays to assist in the flow of hot air or steam within the device. This encourages quicker recovery time of equipment as well as a more even contact of temperature to food and minimizes the heating time.</p> <p>Deep fryer baskets should not be overloaded, preferring to minimize product to encourage quicker heating times as well as a more even distribution of colour throughout the food products. Overload can reduce the temperature creating a "boiling" affect that will lengthen the cooking time as well as possible damage to the product.</p> <p>Any food items that have undergone a reheat step if not used are to be immediately discarded and not reentered into the food chain.</p> <p>Corrective Actions</p> <ol style="list-style-type: none"> 1. Check safety of food. If unsure check with your Supervisor for further information. Continue to heat until core temperature requirement is met within the time specification. 2. Check safety of food, notify your Supervisor. Discard food.
Interested Parties	Catering & Hospitality Department Managers, Catering Supervisors, Executive Sous Chef, Menu Management Sous Chef, All Sous Chefs, Distribution Team Members, All Food Handling Staff.
Reference Documents	FSANZ Food Standards Code, SAO IMS Manual, NSW Food Authority Website
Author	P.Higham - Senior Coordinator, Integrated Management System, Food Safety
Date Approved	12/09/2013
Approved By	<p>Position: General Manager, Catering and Hospitality</p>  <p>Signature: Wayne Forrest</p>


CORPORATE SERVICES

FOOD SAFETY OPERATIONS PLAN

OPERATING POLICY & WORK INSTRUCTIONS



SPARK.FSP.004	Cold & Hot Holding and Display
Policy	It is the policy of Stadium Australia Operations Pty Ltd (the Company) that that a process is in place to ensure food products are monitored while being held or on display to ensure product safety and quality.
Rationale	The rationale for this policy is to describe the process in which displayed and held products are monitored as well as temperature and time restrictions that apply to the process.
Work Instructions	<p>Cold and Hot Holding</p> <p>Cold and hot holding is the process of maintaining a product temperature in preparation for service/ sale. Cold holding is performed using cool rooms or refrigerators. Hot holding can be performed using various methods such as pots, hot boxes, bain maries, ovens. Cold food is to be maintained at a temperature of 5°C or below. Hot held food to be maintained at a temperature of 60°C or above. A calibrated probe is to be used to monitor this temperature compliance and results recorded on appropriate documentation.</p> <p>Cold Display</p> <p>Cold display food products are to be managed via temperature, the 2/4 hour rule and product demand. A staff member is to be designated to monitoring cold products during service to ensure compliance as well as replenishing product as it is sold to minimize product on display. The use of display fridges and or cold wells is to be used for display purposes and maintained at a temperature of 5°C or below. Food items are to only be displayed for a maximum period of 2 hours and are to be discarded thereafter.</p> <p>Hot Food Display</p> <p>Hot food display is managed via temperature, the 2/4 hour rule and product demand. Staff are assigned to replenish and monitor food with product on display kept to a minimum amount of portions to ensure quality of product as well as meeting consumer demand. Hot food is displayed in hot wells, bain maries and hot display cabinets and maintained at a temperature of 60°C or above. Equipment is to be turned on approximately 30 minutes prior to use or before to ensure equipment is at a correct storage temperature.</p> <p>Food Display Requirements</p> <p>All food display areas must</p> <ul style="list-style-type: none"> • Have appropriate supervision to monitor the safety and quality of products • Designated specific serving utensils to each product • Be appropriately package to prevent contamination. <p>Corrective Actions</p> <p>Food items found to be deliberately touched or interfered with, or have signs of contamination are to be discarded immediately, though discretely removed, however removal of the product does take precedence over discretion. Any evidence of contamination is to be reported to the supervisor immediately.</p> <p>Any food items held above 5°C for a period of 2 hours are to be discarded.</p>
Interested Parties	Catering & Hospitality Department Managers, Catering Supervisors, Executive Sous Chef, Menu Management Sous Chef, All Sous Chefs, Distribution Team Members, All Food Handling Staff.
Reference Documents	FSANZ Food Standards Code, SAO IMS Manual, NSW Food Authority Website


SPARK.FSP.004	Cold & Hot Holding and Display
Author	P.Higham- Senior Coordinator, Integrated Management System, Food Safety
Date Approved	12/09/2013
Approved By	<div>Position: General Manager, Catering and Hospitality</div> <div></div> <div>Signature: Wayne Forrest</div>

CORPORATE SERVICES

FOOD SAFETY OPERATIONS PLAN

OPERATING POLICY & WORK INSTRUCTIONS



SPARK.FSP.005	THERMOMETERS & TEMPERATURE MEASURING DEVICES
Policy	It is the policy of Stadium Australia Operations Pty Ltd (the Company) that temperature monitoring devices will be used throughout the operation to verify product, process or equipment temperatures as required under Food Standards Code and NSW Food Act.
Rationale	The rationale behind this policy is to ensure temperature measuring devices are used operationally to verify product, process and or equipment temperatures. These temperature monitoring devices will comply with the Food Standards Code requirements of within $\pm 1^{\circ}\text{C}$ of measurement.
Work Instructions	<p>Temperature Probe Identification</p> <p>All temperature probes and measuring devices are to be uniquely identifiable. Each device will have a unique name or number for verification and calibration purposes. All probes will be appropriately stored, issued and returned to ensure whereabouts as well as being maintained on a Temperature Probe List.</p> <p>Use of Temperature Probes</p> <p>Staff are to ensure Probe is working and an identification name or number is on device.</p> <p>Probe thermometers are to be cleaned and sterilized using disinfectant/ sterilizing wipes before and after temperature checking.</p> <p>Any issues or discrepancies with probes are to be notified to the relevant Manager or Supervisor immediately for corrective action.</p> <p>Infrared probes</p> <p>Take temperature measurement from inside packaging and if possible deep in the product, not just the product surface. Should a temperature discrepancy occur using a infrared probe, perform a secondary check using a Temperature probe thermometer.</p> <p>Temperature Probe Calibration</p> <p>All "lolly pop" Probes will be calibrated internally using a two point temperature method. This shall occur quarterly. Point one will be an ice slurry of 50/50 ice and water mixture, point two measured from simmering water (bubbles gently breaking the waters surface). Temperature result will be recorded and filed for reference. Thermometers are to be within 1°C of 0°C for cold temperature and 1°C of 100°C for hot. Specialized verification probes are to be calibrated annually by an NATA accredited third party company.</p>
Interested Parties	Catering & Hospitality Department Managers, Catering Supervisors, Executive Sous Chef, Menu Management Sous Chef, All Sous Chefs, Distribution Team Members, All Food Handling Staff.
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CORPORATE SERVICES

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OPERATING POLICY & WORK INSTRUCTIONS



SPARK.FSP.006	FOOD & BEVERAGE STORAGE – WOOD & GLASS POLICY
Policy	It is the policy of Stadium Australia Operations Pty Ltd (the Company) that products used for the purpose of storage and packaging of food products will be managed in a manner prevent possible contamination to food products.
Rationale	The purpose behind this policy is to minimize or eliminate possible contamination of food products from packaging or storage devices by putting practical measures in place to prevent breakages or damage.
Work Instructions	<p>Wooden Products</p> <p>Primarily these items are wooden pallets used to assist in the process of transport and storage. Potential risk is identified as possible splintering causing food to be contaminated.</p> <p>Risk management strategy</p> <ul style="list-style-type: none"> ▪ All food items to be inspected on delivery to ensure no contamination has occurred during transportation. Any evidence sighted requires immediate rejection of goods, notification relevant manager ordering goods and record of the incident via supplier appraisal or unfit food report. In all incidents the relevant supplier must be notified. ▪ No food items are to be directly stored on wooden pallets and are to either be retained in their original protective packaging or a food grade storage device. ▪ Were possible, products on pallets are to be decanted and stored on food storage shelving. ▪ The use of cardboard or other protective pallet liners is desired. ▪ Wooden pallets should ordinarily not be in food preparation areas or only minimally on larger events when packaging for transport to other outlets is taking place or decanting for bulk preparation duties. Wooden pallets are not to be stored in preparation areas. <p>Glass</p> <p>This category identifies glass or ceramic storage or presentation devices such as jars, bottles, platters, drinking glasses and lighting in preparation areas. The potential risk identified as possible physical contamination due to shattering, breakages, chipping or splintering.</p> <p>Risk management strategy</p> <ul style="list-style-type: none"> ▪ Purchased products packaged in glass storage devices such as jars or bottles will be stored in a safe area at all times to prevent possible accidents from shelving being knocked, hit or bumped. ▪ It is strongly encouraged products in glass packaging are stored on lower shelves of storage areas and were possible, particularly in cold storage areas, they are stored inside a food graded plastic container or receptacle. ▪ Were possible the product contents will be transferred into another more suitable food storage device such as food grade plastic or stainless steel. ▪ All breakages are to be immediately reported to a supervisor or manager for investigation to ensure no contamination of product has taken place. ▪ Any glass or ceramic devices such as platters, plates, glass, jars etc, found to have cracks, chips or fractures are to be immediately discarded as well as any food product that has come into contact with them. ▪ All food presentation devices such as plates or platter etc are to be managed with the utmost care. This is achieved via. ▪ Clear, organized and uncluttered working areas.

SPARK.FSP.006	FOOD & BEVERAGE STORAGE – WOOD & GLASS POLICY
	<ul style="list-style-type: none"> ▪ Are easily identifiable. ▪ Located in safe areas to avoid possible accidents. ▪ Regular visual inspection for breakages, chips or cracks. ▪ Glass or ceramic devices used for presentation will be safely and appropriately wrapped to protect food during storage and transport from external contamination or in the event of breakages, isolate and contain glass or ceramic material from other food items <p>Lighting- Food preparation areas will have diffusers attached to all light fittings and will be routinely inspected.</p> <ul style="list-style-type: none"> ○ Any breakages or discrepancies will be reported to the Assets Department for immediate repair. ○ Approved heat tolerant safety glass will be used in kitchen exhaust hood areas and routinely inspected.
Interested Parties	Catering & Hospitality Department Managers, Catering Supervisors, Executive Sous Chef, Menu Management Sous Chef, All Sous Chefs, Distribution Team Members, All Food Handling Staff.
Reference Documents	FSANZ Food Standards Code, SAO IMS Manual, NSW Food Authority Website
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SPARK.FSP.007	FOOD ALLERGIES & INTOLERANCES
Policy	It is the policy of Stadium Australia Operations Pty Ltd (the Company) that food ingredient information be available for Patrons managing allergies or intolerances and to ensure safe food is available for all.
Rationale	The rationale for this policy is to ensure appropriate food ingredient information is available to Patrons on request in a timely and appropriate manner.
Work Instructions	<p>Ingredient Information for Allergies and Intolerances</p> <p>Stadium Australia Operations will take all practical measures to inform Patrons of product ingredients if requested as well as the outlet and kitchen conditions products may have been produce in.</p> <p>Primarily, it is the responsibility via legislation that Allergy sufferers identify themselves and their dietary requirements however Stadium Australia Operations have a process in place to inform Patrons of ingredient information via: -</p> <ul style="list-style-type: none"> - Acknowledging and where possible recording dietary requirements if required. - Having alternative menu or food items available where practically possible. - Continually educating Staff via briefings and toolbox talks about allergens and intolerances and how to assist in information. - Staff having knowledge of product ingredients or where to obtain further information. - Educate Staff that if product information cannot be obtained for whatever reason or if in doubt to identify the food item as not to be eaten and seek an alternative product that ingredients are known. <p>Supervisors are to have access to product details (such as ingredient information on packaging or recipes) located within Outlets to provide ingredient information on request.</p> <p>Special Dietary Requirements</p> <p>All dietary requirements are specified by the customer on booking so that requirements are stated on the Banquet Event Order (BEO).</p> <p>Where individual requests/meals are prepared, the special diet is labeled with the dietary request.</p> <p>In the event of buffets or public catering, customers are able to check with the Supervisor regarding any allergen information.</p>
Interested Parties	Catering & Hospitality Department Managers, Catering Supervisors, Executive Sous Chef, Menu Management Sous Chef, All Sous Chefs, Distribution Team Members, All Food Handling Staff.
Reference Documents	FSANZ Food Standards Code, SAO IMS Manual, NSW Food Authority Website
Author	P.Higham - Senior Coordinator, Integrated Management System, Food Safety
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SPARK.FSP.007	FOOD ALLERGIES & INTOLERANCES
	 Signature: Wayne Forrest

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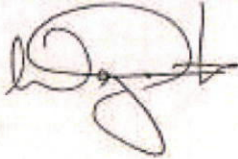


SPARK.FSP.008	NON-CONFORMING PRODUCT AND PRODUCT RECALL
Policy	It is the policy of Stadium Australia Operations Pty Ltd (the Company) that food and beverage products prepared, served and sold by the Company and its subcontractors are safe and fit for human consumption. To achieve this policy a process has been established to identify and recall non-conforming food and beverage products from within the Company's operations and prevent these products from being sold or consumed.
Rationale	The rationale is to clearly define non-conforming product and product recall, explain when a product recall may be necessary to remove non-conforming product from the Company's operations and outline the key steps in undertaking a product recall.
Work Instructions	<p><u>Non-Conforming Product And Product Recall</u></p> <p>For the purposes of this policy and work instruction, food and beverage products which may pose a health and safety risk to consumers or deviate from the intended product specifications are referred to as non-conforming product.</p> <p>A recall is an action taken to remove from distribution, sale and consumption non-conforming products.</p> <p>Recall action may be required if there is a reasonable possibility that use or consumption of non-conforming product would cause adverse health consequences or even death. Reasons for recall could include contamination by pathogenic bacteria or the presence of chemicals or foreign matter (e.g. pieces of glass, metal or plastic) that could cause physical harm to a person consuming the food. Action may also be required for other issues that pose a potential health risk such as incorrect labeling (e.g. allergens such as peanuts, milk or milk products not being declared on the label), incorrect processing or insufficient cooking.</p> <p><u>How Is Non-Conforming Product Identified?</u></p> <p>External sources</p> <p>Non-conforming product may be identified from the following external sources:</p> <ul style="list-style-type: none"> - A notification from Government Authorities via recall alerts for non-conforming product received by the Company's Food Safety Supervisor. - Trade recalls for non-conforming product e.g. distributors, suppliers and wholesalers. <p>Where a product recall notice is received by any employee of the Company from an external source for non-conforming product, this information will be communicated to the General Manager, Catering & Hospitality, the Food Safety Supervisor, the Departmental Program Manager and other persons as required. A check will be performed to confirm whether product is held in stock by the Company initially. The product recall process will be undertaken for all non-conforming product identified by an external source (refer to Product Recall procedure below).</p> <p>Internal Sources</p> <p>Non-conforming product may be identified from the following internal sources:</p> <ul style="list-style-type: none"> - A food complaint from a guest (e.g. uncooked / raw food); - A medical incident relating to food quality (e.g. suspected food poisoning); - A food safety concern raised by a staff member or guest (e.g. contaminated food for example foreign objects/ material); - A deviation from the pre agreed menu sold that has been identified by a staff member

SPARK.FSP.008	NON-CONFORMING PRODUCT AND PRODUCT RECALL
	<p>or guest;</p> <ul style="list-style-type: none"> - Equipment failure (e.g. refrigerator does not hold correct temperature of 5°C or below); and/or - Any other evidence that suggests that the quality or safety of a product has been compromised. <p>Where non-conforming product is identified by an internal source, the product must be isolated. The person who identified or was informed of the non-conforming product shall notify their Supervisor immediately. The Supervisor will then inform the Catering Supervisor or Catering Manager of the situation.</p> <p><u>Actions To Be Undertaken When Non-Conforming Product Is Identified</u></p> <p>In the event that non-conforming product is identified from an external or internal source, the following process shall be followed:</p> <ul style="list-style-type: none"> - The non-conforming product(s) must be isolated and labeled 'non-conforming product, do not use'. - The person who identified the non-conforming product shall notify their Supervisor immediately and provide the following details: <ol style="list-style-type: none"> 1) A description of the non-conforming food or beverage item; 2) The product name; 3) The batch number/ best before or use by date; 4) The supplier's name; 5) The package size or description of the packaging; 6) Details of the non-conformance (e.g. contamination, foreign objects, out of date product); 7) Details of any corrective actions taken; and 8) Provide their name, work location and contact information. <p>The Catering Supervisor or Catering Manager shall assess the product to apply appropriate action as required of the situation.</p> <p>When assessing any non-conforming product, the following shall be considered:</p> <ul style="list-style-type: none"> - Is there evidence to indicate that microbiological safety of the product has been compromised?; - Is there evidence of any chemical contamination?; - Is there a presence of foreign matter in the product?; - Are there labeling errors with the product?; - Are there any packaging defects?; - Is the product past its best before or use by date?; - Does the product appear to have been under processed?; and/or - Is there any other evidence that suggests that the quality or safety of the product has been compromised? <p>It is important that the Supervisor or Manager obtains all relevant information about the non-conforming product so that an accurate assessment can be made to establish whether or not a recall is required. The Supervisor or Manager should seek specialist advice by the Catering Manager and other specialist staff as required.</p> <p>Once a thorough assessment of the non-conforming product has been made, the Supervisor or Manager will:</p> <ol style="list-style-type: none"> 1. Take no further action if the product is assessed as being safe and meets the Company's quality specifications; or 2. Remove the non-conforming product(s) from the area if the source of the non-

SPARK.FSP.008	NON-CONFORMING PRODUCT AND PRODUCT RECALL
	<p>conformance has been identified and is isolated ; or</p> <p>3. Instigate a product recall if the source of the non-conformance cannot be identified or in cases where the product is not safe and does not meet the Company's quality specifications.</p> <p>The Supervisor or Manager will then notify the Catering Manager and Food Safety Supervisor of the situation, the outcome of the assessment process and the corrective action that has or will be undertaken to remove any non-conforming product from the operation.</p> <p><u>Product Recall Process</u></p> <p>There are two key objectives of the product recall process:</p> <ol style="list-style-type: none"> 1. To stop the distribution, service and/or sale of the affected product as soon as possible and to isolate the affected product; and 2. To effectively and efficiently remove from the operational environment and quarantine any product which is potentially unsafe or does not meet the Company's quality specifications. <p>Step 1 - Identify And Locate Non-Conforming Product</p> <p>The Supervisor or Manager will perform an assessment on the identified nonconforming product and perform a check if similar products are being used in other parts of the building in the case of multiple nonevent day Functions. This will generally be using a Catering Event Orders, however may also include if required;</p> <ul style="list-style-type: none"> - Eattec Inventory Management System; - Recipes; - Distribution Reports; <p>Step 2 - Determine The Scope Of The Product Recall</p> <p>The scope of the product recall will include one or more of the following:</p> <ul style="list-style-type: none"> - All items or units of the same specification to be remove from a single outlet; - All items or units of the same specification to be removed from all outlets; - All items from a supply source to be removed from all outlets (e.g. the same distributor or supplier); and/or - All items that could reasonably be expected to be compromised for either safety or quality. <p>Step 3 - Establish The Product Recall Team (Roles And Responsibilities)</p> <p>The Supervisor or Manager will form a Product Recall Team. The size and composition of the team will be subject to the size and scope of the recall. At a minimum, the team will consist of the following positions:</p> <p>Product Recall Team Leader</p> <p>The Product Recall Team Leader is responsible for the overall management and monitoring of the recall process. This includes:</p> <ul style="list-style-type: none"> - Establishing the recall team and delegation of duties; - Assigning recall team members to specific product collection locations; - Managing the collection, return and quarantine of non-conforming product; - Liaising with the Supervisor or Manager and other key stakeholders about the status

SPARK.FSP.008	NON-CONFORMING PRODUCT AND PRODUCT RECALL
	<p>of the product recall process;</p> <ul style="list-style-type: none"> - Completing form SPARK.FSF.008 Product Recall Form & Checklist and email to Catering Manager and Senior Coordinator, IMS (Food Safety); - Completing SPARK.SEF.007 – Incident Report; - Completing SPARK.SEF.008 – Investigation Report. <p>Product Recall Team Member</p> <p>The Product Recall Team Member is responsible for participating in the product recall under the direction of the Product Recall Team Leader. This includes:</p> <ul style="list-style-type: none"> - Collecting non-conforming products from assigned areas; - Returning non-conforming products to the designated quarantine area; - Labeling all recalled product "non-conforming product, do not use"; and - Ensuring that all non-conforming product has been collected, returned to the quarantine area and is accounted for. <p>Supervisors</p> <p>Supervisors are responsible for the identification and isolation of non-conforming product at an outlet level and liaising with Product Recall Team Members to ensure all non-conforming product(s) are removed from the outlet.</p> <p>Step 4 – Designate A Quarantine Area</p> <p>The Product Recall Team Leader will designate a quarantine area for the affected product however areas must be designated based on the quantity and type of product being quarantined. Any areas used for quarantine purposes must be secure and clearly identifiable.</p> <p>Step 5 - Manage The Collection, Return And Quarantine Process</p> <ul style="list-style-type: none"> - The Product Recall Team Leader will deploy the recall team and make contact with Managers or Supervisors in regard to product identification and quantities to be recalled. - Managers and Supervisors will then get Staff to isolate product within outlets. - The Product Recall Team Leader will coordinate Product Recall Team Members to collect nonconforming product. Nonconforming Product to be label "non- conforming product, do not use". - All non-conforming product will be returned to the designated quarantine area. - The Product Recall Team leader will track the progress of the recall and confirm that all recall items have been collected and quarantined - The Product Recall Team Leader will update the Supervisor or Manager of recall progress and outcomes. <p>Non-Conforming Product Disposal</p> <p>Non-conforming product cannot be discarded without approval from the Catering Manager, the Food Safety Supervisor. Product may be required to be further examined, returned to suppliers or recorded for stock control purposes.</p> <p>Non-conforming product is to be disposed of in one or more of the following ways:</p> <ul style="list-style-type: none"> - Product directly returned to the nominated supplier; - Product discarded into the waste stream so that the product cannot be used for human consumption. This process is to be supervised and can only be authorised as described above; - Product may undergo further processing in the instance of quality related matters; and/or - Product may be confirmed as being safe and suitable for distribution, service and/or sale and returned to outlets.

SPARK.FSP.008	NON-CONFORMING PRODUCT AND PRODUCT RECALL
	<p>Product Recall & Incident Reporting</p> <p>In the event that nonconforming product is only for a single product, an incident report SPARK.SEF.007 is to be completed by the Supervisor and sent to the Catering Manager.</p> <p>In the event of a recall situation and the Catering Manager and the Food Safety Supervisor are not involved in the management of the food recall, they are to be notified via email and a scanned copy of the completed form SPARK.FSF.008 Product Recall Form & Checklist is to be sent.</p> <p>An Incident Report SPARK.SEF.007 is to be completed by the Supervisor and sent to the Catering Manager.</p> <p>An Investigation Report SPARK.SEF.008 is to be completed by the Supervisor and sent to the Catering Manager.</p>
Interested Parties	Catering & Hospitality Department Managers, Catering Supervisors, Executive Sous Chef, Menu Management Sous Chef, All Sous Chefs, Distribution Team Members, All Food Handling Staff.
Reference Documents	FSANZ Food Standards Code, SAO IMS Manual, NSW Food Authority Website
Author	P.Higham - Senior Coordinator, Integrated Management System, Food Safety
Date Approved	12/09/2013
Approved By	<p>Position: General Manager, Catering and Hospitality</p>  <p>Signature: Wayne Forrest</p>

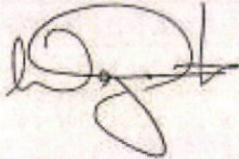
CORPORATE SERVICES

FOOD SAFETY OPERATIONS PLAN

OPERATING POLICY & WORK INSTRUCTIONS




SPARK.FSP.009	Food Safety in Emergency Situations
Policy	It is the policy of Stadium Australia Operations Pty Ltd (the Company) that a process is in place to inspect and assess the safety and quality of food products in the event of an emergency situation such as fire, flood, power failure, or any other emergency situation that could impact the safety of food product.
Rationale	The policy is intended to describe the processes involved for the effective inspection and assessment of food products after an emergency situation. This policy is to be used as a guide by staff to ensure appropriate food safety control for food products.
Work Instructions	<p>FLOOD EMERGENCIES</p> <p>Flood water can be contained with sewage, agriculture and industrial waste and other substances that can cause illness thus posing a potential threat to safety. In the event of flood Food Subcontractors shall:</p> <ul style="list-style-type: none"> • Assess food product for damage or contamination. • Inspect food storage and preparation areas and assess damage. • Plan and conduct the cleaning of equipment, utensils, crockery and other food related equipment to ensure safe, hygienic and sanitized equipment. • Discard any damaged or contaminated food and beverage products. A log is to be maintained to document product being discarded into the waste stream. • Organise additional waste services if required. • Plan and conduct the deep cleaning of outlets, kitchens and related areas. <p>FIRE EMERGENCIES</p> <p>Potential safety hazards associated to fire derives from possible toxic fumes from burning materials. Additionally chemicals used during firefighting can also contribute to this threat. Fire also can assist the multiplication of microbiological bacteria via raising ambient temperature and encouraging growth.</p> <p>Food products that have been involved in fire emergencies is to be discarded into the secure waste stream. Additional waste services are to be organized if required to meet discard requirements.</p> <p>Locations affected by the fire are to be deep cleaned as well as equipment after a thorough safety assessment of the area has been conducted.</p> <p>POWER FAILURE</p> <p>In the event of power failure of cold or freezer storage areas food product if required shall be moved to alternative cold storage areas or if deemed unsafe will be discarded into waste stream.</p>
Interested Parties	Catering & Hospitality Department Managers, Catering Supervisors, Executive Sous Chef, Menu Management Sous Chef, All Sous Chefs, Distribution Team Members, All Food Handling Staff.
Reference Documents	FSANZ Food Standards Code, SAO IMS Manual, NSW Food Authority Website
Author	P.Higham- Senior Coordinator, Integrated Management System, Food Safety
Date Approved	12/09/2013
Approved By	Position: General Manager, Catering and Hospitality

SPARK.FSP.009	Food Safety in Emergency Situations
	 Signature: Wayne Forrest

CORPORATE SERVICES
FOOD SAFETY OPERATIONS PLAN
OPERATING POLICY & WORK INSTRUCTIONS



SPARK.FSP.010	Food Transport External Catering
Policy	It is the policy of Stadium Australia Operations Pty Ltd (the Company) that an appropriate means of transporting food products to external catering events is performed.
Rationale	This policy is intended to describe the processes and requirements involved to ensure the safe transport of food and beverage products to external catering events and possible return of authorised products.
Work Instructions	<p>Transport Booking and Vehicle Selection</p> <p>All vehicles shall be booked via a Company approved supplier. The physical booking shall be performed by Management generally one month in advance or as required to ensure correct vehicle specifications are met.</p> <p>The Catering and Hospitality Department require when booking a vehicle that:</p> <ul style="list-style-type: none"> • The vehicle food storage temperature is between 2-3'c internally • Registered as a food transport vehicle with the NSW Food Authority • Driven with a class 1a driver's license • Ability for continuous refrigeration via stand by power source • protects the food being transported from contamination • be designed and constructed to ensure that food contact surfaces can be cleaned and, if necessary, sanitized <p>Food and Beverage Packing and Labeling</p> <p>All products shall be packaged and/or covered in a manner to ensure that contamination does not occur. Food grade packaging or containers shall be used to ensure both safety and prevent physical damage. The use of food grade crates is encouraged for better loading and organization.</p> <p>All food and beverage products shall either retain original product labeling if original packaging is used. Products that have been produced by Stadium Australia Operations Catering and Hospitality Department shall abide to labeling requires as specified in Operating Policy and Work Instruction KITP.018 Kitchen Product Labeling.</p> <p>Vehicle Loading and Unloading</p> <p>Loading and unloading of products shall be performed in a pre-organized and systematic manner to maximize efficiency is space and safety of food and beverage products as well as minimize exposure to danger zone temperatures.</p> <p>To enable the above:</p> <ul style="list-style-type: none"> • Vehicle precooled to 2-3'c prior to loading. • Stand by power source to be used during process or vehicle to be operating if no power source is available. • Sufficient staff and equipment such as trolleys, forklifts, pallet jacks to minimize loading/unloading times. • Products to be packaged to enable easy stacking preventing damage and maximizing storage efficiency. • Vehicle doors to be closed where possible to assist core temperature of vehicle and products.

SPARK.FSP.010	Food Transport External Catering
	<p>Transport Temperature Requirements A temperature of 5°C or below is required for all perishable food products or corrective action must be applied.</p> <p>Product Inspection, Monitoring and Recording Product shall be inspected upon loading for:</p> <ul style="list-style-type: none"> • Quality • Labeling and packaging • Temperature <p>Unloading:</p> <ul style="list-style-type: none"> • Temperature • Damage <p>Functions Temperature Record form (SPARK.FSF.0013 – Product Receiving) shall be completed to record inspection and monitoring activities.</p> <p>Corrective Actions Quality- reject items and discard Labeling/packaging- check safety of food for contamination and temperature, package food to prevent possible contamination and damage, ensure appropriate labels are attached. Temperature- If product exceeds requirements Supervisor/ Manager to be notified. Alternative cold storage if accessible, application of 2/ 4 hour rule only by authority of Management.</p>
Interested Parties	All Staff
Reference Documents	FSANZ Food Standards Code, NSW Food Act 2003, NSW Food Regulation 2010, Code of Practice for the transport of primary produce and seafood (NSW Food Authority)
Author	P.Higham - Senior Coordinator, Integrated Management System, Food Safety
Date Approved	12/09/13
Approved By	<p>Position: General Manager, Catering and Hospitality</p>  <p>Signature: Wayne Forrest</p>

Appendix c - Model Traffic Management Plan

Refer to Who Dares Report