

FOOD SAFETY PROGRAM FOR HILLTOPS FREE RANGE



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Introduction

About this document

This is an official food safety program for Hilltops Free Range farm. It is based on the guide published by the Food Authority to assist egg producers comply with the legal requirement to develop and implement a food safety program.

This document includes additional food safety procedures that must be followed to ensure that eggs are safe (e.g. personal hygiene, structural requirements, cleaning, pest control).

The Egg Food Safety Scheme (Part 10 of the Food Regulation 2015) requires certain egg businesses to be licensed with the Food Authority and develop and implement a food safety program that complies with Standard 3.2.1 – *Food Safety Programs* of the Food Standards Code. This Standard is available at <http://www.comlaw.gov.au/Details/F2011C00551>

What is a food safety program?

A Food Safety Program (FSP) is a written document that shows a business has examined their food production activities and identified all potential food safety hazards. An FSP outlines how these hazards are controlled, corrective action if they are not controlled, regular review of the program, and appropriate records to be kept.



Management responsibility

Food safety commitment

Hilltops Free Range is committed to maintaining this food safety program so that:

- the eggs produced and sold are safe and suitable for human consumption, and
- the business complies with the requirements of *Food Act 2003* (NSW), and the Food Regulation 2015 and the national Food Standards Code.

Scope

This food safety program covers the collection, grading (including crack detection and dry cleaning dirty eggs), stamping, storage and transport of eggs sold for human consumption.



Egg production operations

Collection

Potential food safety risk	How to control this risk
Collection equipment, laying environment or leakers contaminate eggs with Salmonella.	<p>Collection trays that are visibly dirty, damp or contain egg liquid are cleaned or discarded.</p> <p>Laying environment is kept clean and in good repair.</p> <p>Hilltops uses plastic collection trays for collecting the eggs. The trays are washed every time any visible dirt is observed, egg liquid or other impurity. At minimum, once every 14 days all trays and crates are washed. The cleaning schedule in the packing room is filled in with the date of the last washing of trays and crates.</p> <p>All egg-contact surfaces are cleaned and disinfected with Eggcellent disinfectant.</p> <p>All non-egg contacting surfaces are cleaned with hospital grade disinfectants.</p> <p>All layers and caravans are washed using the high pressure Karcher washer and disinfectant.</p> <p>Water trays, drinkers and troughs are scrubbed daily with disinfectant and pool brush, designated for water trays only.</p>

Grading

Potential food safety risk	How to control this risk
Visual and hairline cracks, and dirt (i.e. visible faeces, soil or other matter) contaminate eggs with Salmonella.	<ul style="list-style-type: none"> Crack detection is of paramount importance at Hilltops. All new employees are given a one-day on-the-job crack detection induction training. <ol style="list-style-type: none"> At point of collection <ul style="list-style-type: none"> All eggs are examined thoroughly for visual and hairline cracks when collected. Cracked eggs detected at the point of collection by visual inspection are disposed of away from all other eggs, in the white plastic containers with the handle. Any deformed or spotted eggs at point of collection are also disposed of in the plastic containers, away from other eggs. In grading and packing room <ul style="list-style-type: none"> The light detection on the MOBA grader machine is used for candling, as well as visual examination, to detect cracks and hairline crack on the eggs.



Potential food safety risk	How to control this risk
	<ul style="list-style-type: none"> Any eggs with lines which 'lit up' on the MOBA grader machine are disposed of in a safe manner away from all other eggs, in the white plastic containers underneath the table with the grader. At the end of the grading and packing for the day, all eggs in the white containers are disposed of in the bin and the trailer to be sent to the Jugiong tip. While packing eggs into cartons or paper trays, they are once again examined visually, one by one, to ensure no cracks are detected. Before selling eggs to consumers in farmers markets, all eggs are once again visually examined for cracks. Any cracked eggs are removed and discarded away from the rest of the eggs and are not sold to consumers. Cracked eggs are not sold for human consumption. They are segregated and disposed of hygienically away from clean intact eggs. <p>3. When loading packed eggs:</p> <ul style="list-style-type: none"> When loading packed eggs, one carton from every box is opened at random and checked for cracks. Once a week, a random inspection is done by the supervisor, where all cartons from a box in the packing room are opened and double-checked for cracks. <p>4. When selling to consumers at farmers' markets</p> <ul style="list-style-type: none"> Before selling the carton to a consumer, open the carton and check visually for cracks. Eggs with cracks are never sold for human consumption. <p>CLEANING OF EGGS</p> <ul style="list-style-type: none"> Dry cleaning of dirty eggs is done. Dirty eggs are not sold for human consumption. Only eggs that are visibly dirty are cleaned. Dirty eggs are dry cleaned so that visible faeces, soil or other matter is removed from the shell. Dirty eggs are cleaned with a dry paper towel that is disposable when visibly dirty. Eggs with visible faeces, soil or other matter that cannot be removed by dry cleaning are segregated and disposed of hygienically away from clean intact eggs. Any dirty eggs are either dry cleaned or washed, or if not suitable for dry cleaning, disposed of and not sold for consumption. If washing is needed, the following procedure is followed: <p>WASHING EGGS</p> <ul style="list-style-type: none"> Dirty eggs that need washing are collected from the paddock



Potential food safety risk	How to control this risk
	<p>separately from clean eggs.</p> <ul style="list-style-type: none"> • Dirty eggs in crates are stored in a separate coolroom (coolroom 3), dedicated only to dirty eggs. They are stored until they are washed with the AGRI FPE washing machine. • Clean eggs are stored in their crates in the separate packing room. Do not mix the two. • Dirty eggs are washed using the AGRI FPE washing machine. • The following is the process for washing eggs: • Use the probe thermometer to break an egg and measure the temperature of the eggs before starting washing. If the temperature is higher than 31 degrees, return the eggs for washing in Coolroom 3 for a minimum of 2 hours. Then repeat temperature taking step. • If eggs are at a temperature anywhere below 31 degrees, washing can start. • Prepare the water in the AGRI FPE machine by filling in the water tank, and adding 400mL of Eggcellent special egg wash, and 1 L of cleaning vinegar. Wait until the machine automatically heats up the water. • AGRI FPE is set to wash at 42 degrees. The first brushes use water at 38 degrees, and the final rinse is at 42 degrees. The green light shows 42 degrees as the set temperature. • The machine can not start until the water is at the desired temperature as indicated by the green numbers (42). Only when the temperature is reached, a green light comes on, and the machine can be started. • If needed, the water temperature on the AGRI FPE can be adjusted using the circle button, and then UP and DOWN arrows, and the circle button again. • Press START to run the machine. Load eggs gently in one end, and the eggs come out clean and dry in the other end. • Observe that no dirty areas remain on eggs. If needed, eggs can be re-washed to remove residue. • Discard any eggs that remain visibly dirty after multiple washing. • Inspect washed eggs again a second time for cracks and hairline cracks when grading them at the MOBA machine. • Inspect eggs again for crack detection visually when packing in boxes. Washed eggs are more prone to cracks due to the extra handling so three-times checking for cracks is mandatory. <p>STAMPING</p> <ul style="list-style-type: none"> • Stamping the eggs is done using the printer attached to the MOBA grader. • All individual eggs and packages of egg pulp for sale are stamped with Hilltop's unique identifying mark (NSW 1130) to enable trace back to the place of production in the event of a food poisoning outbreak. • The printer's head is cleaned every day before starting grading,



Potential food safety risk	How to control this risk
	<p>and after completion of the work, to make sure there is no build-up of dust to stop the printer.</p> <ul style="list-style-type: none"> • If printer is not printing the code, or parts of the code are only visible, the printer's head is cleaned again. • The printer's head is cleaned with a soft cloth, located underneath the MOBA machine. This is a different cloth and is not used for cleaning the eggs. • The cloth is changed often and always when visibly dirty from the ink. • Spare ink cartridges are stored in the closed plastic box with work materials.

Equipment maintenance

Potential food safety risk	How to control this risk
Temperature measuring devices are inaccurate.	<p>To ensure that temperature is measured correctly, these steps are followed:</p> <ul style="list-style-type: none"> - Use at minimum 2, and preferably all 3 separate temperature measuring devices - Measure the temperature with all 3 and if there is no difference or the difference is less than 10%, record the temperature measured in the records. - If the difference is more than 10%, calibration services are used. <p>Regular calibration of the devices is done once every 12-18 months.</p> <p>Calibration is done by testing the thermometers in frozen water (ice cubes with water in a cup). The measuring devices need to measure the freezing point of water at 0 degrees C.</p> <p>If thermometers are inaccurate, calibration is done by National Weighing & Instruments Pty Ltd, 1/88 Magowar Rd, Girraween NSW 2145.</p> <p>Second certified laboratory to be used if needed in Canberra is the following:</p>



	<ul style="list-style-type: none"> - Australian Calibrating Services, auscal.com.au Wedderburn Canberra, Unit 2, 82-84 Townsville Street, Fyshwick, ACT 2609.
Weight measuring devices are inaccurate.	<p>To ensure that egg weights are measured correctly, these steps are followed:</p> <ul style="list-style-type: none"> - The MOBA is mechanical counter-weight mechanism. No tampering with the MOBA equipment is permitted. The equipment is kept in clean and tidy condition, free of dust. - Every week, check at random is done on one carton from each different size, by weighing it on the Breville digital scale. - If there is a discrepancy with egg weights, calibration of the Breville scale is done. The weight standards from the Bureau of Meterology are used (5g, 10g and 20g). - The counter weights on the MOBA are adjusted if needed.

Storage

Potential food safety risk	How to control this risk
Eggs contaminated with Salmonella during storage.	<p>Storage facilities are kept clean and in good repair.</p> <p>The cool room cleaning schedule is recorded in the sheet in the packing room.</p> <p>No animals and no other items may be kept in the two cool rooms, nor in the packing rooms.</p>

Transport

Potential food safety risk	How to control this risk
Eggs are contaminated or damaged during transport.	<p>Transport vehicles are kept clean and in good repair.</p> <p>Eggs are packed first in cartons of 12 and then in outer boxes of 15 cartons per cardboard box, and transported to prevent damage during transportation.</p> <p>Refrigerated truck, and two refrigerated trailers are used for the transport of eggs. No other food or items are moved in these vehicles.</p> <p>Vehicles are cleaned regularly with the high-pressure KARCHER cleaner on the farm.</p>



Annual review

To ensure operational compliance with procedures as well as assessing the accuracy and effectiveness of this food safety program, a review by Hilltops management is conducted annually.

Records of the annual review including any corrective actions taken for issues identified are recorded on Form 3: Annual Review.

Inputs

Water

The bird's primary drinking water is supplied from a clean, good quality source: the drinking bore on the farm, the same pump supplies drinking water for human consumption and the houses on the property.

Water testing has been done to ensure the water quality, and is carried out regularly, every 6 months. E.coli testing is always part of the regular water testing every 6 months. Printed water testing results are kept in the back of the Daily records folder and accessible at all times in the Packing room.

Water testing is done by ASL Lab in Canberra, 16B Lithgow Street, Canberra Australian Capital Territory 2609. Phone 02 6202 5400. Full kit for water sampling is provided by the ASL Lab, including temperature control carry. Two bottles are used for testing: one bottle is sanitized and one is for mineral content. The sanitized water **MUST NOT** be rinsed, and must be kept sealed at all times prior to sampling. Sample is taken by filling in both bottles (without rinsing for the labelled sanitized bottle). Samples are taken to the lab on the same day of filling the bottles.

Water testing is done regularly on bore water used for the birds and in the wash area. Water tests are available always for reference in the daily records book and electronically.

Drinkers are regularly cleaned and at a height that prevents fouling by birds.

Pool chlorine is added to the drinking water tank, at a concentration of 200ml per tank of 5,000L. The chlorine is kept in a blue drum in the lockable cabinet with chemicals.

Vinegar is added to the water seasonally, to help the birds build up intestinal flora. Vinegar with added garlic is used to keep gut and intestinal health and prevent worm contamination. The concentration of vinegar to drinking water is 1ml to 1L of drinking water.

Shell grit is added to the flocks seasonally, to help the birds build up calcium. Commercially supplied and certified shell grit is used.

Stock food

Stockfeed is stored to prevent contamination from pests, vermin and other foreign materials, in the closed and clean storage space. Food on the paddock is stored in specialized animal feeders designed to keep food from contamination.

Records are maintained for each stockfeed delivery on the wall of the packing room and in the records folder for each year, including the name and address of the supplier from whom feed is purchased, and the date and batch details of stock food deliveries. The supplier's invoice is maintained for this record. Feeders are regularly cleaned.



Pesticides and veterinary medicines

All pesticides and veterinary medicines are registered for use with the Australian Pesticides and Veterinary Medicines Authority. This register is available at www.apvma.gov.au. They are used and stored according to the manufacturer's instructions. No pesticides are used currently at Hilltops Free Range.

Packaging materials and oil

Packaging materials used in packaging of eggs are suitable for contact with food. The suppliers have provided this information.

No oil is used currently at Hilltops Free Range.

Waste disposal

Birds

Dead birds are promptly removed from the laying environment daily. Dead birds are collected from the egg production areas on a daily basis, stored in a chiller on Site, and disposed of at the Jugiong landfill.

There is no burial or composting of dead birds on Site.

Manure

At Hilltops, chickens live outdoors, in the pasture, and have mobile caravans which are moved every few days. The mobile caravans do not have a floor, thus not holding manure. This ensures that manure is spread on the paddock as natural fertilizer and the birds move often enough so there is no build-up of manure.

Eggs

Leakers are not sold for human consumption. They are discarded hygienically and away from clean intact eggs. If leakers are found on the collection belt, the belt is thoroughly cleaned by pressure washer.

Health and hygiene requirements

Egg handlers and visitors follow the hygiene checklist below to make sure their personal health and hygiene practices do not contaminate eggs.

Table 1: Hygiene checklist for egg handlers and visitors

Risk	Procedure	Corrective action
Contamination of eggs Example – egg handlers with unclean hands, clothing or uncovered wounds	Body and outer clothing of personnel handling eggs is clean at start of operations each day	Wash hands thoroughly with soap and sanitiser (or use gloves); change into clean outer clothing. Clean and sanitize all tables and equipment, at the start and at the end of your work, and if any contamination



	<p>occurs.</p> <p>Store personal items and any food for lunch in the closed box provided and do not put any other material on the packing and grading tables.</p> <p>Do not engage in handling eggs</p> <p>Securely apply waterproof bandages</p> <p>Discard contaminated eggs; wash hands thoroughly with soap and sanitiser (or use gloves); retrain staff handling eggs</p>
	<p>Egg handlers are free from known infectious diseases</p> <p>Egg handlers cover open wounds with a secure and waterproof bandage</p> <p>Egg handlers wash hands whenever it is likely that their hands could contaminate eggs (i.e. after handling sick birds; after removing dead birds from laying environment; after visiting the toilet; after meal breaks)</p>

Skills and knowledge

Egg handlers have appropriate skills and knowledge of safe food handling and food hygiene to enable them to perform their job safely and competently.

All egg handlers undergo two on-the-job induction training days before they are given a job at Hilltops farm. All egg handlers have been provided with a copy of the full Food Safety document. All egg handlers have been given an overview for safety procedures in an induction meeting.

Egg handlers are made aware of their responsibilities according to this FSP.

Egg handlers are regularly monitored at the end of the day for the quality of egg washing, crack detection, dates on packages and egg handling and equipment cleaning at the end of a shift.

Design, construction and maintenance of premises, equipment and transportation vehicles

Premises, equipment and transport vehicles

The premises, equipment and transport vehicles are designed and constructed to:

- minimise the risk of eggs being contaminated,
- allow for the premises, equipment and transport vehicles to be effectively cleaned, and
- minimise the harbourage of pests.

The premises, equipment and transport vehicles are maintained in good working order.

Monthly inspections to identify construction and maintenance issues relating to the premises and equipment are recorded on **Form 1: Monthly FSP Monitoring Checklist**.



Cleaning and sanitation

(a) Laying environment

Equipment that comes into contact with eggs is cleaned often enough to ensure it is free from heavy soiling.

The cleaning is done with disinfectant and high-pressure water washer (Karcher). The disinfectant used is Eggcelent and is safe for surfaces which come in contact with eggs.

(b) Grading room

Fittings, fixtures and equipment in the grading room are cleaned and sanitised (egg contact surfaces only) whenever it is necessary to prevent eggs from being contaminated.

All egg contact surfaces are cleaned and sanitised between use.

The disinfectant used for egg surfaces is **Eggcelent**, safe for use for egg-contact surfaces. If Eggcelent, is unavailable, Food safe Sanitiser with the same active substance is used.

(c) Cleaning chemicals

Chemicals used to clean equipment that come into contact with eggs are suitable for contact with food. The supplier has provided this information.

The cleaning substance used for egg surfaces is **Eggcelent**, safe for use for egg-contact surfaces. If Eggcelent, is unavailable, Food safe Sanitiser with the same active substance is used.

Chemicals are labelled, stored and handled to prevent contamination, and used in accordance with the manufacturer's instructions. Chemicals and cleaning materials are only stored in the closed lid boxes provided in the washing room and packing room.

Disinfectants, chlorine and chemicals are stored in the **lockable storage room** adjacent to the packing room. All staff have access to the lock of the storage room, stored in the blue box in the office room.

Washing procedure

This procedure outlines the steps to follow when washing eggs at Hilltops Free Range. All egg handling staff are trained when starting work at the farm and provided with a written and an electronic copy of the FSP.

The temperature of the water to be used at all stages of the washing process (e.g. wash, sanitise and rinse) with appropriate temperature differentials observed is written on the daily records sheet.

For three-stage wash process the water should be:

Wash water

41°C ± 3°C

Sanitising water

45°C ± 3°C

Rinse water

49°C ± 3°C

For eggs stored in the coolroom for 2 hours before washing, the water should be:

Wash water

21°C ± 3°C

Sanitising water



25°C ± 3°C
 Rinse water
 29°C ± 3°C

Egg washing is only undertaken in the dedicated washing room, equipped with good drainage and free from pests. Vermin control program is in place. No immersion is allowed for egg washing; eggs are washed under constant flow hot water stream, using suitable egg cleaning solution Eggcellent. If Eggcellent, is unavailable, Food safe Sanitiser with the same active substance is used.

All water used for washing is of potable quality; it comes from the bore and is the same water which undergoes regular testing every 6 months.

Spray washing is used by the direct stream with variable control of the stream strength.

Very dirty eggs can go through a pre-washing process to loosen dirt and faecal matter, before being washed. When pre-washing, wetting is done by spraying a continuous flow of water over the eggs in a manner that permits the water to drain away. The temperature of the water is calculated at 11°C higher than that of the eggs and a minimum of 3°C lower than that of the wash water.

Eggs are never left to stand or soak in water. Washing follows immediately after pre-washing, and rinsing follows immediately afterwards. Immediately after rinsing, eggs are placed out of the sink and into the drying racks to dry.

Pest control

(d) Laying environment

The laying environment, including feed and water storage facilities, is constructed and maintained to minimise the entry of pests and the congregation of wild birds.

(e) Grading room

Doors are kept closed as much as possible to minimise the entry of flies. Fly traps and electric fly zapper are in operation inside the grading room 24/7.

The grading room is kept in good repair to minimise the entry or harbourage of pests.

The area outside the grading room is kept clean and tidy to minimise the harbourage of pests. This includes mowing or reducing excess grass or weeds, removal of rubbish or unused equipment.

Pest control chemicals used in the grading room are safe for use in a food premises. The supplier has provided this information.

Any records of pest control undertaken are kept.

Moving the mobile houses and layers

At Hilltops Free Range, every few days the mobile houses and layers are moved to a fresh green area of the paddock

The laying environment, bird housing, feed and water storage facilities have been constructed so they can be moved to a fresh area every two days. This improves the birds' health and well-being and ensures there is fresh pasture for them daily.



Maremma sheepdogs

The dogs guarding the chickens from foxes and other predators

The trained working Maremma sheepdogs live together with the birds and protect them from foxes and other predators. Dogs have undergone full vaccination program, they are microchipped and registered and care is taken to ensure they are in good health, including annual veterinary visits to the Yass Vet Hospital. Worming program is in place for dogs.

Bird health

Sick birds are promptly removed from the laying environment and treated or culled.

Form 2: Veterinary Medicine Record is maintained to show observance with the correct withholding periods when veterinary medicines are administered to birds including the date treated, drug used, animal treated (e.g. shed number), and observance with the withholding period.

Traceability

Egg carton labels


Egg cartons for retail sale are labelled to comply with Part 1.2 *Labelling and other Information Requirements* of the Food Standards Code. This Standard is available at www.foodstandards.gov.au and includes the requirement to label egg cartons for retail sale with:

- the name of the food,
- the business name and address,
- lot identification (date marking may be used instead of the lot identification),
- nutrient information panel, and
- country of origin.

Based on the above advice, for traceability purposes, the following information is included on our retail egg cartons for sale:

Name of the food (brand name)	Hilltops Free Range
Business name and address	'Reynoldsdale', 1056 Lachlan valley way, Boorowa NSW 2586
Lot identification	Date of 'best before'
Nutrient information panel	Table with complete nutrient information, which is calculated for each size (600g, 700g, 800g). sample of the table is below:



	<table><tr><th colspan="2">Nutritional information</th><th>Average quantity per serving</th><th>Average quantity per 100 g</th></tr><tr><td colspan="4">Servings per package: 6</td></tr><tr><td colspan="4">Average serving size: 104g* (2 eggs)</td></tr><tr><td>ENERGY</td><td>581kJ</td><td>581kJ</td><td>559kJ</td></tr><tr><td>PROTEIN</td><td>12.7g</td><td>12.7g</td><td>12.2g</td></tr><tr><td>FAT: total</td><td>10.3g</td><td>10.3g</td><td>9.9g</td></tr><tr><td>saturated fat</td><td>3.4g</td><td>3.4g</td><td>3.3g</td></tr><tr><td>trans fat</td><td>0.0g</td><td>0.0g</td><td>0.0g</td></tr><tr><td>CARBOHYDRATE including sugars</td><td>1.4g</td><td>1.4g</td><td>1.3g</td></tr><tr><td></td><td>0.3g</td><td>0.3g</td><td>0.3g</td></tr><tr><td>SODIUM</td><td>141mg</td><td>141mg</td><td>136mg</td></tr></table> <p>* Edible portion only</p>	Nutritional information		Average quantity per serving	Average quantity per 100 g	Servings per package: 6				Average serving size: 104g* (2 eggs)				ENERGY	581kJ	581kJ	559kJ	PROTEIN	12.7g	12.7g	12.2g	FAT: total	10.3g	10.3g	9.9g	saturated fat	3.4g	3.4g	3.3g	trans fat	0.0g	0.0g	0.0g	CARBOHYDRATE including sugars	1.4g	1.4g	1.3g		0.3g	0.3g	0.3g	SODIUM	141mg	141mg	136mg
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	0.3g	0.3g	0.3g																																										
SODIUM	141mg	141mg	136mg																																										
Country of origin	<p>"Produce of Australia" on top; bar showing 100% 'Product of Australia' words on the side.</p> 																																												

Egg stamping

To comply with national Standard 4.2.5 – *Primary Production and Processing Standard for Eggs and Egg Products*, each egg for sale will be stamped with a unique identifier (**NSW1130**) so they can be traced to the place of production.

The Food Authority will be notified of, and approve, any new or alternative egg stamp design to ensure that it is unique and not currently in use by any other business.

Replacement ink will be available at all times to ensure that each egg is stamped prior to sale.

Details of the approved egg stamp used by this business	
Description (provide as much information as possible on the relevant details as to how to interpret the details of this stamp, e.g. do the numbers relate to a lot #))	<p>The stamping is done automatically by the MOBA grader after each egg is weighed.</p> <p>Printer is attached to the grader and spare cartridge of ink is always available.</p> <p>A manual stamp is available, provided by the Food Authority.</p>
Text/data of the approved stamp	NSW1130
Insert image of the approved stamp	NSW1130



Equipment failure – egg stamping

If egg stamping equipment (manual or automatic) breaks down or needs replacing, the Food Authority must be contacted before any unstamped eggs are sold.

To do this, **Form 4: Notification of Equipment Failure – Egg Stamping** is to be completed and submitted to the Food Authority's Consumer and Industry Helpline at contact@foodauthority.nsw.gov.au within 24 hours of the equipment failure.

Once the form is completed and submitted, this business will:

- not sell unstamped eggs prior to receiving formal approval from the Food Authority
- demonstrate to the Food Authority that all measures necessary will be taken to rectify the equipment failure that is currently preventing you from stamping your eggs until the agreed date
- follow through with all proposed corrective actions as soon as practicable to bring production of stamped eggs back on-line as soon as possible
- not sell eggs beyond an agreed resumption date if the equipment failure has not been rectified by that time
- contact the Food Authority as soon as:
 - the equipment is repaired and egg stamping resumes
 - the equipment remains broken beyond the agreed resumption date and an extension of the grace period is required
- keep a copy of this form in the food safety program for review by a Food Safety Officer

Until the egg stamping equipment is repaired or replaced, a traceability system will be implemented to ensure unstamped eggs can be recalled should a foodborne illness incident occur. The following records will be maintained for the sale of unstamped eggs:

- the name and address of the person or business to whom the eggs are sold,
- the lot identification (or the date of sale), and
- the quantity of eggs sold.



PRODUCT RECALL

A product recall is conducted when unsafe product that has been distributed to other businesses and/or the consumer, is required to be immediately withdrawn from sale to protect the consumer.

Product may need to be recalled if it:

- is not from an approved source,
- is contaminated with harmful microorganisms,
- is contaminated with harmful chemicals,
- is contaminated with physical matter such as glass or wood, or
- has been tampered with.

A recall may be required based on a customer complaint. In this instance, a customer complaint form will be completed. In the event of a product recall, the recall program is controlled by the Hilltops Farm manager.

Once the decision to recall a food product has been made, there are three primary objectives:

1. stop the distribution and sale of the product as soon as possible
2. inform the government, the food businesses that have received the recalled food and the public (consumer level recalls only) of the problem
3. effectively and efficiently remove unsafe product from the market place.

In the event of a product recall, the system as defined in the Food recall protocol prepared by Food Standards Australia New Zealand (FSANZ) will be used.

Recall procedure

When product is required to be recalled:

1. The business may receive advice from the Department of Health and Human Services regarding a decision whether a recall is necessary and if further tests should be performed.
2. Hilltops Management collates and evaluates all information immediately available, and the nature and extent of the problem. Record all information on Form12 Food Recall Checklist.



3. The recall classification is made based on these findings, and the quantity of affected stock is established as well as the location of that stock.
4. If the product is onsite or in company delivery vehicles, it is isolated immediately.
5. If the product has been despatched to customers, management will liaise with businesses regarding a recall from customers. Delivery records can be used for this.

Level of recall

Trade

A trade level recall is conducted when the food is not available for direct purchase by the general public. The food is only available in wholesalers and catering organisations.

Consumer

A consumer level recall is conducted when the food is available for retail sale

Withdrawal (Only to be used if there is no threat to public health)

Is a removal of the product from the market due to quality issues (Product defect, underweight etc) and is not a risk to public health

The business must notify FSANZ, Department of Health and Human Services

Food Standards Australia New Zealand (FSANZ)

Food Recall Coordinator

Ph: 02 6271 2610 (After hours 0412 166 965)

Email: food.recalls@foodstandards.gov.au

www.foodstandards.gov.au

Department of Primary Industry, Parks, Water and Environment (DPIPWE)

Food Safety Branch

Details notified include:

- classification of the hazard,



- description of the product (product type, batch number, 'best before' date),
- quantity of affected product,
- distribution and sales dates,
- method for consumer identification, and
- contact name and telephone number.

The necessity for storage, isolation and disposal of the product is determined by management.

A written record of events and actions are to be kept.

All staff are trained to enable them to perform their job safely and competently. Training is conducted internally or by an external organisation.



Form 12 Recall Checklist

Hilltops Farm will use this Checklist when carrying out a food recall.

TASK	PERSON RESPONSIBLE	COMPLETION DATE
Have a copy of procedure related to food recalls.		
<ul style="list-style-type: none"> Describe the problem; Determine actions that must be taken. Review specific directions in the communication(s). 		
Communicate the food recall notice to all sites <ul style="list-style-type: none"> Document that the recall notice was received at each site. 		
Collect health-related information needed for public communications. The following information must be collected and documented: <ul style="list-style-type: none"> Determination of where the product was distributed, to whom, and when; and Reports of health problems potentially related to the recalled product (if it has been served), including physical symptoms of illness and any actions taken. 		
<ul style="list-style-type: none"> Identify and record whether any product was received by customers. Locate the recalled product by site. Verify that the product bears identification code(s) and production date(s) listed in the recall notice. 		
Obtain accurate inventory counts of the recalled product from every customer, including amount in inventory and amount used.		
Account for all recalled product by verifying inventory		



TASK	PERSON RESPONSIBLE	COMPLETION DATE
counts against records receivals at customer sites.		
Confirm that customer sites have segregated and secured the recalled product.		
<p>Carry out the following administrative tasks as appropriate:</p> <ul style="list-style-type: none"> • Determine if the product is to be returned (to whom), or destroyed (by whom). • Notify site personnel of procedures, dates, etc. to be followed for collection or destruction of product. • If the product is to be returned, follow procedures. The product should be consolidated for collection as soon as possible, but no later than 30 days after the date of the recall notification. • If the product is to be destroyed, confirm that written notification is on file. Follow procedures provided by State and local agencies. • Consolidate documentation from all sites for inventory counts. • Document any reimbursable costs. 		
<p>Complete and maintain all required documentation related to the recall, such as:</p> <ul style="list-style-type: none"> • Recall notice and communications about the product; • Records of how food product was returned or destroyed; and • Reimbursable costs 		
Maintain copies of all communications received or sent in relation to the food recall for three (3) years plus the current year.		
Maintain copies of all information provided to public		



TASK	PERSON RESPONSIBLE	COMPLETION DATE
communication contact person, other media contact(s), and the public; adverse health reports and actions taken for three years plus the current year.		



STOCK RECOVERY CHECKLIST

Co-Ordinator's Name: _____ **Date:** _____

Product Identification & Description				
Product				
Package size and shape				
Brand (Proof of ownership of product?)				
Packed on/use by date/best before code				
Shelf life placed on product				
Description of problem:				
Reported by:				
(Attach Corrective Action form if required)				
How long has the product been in the market place?				
Would the product have been consumed?				
Is the product in retail stores?				
Is the product only at wholesale level?				
Is withdrawal of the product an option? (I.e Not a public health issue)				
How many states or territories will be effected?	NSW TAS	QLD NT	SA VIC	WA



Who/where was product distributed to?	Attach details
What is the quantity of potentially effected product?	Attach details



STOCK RECOVERY CHECKLIST continued

How many reports/complaints of potential hazard?	Number:	
Has the Health department required a Product Recall yet?	Yes	No
Does medical/engineering evidence(opinion) support view that the product will or may cause injury?		Attach details
Is this opinion supported or in dispute?		
Is there an established link between the product and potential injury?		
Is the product to be used directly by the consumer?		
Has the product been tested for contamination?		
If no is the product to be tested and if so when and where?		
If yes have the tests been conducted correctly? Who by?		
Are the results conclusive?	Attach details	
Is an independent analysis required? (if yes – when and where)		
Is stock recovery required?		
If yes -to what level is the stock recovery required	Trade	
	Consumer	
	Withdrawal	
If recovery is required inform Health Dept, Council	Record name of department official told and time	
To be decided in consultation with Health Department, expert advice and FSANZ. Advice to be documented.		



Production information	Assign employee to prepare the following documentation as indicated on the next page.	
	Name of person:	
	To be done by:	



Documentation required as result of stock recovery action

Date:		
Person Responsible:		
Start Time:		
Expected Finish Time		
Product		
Package size and shape		
Brand		
Packed on/use by date/ best before code		
Production date		
Documentation required:		
		Documentation attached?
All monitoring sheets from that days production.		
List of employees on site during the shift		
Copies of any Action request form raised during the week prior to production of the product		
Retain and inform supervisor of any effected product still in the factory with the same production date.		



STOCK RECOVERY CHECKLIST continued**Recovery Process**

Have Distributors been informed?	Yes (keep copy of fax/email)	No (why not)
Have retailers been informed?	Yes (keep copy of fax/email)	No (why not)
Confirmation from Distributors and Retailers that all stock has been removed from the shelves received?	Attach details	
Replacement stock required?		
Delivery of replacement stock organised?		
Have transport requirements for recovery been organised?	Attach details	
Area / location identified and prepared for product return?	Attach details	
Final report collated and prepared for distribution to customers and Health department?	Attach details	
Corrective Action Form– Fill out CAR Form		

Contact Lists/Records - refer to FSANZ Food Recall Protocol

Food Standards Australia New Zealand

Food Recall Coordinator

Ph: 02 6271 2610 (After hours 0412 166 965)

Email: food.recalls@foodstandards.gov.au, www.foodstandards.gov.au



Form 1: Monthly FSP Monitoring Checklist *Print as required, complete and file*

Satisfactory (✓) Unsatisfactory (✗) and complete corrective action column

Date:	✓/✗	Corrective action
Laying environment		
Premises (e.g. sheds/barns) tidy and in good repair		
Equipment (e.g. feeders, water storage, cages/nesting boxes, collection equipment, waste containers) routinely cleaned and in good repair		
Storage of feed prevents entry, harbourage or contamination from pests and vermin		
Pesticides/veterinary medicines used and stored according to manufacturer's instructions		
Procedures for dealing with sick/dead birds, manure and leakers followed		
Grading room		
Ceilings, floors and walls maintained smooth and impervious		
Doors, benches and cupboards free from damage and deterioration		
Lights covered		
Equipment and fittings free from rust, corrosion and peeling paint		
Hand wash basins are operating and accessible, have warm water, soap and paper towels available		
Chemicals, cleaning equipment and packaging stored to prevent cross contamination		
Premises construction and stored materials not providing harbourage or entry of pests/vermin		
External doors/openings prevent entry of pests, windows have flyscreens attached		
Premises and equipment effectively cleaned and sanitised (where applicable)		
Procedures for crack detection and dry cleaning dirty eggs followed		
Procedures for personal health and hygiene followed		
Eggs correctly labelled for traceability as per FSP		
Completed by:	Signed:	



[illegible]

Form 3: Annual Review *Print as required, complete and file*

Satisfactory (✓) Unsatisfactory (✖) and complete comments/corrective action column

Date:	✓/✖	Comments/corrective action
FSP on site and available		
FSP includes all current production operations		
FSP procedures followed		
Records completed and maintained		
Issues identified on Form 1: Monthly FSP Checklist adequately rectified		
Reviewed by:	Signed:	



Form 4: Notification of Equipment Failure – Egg Stamping

The NSW Food Authority requires that notification of egg stamping equipment failure must be made in writing within 24 hours after the holder of the licence becomes aware that their egg stamping equipment has failed.

Notifications are to be sent to the Food Authority's Consumer and Industry Helpline on:

Phone: 1300 552 406

Fax: 02 9741 4888

email: contact@foodauthority.nsw.gov.au

Licensee information

Food Authority licence number:	
Address:	
Name of licensee:	
Egg brands affected: (If selling eggs under multiple brands)	
Egg licensees affected: (If stamping for other farmers)	
Name of person completing notification:	
Position:	
Phone:	
Mobile:	
Email:	
Is the facility registered to export egg products?	<input type="checkbox"/> Yes DoA Number _____ <input type="checkbox"/> No



Equipment failure investigation

Investigation summary:

Cause of failure:

Corrective action taken by licensee:

(What actions have been taken to trace eggs without the stamp?)

Estimated egg stamping resumption date:

Actual egg stamping resumption date:

NOTE:

- licensee is to maintain a copy of this completed report in their Food Safety Program for further assessment by a Food Safety Officer.
- a formal letter from the Food Authority providing your business with a grace period from the stamping requirement will not be provided until this notification has been received, and an egg stamping resumption date has been agreed by both parties.
-

Office use only:

Date notification received:

Byte entry:

FA contact centre notification:

Date notified of egg stamping resumption:



