FOOD SAFETY & QUALITY CERTIFICATION SCHEME TECHNICAL STANDARD

CONTENTS

Section 1

Explaining Certification

Section 2

Requirements of the Certification Standard

1 HACCP (Hazard Analysis Critical Control Point)
The Food Safety Plan

1.1 HACCP Team & Management Commitment
1.2 Food Safety & Quality Policy
1.3 HACCP Flow Diagram
1.4 Hazard Analysis
1.5 Determination of critical control points (CCPs)
1.6 HACCP Plan
1.7 CCP monitoring record sheets
1.8 Control of Critical Points

2 Auditing
2.1 Internal Auditing
2.2 External Auditing
2.3 How to close out of non conformances
2.4 Annual Review & Management Commitment

3 HSE (Health Service Executive)
3.1 Registration & Approval
3.2 EHO (Environmental Health Officer) reports

4 Legislation & Relevant Technical Standard Documentation
4.1 Legislative documents and relevant Technical Standards
4.2 The A.C.B.I. Technical Standard

Section 3

What happens after the audit has finished?

1 The closing meeting

2 The audit report & result

3 What to do when you receive your audit report?

- 3.1 What to do if you passed your audit?
- 3.2 What to do if you failed your audit?

4 Certification explained

Section 4

An Bord Bia Retail Quality Assurance Scheme

Section 5

EHOA Butcher's Booklet

Section 6

Appendices

1 Internal (In House) Audit Checklist
2 Sample Non Conformance action plan
3 Sample Training record
4 Sample basic Cleaning Programme/Schedule
5 Sample Approved Suppliers listing
6 Sample Internal Calibration check sheet
7 Sample Foreign body register/listing
8 Sample Employment health questionnaire
9 Sample Visitor's questionnaire

SECTION 1

EXPLAINING CERTIFICATION

1 Introduction

This document is designed to give each member guidance on how to obtain certification (i.e. how to pass your audit) to the Associated Craft Butchers of Ireland, Food Safety & Quality Certification Scheme.

This document has been designed with you, the member, in mind. The contents of the document have been arranged in such a manner that each member will more easily understand it's contents and continue to use it on an ongoing basis.

2 Why is Certification required?

Since the recent inception of the ACBI Members Certification Scheme, it has been agreed by the Board of ACBI that in order to achieve Certification, each member's outlet must pass their Food Safety & Quality Certification audit.

Certification to the Scheme demonstrates that an outlet operates to a certain standard & that products sold from this outlet are prepared to the requirements of this stated standard.

3 First steps to gaining Certification

3.1 Self audit or Gap Analysis

Once the decision has been made by a member to seek certification the requirements of the Standard will need to be understood.

The first step would be to obtain a copy of the new Standard.

The next step would be to carry out your own in house audit (self audit). This is also known as a gap analysis. You identify the gaps in your own outlet by carrying out this audit. A sample in house/internal audit checklist is available in Appendix 1 at the back of this Standard.

Once you have completed your own audit, you should then generate (i.e. write up) a basic one page action plan based on the gaps or non conformances you found when carrying out your own audit. You should attach this action plan/one page with bullet points to the front of your completed audit.

You now need to close out & sign off each of these gaps/non conformances identified in advance of your Certification audit. The Certification auditor will look for this signed off audit document.

3.2 Who undertakes Certification audits?

Certification audits are carried out by a team of experienced independent Food Safety Professionals who have been assessed and approved by the Board of the Associated Craft Butchers of Ireland.

Each Food Safety Professional on the audit team is a fully qualified food safety management system (FSMS) auditor.

The job of the auditor when auditing your premises will be primarily to find "conformance" to this standard or positive points and NOT to find problems or "non conformance".

4 What to expect on the day of the audit

Once the auditor has introduced himself/herself to the owner or manager of the outlet, the following will happen:

- The auditor will conduct a brief opening meeting with the owner or manager or food safety representative to outline how the audit will be conducted, i.e. the audit plan while on site at your outlet
- The auditor will outline what documents & records they will need to see/review as part of the audit

5 The audit format

The auditor will then commence the audit proper using an audit checklist which has been designed to audit each outlet against the specific requirements of the Associated Craft Butchers of Ireland Food Safety & Quality Certification Scheme Technical Standard.

The auditor will cover the following areas during the Certification audit:

- Start by conducting a quick walk through of the premises to capture a snapshot of normal routine operational practices and to gain some familiarity with the site physical layout that is about to be audited.
- Briefly look through the company Food Safety & Quality policy, HACCP documentation and organisational structure.
- The auditor will then re walk in more detail through all areas on site including goods inwards, manufacturing areas, cold rooms, freezers, ambient storage areas, the raw meat counter, the fish counter (as applicable), the deli (as applicable), the shop floor, external areas, and staff facilities (toilet, locker room/area, canteen).
- The auditor will then spend some time looking through back office documentation and some completed historical HACCP system check sheets / records.
- Once the audit has been completed the auditor will then conduct a brief closing meeting with the owner or manager or the food safety representative. The auditor can give an indication there & then regarding how the outlet has scored or may wish not to fully disclose such information until he/she has had some time off site to complete the audit report and to consider the overall findings in more detail.

SECTION 2

REQUIREMENTS OF THE

CERTIFICATION STANDARD

1 HACCP – The Food Safety Plan

1.1 HACCP Team & Management Commitment

In order to ensure that a comprehensive HACCP Food Safety plan is established & maintained it must be managed by a dedicated team of competent people. There should always be more than one person on this team and typically the ideal HACCP team would comprise of 3-4 people, including the owner, food safety champion, manager, and head butcher.

Management Commitment can be demonstrated in this instance by the owner/director of the shop taking an active role in establishing and resourcing the ongoing maintenance the HACCP team.

1.2 Food Safety & Quality Policy

The Food Safety & Quality policy should state the objectives of the company and include specific reference to how the company shall meet responsibilities for the production of safe, legal and quality products to customer requirements.

The policy shall be communicated to all staff members via notice boards or as part of induction training.

1.3 HACCP Flow Diagram

An accurate HACCP flow diagram is required, indicating all process steps, including all inputs & outputs on site. This may be achieved through one generic flow diagram for the entire site. Once the initial flow diagram has been constructed it must be verified as accurate by the HACCP team. The Certification auditor is likely to follow the contents of the flow diagram during the audit so it is important that the flow diagram contents & documented controls in place on site are accurate.

1.4 Hazard Analysis

A documented analysis must be undertaken of the hazards & risks at each step of the process (flow diagram), including the following 4 hazards:

- Physical
- Chemical
- Biological

- Allergens

1.5 Determination of CCP's

The result of the Hazard Analysis will be the determination of the site specific Critical Control Points (i.e. CCP's).

1.6 HACCP Plan

The HACCP plan should detail the following for each of the CCP's on site:

- Step name
- CCP number
- Hazard
- Control Measure
- Critical Limits
- Monitoring – how, by whom, and when
- Corrective Action
- Documentation reference
- Verification method & frequency

1.7 CCP monitoring - record sheets

Site specific monitoring record sheets must be in place and in use at the outlet's Critical Control Points (i.e. CCP's). Because these points have been designated as critical to maintaining food safety on site the level of training given to all staff members operating at these particular points & filling out the CCP monitoring record sheets will need to be given careful consideration by the HACCP team. E.g. CCP 1 Goods Inwards sheet, CCP 2 Product Storage AM/PM Temperature sheet, CCP 3 Product Preparation Traceability sheets, etc.

1.8 Control of Critical Points

It is extremely important that each staff member is fully aware of their roles & responsibilities when working at designated Critical Control Points. The following working areas would typically require a higher level of training & competence as

they would be deemed more high risk in terms of food safety than other areas. This training could be carried out in house by senior members of staff, or by external trainers.

- **Deli & Hot Food Area**

Task	Significance & Importance
Avoiding Cross Contamination	Legal Requirement. Poor practices at this point may result in an unacceptable risk to public health.
Temp Control During Storage & Preparation	Legal Requirement. Poor practices at this point may result in an unacceptable risk to public health.
Traceability	Legal Requirement. Poor practices at this point may result in an unacceptable risk to public health.
Correct Application of Use By Dates	Legal Requirement. Poor practices at this point may result in an unacceptable risk to public health.
The handling & packaging of in store manufactured products	Legal Requirement. Poor practices at this point may result in an unacceptable risk to public health.
Vacuum Packing product	Legal Requirement. Poor practices at this point may result in an unacceptable risk to public health.
Freezing fresh products in store	Legal Requirement. Poor practices at this point may result in an unacceptable risk to public health.
Thawing / Defrosting	Legal Requirement. Poor practices at this point may result in an unacceptable risk to public health.
Cooking	Legal Requirement. Poor practices at this point may result in an unacceptable risk to public health.
Cooling	Legal Requirement. Poor practices at this point may result in an unacceptable risk to public health.
Display of hot & cold foods	Legal Requirement. Poor practices at this point may result in an unacceptable risk to public health.
Reheating foods	Legal Requirement. Poor practices at this point may result in an unacceptable risk to public health.
Cleaning Pre & Post Preparation	Legal Requirement. Poor practices at this point may result in an unacceptable risk to public health.

- **Raw Meat Areas**

Task	Significance & Importance
Avoiding Cross Contamination	Legal Requirement. Poor practices at this point may result in an unacceptable risk to public health.
Temp Control During Storage & Preparation	Legal Requirement. Poor practices at this point may result in an unacceptable risk to public health.
Traceability	Legal Requirement. Poor practices at this point may result in an unacceptable risk to public health.
Control of Mince	Legal Requirement. Poor practices at this point may result in an unacceptable risk to public health.
Correct Application of Use By Dates	Legal Requirement. Poor practices at this point may result in an unacceptable risk to public health.
The handling & preparation of in store manufactured products, loose & pre-packed. e.g. marinades, value added products.	Legal Requirement. Poor practices at this point may result in an unacceptable risk to public health.
Flash Fried Poultry	Legal Requirement. Poor practices at this point may result in an unacceptable risk to public health.
Vacuum Packing product	Legal Requirement. Poor practices at this point may result in an unacceptable risk to public health.
T Bone steaks	Legal requirement. Poor practices at this point may result in an unacceptable risk to public health.
Cleaning Pre & Post Preparation	Legal Requirement. Poor practices at this point may result in an unacceptable risk to public health.

2. Auditing

2.1 Internal Auditing

Internal auditing is a very important activity in helping an outlet to ensure continued conformance with the Standard and should be regarded by the management of the outlet as being critical to the operation.

Internal audits (i.e. those audits carried out in house by your own personnel) demonstrate whether control systems are working correctly and effectively, and help you identify gaps/non conformances, or areas for improvement on site.

Each outlet must at a minimum carry out Food Safety & Quality audits every six months.

The HACCP team should then review the completed audit report & generate an action plan to help them close out the gaps/non conformances or areas for improvement identified during the internal audit.

All completed Internal audits must be held on site for review during internal & external audits.

A blank internal audit check list is available at the back of this document in Appendix 1.

2.2 External Auditing

External audits & inspections are those carried out by a non staff member at your outlet, e.g. the Certification auditor, the Bord Bia Quality Assurance Scheme auditor, or your local Environmental Health Officer (EHO).

Environmental Health Officers carry out inspections to determine compliance with current food safety legislation.

It is very important that once the completed audit/inspection report has been received, the HACCP team should then review the completed report & generate an action plan to help them close out the gaps or areas for improvement identified during the audit/inspection.

All completed external audit/inspection reports must be held on site for review during external audits.

2.3 How to close out of non conformances

Non conformances are also known as “gaps” or “areas for improvement”.

As mentioned in 2.1 and 2.2 above, it is very important that each audit report is fully reviewed by the HACCP team and an action plan is generated to help the outlet effectively close out any non conformances raised.

A sample non conformance action plan is available at the back of this document in Appendix 2.

2.4 Annual Review & Management Commitment

The HACCP Food Safety Plan and all associated HACCP documentation must be reviewed at least annually by the HACCP team, or possibly before this date if there have been structural or work practice changes on site since the date of the last review.

This Annual Review should be documented.

Again, Management Commitment can be demonstrated here by the owner/director taking an active role in the Annual Review process.

3. HSE (Health Service Executive)

3.1 HSE registration & Approval

Each member’s outlet must be registered with the relevant local authority, and each outlet must hold on file the most up to date HSE registration letters/reports & all applicable regulatory approval documents. These will be requested during your Certification audit.

The majority of member’s outlets must comply with all the requirements of EU Regulation 852:2004, however, a small number of member’s outlets will fall under EU Regulation 853:2004, and therefore must comply with all the requirements of this legislation.

With regard to the current MLR - Health (Definition of Marginal, Localised and Restricted Activity) (Butcher Shop) Regulations 2010, a member's outlet selling more than 250kg of mince products (i.e. burgers, sausages or mince) to another retail establishment (i.e. pubs, hotels, golf clubs, butchers shops), will be covered & inspected under EU Regulation 853:2004, and in most cases the inspections will be carried out by Local Authority Veterinary inspectors (Vet's) instead of an Environmental Health Officer (EHO).

The key differences to a member working under EU Regulation 853:2004 versus EU Regulation 852:2004 are:

- The work area temperature must be kept under 12°C.
- Blocks and worktables must be on stainless steel stands.
- There must be a knee operated hand wash sink in work area.

3.2 EHO (Environmental Health Officer) reports

As per clause 2.2 above, all non conformances listed in previous EHO audit/inspection reports must be fully closed out, with appropriate corrective actions in place & documented.

Copies of these audit/inspection reports must be signed off by a senior member of the HACCP team, and held on file for review during External Audits.

4. Legislation & Technical Standard Documentation

4.1 Legislative documents

The management of the outlet must be aware of and ensure compliance with all the requirements of current National & European legislation relating to food safety & hygiene.

Copies of relevant legislative documents & sector specific codes of practice must be held on site, for example:

- Regulation (EC) No. 852/2004 on the Hygiene of Foodstuffs
- Regulation (EC) No. 853/2004 on the Hygiene Rules for Foods of Animal Origin
- EC Hygiene of Foodstuffs, S.I. 165 of 2000
- Product Recall & Traceability Regulation 178 of 2002
- IS341 – 2007, Food Wholesale & Retail Code of Practice
- IS340 – 2007, Catering Code of Practice (as applicable)
- Health (Definition of Marginal, Localised and Restricted Activity) (Butcher Shop) Regulations 2010
- Commission Regulation 2073/2005
- EC (Labelling, Presentation and Advertising of Foodstuffs) 2000 as amended
- EC (Labelling of Beef and Beef Product) Regulations 2000 as amended
- EC (Labelling of Fisheries and Aquaculture Product) Regulations 2003 as amended
- Food Waste Regulations
- Licence to sell Wild Salmon or Trout
- Organic Inspection Body licence to sell “loose” organic products – fruit & vegetables, fish from a counter, meat from butchers counter.

All relevant FSAI (Food Safety Authority of Ireland) Guidance notes are available free of charge for ACBI members & can be downloaded at: www.fsai.ie/publications

Some of these documents will be requested by the Certification auditor during your audit.

4.2 Associated Craft Butchers of Ireland Technical Standard

To help demonstrate that the outlet is aware of the requirements of the Standard, there must be an original issue/copy of the Associated Craft Butchers of Ireland Certification Scheme Food Safety & Quality Technical Standard available on site at all times.

This document will be requested by the Certification auditor during your audit.

5. Traceability

5.1 Traceability System

Regulation (EC) 178/2002 (as amended) (given effect in Ireland by various instruments, including the European Communities (General Food Law) Regulations 2007 (S.I. 747 of 2007) requires a food business operator to be able to identify any person from whom they have been supplied with a food, or any substance intended to be incorporated into a food.

Food businesses must have systems and procedures in place which allow them to identify other businesses from whom they have received food products or ingredients.

Food products shall be traceable one step forward (to the customer) and one step back (to the supplier).
Food businesses do not have to identify their customers if their customers are the consumers of the products.

The food business operator must reject any product that does not have an adequate method of identification at time of delivery.

If the food business operator re-wraps product for sale to customers, traceability to the original product must be maintained on the premises.

A fully functioning traceability system needs to be in operation at all stages of production, processing, and distribution (where applicable), identifying from

whom raw materials have been supplied, and to which fbo customers finished product has been supplied.

If the customer is the final consumer, there is no obligation on the supplier (butcher's shop) to record their details for traceability purposes. However, if the butcher delivers food to a customer who is a food business operator (FBO), then the butcher is obliged to keep traceability records under EC General Food Law Regulations 2007. Where some of your customers are FBO's, then the member is obliged to keep contact details of all FBO's to facilitate forward traceability, e.g. suppliers contact details listing (restaurants, pubs, etc).

The traceability system in place shall ensure that all loose or pre packed products supplied to customers inside the outlet are adequately labelled and identified to facilitate traceability.

The suppliers or manufacturers original "use by date" must not be exceeded for any ingredient in a finished product, and once opened, an appropriate new use by date must be applied. The date on the scales label generated by the label printer or scales must also not exceed the supplier's original "use by date".

Traceability records must be maintained until at least the end of product durability. The ACBI recommends that all traceability, CCP & cleaning records are held on file for 2 years.

The country of origin of all raw meat (beef/lamb/poultry/pork/bacon) & fish products should be clearly indicated to customers on a label attached to the packaging, or by use of a notice board, or a sign close by to the product.

Products must be labelled in accordance with current legislative requirements.

- EC (Labelling, Presentation and Advertising of Foodstuffs) 2000 as amended
- EC (Labelling of Beef and Beef Product) Regulations 2000 as amended
- EC (Labelling of Fisheries and Aquaculture Product) Regulations 2003 as amended

During the Certification audit, the auditor will spend some time reviewing your outlet's traceability system.

5.2 Traceability Testing

Your traceability system must be tested at least annually.

The system will be tested in the event of an actual product recall, or it can be tested in house by selecting a finished product and tracing it back through your documented traceability system.

Records of your traceability system test must be held on file & be available during your Certification audit.

6. Training

6.1 Training & the training plan

Staff must be fully trained and competent to undertake their role. This would include all relevant staff whose roles affect product quality, legality and safety, and includes not only those who work within raw material handling, preparation, processing, packing and storage areas, but also those who interact with these areas, and may include, for example, cleaning staff.

The company need to ensure that all staff members receive training to a level commensurate with their responsibility & the type of work carried out. The following should be in place:

- Induction training for new staff
- Basic Food Hygiene training for food handlers
- Training of staff working at CCP's
- HACCP team training
- Training in areas that impact on food safety, such as cleaning and machine operation.
- Manual Handling training
- First aid training
- Separate training records on file for each individual staff member for food safety "induction training" and "ongoing refresher training".

Each outlet should have a copy of the outlet's training plan for the current year available on file. This training plan can be a basic one page outline of the current year's planned training activity.

6.2 Training records & Certificates

Training records must be on held on file for all staff, including full time & part time staff.

Training records must detail the staff member's name, department they work in, date they commenced employment, training undertaken, training materials used, date of training, signature of trainer, signature of trainee. A sample training record is available in Appendix 3 at the back of this document.

Training Certificates held on file must include name of trainee, confirmation of attendance, date of training, title or course contents, and training provider.

7. Cleaning – Hygiene & Housekeeping

7.1 Cleaning & cleaning procedures

The outlet must be maintained to a suitable level of cleanliness. This will be achieved through a combination of a cleaning schedule, associated training, check record sheets and an overall site specific documented cleaning programme.

This documented cleaning programme shall include the following information:

- Equipment to be cleaned
- Methods used to clean
- Frequency of cleaning
- Materials to be used (type of chemical and associated in use brand name)
- Staff responsible
- Cleaning records to be kept
- Responsible person for checking that the cleaning has been done

A sample basic partial cleaning schedule is available in Appendix 4 at the back of this document.

7.2 Cleaning chemicals, equipment & MSDS

It is advised that cleaning chemicals be sourced from an approved supplier to the ACBI, or alternatively from a reputable supplier.

Chemicals used for cleaning food premises & food contact areas must be food grade.

All cleaning chemicals must be clearly identified on their containers, and chemical material safety data sheets (MSDS) must be available on site at all times.

Adequate wash facilities must be provided for cleaning food utensils and equipment and these facilities must have an adequate supply of hot & cold water.

Cleaning chemicals & equipment must be stored in a separate ventilated area away from food.

The cleaning room and cleaning equipment must be kept clean and a dedicated sluice sink & drain should be provided for the purpose of filling and emptying mop buckets and for the cleaning of the cleaning equipment itself.

Equipment used in the staff toilet areas must not be used in any other part of the outlet.

Colour coded mops, buckets, brushes, and cloths should be used for the cleaning carried out in different areas on site.

7.3 Cleaning training

Training should be provided for all staff members involved in cleaning. This includes all relevant full time and / or part time staff.

Periodic training can be carried out in house by senior staff or by dedicated cleaning staff but should ideally also be carried out annually by your designated cleaning chemical supplier.

Training records must be updated on completion of cleaning training and cleaning training certificates should be issued & held on site once completed by your dedicated cleaning chemical supplier.

7.4 Cleaning check record sheets

Cleaning check sheets must be in place to enable management to effectively monitor the cleaning performance at key areas of the outlet.

Each area on site must be covered as part of the overall cleaning schedule or programme and also appear on one of your site specific cleaning check sheets.

Cleaning check sheets will typically contain the following information:

- The area or item to be cleaned
- The chemical and / or piece of equipment used to clean
- The frequency of the cleaning
- The signature / initial of the cleaner once the individual cleaning task has been completed
- The signature / initial of the department manager to verify that the cleaning has taken place to the required standard.

8. Suppliers

8.1 Supplier Approval & Listing

Each member must have a procedure in place for the approval of new & existing suppliers. This will include suppliers of food products & non food products.

All products supplied by an approved supplier must be food safe and must be fully traceable back to that supplier.

Suppliers will typically fall into one of the following categories:

- Fresh meat suppliers
- Packaging suppliers
- Food Ingredients – for use in added value products

All members outlets accepting in goods from an approved supplier must ensure that the following criteria are being met as applicable on receipt of goods:

- Date of delivery
- Name of supplier
- Product name
- Temperature check
- Food Safety check (condition of packaging / any evidence of pest contact)
- Delivery/docket number
- Product date of minimum durability – (use by or best before date)
- Accept/reject delivery

An up to date supplier listing must also be in place for all approved suppliers. See Appendix 5 for a sample suppliers listing.

8.2 Supplier Monitoring

A system or procedure of ongoing monitoring of all approved suppliers must be in place. Criteria should be in place to decide whether a supplier remains approved or is de-listed.

9. Calibration

9.1 External calibration

All measuring equipment used shall be calibrated to a recognised national or international standard. This will involve each piece of equipment requiring external calibration to receive such calibration at the required frequency with an external certificate of calibration being produced.

Hand held temperature probes must be externally calibrated on an annual basis. At least one back up hand held calibrated temperature probe should be readily available at all times.

Each certificate of external calibration must be held on file at each member's outlet.

9.2 Internal calibration

Internal calibration checks should be carried out on hand held temperature probes at least every 6 months.

A record of such a check must be held on file.

A sample Internal Calibration sheet & basic procedure are available in Appendix 6 at the back of this document.

10. Personal Hygiene & Staff Facilities

10.1 Personal Hygiene

Food Handlers are potentially the most serious hazard in a food business. Food handlers have a moral & a legal responsibility to observe high standards of personal hygiene to ensure that they do not contaminate food.

Each member's outlet must have in place a Personal Hygiene Policy or Procedure. This document must be used as part of the induction training programme & should also be used as part of the outlet's ongoing in-house training programme.

This document should contain information on the following key areas:

- Hand washing, the skin, and hair
- Nose, mouth, ears, cuts, boils, septic spots
- Jewellery, perfume, smoking
- Protective clothing
- Health & illness reporting
- Personal hygiene training

10.2 Staff Facilities

Suitable staff facilities must be provided at each member's outlet. These facilities will include:

- Staff toilet or toilets, separated from food rooms by ventilated spaces
- Staff locker area
- Canteen
- A satisfactory supply of drinking water

Staff facilities must be clean & capable of being cleaned.

11. Pest Control

11.1 Pest Control Contract & Manual

A documented Pest Control system must be on place at each member's outlet. There should be a Pest Control Manual in place which will include a site specific contract with a certified pest control professional service provider detailing the scope of the contract & frequency of inspections throughout the year.

This manual will also contain a site specific map detailing pest control points, details of previous inspection reports and material safety data sheets for all chemicals/poisons used on site.

Records must be held in this pest control file to verify that bulbs in any on site electric fly killer units (EFKs) are being replaced at least annually.

11.2 Pest Control Contractor reports

An inspection report will be generated by the contractor after each visit. Each report must be signed off by the pest control inspector & also be counter signed by management. Each inspection report must be held in the Pest Control folder.

12. Waste

12.1 Handling of waste

Each member's outlet must ensure that all food & non food waste is removed separately from the premises by an approved waste control contractor & disposed of according to current national & EU legislative requirements.

Food waste should be removed from all food handling areas on an ongoing basis throughout the day and at least once a day. Waste cannot be allowed to accumulate in food handling & storage areas.

A sufficient number of waste bins or larger waste containers must be available internally & externally to facilitate the holding of waste on site at all times.

All staff members must wash their hands immediately after handling waste on site.

All internal & external waste storage areas must be maintained in a hygienic manner at all times.

In line with current EU & Irish Waste Management Regulations, waste from Animal By Products (ABP) classed as "Category 3 Material" shall be disposed of by incineration in an approved incineration plant.

A commercial document or record containing required specified information shall accompany each consignment of Category 3 ABP dispatched from the premises/shop. These documents or records must be retained for 2 years.

ABP must be transported by an approved ABP haulier.

All animal by-products, e.g. beef, pork, lamb and poultry trims and waste generated within the food business must be stored separately from other waste.

The storage provided for ABP shall be a leak proof covered container which is clearly labelled "goods not for human consumption".

A designated area within a cold room should be provided for the storage of ABP until it is collected.

Carcase beef waste which contains vertebral column from animals aged 30 months or over is classified as Category 1 Risk Material (SRM). In this instance the shop owner must be authorised to handle this material by the Health Services Executive (EHO office).

Recovered grease and oil from grease traps must not be disposed off down the sinks or any drains as it can cause blockages, overflows, foul odours and can become a health hazard. There must be an external collection tank specific for used grease, which is uplifted by an external company.

This collection tank must be emptied on a regular basis and the surrounding area must be kept clean and tidy at all times.

Once the grease trap has completed its daily automatic “skimming cycle”, there should be no appreciable amount of grease or oil left in the tank. If there is more than a ¼ inch thick layer of grease, this indicates a need to increase the skimming cycle.

12.2 Record keeping

Records relating to all waste streams & the removal of such waste must be held on file for review during the Certification audit.

13. Product Recall

13.1 What to do in the event of a Product Recall

A Product Recall is the action taken to remove a foodstuff from consumers and/or the distribution chain in the event of a potential or actual risk to public health. The decision to recall a product will usually come from a supplier or a Regulatory Authority (e.g. the FSAI, HSE, DAFF).

Each member’s outlet must understand what is required of them in dealing with a product recall situation and all retailers must react immediately to any product recall notification to ensure that the offending products are removed from sale and stock as advised.

The process used in store must be in line with the FSAI Guidance Note 10, Product Recall & Traceability.

13.2 Record keeping

All records associated with a product recall must be held on site for a period of 2 years. These records will be required during your Certification audit.

14. Control of Foreign Bodies (including glass & hard plastics)

14.1 Setting up a Foreign Body Register

A site specific foreign body register or list must be drawn up & held on file.

This register will detail all items of glass or hard perspex located in areas on site where food may be exposed, e.g. cold rooms & freezers, preparation areas, display counters hot & cold.

A sample Foreign Body register is available in Appendix 7 at the back of this document.

14.2 Foreign Body Audits & Glass Breakage reporting

Each shop should carry out quarterly internal foreign body audits which will be recorded on the foreign body register. Where non conformances are noted during an audit these must be closed out and a record of closure retained.

The register must be updated during each audit.

15. Microbiological Testing

15.1 Water testing

Microbiological testing of water for “potability” (fitness for human consumption) at member’s outlets must be carried out annually. This will involve water samples being taken from certain points on a premises, e.g. a preparation area sink tap, a raw meat counter sink tap, a deli counter sink tap.

Water testing can be carried out by a local authority or by an independent accredited laboratory.

Water testing results must be held on file as these will be reviewed during the certification audit.

15.2 Product Analysis / Shelf life verification

Under current food safety legislation, if you are manufacturing & packaging products in-store such as salads, ready meals, whole joints of meat, then you need to verify the shelf-life that is applied to these products, and the primary responsibility for food safety of course rests with food business operators.

It is best practice to have the shortest possible date of minimum durability (i.e. the safest use by date) on each product. Where the use by date applied to in-store pre packed products exceeds 2 days, then it is recommended that shelf life testing is carried out.

Shelf life verification can be carried out by sending product samples to an accredited (e.g. ILAB / INAB) microbiological laboratory.

Regulation (EC) No 178/2002 sets down general food safety requirements, according to which, food must not be placed on the market if it is unsafe.

Under Article 14 of Regulation (EC) No 178/2002:

“Food shall not be placed on the market if it is unsafe. Food shall be deemed to be unsafe if it is injurious to health or unfit for consumption”.

Food products should not contain microorganisms, their toxins and metabolites in quantities that present an unacceptable risk for human health. Validation of shelf-life is important for ensuring the microbiological safety of food. In particular, shelf-life is important for those foods which are perishable, ready-to-eat and/or support the growth of pathogens such as Listeria monocytogenes.

Under Article 3 of Regulation (EC) No 2073/2005, food business operators are obliged to ensure that the food safety criteria applicable throughout the shelf-life of the products can be met under reasonably foreseeable conditions of distribution, storage and use. As necessary, the food business operators responsible for the manufacture of a product may have to conduct shelf life testing to demonstrate compliance with the food safety criteria throughout the shelf-life.

In particular, this applies to ready-to-eat foods that are able to support the growth of L. monocytogenes and that may pose a L. monocytogenes risk for public health.” Ref **- FSAI Guidance Note 18 Validation of Product Shelf Life (Revision 1).**

In store manufactured (pre packed) products such as ready meals (e.g. Sheppard's pie, lasagna, chicken & broccoli, vol au vents) should be tested initially before the product goes on sale, and then tested thereafter in the event of any recipe changes or significant process changes.

These products will normally be tested for:

- TBC
- Enterobacteriaceae
- E. coli
- S. aureus
- Listeria
- Salmonella
- and/or any other relevant tests as advised by the testing laboratory

15.3 Microbiological Swabbing

A shop / premises may wish to carry out periodic microbiological testing of the following areas/items of equipment at a set frequency:

- surface swabbing – chopping boards, food preparation tables
- equipment – band saw, steel gloves, cooked meat slicer
- personnel swabbing – gloves, hands, uniforms

Again, such testing should ideally be carried out by an accredited microbiological laboratory.

16. Employee Health & Illness Reporting

Each member's outlet must ensure that medical screening procedures are in place for all new employees, visitors or contractors, who will be working in areas where food or product safety could be compromised.

16.1 Employment Health Questionnaire & Reporting of Illness by employees

All employees must complete a basic pre employment health questionnaire which will be held on file in store.

Based on the content of responses on this questionnaire the individual may be asked to attend a company approved doctor before commencing employment.

A sample Employee Health Questionnaire is available in Appendix 8 at the back of this document.

Food handlers must not present themselves for work when suffering from an infection or with the potential for having an infection after being in contact with someone suffering from a specified infection or illness, e.g. food poisoning.

Such employees can only return to work once they have been passed fit by a medical doctor.

17. Control of Visitors

17.1 Visitor Questionnaire & Record keeping

All visitors or contractors will be asked to complete a Visitor's brief medical screening questionnaire before being allowed entry to an area on site where food or product safety could be compromised by their subsequent actions.

This questionnaire must be held on file at the member's outlet as it will be reviewed by the Certification auditor during the audit.

A sample Visitors Questionnaire is available in Appendix 9 at the back of this document.

18. Customer Complaints

18.1 Customer Service

The importance of providing your customers with consistently high quality customer service cannot be underestimated.

To this end, the following table should be used to implement your own site specific Customer Service Plan.

This table highlights the key criteria that you should consider & outlines the qualities that all staff should demonstrate to customers on a daily basis.

Once implemented, you can use this table to measure your outlets performance on an ongoing basis.

18.2 The handling of Customer Complaints & record keeping

Each member's outlet must carefully monitor customer satisfaction. This should be done by using any positive or negative customer feedback or customer complaints in such a manner as to help improve their own outlet's performance.

All previous customer feedback or complaints must be held on file as these will be reviewed as part of the Certification audit.

19. Site Structures, Product Display, Site & Store Layout

19.1 Internal Structures & Layout

The premises, plant, equipment & processes must be constructed & maintained in such a manner that they do not pose contamination hazards to the product. The flow of product from goods inwards to despatch shall be such as to minimise the risk of product contamination.

Physical barriers and/or robust procedures must be in place to minimise the risk of product contamination, e.g. cleaning, maintenance, staff breaks, preparation areas, uniforms, hand washing.

Excessively corroded equipment must be removed from service so as not to pose a contamination hazard to the product.

19.2 Product Display & In Store Pre-Packed Products

The highest of standards are required of every member with regard to the set up & maintenance of all serve over counters & pre pack display units, as this is what your customer will see & observe each time they visit your shop.

Each member must ensure that the highest standards of operational hygiene & cleanliness are maintained at all times such as:

- control of in use cloths
- clean & presentable staff uniforms
- a written procedure for counter staff to safely handle money
- observing the counter & shop floor at least twice daily from outside the counter

Each member must ensure that all loose products have the required information attached by using the ACBI credit card type ticket as follows:

- product traceability/country of origin
- product name
- price
- wall charts/beef mission statements

Each member must ensure that all in store pre-packed products have the required information attached by using a pre-pack product label as follows:

- Product traceability/country of origin
- Product name
- Ingredients
- Use by date – validated by shelf life testing results for products with a use by over 2 days
- Cooking instructions
- Storage information
- Allergen advice

19.3 External Structures & Surrounds

The design & condition of the premises / shop must be such as to enable effective maintenance, prevention of contamination and the production of safe & legal finished products.

Controls must be in place with regard to obsolete materials outside the building, pest harbourage opportunities, vegetation & control of pest control bait points and sufficient pest proofing of the building itself.

20. Legal & Compliance

20.1 Health & Safety Policy & Statement

It must be the policy of all member's outlets to comply fully with the Safety, Health and Welfare at Work Act, 2005 and the Safety, Health and Welfare at Work (General Applications) Regulations 1993 & 2007 and all other regulations enacted under the 2005 Act to ensure so far as is reasonably practicable the safety, health and welfare of all employees at their place of work.

Each store must commit to provide such information, training and supervision as may be required for this purpose. The site safety statement is a plan to minimise the risk of injury and ill health at each workplace.

The Management Team in each shop has overall responsibility to implement the safety policy and to provide adequate resources on an ongoing basis to implement the safety management system.

All employees have the responsibility to co-operate with management to achieve a healthy and safe workplace and to take reasonable care of themselves and others.

Safety will be managed in partnership with employees. It must be the policy of each company to consult all staff and employees on matters of health and safety.

All employees must be notified of the company policy and are encouraged to comply with their duties under the 2005 Act to notify the company management of identified hazards in the workplace. The Safety Statement in each member's outlet is a key element of the safety management system and it must be accessible to all employees.

20.2 Manual Handling training

All employees at each member's outlet must receive Manual Handling Training in the correct techniques to move materials and stock. The standard of training in each member's outlet shall be in accordance with the HSA Guidelines on Safe Manual Handling and shall be repeated every 3 years for all employees.

20.3 First Aid training

Each member's outlet must have trained occupational first-aiders on site as defined in the Safety, Health and Welfare (General Application) Regulations 1993 & 2007.

All staff should be aware that in the event of a medical accident or emergency they contact the trained First Aid person on site.

In the event of a First Aid person not being available efforts should be made to contact a local doctor or emergency services.

Each member's outlet must seek to encourage a suitable number of staff to become trained in occupational first-aid and must make appropriate arrangements for training and information to be provided.

First-aid facilities will be periodically checked against a set inventory and documented inspections will be recorded.

Where appropriate, refresher training will be provided to occupational-first aiders a minimum of once every 3 years.

First aid personnel are required to provide first aid within the limits of that which they are comfortable to do.

SECTION 3

WHAT HAPPENS AFTER

THE AUDIT HAS FINISHED?

1 The Closing meeting

At the closing meeting the auditor will give an indication, if possible, to the auditee as to whether they will be recommended for approval.

The auditor will then leave the premises to prepare the audit report.

Each report, with input as required from the auditor, will subsequently be reviewed by the ACBI approvals board before the final outcome is confirmed. Final decisions in all cases, following discussion with the auditor, as may be necessary, are at the sole discretion of this approvals board.

Each audit report is then sent to the member via the post.

2 The audit report & result

Each audit report will contain the following information:

- A cover letter detailing how the member's outlet has performed in their audit
- A page containing the overall score achieved by the outlet and a breakdown of scores achieved by each department/area during the audit.
- A detailed report on each area covered during the audit

3 What to do when you receive your audit report?

Each member should carefully read through their outlet's audit report and review the non conformances raised.

You should then meet as a HACCP team to agree an action plan to enable you to close out any non conformances which were raised during the audit, in a timely manner.

3.1 What to do if you have passed your audit?

Congratulations on passing your first Certification audit!

You now need to agree and action plan as per point 3 above to enable you to have all non conformances closed out in advance of next year's audit.

3.2 What to do if you have failed your audit?

Unfortunately you have not been successful in passing your audit on this occasion!

You now need to do the following:

- Read through & consider the content of the report carefully
- Agree an action plan that will enable you to close out as many of the non conformances raised as soon as you can, within reason.
- Speak with a member of the Board or the auditing team leader about the audit report if you have any questions or concerns.
- Get some on site assistance to help you close out some of the non conformances raised during the audit.

4 Certification explained

Once a member's outlet has successfully passed their Certification audit, the Board of ACBI will issue you with the following point of sale materials. These are to be displayed at points that your customers can observe & read them.

- A4 Certificate's X 2 – one to be framed, one to be held in back office folder.
- In store A4 sign - thanking staff for their help & making customers aware of the achievement
- Pack of A5 or A6 stickers for shop window, etc.

Local marketing opportunities should also be sought after once the audit has been passed, e.g. in store celebration of the achievement (promotional offer), local paper, local radio, etc.

SECTION 4

AN BORD BIA RETAIL

QUALITY ASSURANCE SCHEME

1.0 AIMS AND OBJECTIVES:

The purpose of this standard is to assist members of Associated Craft Butchers of Ireland in demonstrating that the products they supply are from Bord Bia Quality Assured Suppliers.

More specifically the standard aims at:

a) Enhancing and reinforcing quality and traceability in the supply chain between the medium to large scale meat establishments, the subsequent small scale meat processor/wholesaler, and the ultimate consumer.

b) Maintaining and acknowledging the integrity and confidence of this 'quality chain' in production and processing of quality assured meat and sale to the final customer.

2.0 ELIGIBILITY

This standard is applicable to establishments who procure meat from Bord Bia Quality Assurance Scheme members for supply to the foodservice sector i.e. wholesalers, large butchers or small scale cutting, boning or processing plants (see definitions section 7.0).

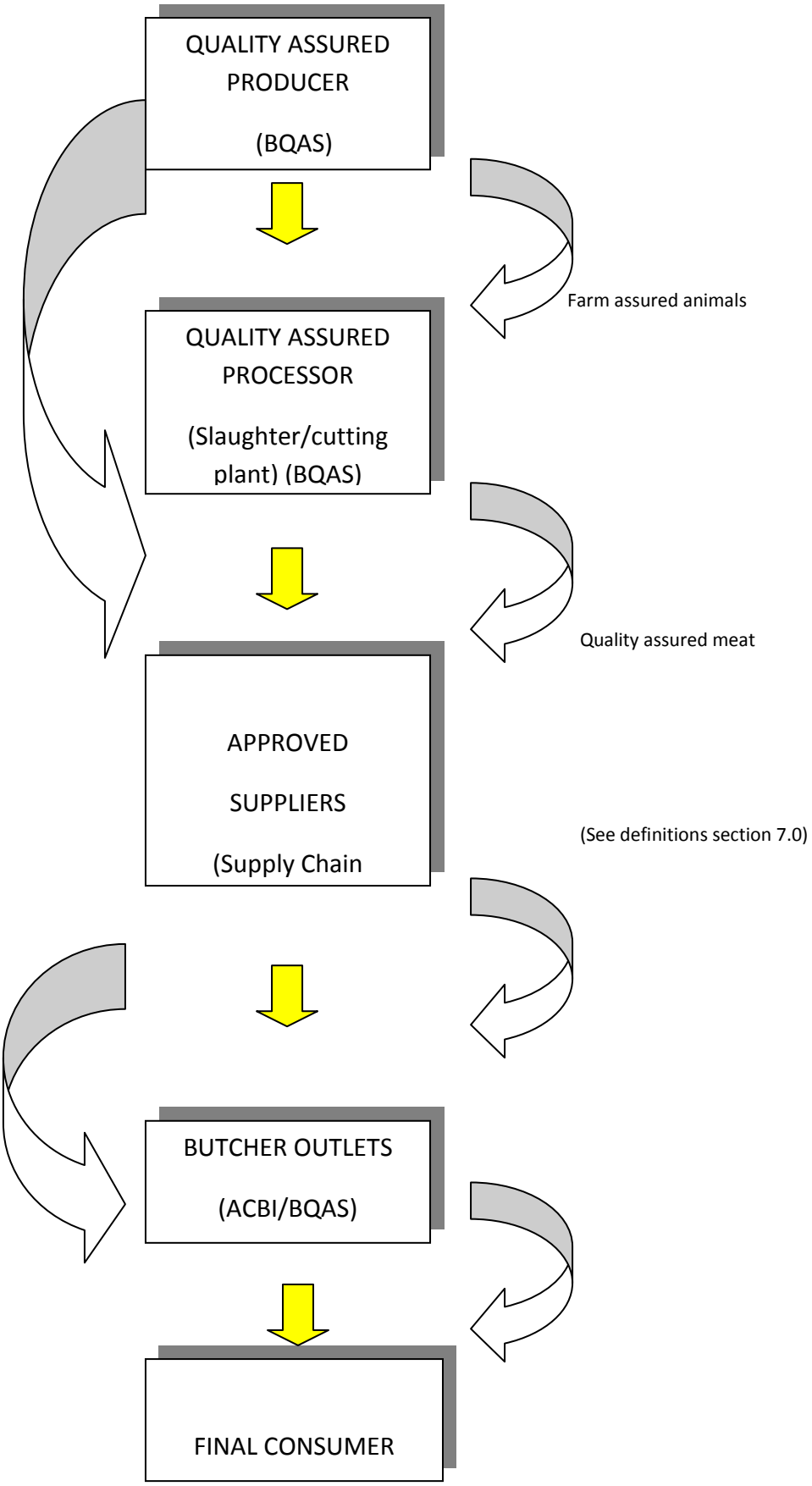
The standard is also applicable to small scale butchers and small scale shell egg producers that procure meat and eggs from Bord Bia approved farms (see definitions section 7.0).

3.0 SCOPE:

The meat products included within the scope of this standard are fresh beef and mince, pork, bacon, lamb, chicken and duck (non Barbary).

Cooked meats and added value meats are included in the scope of the standard once the standards criteria for manufacturing are met.

2.1 The Bord Bia supply chain assurance scheme and integration with other Bord Bia quality assurance schemes.



3.0 ELIGIBLE PRODUCTS

Only quality assured meat (beef, pork, bacon, chicken, lamb and duck) and shell eggs sourced from establishments or producers certified under the relevant Bord Bia quality assurance technical standard are eligible for inclusion under this standard.

4.0 NON COMPLIANCE

4.1 Application of scheme non-compliances as determined by independent evaluation, existing members and new applicants.

Critical non-compliances:

This is where there is a serious and deliberate breach of the requirements of the Supply Chain Assurance Scheme standard. Critical non-compliances are designated in this standard as **bold underlined** text. Failure by an applicant or existing member to comply with a critical requirement of the scheme will lead to certification being withheld in the case of applicants and withdrawn in the case of existing members.

Category 1 non-compliances:

This is where there is a breach of the standard, which if not rectified within a reasonable timescale may lead to a more serious noncompliance. New applicants and existing members of the scheme will be given a specified period of time (maximum 1 month) by the technical assessor to rectify a category 1 noncompliance. This category of noncompliance must be closed out by the establishment in question, through the submission of verifiable documented evidence, before full membership of the programme will be granted.

New applicants cannot become members of the scheme until all Category 1 non-compliances are rectified within the specified timeframe. For existing members failure to rectify all Category 1 non-compliances will result in removal from the programme.

Category 2 non-compliances:

These are regarded as minor breaches of the standard which will not impact unduly on product quality or safety. New applicants and existing members of the scheme will be given a specified period of time (maximum 3 month) by the technical assessor to rectify a category 2 noncompliance. Proof of close out of Category 2 non-compliances must be provided within the specified timeframe.

4.2 Certification Decisions

The decision to grant, extend or remove certification of a member from the Supply Chain Assurance Scheme Programme will be made by the Bord Bia Certification Committee which is established under the Quality Assurance Board.

4.3 Appeals procedure

A member or applicant may appeal the following aspects of the operation of the programme - the auditing process, documentation (scheduling, notification, issuing of certificates etc), problems with communications and certification decisions.

The appeal must describe in writing the aspects of the programme which are felt to be unsatisfactory including where possible evidence or examples of dissatisfaction. Bord Bia will endeavour to resolve the complaint in consultation with the complainant and devise appropriate corrective action. If this is unsatisfactory, the appeal may be made to the Quality Assurance Board in Bord Bia.

5.0 USE OF LOGO

The Bord Bia logo is a registered trademark and must be used in accordance with the guidelines, which will be issued at time of certification.

Where evidence exists that requirements of the standard are not being met, Bord Bia reserve the right to withdraw permission to use the logo and remove the establishment from membership of the scheme.

6.0 ESTABLISHMENT REQUIREMENTS:

6.1 Management commitment

a) The management must document a quality policy, which must include a statement to the effect that the business is committed to meeting the requirements of this standard and also relevant regulatory requirement.
b) The quality policy must be signed by the owner and displayed in a prominent position for all staff to see.
c) Relevant staff must be instructed on the requirements of this standard.

6.2 Regulatory approval

a) Establishments must be able to submit current evidence of appropriate regulatory approval.

6.4 Purchasing

Meat products marketed under the Bord Bia quality assurance schemes must be supported by documentary evidence which can clearly demonstrate their quality assurance status. Quality assured Bord Bia meat is that which has come from Bord Bia certified farm producers and processed under the relevant Bord Bia technical standards at processor levels. Evidence of quality assurance status may include certificates of conformance, producer approval certificates etc.

It is important that materials used for packaging of Bord Bia meat products and product ingredients have been sourced from approved suppliers and are fully approved for use in the food industry.

6.4.1 Meat

a) Records/documentation must be available to show that all eligible meat being marketed to customers is sourced from a registered Bord Bia quality assured member plant/farm producer. Evidence of quality assurance must be supported by documentary evidence and/or product label.
b) A record of meat suppliers and factory slaughter and cutting plant license numbers must be documented at product intake.
c) The evidence, that a consignment of meat is quality assured, must be available on request by customers, Bord Bia or its agents.
d) Members must keep an up to date approved list of all suppliers of eligible Bord Bia product.

6.4.2 Materials and product ingredients

a) Establishments must maintain a list of suppliers that have been approved to supply ingredients, packaging materials or services that could affect product quality or safety.
b) A system for approving these suppliers must be maintained.
c) The storage of all materials and product ingredients must be managed in a way that ensures no risk to food quality or safety.

6.4.3 Shell Eggs

a) Eggs must be approved under the Bord Bia egg quality assurance scheme or a quality assurance scheme deemed equivalent by Bord Bia.

b) Eggs may be supplied by small scale suppliers provided where:
i) the supplier is a member of the Bord Bia Supply Chain Assurance Scheme (SCAS).

ii) the eggs are clearly labeled such that it may be traced back to the source farm.

iii) the source farm must be approved by Bord Bia.

6.5 Product identification and traceability

Traceability is a critical requirement of this standard and is also a legal requirement as laid down in EC regulation 278/2002. The veracity of any quality claims made on meat products must be supported by documentary and verifiable evidence.

Reconciliation of meat purchases versus sales of product is an additional verification check on meat traceability and the calculation should take into account waste and in stock product.

In this standard traceability may be demonstrated through documentary evidence or equivalent electronic bar coding systems.

6.5.1 Fresh product

a) Establishments must have in place a documented traceability system that guarantees and ensures full traceability from intake of quality assured meat to the final customer.

b) Loose product marketed under the scheme must carry the same labelling information as listed above. This information must be clearly stated on the label attached to the meat. Bord Bia quality assured meat that is sold loose must be fully segregated from non Bord Bia quality assured meat.

c) Bord Bia product must be identified on intake including at a minimum a batch number, product weight, delivery date and regulatory approval number of supply plant.

6.5.2 Processed and added value fresh meat

a) Records must be available to demonstrate the batch identity of processed/added value meat products (including added ingredients) marketed under the scheme.

b) Added value products must comply with the minimum meat content/labeling requirements as laid down by Bord Bia.

6.5.3 Cooked product

a) Records must be available for cooked products that are marketed under the scheme which demonstrates at a minimum the batch numbers (traceable to intake records).

b) Mixing of quality assured and non quality assured batches of meat in cookers are not permitted.

6.6 Special requirement for mince and mince products

6.6.1 The following requirements are specific to the production of mince.

a) Mince must not be produced from:

i. Mechanically removed meat
ii. Scrap cuttings/trimmings
iii. Condemned meat
iv. Bovine head meat with the exception of the masseter muscle
v. Carpus, tarsus and bone scrapings

b) Meat from which mince is obtained must not have been stored frozen for more that 18 months.

c) During mincing the internal temperature of the meat must meet the following criteria

i. < 7°c if mincing is completed in less than 1 hour, but < 4°c ideally
ii. < 4°c if mincing is not completed in 1 hour

d) Mince may only be deep frozen once.

e) Beef Burgers must comprise of 99.5 % meat of which the visual lean content must be a minimum of 85% VL.

f) Production records must be maintained to demonstrate that the specifications outlined above are being adhered to.

g) Complete segregation must be maintained between Bord Bia quality assured batches and non quality assured batches of mince.

6.6.2 Traceability records

The following traceability records are required at a minimum

- intake/delivery record (Appendix x)
- production added value records (Appendix x)
- Mince production records (Appendix x)
- Point of sale records
- Weekly reconciliation records

Note: Bord Bia reserves the right to randomly take meat samples for analysis

6.7 Customer contract requirements

6.7.1 Customer list and contract requirements

a) Customers whom are seeking/marketing Bord Bia quality assured product must be supplied with only Bord Bia quality assured meat. This must be backed up through documentary evidence from dispatch and production records.

b) It must be clear to customers purchasing Bord Bia quality assured product from the product label or associated documentation as to the quality status and origin of the meat product supplied.

c) Point of sale records must be maintained demonstrating weight and type/cut of quality assured meat being sold e.g. as demonstrated through till receipts bar-coding systems.

6.8 Reconciliation of quality assured meat

a) Reconciliation records must be maintained on a weekly basis which calculates total intake weight of quality meat purchased and reconciles this data against meat sales.

b) Reconciliation records of non quality assured meat must also be maintained.

6.9 Meat segregation

a) Quality assured and non quality assured meat must be fully segregated at all times.
b) Processing and mincing of quality assured and non quality assured batches at the same time for example on butcher blocks or in mincers is not permitted.
c) Quality assured meat in chilled storage (including transport) must be clearly identified and fully segregated from non quality assured meat.

7.0 Definitions

7.1 Small scale meat establishment

A meat wholesaler, large butcher or a small cutting, boning or processing plant that employs fewer than fifty people whose annual turnover and/or annual balance sheet does not exceed EUR 10 million and who is licensed by the relevant local authority for supply onto the home market only.

7.2 Small scale butcher

A small scale butcher is licensed by the relevant local authority and slaughters and debones a small number (< 15) of animals per week from local producers or procures a small amount of meat from establishments approved under the relevant Bord Bia Quality Assurance programmes. This is also defined as an establishment that employs fewer than 10 people and whose annual turnover and/or balance sheet does not exceed EUR 2 million.

7.3 Traceability code

A definable code, which can be used to trace an intermediary or finished cut of meat back to animal and farm of origin through various production and processing stages.

7.4 Country of origin

For the purposes of this standard, country of origin of any eligible meat item is defined as the country in which the animal was born, reared and slaughtered.

7.5 Quality assured meat

Meat which has been produced and processed under the requirements of the Bord Bia Quality assurance standards at farm and factory levels and which carries verifiable evidence of quality status and origin.

7.6 BQAS & SCAS

BQAS – Bord Bia integrated quality assurance schemes.

SCAS – Bord Bia supply chain assurance scheme.

8.0 Further reading and useful contacts

Bord Bia beef, pigmeat, lamb, poultry and egg quality assurance scheme technical standards available from The Quality Assurance Manager, Bord Bia, Clanwilliam Court, Lower Mount Street, Dublin 2, Tel: 01 6685155, Fax: 01 668 7521, Web address: www.bordbia.ie., E.mail: info@bordbia.ie

Bord Bia quality assurance programmes and standards, Ireland Market Department, Clanwilliam Court, Lower mount Street, Dublin 2. Tel: 01 6142283, Fax: 01 6610069, Web address: www.bordbia.ie, e.mail: info@bordbia.ie

Teagasc, Ashtown Food Research Centre publications/Food Training and Technical Services Department, Ashtown, Dublin 15, Tel 01 8059500, Fax: 01 8059550, Web address: www.teagasc.ie/ashtown

SECTION 5

EHOA BUTCHER'S BOOKLET

SECTION 6

APPENDICES

1. Internal (In House) Audit Checklist
2. Non Conformance Action Plan
3. Sample Training record
4. Sample Basic Cleaning Programme
5. Sample Suppliers Listing
6. Sample Internal Calibration check sheet
7. Sample Foreign Body Register
8. Sample Employment Health Questionnaire
9. Sample Visitor's Questionnaire