

### FOOD SAFE PALLETS

The lean, clean and green solution is here

### GMO CERTIFICATION

World's best arrives in Australia



### LISTERIA

Requires special attention

### INTRODUCING 'THE JUGGLER'

Bladders replace bottles in coffee shops





# Edco

## Enduro Press Bucket Complete with Wringer



EDCO® introduces a new institutional standard



- Complete bucket and wringer unit
- Designed for ergonomic mop wringing
- Features integrated tap and drain system for ease of draining water
- Sediment trap to keep dirt particles from rising up in bucket
- Removable spacer in wringer to allow more effective wringing of larger mops
- Non-marking wheels with smooth operation
- Features handy removable bucket to carry clean water or cleaning tools

[edco.net.au](http://edco.net.au)

*Proudly cleaning Australia since 1941*

**Free!**

Register your interest in this product on our website and receive a free Microfibre Mop\*



\*Offer valid Nov-Dec 2012. Limit 1 per person.

# Welcome

to the 17th HACCP Australia Food Safety Bulletin.

GMO (Genetically Modified Organism) is an acronym which has begun impressing itself on the lips of the Australian food industry. While Australia is somewhat ahead of the world in food safety – more of that below – it is probably a few years behind in this particular field. In Europe and America particularly, consumers are becoming increasingly aware and vociferous about genetic modification, demanding information that gives the ability to choose food stuffs that do not contain GM ingredients. To date, this issue has tended to be buried in the 'organic' basket but it really is a subject of its own. Self declaration is a thing of the past overseas and will become so here. HACCP Australia has now joined with 'Cert ID', the world's leading provider of 3rd party 'GM Free' certification, bringing their service to Australia. The Cert ID standard, and its highly recognised mark, represent world's best practice in terms of 'Non GM Certification. Please read page 05 for further information. We are particularly proud to be leading this initiative in Australia in conjunction with the world's best.

Australia continues to make significant advances in food safety. Industry and state initiatives over the years have had significant impact. No one will deny the Victorian government's successful efforts in the nineties or the leading role that Woolworths played in driving higher standards. Since then, we have seen other state and industry schemes embed this further. It seems that even NSW is joining Victoria in being 'on the move' nowadays. The most recent survey among OECD countries put Australia in the world's top three in terms of food safety with Denmark taking first place and Great Britain the third spot. France, Italy and Ireland do not fare so well, bringing up the rear. If we want to stay at the top in the next survey, we must continue to work hard and demand the very best of ourselves which brings me to my next point.

## Food Safety Audits – the variation in quality is, to be frank, quite staggering!

We don't have many opportunities to air a grievance and it is probably cheeky of me to do it here. However, the temptation is too great! HACCP Australia, through its various business channels, does have the opportunity to review a significant number of food safety audits to a variety of standards – Codex, SQF, BRC, ISO 2200 etc and across the spectra of size and complexity that is presented by the Australian food industry. The variation in quality is, to be frank, quite staggering! We have encountered audit reports signed off by auditing companies representing some of the world's largest, where it is clear that no more than a few minutes have been spent in reviewing the production or handling and others where certification has been issued to organisations without any appropriate system or documentation whatsoever. This just should not be happening in a country with our standards. Others, it is fair to say are first class and valuable to the producer/handler in both maintaining and improving food safety and efficiency. This is only as it should be. Our industry seems to rely too much on the branding of audit service providers for its confidence. This is a dangerous practice. While a certification body is of course an essential ingredient, it is undoubtedly the auditors qualifications, ability and experience which are important here – not just the certifier. It is the auditor who will provide the vital business improvement value that goes with the process. One or two of the larger providers are just not delivering in accordance with their claims or accreditation. The quality systems that are so important in the food business just don't seem to be treated with the same high regard by them – especially when it comes to reviewing the quality of work of their own personnel or - as they increasingly appear to be – their subcontractors. To get the very best value from your HACCP Audit, we would urge all food businesses to concentrate their due diligence process on the auditor selection and not necessarily the company providing the service. The best auditors will always be aligned with an appropriate certification body or capable of such alignment. Other industries appear to have got the drop on us here.

This problem is not unique to Australia and a number of initiatives are in place internationally to put it right. The BRC has lifted the bar in terms of auditor qualification and The GFSI is now addressing the problem as well. A GFSI working group, with Australian representation and leadership, is looking at how to tackle consistency and competence. It won't be a short process and we wish them well in their endeavours and look forward to step changes in the coming years as we aim for that number one spot.

Thanks for subscribing to our bulletin. If you have any comments, ideas or articles, please feel free to get in touch. Your feed back is important to us. ■



Clive Withinshaw, HACCP Australia



For more information on any article in this magazine or to submit editorial or a comment, please email to : [fsb@haccp.com.au](mailto:fsb@haccp.com.au)

For more information on HACCP Australia's range of services, please visit [www.haccp.com.au](http://www.haccp.com.au)

# With great brands comes great responsibility.



## Protecting your reputation. Ours depends on it.

Rentokil are the experts in pest control. Our unrivalled reputation in the food sector means that we understand the importance of protecting a brand.

Coupled with an expert team devoted to the food sector, superior surveying techniques, insight to auditing and regulatory standards and the backing of a global network, **Rentokil is your undisputed Brand Defender.**

Call 1300 RENTOKIL or visit  
[www.rentokil.com.au/branddefenders](http://www.rentokil.com.au/branddefenders)

**Rentokil**  
The Experts in Pest Control

Pneumatics and Automation solutions



## Keeping pace with increased demands in Food Processing

Maintaining food-safe operations need not mean compromising performance and profit. SMC's pneumatic components offers safe, highly productive and energy-efficient automation to any food, beverage and packaging applications...

## SMC providing solutions to your **PACKAGING, PROCESSING & AUTOMATION**

### CALLDIRECT:

SMC PNEUMATICS (AUSTRALIA) PTY LTD  
1800 Pneumatics (1800 763 862)  
[www.smcaus.com.au](http://www.smcaus.com.au) - [sales@smcaus.com.au](mailto:sales@smcaus.com.au)





# FIRST NON-GMO CERTIFICATION SCHEME LAUNCHES IN AUSTRALIA

Cert ID Europe, the leading European certification business, has joined forces with HACCP Australia to launch the first non-GMO certification programme for the Australian food industry which will be managed by a specialist entity known as GMO-ID Australia.

GMO-ID Australia will follow the same principles of Cert ID's non-GMO certification standard, recognised within the European food industry, as the benchmark for Non-GMO identity preservation and the most robust standard of its kind, trusted by all major retailers and brands worldwide.

The new certification scheme is being launched in response to growing consumer concern in Australia about genetically modified products in the marketplace. HACCP Australia's experts in the field of certification and the food industry will deliver the new GMO-ID Australia programme which covers all type of product and manufacturing processes where the identification of non-GMO is of importance to the consumer.

Martin Stone Director of HACCP Australia said: "Australians are discerning and share the same concerns about GMO products as other consumers throughout the world. By adopting independent, third party non-GMO certification, food manufacturers can offer retailers and, in turn, consumers, the certainty that products have not been genetically compromised. This allows consumers to make an informed choice about what they purchase.

Richard Werran, Managing Director of Cert ID Europe said: "The Cert ID Non-GMO Certification scheme is unique and requires a dedicated operational platform which GMO-ID Australia, with its team of technical experts and in-depth knowledge of the Australian food market, is well placed to deliver".

The Cert ID Non-GMO Standard was launched in 1999. Its

approach was ground-breaking because it moved stand-alone, identity preservation systems, based upon testing into a quality assurance approach integrating HACCP with PCR testing as validation throughout the whole supply chain. Since its launch, the standard has been expanded and is now up to version 5.1. It is recognised as the most robust and trusted standard of its kind.

Cert ID is the fastest growing food industry certification body in Europe.

Formed in 1999, at the peak of food and feed industry concerns about GMOs, Cert ID has since gone from strength to strength and today, with sister companies in North America, Brazil and Asia, is providing highly regarded certification schemes on a global basis.

Cert ID offers a comprehensive range of schemes aimed at the food industry, from farmers and growers through to manufacturers, suppliers to the food industry, retailers and foodservice businesses. In the field of non-GM certification Cert ID is an acknowledged global authority.

The highly trained technologists from HACCP Australia with many years food industry experience are very aware of the major commercial and operational issues that surround the production process. They are well positioned to deliver the non-GM programme to the Australian industry ■

For more information visit [www.gmoid.com.au](http://www.gmoid.com.au) or [www.haccp.com.au](http://www.haccp.com.au)

**GM ID**  
AUSTRALIA





# TRAINING & COMPETENCE

Richard Mallett, Director of the HACCP Europe Division provides an insight into effective training methods which are so vital to food safety in our industry.

Speaking from a background in food safety auditing, one of the issues constantly faced by the auditor is the evaluation of training and training records to ensure effectiveness. Let's imagine this scenario:

"I can see in front of me some certificates of food safety training, which clearly show the date of training and duration of the course. The trainer is qualified in the subject area. Therefore the staff which hold these certificates are fully trained and competent in food safety."



*Richard Mallett, European Director of HACCP International*

This is, of course, a dangerous assumption and the presence of a certificate alone does not necessarily ensure competence, a fact of which most auditors are aware. Training courses have to be developed and run according to need and expected outcome. They should take into account different learning styles and effectiveness should always, always be validated. So what might the experienced auditor look for?

A useful start, adopting a method devised by the educational theorist and founder of the 4MAT teaching method, Bernice

McCarthy, is to consider the underlying needs of candidates to ensure a balanced training style. Broadly speaking, people can be categorised into 4 different types based on what they want to get out of training:-

- **Type 1: Why?** People; these people attach personal meaning to training. They consider the reasons for training, often connect it with personal experiences and have a need to establish how useful the information or message will be in real life.
- **Type 2: What?** People; these people enjoy facts, opinions from experts, data and are capable of thinking through ideas based on what the concept of the message is. They enjoy detail.
- **Type 3: How?** People; these people like to be hands on. They like to try things out, to practice things and ideas and enjoy solving problems.
- **Type 4: What If?** People; these people want to try out variations. They enjoy a voyage of self-discovery, relying on their intuition to research ideas and explore possibilities. They enjoy role play, simulations and games.

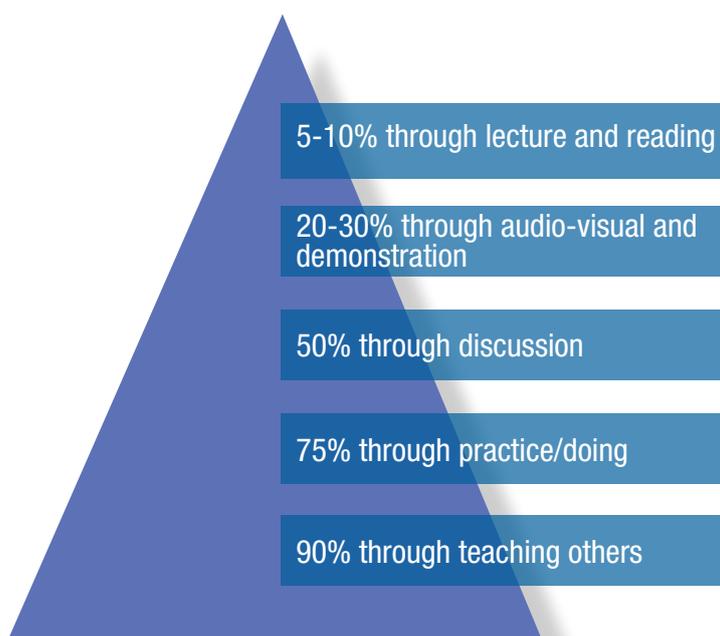
The well-developed training package will take these different types of people into account, highlighting the importance and current issues surrounding the topic - for instance the latest food poisoning statistics and the socio-economic outcome. It will cover the key knowledge areas of the topic and then engage the candidates, perhaps through an interactive or creative activity. It will promote discussion, debate, exploring different situations. It will draw on applying the theory in practice, in real life daily tasks to promote improvement, or in the case of food safety training, better and consistently applied controls.

## Applying these principles in practice

It is helpful to know of some useful facts and rules concerning learning and learning styles:

- **People will almost certainly never learn effectively when under stress.** Those elements of stress, or fear of the training course, can be addressed by considering the principles outlined above. Work-place stress is another thing altogether and stress within the workforce should be considered as an occupational health risk and steps taken to mitigate this risk through management of people, time and the promotion of a stress free culture.
- **Eat to think!** The brain uses up a considerable amount of extra energy when active. Protein and water (protein is linked to an increase in alertness and brain activity, as opposed to carbohydrates which, although a useful provider of energy, are mildly sedative in nature) are required for the brain to function effectively.
- **People learn well at the beginning and end** but learning ability drops off during the middle of a training session
- **Adults cannot concentrate for much longer than 30 minutes** at a time. Regular short breaks and exercises are more useful than one or two long breaks.
- **People remember context** better than content.
- **Recall is improved dramatically** if a training course encourages the reviewing of information taught.
- **People learn better when the whole brain is engaged** and when they learn in a variety of different ways.

This last point in particular raises the question of how to engage the whole brain and how to capture different learning methods. An interesting fact emerges when you consider learning as a pyramid with different sizes of segments equalling different retention rates from different learning styles:-



From the diagram above it is clear to see why as many learning styles as practical should be incorporated into the

**Competency cannot be assumed, but rather must be demonstrated.**

training session. A training session so developed will ensure that the different learner types are all accounted for and all given a chance to assimilate knowledge. The key learner types are:-

- **Visual Learner** – Learns best from images, colour and movement
- **Auditory Learner** – follows verbal information and instruction
- **Kinaesthetic Learner** – prefers the hands-on approach with demonstrations and the chance to practice
- **Academic Learner** – takes notes and enjoys having the facts written down.

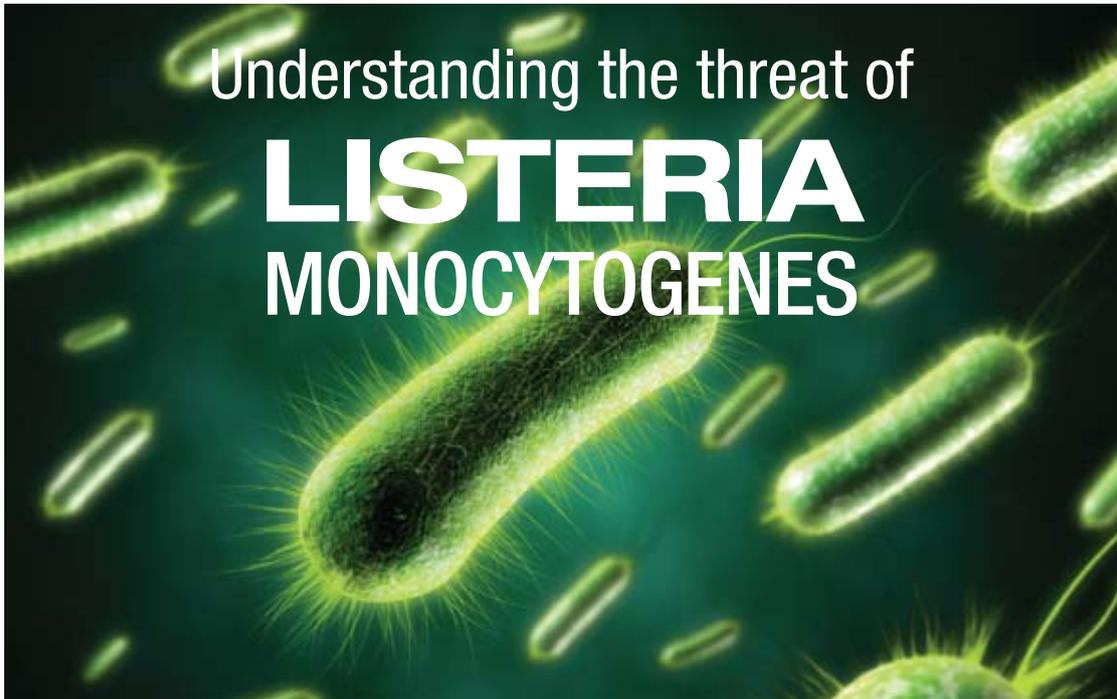
Whilst it is true that each individual will have an overall preferred learning style it is also fair to say that we all do respond to each learning style and that a mixture of learning styles will boost information retention rates.

The job of the trainer, whether an internal company trainer or a contracted in provider, is to adopt practices, perhaps based on those above, to ensure an enhanced learning experience.

The job of the auditor, whether an internal or external auditor, is to be aware of training styles, training preferences and to explore this during the audit. A good start would be to ask to see the training plan or training programme behind the certificate. What is the basic style of the course? For instance how much of the training is based on verbal briefing, PowerPoint presentation, demonstration, role play or a mixture of these, or other methods? What training aids are used? Are group exercises, games, quizzes, displays, DVD's, posters, the internet, books or hand-outs used to catch the attention of the visual and kinaesthetic learners? What is the proportion of the lecture elements - discussion, demonstration, DVD shows, quizzes etc? Is the proportion of each element in balance to engage all learner styles?

The auditor should also question, and test, competency. Competency cannot be assumed, but rather must be demonstrated. It is a good idea, where practical, to ask a member of staff to demonstrate a task and to explain how they know they are doing it right and how they would know if they weren't managing the task very well. This lends itself to further questioning to explore if they would know what to do if the task went wrong and, in the context of this article, could put food safety at risk. It is useful to explore if they know why doing the task wrong might jeopardise food safety.

The required outcome of effective training is simple – training is not merely showing someone how to do something but is the method by which we can be certain that the task itself is understood, the concept behind the task is understood, the reason for doing the task correctly is understood and the consequences of not doing it right are clearly understood. ■



# Understanding the threat of **LISTERIA MONOCYTOGENES**

If you ask a member of the public to name a hazardous bacterium, chances are they will name E.coli or Salmonella or perhaps MRSA. Although it may not grab the headlines as much as these potentially dangerous bacteria, Listeria is an organism that requires and is receiving some special consideration. Listeria's capacity for disease is dependant on a number of factors and historically associated with certain food groups and at risk groups of the population. The UK's Food Standards Agency identified Listeria monocytogenes as an organism of concern in its five year plan for the reduction of food borne disease in the UK along with the more prevalent but comparatively less deadly Campylobacter.



*Dr Andrew Summerfield,  
Microbiologist, BioCote*

It is interesting to contrast the figures between these two organisms. In England and Wales (2008) a total of 321,179 cases of Campylobacter were reported, with 76 associated deaths. A significant contrast with the relatively small number of Listeria associated cases were reported (358) however 126 resulted in death. The FSA have thus chosen to address these two organisms for very different reasons, but with the overall goal of reducing infectious intestinal disease. The FSAs strategy with

regards to preventing listeriosis appears to be working.<sup>(1)</sup>

Between 1990 and 2000 listeriosis cases in England and Wales were relatively stable, with an average of 109 cases per year. From 2001 to 2009 there was an increase in the average of reported cases to 191. In 2010 there was a 13.6% decrease in number of reported cases, a total of 159 cases in England and Wales. Decline continued in 2011 with a further 7.5% decrease in reported cases of listeriosis.<sup>(2)</sup> The global mortality rate is broadly considered to be around 20-30% for all cases of listeriosis. Listeriosis is characterised by bacteraemia and meningococcalitis in individuals with impaired immune systems and is a clearly rare, but potentially deadly disease.<sup>(3)</sup>

## So what is Listeria and why is it such a problem?

Listeria monocytogenes is a Gram positive facultative pathogen that is ubiquitous in a diverse range of environments including soil, water, various food products, animals and humans.<sup>(4)</sup> Discovered in the 1920's and originally named Bacterium monocytogenes because one of the first manuscripts describing this infection noted the increased number of monocytes in the infected tissue.<sup>(5)</sup> It was renamed Listeria monocytogenes to honour Joseph Lister, considered to be the father of antiseptic theory.<sup>(6)</sup> The organism is well adapted to life within the harsh conditions of the host's gastrointestinal tract and possesses measures to counteract changes in oxygen tension, acidity, the presence of bile and antimicrobial peptides.<sup>(7)</sup>

L. monocytogenes can cause a variety of symptoms ranging from mild flu-like, fever and gastroenteritis which can progress to the symptoms associated with the severe disease listeriosis. Infection occurs almost exclusively from the consumption of contaminated food stuffs. The bacterium is inactivated by heat so standard cooking and pasteurisation procedures will protect consumers from the possibility of infection. The individual danger posed by Listeria depends very much on the status of the patients' immune system, linked to illness, age, cytotoxic drug use, pregnancy or any other factors affecting the immune system.

The immune system can be broadly broken down into two parts. The innate immune system has no “memory” and is the first line of defence from infection. It is considered the more ancient element of immunity and analogous systems exist in plants, fungi and other lower animal species. The adaptive immune system “remembers” surface markers (antigens) from pathogens and responds via various means to eliminate these organisms. This memory will last for the lifetime of the host. Within these two systems are two further divisions, cell mediated immunity and humoral immunity. The former involves specialised white blood cells (leukocytes) which are active in different forms in the adaptive and innate immune response, but with the broad aim of killing invading organisms. The humoral immune system plays a role in both the adaptive and innate response and is primarily associated with the release and action of antibodies, but also includes elements of the innate immune system such as complement.

The innate immune response is critical for the control of early listeria infection and evidence suggests the cell mediated immune response is the most important arm of the body's defences in response to exposure to pathogenic *Listeria* species.<sup>(8)</sup>

The actions of phagocytes, natural killer cells and cytotoxic T-lymphocytes help to fight off potential *Listeria* infections. The humoral immune system involves the production of antibodies which are considered less effective against *Listeria* infection, although the exact reasons as to why this is are somewhat unclear. *Listeria* is shown to exhibit an antibody response even in the absence of clinical symptoms.<sup>(9)</sup>

The UK's Food Standards Agency identified *Listeria monocytogenes* as an organism of concern in its five year plan.

Potential hosts with reduced capacity of their cell mediated immune system are more vulnerable to the deadly form of listeria infection. This is due to a host of virulence genes available to the bacterium. Utilizing its range of virulence factors, *Listeria* is able to bind to and invade host cells and once internalized in the host cytoplasm, will hijack elements of the invaded cell to facilitate intracellular motility. Once motile, *Listeria* is able to push up and through the host cell wall into neighbouring cells. Through this action *Listeria* is able to quickly spread from cell to cell and cause serious disease, whilst avoiding much of the host's immune response. *Listeria* is an interesting organism from this point of view, as it has a true intracellular life cycle.<sup>(10)</sup>

Treatment of listeria infection must take into account the intracellular environment of the organism. Drugs must be able to penetrate the host cell and remain active in the potentially harsh conditions of the host. Typical treatment involves antibiotics such as penicillin, ampicillin and amoxicillin.<sup>(11)</sup> In cases of severe listeriosis treatment with antibiotics will normally improve the patient's chances of survival, but death is still a considerable risk.<sup>(12)</sup> Bearing this in mind it seems that prevention is far better than

Considering *Listeria's* ubiquity in the environment it is fairly easy for the bug to enter the food chain and persist in food production environments.

cure. Considering *Listeria's* ubiquity in the environment it is fairly easy for the bug to enter the food chain and persist in food production environments. Its ability to grow at typical refrigeration temperatures makes it a more considerable risk in foods that have been minimally processed. High risk food groups would historically include soft cheese, meat spreads and pates; although a famous and deadly case in the US involved contaminated cantaloupes. Ready to eat foods are a concern worldwide. The other side of managing the risk posed by *Listeria* is therefore to consider the at risk population groups. This is why, for example, pregnant women are advised not to eat soft cheese. The largest population group of concern is the over 60s, and with the rising age of the population it is important that the problem of *Listeria* is addressed.

In conjunction with the revised plans for tackling *Listeria* at a national level, within the food production industry the care must be taken to minimise the chances of introducing the organism into the production process by ensuring good hygiene and general food safety principles remains. Although *Listeria* can be considered a hardy organism when compared with other bacteria the comparison is relative and the hazard posed by this potentially dangerous bacterium can be readily mitigated.

Dr Andrew Summerfield is a Microbiologist at BioCote®; a provider of the only HACCP International certified antimicrobial technology. ■

For more information about BioCote visit [www.biocote.com](http://www.biocote.com).



References:

- (1) FSA Foodborne disease strategy 2010-2015, May, 2011
- (2) FSA Health protection report, Vol 6, No. 15, 13th April, 2012 (3) Barbuddhe S.B., Chakraborty T. *Listeria* as an enteroinvasive gastrointestinal pathogen. *Curr Top Microbiol Immunol.* 2009;337:173-95
- (4) M.Hamon, H. Biernie, and P. Cossart. " *Listeria monocytogenes*: a multifaceted model" *Nature Reviews Microbiology*, vol 4, no. 6 pp.423-434, 2006
- (5) Murray, EGD, Webb, R.A., Swann M.B.R. A disease of rabbits characterised by large mononuclear monocytosis, caused by a hithero undescribed bacillus *Bacterium monocytogenes*. *J. Pathol Bacteriol.* 1926;29:407-39
- (6) Harvey P.J.H. (1940). " *Listeria*: change of name for a genus of bacteria". *Nature* 145 (3668):264 (
- 7) M. Begley, C. Kerr, and C. Hill. *Exposure to bile salts influences biofilm formation by Listeria monocytogenes.* *Gut Pathogens* vol 1, p 11, 2009
- (8) Mackaness GB. *Cellular resistance to infection.* *J Exp Med* 1962;116:381-406.
- (9) Lauren A. Zenewicz and Hao Shenb, *Innate and adaptive immune responses to Listeria monocytogenes: A short overview* *Microbes Infect.* Author manuscript; available in PMC 2008 August 1.
- (10) José A. Vázquez-Boland, Michael Kuhn, Patrick Berche, Trinad Chakraborty, Gustavo Domínguez-Bernal, Werner Goebel, Bruno González-Zorn, Jürgen Wehland, and Jürgen Kreft. *Listeria Pathogenesis and Molecular Virulence Determinants.* *Clin Microbiol Rev.* 2001 July; 14(3): 584-640.
- (11) Temple ME, Nahata MC. *Treatment of listeriosis.* *Ann Pharmacother.* 2000 May;34(5):656-61
- (12) P. Mook, B. Patel and I.A. Gillespie. *Risk factors for mortality in non-pregnancy related listeriosis.* *Epidemiol. Infect.* 2012. 140.706-715



# The food safe pallet of the future

## Lean, clean and green

The need for sanitary standards in the pallet industry was recently highlighted when Johnson & Johnson recalled Tylenol, the world's largest selling painkiller, from shelves in North America. The cost to Johnson & Johnson was an estimated \$100 million. The recall was initiated because of consumer complaints of a mouldy odour in the products. The source of the problem turned out to be 2,4,6-Tribromoanisole, a pesticide and wood preservative used to treat wooden pallets which had been used to transport and store packaging materials.

Our lifestyles depend on food, health, wealth and fuel. Creating and maintaining the conditions essential to preserving the systems that provide us with the abundance of choice we enjoy in our lives is key to a sustainable future.

Paclite Pallet Group is a business that strives to make a genuine contribution to the future sustainability of our environment and the health and wellbeing of people by the responsible production of food grade plastic pallets that are hygienic, strong, light, safe and green.

Paclite Pallet Group is an innovative, Australian, plastics technology company that manufactures strong, durable, lightweight, multi-use, food grade, recyclable shipping pallets. Extensive research, both in Australia and overseas, has shown that the unique, lightweight design of Paclite Pallets offers the Australian food industry a food safe pallet with performance, flexibility and long term environmental benefits.

**Weighing 11 kgs, with a racked load of 1000 kg, they are 78% lighter than wood.**

Engineered with exceptional strength-to-weight performance characteristics, Paclite pallets aid in reducing costs associated with all modes of transport and come with the significant benefit of being 100% recyclable.

Transporting food stuffs around Australia constitutes an enormous logistical exercise. Most food transport in this country is via road. A CSIRO report published in 2011 estimated that road freight is likely to increase 130% by 2030.

Weighing just 11 kg and taking a racked load of 1000 kg, Paclite rackable pallets are up to 78% lighter than their traditional wood counterparts (50 kg), resulting in savings in fuel and transport costs, whilst reducing carbon emissions, and removing food safety risks. Using Paclite pallets, a semi-trailer truck carrying 24 pallets can save 936 kg of non-value added weight per load. On a B-Double truck carrying 36 pallets this rises to 1326 kg. These weight savings allow for extra freight to be carried on each truck, reducing vehicle movements and congestion.

A Life Cycle Analysis (LCA) of Paclite pallets found that the 'in use' greenhouse gas emissions of the pallet are in credit due to the pallets being lighter than wooden pallets and requiring less energy to be moved. The end of life emissions for Paclite pallets is zero, as used pallets form the raw materials in the production of new building products, reducing the need for new materials in the system.

Estimates of carbon savings based on companies using the Paclite 11 kg rackable pallet, in truck movements over a set route can be found in the table below.

**Number of trucks displaced over a set route:**

Vehicle	Carbon savings in movements
Semi-trailer	One saved every 32 movements
22 Pallet Truck	One saved every 35 movements
B-Double	One saved every 42 movements

Additionally, due to lightweight construction, these pallets are significantly easier for a single worker to lift and move, reducing the likelihood of costly workplace injury and absences. The ergonomic plastic construction means there are no sharp edges, nails or splinters to injure workers, tear packaging, damage floors or find their way into food.

The EPS (expanded polystyrene) core in Paclite pallets acts as a natural insulator, so efficiency of refrigeration systems can be optimised, reducing greenhouse gas and air pollutant emissions. Paclite pallets do not become brittle at low temperatures and are suitable for use in freezers. These qualities make Paclite pallets an ideal partner for use in transporting and storing refrigerated perishables. For export applications ISPM15 compliance reduces

**Paclite pallets do not become brittle at low temperature and are suitable for freezers.**

the potential for added cost and lengthy customs delays due to international fumigation requirements.

Many Australian companies manufacture products that don't pack well onto traditional wooden pallets. The full top deck coverage of Paclite pallets provides a more efficient use of space decreasing the likelihood of damage during transport. The pallets can be customised to meet the specific needs of any business. Additionally, Paclite pallets keep a consistent size, shape and weight, making them perfect for automated environments, saving production down-time by reducing bottlenecks associated with inconsistent pallet shapes, sizes and weights.

Paclite plastic pallets are sanitary, non-porous, hygienic and vermin resistant. They do not warp, shrink, absorb moisture or degrade in wet areas, and this dramatically decreases the risk of contamination. They are easily washed and sanitised, making them ideal for use in clean rooms, food and pharmaceutical applications.

Paclite Food Grade Pallets are certified by HACCP Australia. ■

For more information please contact Paclite Pallet Group; P: 1300 554 238

E: enquiries@paclitepalletgroup.com Or Craig Ruby on 0409 484 465



**Paclite Pallet Group**  
Clean Thinking. For A Green Tomorrow.

**Hygienic disposable Piping Bags**  
Made in Sweden

With a unique outer surface for superb grip! Our popular standard that makes your work easier!

**Available from:**

Skanisco Pty Ltd  
Contact: sales@skanisco.com.au  
Telephone: 07 32793358

# UCRETE®

**The Ultimate in Durable Flooring for the Food Technology and Manufacturing Industry**

Specifically developed for the Food, Beverage and Pharmaceutical industries, UCRETE® from BASF combines the ultimate in high strength flooring with a high performance non-slip finish.

Endorsed as Food Safe by HACCP Australia UCRETE® delivers a wide range of benefits, including:

- Steam Cleanable
- Impact, Wear and Abrasion Resistant
- Biologically Inert
- Easy to Clean and Maintain
- Outstanding Non-Slip Performance in Both Wet and Dry Conditions
- Superior Chemical Resistance
- Resistant to Temperature Fluctuations
- Attractive Non-Tainting Colours

**BASF**  
The Chemical Company

BASF Australia Ltd  
Ph: 1300 2273 00 (1300 BASF 00)

[www.basf-cc.com.au](http://www.basf-cc.com.au)

# BrandM8 SIMPLIFY HACCP Records

## Have you ever despaired over the piles of paper-work generated in your business?

Maintaining a handle on everything is extremely challenging without a system that makes the capture of information easy, provides consistent results and allows detailed analysis of records. But the good news is that managing records and checklists just got a whole lot easier.

It is now possible to convert all your paper based checklists and compliance forms to intelligent electronic systems that can be centrally managed and deployed to:

- web browsers
- smart phones
- tablets
- PDAs

Modern electronic management systems are now commonly used for record keeping in many industries. They allow checklists to be completed as required by receivables personnel, OH&S managers, quality inspectors, cleaners, production staff, dispatchers, auditors, maintenance technicians, in fact anyone you can think of. The information is recorded and stored electronically for compliance alerting, reporting and auditing purposes.

The best systems have built-in data integrity and security features, and allow easy retrieval and analysis of captured data.

## A Case Study - Quick Service Restaurant Franchise Group

### The Problem:

A Quick Service Restaurant brand operates stores nationally with a large Franchisee contingent. The stakeholders of the brand have set standards that relate to restaurant and staff presentation, customer service, and most importantly, food safety and quality. Franchise owners also have their own standards to achieve and a vested interest in their stores performing well.

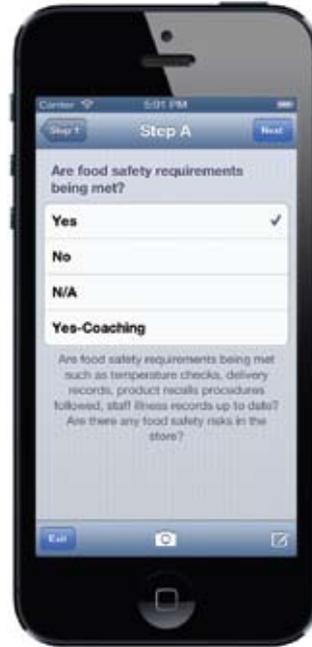
Documentation had been developed in the form of Microsoft Excel spreadsheets and a Head Office-provided Food Safety Book. Store staff were expected to complete these checks daily on printed forms but there was no central review process and no way for management to easily identify problems.

With difficulty in sourcing and retaining quality restaurant staff, checklist completion typically took a back seat. Checklists were often completed after the fact (back-dated) without physical checks.

## Certain franchisees required a system to combat these issues.

### The Solution:

What was required was a system that took the paper-based checklists into a digital format that would be centrally managed and deployed to users. Users would then be able to complete their reviews on an internet-enabled device and submit the results to a central server for reporting and analysis.



BrandM8's system is user friendly and easy to implement

The answer was an innovative checklist management system, BrandM8.

By simply converting the Excel Spreadsheet-based reviews and Food Safety book into a digital format, store staff completed their store reviews on shock-proof, splash-proof PDAs. The BrandM8 workflow guided the users through the review process whilst collating data for daily reporting once complete. Completed reviews were automatically uploaded and stored centrally on the BrandM8 server, allowing simple retrieval of historical data and the development of above-store analysis.

**Checklist Management** – With the checklists converted to a digital format, they can be easily managed and format can be amended to suit changing business needs. All checklists are deployed to users in the stores in real-time, making sure all staff are working off the same checklists.

**Guided Workflow** – BrandM8's workflow system makes the checklist process simple by guiding the user through relevant questions. Workflow allows alternate questions to be presented based upon previous responses. Workflows may also trigger additional events such as sending email alerts or reports, and requiring follow-up actions. For example, an email may be sent to a store owner if a product temperature is not to standard. In addition, a follow-up checklist can automatically be deployed to request a re-test of the product temperature.

**Supporting Text** – To further assist users, supporting text can be added to every question within a BrandM8 checklist. For example, information about approved chemicals can be added to a cleaning question.

**Checklist Alerting** – All scheduled checklists are visibly and audibly alerted when due. Defined time scopes for actions, and

date-stamping features prevent users from 'back-dating' records.

**Integrated Bluetooth Temperature Probes** – Product temperatures can be recorded using wireless digital technology, reducing error and increasing accountability.

**Barcode-scanning** – During in-store reviews, staff are required to scan barcodes located around the restaurant, improving confidence in results.

**Emailed Reports** – Customized reports are sent to all relevant parties (Store owner, District manager, etc) via email. This immediacy allows for action to be taken without delay.

**Above-store Reporting** – Centrally stored data allows the Franchise Head Office to check compliance, to identify common problems within and between stores and offer incentives for stores that improve their results .

### The Current Situation:

BrandM8 is deployed in all 24 stores owned by the franchisee. Detailed checklists compile an immense amount of data in respect of several key areas relating to restaurant and staff presentation, customer service, and most importantly, food safety and quality.

Paper-based checklists are soon to become a thing of the past as solutions like BrandM8 provide businesses with powerful technology that makes recording, analyzing and reporting data a piece of cake.

BrandM8 is certified by HACCP Australia and is suitable for use in HACCP-based food safety programmes. ■

For more information please

P: BrandM8: 03 8645 5500

E: brandm8@cosmos21.com.au



## BrandM8.

### Food Safety & Checklist Management System.



**You can't expect what you don't inspect.**

Operating on a Smartphone (iOS/Android) or a ruggedized PDA (Windows Mobile), BrandM8 is an electronic, intelligent checklist management tool for the completion of food safety (HACCP) and operational checklists within retail and food service organisations.

- Integrated Bluetooth temperature probes, barcode scanning
- Photo upload for supporting material
- Scheduling and alerting of upcoming checklists
- Inbuilt workflow for guided checklists
- Dynamic creation of follow-up checklists
- Web-based management and reporting for easy auditing
- Immediate notification of non-compliance of critical checks

And much, much more...

**Innovative Checklist Management.**



T: +61 3 8645 5500 E: brandm8@cosmos21.com.au W: www.brandm8.com

# PROWIPES

- High absorbency industrial wipes ideal for most cleaning surfaces.
- No chemical binder, enhances absorption rate and capacity.
- These durable and re-usable cloths are economical and can simply be rinsed in water after use.



## NEW & Improved!

Composition:  
70% Viscose, 30% Polyester

Ask about our new medium and heavy duty range.

# MICROFIBRE MOPS

Sabco's Commercial Mop range offers **quality and durability guaranteed**. We've got you covered — our comprehensive mop range is manufactured from the **highest quality yarns and textiles**. With industry standard colour coding systems.

- Microfibre Traps removed dust or soil, lifting it away. Is extremely absorbent - able to absorb and hold up to six times its weight.
- Looped to prevent tangling
- Can be used with or without chemicals
- Can be used wet or dry



## Want to know more?

For further information please Call Sabco on 1800 066 522 for a catalogue or visit us at:  
[sabcoprofessional.com.au](http://sabcoprofessional.com.au)



**BARRIER & DOOR SYSTEMS FOR ENERGY & HYGIENE CONTROL**



**carona**  
GROUP PTY LTD

PHONE 02 4702 6655

sales@carona.com.au • www.carona.com.au

**FOCUS**  
GLASS DOOR DISPLAY SYSTEMS

**movidor**  
Juster, safer, smarter.

Switch to the new standard in cafe milk dispensing.



Milk It On Tap with The Juggler

Faster than milk bottles, less messy, less milk waste & truckloads less plastic waste.

Tap into The Juggler benefits. [www.thejuggler.com.au](http://www.thejuggler.com.au)

the **Juggler**  
Cafe milk tap system

**SEI**  
SIX PEOPLE  
MACHINES

**HIGH INTENSITY SPHERICAL PIPELINE SEPARATORS**

THE MAGNETIC SEPARATOR OPTION FOR BLOWLINES (LEAN PHASE) & VACUUM LINES

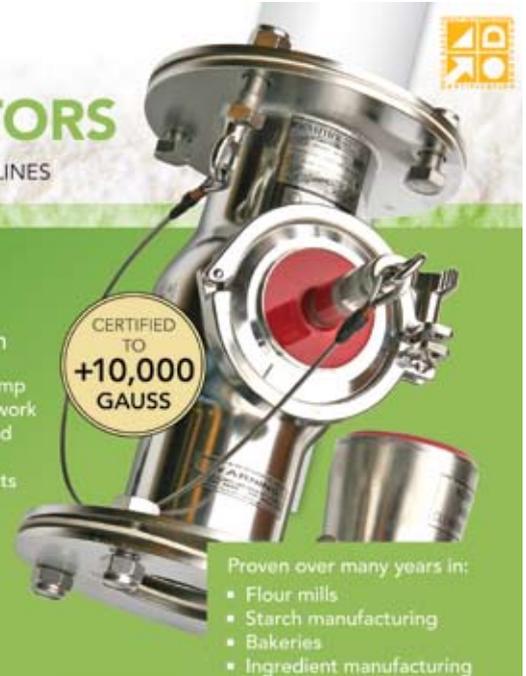
The **MAGNATTACK™** Spherical Magnet is easily installed & can be used inline on Blowlines (lean phase) and Vacuum lines up to 150mm in diameter. The Blowline Inline magnets have been engineered and designed using only the highest grades of material for use in sensitive food applications worldwide.

Experience in many critical applications have shown that Bulk Density breakdown is no longer an issue in using this particular unit as there are no impact areas or retention rings that will likely cause BD issues as there has been on, previous and current, blowline magnet types. Further info available from **MAGNATTACK™** Global on this topic.

**HIGH INTENSITY RE80™**  
10-12,000 GAUSS!

For Product & Plant Protection

- Amazingly efficient extraction of tramp iron - Large, small, fine & rust. Also work hardened stainless steel particles and magnetic stone.
- Performs successfully on dry products in vertical sections of pipelines.
- Food products containing particulates up to 15mm.
- Aerodynamically designed
- No affect on Bulk density in most powdered and granulated products
- Quick Magnet removal and reseat



Proven over many years in:

- Flour mills
- Starch manufacturing
- Bakeries
- Ingredient manufacturing



Other engineered magnetic solutions from **MAGNATTACK™** Global are: **MAG-RAM™** self cleaning Grate solutions, Magnet/Filter combos for liquid applications, Pressure pipeline Separators & **RAPIDCLEAN™** Grate magnets.

RARE EARTH  
MAGNETIC  
SEPARATION  
TECHNOLOGY

Fully designed and manufactured by **Magnattack™** Global - available worldwide.

**MAGNATTACK™**  
GLOBAL

[www.magnattackglobal.com](http://www.magnattackglobal.com)

Australia Phone: +61 2 4272 5527

USA toll free: 866 464 1492

Email: [magnets@magnattackglobal.com](mailto:magnets@magnattackglobal.com)

# Getting off the bottle and into The Juggler

A new 'milk on tap' system developed by Six Simple Machines in conjunction with Single Origin Roasters is set to revolutionise the barista's work station.

When chatting to a barista about the benefits of milk on tap, Six Simple Machine's Ross Nicholls has to laugh at the irony of being interrupted by someone having to take out a garbage bag of empty milk bottles or grabbing another crate of fresh ones from the back.

"It doesn't exactly take much convincing," says Ross. Along with Adam Preston from Six Simple Machines, the pair have spent the last two years working with Single Origin Roasters on 'The Juggler:' a milk on tap system that is set to revolutionise the way coffee is made.

Emma Cohen of Single Origin explains "The story of The Juggler started as so many tales of invention do – out of a need.



Adam Preston and Ross Nicholls

When Single Origin was setting up their Sideshow café, a tiny take-away add-on to their flagship café in Surry Hills," "they were struggling to find space to put all their empty milk bottles. The result was the idea to use bulk milk bags instead, and connecting the system so the milk could be accessed on demand."

"I think every barista who's worked

with a lot of milk has probably had this idea," says Ross Nicholls.

Emma jumps in: "It just took someone crazy enough to actually try and design the system. And that was us" she says.

For the next few months, Ross worked with the team at Single Origin to set up the pilot system. Ross explains that while the idea may seem simple enough – after all, water, beer, soda and the like have been delivered on tap for years – milk presented a whole range of new challenges.

"Milk is already a difficult thing to be working with. It's an emulsion with suspended solids throughout," says Ross. "Dealing with the hygiene aspect alone is huge."

In making milk on tap a reality, one necessary step was bringing on board the support of the dairy industry. As the design moved forward, it became evident that the model wouldn't only save on space, but could prevent the waste of thousands, if not tens of



thousands, of milk bottles per business per year. To make the design both practical and sustainable, they would need dairy companies to work with them in the move away from milk bottles.

"After all, what's the point of all of this if you're just going to have to pour bottles of milk into larger containers?" says Ross.

Single Origin Roasters teamed up with their dairy provider, Country Valley, to come up with appropriate packaging for the milk. The result is a 10-litre bag similar to those used in quick service restaurants, fitted with a cap most commonly used on syrup pouches. The 10-litre bags can be loaded into the refrigerated storage cabinet to deliver up to 80-litres of milk on tap. It will be up to dairy businesses to make this format available to cafés, with a few dairies already on board.

In addition to changing milk's delivery format, Ross explains how other features of the system have changed the barista's work system for the better, including automatic dispensing of the correct dose of milk according to the size of jug that is sensed by the machine."

Says Ross "The ultimate goal here was to make life easier for the barista."

"With the system automated, all of a sudden the barista has more time to concentrate on their shots and speak with the customer" adds Emma.

With fewer distractions using The Juggler at Sideshow, Emma says the system can save the equivalent of 30 minutes of work in a day. Adding 30 minutes a day can mean an extra 30 minutes of service, which, within a large coffee chain, translates to big benefits.

The dosing system also provides significant reductions in milk wastage. Since trialing in Single Origin Roasters' Sideshow, the Juggler has more than halved the café's milk waste, saving about \$1,000 per year in milk, not to mention the savings in waste management fees and the environmental benefits.

The Juggler is certified by HACCP Australia. ■

For more information, 0402 872 940  
visit [www.thejuggler.com.au](http://www.thejuggler.com.au)





In this section are a few food safety and food related news snippets from around the world. Keep up to date with trivia as well as news!

## From Australia

### NSW Food Authority's 8700 healthy choices campaign wins prestigious national Public Relations Institute award



The NSW Food Authority's popular 8700 Kilojoule campaign has won its category at the Public Relations Institute of Australia's Golden Target 2012 Awards, held in Melbourne this week.

"This is a high accolade for the NSW Food Authority, to be recognised as having a nationally leading communication campaign in the health category proves we're on the right track to engaging our target audiences through digital platforms as well as community engagement activities," said Food Authority CEO Polly Bennett.

In Australia, 61% of adults are overweight or obese. High consumption of energy-dense foods and drinks is associated with increased risk of overweight and obesity. Yet consumption of fast food in Australia doubled over the decade to 2009.

NSW legislation to mandate kilojoule labelling in fast food chains has been supported by the 8700kJ consumer education campaign.

The '8700 - Helping NSW find its ideal figure' consumer education campaign, launched by the NSW Government in February this year, is part of a whole-of-government approach to tackling the serious issue of obesity.

The 8700 campaign has won four awards this year, for PRIA's Golden Target Awards at the State and national level, a bronze award in the Association for Data Driven Marketing & Advertising (ADMA) Awards for Excellence earlier this month, and in August the 8700 mobile app also won its category in the Australian Mobile Awards held in Sydney.

"Rather than telling people what they can and can't eat, the 8700 kilojoule app empowers people with information about the energy content of what they're eating. It's a great free tool for NSW consumers to assist them in making better food choices and maintaining a healthy weight," Ms Bennett said.

"This has been a terrific achievement for the Food Authority and I extend my congratulations to all those who worked on the campaign."

Further information on the 8700 campaign is available at:  
<http://www.8700.com.au/>



## HACCP Australia determines the world's largest food companies

Non-foodies often ask us which are the world's largest food businesses and do you work for any of them? Recent surveys suggest different orders depending upon criteria, inclusions, currency values and so on. From our very little research, we have distilled those surveys to generate the following as making up the world's first XI and 12th man.

- |                               |                      |
|-------------------------------|----------------------|
| 1. Nestle (Switzerland))      | 7. ADM Co (USA)      |
| 2. PepsiCo (USA)              | 8. JBS (Brazil)      |
| 3. Kraft (USA)                | 9. Mars (USA)        |
| 4. Coca Cola (USA)            | 10. Tyson (USA)      |
| 5. AB InBev (USA)             | 11. SAB Miller (USA) |
| 6. Unilever (UK/ Netherlands) | 12. Cargill (USA)    |



*Unilever make it in HA's top ten*

Danone and Heineken would also have made the cut on several scales. Anyway, if you want a definitive list, ours is as good as any - even though it might be inaccurate by the time its published. Using our sophisticated 'BOE' (back of envelope) methodology, we will keep you abreast of changes every year! Yes, we do work for a number but that did not form part of the criteria!



## New testing regime for Japanese imported food



Food Standards Australia New Zealand (FSANZ) has released a risk assessment showing that there may be a risk of contaminated food imported from the Japanese areas of Chiba, Fukushima, Ibaraki, Miyagi, Saitama, Tochigi, Tokyo and Yamagata.

As a result the Department of Agriculture, Fisheries and Forestry (DAFF) has begun testing food that previously identified levels of radioactive caesium.

FSANZ still believes that the risk is negligible, the new risk assessment has prompted further Radionuclide testing by DAFF and new documentation requirements on all foods from these areas.

The following foods have previously been found to have positive results (although very low) for radioactive caesium, and will require further testing to ensure that all testing is consistent with that from other countries;

- Tea (fresh and dried)
- Dried mushrooms
- Fish (fresh, frozen or dried.)

The test results for all future imports of these foods will need to be "well below" the internationally accepted levels. Full Import Declarations will also be required for each of them.

These Declarations will be required to include the address of

manufacturing, production and packing.

Radionuclide level testing is to be done by a nominated approved analyst and be paid by the importer. The results must be reported directly to DAFF.

For more information, go to [www.foodstandards.gov.au](http://www.foodstandards.gov.au)

## From the USA

### US airline meals subjected to insidious tampering attack

Airline meals are an easy target when it comes to food commentary however a spate of recent incidents on Delta Airlines and more recently on an Air Canada flight are deserving of more serious consideration. A sewing needle was discovered in an Air Canada's passenger's meal during a flight in August, being the seventh such incidents in a matter of weeks after Delta suffered similar contamination attacks in July.

Flight Caterers have a difficult security profile. While random inspections are commonly carried out, metal detection is rare, if non-existent and the cost of such a process would bring a huge impost to the airlines.

In addition to the food spot checks, caterers are supposed to subject their staff to criminal background checks. However, one commentator said 'Screening procedure has its own weaknesses. It can take months to complete a background check, and some companies reportedly allow their employees to work during that time. During high-travel seasons in summer months and around holidays, many caterers hire temporary employees who don't stay at the company long enough to complete a thorough check'.



One passenger, James Tonges, told the US ABC network how he discovered a needle in his food.

"I thought at first that it was a toothpick, I mean sometimes you have a club sandwich that has a toothpick in it that you don't see," he said.

"When I pulled it out I found a needle. It was about one inch long, straight needle."

Mr Tonges has been put on antiretroviral drugs used for the treatment of HIV.

It is thought that the sabotage took place in the Gate Gourmet kitchen in Amsterdam. Gate Gourmet provide airline meals at many airports throughout the world. The Transportation Security Administration, the US government agency that oversees such incidents, said it had notified all American air carriers with flights from Amsterdam's Schiphol airport to "ensure awareness". Peter Fitzpatrick, a spokesman for Air Canada, said that the airline is "working closely" with its caterer, which he didn't name, to "ensure heightened security measures have been put in place."

## From the UK

### Dragons' Den reject proves they are not all knowing

We at HACCP Australia really appreciate innovation in the food industry and no more so when expert opinion is proved wrong – who doesn't. With that in mind, we couldn't resist reporting the news of packaging expert, James Nash's success with his cup-a-wine concept. James submitted his unique packaging idea to the hugely popular TV panel of the "Dragon's Den Show in 2009 only to have it trashed by the experts as being, 'tacky, ridiculous, too risky, and having 'little chance of success' and 'little chance of a patent.'"



Since then the concept has been adopted with huge success by Marks and Spencer who were happy to confirm the popularity of the concept with their customers. M and S uses Jame's product to offer various wine products including the 'Le Froglet' range, the rosé version of which has now won the prestigious International Wine Show's Top Value Award in 2012 – the wine equivalent of an Oscar. According to reports, Marks and Spencers have already sold 250,000 units as they fill a great market gap for outdoor events, concerts, picnics and food on the move shoppers.

## Robots on the production line establish meat quality standards

Farmers, meat processors and red meat eaters will all benefit from a pioneering research project aimed at determining the eating quality of meat which is now coming to fruition, according to Jim McLaren, the chairman of Quality Meat Scotland. The ground-breaking Integrated Measurement of Eating Quality project, currently under trial at the Scotbeef plant at Bridge of Allan, uses a range of high technology equipment that should take uncertainty and human error out of assessing meat quality.

Now, after two years of the £1 million project, the successful testing of the robot linked into the line at the meat processing plant means that it is moving towards commercial reality, according to QMS. They estimated the red meat industry could benefit by up to £5m a year in the UK, based on current prices and throughput levels, as a result of added revenue and efficiency gains generated by the future commercialisation of this type of automated approach.

The initial focus of the project is on beef, with the aim to extend the technology to lamb and pork at a later date. Central to the research is the use of robotic technology similar to that utilised by the high precision motor industry. A robotic manipulator, with special end-of-arm tools, is being used to provide automated measurements at line speed at the meat plant. The camera scans the carcass allowing the robot to place the pH/temperature probe into the target muscle in the half-carcass on-line, which allows automatic, rapid measurement of subcutaneous fat. Already this technology is showing that it may be possible to select out the tough meat. ■

# 2013 FOOD MAGAZINE AWARDS

Every year, Food Magazine hosts the Food Magazine awards to recognise and reward best practise and innovation in food and beverage processing in Australia and New Zealand. The awards culminate in a gala award ceremony and celebrate true excellence in the food industry. For the 2013 awards, HACCP Australia continues its sponsorship of the FOOD SAFETY AND INNOVATION IN MATERIALS, EQUIPMENT AND SERVICES category.

This category of award specifically recognises non-food suppliers to the food industry and the major impact this sector has on food safety. Subscribers to this magazine will already understand the importance of non-food material, equipment and services in regard to the integrity and safety of food. It is hoped that these awards will further raise the profile of these issues and assist the food industry in recognising the benefits of true food safe design and characteristics.

Entries are open to all equipment and services used in the food industry and will be judged upon merits such as design, cleanability, consequence of error and overall contribution to food safety. Whilst not involved in the judging process for this category, HACCP Australia will be keenly following the entries and winners of the non-food excellence awards.



Left to right: Clive Withinshaw (HACCP Australia), The MakeSafe team, Nathan Wilson, Gary McMahon, James Scales and Martin Stone (HACCP Australia)

In the 2012 awards, a number of truly excellent products that support the food industry and carry the HACCP Australia certification mark were chosen as finalists by a highly qualified judging panel. The finalists included Altro, MakeSafe and Testo. **Congratulations to the winner MakeSafe® for their product BaitSafe®.**

You have until 24th April 2013 to get your entries in for the 2013 awards, so check [www.foodmag.com.au/awards](http://www.foodmag.com.au/awards) for details on how to enter. ■

## WHY RISK A RECALL?



**FOODLUBE®**  
Food Grade Lubricants



- ✓ HACCP Australia Approved
- ✓ Unique “BLUE BAND” Foodsafe Labeling
- ✓ Complete Lubricant Range



[www.itwfpf.com.au](http://www.itwfpf.com.au) - 1800 063 511

We measure it. **testo**



## Professional measuring instruments for the food industry

- Probe Thermometers
- Infrared Thermometers
- Temperature & Humidity Data Loggers
- pH meters



[www.testoaus.com.au](http://www.testoaus.com.au)

# FACTERIA SALMONELLA

Salmonella is a dangerous food poisoning bacteria and as few as 15 living cells can cause illness. Therefore, it should be absent from all ready to eat foods and those requiring minimal heat treatment. This organism is the most common cause of food-borne deaths.

The onset for the disease is usually 12 to 36 hours and the duration of the illness is 1 to 7 days. If the bacteria cross from the intestinal tract into the bloodstream, extremely serious complications can occur.

Salmonella is a facultative anaerobe that grows between 5°C and 45°C and causes food poisoning by infection. Salmonellae are non-spore forming, so a temperature of 70°C is usually sufficient to kill them.

Foods commonly involved are meat, poultry, raw milk, milk products and eggs.

Contamination may be directly or indirectly from human or animal excreta. Over 2000 types of Salmonella are known,



all of which are capable of causing illness in man. Salmonella typhimurium or Salmonella enteritidis are particularly common causes of Salmonella food poisoning.

To avoid the growth of Salmonella, foods need to be thoroughly cooked and the potential for cross contamination from raw to cooked, direct and indirect must be eliminated. Furthermore, food handling, sanitation and hygiene also need to be maintained at high levels to avoid the growth of Salmonella.

Of interest, reptiles are known to be carriers of extremely high numbers of Salmonella. ■

# WE HAVE IT COVERED

SALE OF STAINLESS  
STEEL MOTORS AND  
GEARBOXES



COMPLETE RANGE OF LAFERT EUROPEAN ALLOY MOTORS INCLUDING THREE PHASE, SINGLE PHASE AND BRAKE MOTORS TO SUIT VARIOUS BRAKING APPLICATIONS, IN-HOUSE WORKSHOP AND ENGINEERING FACILITY.

## LAFERT ELECTRIC MOTORS

HEAD OFFICE: MELBOURNE  
UNIT 3, 891 PRINCES HIGHWAY  
SPRINGVALE, VIC 3171  
PHONE: (03) 9546 7515

### SYDNEY

UNIT 3, 364 WOODPARK ROAD  
SMITHFIELD, NSW 2164  
PHONE: (02) 9729 4442

 **LAFERT**  
ELECTRIC MOTORS (AUSTRALIA)

### BRISBANE

UNIT 21, 258 MUSGRAVE ROAD  
COOPERS PLAINS, QLD 4108  
PHONE: (07) 3277 0377



[WWW.SCORPIONSTAINLESS.COM.AU](http://WWW.SCORPIONSTAINLESS.COM.AU)

EMAIL: [ADMN@BIGPOND.NET.AU](mailto:ADMN@BIGPOND.NET.AU)

# **Omega** LABELS

## Call 1800 028 924

Email [sales@omegalabels.com.au](mailto:sales@omegalabels.com.au)

UNIQUE FREE SET-UP COMMITMENT

PRINTED LABELS  
RETAIL CARTONS  
RFID TECHNOLOGY

Endorsed by HACCP Australia



# The GFSI benchmarked standards

The latter part of the twentieth century and first part of this century saw some serious food safety issues arise, including high profile recalls and negative publicity about food safety within the industry. Clearly, something had to be done and this was recognised by the CEOs of global food manufacturing companies and retailers who came together at The Consumer Goods Forum and agreed that measures had to be taken to strengthen consumer trust. And so the GFSI (Global Food Safety Initiative) was born as the organisation to promote the harmonisation of food safety standards used throughout the supply chain. GFSI are responsible for benchmarking the Global Food Safety Standards to ensure equivalency and in so doing promoting both choice and audit consistency. They can be considered as the quality assurance step between writing a food safety standard and that standard being used to conduct actual audits on a global scale.

The strategy behind this is clear and to quote directly from their current website "GFSI encourages buying companies to accept certificates issued during third party audits against the GFSI recognised schemes, thus enabling their suppliers to work more effectively through less audits. As a result, resources can be redirected to continually ensure the quality of food produced and sold worldwide".

Many global retailer, manufacturer and foodservice companies now accept audit of food safety standards against one of the benchmarked (recognised) schemes. The GFSI recognised schemes all operate within a wider certification and accreditation context and this provides the framework for assessing the pertinence and compliance of food safety management systems.

As this edition of the HACCP Australia Bulletin goes to press, it is useful to look at which of the global food safety standards have successfully passed the benchmarking test and which have been submitted into the benchmarking scheme:-

Those that have successfully passed the benchmarking scheme:

- SQF Code 7th Edition Level 2, replacing the SQF 2000 Code Edition 6 and SQF 1000 Code Edition 5
- The BRC Global Food Safety Standard, Issue 6, which replaces Issue 5
- The BRC/IoP Global Standard for Packaging and Packaging Materials Issue 4
- FS Food Version 6, replacing Version 5

Those submitted for the benchmarking scheme, at the time of going to press:

- CanadaGAP
- FSSC 2000
- The Global Aquaculture Alliance Seafood Processing Standard
- Global G.A.P.
- Global Red Meat Standard
- Primus GFS

We encourage all to visit the GFSI website ([www.mygfsi.com](http://www.mygfsi.com)) to find out more, to remain up to date as some of those standards submitted pass the benchmarking scheme, and to see the scope of recognition for each standard. ■



## Whatever you clean, Oates® cleans best!

For over 75 years Oates® has been making great value cleaning products that you can rely on to get the job done, easily and effectively.

From scourers to mops, brushes, brooms, buckets, sponges and wipes, Oates® is the name you can trust.

See our full product range at [www.oates.com.au](http://www.oates.com.au)



**Oates®**  
cleans best!



Many products in the Oates® range are approved by HACCP. HACCP Australia Food Safety Certification provides a recognised endorsement to guarantee a product's suitability for use within a food related environment.



# KEEP THE CLEAN!

Say goodbye to cleaners that burn your nose hairs and hello to Probiotic Solutions' carefully selected team of 13 beneficial bacteria created to break down dirt and grime without damaging your health or the environment.

Easy to use and cost effective, Probiotic Solutions' cleaning range ticks all your boxes.



FOR MORE INFORMATION on how our products can improve your business, please contact us.



6/23 Underwood Avenue, Botany NSW 2019, Sydney  
 T +61 2 9695 7762 E info@probioticsolutions.com.au  
[www.probioticsolutions.com.au](http://www.probioticsolutions.com.au)



## serving solutions



You know the one detail your customers pay the most attention to is **cleanliness**.

That's why Carlisle's range of brushware are literally the industry standard for cleaning foodservice and food processing operations the world over.

Together with our partners, we help your business attain operational excellence in hygiene, that shows you care for your employees and customers.

[www.carlislefsp.com](http://www.carlislefsp.com)

Australian Listed Distributors:



# And now for something completely different...

By Karen Constable - HACCP Australia

To most of us, the act of cleaning means physically removing particles such as dust, dirt, grease, grime, food debris and micro-organisms from surfaces. But what if you could clean away the things you don't need while adding something beneficial?

If you think that sounds like biological cleaning, you'd be right. But biological cleaning products usually contain added enzymes – enzymes being specialised proteins from biological sources which can break down other proteins, carbohydrates and fats. Industrial enzymes, including those used in biological cleaners are sourced from plants, animals, fungi and bacteria.

For something completely different, there is a cleaning technology that 'cuts out the middle man' and uses enzymes and other biologically active agents which are produced by micro-organisms right at the point of use



This new cleaning solution takes the form of a liquid concentrate which contains living micro-organisms. Many species of bacteria can be found in the liquid, having been chosen from groups which are generally considered to be beneficial to health and are popularly known as 'probiotics'. Common 'probiotic' organisms include strains of species of Lactobacillus and Bifidobacterium. Lactobacilli are common starter cultures for fermented foods including yoghurt, sauerkraut and salami, while Bifidobacteria are members of the most common genus of 'good' bacteria in the human intestinal tract. Some of these species are known to produce naturally occurring antibiotics ('biocins'). Other 'good' bacteria are used to clean up oil spills and break down plastic waste.

Produced in Australia using advanced mixed cultures developed in the USA, Probiotics Solutions All Purpose cleaner is non-toxic, 100% biodegradable and contains all natural ingredients. It delivers a deep clean by breaking down the underlying fats and oils which hold dirt together, allowing it to be easily removed. Probiotics Solutions products have been shown to be effective against pathogens such as Staphylococcus aureus and Escherichia coli and they have great potential for the management and elimination of persistent Listeria problems in food handling facilities.

Probiotics Solutions products have been shown to be effective against pathogens such as Staphylococcus aureus and Escherichia coli

As with all cleaning products, before use it is important to read the label carefully, as strains of some species of organisms within Probiotics Solutions All Purpose have been implicated in spoilage of some foods.

Probiotics Solutions All Purpose (original), Probiotics Solutions Clear and Probiotics Solutions BBQ Clean are certified by HACCP Australia. ■

For more information visit [www.probioticsolutions.com.au](http://www.probioticsolutions.com.au) or call 02 9695 7762; [info@probioticsolutions.com.au](mailto:info@probioticsolutions.com.au)



Leave the hassle of printing your labels to the experts

Label Power are specialists in full colour label and tag printing

- ✓ Fast Turnaround
- ✓ No need to order large volumes
- ✓ Variable data printing

CALL NOW (07) 3710 7000 for our FREE colour label consultation



[sales@labelpower.com.au](mailto:sales@labelpower.com.au)  
[www.labelpower.com.au](http://www.labelpower.com.au)

# Paper-shufflers, wake up and smell the coffee



## An article that will resonate for many in our industry

by Richard Blandy

After reading the Peter Sellers-inspired 'Australia in the Asian Century' white paper, I needed a long weekend in the country to recover.

We went to the historic fishing port of Robe, four hours' drive southeast of Adelaide, a pretty town of 1500 on the edge of the Great Southern Ocean, and a long way from anything that would be regarded as significant by the overpaid people in Canberra who spend their lives drafting drivels.

A lot of Victorians had come over for the Cup long weekend to enjoy the excellent beaches, food and art galleries. But Robe turned out to be home to something truly unexpected and even more rewarding than a great holiday: an inspiring small business called **Mahalia Coffee** that was a real tonic after the claptrap of the Asian Century white paper.

Mahalia Coffee is a family-run business that manufactures and distributes coffee to every state and territory, but predominantly to South Australia, Victoria and NSW. It employs 13 people in Robe, most of them women, and is growing fast. Its major problem is meeting demand for its product.

In an Australia where manufacturing is struggling and seemingly dependent on political favours, why is an under-the-radar boutique Australian coffee manufacturer, located in a rural backwater, able to succeed in Australia's highly competitive, retail coffee market?

### Why is it there at all?

Mahalia Coffee is located in Robe because the founders (and still principal owners) of the business, Paul and Mahalia Layzell, like living there.

This is a typical reason why family businesses are located where they are. Family businesses don't decide where would be financially best to locate their firm. They decide where they would like to live as a family and then try to start something there.

Paul and Mahalia have had opportunities to move to the city, but they don't see the point in moving, even if they could make more money. Paul's mother lives around the corner, their kids like it in Robe, they are financially doing OK and their business is highly valued by the local community.

Mahalia happily says that they have an "integrated life". Tellingly, Mahalia also says: "The council has been very helpful to us. It leaves us alone. No one hassles us. I am relaxed and able to be true to myself as an artist."

The lesson for governments and their bureaucracies is

simple - red tape is death to small businesses. Let them be their idiosyncratic selves and help them work through any conflicts with their neighbours.

Mahalia roasts Mahalia Coffee's coffee beans. She and Paul are chefs and Mahalia describes roasting coffee beans as "cooking". Creating a blend of coffee is both science and art - like making wine.

Different sources of coffee beans have different flavours. Brazilian beans, Indonesian beans and Ethiopian beans all have their own different and distinctive taste.

Beans taken from different areas within the same country taste different. Some coffees are called single-origin because they come from a single plot or set of plots that taste different from neighbouring plots.

Mahalia has cornered the market in beans from four single plots in El Salvador.

The amount of water content in each bean even affects how it has to be roasted. It takes Mahalia as much as eight months of experimentation to create a pleasing new coffee blend.

The main reason why Mahalia Coffee is successful at manufacturing while other Australian manufacturers are struggling is that it has a superb product, painstakingly and brilliantly created.



Mahalia Coffee executive directors, from left to right (Mahalia, Jamie, Paul).

Mahalia Layzell is brilliant at roasting coffee, mixing and matching different sources of beans to produce trophy-winning flavours. Mahalia is to Mahalia Coffee's coffee what Max Schubert was to Penfolds Grange.

Mahalia Coffee supplies the top end of the market. People are willing to pay a premium for excellence. Mahalia and Paul also ring their customers every Monday morning to ensure that they never run out of coffee from Mahalia Coffee.

Paul and Mahalia also know what they don't know, and buy this in. They buy selected beans from two expert and reliable brokers in Sydney and Melbourne. Five specialist distribution companies (one of which got in touch because its owner loved the Layzells' coffee) distribute their coffee for them. They have taken on a partner, Jamie Anderson, whom they met at a 40th birthday party, who works as a professional business mentor. Anderson deals with areas such as the company's IT, website and packaging design. His MBA background is very helpful in advising and reassuring Paul and Mahalia when business risks and growing pains emerge.

While Mahalia Coffee's freight bill is massive, and electricity and gas costs have recently surged, land in the industrial park at the back of Robe is cheap and the company owns a factory and the attached coffee, tea, ornaments and plant shop. Advertising is by word of mouth.

There are two production shifts at the company. Their employees would like to work more hours for Mahalia Coffee, but the business cannot afford the time-and-a-half, double time and treble time penalty rates that are prescribed by Fair Work Australia. Instead, Mahalia Coffee engages more staff at ordinary time rates.

This is a typical solution in seasonal-worker-short Robe. Many people hold two jobs at ordinary time pay rates in each, because Robe's businesses cannot afford the overtime and penalty rates ordained by Fair Work Australia. Brilliant, isn't it?

Richard Blandy is an adjunct professor in the School of Management at the University of South Australia. ■

*From 'The Australian' November 12, 2012 This work has been licensed by Copyright Agency Limited (CAL). Except as permitted by the Copyright Act, you must not re-use this work without the permission of the copyright owner or CAL.*

**Vistex**

True blue!

(and green,  
and white,  
and yellow,  
and red...)



Thank you to our loyal Distributors for their support these 25 years!

FOR FURTHER INFORMATION  
PH: 0478 473 367 OR  
CUSTOMERSERVICE@UNITEDDONED.COM.AU



WWW.VISTEX.COM.AU

pro-val  
by RCR

## Rubber gloves for the food industry



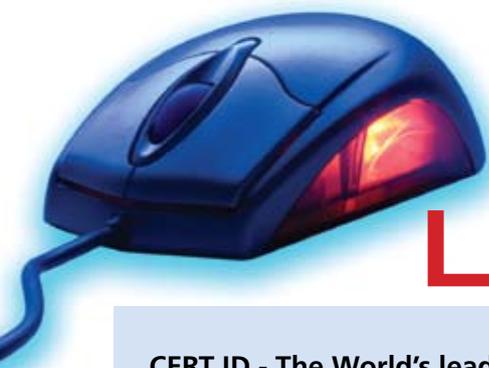
For a free sample of the Traction glove  
email: sales@rcr.com.au

### Features of the Traction glove

- Ultimate grip in wet or dry conditions
- Soft, flexible and increased dexterity
- HACCP Australia Food Safety Certification
- Lightweight and reusable

To view our entire product range visit our website

[www.pro-val.com.au](http://www.pro-val.com.au)



# HOT LINKS

## CERT ID - The World's leading Non-GMO Certification

<http://www.cert-id.com/Certification-Programs/Non-GMO-Certification.aspx>

The headline says it all ! A robust certification programme now delivered in Australia by HACCP Australia.

## Food allergies explained

<http://www.accupos.com/pos-articles/food-allergy-guide-for-restaurants.php>

A lot of great info here on food allergies, particularly relevant for the food service sector. Read this then do our online allergen training course from our website ! (Link supplied by Katlyn from Delaware...thanks)

## A collection of every food safety article known?

[www.barfblog.com](http://www.barfblog.com)

Image a man who scans the globe on a daily basis collecting and referencing food safety articles. Does such a man exist? Can such a man dedicate his every waking minute to food safety? Yes and Yes ! Meet Dr Doug Powell.

## What's For Dinner?

<http://www.taste.com.au/>

Mmmm! Easy to make a choice here from 24,000 (yes, twenty four thousand) recipes. Thank goodness it is indexed and searchable. I think they should have a mystery pick where 1 from 24,000 gets chosen for you. Fantastic. 199 artichoke options !

## Some bacteria are OK!

<http://www.livestrong.com/article/279639-list-of-foods-made-with-bacteria/>

We spend a lot of time working out how to kill or stop bacteria. But there are a lot of them around. Actually, the weight of all bacteria on earth is possibly more than the weight of all plants and animals combined! And some of them are good! Find out which ones are used to make food and what foods need them here. ■

## Things that make you go Argh...

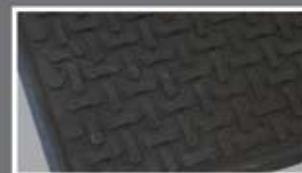
[www.weirdfood.com](http://www.weirdfood.com)

OK if you couldn't find something to wet your appetite on the recipe page above, this one may help. Unusual foods from around the world including recipes for such mouth-waterers as Rootworm Beetle Dip. Mmm Mmm Mmm. ■

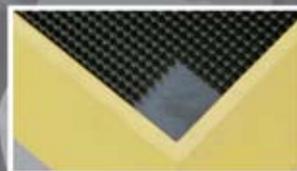
- ✓ HACCP CERTIFIED MATS AND MATTING
- ✓ ELIMINATE SLIPS AND TRIPS
- ✓ RELIEVE THE STRAIN FROM CONSTANT STANDING



Air Grid - Comfort Mat



Comfort Clean - Safety Mat



Boot Dip - Foot Wash Mat



Maxi Grip - Anti-Slip Mat



**matTEK**  
a mat for every application

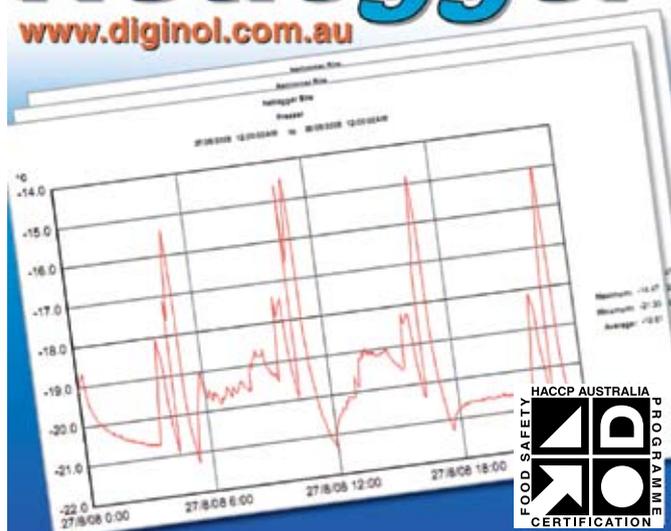
P: 1300 305 012  
E: [info@mattek.com.au](mailto:info@mattek.com.au)  
W: [www.mattek.com.au](http://www.mattek.com.au)

Outlets Australia Wide



# Netlogger

[www.diginol.com.au](http://www.diginol.com.au)



- Saves you time by automating your food safety data logging requirements. Saves you money by sending early warnings for site problems via free SMS alarms preventing product loss.
- Current and previous sensor readings easily available, simply login to the Diginol Netlogging website, accessible from any web browser.

CALL DIGINOL  
**(07) 3206 3079**  
[info@diginol.com.au](mailto:info@diginol.com.au)

# CCP FOOD SAFETY GOES TO the NET

By Deborah Rien, HACCP Australia

Since launching in 2008, CCP Food Safety® is being used by some 200 operations around Australia. Food service facilities as diverse as pubs, restaurants, theme parks and home care facilities enjoy the simplicity of use and the straight-forward monitoring requirements designed to ensure food safety.

“CCP Food Safety® is not a full HACCP Programme”, explains Martin Stone, Director HACCP Australia, “but rather a cut down, simplified monitoring system that seeks to manage the classic risks in a food service environment in a structured way”. “Small food service operations can struggle with a cumbersome HACCP programme”, adds Mr Stone, “what they do need is to control risks like holding temperatures and cleaning using an easy to understand system”.

**“The CCP Food Safety® programme is simple, but robust, that’s why we nickname it HACCP Lite!”**

At about 10% of the cost of a fully implemented HACCP programme, CCP Food Safety® also represents excellent value and if considered this way, becomes a very economic insurance option.

Over the past four years, CCP Food Safety® has been constantly refined to make it easier to use and more relevant to the users whilst maintaining the strengths of the programme. We have now taken the programme one giant leap forward by making it accessible on the net! Martin Stone explains, “As we worked with this system over the years, it became clear that the modifications we were making to the programme in order to customise it for the individual, formed patterns. Through the incredible advances in IT and internet applications, we have been able to exploit these patterns, providing the opportunity for our customers to actually develop and customise their own programmes. For the customers, this is a simple task but the behind-the-screen programming that allows a customised, relevant food safety programme to be generated is mind-boggling”, says Mr Stone. “To achieve this, we have been working with a cutting edge IT business over the last 12 months and the fruits of our labours are set to bear in December 2012”. (A last minute Christmas gift for the smaller food business that has almost everything?).

The benefits of the new system include a cost down for the customer, real ownership of the development process of their programme and the ongoing opportunity to modify and update the programme through secure log in channels.

Martin Stone makes a final bold point, “We spent some time looking at the various ‘Name and Shame’ lists around Australia and we know that if those businesses had been correctly using a system like CCP Food Safety®, the vast majority of these businesses would not be on those lists”. ■

Find out more about CCP Food Safety® at [www.haccp.com.au](http://www.haccp.com.au)



**Wash It Australia**  
MOBILE TRUCK WASHING

**ENVIRONMENTALLY FRIENDLY**  
• Environmental mat prevents water escaping to storm water drains

**CLEAN SITE OPERATION**  
• Fully self-contained unit that supplies its own power, chemicals, labour and reclaim system (leaving a clean site on departure)

**24/7 SERVICE**  
• Operating 24 hours, 7 days a week to suit your requirements

**TOTAL SATISFACTION**  
• Service includes hand wash, degreasing, bug removal, chassis/trailer support washing and Free tyre shine for all prime movers

**SPECIALISED SERVICES**  
• Mini detail\*  
• Metal polishing\*  
\*(available on request. Bookings essential)

Brisbane, Townsville, Melbourne, Sydney, Adelaide, Perth  
A Clean Fleet is a Clean Image™  
**1300 WASH IT**  
(1300 927 448)



**SIVTECH COMMERCIAL SERVICES -**

**Commercial Pest Control Services**

**NEED MORE PERSONALISED ACCOUNT MANAGEMENT?**

SIVTECH provides tailored pest control programs to corporate, commercial and government customers.

We work with you to develop a customised solution rather than a one-size-fits-all program.

We also provide:

- regular and auditable reporting
- compliance with AQIS, HACCP and other industry standards
- seamless delivery that won't disrupt your business
- exceptional customer service.

Call us now for a free comparative quote.

Phone: 1300 723 229 • Email: [info@sivtech.com.au](mailto:info@sivtech.com.au)  
Web: [www.sivtech.com.au](http://www.sivtech.com.au)

# “These products are food safe”



An introduction to HACCP Australia's certification and endorsement process for products and services supporting the food industry can be found on page 30.  
Below, please find a list of companies supplying products or services certified by HACCP Australia.

CATERING EQUIPMENT	ESWOOD AUSTRALIA MACKIES ASIA PACIFIC TOMKIN AUSTRALIA	Manufacturers of industrial dish and glass washers Food safe bread loaf pans and bakery trays Food safe kitchen equipment and serving ware	1800 013 123 02 9708 2177 02 8665 4675
CLEANING EQUIPMENT	BAXX AUSTRALIA EDCO (EDGAR EDMONDSON) ED OATES PTY LTD SABCO	Equipment for the elimination of airborne pathogens Cleaning aids and equipment Full range of food grade cleaning equipment Scourers, sponges, cloths and cleaning aids	02 9939 4900 02 9557 4411 1800 791 099 1800 066 522
CLEANING CHEMICALS	3M AUST STEAM CLEANING & MAINTENANCE SYS. DEB AUSTRALIA	3M stainless steel cleaner and polish, 3M glass cleaner All purpose cleaning & disinfectant products Skin care and hand cleaning soaps for food handlers	136 136 07 5599 8410 1800 090 330
CLEANING AND MAINTENANCE SERVICES TO THE FOOD INDUSTRY	ACE FILTERS AERIS HYGIENE BORG CLEANING CHALLENGER CLEANING SERVICES ECOWIZE INTEGRATED PREMISES SERVICES ISS HYGIENE SERVICES MAGIC TANK METROPOLITAN FILTERS OZ TANK PINK HYGIENE SERVICES TOTAL EXHAUST CLEANING CONTRACTORS WASH IT AUSTRALIA	Food grade cooking oil filters Specialist cool room and cool room motor cleaning services Specialist contract cleaning services for food premises Specialist contract cleaning services for food premises Hygiene and sanitation service providers to the food industry Specialist contract cleaning services for food premises Washroom services for the food industry and premises Soak tank & cleaning solution for catering equipment Filters and filter services for range hoods and food facilities SS deep cleaning tanks and systems for pans and trays Bathroom services for the food industry and premises Specialist cool room, hoods and kitchen cleaning services Food transport vehicle cleaning & sanitation services	1300 555 204 1300 790 895 03 9463 1300 02 9993 0562 02 9805 9200 1800 651 729 1300 656 531 0421 669 915 1300 653 536 1300 668 866 1300 731 234 0418 192 025 1300 927 448
CLEANING MATERIALS	3M BUNZL CARLISLE FOOD SERVICE PRODUCTS CLOROX AUSTRALIA CONCEPT LABORATORIES DEB AUSTRALIA DOUBLE – E ENVICLEAN EDCO (EDGAR EDMONDSON) ED OATES PTY LTD ITW POLYMERS AND FLUIDS KIMBERLY – CLARK PROFESSIONAL LALAN GLOVES SAFETY CARE MEDIVAC PREMIUM PRODUCT SOLUTIONS PROBIOTIC SOLUTIONS SABCO SCA HYGIENE AUSTRALASIA UNITED BONDED FABRICS	Scotch-Brite™ cleaning chemicals, scourers and sponges Kwikmaster range of scourers Food safe brush ware Chux®, OSO® and Glad® range of materials Suppliers of sanitising hand gel and sanitising wipes Disposable cleaning wipes Food safe absorbent material for spills Disposable cleaning wipes Full range of kitchen cleaning materials Food safe aerosol cleaner Disposable cleaning wipes and colour coded Microfiber cloths Food grade cleaning materials Disposable cleaning wipes for the food industry Multi purpose food safe cleaning products Specialist biological and food safe cleaning chemicals Scourers, sponges, cloths and cleaning aids Tork premium colour coded specialist cloths VISTEX colour coded wipes	136 136 03 9590 3000 0433 946 363 02 9794 9600 07 5493 8433 1800 090 330 1800 043 280 02 9557 4411 1800 791 099 1800 063 511 02 9963 8858 03 9706 5609 03 5436 1100 03 9646 1600 02 9695 7762 1800 066 522 1800 234 613 0478 473 367
CLOTHING - DISPOSABLE GLOVES AND PROTECTIVE WEAR	BUNZL CLOROX AUSTRALIA EMLOTTE PTY LTD KIMBERLY – CLARK PROFESSIONAL LALAN GLOVES SAFETY CARE LIVINGSTONE INTERNATIONAL PARAMOUNT SAFETY PRODUCTS PRO PAC PACKAGING RCR INTERNATIONAL STEELDRILL HEALTH AND SAFETY YAP TRADING COMPANY	Disposable gloves for the food industry Astra® disposable gloves for the food industry Waterproof finger cots for dressings & bandages Disposable protective apparel for the food industry Disposable gloves for the food industry Disposable gloves for the food industry Disposable gloves for the food industry Disposable and re usable gloves for the food industry Gloves and disposable protective wear Disposable gloves for the food industry Disposable gloves for the food industry	03 9590 3000 02 9794 9600 02 4773 8171 02 9963 8858 03 9706 5609 02 8344 7252 03 9762 2500 02 9676 8113 03 9558 2020 03 9790 6411 02 9826 8299
FACILITY FIXTURES AND FIT OUT	ALBANY ASSA ABLOY CARONA GROUP DYSON APPLIANCES HALTON INTERNATIONAL MANTOVA MIKO INDUSTRIES PHILIPS LIGHTING PHOENIX THORN LIGHTING UNIVERSAL FOOD SERVICE DESIGN	Automatic rapid close doors Coldshield's thermal doors for food premises Suppliers of food safe hand dryers Suppliers of extraction hoods & ventilation devices Food grade shelving and storage solutions Food safe lighting and fit out solutions for food handling facilities Food safe light fittings and lamps for food handling facilities Suppliers of Hidria Gif ventilation systems Food safe lighting and fit out solutions for food handling facilities Consultant and designer of food handling facilities	1300 666 232 1800 462 233 02 9540 0400 0412 702 145 02 9632 9853 0451 633 521 02 9947 0000 1300 405 404 1300 139 965 02 4329 0630
FLOORING WALLS AND MATTING	3M ALTRO SAFETY FLOORING AND WALLING BASF CONSTRUCTION CHEMICALS BETHELL FLOORING BLUESCOPE STEEL DEFLECTA CRETE SEALS GENERAL MAT COMPANY (THE) MATEK PROTECT CRETE ROXSET AUSTRALIA	Specialist safety matting for food and beverage areas Specialist food premises flooring and wall panels UCRETE® Flooring System Supplier and installers of specialist food premises flooring Colorbond® Anti-bacterial Coolroom Panelling Products (quote 2222) Anti-bacterial flooring product and services Specialist safety matting for food and beverage areas Specialist safety matting for food and beverage areas Food safe concrete treatment systems and vinyl flooring solutions Supplier and Installers of specialist food premises flooring	136 136 1800 673 441 1300 227 300 07 3865 3255 1800 022 999 03 9318 9315 1800 625 388 1300 305 012 03 9587 1377 02 9988 4822
FOOD SERVICE EQUIPMENT AND UTENSILS	AACLAIM QUALITY SALES KENCAN AUSTRALASIA LANCER BEVERAGE SYSTEMS SIX SIMPLE MACHINES SKANISCO SPM DRINK SYSTEMS TOMKIN AUSTRALIA	Food service and food storage light equipment Suppliers of Moooi and Cool Blue disposable piping bags Customised beverage dispensing systems The Juggler - Cafe milk tap system Supplier of Kee-seal™ disposable piping bags Soft serve dispenser machine Colour coded catering utensils, catering equipment and piping bags	02 9525 1049 07 3273 8111 08 8268 1388 0402 872 940 07 3279 3358 0438 837 246 02 8665 4675
FOREIGN BODY IDENTIFICATION	ACTIVE MAGNETIC RESEARCH SMITH DETECTION	Magnetic separation technology and magnet validation services X-ray inspection and foreign object detection equipment	02 4272 5756 02 8338 9722

HAND SOAPS AND BARRIER CREAM	CHEMPACK SUPPLIES CONCEPT LABORATORIES DEB AUSTRALIA KIMBERLY – CLARK PROFESSIONAL	Food grade bathroom paper and dispensers Food grade hand soaps Food grade hand soaps Food grade hand soap and disposable towelling	02 9542 5822 07 5493 8433 1800 090 330 02 9963 8858
ICE MACHINES	HOSHIZAKI LANCER KOOLER ICE	Ice machines for hotels, restaurants and catering outlets Ice vending machines and Chill and Fill ice dispensers	1300 146 744 1800 247 423
KITCHEN CONSUMABLES	3M CLOROX AUSTRALIA EDCO (EDGAR EDMONDSON) ED OATES	Scotch-Brite™, Cleaning Chemicals and Scourers Chux®, OSO® and Glad® range of products Suppliers of food grade kitchen consumables Full range of kitchen consumables	136 136 02 9794 9600 02 9557 4411 1800 791 099
LABELS – FOOD GRADE	LABEL POWER OMEGA LABELS P & I WEDDERBURN	Food safe labels for food products and food retail Beverage packing material & labels Supplying paperboard packaging and labels Food safe labels for food products and food retail	1300 727 202 1800 028 924 02 8707 7109 1300 970 111
LUBRICANTS – FOOD GRADE	LANOTEC AUSTRALIA ITW POLYMERS AND FLUIDS	Suppliers of food grade lubricants Suppliers of food grade lubricants	07 3373 3700 1800 063 511
MAGNETS	MAGNATTACK GLOBAL	Food safe magnetic separators for liquids and powers	02 4272 5527
MANAGEMENT SYSTEMS	BRAND M8 SHADOW ORGANISATION	Automated and web-based checklist management systems Audit, compliance and monitoring systems	03 8645 5500 02 8448 2090
MANUFACTURING EQUIPMENT AND COMPONENTS	ALLIANCE SEALING BSC MOTION TECHNOLOGY COMPAIR AUSTRALASIA ENERGY AND CARBON SOLUTIONS ENMIN FCR MOTION LAFERT ELECTRIC MOTORS/ SCORPION SICK SMC PNEUMATICS	Plastic and rubber sealing components for food processing Food grade bearings and housings Servicing and maintenance of compressed air systems Compressed air piping systems in food manufacturing processes Manufacturers of food grade feeder equipment Manufactures of food grade geared motors and inverter Stainless steel electric motors for food processors Food safe switches, sensors & sensor solutions Suppliers of pneumatics and valves for food manufacturing	02 9947 9259 03 9560 3222 1300 134 952 1300 1300 24 03 9800 6777 03 9362 6800 03 9546 7515 1800 334 802 1800 763 862
PACKAGING MATERIAL AND EQUIPMENT	ACHIEVE AUSTRALIA ASTECH PLASTICS DALTON PACKAGING FLEXPACK MICROPAK NETPACK RCR INTERNATIONAL	Repacking of consumables and food products Supplier of food safe pails and lids Manufacturers of paper bags and products for the food industry Manufacturers and printers of film packaging Manufacturers of food grade packaging materials Suppliers of food grade netting to small goods manufacturers Food grade pallet and crate covers	1800 106 661 1300 133 531 02 9774 3233 07 3217 0999 02 9646 3666 02 9604 4950 03 9558 2020
PEST CONTROL EQUIPMENT AND MATERIALS	AGSERV BASF CHEMICALS (BASF) GOLIATH, PHANTOM & STRATAGEM BAYER BELL LABORATORIES MAKESAFE PEST FREE AUSTRALIA STARKEYS PRODUCTS ULTRA VIOLET PRODUCTS WEEPA PRODUCTS	Suppliers of "Brandenburg" flying insect control Suppliers of Roguard bait stations Suppliers of rodent and insect control materials Suppliers of rodent and insect control materials Suppliers of rodent control materials and stations BaitSafe® rodent bait-station device Specialist electronic vermin elimination devices Range of insect control devices Insect trapper device Weep hole protection devices for new or retro application	07 3255 5572 1800 006 393 1800 006 393 03 9248 6888 0427 802 844 1300 065 467 02 4969 5515 08 9302 2088 1800 081 880 07 3844 3744
PEST CONTROLLERS (ALL STATES)	RENTOKIL SCIENTIFIC PEST MANAGEMENT	National pest control services for the food industry National pest control services for the food industry	1300 736 865 1300 139 840
PEST CONTROLLERS (NSW)	AEROBEAM PROFESSIONAL PEST MGMT AMALGAMATED PEST CONTROL ANT – EATER ENVIRONMENTAL SERVICES CPM PEST & HYGIENE SERVICES CORPORATE PEST MANAGEMENT EAGLE PEST CONTROL ECOLAB HACCP PEST MANAGEMENT ISS PEST CONTROL KNOCK OUT PEST CONTROL STOP CREEP PEST CONTROL TERMIMESH PEST MANAGEMENT	Specialist food premises pest management Specialist pest control services for the food industry Specialist food premises pest management services Specialist pest control services for the food industry Specialist pest control services for the food industry Regional pest control services for the food industry Specialist pest control services for the food industry	02 9636 5840 13 19 61 1300 551 333 02 9674 5499 02 9311 1234 02 9748 0066 13 62 33 02 9922 3743 13 14 40 1300 858 140 02 9371 3911 13 73 78
PEST CONTROLLERS (QLD)	AMALGAMATED PEST CONTROL ECOLAB GOODE PEST CONTROL ISS PEST CONTROL SIVTECH COMMERCIAL SERVICES	Specialist pest control services for the food industry Specialist pest control services for the food industry	13 19 61 13 62 33 1300 13 12 14 13 14 40 1300 723 229
PEST CONTROLLERS (VIC)	AMALGAMATED PEST CONTROL DAWSON'S AUSTRALIA ISS PEST CONTROL PESTAWAY AUSTRALIA PROTECH PEST CONTROL STATEWIDE PEST TRAPS PEST CONTROL	Specialist pest control services for the food industry Specialist pest control services for the food industry	13 19 61 0411 131 650 13 14 40 1800 33 00 73 1300 780 980 1800 136 200 03 9390 6998
PEST CONTROLLERS (WA)	PEST A KILL TERMIMESH PEST MANAGEMENT	Specialist pest control services for the food industry Specialist pest control services for the food industry	1800 655 989 13 73 78
REFRIGERATORS – EQUIPMENT, GOVERNORS AND DATA	AUSTRALIAN GREEN ENERGY CAREL CHILLAGENT FOOD SYSTEMS ECUBE SOLUTIONS DIGINOL HOSHIZAKI ONERGY	Temperature mimicking devices and refrigeration energy savers Temperature controllers and supervisors for refrigeration Agents for Iglu - Specialist refrigerators and equipment eCube Temperature mimicking devices Data loggers and data services for temperature control Refrigerators and freezers for hotels, restaurants and catering outlets Distributors of EndoCube, improving temp monitoring and energy use	1300 139 377 02 8762 9200 02 9119 2515 07 3395 4898 07 3206 3079 1300 146 744 03 8844 5557
REFRIGERATION SERVICES	AERIS HYGIENE SERVICES MELBOURNE REFRIGERATION SERVICES REJUVENATORS (THE)	Specialist cool room and cool room motor cleaning services Refrigeration installation and repair Specialist cool room cleaning and rejuvenation services	1300 790 895 1800 441 718 0407 292 826
STAFF RECRUITMENT	CHANDLER MACLEOD	Specialist HACCP trained workforce solutions for the food industry	0438 196 989
THERMOMETERS, MEASURING DEVICES AND SCALES	3M SCALE COMPONENTS TESTO	TL 20 Temperature logger for logistics Weighing equipment for the food industry Specialist thermometers and oil testers for use in the food industry.	136 136 07 3808 9644 03 8761 6108
TRANSPORT CONTAINERS AND PALLETS	HILLS INDUSTRIES PACLITE PALLET GROUP SCHUTZ DSL (AUSTRALIA) VIP PACKAGING	Food grade pallets and storage solutions Food grade pallets and storage solutions Food safe storage and transportation palletcons Food grade intermediate bulk containers	07 3212 9588 1300 554 238 1800 336 228 02 9728 8999

# KNOCK-OUT

pest control  
by Steve Cope

ph 1300 858 140

WHEN I'M  
FINISHED IT'S  
YOUR TURN



www.knockoutpestcontrol.com.au

## Are your pest problems about to explode?

Without proper control pests can cause:

- Transmission of disease
- Food contamination
- Damage to stock, furnishings and buildings
- Electrical faults
- Fire hazards
- Contamination of delicate equipment and plant
- Annoyance and inconvenience
- Risk of enforcement by authorities



- ✓ COMMERCIAL EXPERTS
- ✓ HACCP COMPLIANT
- ✓ FULLY LICENSED & INSURED
- ✓ RESIDENT ACCREDITED FOOD SAFETY AUDITOR
- ✓ OHS & ENVIRONMENTAL COMPLIANT



SERVICING AUSTRALIA FOR OVER 40 YEARS



Iglu Cold Systems S.r.l  
"the cool side of cold"

3yrs/5yrs/18mths Parts & Labour Warranty



IGLU Cold Systems are renowned world leaders in the manufacture of high specification refrigerated counters, cabinets, custom wine and fine food display solutions. Our prestigious ranges of modular cabinets and solutions are ideal for every commercial application and specialist environment from a one-off stand-alone cabinet to the highest specification consultant designed kitchen.

Iglu Cold Systems enjoy the enviable reputation of being a world leader in functionality, hygiene, aesthetics, and in custom design.



- ✓ Password Protected Magnetic 'Keyless' Door Locks (option)
- ✓ 1/IGN, 2/IGN & Euronorm
- ✓ Stainless, Granite, Marble Tops
- ✓ CE, NF & HACCP Certified
- ✓ LCD Display / Controller
- ✓ HACCP Alarm & HACCP Event Log
- ✓ Audible & Visual Alarm
- ✓ Tropicalised 43°C (T Class)
- ✓ Adjustable Humidity Control
- ✓ Moulded Shelfrails (Cabinets)
- ✓ 90mm High Density Insulation
- ✓ Double 'Vacuum seal' Door Gasket
- ✓ Multiple Internal Evaporators
- ✓ Self-Contained & Remote Options
- ✓ Dual Temperature Option
- ✓ Self-Diagnostic System

Chillagent Food Systems Pty Ltd

PO BOX.554 Narrabeen New South Wales, Australia 2101

Tel: +61 (0)2 9119 2515 Fax: +61 (0)2 9913 8667

Email: [sales@chillagent.com.au](mailto:sales@chillagent.com.au) Web: [www.igluuk.co.uk](http://www.igluuk.co.uk)

## These products are food safe



The HACCP Australia certificate of conformance (often referred to as a 'CoC') is particularly aimed at those organisations that are required to supply 'food safe', 'compliant' or 'HACCP approved' products and services to their food safety conscious customers. Such products or services are usually those that have incidental food contact or might significantly impact food safety in their application. Food safety schemes, particularly the leading ones which are GFSI endorsed, require food businesses to subject many such products to a 'due diligence' process and the HACCP Australia certification is designed to meet this. This independent assessment and verification of fitness for purpose offers assurance to the buyer or user that HACCP food safety protocols will not be compromised in using such a product or service correctly and that such a product is 'fit for purpose'.

Certified products have been rigorously reviewed by HACCP Australia's food technologists and, in their expert estimation, are manufactured and designed to meet all the appropriate food safety standards. In performing the assessment, they look for 'world's best' in terms of food safety features and characteristics. The food technologists undertaking these reviews all have extensive industry and manufacturing experience. Only products that are assessed as meeting the criteria can carry the mark. Quite often, organisations are required to make modifications to the product, design, delivery, literature or recommendations in order to comply. This process is therefore particularly useful for products that are designed for many industrial applications.



Universal Foodservice Designs offers fast & compliant HACCP aligned design services for all foodservice & hospitality operations.

WWW.UFD.NET.AU Email: [studio@ufd.net.au](mailto:studio@ufd.net.au)

Ph. +61 2 43290630

Designing tomorrows sustainable kitchens today

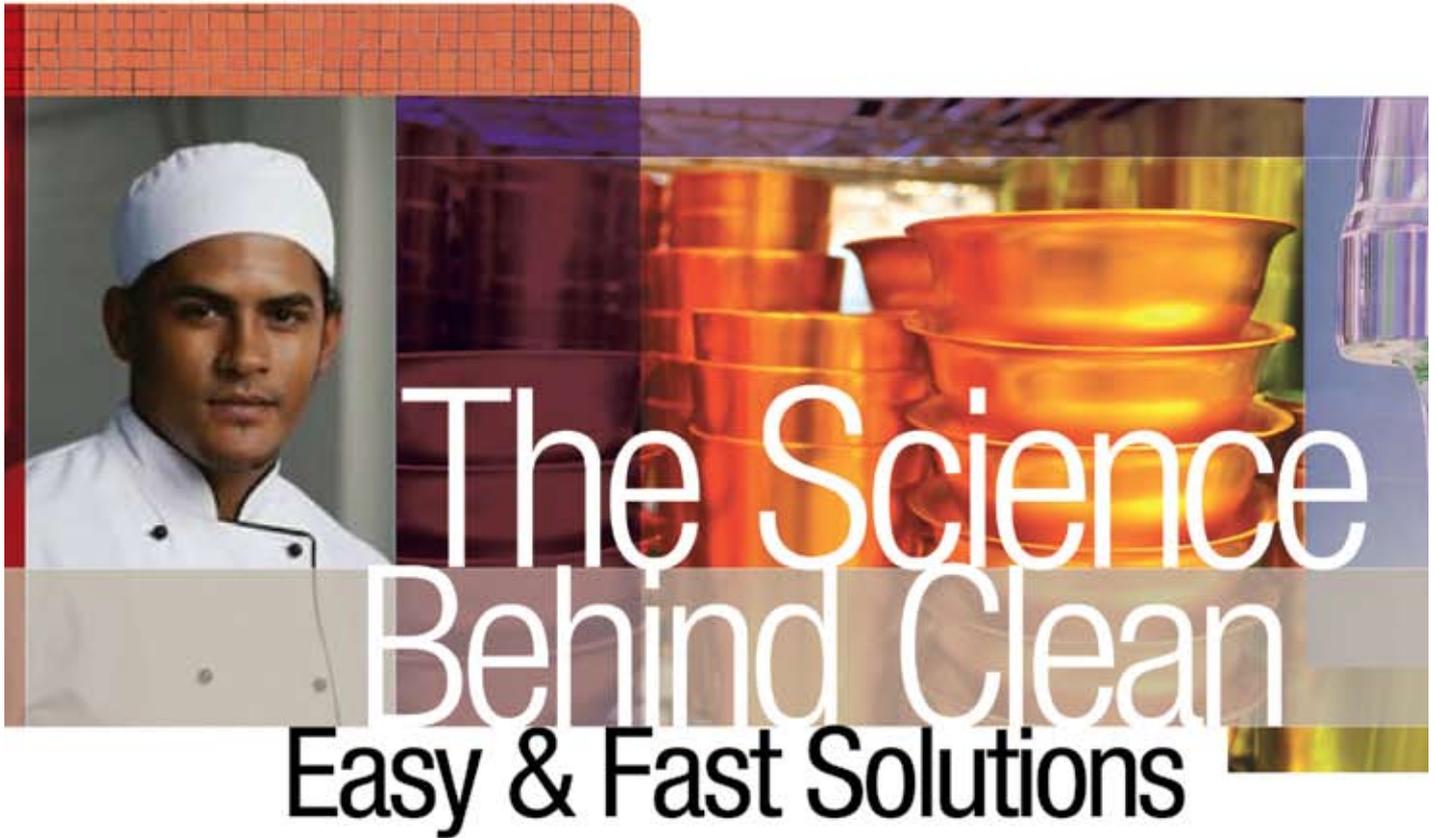


## THE REJUVENATORS HEALTH PROGRAMS

• Restaurants • Hotels • Clubs

If your business has refrigerated equipment our health cleaning programs save you money.

FREE QUOTES - PHONE 0407 292 826  
[www.ozrejuvenators.com](http://www.ozrejuvenators.com)



# The Science Behind Clean Easy & Fast Solutions

Make fast work of heavy duty cleaning jobs. Use them for everyday cleaning in the kitchen, good for most cooking utensils and equipment to replace scrapers, steel wool and metal sponges. Won't leave metal slivers in hands or food. Non-rusting and resilient. Typical applications include heavily baked-on food and food processing equipment.



#### Scotch-Brite™ 96 Aqua Scouring Pad – MEDIUM DUTY

High performance pads for every day use in Commercial and Industrial applications. Ideal for cleaning pots, cooking utensils and metal surfaces.

Size: 230mm x 150mm – **3M Item Code: WN200025917**

Size: 300mm x 300mm – **3M Item Code: 0378794**



#### Scotch-Brite™ 88 Blue Pot 'n Pan Scourer – EXTRA HEAVY DUTY

The hardest working pad available; even the most stubborn deposits are scoured clean, especially useful for heavily encrusted pots and pans, kitchen and maintenance equipment. Ideal replacement for stainless steel wool and metal scourers. Open weave construction for easy cleaning.

Size: 125mm x 90mm – **3M Item Code: 0379230**



#### Scotch-Brite™ 2000 Blue Power Pad – HEAVY DUTY (LESS SCRATCHING)

A new innovative hand pad designed for the toughest, dirtiest jobs, yet gentle enough to use on most surfaces. Cleans four times faster than a conventional commercial scourer.

Size: 139mm x 99mm – **3M Item Code: 0386862**

For more information, phone 3M on 136 136 or visit our website at [www.3m.com/au](http://www.3m.com/au)



## WHAT ALL THE BEST, FOOD SAFE EQUIPMENT IS WEARING



For more information on the non food product  
certification scheme and its benefits  
or  
to find food safe products, materials and equipment  
that best support the food industry, visit:

[www.haccp.com.au](http://www.haccp.com.au)

or call our Sydney office on:

**02 9956 6911**



**HACCP AUSTRALIA**

eliminate the hazard - reduce the risk