



Administration Staff, Maintenance Staff & Contractor Induction Program

OSI International Foods - Blacktown



A World of Food Solutions

Overview

- Company Overview and Production Procedures
- Standards of Behaviour
- Environment
- General Operations
- Social Accountability
- GMP (Good Manufacturing Practices)
- HACCP (Food Safety System)
- WHS (Workplace Health & Safety)



Company History

- 1909 Otto Kolschowsky opened his family meat market in Chicago USA. 1928 the growing Company became Otto & Sons (OSI)
- World wide supplier to McDonalds (since 1955)
- In Australia plants at Eagle Farm in Brisbane and here at Blacktown, 130 employees (permanent and casual).
- Bulk hamburger patties over 1 Shift for McDonalds, ALDI and Itochu (Japanese Customer)
- This site was F J Walker until 2004, then split into OSI and McKey (known as Martin-Brower from 2012) sharing the OSI site

Standards of Behaviour

- **Good Conduct**
- **Honesty**
- **Reliability**
- **Language**
- **No Gambling**
- **Arriving at OSI – Report to Gate House**
- **Leaving the premises – Report to Gate House**
- **Damage to Property – you are responsible**
- **Personal and Lost property is your responsibility**

General Points

- **Fire Alarms and Evacuation Procedures**
- **Wardens wear White or Yellow Helmets**



REMEMBER:

Fire Alarms are tested for 15 second test.

On Monday

10.30am and 4.00pm

Permits, Licences, & Documents

Permits must be copied and issued to OSI before work can commence on this site.

- ❖ Hot works
- ❖ Confined Spaces
- ❖ Working at Heights
- ❖ Working on your own

Licences must be copied and issued to OSI before work can commence on this site.

Documents such as insurance etc. also copied

Employment Conditions

- In cases of gross misconduct your Company will be informed and we will no longer require your attendance.

- Actions that may constitute gross misconduct include (*dishonesty, theft, drinking alcohol at work, possession or use of illegal drugs, failure to comply with company policies and procedures, abusive or indecent language, fighting, inappropriate use of company equipment*)

“BULLYING will not be tolerated”



Harassment & Discrimination

- In NSW, it is against the law for you to be harassed or discriminated against because of: Your sex; pregnancy; race (including colour, nationality, descent, ethnic or ethno-religious background); age; marital status; homosexuality (actual or perceived); disability (actual or perceived, past, present or future); transgender status (actual or perceived); and carers responsibilities (actual or presumed) in employment only).

■ WHAT IS HARASSMENT?

In terms of anti-discrimination law, harassment is any form of behaviour that: you do not want; offends, humiliates or intimidates you; and targets you.

Grievance Procedure

- OSI International has a *Grievance and Resolution Dispute Policy*
- Firstly make the person aware of your feelings. They may not be aware they have offended you.
- If the problem continues then report it to your Supervisor to investigate & action.
- Not happy still, then report to HR Dept.
- Not happy with the HR outcome, then Report to the Site manager.
- Still not Happy with the outcome, then take it to the Anti Discrimination Board.

Environmental Management System (EMS)



- OSI International Foods has an Environmental Management System in place to make sure that the company has as little impact on the environment as possible and meets legal obligations.

- Failure to comply with this system can have the following results:
 - Fines and restoration costs due to causing environmental damage.
 - Loss of profit due to waste
 - Loss of license to operate
 - Affects Personal Health



Environment – Spill Response

- Chemical Spill Response
- Contain the spill for safe clean-up, by using the Spill Kit



REMEMBER THE 7 STEPS

- **1 - ASSESS THE RISK**
 - Begins the moment the spill occurs and continues throughout the response
- **2 - SELECT PERSONAL PROTECTIVE EQUIPMENT**
 - Protect yourself by choosing proper PPE
- **3 - CONFINE THE SPILL**
 - Cover drains and use socks/booms to control the spread of liquid
- **4 - STOP THE SOURCE**
 - Stop the flow before attacking the spill
- **5 - EVALUATE INCIDENT / IMPLEMENT CLEANUP**
 - Use mats and pillows to soak up the spill
- **6 - DECONTAMINATE**
 - Thoroughly decontaminate personnel, equipment, and spill area
- **7 - COMPLETE REQUIRED REPORTS**
 - Follow all appropriate regulations

TIPS FOR SPILL RESPONDERS

- Assess that the area is well ventilated, and no other dangers
- Always begin with socks or dikes to confine spill
- Overlap ends of socks / dikes by at least 15cm
- Stop the source before implementing cleanup
- Use mats and pillows to quickly soak up the spill
- Choose pillows when depth of liquid greater than 5mm
- Attack spill from outside in - avoid stepping in spilled liquid
- Use “buddy system” - avoid responding alone
- Thoroughly decontaminate ALL equipment after a spill
- Frequently train responders - hold mock spill response drills

What can you do to help our Environment?



■ Storm water

- Keep the site free of litter
- Clean up chemical spills immediately
- Report chemical spills immediately
- Store chemicals only in the designated areas
- Do not tip solid or liquid waste onto the ground or into a drain

■ Waste Water Treatment

- OSI International Foods is charged for the amount of water used as well as the quantity and quality of water discharged into the sewer.
- Always:
 - Minimise the amount of water used
 - Minimise the amount of solid wastes entering the drains



What can you do to help our Environment?



Solid Waste

- Put Recyclable rubbish into allocated bins provided to reduce landfill
- Put general rubbish in the rubbish bins provided



What can you do to help our Environment?

- **Odour**

- Store all waste products (e.g. offcuts) in refrigerated areas.
- Do not store product outside.

What action should you take if:

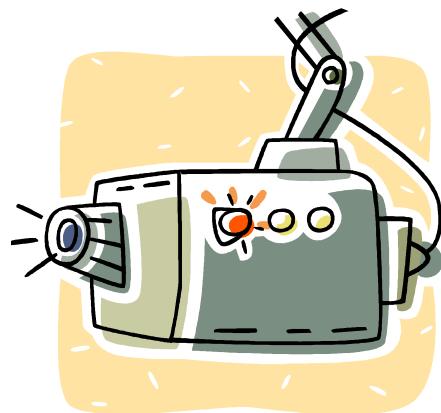
You notice a problem that has an environmental impact?

- Report the problem to a Leading Hand or Supervisor immediately.



Operations

- **VIDEO CAMERA SURVEILLANCE**
- Pursuant to the Workplace Surveillance Act 2005 NSW and the OSI Security Policy video cameras have been placed in appropriate locations throughout the Production, Maintenance, Storage areas & Canteen.
- All video cameras are clearly visible and notices are displayed near all entrances to these areas.
- Cameras are not placed in the Locker Rooms nor the Toilet Cubicles.
- Images will be monitored and accessed by Supervisors and Managers to ensure the integrity of OSI safe work practices, processes and hygiene standards.



Operations

Security Policy;

- Bag Searches
- Locker Searches
- Vehicle Searches
- Access and Egress Control
- Question any strangers, and direct them to Reception

- Road safety – 10 to 15 km speed limit



Social Accountability

- **Compliance with Local and National Laws**
- Supplier certifies compliance with applicable national and Local laws pertaining to Employment and manufacturing



Social Accountability



- With this level of brand exposure...
- Anything McDonald's does....
- Anything McDonald's customers do...
- Anything McDonald's suppliers do...

...can make news

Site Attendance

- **Sign in** as a “Contractor” on the OSI sign in sheets, they are located at Reception between 8am – 5pm and in the gate house after hours.
- Ensure you **Sign Out** prior to leaving the site. This is critical in the event of a Fire Evacuation, we do not want to be searching for someone who has left the sight.
- If you have scheduled a time to visit our site that you will be running late for or unable to attend, please notify your supervisor.



GMP Training

OSI International Foods - Blacktown



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GMP = Good Manufacturing Practices

- Hand Washing
- Eating in Production
- Correct PPE for entering Plant
- Infectious Diseases
- Cuts & Abrasions
- Food Contact Surfaces
- Allergens
- Maintenance Handover
- Smoking



Hand Washing

- Your Hands can transfer Germs directly into the process, and contaminate the food.
- Bacteria hide under and around your fingernails

Germ Farm



Scrub'em!

www.1st-in-handwashing.com

Hand Washing – When?

WHEN DO YOU NEED TOO?

- After being to the toilet
- Every time the work place is re-entered
- When contact is made with unclean surfaces while handling product in Production Areas (this includes handling bins, pallet jacks, chiller doors, hoses)
- After covering mouth / nose to cough or sneeze, or after blowing nose.



**“Handkerchiefs are NOT to be used”
They Spread Germs**

Hand Washing – Correct Technique

Whenever you enter the processing Facility area you must wash your hands

- Firstly wet your hands with warm water to remove any debris/soils

- Apply a squirt of Soap onto your palm, work it up to a lather. Make sure you wash your wrists, and between the fingers & nails.

- Rinse off with warm water, and then give a vigorous drying with the paper towelling provided.



Eating In Production

- No consumption of Food or Drink is permitted within the Processing Facility.

- except for product evaluation testing by trained authorised staff.

- **NO CHEWING GUM,
AND OTHER
CONFECTIONARY.**



PPE – Within the Facility

- It is an DAFF (AQIS) requirement that correct PPE is worn when working within the Food Processing Plant

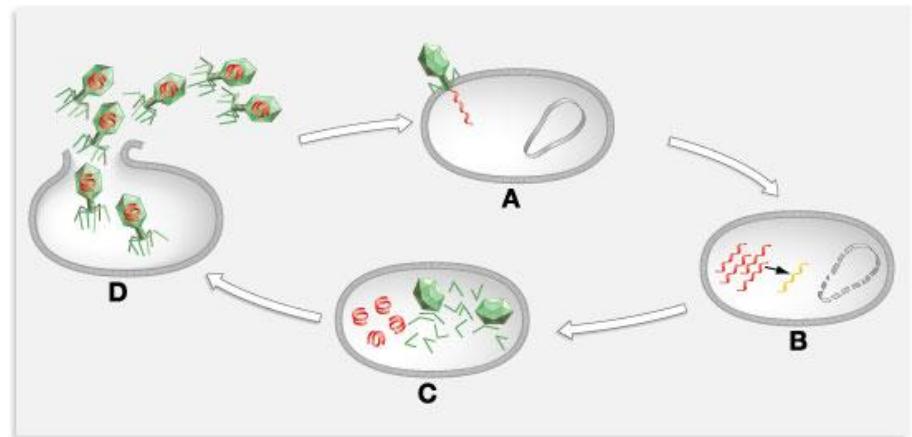
- You must cover your uniform by wearing a White Disposable Coat, Plastic Sleeve covers & Gloves.

- Ensure you wash your Hands before you enter the plant.

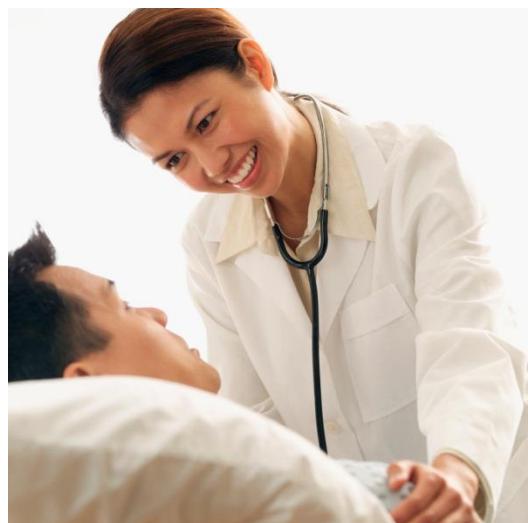


Infectious Diseases

- You are not allowed to enter the Facility and work with/near Food if you have an infectious disease. e.g. Diarrhea, Flu Virus, Hepatitis, Herpes (cold sores) etc.



- You need a Medical Certificate certifying that you are **“Fit to work with Food”** before you can re-enter the Production Area.

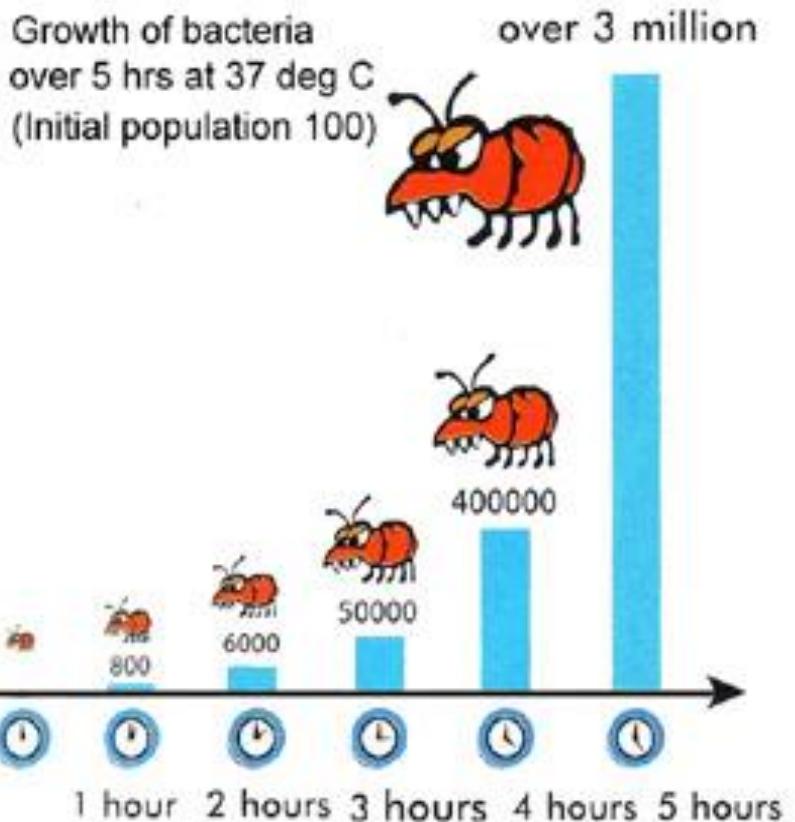
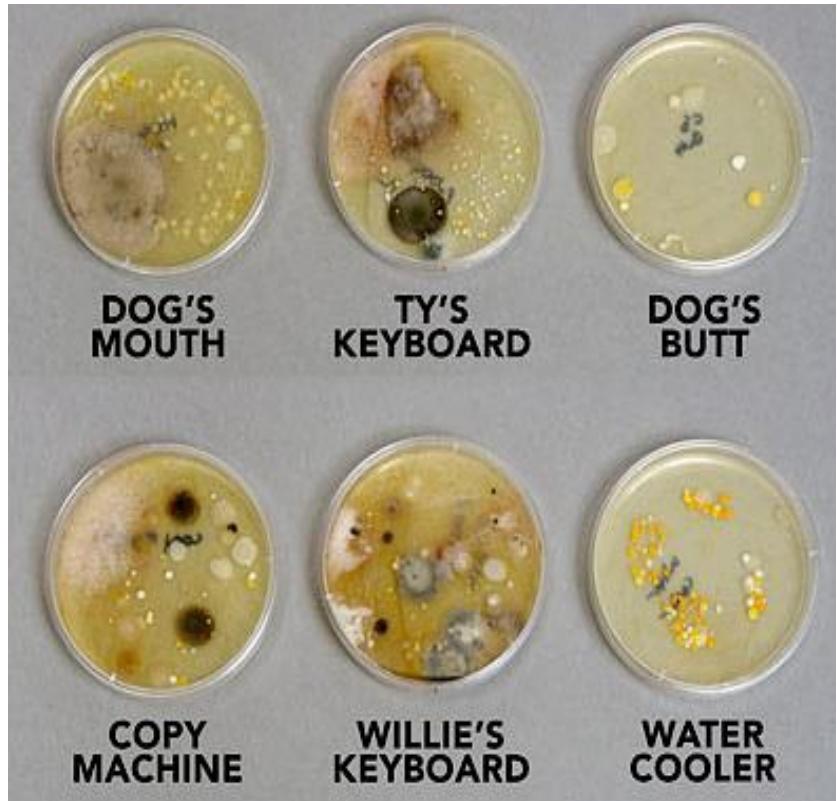


Cuts & Abrasions

- All Cuts & Abrasions must be covered with a Company issued “Blue” Band-Aid. This is a barrier against the bacteria in your wound.
- The Blue Band-Aid can be visually detected if it enters the Process.
- The Blue Band-Aid is also Metal Detectable



Cross Contamination



Food Contact Surfaces

- A Food Contact Surface is any Surface that comes in contact with the Food being Produced.

- These Surfaces must be maintained in a clean state, to avoid cross contamination with the Food.
 - Clean & Sanitise any surface that have become soiled.



Allergens

■ Allergens are substances that may give some people allergic reactions.

e.g. Nuts, Egg, Milk, Seafood etc.

■ They can cause anaphylactic shock, and Death in some cases

■ We have 10 declarable Allergens in Australia



What is “Cross Contact”?

- In the context of food allergens, “cross-contact” occurs when a residue or other trace amount of an allergenic food is unintentionally transferred into another food or food contact surface, despite good manufacturing practices (GMP).
- Segregation is our only defence



Alergens – Cross Contact

■ Yellow Tubs

YELLOW = RETAIL ROOM



■ ORANGE STRIPE CLOTH COATS FOR RETAIL ROOM

ORANGE STRIPE CLOTH COATS FOR RETAIL ROOM OPERATORS ONLY.

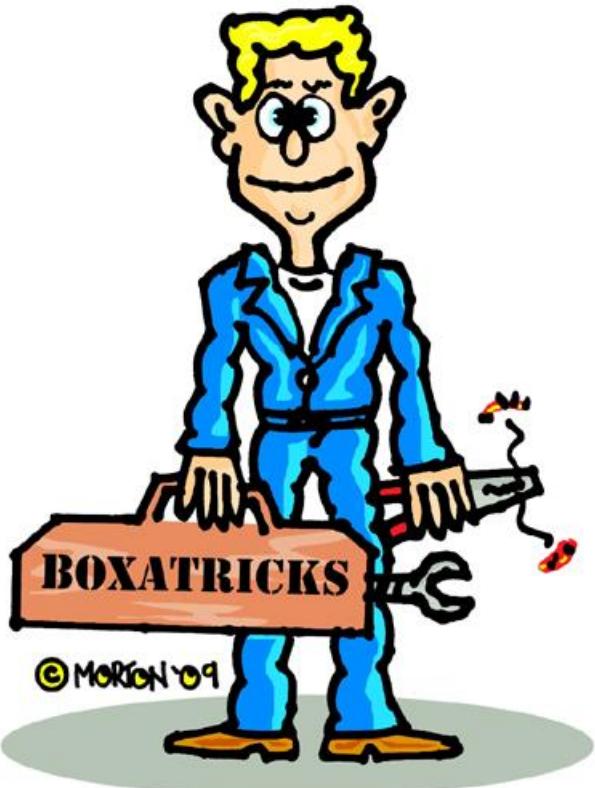
■ Separate Retail Coat Station, just outside the room

“Do not hang Standard Work PPE on this Rack”



Maintenance Staff

- Maintenance Staff often perform jobs on the outside of the facility, their uniform becomes contaminated. This could be a source of Cross contamination to the Food.
- Maintenance Staff Must wash their Hands wear PPE to cover their Uniforms.
- High risk of cross contamination occurs when Maintenance Staff work on Process Equipment.
- This must be controlled by completing the Maintenance Handover Sheet after Inspection





Maintenance Handover Report



OSI INTERNATIONAL FOODS AUSTRALIA

| | | | | | |
|-------------|---------------|----------------|--------|-----------------|--|
| Site: | Sydney | Document Code: | Pf073 | Document Title: | Production/Maintenance Handover Register |
| Department: | Manufacturing | Page: | 1 of 1 | Version Date: | 2 (08/08/08) |

Date: _____

Section: _____

Shift: _____

| To be completed Daily by Section Leading Hand or Formax Line Operator at the Time of hand-over from Maintenance Operative | | | | To be assessed by the Leading Hand or Formax Line Operator <small>(if "No" contact the PCC or Team Leader for the appropriate Corrective Action)</small> | | | To be completed by PCC or Team Leader | |
|---|------|--------------------------------------|---------------------------|---|---|--------------|---------------------------------------|----------|
| Date | Time | Fitter / Electricians Initials | Brief Description of Work | Physical Contamination Check <small>(Criterion : no tools, spare parts, accessories, off-cuts, physical or chemical contaminants)</small> | Hygiene Contamination Check <small>(Criterion : assess for contamination of food contact surfaces)</small> | Inspected By | Corrective Action Details | Sign-off |
| | | | | <u>Clear</u> <small>(Yes / No)</small> | <u>Clear</u> <small>(Yes / No)</small> | | | |
| | | | | <u>Clear</u> <small>(Yes / No)</small> | <u>Clear</u> <small>(Yes / No)</small> | | | |
| | | | | <u>Clear</u> <small>(Yes / No)</small> | <u>Clear</u> <small>(Yes / No)</small> | | | |
| | | | | <u>Clear</u> <small>(Yes / No)</small> | <u>Clear</u> <small>(Yes / No)</small> | | | |

Smoking

■ Smoking is only permitted within the designated areas





HACCP Training ***(Hazard Analysis Critical Control Points)***

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Session 1 – HACCP is Food Safety



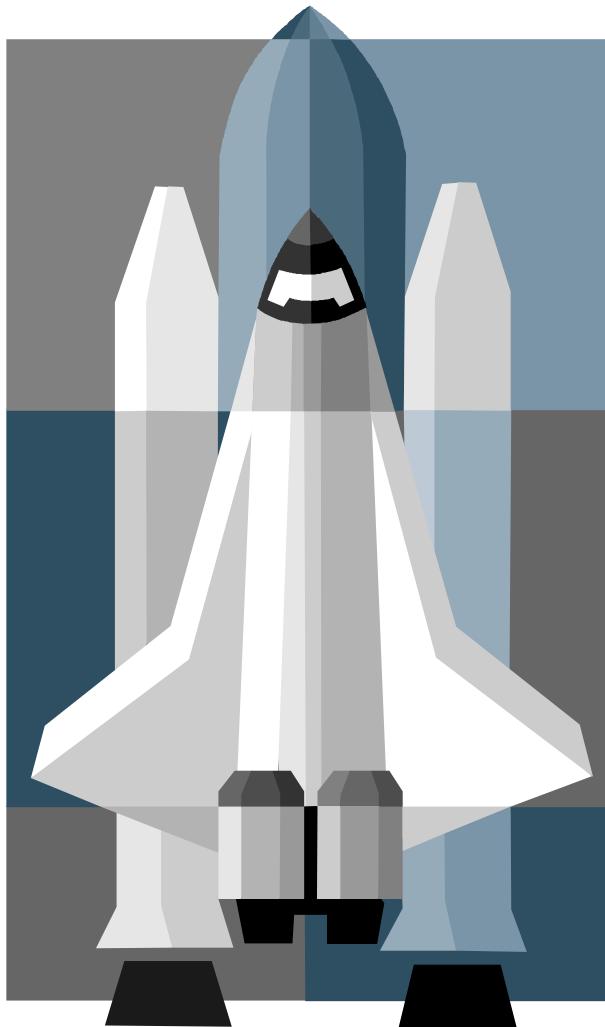
HACCP
HACCP
HACCP



HACCP is Food Safety

- Hazard
- Analysis
- Critical
- Control
- Points

- Invented when man went to the moon



HACCP is a Food Safety System, and is applied by:

1. Identifying all points where contaminants can enter the process
2. Assessing the risk caused;
 - High = Kill or seriously harm someone
 - Low = Minor Injury/Illness
3. Placing effective Controls at these points to ensure compliance.
 - CCP = Critical Control Point
 - High Risk – MUST DO
 - CP = Control Point
 - Low Risk – Monitor Compliance

3 Types of Contaminants - Physical

■ Physical

- Wood
- Metal
- Plastic
- Glass etc.



■ Packaging materials such as Cardboard & Plastic are a risk in our facility.



3 Types of Contaminants - Chemical

■ Chemical

- Solvents
- Paints
- Cleaning Chemicals
- Ink & Dyes etc.
- Oil & Grease
- Creams & Lotions
- Allergens



■ Perfumes & Moisturisers are Chemical contaminants



3 Types of Contaminants - Biological

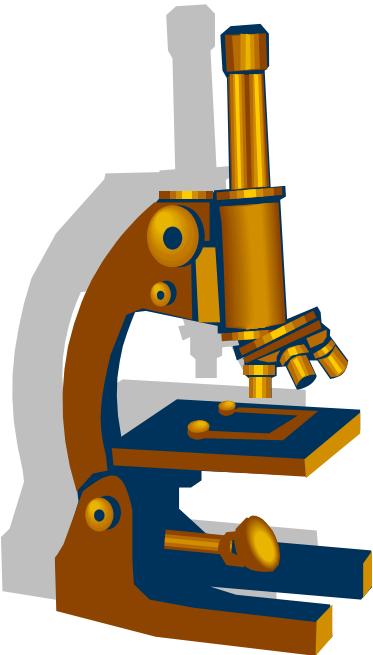


■ Biological

- Bacteria
- Viruses
- Moulds
- Toxins they produce



■ Temperature is the major Factor in biological growth

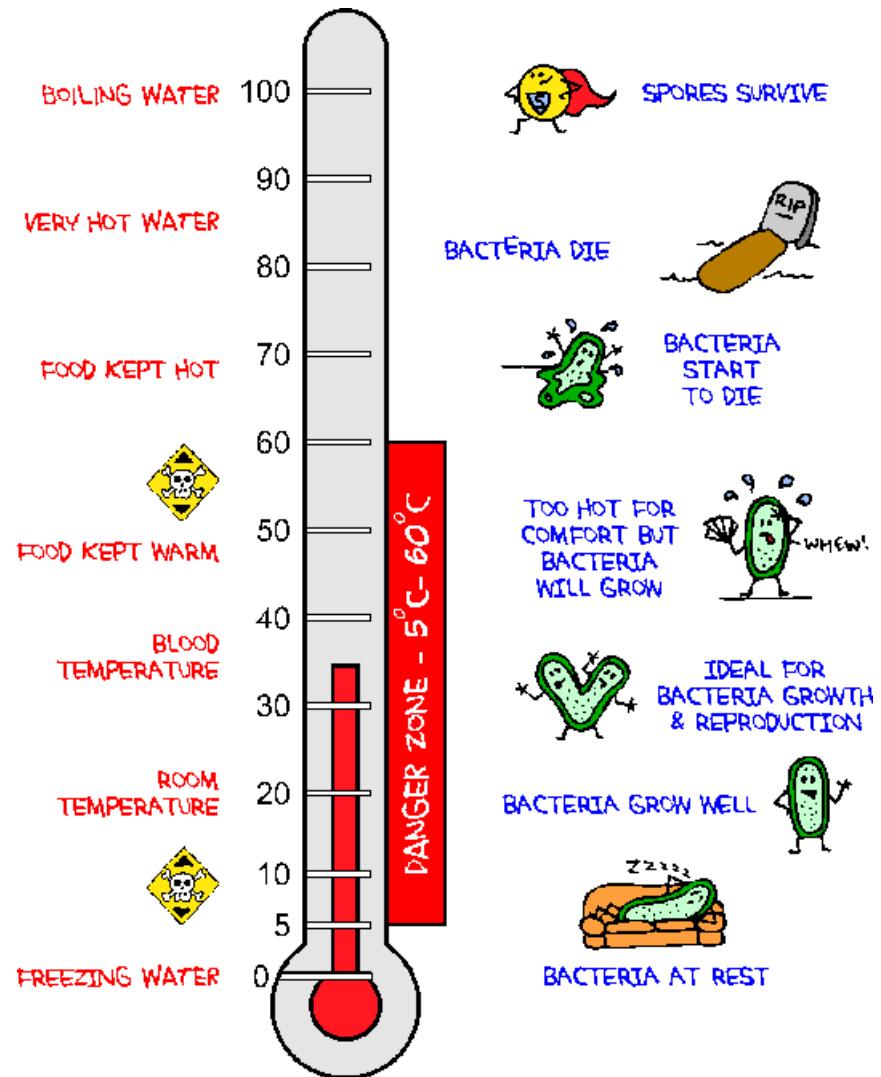


Hand print on a large TSA plate from my 8 1/2 year old son after playing outside.

Temperature Danger Zone

- Bacteria thrive in the temperature Danger Zone of between 5° C to 60° C

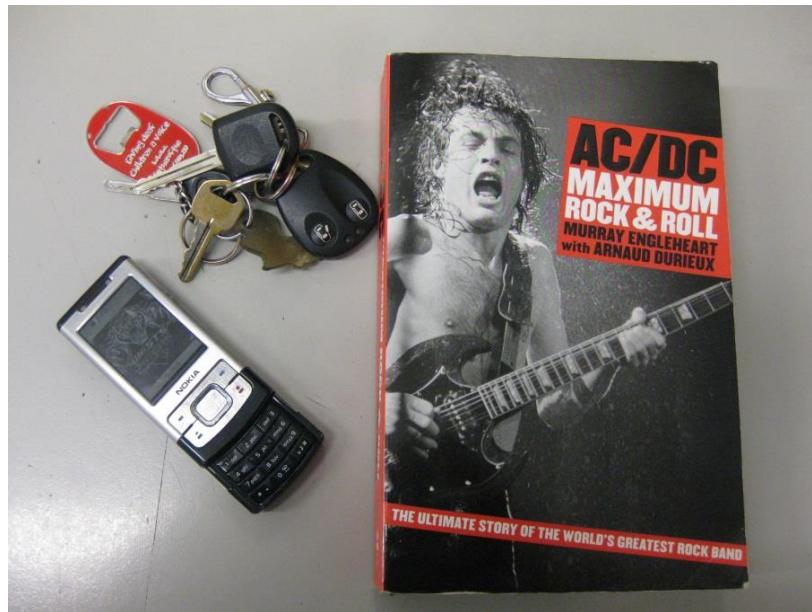
- Below 5° C bacteria are at rest, and don't grow.



Loose Items Control – How?



LTfasteners@126.com



- Control the items that are brought into the facility, e.g.. Tools, Equipment, Fittings (Screws, Nuts, Bolts, etc.), and Mobile Phones, Ipods, & other Personal effects.

Loose Item Control

- If you misplace an item within the Production plant, you must notify the supervisor immediately.
- The accuracy of your information will assist us in a product recall.



Incidental Contaminants - Clothing



- Always wear neat and tidy clothing to work, and contain it within your PPE
- Long Pants must be worn to cover leg hair, NO SHORTS to be worn within the Facility
- Hoodies & Jackets must be fully contained to avoid contamination



Incidental Contaminants - Jewellery

- No Jewellery can be worn within the Facility, except for a Plain Gold Wedding Band
- This includes:
 - Tongue Studs, Nose Piercing, Earrings, Necklaces, Watches, Bracelets, religious bands & cloths etc.
- Medical Bracelets may be worn, but a Medical Certificate must be presented to management.



Incidental Contaminants - Medicines



- No Medicines, such as Tablets, Pills, Lozenges may be carried on you within the Processing Area.
- These are Chemical & Physical (packaging) Contaminants
- Store these in your Locker, or Vehicle if you don't have a Locker

Incidental Contaminants - Materials



■ “NO GLASS” MAY ENTER THE PLANT

Conclusion

■ HACCP keeps the Product safe for the consumer, as long as you;

- Follow the Rules / Critical Limits
- Be observant
- Report any deviance





WHS Training

(Workplace Health & Safety)

OSI International Foods - Blacktown



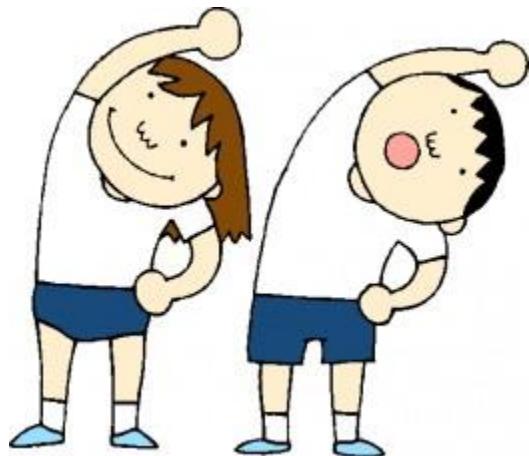
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- Workplace Health & Safety applies to everyone



RSI = Repetitive Strain Injury

- Caused by prolonged actions using the same Muscles / Joints.
- Warm up by doing stretches before commencing the task.
- This will limit the effect of Repetitive Strain



WHS – Lifting Technique



You can prevent this type of injury by:

- Plan your lift:
 - Assess the load for weight, size & awkwardness.
 - Get assistance where necessary
 - Use mechanical equipment
- Practice the 7 steps of safe lifting:
 - ***Keep your back straight & bend your knees.***
- Limit your bending & twisting movements



WHS – Lifting Technique

- Never “Twist” the upper body while carrying a load.
- This puts your back in a bad alignment which can cause injury.
- Always keep your back straight, and use your feet to turn.

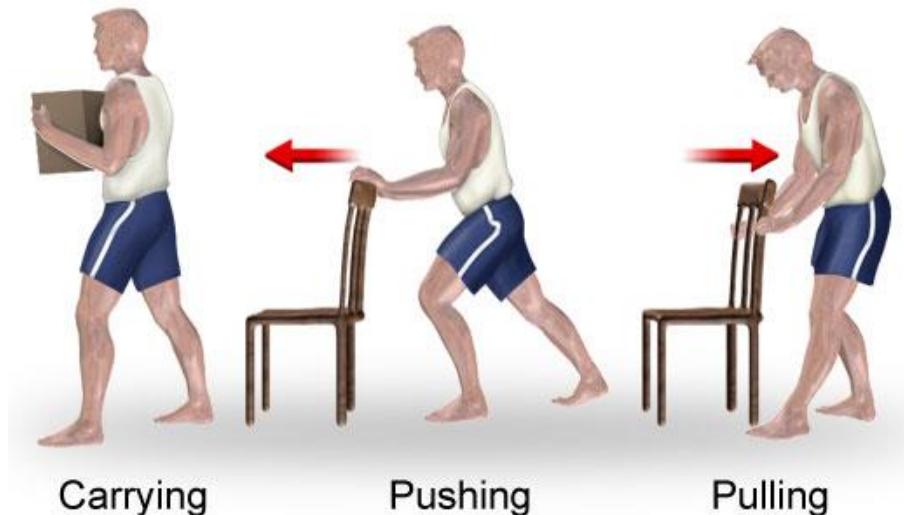


- Don’t do the “Twist”
- Move your feet to turn around

WHS – Pushing vs. Pulling

■ Pushing is preferable to Pulling

- You can see where your going
- Less effort on the Lower back
- The load can't fall onto you



Conclusion;

- Manual Handling is part of your daily tasks.
- Follow the correct lifting techniques
- Push not pull if possible
- Consider how you approach a manual task
- Use equipment supplied to reduce the risk from manual handling.



WHS – Personal Protective Equipment (PPE)



Protective clothing and equipment must be worn for designated jobs (see Area Signage)

e.g.

- Safety Shoes (steel capped)
- Earmuffs (noise protection)
- Clean Gloves



WHS – Safety Signage

■ Various Safety Signage is displayed around the Site.



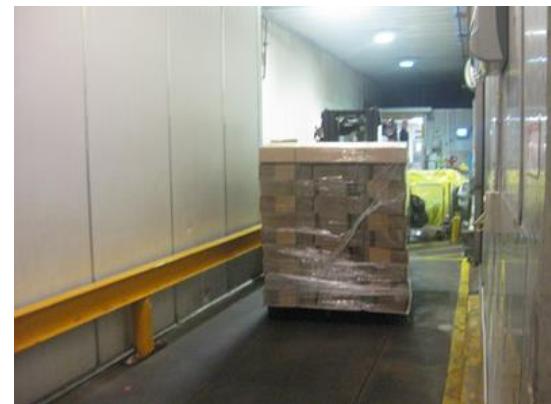
Boxroom Access

- Do not walk through the Doorway under the Boxroom if the lights are flashing.
- The Forklift is loading or unloading materials via the access gate.
- The gate is open when the lights are flashing



Boxroom Access

- The pallet could fall and cause serious injury or death



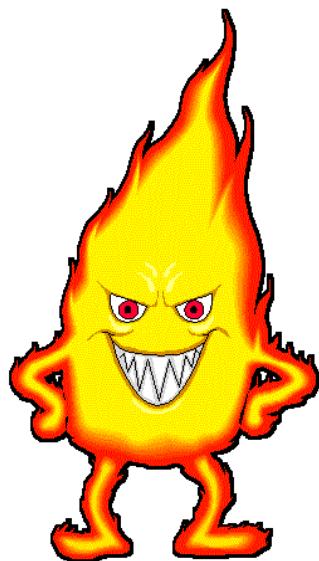
WHS - Flammable & Hazardous Chemicals



- Flammable substances must be stored in a fire safe cabinet
- Hazardous materials must be correctly stored
- MSDS – “Material Safety Data Sheets” for each Flammable & Hazardous Material are in:
 - The Gate House for easy access by Emergency Teams
 - First Aid Room
 - Work Sections



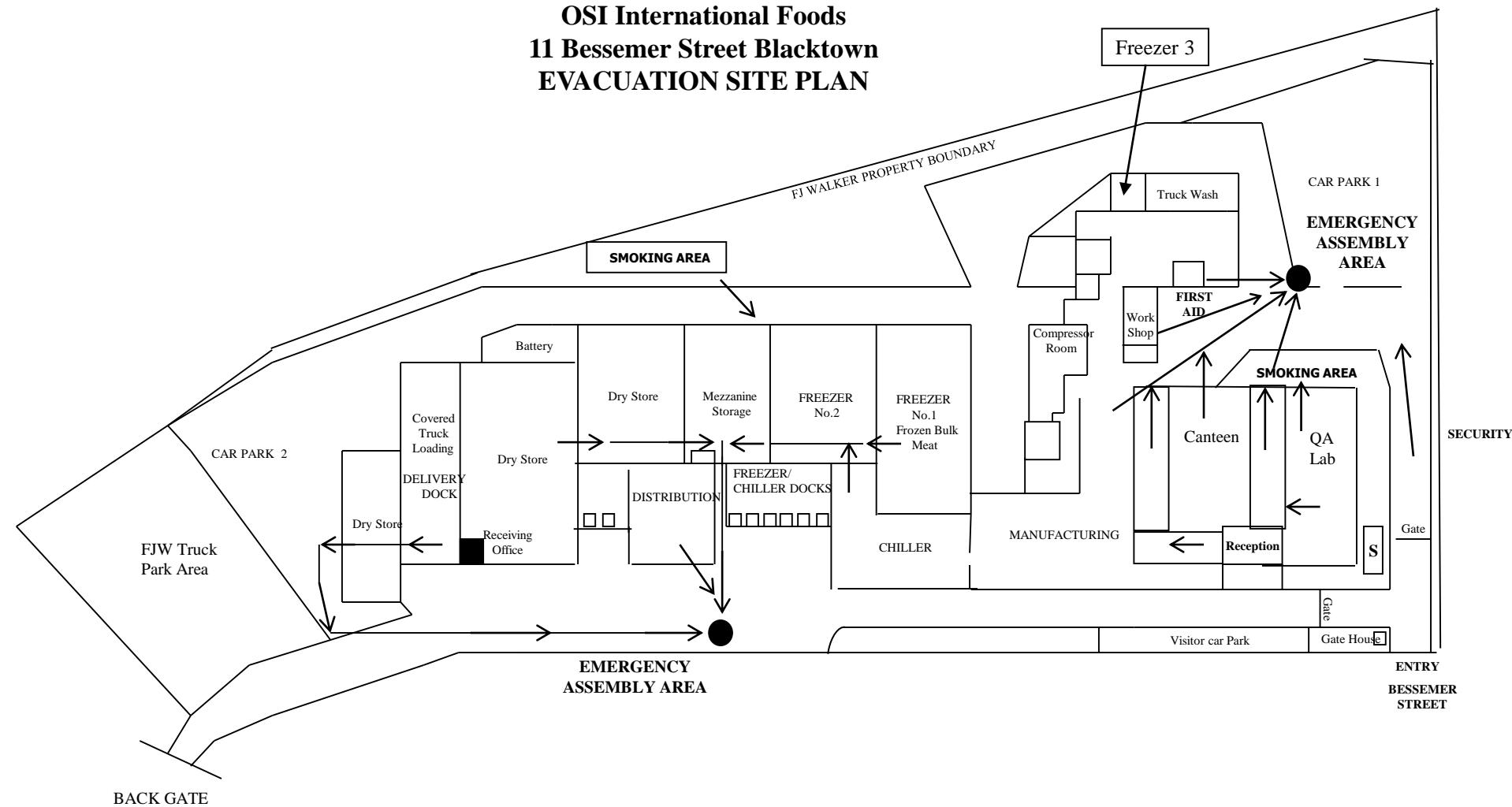
WHS – Emergency Evacuation



- When you hear the Alarm, or you are instructed by a Warden, you must exit the Facility via the doors displaying the Green & White EXIT signs.

- You must walk and not run, and assemble at the Evacuation Marshalling Area located on the grass area at the entrance to the main car-park.

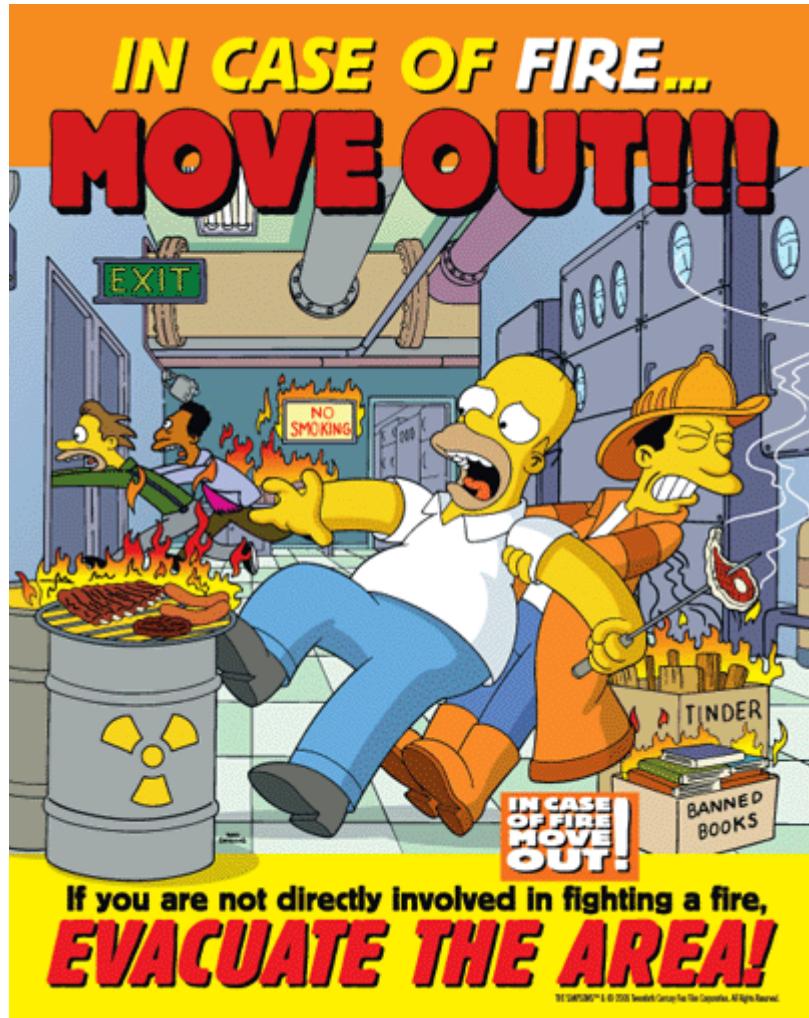
**OSI International Foods
11 Bessemer Street Blacktown
EVACUATION SITE PLAN**



WHS – Emergency Evacuation

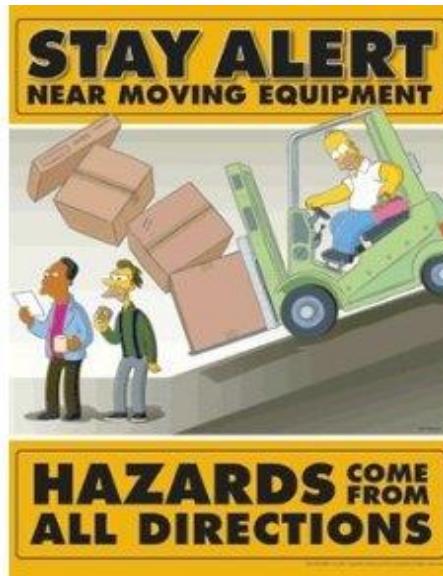
- Fire Wardens wear; White or Yellow Helmets, and you must obey their instructions.

- Do not attempt to Fight any Fire, or rescue others as this is left to staff that have been given Fire Training.



WHS – Forklift Safety

- Forklifts have limited access to the main production floor
- Stay alert when moving near Forklifts
- When operating Forklifts & Crate Jacks you must sound the horn near doorways and blind spots.



WHS – House Keeping



- Keep your area clean, tidy and free of trip hazards.
- Clean up any spills (Meat or Liquid) immediately
- This will prevent injuries caused by Slips, Trips, & Falls



WHS – General Behaviour

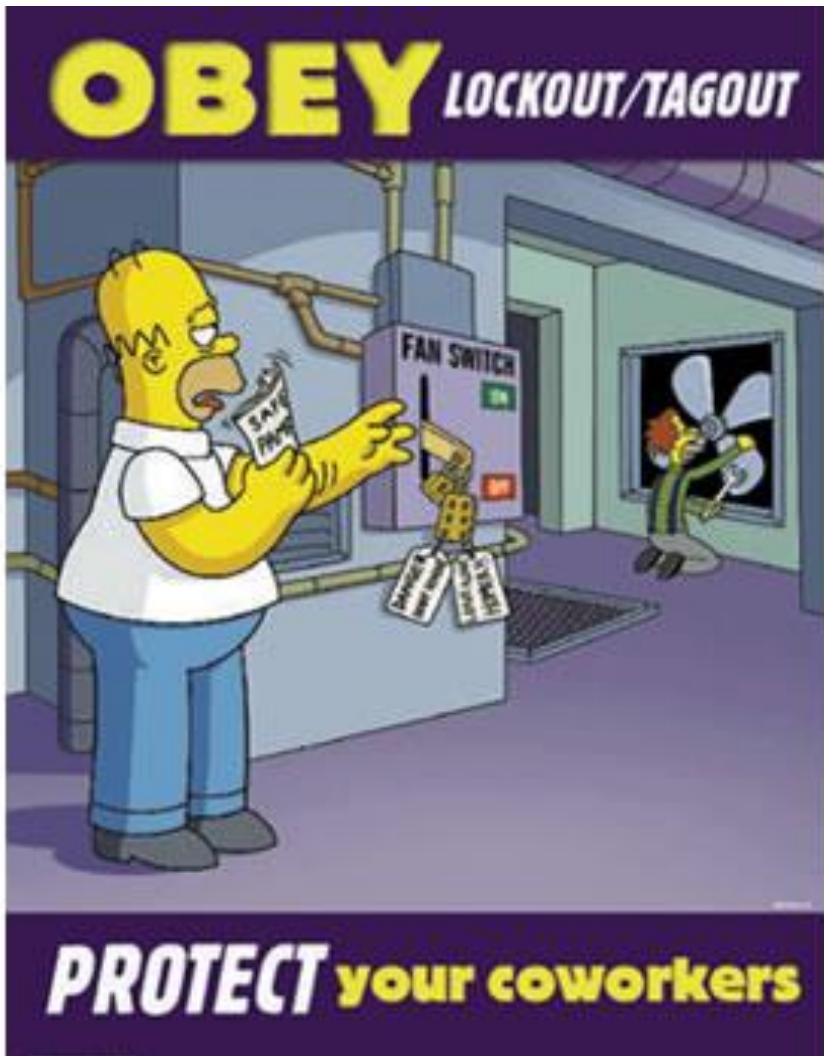
- Walk “Don’t Run” around in the facility.
- Do not push or shove other employees
- Do not throw meat.
- No consumption of Alcohol or Drugs is permitted. **(Disciplinary Action)**



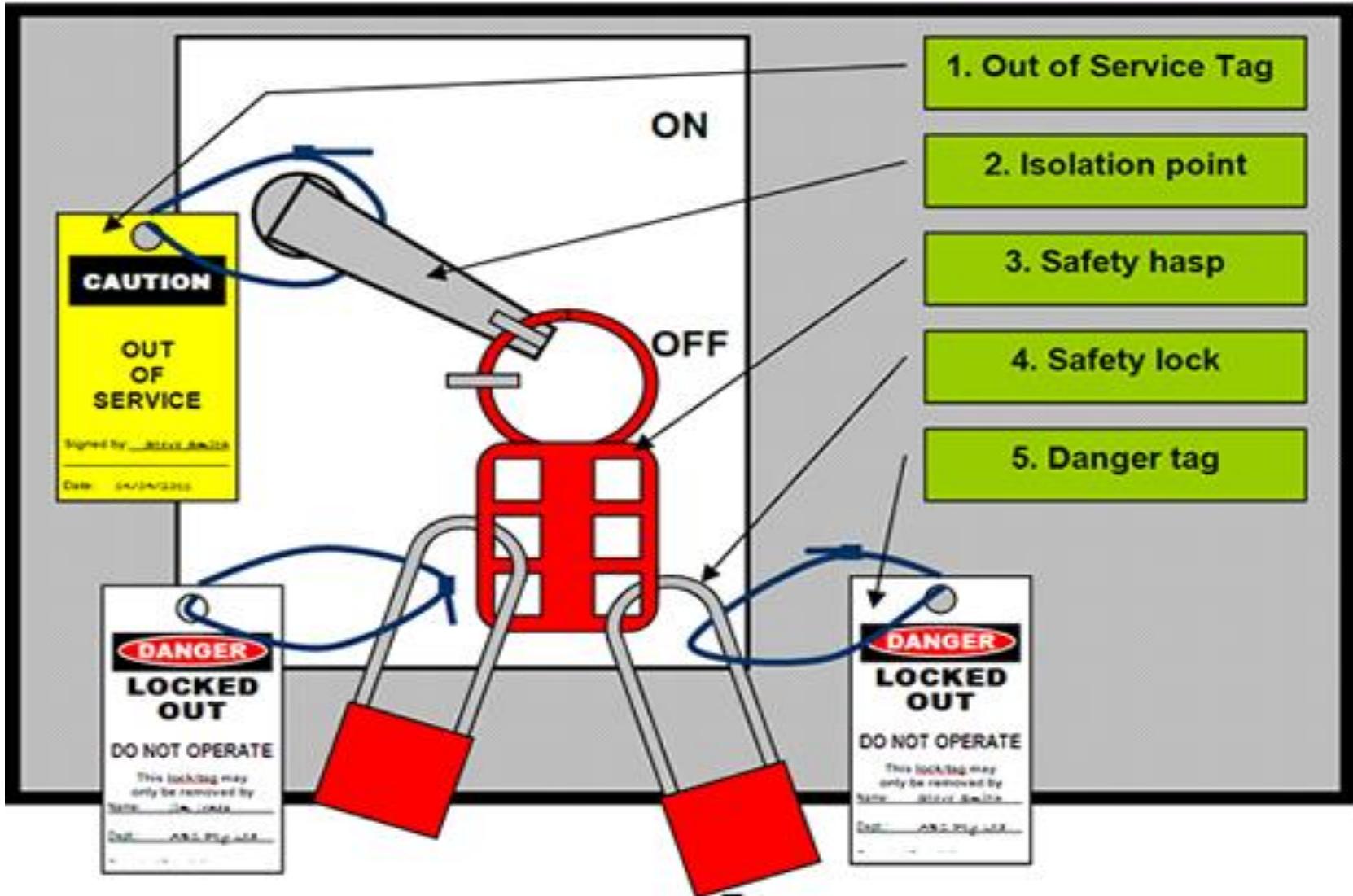
**NOT AT WORK,
MATE**

Lock Out/Tag Out (LOTO) Tags & Danger Tags

- To prevent injury/death caused to you by the Machine being started whilst repair / modification work is to be carried out.
- The operator has absolute responsibility of the Tag and only he can remove it.

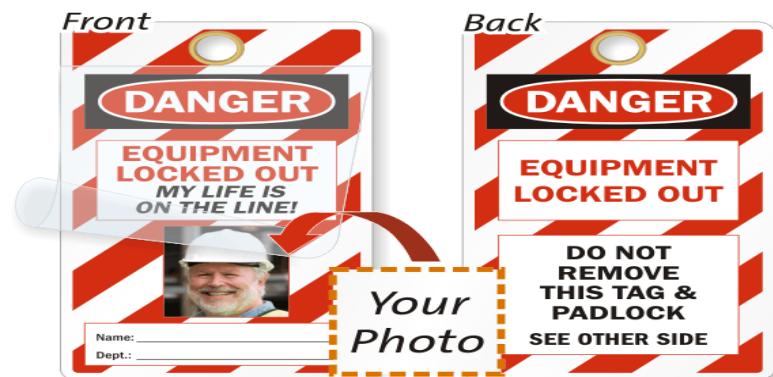


WHS – Lock Out of Machinery



WHS – Lock Out of Machinery

- Applied to the main switch / isolation point.
- Obtain a Lock from the Lock Out Box (in production office).
- Apply the Lock with your Tag & and retain the key. Inform all people in the area.
- When the machinery is repaired & safe, remove the Lock & Tag.
- Return the key to the Lock Out box.
- Advise everyone that the Machine is now functional.



WHS – Out of Service Tag

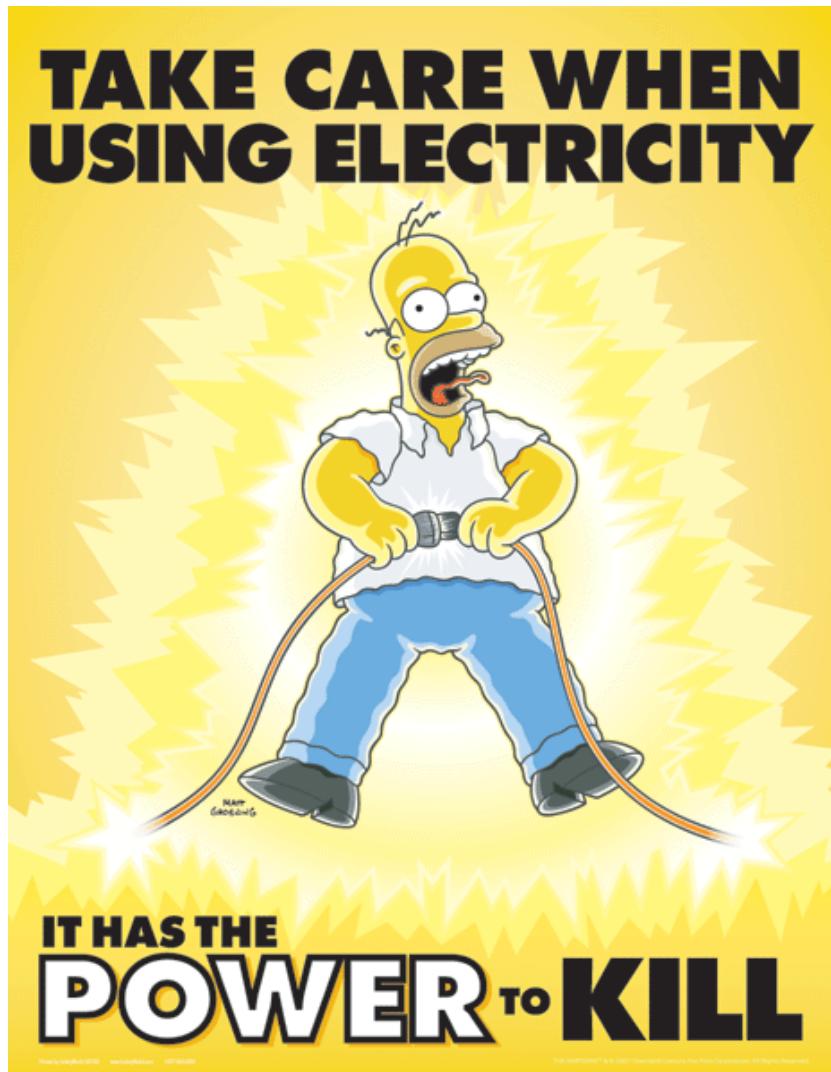
- Applied in the same manner as the Danger tag (lock out).
- It is to prevent usage of the Machine at all, “Out of Service”, and remains on until the machinery is repaired & ready for use.



WHS – Electrical Safety



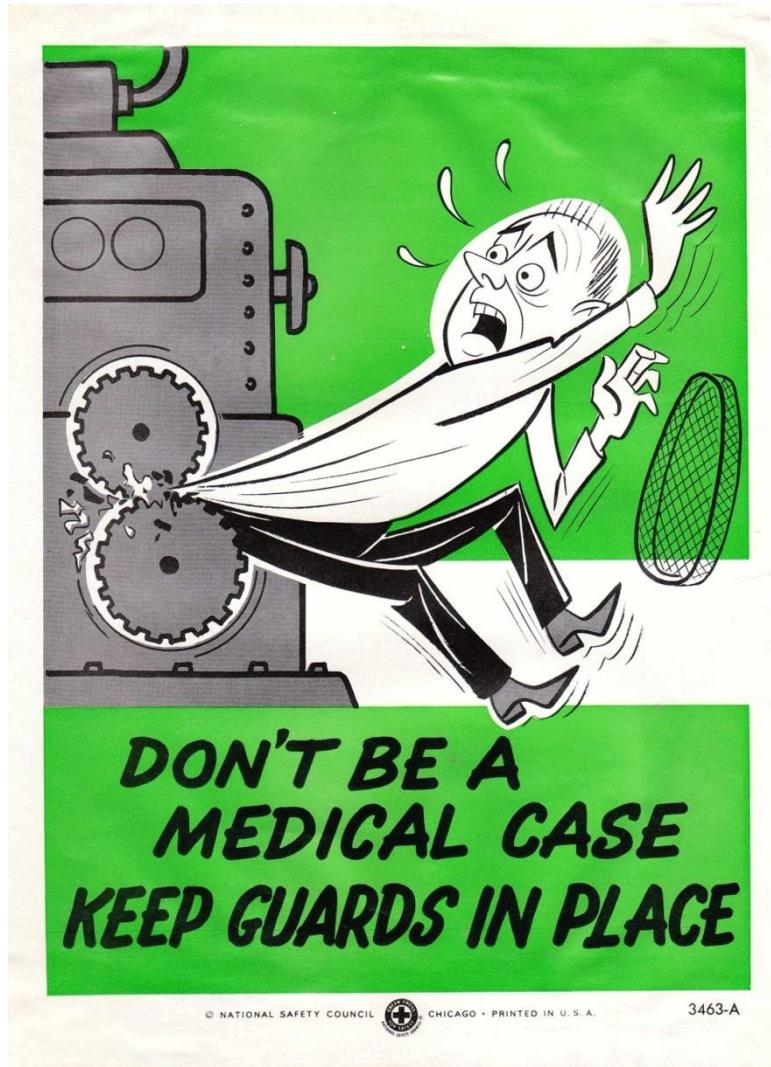
■ Keep out of Electricity
Switch rooms & and
Cabinets. Unless you
have been trained &
authorised.



WHS – Machine Guards / Safety switches



- Guards & safety switches are put there to protect you
- Never remove or alter any, as this will put you & others at risk of serious injury / death.



WHS – Confined Spaces



- By law, any confined spaces on this site must be identified with signage
- They may only be accessed by fully trained staff, who hold a permit, and have a fully operational back up plan.

WHS – Reporting Injuries

- ANY injury must be reported to a First Aid officer.
- The First Aider will complete the Injury Register.
- The Department Supervisor must be informed.



SAFETY

Starts With “S”

But Begins With “YOU”