

## RECORD KEEPING



### **“You must verify if you have to testify”**

**Records of certain food safety procedures are essential and are the only accepted evidence, together with audit results, should a due diligence case arise in court.**

Documentation is a tool that can help you manage your suppliers, your staff practices and your service providers. It is the proof that you are complying with legal requirements.

It is advisable to keep a copy of R. 638 on file, so that this can be discussed with staff from time to time and can be used as a reference when drawing up job descriptions. The person signing the store COA has a very serious and important role to play for the entire food safety system within the store.

Documentation record	What must be in place?
<b>Food Safety Policy</b>	The SPAR food safety policy must be read and on file in the Food Safety Documentation File
<b>Certificate of acceptability</b>	<p>A certificate issued by your local department of health must be displayed in your store. Keep a copy on file.</p> <p>This certificate must be in the name of the current owner/store manager, therefore should ownership change, application for a new certificate must be made at the local municipality in your area.</p>
<b>Occupational Health and Safety Act</b>	<p>The act must be on display for staff information. A copy of the act can be downloaded from the following site: <a href="http://www.labour.gov.za">www.labour.gov.za</a>. This should also be kept on file for your reference.</p> <p>Requirements from the OHS Act include:</p> <ul style="list-style-type: none"> <li>- A copy of the latest record of vent cleaning must be on file</li> <li>- A copy of the licence for the storing of hazardous chemicals from the Health Department must be on file</li> </ul>
<b>Chemical Service Provider</b>	<p>The chemical service provider must provide food grade certified chemicals. They must supply the material safety data sheets (MSDS) for all chemicals used. The MSDS explain safe dilution and use of the chemicals.</p> <p>The service providers must bi-annually train the staff on the safe use of chemicals and provide training records of this. Keep on file in store.</p>
<b>Pest control Service Provider</b>	<p>The pest control service provider must send a qualified pest control officer to service your store. They must provide a copy of registration with the Department of Agriculture – Pest Control Officers (PCO) Certificate – which you must keep on file. Service reports must be kept, with as much detail as possible i.e. what pests were found, corrective action taken, what pesticides were used and the date of next inspection.</p> <p>A detailed floor plan, depicting bait stations which are numbered, must be kept on file. Material safety data sheets (MSDS) of pesticides used must be kept on file.</p>
<b>Training records</b>	<p>The R. 638 stipulates that all food handlers require training in food hygiene.</p> <p>All food handler training for hygiene and food safety must be on record. The staff members' signatures must be recorded on a register and each food handler must be awarded a certificate of completion as evidence that the training has been implemented.</p> <p>A detailed description of the training must be provided.</p> <p>A person in charge of the food premises must ensure that he or she is suitably qualified or otherwise adequately trained in the principles and practices of food safety and hygiene - accredited.</p> <p>Training records and certificates need to be on file. Records of the training for the person in charge of the food premises must be in line with the name indicated on the COA certificate.</p> <p>Routine assessments are to be conducted to determine the impact of the training implemented so as to arrange follow-up training where necessary. Training programmes for all staff are to be drawn up and records of attendance are to be kept so that they can be updated where applicable and are available for review.</p>
<b>Temperature log sheets</b>	Log sheets for temperatures on all equipment (hot and cold) and product temperatures: Walk in fridges and freezers, pie warmers, Bain Maries, display fridges and freezers, deli fridges and chafing dishes. Product temperatures in display fridges, salad bars.

<b>Store safe audits</b>	A copy of the previous Food Safety Assessment (audit report) must be on file, as well as a corrective action plan and record of what has been implemented to rectify non-conformances. Minutes of the food safety committee meetings must be kept and there should be a record of any audit disputes lodged.
<b>Cleaning schedules and checklists</b>	Detailed cleaning schedules must be placed in all departments. These must include each piece of equipment, frequency of cleaning, chemicals to be used, method of cleaning and responsible person. Management must either sign the cleaning schedules or use a separate checklist to sign that staff are cleaning as per the relevant cleaning schedule.
<b>Oil changes</b>	Used cooking oil must be disposed of correctly through collection by an approved company. Evidence must be on file that the used oil is not re-introduced back into the animal feed or human food chain. Evidence must be on file of collection of used cooking oil by this company in the form of collection slips for each upliftment.  This should preferably be monitored with oil testing strips or an electric oil tester. The frequency of oil changing must be documented, and oil strips must be kept on file.
<b>SPAR direct supplier agreement</b>	A direct supplier agreement must be signed between the retailer and the supplier as well as the supporting paperwork against the necessary food safety certification required. These documents must be on file.
<b>Thermometer Calibration</b>	Store must keep the annual calibration certificate for the store thermometers on file.
<b>Thermometer Verification</b>	Store must have on record the monthly verification template.
<b>Customer Complaints</b>	Copy of customer complaints received, logged and any follow-up notes in relation to the complaint must be on file.  Copy of the customer complaint corrective action report.
<b>Receiving</b>	Truck and temperature checks.  Daily housekeeping checklist.
<b>Glass/Brittle Plastic form</b>	Completion of glass/brittle plastic form record kept on file for any glass/brittle plastic breakages.
<b>Traceability Templates</b>	Completion of fresh food department traceability for product as well as packaging kept on file.
<b>Maintenance Records</b>	Any maintenance or construction work that takes place in the store must be kept on record.
<b>Extraction Units</b>	A certificate for cleaning of extraction ducts by an external service provider must be available for review.  This must be conducted on a minimum frequency of bi-annually.
<b>Medical Fitness and reporting of Medical Illness</b>	Food handlers and management staff that suffer from any illness including diarrhoea, flu, colds etc. etc. must not be allowed to work in the fresh foods area but should be allocated to light duty in a non-fresh environment until such time as they are well enough to resume their regular duties. Records must be kept on illness of staff. Up to date records of occurrences of staff illness, sick leave and absenteeism must be kept on file.