



Module 4: Controlling and eliminating food hazards - General



Start Module





Learning objectives

At the end of 'Module 4 'Controlling and eliminating food hazards - General' you will be able to:

1

Use personal hygiene practices to avoid food contamination

2

Avoid unhygienic personal contact with food surfaces



3

Maintain a hygienic workplace to avoid contamination

4

Report any personal health issues or incidents of contamination

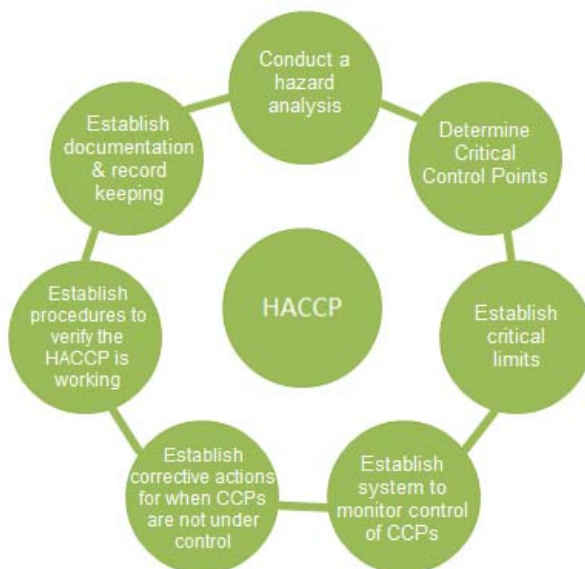
Replay

« Prev Page

Next »



HACCP review



Personal hygiene



Workplace hygiene

[Replay](#)[« Prev](#) Page[Next »](#)



Personal hygiene outside the workplace

You are expected to maintain a high level of personal hygiene **at all times**.

How to maintain your personal hygiene **outside** of the workplace:

Bath regularly

Oral hygiene

Wash your hair

**Manage body
odour**

**Take care of your
skin**

Foot hygiene

Wash your hands



Failure to observe good personal hygiene can lead to food contamination.

Replay

« Prev Page

Next »



Personal hygiene in the workplace

You must make sure that you do not contaminate food or food surfaces with any body fluids or tobacco products due to your personal hygiene behaviour.



Must not:

- Spit
- Smoke
 - Law that prevents you from smoking in food preparation or storage areas
 - Ash, cigarette butts and smoke can all contaminate food

Avoid:

- Touching any part of your body
- Sneezing
- Coughing
- Blowing your nose
- Eating over food or food preparation surfaces



If you cannot avoid one of these actions above, then you must wash your hands thoroughly before returning to your food handling task.



Personal hygiene in the workplace

Take **all practical measures** to ensure your body or anything you are wearing does **not become a hygiene hazard** and contaminate food or food surfaces. Click each image for some helpful tips.

Hair



Nails



Clothing



Jewellery and
accessories



Adhesive
dressings





Personal hygiene in the workplace

Take **all practical measures** to ensure your body or anything you are wearing does **not become a hygiene hazard** and contaminate food or food surfaces. Click each image for some helpful tips.

Hair



Clean and tied back

Hair nets or hats
(if necessary)

Nails



Clothing



Jewellery and accessories



Adhesive dressings





Personal hygiene in the workplace

Take **all practical measures** to ensure your body or anything you are wearing does **not become a hygiene hazard** and contaminate food or food surfaces. Click each image for some helpful tips.

Hair



Nails



Kept short

Nail polish and artificial nails
should be avoided

Clothing



Jewellery and
accessories



Adhesive
dressings





Personal hygiene in the workplace

Take **all practical measures** to ensure your body or anything you are wearing does **not become a hygiene hazard** and contaminate food or food surfaces. Click each image for some helpful tips.

Hair



Nails



Clothing



Clean and in good condition

Change your clothing if it becomes contaminated

Jewellery and accessories



Adhesive dressings





Personal hygiene in the workplace

Take **all practical measures** to ensure your body or anything you are wearing does **not become a hygiene hazard** and contaminate food or food surfaces. Click each image for some helpful tips.

Hair



Nails



Clothing



Jewellery and
accessories



Avoided or kept to a
minimum

Adhesive
dressings





Personal hygiene in the workplace

Take **all practical measures** to ensure your body or anything you are wearing does **not become a hygiene hazard** and contaminate food or food surfaces. Click each image for some helpful tips.

Hair



Nails



Clothing



Jewellery and
accessories



Adhesive
dressings



Covered with a
waterproof covering

Dressing should
be coloured



Avoid contact with food

It is still important to **avoid any unnecessary contact** with food surfaces or food (and in particular, ready to eat food).

Tongs

- Ensure they are clean
- Cleaned appropriately once you are finished



Aprons

- Protect food from contamination
- Protect your clothing
- Don't wear it on the way to work
- Take it off when you go to the toilet or outside the food preparation area



Gloves

- Changed regularly, whenever they become contaminated or whenever a change in process occurs
- Not be used for cross purposes
- Wear gloves when cleaning



Hair nets or covers

- Hair should always be covered in a food service area



Avoid direct contact with the **surfaces** of cutlery or crockery that will come into contact with the customer's **mouth**, and not sit on benches where food is prepared or served.

[Replay](#)[« Prev](#) Page[Next »](#)



Hand washing

Hands are the **main method** for transferring food poisoning bacteria to high-risk foods.

Your hands must be kept clean and washed frequently while you are at work and there is only **one proper way** to wash your hands.

You must wash your hands immediately:

Before working with food

After handling raw food

After handling garbage



Before resuming work
with food

After using the toilet

After smoking, coughing, sneezing,
blowing the nose, eating, drinking, and
touching the hair, scalp or any wound

**Or whenever there is a possibility of
cross contamination**

Replay

« Prev Page

Next »



Steps for hand washing

Only wash your hands in the designated hand-washing sink

- ✓ Warm running water
- ✓ Liquid soap
- ✓ Single use paper towels or an air dryer
- ✗ Multiple use cloth towel is not appropriate

Click each step for hand washing to find out more.

1. RINSE

2. APPLY

3. RINSE

4. DRY

Replay

◀ Prev Page



Steps for hand washing

Only wash your hands in the designated hand-washing sink

- ✓ Warm running water
- ✓ Liquid soap
- ✓ Single use paper towels or an air dryer
- ✗ Multiple use cloth towel is not appropriate

Click each step for hand washing to find out more.

1. RINSE ✓

2. APPLY ✓

3. RINSE ✓

4. DRY ✓

- Rinse your hands with warm water to remove surface grime



Replay ↺

⏪ Prev Page

Next ⏩



Steps for hand washing

Only wash your hands in the designated hand-washing sink

✔ Warm running water

✔ Liquid soap

✔ Single use paper towels or an air dryer

✘ Multiple use cloth towel is not appropriate

Click each step for hand washing to find out more.

1. RINSE ✔

2. APPLY ✔

3. RINSE ✔

4. DRY ✔

- Apply a liquid antibacterial soap
- Rub your hands together to work up a lather
- Lather up to the forearm and between your fingers for at least 20 seconds



Replay ↺

⏪ Prev Page

Next ⏩



Steps for hand washing

Only wash your hands in the designated hand-washing sink

- ✓ Warm running water
- ✓ Liquid soap
- ✓ Single use paper towels or an air dryer
- ✗ Multiple use cloth towel is not appropriate

Click each step for hand washing to find out more.

1. RINSE ✓

2. APPLY ✓

3. RINSE ✓

4. DRY ✓

- Rinse off the soap under warm water



Replay ↺

⏪ Prev Page

Next ⏩



Steps for hand washing

Only wash your hands in the designated hand-washing sink

- ✔ Warm running water
- ✔ Liquid soap
- ✔ Single use paper towels or an air dryer
- ✘ Multiple use cloth towel is not appropriate

Click each step for hand washing to find out more.

1. RINSE ✔

- Dry with an air dryer or disposable paper towel
- Drying your hands properly is just as important as washing them properly
- If your hands are still wet, the moisture may allow bacteria to be transferred from your hands to food or food preparation surfaces

2. APPLY ✔

3. RINSE ✔

4. DRY ✔



Replay ↺

« Prev Page

Next »



Your personal health - Illness

We all get sick sometimes but if you do, and you are responsible for food handling, it is crucial that you take steps to avoid contaminating food or infecting those around you.

You must **stop** your food handling task and **tell** your supervisor if you have **any** of these symptoms:

- Vomiting
- Diarrhoea
- Stomach cramps
- Headaches
- A fever
- A sore throat with a fever



Report any infections, sores or conditions like a cold that may result in discharges

Under the law, you **must not come to work** if you have been diagnosed with **any** of these illnesses:

- Gastroenteritis
- Hepatitis A
- Norovirus
- Shigellosis
- Staphylococcal infection
- Salmonella
- Skin conditions



Do not return to work until your symptoms have stopped for 48 hours or your doctor has advised you to return

[Replay](#) [« Prev](#) Page[Next »](#)



Your personal health - Injury

You may injure yourself at work and your injury can contaminate food.

If you are injured, you must report **immediately** to your supervisor to assess the injury and advise on treatment.

Severe injuries

- May require medical treatment
- May need to stop food handling tasks



Minor injuries

- May be treated at work
- Covered with a coloured adhesive dressing and waterproof gauze



Personal hygiene checklist

I will ✓

- Maintain a high level of personal hygiene
- Wear clean clothes and/or uniform at work
- Keep hair clean and tied back and/or covered
- Keep nails short and clean
- Wear gloves safely and change them frequently
- Use utensils such as tongs to handle food
- Wear protective clothing to protect food from contamination
- Wash hands properly and frequently
- Cover any cuts with a coloured, waterproof dressing

I won't ✗

- Smoke or spit in food preparation or storage areas
- Touch any part of the body, sneeze, cough, or blow my nose without washing hands immediately
- Wear unnecessary jewellery or artificial nails or nail polish
- Wear aprons outside of the food preparation area
- Continue working after becoming ill or being injured
- Report for work after being diagnosed with a contagious illness



[Personal hygiene checklist](#)

Replay ↺

« Prev Page

Next »



Workplace hygiene

Workplace hygiene refers to the need to keep your workplace free of clutter or conditions that allow bacteria and vermin to thrive.

It is **everyone's** responsibility to clean and maintain any food preparation, serving or storage areas.



If your workplace is not clean, then you cannot guarantee that your food is not contaminated.

- ✓ Correct **cleaning** and **sanitising** practices
- ✓ Safe handling and disposal of **garbage**
- ✓ Hygienic disposal of **linen** and **laundry**
- ✓ Correct **chemical storage** requirements
- ✓ Methods to control **pests** and **vermin**
- ✓ Responses to **emergency situations**



Cleaning, sanitising and sterilising

CLEANING

- Removal of visible items
- Carried out using warm water and detergent
- Not designed to remove all micro-organisms

SANITISING

- Reduces the number of micro-organisms to a safe level
- Undertaken using hot water and/or sanitising chemicals
- Also referred to as disinfecting

STERILISING

- Destruction of all micro-organisms
- Often used in the medical industry
- Eating and drinking utensils and food surfaces do not need to be sterilised

1

separate process

2

A clean and sanitised food preparation area:

- helps to prevent food from becoming contaminated
- contributes to a safe and hazard-free workplace
- keeps equipment well-maintained
- keeps pests and vermin away



Follow your supervisor's instructions and any workplace procedures for cleaning and sanitising

Replay

« Prev Page

Next »



Cleaning, sanitising and maintenance requirements

Food businesses have specific requirements for **cleaning**, **sanitising** and **maintenance**:



Maintain the food premises, fixtures, fittings and equipment to a standard of cleanliness where there is no accumulation of garbage, food waste, dirt, grease or other visible matter



Ensure that eating and drinking utensils and food contact surfaces of equipment, are in a clean and sanitary condition



Ensure the premises, fixtures, fittings and equipment are in a good state of repair



[Food Safety Standard 3-2-2:
Food Safety Practices](#)

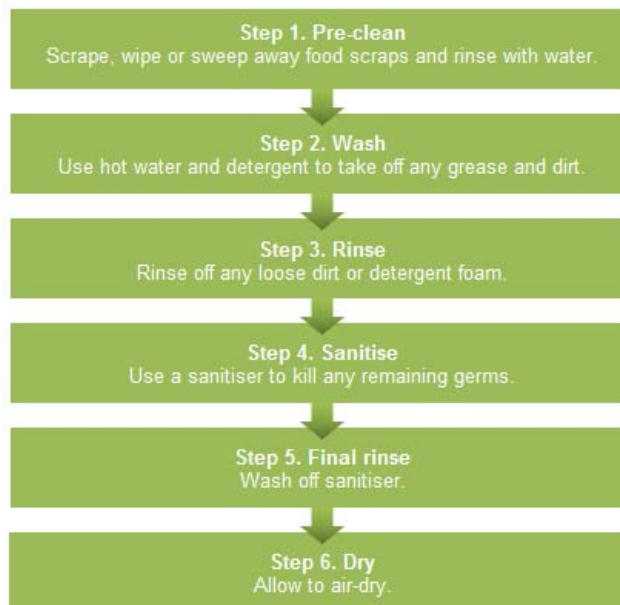
Replay

« Prev Page

Next »



Six steps to proper cleaning





Tips for cleaning the premises and equipment

Click each image for premises, equipment and general cleaning tips.

Premises



Equipment



General





Tips for cleaning the premises and equipment

Click each image for premises, equipment and general cleaning tips.

Premises ✓



Equipment ✓



General ✓



- Start high and work your way down
- Ceilings should be brushed or swept once a month
- Walls and fixtures:
 - Cleaned with warm water and detergent at least weekly
- Floors in kitchen and dining areas:
 - Swept and washed at least daily
- Floors in the equipment and storage areas:
 - Swept daily
- Carpets and mats:
 - Brushed or swept daily
- Areas that are often neglected:
 - Exhaust canopies
 - Floor and wall area around the cooking equipment
 - Seals around the doors of fridges and freezers
 - Inside microwaves
 - Shelves in the food storage area.

Replay

« Prev Page

Next »



Tips for cleaning the premises and equipment

Click each image for premises, equipment and general cleaning tips.

Premises ✓



Equipment ✓



General ✓



Pots and pans

- Often cleaned by hand
- Stacked and then cleaned in order from least to most dirty
- Air-dried and put away

Large equipment

- Cleaned in line with the manufacturer's cleaning instructions

Powered equipment

- Cleaned in line with the manufacturer's cleaning instructions
- Switch off and unplug the machine at the power point first

Small equipment

- Cleaned after each use

Any equipment

1. Dismantle
2. Clean and sanitise all parts
3. Air dry
4. Reassemble
5. Test

Cleaning equipment

- Cleaned and sanitised

Replay

« Prev Page

Next »



Tips for cleaning the premises and equipment

Click each image for premises, equipment and general cleaning tips.

Premises ✓



Equipment ✓



General ✓



- Clean as you go
- Mop and dry any spills immediately
- Never leave food uncovered near cleaning operations
- Clean the raw food areas or equipment last
- Use the right size brush or cleaning tool
- Single use paper towels are better than re-usable cloths
- Use food-grade detergents
- Always follow the manufacturer's instructions
- Never use utensils, crockery or other equipment if it is chipped, cracked or damaged

When washing by hand:

- scrape
- rinse
- wash at 45°C
- rinse at 77°C for 30 seconds
- change the water frequently

Replay

« Prev Page

Next »



Tips for sanitising

WHAT?

1. Food contact surfaces of equipment

2. Cleaning equipment

WHEN?

Food contact items

- Prior to contact with food
- Between being used for raw and ready-to-eat
- As required

Cleaning items

- Regular basis

HOW?

Chemical sanitation

- Range of chemical products, such as bleach
- Must be used according to the manufacturer's instructions
- Some sanitisers are toxic and are required to be rinsed off
- Used in a food preparation area should be food grade
- When sanitising food preparation areas, food grade non-rinse sanitisers are recommended

Heat sanitation

- Using either an oven or water at a temperature over 75°C
- Must be exposed to the heat for at least 30 seconds
- If hot water is used then the item must be left to air dry
- Commercial dishwashers are often used
- Allow for higher temperatures

Dishwasher

- Follow the manufacturer's instructions
- Wash cycle: 66-71°C
- Rinse cycle: 82°C
- Make sure the equipment is thoroughly dry before use



Cleaning and sanitising schedule and record



- Ensure your premises and equipment are maintained to the appropriate **standard of cleanliness**
- Specifies the:
 - surface or equipment to be cleaned
 - name of the person responsible and/or their role title
 - frequency of cleaning required
 - method of cleaning
 - cleaning products to be used
 - any precautions to be taken



[Sample cleaning and sanitising schedule](#)



[Sample cleaning and sanitising record](#)



- Maintains a record of **which** cleaning tasks were completed by **who** on any particular day
- All employees who are listed on the record must ensure they either **tick** or **initial** against their task once it is completed

Replay

« Prev Page

Next »



Single-use or disposable items

Ensure that these items do not become contaminated

Take care when handling or storing these items



Items accessed directly by the customer are stored in a way that ensures customers will only handle items selected for their own use



Remember – single use means single use

Replay

« Prev Page

Next »



Handling and disposing of garbage

It is both the law and good business practice to have procedures in place for the hygienic **storage**, **handling** and **disposing** of garbage.

Click each question to find out more.

What is classed as
garbage?

How should a bin be
used correctly inside
the food premises?

How should a bin be
used correctly outside
the food premises?

When should bins be
cleaned?

Replay 

« Prev Page



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How should a bin be
used correctly inside
the food premises?



How should a bin be
used correctly outside
the food premises?



When should bins be
cleaned?



If you are unsure, throw it out.

Examples:

- Food that is suspected of being contaminated
- Food that has been served to a customer and not eaten
- Food scraps or waste created during food preparation
- Food packaging and other packaging that is no longer being used
- Cleaning equipment and other equipment that is empty or no longer fit for use



Food that has been **recalled** by the supplier is classed as garbage however, instead of being thrown in the bin it must be **separated** and **clearly marked**.

Replay

« Prev Page

Next »



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How should a bin be
used correctly inside
the food premises?



How should a bin be
used correctly outside
the food premises?



When should bins be
cleaned?



You should always:

- store the bin away from food preparation or serving areas
- use a bin liner to allow the garbage to be contained and disposed of easily
- use a bin lid to contain the garbage and reduce any smell
- contain sharp objects, such as broken crockery, in newspaper or another container
- empty the bin regularly, as needed and at the end of each day



Replay

« Prev Page

Next »



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How should a bin be
used correctly inside
the food premises?



How should a bin be
used correctly outside
the food premises?



When should bins be
cleaned?



- Food waste and recycling waste should be segregated and disposed of into the appropriate bin
- Chemical waste may have specific disposal requirements
- Normal council bins should be collected on the relevant day or private waste services bins should be collected at least twice a week
- The disposal area must be swept and hosed down daily, or more frequently if required.



Replay

« Prev Page

Next »



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Click each question to find out more.

What is classed as
garbage?



How should a bin be
used correctly inside
the food premises?



How should a bin be
used correctly outside
the food premises?



When should bins be
cleaned?



- Cleaned at the end of each working day
- You should:
 - use designated bin cleaning gloves
 - remove the garbage bag
 - remove any scraps still remaining in the bin
 - use detergent and hot water to scrub the inside of the bin and the lid
 - rinse the bin
 - sanitise it
 - let it air dry before inserting a new bin liner.



Either **discard** your **gloves** if they are disposable or **store** them in a designated area, marked as bin cleaning gloves.

Replay

« Prev Page

Next »



Handling and disposing of linen and laundry

Dirty linen and laundry can also contaminate food and food surfaces in the workplace.



Contaminated with food waste or human waste?

Stop using them immediately



Ensure they are either **sanitised** or **disposed of**



Storing and disposing of chemicals

Chemicals in the workplace, such as sanitisers, can also cause contamination.

Each chemical will have a **Material Safety Data Sheet (MSDS)**.

You must also follow the instructions in the MSDS.

Chemicals must be:

- ✓ correctly **labelled** with product information, directions for use and first aid
- ✓ stored in **sealed** containers appropriate for the type of chemical
- ✓ stored in a **separate, ventilated, well-lit** storeroom, away from food and food preparation areas and naked flames or other heat sources



Chemicals must never be:

- ✗ stored in **unlabelled** bottles or containers or **food containers**
- ✗ **disposed** of without first checking the disposal specifications on the **MSDS**



Controlling pests and vermin

Control pests and vermin such as rats, mice, flies, ants, cockroaches



Procedures must be put in place to eliminate or reduce the possibility that pests and vermin will cause a hygiene risk to **food**, **food surfaces** or **food storage areas**.

Pests and vermin can spread disease and bacteria in a number of ways. They can:

1. Lay eggs in food

2. Land on food

3. Fall into food

4. Leave droppings in food

They can also damage equipment.



Replay

« Prev Page

Next »



Controlling pests and vermin

Click each image for ways to reduce and control the risks.

General



Rats and mice



Flies



Cockroaches



Other animals





Controlling pests and vermin

Click each image for ways to reduce and control the risks.

General ✓



Rats and mice ✓



Flies ✓



Cockroaches ✓



Other animals ✓



- Do not leave food scraps lying around
- Do not leave food out overnight to defrost
- Keep the door to the premises closed
- Fit fly screens to external doors and windows
- Keep an eye out for signs of pests and vermin
- If you do spot any pests or vermin (or any sign of them), report this to your supervisor or manager straight away
- Have a regular pest control program and keep records of when pest control is carried out

Replay

« Prev Page

Next »



Controlling pests and vermin

Click each image for ways to reduce and control the risks.

General ✓



Rats and mice ✓



Flies ✓



Cockroaches ✓



Other animals ✓



- Block up any holes or cracks in walls, doors, floors or ceilings or cover them with wire mesh
- Ensure that lids are kept on bins and they are emptied and cleaned regularly



Controlling pests and vermin

Click each image for ways to reduce and control the risks.

General ✓



Rats and mice ✓



Flies ✓



Cockroaches ✓



Other animals ✓



- Use fly screens around the premises and fly sprays on the doors, walls and bins, to help to keep flies out
- However, flies will often still find a way in so make sure food is always covered properly
- If you do see a fly, either swat it or spray it immediately but ensure any nearby food is covered first

Replay ↺

« Prev Page

Next »



Controlling pests and vermin

Click each image for ways to reduce and control the risks.

General ✓



Rats and mice ✓



Flies ✓



Cockroaches ✓



Other animals ✓



- Block up any holes or cracks that you can find
- Use an insect powder, spray, or cockroach baits
- Ensure that all surfaces, equipment and utensils are thoroughly cleaned afterwards



Controlling pests and vermin

Click each image for ways to reduce and control the risks.

General ✓



Rats and mice ✓



Flies ✓



Cockroaches ✓



Other animals ✓



- Household pets are not permitted in food preparation, storage or serving areas
- Assistance animals such as guide dogs are permitted only in areas used by customers, such as dining and drinking areas

Replay

« Prev Page

Next »



Emergency situations

It is important to have a plan in place for emergency situations to **reduce** the **risks** to food safety.

These procedures should be documented as part of the HACCP system.

Click each of the emergency situations below to find out more.

[FIRE](#)[FLOOD](#)[POWER FAILURE](#)[Replay](#)[« Prev](#) Page



Emergency situations

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Click each of the emergency situations below to find out more.

FIRE



After a fire a food business will have:

- toxic fumes from burning materials
- chemicals used to fight the fire



The heat from a fire can cause bacteria in food to multiply and grow

FLOOD



You should throw out:

- food in cans and jars
- raw food or food in packaging
- food from a refrigerator



All cooking utensils and equipment exposed to fire or fire-fighting chemicals should be washed in soapy hot water, then sanitised and rinsed

POWER FAILURE





Emergency situations

It is important to have a plan in place for emergency situations to **reduce** the **risks** to food safety.

These procedures should be documented as part of the HACCP system.

Click each of the emergency situations below to find out more.

FIRE



FLOOD



POWER FAILURE



Flood waters may contain:

- sewage, agricultural and industrial waste and other substances

There is a danger that **food, food surfaces, utensils** and **equipment** might be **contaminated**.

You should throw out:

- food that has come into contact with flood water
- food that has unusual odour, colour or texture
- cans that are dented, swollen or damaged



All cooking utensils and equipment that have been exposed to flood waters should be washed in soapy hot water, then sanitised and rinsed

Replay

« Prev Page

Next »



Emergency situations

It is important to have a plan in place for emergency situations to **reduce** the **risks** to food safety.

These procedures should be documented as part of the HACCP system.

Click each of the emergency situations below to find out more.

FIRE



FLOOD



POWER FAILURE



After a power failure a food business should:

- make a note of the time power failed
- minimise access to fridges and freezers
- keep the fridge and freezer door closed as much as possible



A **closed refrigerator** should keep food cold for **4 hours**.
A **closed freezer** should keep food frozen for **24 hours**.

You should throw out:

- **refrigerated food** that has been allowed to warm for 2 hours or more
- **frozen foods** that have thawed and cannot be consumed immediately
- food that was **being cooked** when the power failed (if cooking cannot be completed properly within 2 hours)
- food that was **already cooked** and cannot be consumed within 2 hours

Replay

« Prev Page

Next »



Reporting contamination

A wide range of methods to control and eliminate food hazards caused by **personal hygiene** and **workplace hygiene**.



Sometimes **contamination may still occur**.

If you **suspect** or **know** that food has been contaminated you must tell your supervisor **immediately**.
There is no contamination considered too small to report.



You have a **responsibility** to ensure the food you are preparing and serving is **not contaminated** and is **safe** for your customers to consume.

[Replay](#) [« Prev](#) Page[Next »](#)



Summary

Congratulations! You have now completed Module 4: Controlling and eliminating food hazards – General.

You should now be able to:

- ✔ Use personal hygiene practices to avoid food contamination
- ✔ Avoid unhygienic personal contact with food surfaces
- ✔ Maintain a hygienic workplace to avoid contamination
- ✔ Report any instances of personal health issues or incidents of contamination

You can now return to the home page and move on to the next module which will look at controlling and eliminating food hazards at specific stages of the food lifecycle.

[Replay](#)[« Prev](#) Page[Finish »](#)