

HACCP AUSTRALIA

FOOD SAFETY BULLETIN

ISSUE 24 2017

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Clive Withinshaw, HACCP Australia



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All products advertised in this bulletin are certified by HACCP Australia and represent world's best practice in terms of food safety and compatibility with HACCP-based food safety programmes (more

details on page 32).

Welcome

est Control in food premises has been a major feature of our activity at HACCP Australia in the last few years and that has culminated with the release of our new standard - The HACCP Australia Pest Management Standard – written specifically for pest control services delivered to food businesses operating to GFSI endorsed schemes and HACCP based food safety programmes.

This is a 'world's first and world's best' and brings to industry a comprehensive, modern and usable standard which will assist the food industry in overcoming the difficulties in this key function while measuring contractor ability and performance.

It has been governed by the requirements of ISO17007 in its development and overseen by an independent committee of interested parties representing food manufacturing, food retailing, pest management companies and food safety auditors.

Importantly, it is not a guideline, nor is it an adaptation of an inappropriate food safety standard. It is designed specifically for this service in this industry.

> A guideline is like parental advice to teenagers definitely not to be observed if inconvenient!

We have had 'codes of practice' and 'guidelines' in the past – however they are simply that – guidelines. A guideline has been described as being like kindly parental advice to teenage children on a night out – definitely not to be observed if it proves inconvenient! A standard forces measurement, audit and conformance. This standard sets a high bar while meeting all the requirements of the world leading food safety schemes...and what gets measured gets done!

Statistical analysis of the world's leading food safety schemes has shown pest control as an area with very high levels of nonconformance and risk – be that from the pest activity itself or the methodology, chemicals or devices used in the control process. This standard will be a useful tool for food businesses in setting expectations as well as for pest management companies, certified thereto,

who can then demonstrate an ability to meet the requirements through a strict audit process.

A significant number of pest management companies are certified by HACCP Australia and over the course of the transition period, they will all be certified to this new standard. Their compliance to this best practice standard allows them to demonstrate a real commitment to food businesses and prove their ability in this important function. They are to be

commended for that and their food industry clients should take notice.

See what they are doing by downloading the standard, at no cost, from our website. While on the site, it might be worth taking note of the names of the certified pest management companies who carry certification. Food businesses, pest management companies, chemical manufacturers and food safety auditors are more than welcome to make enquiries to our technical team with regard to any aspect of the standard and its development.

Bringing this new standard to implementation has been a massive task and we are very grateful for the commitment that was demonstrated by so many people both within HACCP Australia and outside – especially the committee and those from all over the world who took the time and trouble to contribute. It was a big task. I'm quite glad we didn't know how big it was at the beginning as that first step might have been a bit harder to take!

I do hope you enjoy this issue – let me know if you want to add a word or two in the next one. Thanks for reading.

More details of the standard on page 19.





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The mark of confidence

Food safety doesn't just concern what we put in our mouths. It also involves a range of non-food products that are used in the production process. Food & Beverage Industry News caught up with Clive Withinshaw, Director of HACCP Australia, to discuss best practice in this area.



ood & Beverage Industry News: We see the HACCP Australia and HACCP International mark on an increasing number of products. Can you tell me something about it?

Clive Withinshaw: HACCP Australia is a food safety and food science company which provides a variety of services including food safety and Non-GMO auditing, consulting and product certification.

In answer to your question, HACCP Australia (together with its overseas arm, HACCP International) operates a product certification scheme called 'Food Safe Equipment, Materials and Services'. This is aimed particularly at nonfood products which are used by the food industry and have incidental food contact or a significant impact on food safety or proper operation of a food safety management system.

The world's leading HACCP and food safety schemes and quality systems - particularly those endorsed by the Global Food Safety Initiative (GFSI) - have developed rapidly over the last 15 years. They are very demanding and have high expectations concerning all facets of food safety.

In the early days they rightly concentrated on ingredient risks. That expanded to include packaging and logistics and they now encompass the risks that come from plant and equipment, non-food products, materials, consumables and services.

The world's best food safety schemes have recognised and are emphasising the fact that many of today's recalls are caused, not by ingredients or process, but by physical and chemical contaminants.

Essentially, food businesses now have an obligation to mitigate the risk from these sources with an auditable due diligence process. Provided they have the necessary skills, they can do this themselves. Alternatively, they can rely on 3rd party certification.

This latter option is becoming more popular because the risk analysis isn't easy and the industry has an expectation that suppliers be involved in the process.

Essentially our scheme is designed to meet that due diligence requirement and provide both the buyer and seller with confidence as to the product's fitness for purpose.

Often the suppliers of these key products supply multiple markets. They too need assurance that the products that they supply to this specialist food sector are appropriate. I'm talking about things like kitchen wipes, lubricants, cleaning and pesticide chemicals, flooring and lighting. Fine they might be, but 'fine' in an engineering shed is not necessarily 'fine' in a food plant.

F&B: How does the evaluation process work?

CW: There are a number of international certifications that address individual characteristics, such as food contact material or cleanability, as stand-alone criteria.

Ours is different in that we apply a risk analysis and have 10 key criteria, all of which need to be satisfied prior to certification. In this process, we will examine toxicity, batch and quality control, consequence of error, labelling, instructions and claims. Each product needs to pass each criterion and it has to make a contribution to food safety.

F&B: Who does the evaluation and where?

CW: HACCP Australia employs a number of highly experienced and qualified food scientists, both in the Sydney head office and in our regional and international offices.

Depending upon the nature of the product or service, we will examine the product itself as well as, where necessary, the quality system that supports it and the on-site performance. Products continue to be evaluated after certification and service providers are audited. It can be an extensive process and can be demanding on the product.

F&B: What is the pass/fail rate?

CW: Many of the larger companies do manufacture really good products. It is no surprise to me that the more expensive and better designed and made of these have the least problems. These people have invested in food safety.

Others struggle. I would estimate that no more than 50 per cent of applicants pass first time. However, they do often reengineer. That is great to see and shows a commitment to our industry. In some sectors failure rates can be higher.

F&B: Can you give me an example?

CW: Lighting is a good one. Many food businesses are very aware of the possible foreign body contamination from lighting products - historically there has been a risk of falling nuts and bolts (or of course glass) over production zones.

The lighting industry has addressed glass but we now see many products with heat dissipating design which makes them impossible to clean and a great pest harbourage. So instead of glass falling into our food, we now have dead insects!

The makers of lights that do carry our mark, such as **Thorn**, Zumtobel, Shine On and Haneco have really thought about their application in the food industry.

F&B: What about the standards?

CW: We have a number of both public and proprietorial standards against which products are evaluated and expectations for a vast range of products which have been developed over the last 15 years. It has been a significant investment. HACCP International is a JAS-ANZ accredited product certifier and all our systems meet the requirements of ISO 17065 (the standards for product certification).

We have just released a new standard titled 'Pest



Poor lighting design can lead to uncleanable surfaces. pest harbourages and debris falling into food products.

Management Services for Food Businesses'. Hundreds of hours have gone into its development governed by an impartial committee of stakeholders comprising retailers, food safety auditors, food processors and pest managers.

It is a world first in publically available standards for this sector. There are many 'guidelines' but our industry isn't keen on 'guidelines'. 'It is or it isn't' is what we like!

It is available from our website at no charge and gives the food industry a really useful tool as well as an understanding as to what pest management companies that carry our mark have been audited against. It is also designed to capture all the requirements of all the international best practice and GFSI standards.

F&B: Your scheme appears popular overseas? Where and why?

CW: We now undertake more product certification business outside Australasia than we do within. We have staff and offices in Hong Kong, Singapore, the UK and now in the US.

It's great that an Australian company has joined the ranks of exporters in a sector which isn't one of, what I call, the '4C' club - carbon, cattle, crops and cabernet! Australia is a world leader in agriculture and food, and it is no surprise that the scheme has its origins here in Australia, one of the world's centres of excellence in food and food science.

While there are a number of international schemes, ours seems to have become very popular in certain markets. Among other reasons, I think this is because of the holistic nature of the certification and the alignment with best practice standards.

In Europe, for example, food contact products need, among other things, EU1935 compliance. But that in itself only addresses the material, not the design. Our scheme obviously requires the same but so much more. Furthermore, it is conducted in a way that the QA department in a food business would expect.

F&B: Can you give me some examples of products and what you look for?

CW: Anything that has an impact on food safety but particularly those that have incidental contact or present a significant risk.

Gloves are a good example. I am of the school that would rather my food was handled by a clean hand than a dirty glove, but if it is to be handled by a clean glove, we need to know what that clean glove is made of.

There are some really nasty gloves out there made from totally unacceptable material. A thin slice of the food handler's flesh in my sandwich would be only slightly less palatable than certain glove material we have come across!

Kimberly Clark, MCP, Bunzl, Bastion, RCR, Oates, Edco, Prochoice and The Glove Company all make some excellent products in this area. Others are listed on our website. If they are just slightly more expensive – there's a reason.

Pest management chemicals are an unavoidable material that all food businesses need to some extent. Our certification ensures that they are all food-safe and fit for purpose.

There can be a temptation for controllers to use cheaper (or what they might call 'more effective') chemicals. Our certification mark ensures that this can be controlled.

The certification not only covers the product but also such things as the application method, instructions, quality control and allergens. BASF, Bayer, Bell Chemicals, FMC and **Syngenta** are examples of manufacturers which have products that are particularly appropriate for the food market. Others, while appearing to be similar can present significant risks

Our certification not only examines such products but also determines in which 'zones' they are appropriate. 'Primary Food Contact' or 'Splash and Spill' zones, for example, are indicated on the certification.

Flooring and walling is another product group we commonly see. Everybody knows that mistakes in these can be really expensive in terms of fit out and disruption. Our evaluation process can really help industry specifiers when selecting food safe surfaces and hardware. Roxset, Flowcrete, Altro, Ucrete, Clifford, Sika, Bethell Flooring, BlueScope and Blucher come to mind. Once again, there are others on our site which have all invested in the food industry's needs.

F&B: Who should those in the industry contact if they want to know more about the certification and how you do things?

CW: We really encourage food safety and quality managers to talk to us about certified products – especially when they are making purchasing decisions or if they need to know what we have looked at or how we did the evaluation.

They can usually speak to the evaluation scientist directly and, while much of the information we hold is confidential, we can usually satisfy technical enquiries. That can be a useful resource for a QA or HACCP Manager.

A really effective, auditable, due diligence process is now an absolute for food businesses operating to world's best practice food safety standards. Our scheme delivers precisely this.

I did hear of a production director of a large international food processors who said, "If it doesn't have that mark on it – you better have the facts and my express permission to bring it in otherwise".

That's one way of doing it! *

For further information, please email info@haccp.com.au First published in Food & Beverage News | Dec/Jan 2017 | www.foodmag.com.au

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nderstanding the extremely high standards that Australia's food and beverage manufacturers work towards to ensure that consumers receive the highest quality products, SEW-EURODRIVE is pleased to announce certification by HACCP Australia for its mechatronic drive system MOVIGEAR® type B, variant for wet areas.

Mechatronic drives combine close coupled Mechanical, Electrical and Electronic elements and are optimised to deliver efficiency and functionality superior to traditional solutions. In the food industry they are used to provide controlled motion to machinery such as conveyor belts, blenders and pumps.

HACCP principles – designed particularly for the food and beverage industry – are in place to ensure the highest standards of consumer safety in the final product by identifying potential contamination points, known as critical control points (CCPs) and then implementing, monitoring and verifying procedures.

Traditional machine components are not only difficult to clean thoroughly, they also generally require production areas to shut down - at least in part - for cleaning activities to take place. This procedure places strain on production timeframes, contributing to reduced product throughput and affecting the overall profitability of the operation.

Machine components mounted in production or processing areas are often exposed to harsh cleaning chemicals. The shape of the component, its material composition and the method of substrate protection all play a large role in the cleaning

efforts, likelihood of becoming a source of contamination and component longevity.

Due the anti-corrosive properties of high grades of stainless steel, it is a popular choice for components and fixtures in production environments in the food and beverage industry. However, due to cost pressures, weight restrictions and component availability, motors and gear units are often supplied with housings made from aluminium or mild steel.

Motors and gear units are usually coated with a paint system and have a tendency to prematurely fail in a harsh food and beverage production environment due to lack of care, abrasion and exposure to caustic cleaning agents. Alternative surface finishes such as anodising, nickel and Teflon provide superior corrosion-inhibiting and abrasion resistance properties compared to painted surfaces.

MOVIGEAR® for wet areas is designed specifically for the food and beverage industry and provides a number of advantages over traditional drive solutions. Up to three core products - gear unit, motor and drive electronics - can be assembled into a self-draining and compact housing. Combining the technical and practical advantages of all three drive components leads to an increase in performance, efficiency and reliability. The MOVIGEAR® product range can be easily integrated into most materials handling applications such as conveyor systems.

The smooth housing of MOVIGEAR® for wet areas is finished with a 'HP200' treatment which is burned into the surface during the application process. Highly resistant to rigorous cleaning regimes, including chemicals and high pressure wash down, the integrity of the surface finish eliminates the possibility of paint flaking often associated with traditional surface coatings. The inherent anti-stick properties contribute to a reduction of debris build-up resulting in reduced cleaning efforts and system downtime. Standard inclusion of stainless steel shafts, fasteners and auxiliary fittings further enhances the hygienic and anticorrosive properties of MOVIGEAR® drive systems.

MOVIGEAR® type B variant for wet areas is a totally enclosed, non-ventilated mechatronic drive system which has been designed according to the principles of convection cooling, eliminating the need of a motor fan. With the MOVIGEAR® product range, motor-fan noise, spread of germs and bacteria due to air swirls are a thing of the past. A superior level of protection from liquid ingress is achieved with the use of high quality gaskets and seals fitted between segments of the MOVIGEAR® housing.

Rated at IE4 Super Premium Efficiency according to standard IEC 60034 of the International Electrotechnical Commission, a major benefit of the MOVIGEAR® range is its impressive energy savings potential.

SEW-EURODRIVE provides training on the MOVIGEAR® product range, so that system integrators and end users can better understand its functionality from an engineering and maintenance perspective.

Company background:

The SEW-EURODRIVE group is a global designer and developer of mechanical power transmission systems and motor control electronics, headquartered in Bruchsal, Germany. Its broad spectrum of integrated solutions includes geared motors and gear units, high torque industrial gear units, high-efficiency motors, electronic frequency inverters and servo drive systems, decentralised drive systems, plus engineered solutions and after-sales technical support/ training.

The Australian division of SEW-EURODRIVE is headquartered in Melbourne and is supported by a network of offices in Sydney, Brisbane, Mackay, Townsville, Adelaide and Perth. A comprehensive service and technical support centre is located in Melbourne, and is complemented by production, service and assembly facilities in all mainland states. SEW-EURODRIVE offers a full 24 hour emergency breakdown service on its products to put customer's minds at ease. SEW-EURODRIVE can also tailor a training program to equip customers' with a comprehensive set of skills to get the most out of motor and drive technologies and applications. The company's customer base includes large-scale corporations and smaller entrepreneurial enterprises across Australia. *

For further information www.sew-eurodrive.com.au P: 1300 SEW AUS (1300 739 287)







From secure factory perimeters to secure food supplies.

From HACCP to TACCP and VACCP!

By Richard Mallett,

European Director of HACCP International

ack in July 2015 we wrote an article that summarised the main changes in Issue 7 of the BRC Global Standard for Food Safety. This of course included food authenticity and showcased really the BRC as an early adopter of the need to assess and mitigate food fraud, ahead of the other GFSI benchmarked standards, for which a GFSI requirement to incorporate the need for assessment of food vulnerability is now in place from 2017 in the next updated Standards.

In this article we would like to share some tips and ideas about what elements a food vulnerability risk assessment should include and what to do next with it. We say 'what to do next with it' because the reality of putting the time, effort and expert resources into producing the vulnerability study may produce a good study, but little in the way of further action to implement it and put it into practice. Moreover, any vulnerability study ought to be considered alongside the overall threat to food security. Yes, each type of study is driven by two separate, and newly created, acronyms - TACCP (Threat Assessment Critical Control Point) and VACCP (Vulnerability Assessment Critical Control Point) but in fact, unknown or unverified staff members, perhaps those with a criminal background or illegal entrants to a country, at any point within the supply chain, may (respecting that it will be a tiny minority) have been coerced or financially tempted into not just food tampering but food substitution or alteration for financial gain. So not only could food fraud be happening within your supply chain, it could be happening within your own secure perimeter!

> The higher the value, the more likely it is to encourage the criminal activity of food fraud."

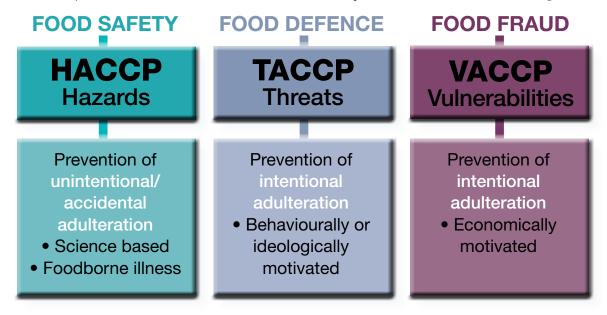
During a recent BRC Certification visit to a food supplier, a respected and senior Certification Body auditor-trainer mentioned, during his evaluation of the vulnerability risk assessment, that he had seen studies ranging from a page or two long, to those with significant detail, quantitative in their analysis and with clear action plans. The question here must be whether this is enough robust guidance to completion of a VACCP risk assessment or whether some within the industry are completing a short study to tick the audit box and crossing fingers for the days of audit. So, this may be the only opportunity to disclaim this article as the absolute reference point for conducting a VACCP analysis! Indeed, the intention is simply to provide the reader with some thoughts about types of information, the importance of information sources and what to do with it.

When considering the layout of a VACCP assessment, think firstly along the lines of HACCP. You should perhaps consider the entire process flow from supply chain to despatch and even third party storage and haulage. A VACCP flow diagram will help here. Next you really should determine a scope of the VACCP assessment – documenting types or categories of foods considered in the study, the information sources you will use for horizon scanning and the occasions upon which you will routinely review the VACCP plan or indeed occasions which would call for an extraordinary review, such as emerging risk or data that illustrates that certain food sources have become or are at great risk of becoming a vulnerability threat. There is a surprising amount of information that illustrates the "top ten" type of list of food commodities at risk, including sources such as the European Parliament draft report of 2013 (2013/2091) on the food crisis, fraud in the food chain and the control thereof, which states that the top 10 foods subject to fraud are: olive oil, fish, organic foods, milk, grains, honey, maple syrup, coffee & tea, spices, wine and certain fruit juices, based on academic studies, police records and industry consultations.

There is no specific rule on whether a VACCP assessment must be scored quantitatively according to risk or just a qualitative assessment but it may be easier in the long run to determine an overall risk rating in order to prioritise the follow up actions that may be needed as a result of the review. One of the most important factors to consider are the categories, or types of risk. Just as for HACCP, if we declined to consider the chemical food safety hazard sources whilst having a robust study for biological, physical and allergenic hazard, so it is with VACCP, the outcome of exclusion of a risk source may make for an ineffective VACCP Plan. So what might be some good vulnerability risk sources to consider? Well, the list below, whilst not necessarily exhaustive, may provide a good starting point:

• Availability of raw material due to, for instance, crop disease, crop failure or even geo-political unrest in source areas. There are some excellent sources of information and the reader may do well to bookmark the Food and Agriculture Organisation of the United Nations website where comprehensive information on crop and livestock yield, prices, weather or climate induced shortages, and disease induced shortages are freely available and in most cases document a quantitative report comparing previous years or periods and looking ahead to future years and periods. This requires reading of course and taking note of the detail but certainly provides, for most foodstuffs a robust analysis. There may also

- be some useful information from sector, or food commodity specific, sources available. As just one example, 'Oceana' and 'Globe Fish', both operate comprehensive websites with freely available information about global fish and seafood supplies.
- The ease with which a particular food can be substituted by another. Somewhat disappointingly the USP based Food Fraud website, which was freely available and documented past cases of food adulteration or substitution for all food types, used to be a free service. It now requires the purchase of a quite costly licence to access the data. This has most likely happened in response to the array of automatic, web based, horizon scanning systems which are now available, some of which are indeed extremely comprehensive, and may be a good opportunity for larger business for whom the cost of a repeating licence is not a barrier. Those who cannot invest are reduced to search engine analysis picking up on stories from industry, reported by legal authorities and even by the food industry themselves.
- handling" links in the supply chain, considering especially storage and distribution agents as well as the agents or brokers involved. It is considered that the shorter the supply chain the lower the overall risk, as there are simply fewer partners who have been coerced or find themselves financially tempted by criminal adulteration or substitution of foods. Those who have access to foods, physically, are the greatest risk, but criminal activity involving agents or brokers cannot be discounted.
- The credit rating of the supplier Those suppliers that are in significant financial difficulty may be tempted by food fraud to attempt for instance to sell a lower value commodity "dressed up" as more expensive, for instance substitution of non-organic for organic produce or by use of a filler or substituted material to lessen the cost to them. It would be an unnecessary black mark to consider all suppliers in financial difficulty as risk sources, but from the point of view of VACCP, the risk is greater.



- The value of the raw material the higher the value, the
 more likely it is to encourage the criminal activity of food
 fraud. The Food and Agriculture Organisation website is
 invaluable here as it contains up to date commodity prices and
 predictions. The food industry will have, within its accounting
 system, vast quantities of data here too, which could be
 accessed to determine pricing trends for raw materials.
- The availability, accuracy and use of analytical methods to determine purity. The laboratory, and the laboratory diagnostics supply industries are showcasing an ever greater range of tests and kits to determine purity and to identify common adulterants in certain food types. A study of any food industry journal or trade magazine will yield information relating to the test available and the food types covered. Visiting the websites of, or talking directly to these suppliers or the laboratories will provide for some useful information you can use within the VACCP Plan and may even provide for a useful source of purity checks you may wish to conduct, as part of an action plan resulting from VACCP, on your own raw material supply.
- The length of the supply chain the more numerous the links, the more likely fraud will go undetected. This requires detailed knowledge of the number of "food

- The geographical source of raw material some geographical areas are more commonly associated with food fraud. This situation should improve as greater legislation and active regulation of the legislation is implemented across the globe but for now there are areas at risk simply because the resources, know-how or willingness to inspect and monitor for food fraud activities is not robust.
- The use of unverified and unchallenged suppliers. This considerably increases risk of food fraud, especially in conjunction with number 5 above (length of supply chain). The controls that should be in place are either verification of a genuine GFSI certificate (as long as VACCP is an element of that particular standard) or an actual audit of the supply chain. The use of self audit should really be limited, in VACCP terms, to food commodities which are of lower overall risk, and this will indeed be determined through the robust VACCP assessment.

Once information on risk has been established, based on these and other root causes, controls should then be proposed to reduce the risk of food fraud. This may be by considering controls such as, but not necessarily limited to:

 Shortening the supply chain length where possible, or assessing an documenting a full analysis of VACCP based controls within that supply chain where shortening the supply chain is not practical or desirable.

- Demanding certificates of analysis of purity with each batch or setting up a screening programme for those food commodities which come out of the VACCP Assessment as high risk.
- Full audit, verification of VACCP information and/or certification of the supply chain.
- Demonstrable and full traceability within each link of the supply chain.

Earlier we mentioned the uncomfortable possibility of members of staff or trusted partners being part of food fraud. This should be accounted for in VACCP with, as a minimum, a link to TACCP, wherein there should be detailed arrangements to screen and check for instance new members of staff, establishing their right to work in the country, reference and where needed criminal background checks.

The next thing to consider is what to do with the information that the VACCP study yields. Like any good risk assessment the study will highlight areas of compliance and areas that require the implementation of further controls. This is the advantage of a quantitatively scored VACCP Plan. Action can be targeted where it is needed most. Action plans should be devised and may include audit of the supply chain, or the implementation of random raw material screening controls for instance. It is the fulfilment of these action plans that, ultimately, will serve to reduce the risk of using adulterated or fraudulent food supplies. Don't forget to follow these actions through – the BRC, SQF or FSSC auditor won't forget to look! *

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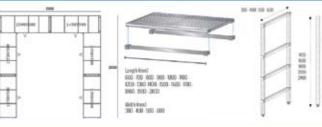




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WITH GEN-F, YOU SNOOZE **YOU LOSE**

By Graeme McCormack,

Food Associates



he catch-cry of 'you snooze you lose' has relevance across all aspects of ambition and success, but never has it been more pertinent than in todays hyper-competitive business of food.

Whether you sit in the super-speed channel of fast casual dining, QSR or convenience food-to-go, or you're engulfed in the ultra-demands of FMCG, the need for all food businesses to stay alert, nimble, relevant and ahead of the pack through efficient and effective innovation programs and dynamic new product development is now more extreme than ever.

Put simply, if you're in the food game and you snooze on this aspect then you will most definitely lose, guaranteed.

So what's driving this need for constant innovation? Why can't a successful food business rest somewhat on its laurels for a period and bask in the glory of its 'genius'?

The rise-and-rise of the fast-casual Millennial foodie consumer, 18-35 year old males and females, and their on-going increasing expectations around the food they eat and the experience it delivers is what's driving this ever present need for change.

As an industry, we're no longer selling to consumers, we're selling to foodies, we're selling to 'Gen-F'.

In the past, the drivers which Gen-F have seen as being stock-standard include their food being fresh, flavoursome, easy, clean, modern, healthy and sustainable.

But now Gen-F expect a significantly heightened level of engagement with their food, one where it directly complements and enhances their personal interests and dynamic busy lifestyles.

To truly engage Gen-F their food experience needs to be educational, a journey, experiential, personable, instant, quirky, interesting, sexy, emotional, storytelling, international, fun, on-trend, on-line, nimble, interactive, communal, passionate, fashionable and social.

Gen-F communicate about their food not only by word of mouth to their friends, family and colleagues but more prestigiously and ferociously via mainstream social media to the masses.

So why does Gen-F predominantly use these digital communications? Because they're instantaneous. It enables them to simultaneously monitor trends and innovation whilst providing them with their own media channel through which they can showcase their personal food passion and knowledge, and impress others.

Food is no longer perceived by Gen-F as a simple commodity, it's now considered a lifestyle. Food knowledge and understanding has become a means by which a person can improve their own personal social credibility and status. It's very cool to know about food.

'Last month', food strategies were being created to accommodate the customers convenient access to innovation, freshness, provenance, sustainability and wellbeing. These are all now a 'given'.

'This month', casual dining and food-to-go strategies will be exquisitely engineered to meet and exceed the requirements of the high paced, infotainment urges, immediate interactive demands and 'FOMO' fears of Gen-F.

You're right, that's a hell-of-a-lot to pack into a 'simple' burger, sandwich or cake, but that's their expectation and, as such, that's the challenge and opportunity for food retailers and manufacturers alike.

Meet the challenge and you will convert the opportunity into success. Conversely if you don't, you won't.

As a food business owner or manager it's time to step-up or step-aside, because the demands of Gen-F won't be abating anytime soon.

The choice is simple, either engage proactively in an on-going program of dynamic food innovation and capture the hearts and minds of the burgeoning Gen-F market or sit passively and snooooze your time away hoping that what you've done in the past will be good enough to sustain you in the future.

I know what our advice would be. *

GRAEME McCORMACK is the Managing Partner of Food Associates.

Based out of their interactive Food Innovation Hub in Sydney, Food Associates service many clients across foodservice and FMCG, including large and emerging franchise chains, multinationals, manufacturers and independent start-ups.

Though their Food Innovation Hub, Food Associates delivers practical effective solutions across a variety of complementary services, including insights and trend-led food strategies, food innovation and new product development, brand development and management, menu creation, marketing, creative

design, packaging design, retail operations and training, retail concepts, manufacturing and supply chain.

Food Associates also has affiliate offices in New York, Shanghai and London. *

Contact: +61 (0)438666036 graeme@foodassociates.com.au



innovation

SMC offers opportunities in the food and packaging industry with

the SY5000 IP69K

SMC, the world's leading provider of pneumatics recently launched a new edition to the SY series of valve manifolds targeted at the food and packaging market. With its diverse customer base, SMC covers all automation industries and provides customers in their respective markets with the best possible solutions.

A rare find in the food industry: the IP69K rated manifold

According to Robert Taylor, Product Group Specialist at SMC Australia and New Zealand, the new IP69K manifold, available as part of the SY 5000 range, was developed with USA food industry customers in mind. The USA had various customer requests for such a manifold and it was developed using local market research.

The recent redesign means that the SY5000 now has a IP69K rating. According to Taylor, "this is another leading edge product that SMC has produced for the market. The focus on quality and performance of this product is second to none. SMC again demonstrates that its focus is on customer driven product development."

The unit is now suitable for wet areas and can withstand wash down and cleaning. Customers have the ability to install valves outside the protective panel and close to the actuators for better control. The new device is lightweight and comes in a small package, is corrosion resistant and easy to clean and maintain.

The unit is available with options of rubber or steel valves. Pressures from – 100 to 700kPA is achievable in the rubber seal, with the metal seal operating at up to 1000kPA.

The compact unit also comes with an optional power saving coil which draws as little as 0.1 Watts.

SMC Pneumatics, a company with traditional values of building relationships and servicing customers, prides itself on customer-centric design. "This is just another example of our commitment to exceeding our customers' expectations," comments Taylor. "SMC has over 5000 sales people worldwide, which means we have ample opportunity to come into contact with customers and experience firsthand their need for new innovation. SMC offers customers the service of a 'design to order' option. This means we will design what the customer needs for a specific application. This was the case in the US and now this innovative unit is available to the rest of the global market as well."

The units come fully assembled from Japan where the complete manufacturing cycle is managed in-house. This gives SMC the assurance of quality because they have complete control of the product from raw material to finished goods. The unit is thoroughly tested before it is shipped out.

Despite its size, this global company offers fast turnaround time and flexibility on delivery of these units. Due to the global network, SMC can get the product to the customer in record time.

"If we see a market demand locally we will start stocking and assembling these units ourselves in Australia. We have the manufacturing capabilities and facilities to do this" adds Robert.



New IP69K manifold from SMC Pneumatics

About SMC: SMC Corporation are the world leaders in pneumatic technology and are experts in automation control. Formed in Japan in 1959, the company now offers over 11,000 basic products with 760,000 variants. SMC is the world's leading pneumatics provider and has been voted for three consecutive years as one of the most innovative global companies by leading business magazine, Forbes. Locally the company has a 40% market share. *

For further information: www.smcworld.com











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Two 'firsts' occurred in the first 4 months of 2017 for GMO-ID Australia: ApprovalMark International in conjunction with GMO-ID Australia established the first Australian Non GMO Standard.

p until last year, GMO-ID Australia worked in close partnership with a UK-Based Certification Body. "The relationship with our UK associates was very good and a lot of assistance was provided in the early years", Says Martin Stone, Director GMO-ID Australia. "However, it became clear that the standard, the associated systems and ultimately the cost were not well aligned with the expectations of the Australian market", Stone says. As a result, GMO-ID Australia sought out a local certification body with experience in the development of these types of standards.

Martin Stone says "we needed to develop a standard and associated systems that were robust, somewhat simplified, in tune with Australian organisations whilst being internationally recognised". "This has been achieved through our association with ApprovalMark International, a dynamic Certification Body that is well aligned with the domestic and international market", adds Stone.

We are very pleased to announce our association with ApprovalMark International and the release of the new Non-GMO Standard. The opportunities of promoting this work class system are exciting and we look forward to assisting Australian organisations achieve their Non-GMO certification objectives.

The Australian Carob Company was the first Australian primary and secondary producer to attain Non GMO certification against the new, ApprovalMark International

Originally certified to the EU standard, The Australian Carob Company has achieved certification to the new standard this year. "The whole team of GMO-ID Australia, ApprovalMark International and of course, The Australian Carob Company, were thrilled with this achievement", says Mr Terry Moore – General Manager GMO-ID Australia. The result means that the The Australian Carob Company can proudly bear the certification mark easily identifying the product range as Non-GMO.

We are looking forward to a long association with The Australian Carob Company and congratulate them on their achievement. *

For more information on GMO-ID Australia go to www.gmoid.com.au or call 02 9956 6911

Introducing **ApprovalMark** International



ApprovalMark International is a Certification Body accredited by the Joint Accreditation System of Australia and New Zealand (JAS-ANZ).

e are accredited for Product and Management System certification. The family owned business was started in 2010 by the company Director John Prasad. He is a qualified professional engineer with combined experience of over 25 years in quality control, quality assurance, product certification and type testing of products to various Australian and International Standards. ApprovalMark International has participated in various Standards committees in developing Australian Standards, and has represented Australia at the ISO committee. John's expertise is recognised in the industry as he is a NATA technical assessor in the field of mechanical testing.

ApprovalMark International is an Australian owned and operated business. Starting with a few Australian clients, ApprovalMark International has built its reputation and now has footprints across the globe with international clients from the USA, Europe, Asia and the Pacific Regions. ApprovalMark International is the fastest growing certification body in Australia as they have now recently expanded its operations in the field of



Martin Stone GMO-ID Australia, Michael Jolley The Australian Carob Company and John Prasad Approval Mark International

testing by opening a laboratory accredited to ISO 17025 by the National Association of Testing Authorities Australia (NATA).

ApprovalMark International and GMO-ID Australia identified there was a need to develop a Product Certification Standard for the local producers that would separate their specialised product from the competition. In order to do this, ApprovalMark International has collaborated with various stakeholders to develop the first truly Australian Non-GMO Standard to cater for the Australian market. The Standard is widely accepted across the globe and will pave the way for Australian producers to be recognised both locally and

John Prasad, Director ApprovalMark International says, "We are excited to be servicing the Australian Food Industry with this certification scheme and look forward to being of assistance".



he Australian Carob Company is owned and operated by Michael and Jam Jolley who acquired the 31Ha property at Booborowie, 200klms north of Adelaide in 2000 and commenced planting selected carob trees over a number of years. The trees selected were of a recognised sweet variety which adapted well to the South Australian conditions. Initially they installed a kibbler to crush the carob pods to supply to a developing market.

By 2010 they had planted 6,000 trees and moved the secondary operations into a purpose built factory which incorporated a kibbler, roasting and milling facilities. A fully automated packing line was installed in 2013 to pack the highly sought after Australian carob products.

By 2014 The Australian Carob Company was exporting carob seed to Spain and further enquiries about the value added carob products were coming from other off-shore markets. The 'word was out' about the Australian carob grower and manufacturer who was producing a sweet carob product that had never been tasted before.

In April 2014, Michael contacted GMO-ID Australia as new off-shore clients were asking if the Australian carob products were Non GMO certified. GMO ID Australia assisted The Australian Carob Company to achieve a European non gmo standard. In late 2016 Michael was informed by GMO – ID that an Australian Non GMO standard was almost finalised and would be administered by an all Australian company,

ApprovalMark International. "We need to be certified by a robust and recognised world class standard that would assert our Non-GMO status to the marketplace", says Michael Jolly, "and this standard delivers in all respects".

The Australian Carob Company achieved certification under the new Non GMO Standard in March 2016 (see photograph).

The certification of this vertically integrated, all Australian business and its 7 major high quality carob products has assisted The Australian Carob Company to access and supply markets in the USA, Canada, China, Japan, Spain and the UK. The operation also has Organic (ACO), HACCP/GMP and Kosher accreditations.



As we go to press, a partner and distributor of Australian carob products in the United States (Carobou Truffle Co.) has just announced that a newly developed, healthy snack product will be launched July 2017 in the US and Canada, known as 'The Aussie Shark Bar.' We hope that the success of this product will be underpinned by the achievement of the Non-GMO certification and wish Michael all the best with the launch. For further information go to www.australiancarobs.com or call 0408 891 994.

GMO Horizon Scanning



he EU's Rapid Alert System for Food and Feed (RAS-FF) portal was put in place to provide food and feed control authorities with an effective tool to exchange information about serious risks detected in relation to food or feed. This exchange of information helps EU Member States to act more rapidly and in a coordinated manner in response to a health threat caused by food or feed. In the past 12

months, the following detections of unauthorised and illegal GMO have been registered;

Detecting Countries	Product	Source	
Italy	Rice cakes,	China	
	Rice dumplings,		
	Rice spaghetti		
Bulgaria	Rice noodles	China	
UK	Red yeast rice	China	
Netherlands	Sauces	China	
Germany	Papaya	China	
Norway, Finland	Papaya	Thailand	
Austria			
France	Rice protein	USA	
	powder		
Austria	Papaya	Cambodia	
Hungary	Linseed	Czech Republic	







WORLD'S BEST PRACTICE'

standard for pest management services for the food industry

By Karen Constable,

Technical Manager of HACCP Australia

ne of the most significant issues effecting food safety is that of pest control. This subject is a major cause of food safety incidents, recalls, audit non-conformance and actions by state health departments.

HACCP Australia has just released a new standard that meets international best practice both in its development and in terms of the standard itself. It will make a huge contribution to reducing food safety incidents and can be used to ensure a consistently high standard of service, performance and outcomes in pest management and prevention within food handling facilities.

The new standard was developed by a committee of food manufacturers, retailers, auditors, pest management companies and HACCP Australia food safety experts.

Clive Withinshaw, a director of HACCP Australia says, "This is a world first. There are number of guidelines around but guidelines are only that – guidelines. A standard allows for absolute performance measurement and can be used as a minimum criterion for food companies and pest management service providers. Food companies that operate HACCP based food safety management systems, especially those certified to GFSI-endorsed standards, need to give their contractors a precise set of measurable expectations and pest management organisations that are certified to this standard will be able to demonstrate their ability to deliver exactly that which is required.

The new standard is already proving to be a very useful tool for food businesses in Australia and around the world. It has been years in development and the very hard work put in by so many people will at last offer a real benefit to our industry and a reduction in food safety risk and non-conformances."

All pest management organisations certified by HACCP Australia will be audited against this standard after a transition period. New applicants will be audited to this standard henceforth.

BACKGROUND

HACCP Australia has been auditing pest management organisations and their on-site operations for the purposes of certification since 2002. The previous auditing standard included all the basics that a food business operating a food safety management system would expect of a pest contractor and was generally very well accepted by food safety auditors and food businesses. Some pest management professionals, however, found the lack of prescriptive requirements to be

unhelpful. There was a need for clear guidance around food safety requirements to pest professionals. Food businesses also needed guidance around best practices that they could communicate to their contractors and to their auditors.

It was time for a change!

In 2013, HACCP Australia began to develop a new pest management standard by completely overhauling the old standard. They began with the laborious process of collating feedback and researching best practice, followed by the production of multiple drafts, each submitted to stakeholders for review and feedback. Finally, after around 20 drafts, agreement was reached and the new standard was published.

The new standard aimed to directly address elements of good service practices which were implied but not explicitly described in the old standard. For example, the old standard required pest management organisations to have written procedures for pest management activities but did not provide any guidance as to what should be in those procedures and it did not explicitly require staff to be trained in or compliant with those procedures. Unfortunately, there were organisations that were taking advantage of that 'loophole'. Experience and expertise within pest organisations was another area that was not explicitly addressed, as was the level of supervision and oversight of technicians' activities on food sites.

> The standard is available at no charge to food businesses, pest management organisations and other interested parties. To download a free copy, visit the tools/download page of www.haccp.com.au

The new standard contains more information to help pest professionals understand food industry expectations. It has been modernised to reflect recent changes in the pest management industry and in food safety standards, such as the growing use of electronic reporting and more stringent requirements for monitoring and analysis. In addition, it was developed with the input of many stakeholders, which makes it robust and fair, as well as making it suitable for use within a JAS-ANZ accredited ISO 17065 certification scheme.

OVERVIEW of CHANGES

The new standard includes a number of new requirements. Most of these have been added to better define and describe current best practice for pest management services for food businesses and to provide guidance for service providers and food businesses. Pest management organisations that are currently certified by HACCP Australia are already compliant with the most of the new requirements, with the exception of a change to what is required for approved chemical lists and a completely new requirement to conduct internal audits. Internal auditing is not currently practised by some certified pest management organisations and those organisations will need to create and implement new systems to be compliant with the standard.

All pest management organisations certified by HACCP Australia will be audited against this standard after a transition period. New applicants will be audited to this standard henceforth.

The new standard explicitly defines which types of food sites should be audited and provides options for provisional certification pest management businesses that do not have sufficient food customers to obtain full certification. Guidelines for classifying non-conformances and timeframes for closing out non-conformances are included to aid transparency and communications between pest professionals and auditors. Alternative means of complying with the intention of the standard are explicitly allowed, if they are judged to be suitable and effective. There is a new audit checklist and reporting format.

TIME FRAMES FOR COMPLIANCE

The standard is being implemented over a two year transition period, which started 1st March 2017, for currently certified pest management organisations. During the transition period, compliance to the 'new' standard (Issue 2.0) will be assessed and reported to auditees but non-conformities will not be raised. Conformance with the 'old' standard (Issue 1.3) will continue to be required for re-certification until 28th February 2019.

From 1st March 2019, re-certification audits will be conducted against Issue 2.0 and compliance with Issue 2.0 will be required for all pest management organisations that wish to be re-certified. New applicants for certification are assessed against the requirements of Issue 2.0.

What hasn't changed

- The new standard is voluntary, like its predecessor
- It is used to evaluate the services of pest management organisations on a branch-by-branch basis for the purposes of certification
- The audit processes and certification processes are unchanged

New requirements explained

Technical expertise

Technical expertise is explicitly addressed for the first time

in this standard. The new requirements are not onerous; they reflect current industry practices and should not require any significant changes to current operations for certified pest management organisations.

Treatments on food sites

The requirements for treatments within the new standard are similar to the old standard; they require that pest management activities on food sites must be performed without contaminating food, food equipment and food packaging materials. The new standard, however, includes extensive guidelines accompanying which define best practice for performing treatments in food handling areas. The guidelines were developed with significant discussion and input from the pest management industry and have been agreed upon by a committee of stakeholders.

Register of approved chemicals

Under the new standard a pest management organisation's register of approved chemicals (or approved products list) should distinguish between chemicals approved for use in food handling areas of food sites, other areas of food sites and nonfood sites. To meet this requirement, most currently certified organisations will need to make changes to their registers. Equipment and devices for use in food handling areas of food sites

Requirements for the physical characteristics of equipment and devices, such as rodent bait stations, their procurement, as well as their siting and labels are explicitly addressed for the first time. The new requirements closely align with current industry best practices and should not require any significant changes to current operations.

Internal auditing by pest management organisations

Internal auditing was not required of certified pest management organisations previously. Significant risks to food safety, however, existed in some operations that were not subject to appropriate oversight. The new standard requires pest management organisations to conduct formal reviews of operations ('internal audits') at each HACCP-level food site at least once every 12 months.

Formal training plans

Formal training plans were assumed but not explicitly defined previously. The new standard reflects industry best practice and most currently certified organisations should not need to make any changes to their current activities to meet the new requirements. However, for those not operating to best practice, the new standard does raise the bar on what is expected in terms of induction training, on-going training and records. A list of scheduled tool box talks just won't cut it anymore!

The standard is available at no charge to food businesses, pest management organisations and other interested parties from: www.haccp.com.au/tools-downloads/

HACCP Australia's auditors and certification team look forward to helping all certified organisations get ready for the new standard. Every audit between now and March 2019 will include feedback on what needs to be done – if anything – to prepare.

Certified organisations can contact HACCP Australia any time for help with the new standard on 02 9956 6911 or info@haccp.com.au.

For a list of certified organisations, or to become certified, contact us.



Did you know that SMC has a manifold which was specifically designed with you in mind?

The IP69K Hygienic Design Valve Manifold. This leading edge product is focused on quality and performance for the food and beverage industries.

Features:

- IP69K rated to withstand high pressure and steam cleaning
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Super Clean Tank **IN DIRTY OUT CLEAN**

uper Clean Tank has launched a new cleaning system that has taken the food service industry by storm. Auto Lift Tank incorporates a fully automated basket-lifting mechanism which maintains all the benefits of the original Super Clean Tank while allowing users to clean more kitchen items effortlessly, with much less manual labour.

Super Clean Tank is a HACCP Australia certified cleaning system for removing grease, fats, oils and burnt-on carbon from cooking pots, pans, trays and utensils. The user loads a basket with the items to be cleaned and lowers it into a tank to soak in a specialised cleaning solution. The cleaning solution is refreshed once a month, saving the hospitality industry time, water, power usage and labour.







The all new Auto Lift Tank came about after staff at TAFE Newcastle's cooking school raised concerns that the cleaning tank became heavy to lift when the tank was fully loaded. The team at Super Clean Tank rose to the challenge and began to design a system that would reduce the lifting burden and make the operations easier and safer by incorporating an automated lifting system into the skin of the tank to lower and lift the basket at the touch of a button. After much designing, building of prototypes and trialling, the Auto Lift Tank was launched.

The Auto Lift Tank, which has now been installed at multiple locations around NSW including TAFE Newcastle, is the perfect addition to any commercial sized kitchen. The team at Super Clean Tank will deliver, install and fully train all staff on how to use the Auto Lift Tank, as well as conducting on-site cleaning and servicing every month.

Further information or to place an order contact Michael at info@supercleantank.com.au

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FACTERIA

Getting serious about Bacillus cereus

acillus cereus is a bacteria which forms a toxin when it is allowed to grow in food. When the food is eaten, the toxin will cause illness that will last for 1-2 days. Symptoms such as vomiting and diarrhoea will occur rapidly after eating the food (about 2-6 hours normally) as the toxin begins to affect the body.

The bacterium is widely found in nature, being a natural flora of soil, vegetables, dust, water and cereal crops (from where the name is derived).

From such hosts, one recognises that B. cereus can be borne by food, water or air borne making elimination from the source very difficult.

Making matters more complicated is this bacterium's ability to form spores that are capable of surviving normal cooking procedures such as boiling.



Rice based meals can be high risk for B. cereus

Foods commonly affected include cornflour based sauces, cereal products and most commonly rice, especially that boiled and eaten cold. A high risk scenario involves the slow cooling of boiled rice and incomplete reheating to acceptable temperatures or long holding periods at room temperature. From a food handling and control point of view the most important factor is the cooling for B. cereus. Food must be rapidly cooled to below 5°C. FSANZ guidelines are clear on this. From 60° to 21°C in no more than two hours and then down to 5°C and below in no more than a further four hours. 🗱



AMEC PLASTICS

Located in Burleigh Heads on the Gold Coast, AMEC Plastics have been supplying a range of injection moulded products to customers in the local area and across Australia for over 30 years. Originally formed as the Aeroplane Model Engine Company, AMEC has grown from a hobby business into a capable and reliable provider of injection moulded products. AMEC services many segments of the plastics industry including; Caps and Closures, Food Packaging, Engineered Plastics, Medical and General Injection Moulding.

Our fully automated caps and closures for the Spring Water Industry have been in production for over 15 years. Our 55mm cap on 15 and 19 litre water bottles can be found on dispensers in the workplace and at homes all around the Australia Pacific region. In 2016, we released the second generation 55mm cap which further improved on the design and functionality whilst increasing production efficiencies for bottlers and protecting the piercing spike of water dispensing units.

Our cap range includes an 1810PCO 28mm cap appropriate for carbonated soft drink and spring water, a 30/25 spring water cap, a 29/25 spring water cap and a bladder valve & cap combination for bulk water containers and cask containers. All AMEC caps have built in tamper evidence and come in a range of standard colours, with specialised colours available on request.

Our range of thin walled and bulk food packaging is appropriate for many different food products and can be found in major food retailers around Australia. Our in-house design team are available to produce a customised and exclusive container design to make your product "pop" on any shelf.

With over 80 years of manufacturing experience from our technical staff, we pride ourselves on our quality, innovation and high At HACCP Australia we really value our customers and seek to build long term, consultative relationships with each of them. We are thrilled to showcase a selection of our food clients who have achieved certification for 10 or more years. Here, the business owners, in their own words, highlight features that have contributed to their operation's success. Each of these clients clearly has a common characteristic; a HACCP Food Safety Management Programme that is completely integrated into their everyday business activities. Congratulations to all who make this milestone, we hope to be working with you for another decade!



levels of service to our customers. Our 12 injection moulding machines are well equipped to produce anything from a 1.5g bottle cap to a 1.5kg electrical housing.

AMEC have been proudly HACCP Australia certified for the past 10 years and are in the process of attaining ISO 9001 certification.

24-hour operation ensures that all orders are produced in a timely fashion and with our office open 5 days a week we're ready for calls to discuss your next project or product! *

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THE TREAT FACTORY

The Treat Factory is a family business producing preserves and condiments from recipes handed down over 4 generations and was established in the historic Berry Central Creamery in 1992 by Leon Maxwell and wife Karin. But jam making has a family history for over 70 years in the Maxwell family.

In the 1940's Great-Grandfather (Arthur) purchased a rundown jam factory in Woonona called the Illawarra Jam Company. He introduced the production of bulk jams reaching the market for pastry chefs, bakeries, hospitals and schools. The Illawarra Jam Company quickly out-grew its premises and re-located to Sydney.

Grandfather (Harold) spent his childhood on the factory floor and eventually took over Illawarra Jam Company. In 1979, he retired and moved to Berry on the South Coast of NSW.

Retirement for Harold didn't last long. Times where changing, the demand of niche products was growing. He was approached and asked to make specialty lines in small unit sizes. He began manufacturing in a small commercial kitchen at home supplying a few specialty products for boutique businesses such as deli's, gift stores and hamper companies.

Demand once again began to grow and in 1986 Harold's daughter Karin and husband Leon Maxwell became involved and in 1992 they opened The Treat Factory in Berry where they produce and retail their brand - Maxwell's Treats.



Today, The Treat Factory is the region's largest gourmet preserve and condiment provedore, producing more than 300 varieties of jams, marmalades, sauces, chutneys, mustards, pates, dressings, and more. Whilst operational from the historic Berry Central Creamery, it has a modern, HACCP certified production kitchen and can produce more than 5000 units per week. Maxwell's Treats preserves and condiments are distributed across Australia direct from The Treat Factory and through distributors in regional areas and capital cities.

Our products have a strong reputation of quality in the food industry winning many Fine Food awards over the years. The Treat Factory has three main sales channels. Firstly are sales under our own branded label - "Maxwell's Treats". Secondly, we manufacture clean skin products and finally, products produced through contract manufacturing for other brands. Each of these sales channels accounts for approximately one third of our business. Over the last few years we've noticed a growing trend in the sales of clean skin products. Companies and small businesses love the fact they can "self brand" products. We provide our



customers with Product Specification sheets outlining all the legal labelling requirements for each product then it is up to the customer to design a label that reaches their market.

Contract manufacturing is also a very important element of our work. Many businesses like to present their customers a niche product or may have an idea for a preserve or condiment style product but don't know how to make it happen. We work closely with businesses to develop a product that specifically suits their market. We work through recipe development, even through the presentation and labelling of the product. Over the years The Treat Factory has been approached by up and coming preserve and condiment producers to manufacture their products under their own label. Often, we see companies start up in a small commercial kitchen but then outgrow their space and unable to supply their demand. This is when they come to us. With larger cooking kettles and an automated bottling machine, we can replicate their recipe on a larger scale and speed up production process with our modern equipment.

The Treat Factory is the perfect balance of old and new. In a way, not much has changed over the years. We still measure out the herbs and spice, peel and cut fruit and vegetable, add sugar and stir the vats. Together, experience, equipment and HACCP procedures has allowed the quality of 300+ originally handcrafted products from recipes 70 years old to be consistently and efficiently produced at the highest levels.

HACCP procedures take care of the food safety of our products and if something was to ever go wrong we know we have excellent traceability. I think that when potential customers of ours look into our business and see we are HACCP Australia certified they feel a real sense of security. People involved in the food industry understand and respect the certification process and the quality of produce delivered from a HACCP certified facility. *

Contact us on 02 4464 1112 www.treatfactory.com.au



SUSHI TRAIN

Quality is valid as long as safety is maintained

Over 20 years ago, Sushi Train (Australia) Pty Ltd.'s Founder and CEO, Bob Jones brought the "Rotation Sushi Bar System" to Australia. This system is now well known as Sushi Train, a unique original concept of picking fresh sushi moving along the conveyer belt. Soon after, Sushi Train (Australia) Pty Ltd. opened its first restaurant in Queensland in 1993 and New South Wales in 1997. Today, 46 Sushi Train restaurants operate in Australia and 2 in New Zealand. Each is set up and operated by creative and inspirational individuals.

All ingredients for Sushi Train restaurants in QLD and NSW are supplied from the HACCP accredited central kitchens ensuring fresh product is delivered every day. Highly qualified sushi chefs then transform the ingredients into a dish of great quality.

With HACCP Australia's great support, we have achieved HACCP certification for 10 years, and have maintained excellent levels of food safety for our customers every day. During the 10-year period, both central kitchens have been relocated, however, in each case the re-certification has been granted with the minimum transitional time.



Sushi related businesses have always been controversial whenever food safety issues are considered. Traditional sushi ingredients such as raw fish, vinegared rice and seaweed can be seen as outside the regular preparation styles common in the west. However, we have always been confident in our products and processes. We have learnt much through the HACCP certification processes and daily practices after being certified and this continues to contribute to our excellent food safety record.

Our restaurants strive for our customer's satisfaction of their dining experience, and the central kitchens with HACCP Australia certification ensure the ingredients are wholesome, intact and safe. *

Contact: Sushi Train (Australia) Pty Ltd QLD HQ: 07-3382-9000 NSW HQ: 02-9317-2700 info@sushitrain.com.au

www.sushitrain.com.au



THE BILTONG MAN

Reon and Lyndie Wilsenach established Springbok Delights, an upmarket specialty butcher shop in Lane Cove, in September 2000, almost 4 years after arriving in Australia. Along with selling great quality locally sourced produce, we started making biltong and commenced introducing this (traditional South African!) delicacy to the Australian market.

From the very beginning we supplied restaurants and retail shops with our Biltong and Boerewors. Our loyal and rapidly growing customer base, both in our retail shops and wholesale, meant increased demand for our products and we soon realised that we have run out of space!



Due to this ever-growing demand for our products we opened our custom-built factory (The Biltong Man) in Mascot 6 years ago. The Biltong Man is a fully HACCP accredited manufacturing facility with a current A-rating from the NSW Food Authority.

Our factory is small enough to ensure the consistent high standard of quality in our products, yet our infrastructure lends itself to enable us to increase our current production levels threefold.

We have recently invested substantially in new and improved processing- and packing equipment to streamline our production processes and increase capacity and product quality.

Apart from making the best Biltong and Boerewors, we also manufacture hamburger patties, meatballs and a range of cooked and uncooked sausages for a select range of our customers.

We pride ourselves on using our own unique recipes and mixing all of our own spices in-house.

Our philosophy is simple: We are constantly and consistently striving to exceed your expectations! *

Contact us on 02 9693 2929 www.thebiltongman.com.au



A CASE OF FOOD PROCESSING CONTAMINATION

Background

n 2014, when it was discovered that contamination was affecting their food processing chain, a Melbourne food manufacturer was at risk of losing a major contract with a national retailer.

"All of a sudden, the company's products were being rejected by the retailer and being sent back from the stores," says Coolclean Managing Director, Darren Driscoll.

It was clear that the company's income and reputation was at serious risk unless the cause of contamination could be found and eliminated. The manufacturer began performing bacterial swab testing on the entire food production area, including walls, ceilings, benches, cooling units and food processing equipment.



Evaporator swab testing

The fan coil units tested positive for biological contamination and it seemed likely that the contamination in their food product lines could be attributed to the fan coil units. Unless the hazard was rectified immediately, the manufacturer could lose its supplier status with this retailer.

Solution

"Following the positive swab test on their fan coil units, the food manufacturer contacted us for advice," says Darren.

Coolclean conducted a thorough inspection of the cooling systems, discovering bacteria growth in fan coil units that were visibly dirty. A cleaning and sanitisation procedure was quickly implemented for 30 fan coil units in the food production areas and cool rooms.

Darren explains: "Apparently another company had been responsible for cleaning the cooling units in the building. It was clear that their approach had been inadequate, as it failed to stop bacteria growth between cleaning operations, which resulted in contamination of the production lines."

It was necessary to thoroughly clean and sanitise each of the cool room fans and coil units. A regular cleaning program was then put in place by Coolclean. This included antimicrobial treatments, as well as condensate pan protection.

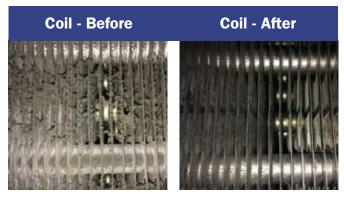
Coolclean's eco-friendly approach to cleaning and sanitation is endorsed by HACCP Australia and validated by CSIRO to eradicate microbes and bacteria while maintaining a food-safe environment. Darren adds: "The biocide that we use provides 12 months' residual protection against the recolonisation of bacteria and mould."

Results - Equipment hygiene

Coolclean's quick response and an effective cleaning

protocol has played an important part in helping to protect the manufacturer's reputation.

No further remedial action has been required, because authorities have not found any instance of a high bacteria plate count. Nor have any non-conformance issues been raised during audits.



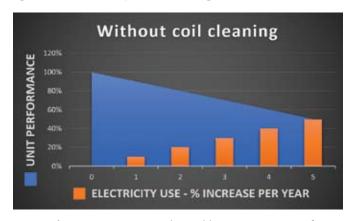
"Over the course of the last two years, our service team has been cleaning and treating each of the fan coil units on a regular basis," says Darren.

"While our first visit was reactionary, of course the best course of action to reduce the threat of bacterial infestation is to have a regular program of cleaning and treatment of evaporator coils in food related areas," says Darren.

Reducing cool room running costs

Other benefits of correctly maintaining cooling units include energy savings and mould control. Dirty evaporator coils cause deteriorating performance as dust and dirt build up over time, which increases electricity costs, as well as spreading mould throughout the room, staining walls and ceilings.

Systems that have been cleaned and protected correctly can achieve significant energy savings. "A non-cleaned unit can use up to 50% more energy over a 5 year period," says Darren.



"Performance gains are achieved because correct airflow restores cooling capacity, while at the same time mould and bacteria are safely controlled," adds Darren.

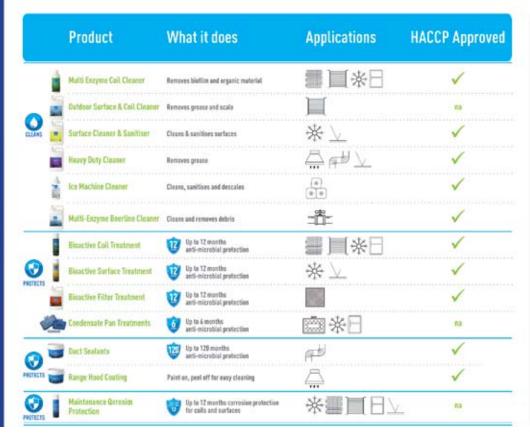
Coolclean provides a fully traceable service for audit purposes. This includes a comprehensive report for each cooling unit, together with photographic evidence.

This example helps to demonstrate Coolclean's ability to achieve fan coil unit hygiene, energy efficiency, performance gains and mould control. *

More information: www.coolclean.com.au



AERIS PRODUCT RANGE



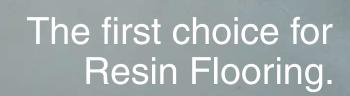












For more information please contact us at

31 Telford Street Virginia Qld 4014 Phone: 07 3865 3255 Fax: 07 3865 4399 Email: mwren@bethellflooring.com.au www.bethellflooring.com.au





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- Shopping centres
- Hotels
- Cafes & restaurants

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- Nursing homes
- Hospitals
- Any facility commercial volumes of food are prepared



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Reduce your environmental footprint with Pulpmaster



he Pulpmaster 5000 is a revolutionary addition to both the food and waste industries in Australia. The development of the Pulpmaster 5000 was driven by the need to solve the food waste challenges that are experienced by many businesses. The Pulpmaster 5000 effortlessly transforms food waste into recyclable pulp, which is used to produce organic fertiliser. "It's a simple and cost effective way to save money and divert waste from landfill. A win-win for everyone!" says Mick Nicholson, Pulpmaster General Manager.

The Pulpmaster 5000 food waste recycling system is an innovative solution for the recycling of food waste in commercial food businesses. The compact and stylish Pulpmaster 5000, which is approximately the size of an average washing machine, has been developed to fit neatly into commercial kitchens without the loss of valuable work space. Its small footprint means it can be put in an easily accessible location, which allows kitchen staff to easily dispose of food waste generated within the preparation area without compromising productivity or good manual handling techniques.





Pulpmaster 5000 stainless steel

The Pulpmaster 5000 converts the food waste into a slurry, which is transferred through a piping system to a specially designed holding tank. Tankers from Pulpmaster's fleet vacuum the pulped organic slurry from the holding tank, removing the

waste and transporting it to a recycling facility for processing.

From the time the cycle button is pressed, it takes a maximum of 45 seconds for the food waste to be pulped and transferred into the tank. The Pulpmaster system really is a click of a button process that is much easier and safer than emptying kitchen rubbish bins constantly throughout the working day.

Throughout Australia, pubs, clubs, hotels, restaurants, nursing homes and shopping centres are all keen to install a Pulpmaster 5000. Pulpmaster customers are seeing a reduction in their waste disposal fees and the time it takes their staff to dispose of food waste. "The Pulpmaster 5000 contacts us via SMS to let us know when the customers' tanks are due for collection. This means they no longer have to worry about monitoring their bin space and booking in a service. It all just happens", said Mr Nicholson.

The Pulpmaster 5000 has provided an innovative solution that has enabled the food industry to close the loop and turn what was once a waste product into a valuable input for further food production. The Pulpmaster team are dedicated to providing a sustainable solution for the ever-increasing challenge of food waste disposal in Australia, and continue to work with their customers to refine the design to improve their technology.

HACCP Australia Pty Ltd certifies the Pulpmaster 5000 and the Pulpmaster Titan as food-safe and suitable for use in food handling facilities that operate in accordance with a HACCP based food safety programme. *

Contact details: 02 9525 5252



www.pulpmaster.com.au

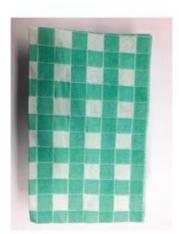


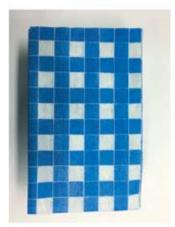


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 machine washable (cold water)









Handi Innovations Pty Ltd

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Bakery ingredients test magnet

MAGNATTACK™ Global introduces its new certified instrument, the Ingredients Test Magnet, for reliable indication of magnetic contamination in raw materials and ingredients. It is claimed that both the type and quantity of magnetic contamination is revealed by the use of this instrument.

KNOW your risk, KNOW your exposure, be in CONTROL

Are you concerned that your incoming bulk raw materials or minor ingredients contain metal fines such as rust, scale or even magnetic stone?

Do you know which of your incoming materials are pure and which have high levels of foreign contamination and should be subjected to corrective action? How can you effectively identify, by process of elimination, suppliers that need to improve their metal fragment controls?



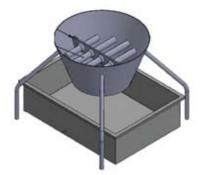
Picture 1: Testing individual ingredients on a bag opening grid.



Picture 2: Testing tubs of different ingredients for metal contamination

When you have a metal detector rejection how will you find the offending metal fragment? The Ingredients Test Magnet system incorporates a frame that product can be tipped through, at which point the offending metal fragments are easily extracted.

Bag-opening magnets, blender magnets and final magnets do not discriminate which raw material or ingredient is overloading your final magnets and making them less effective. By using the Ingredients Test Magnet in strategic receival operations, batching and ingredient preparation areas, you can quickly identify which suppliers have metal contamination in their products.



Picture 3: Minor Ingredients Grate Magnet. Portable, certified and cleaned by push tool.

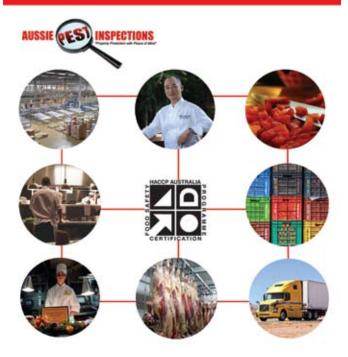
The photographs show two applications for this simple-touse device. Full instructions are supplied. The kit is packed in a convenient instrument case and each unit is supplied with a validation and calibration certificate.

The Ingredients Test Magnet is designed and manufactured to meet the highest food safety and efficacy standards and a USDA Dairy-accepted model is also available for sensitive sanitary applications.

When larger quantities of materials are to be tested or cleansed, customers can select the Minor Ingredients Grate Magnet as illustrated in Picture #3. *

Video and brochure available, contact MAGNATTACK™ Global P: +61 2 4272 5527 E: sales@magnattackglobal.com

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These products are food safe

The HACCP Australia product certification scheme 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' in the food industry.

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.

The companies listed below carry a range of excellent food safe products or services certified by HACCP Australia. For more details, phone 02 9956 6911

		•	
CATERING EQUIPMENT PROCESS	CHAMPION	Manufacturers of industrial dish and glass washers	02 9956 6911
DUIPMENT I CHEMICALS I PEST	ED OATES PTY LTD	Oates utensils and cookware accessories	1800 791 099
ACILITY FIT OUT I REFRIGERAT	GOLDSTEIN ESWOOD COMMERCIAL COOKING	Manufacturers of industrial dish and glass washers	1800 013 123
DNSUMABLES I FLOORING I CLE	TOMKIN AUSTRALIA	Food safe kitchen equipment and serving ware	02 8665 4675
INSUIVABLES I FLOURING I CLE			
CLEANING EQUIPMENT	ABCO PRODUCTS	Wet and dry floor cleaning equipment	1800 177 399
UBRICANTS I UTENSILS I HYGIL	BAXX AUSTRALIA	Equipment for the elimination of airborne pathogens	02 9939 4900
RODUCTS I THERMOMETERS I	EDCO (EDGAR EDMONDSON)	Food safe cleaning aids and equipment	02 9557 4411
EPORTING SYSTEMS I CLOTHING	ED OATES PTY LTD HYDRO ECOTECH	Full range of food grade cleaning equipment HeKleen Super Alkaline Ionised Water (SAIW)	1800 791 099 0416 808 777
LEANING PRODUCTS I PROCESS	MAGIC TANK	Soak tank and cleaning solution for catering equipment	0421 669 915
DUIPMENT I CHEMICALS I PEST	OZ TANK	SS deep cleaning tanks and systems for pans and trays	1300 668 866
ACILITY FIT OUT I REFRIGERATI	POWER CLEAN TANK/SUPER CLEAN TANK	Stainless steel soak tank and consumables	02 8338 1891
ONSUMABLES I FLOORING I CLE	SOAKTANK AUSTRALIA	Soak tank and cleaning solution for catering equipment	1300 427 625
	TERSANO AUSTRALIA	Aqueous Ozone solution for cleaning and sanitising	02 8197 9929
IGHTING SERVICES I STORAGE	VOGTO GROUP	EZY Clean soak tank	0401 016 152
CLEANING AND MAINTENANCE	ACE FILTERS INTERNATIONAL	Food grade cooking oil filters	1300 555 204
SERVICES TO THE FOOD INDUSTRY	BORG CORPORATE PROPERTY SERVICES	Specialist contract cleaning services for food premises	03 9463 1300
REPORTING SYSTEMS I CLOTHIN	CHALLENGER SERVICES GROUP	Specialist contract cleaning services for food premises	1300 248 249
LEANING PRODUCTS I CLEANING	COOLCLEAN	Specialist cleaning services for the food industry (Melbourne region)	03 8765 9500
RODUCTS I PROCESSING EQUIP	FLICK ANTICIMEX	Washroom services for the food industry and premises	1300 656 531
	GLENN PETERS SERVICES	Specialist contract cleaning services for food premises	02 9580 4422
CILITY FIT OUT I REFRIGERATION	INITIAL HYGIENE	Bathroom services for the food industry and premises	1300 731 234
DNSUMABLES I FLOORING I CLE	IPS CLEANING AUSTRALIA LOTUS FILTERS	Specialist contract cleaning services for food premises Filters and filter services for range hoods and food facilities	1800 651 729 1300 653 536
	THOR MOBILE TRUCK WASH	Truck and container washing services	0437 336 344
RVICES I STORAGE ITEMS I LIG	TOTAL EXHAUST CLEANING CONTRACTORS	Specialist cool room, hoods and kitchen cleaning services	0418 192 025
CHEMICALS I PEST CONTROL I	TOTAL VENTILATION HYGIENE	Specialist cleaning services for the food industry (Sydney region)	1300 557 999
CILITY FIT OUT I REFRIGERATION	WASH IT AUSTRALIA	Food transport vehicle cleaning and sanitation services	1300 927 448
CLOTHING - DISPOSABLE GLOVES	BASTION PACIFIC	Disposable gloves and protective apparel for the food industry	02 9714 1110
AND PROTECTIVE WEAR	BUNZL	Disposable gloves for the food industry	03 9590 3000
IGHTING I LUBRICANTS I UTENS	CLEAN ROOM GARMENTS	Protective clothing: garments and laundering systems and services	02 9851 4600
YGIENE PRODUCTS I THERMOM	CLOROX AUSTRALIA	Chux® and Astra® disposable gloves for the food industry	02 9794 9600
REPORTING SYSTEMS I CLOTHIN	ED OATES	Reusable gloves for the food industry	1800 791 099
CLEANING PRODUCTS I CLEANIN	EDCO (EDGAR EDMONDSON)	Reusable gloves for the food industry	02 9557 4411
RODUCTS I PROCESSING EQUIP	ELINE FOOD PROCESSING SUPPLIES FOODCARE SYSTEMS	Protective clothing for the food industry Disposable and reusable gloves and earplugs for the food industry	02 9804 0757 02 6953 7081
HEMICALS I PEST CONTROL I FA	KIMBERLY - CLARK PROFESSIONAL	Kleenguard disposable gloves for the food Industry	1800 647 994
	LALAN GLOVES SAFETY CARE	Resuable gloves and protective apparel for the food Industry	03 9706 5609
T OUT I REFRIGERATION I CONS	LIVINGSTONE INTERNATIONAL	Disposable gloves and protective apparel for the food Industry	1300 727 203
LOORING I CLEANING SERVICE	MCP NEWCASTLE	Disposable gloves for the food Industry	02 4966 8898
ORAGE ITEMS I REFRIGERATIO	MEDICOM	Disposable gloves for the food Industry	1300 818 168
DNSUMABLES I FLOORING I CLE	MEDLINE INTERNATIONAL TWO AUSTRALIA MUN AUSTRALIA PTY LTD	Disposable gloves for the food Industry Disposable gloves for the food Industry	1800 110 511 1800 456 837
	PARAMOUNT SAFETY PRODUCTS	Disposable and reusable gloves for the food industry	03 9762 2500
IGHTING I LUBRICANTS I UTENS	PREMIER SUPPLIES	Disposable gloves for the food industry	1300 880 051
GIENE PRODUCTS I THERMOM	PRO PAC PACKAGING	Disposable and reusable gloves for the food industry	02 8781 0600
REPORTING SYSTEMS I CLOTHIN	RCR INTERNATIONAL	Pro-Val disposable gloves and protective apparel for the food Industry	03 9558 2020
EANING PRODUCTS I CLEANING	RESTOCK	Disposable and reusable gloves for the food industry	1300 300 188
RODUCTS I PROCESSING EOUIP	RODBURN PTY LTD SUNTAN HEALTHCARE PRODUCTS	Protective clothing for the food industry Disposable gloves for the food industry	03 5422 9000 08 8338 0950
	THE GLOVE COMPANY	Disposable gloves for the food Industry	02 4916 3000
HEMICALS I PEST CONTROL I FA	ULTRA HEALTH MEDICAL	Disposable gloves and protective apparel for the food Industry	03 9790 6411
T OUT I REFRIGERATION I CONS	UNIVERSAL CHOICE WHOLESALER	Disposable gloves and protective apparel for the food Industry	1300 727 203
LOORING I CLEANING SERVICE	YAP TRADING COMPANY	Disposable and reusable gloves for the food industry	02 9826 8299
ORAGE ITEMS I LIGHTING I CHI-	AEDIS ENVIDONIMENTAI	AerisGuard - removable film for coating rangehoods	02 8344 1215
FACILITY FIXTURES AND FIT OUT	AERIS ENVIRONMENTAL ASSA ABLOY ENTRANCE SYSTEMS	Aensduard - removable nim for coating rangenoods Automatic rapid close doors	02 8344 1315 1300 131 010
REFRIGERATION I CONSUMABLE	BLUCHER (AUSTRALIA) PTY LTD	Stainless steel drainage hardware	08 8374 3426
LOORING I CLEANING I LIGHTIN	CARONA GROUP	Coldshield's thermal doors for food premises	02 4702 6655
RVICES I STORAGE ITEMS I LIG	CATERCOOL	Artinox In-Fix Shelfing	0418 354 260
UBRICANTS I UTENSILS I HYGII	DYSON LIMITED	Suppliers of food safe hand dryers	1800 426 337
RODUCTS I PROCESSING EQUIP	ELECTROLUX PROFESSIONAL	Washers, ironers and finishing equipment	1300 888 948
EST CONTROL I FACILITY FIT OL	ELPRESS HALTON	Hygenic entrance equipment Suppliers of extraction hoods and ventilation devices	1800 882 549 0412 702 145
LOT CONTROL I PACILITY FIT OU	1 11 1C (O V	Cappinote of Oztraction floods and Voltalation devices	0712702140

FANING PRODUCTS I PROCESS OF ACILITY FIXTURES AND FIT OUT CONT. ACILITY FIT OUT I REFRIGERATE PROCESS I FLOORING I CLE RVICES I STORAGE ITEMS I LIGUURICANTS I UTENSILS I HYGIR RODUCTS I THERMOMETERS I PORTING SYSTEMS I CLOTHING	HANECO LIGHTING JET DRYER LUXURY PAINTS MANTOVA PHOENIKS SHINE ON (Home Green Pty Ltd trading out) THORN LIGHTING WURTH AUSTRALIA & NEW ZEALAND ZUMTOBEL	Hygenic weather-proof battens, highbay and lowbay LEDs Suppliers of food safe hand dryers Specialist coating materials Food grade shelving and storage solutions Suppliers of Gif Activent demountable ventilated ceilings Range of LED canopy lights Food safe lighting and fit out solutions for food handling facilities ORSY - organisation system Food safe lighting and fit out solutions for food handling facilities	08 8297 6373 1300 071 041 07 3375 3199 02 9632 9853 1300 405 404 1300 013 648 1300 139 965 1300 657 765 1300 139 965
FACILITY DESIGN AND OPERATION SERVICES	ENERGY AND CARBON SOLUTIONS UNIVERSAL FOODSERVICE DESIGNS	Food safe energy efficient solutions Design services for production facilities	1300 130 024 02 4329 0630
DELOORING WALLS AND MATTING CLE IGHTING SERVICES I STORAGE IGHTING I LUBRICANTS I UTENS (GIENE PRODUCTS I THERMOM REPORTING SYSTEMS I CLOTHIN REANING PRODUCTS I CLEANING RODUCTS I PROCESSING EQUIP CHEMICALS I PEST CONTROL I ICILITY FIT OUT I REFRIGERATIO DNSUMABLES I FLOORING I CLE RVICES I STORAGE ITEMS I LIG CHEMICALS I PEST CONTROL I ICILITY FIT OUT I REFRIGERATIO CILITY FIT OUT I REFRIGERATIO	3M ALTRO SAFETY FLOORING AND WALLING BASF CONSTRUCTION CHEMICALS BETHELL FLOORING BLUESCOPE STEEL CLIFFORD FLOORING DEFLECTA CRETE SEALS FLOWCRETE HYCHEM NUPLEX CONSTRUCTION PRODUCTS OXTEK AUSTRALIA PROFLOOR EPOXY SYSTEMS ROXSET AUSTRALIA SIKA SILIKAL GmbH THE GENERAL MAT COMPANY & IDENTITY MATTERS	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® Permagard® Anti-bacterial Coolroom Panelling Products Flooring installation and maintenance services Anti-bacterial flooring product and services Industrial flooring and commercial resins experts Supplier of specialist food premises flooring Food safe floor surfaces for food handling facilities Food safe concrete treatment systems and vinyl flooring solutions Flooring installers of specialist food premises flooring Supplier and installers of specialist food premises flooring Sikafloor polyurethane flooring systems Siilkal MMA fast cure flooring systems Specialist safety matting for food and beverage areas	136 136 1800 673 441 1300 227 300 07 3865 3255 1800 022 999 02 4655 1042 03 9318 9315 07 3205 7115 02 4646 1660 02 9666 0331 03 9798 7534 02 9674 7457 1800 769 738 1300 223 348 03 9662 1775 1800 625 388
DNFOOD SERVICE EQUIPMENTING I CLE JGAND UTENSILSVICES I STORAGE JGHTING I LUBRICANTS I UTENS (GIENE PRODUCTS I THERMOM REPORTING SYSTEMS I CLOTHIN LLEANING PRODUCTS I CLEANING RODUCTS I PROCESSING EQUIP	AACLAIM QUALITY SALES LANCER BEVERAGE SYSTEMS SIX SIMPLE MACHINES SPM DRINK SYSTEMS TANCO THE HUNGRY PRODUCT COMPANY TOMKIN AUSTRALIA TRADING PLACES FOODSERVICE MARKETING	Food service and food storage light equipment Customised beverage dispensing systems The Juggler - Cafe milk tap system Soft serve dispenser machine Disposable pipimg bags (New Zealand) Suppliers of Moooi and Cool Blue disposable piping bags Colour coded catering utensils, catering equipment and piping bags Supplier of Kee-seal ^{nw} disposable piping bags	02 9525 1049 1300 146 744 0402 872 940 02 9316 7878 +64 7 549 5675 07 3273 8111 02 8665 4675 03 9314 0053
FEHANDCARE CONSUMABLES ROL I FA TOUT I REFRIGERATION I CONS FLOORING I CLEANING SERVICES FORAGE ITEMS I REFRIGERATIO FORSUMABLES I FLOORING I CLEAN	ASALEO CARE DEB AUSTRALIA GOJO AUSTRALASIA KIMBERLY — CLARK PROFESSIONAL SOLARIS PAPER	Tork hand hygiene liquids, soap dispenser, hand towels and dispensers Range of cleansers, lotions and dispensers Supplier of hand cleaners and skin conditioner Range of soaps, cleansers, towelling products and dispensers Livi hand towels and dispensers	1800 643 634 1800 090 330 02 9016 3882 1800 647 994 1300 832 883
ICICE MACHINES VICES I STORAGE IGHTING I LUBRICANTS I UTENS	BIOZONE SCIENTIFIC HOSHIZAKI LANCER	Sanitation system for ice machines lce machines for hotels, restaurants and catering outlets	1300 070 040 1300 146 744
(GKITCHEN AND CLEANING THERMOM LECONSUMABLES STEMS I CLOTHIN EANING PRODUCTS I CLEANING RODUCTS I PROCESSING EQUIP CHEMICALS I PEST CONTROL I CILITY FIT OUT I REFRIGERATIONSUMABLES I FLOORING I CLEAVICES I STORAGE ITEMS I LIGHT CHEMICALS I PEST CONTROL I CILITY FIT OUT I REFRIGERATIONSUMABLES I FLOORING I CLEAGHTING SERVICES I STORAGE IGHTING SERVICES I STORAGE IGHTING I LUBRICANTS I UTENSUMBLES I PRODUCTS I THERMOM	3M ABCO PRODUCTS AERIS ENVIRONMENTAL ASALEO CARE BASTION PACIFIC BUNZL CLOROX AUSTRALIA EDCO (EDGAR EDMONDSON) ED OATES PTY LTD ENVIRO ASSOCIATED PRODUCTS ENVIRONMENTAL FLUID SYSTEMS (EFS) HANDI INNOVATION WIPES ITW POLYMERS AND FLUIDS KIMBERLY - CLARK PROFESSIONAL RCR INTERNATIONAL SOLARIS PAPER WURTH AUSTRALIA & NEW ZEALAND	Scotch-Brite™ cleaning chemicals, cloths, scourers and sponges Cleanmax heavy duty wipes, scourers and brushware AerisGuard products for air-conditioning and refrigeration systems Tork premium colour coded specialist cloths Multi-purpose cleaning wipes Kwikmaster scourering pads and Katermaster baking and cooking paper Chux®, Astra®, OSO® and Glad® range of materials Disposable cleaning wipes, industrial scourers and scouring sponges Full range of kitchen cleaning materials Veora disposable cleaning wipes Supplier of kitchen cleaning chemicals Power Force multi-purpose wipes Food safe aerosol cleaner Disposable cleaning wipes and colour coded Microfiber cloths Proval colour coded wipes Livi colour coded premium wipes and napkins Range of specialist adhesives, solvent cleaners and sealants	136 136 1800 177 399 02 8344 1315 1800 643 634 02 9714 1110 03 9590 3000 02 9794 9600 02 9557 4411 1800 791 099 1300 962 898 1800 777 580 0412 433 647 1800 63 511 1800 647 994 03 9558 2020 1300 832 883 1300 657 765
RELABELS 4 FOOD GRADES I CLOTHIN LEANING PRODUCTS I CLEANING RODUCTS I PROCESSING EQUIP CHEMICALS I PEST CONTROL I CLITY FIT OUT I REFRIGERATION	LABEL MAKERS LABEL POWER OMEGA LABELS P & I PTY LTD TRADING AS GLAMA PAK THE VAN DYKE PRESS WEDDERBURN	Labels, carcass tags and package inserts Food safe labels for food products and food retail Food packaging labels Labels for food and beverage packaging Food and beverage labels, lidding and packaging for FMCG Food safe labels for food products and food retail	1300 735 399 1300 727 202 1800 028 924 1300 789 945 02 9938 5666 1300 970 111
DISTUMBBLES FLOORING CLE- RUBRICANTS - FOOD GRADE IS I LIG CHEMICALS PEST CONTROL CILITY FIT OUT REFRIGERATIO DISTUMBBLES FLOORING CLE	CRC INDUSTRIES GSB LUBRICATION SERVICES ITW POLYMERS AND FLUIDS LANOTEC AUSTRALIA WURTH AUSTRALIA	Provider of lubricants and lubrication supply systems Provider of lubricants and lubrication services to the food industry Rocol food grade lubricants Suppliers of food grade lubricants Suppliers of food grade lubricants	1800 224 227 1300 660 569 1800 063 511 07 3373 3700 1300 657 765
IGMAGNETS ERVICES I STORAGE IGHTING I LUBRICANTS I UTENS (GIENE PRODUCTS I THERMOM	ACTIVE MAGNETIC RESEARCH AURORA PROCESS EQUIPMENT MAGNATTACK GLOBAL	Magnetic separation technology and magnet validation services Magnet verification services Food safe magnetic separators for liquids and powders	02 4272 5756 +64 7 847 5315 02 4272 5527
MANAGEMENT SYSTEMS CLEANING	BRAND M8 GS1 AUSTRALIA	Automated and web-based checklist management systems Recall management system	03 8645 5500 1300 227 263
MANUFACTURING EQUIPMENT FA COMPONENTS AND CONSUMABLES IN LOORING I CLEANING SERVICES ORAGE ITEMS I LIGHTING I CHE JUSTIAN OF THE CONTROL OF THE CONTROL OF THE CONSUMABLE LOORING I CLEANING I LIGHTIN	ENERGY AND CARBON SOLUTIONS GARDNER DENVER PULPMASTER AUSTRALIA SEAL INNOVATIONS SEW EURODRIVE SICK SMC PNEUMATICS	Compressed air piping systems in food manufacturing processes Servicing and maintenance of compressed air systems Waste processing and storage equipment Plastic and rubber sealing components for food processing Hygenic, fully sealed mechanic drive units Food safe switches, sensors and sensor solutions Suppliers of pneumatics and valves for food manufacturing	1300 1300 24 1800 634 077 02 9525 5252 02 9947 9259 1300 739 287 1800 334 802 1800 763 862

PACKAGING MATERIAL TO I PROCES PACKAGING MATERIAL I PES ACULITY FIT OUT I REFRIGERAL INSUMABLES I FLOORING I CL RVICES I STORAGE ITEMS I LI UBRICANTS I UTENSILS I HYG RODUCTS I THERMOMETERS I EPORTING SYSTEMS I CLOTHIN	ACHIEVE AUSTRALIA ASTECH PLASTICS CAPS N CLOSURES DALTON PACKAGING EDCO (EDGAR EDMONDSON) FLEXPACK MICROPAK NETPACK P & I PTY LTD TRADING AS GLAMA PAK RCR INTERNATIONAL	Repacking of consumables and food products Supplier of food safe pails and lids Range of standard and custom designed caps and closures Manufacturers of paper bags and products for the food industry EDCO utility tub (clear) Manufacturers and printers of film packaging Manufacturers of food grade packaging materials Suppliers of food grade netting to small goods manufacturers Paperboard food packaging (secondary packaging) Pro-Val disposable crate covers	1800 106 66 1300 133 53 03 9793 1500 02 9774 323 02 9557 441 07 3710 3300 02 9646 3660 02 9604 4951 1300 789 944 03 9558 2020
PEST CONTROL EQUIPMENT S I PES AND MATERIAL SUT I REFRIGERA DINSUMABLES I FLOORING I CLIGHTING SERVICES I STORAGI IGHTING I LUBRICANTS I UTER GIENE PRODUCTS I THERMOI REPORTING SYSTEMS I CLOTH EANING PRODUCTS I CLEANING PRODUCTS I CLEANING PRODUCTS I PROCESSING EQUIPMEMICALS I PEST CONTROL I CILITY FIT OUT I REFRIGERATIONS UMABLES I FLOORING I C.	BASF CHEMICALS BASF-GOLIATH, PHANTOM STORM & STRATAGEM BAYER BELL LABORATORIES FLICK ANTICIMEX FMC AUSTRALASIA FREEZONE PUBLIC HEALTH MAKESAFE PELGAR INTERNATIONAL PEST FREE AUSTRALIA STARKEYS PRODUCTS SYNGENTA ULTRA VIOLET PRODUCTS WEEPA PRODUCTS	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 Smart - rodent monitoring systems Suppliers of rodent control and insect control materials Suppliers of rodent control materials BaitSafe® rodent bait-station device Suppliers of rodent and insect control materials Specialist electronic vermin elimination devices Range of insect control devices Suppliers of rodent and insect control materials Insect trapper device Weep hole protection devices for new or retro application	1800 006 39: 1800 006 39: 03 9248 688: 0427 802 84- 13 14 4! 1800 066 35: 07 3869 443: 1300 065 46: 07 3112 102: 02 4969 52: 08 9302 208: 1800 022 03: 1800 081 88: 07 3844 374:
PEST CONTROLLERS (FIJI) TEMS I LI	AMALGAMATED PEST CONTROL WG GENERA PACIFIC LTD	Specialist pest control services for the food industry Specialist pest control services for the food industry	(679) 666343 (679) 331263
PEST CONTROLLERS (NSW/ACT) FRAT DISSUMMABLES I FLOORING I CLUD ING HER SERVICES I STORAGE IN THE PRODUCTS I THE PRODUCTS I THE PRODUCTS I CLEAN CODUCTS I PROCESSING EQUILIBRICALS I PEST CONTROL I FOUT I REFRIGERATION I CONTROL I CONTROL I FOUT I REFRIGERATION I CONTROL I PROCESSING EQUILIBRICALS I PEST CONTROL I FOUT I REFRIGERATION I CONTROL I	AMALGAMATED PEST CONTROL AWION SERVICES AUSTRALIA CPM PEST & HYGIENE SERVICES CORPORATE PEST MANAGEMENT ECOLAB FLICK ANTICIMEX JENTEL KNOCK OUT PEST CONTROL RENTOKIL SCIENTIFIC PEST MANAGEMENT STOP CREEP PEST CONTROL TERMITRUST PEST CONTROL	Specialist pest control services for the food industry National pest control services for the food industry National pest control services for the food industry Regional 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	13 19 6 1300 253 79 02 9674 549 02 9311 123 13 623 13 14 4 02 4567 897 1300 858 14 1300 736 86 1300 139 84 02 9371 391
PEST CONTROLLERS (OLD) SERVIC ORAGE ITEMS I REFRIGERATI INSUMABLES I FLOORING I CL IGHTING SERVICES I STORAG IGHTING I LUBRICANTS I UTE	AMALGAMATED PEST CONTROL ECOLAB FLICK ANTICIMEX RENTOKIL SCIENTIFIC PEST MANAGEMENT	Specialist pest control services for the food industry Specialist pest control services for the food industry Specialist pest control services for the food industry National pest control services for the food industry National pest control services for the food industry	13 19 6 13 62 3 13 14 4 1300 736 86 1300 139 840
PEST CONTROLLERS (SA) THERMOREPORTING SYSTEMS I CLOTH	ADAMS PEST CONTROL ECOLAB RENTOKIL	Specialist pest control services for the food industry Specialist pest control services for the food industry National pest control services for the food industry	08 8297 8000 13 62 33 1300 736 86
PEST CONTROLLERS (MIC/TAS): EQUIPMENT CONTROLLERS (MIC/TAS): EQUIPMENT CONTROL I CILITY FIT OUT I REFRIGERATIONS UMABLES I FLOORING I CLIRVICES I STORAGE ITEMS I LIPMENT CONTROL I CILITY FIT OUT I REFRIGERATIONS UMABLES I FLOORING I CLIRTING SERVICES I STORAGE IGHTING I LUBRICANTS I UTER CIENE PRODUCTS I THERMORE PRODUCTS I THERMORE PORTROL I CLOTH	ACTION PEST AND WEED CONTROL ADAMS PEST CONTROL AMALGAMATED PEST CONTROL AWION SERVICES AUSTRALIA DAWSON'S AUSTRALIA ECOLAB FLICK ANTICIMEX HAYES PEST CONTROL PESTAWAY AUSTRALIA PESTOFF PEST CONTROL PROTECH PEST CONTROL RENTOKIL SCIENTIFIC PEST MANAGEMENT STATEWIDE PEST TRAPS PEST CONTROL	Specialist pest control services for the food industry National pest control services for the food industry National pest control services for the food industry Specialist pest control services for the food industry	03 9569 938 03 9645 238 03 9645 238 13 19 6 1300 253 79 03 9222 222 13 62 3 13 14 4 1300 553 36 1800 330 07 03 9844 403 1300 780 98 1300 736 86 1300 139 84 1800 136 20 03 9390 699
PEST CONTROLLERS (WA) I CLEANING PEST CONTROLLERS (WA) ING EQUI HEMICALS I PEST CONTROL I CILITY FIT OUT I REFRIGERATIONS UMABLES I FLOORING I CLEVICES I STORAGE ITEMS I LI	AUSSIE PEST INSPECTIONS ECOLAB PEST-A-KILL RENTOKIL ROLLINS AUSTRALIA TRADING AS ALLPEST WA SCIENTIFIC PEST MANAGEMENT TERMITRUST PEST CONTROL	Specialist pest control services for the food industry Specialist pest control services for the food industry Specialist pest control services for the food industry National pest control services for the food industry Specialist pest control services for the food industry National pest control services for the food industry Specialist pest control services for the food industry	08 9791 706: 13 62 3: 1800 655 98: 1300 736 86: 08 9416 020: 1300 139 84: 13 73 7:
REFRIGERATORS — EQUIPMENT, FRAT GOVERNORS AND DATA GOVERNORS AND DATA IGHTING SERVICES I STORAGE IGHTING I LUBRICANTS I UTE GIENE PRODUCTS I THERMOI	AUTOMATED FOOD SAFE TEMPERATURE COMPLIANCE CAREL COOLSAN HOSHIZAKI IGLU COLD SYSTEMS (AUSTRALIA) MISA	Sentry temperature monitoring system Temperature controllers and supervisors for refrigeration Manufacturer's of the ChillSafe® sanitation sachet Refrigerators and freezers for hotels, restaurants and catering outlets Refrigerators and freezers for hotels, restaurants and catering outlets Modular cool room and freezer room solutions	1300 261 68 02 8762 920 1300 390 81 1300 146 74 02 9119 251 1800 121 53
REFRIGERATION SERVICES CLOTH EANING PRODUCTS CLEANING	COOLCLEAN REJUVENATORS (THE)	Specialist cleaning services for the food industry (Melbourne region) Specialist cool room cleaning and rejuvenation services	03 8765 950 0413 333 34
THERMOMETERS, ANALYTICAL EQUIPMENT AND SCALES	3M IDEXX TESTO	TL 20 Temperature logger for logistics Test kits and equipment for microbiological testing of water and ice Specialist thermometers and oil testers for use in the food industry.	136 13 1300 443 39 03 8761 610
TRANSPORT CONTAINERS TING I CHAND PALLETS	SCHUETZ AUSTRALIA VIP PACKAGING	Plastic composite intermediate bulk containers (IBCs) and plastic drums Food grade intermediate bulk containers	1800 336 22 02 9728 899





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HACCP Australia Food Safety Certification provides a recognised endorsement that is an insurance to the industry and provides a guarantee to consumers of a product's suitability for use within a food related environment. EDCO* HACCP approved products have been tested and certified to the following attributes:

- · well designed with food-safe characteristics
- · non toxic (or appropriate level of toxicity)
- · easy to clean (or appropriate for use)
- · likely to reduce the risk of any form of contamination
- · designed for a low consequence of error in use.



whether equipment, materials and services are suitable for use in food processing and handling?

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