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# Risk Management Programme (RMP) Template for Dairy Processors – Cheese Domestic Supply

Issued under section 12(3A) of the Animal Products Act 1999

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June 2008

## **Disclaimer**

Considerable effort has been made to ensure that the information provided in the Risk Management Programme **(RMP)** Template for Dairy Processors - Cheese, Domestic Supply is accurate, up to date, and otherwise adequate in all respects. Nevertheless, this template is approved **STRICTLY** on the basis that the Crown, the New Zealand Food Safety Authority **(NZFSA)**, its statutory officers, employees, agents, and all other persons involved with the writing, editing, approval or publication of, or any other kind of work in connection with this template:

- a. disclaim any and all responsibility for any inaccuracy, error, omission, or any other kind of inadequacy, deficiency, or flaw in, or in relation to, the RMP Template for Dairy Processors – Cheese, Domestic Supply; and
- b. without limiting (a) above, fully exclude any and all liability of any kind, on the part of any and all of them, to any person or entity that applies the RMP Template for Dairy Processors – Cheese, Domestic Supply.

## **RMP Template for Dairy Processors – Cheese, Domestic Supply**

This template applies to businesses that are involved in the manufacture of cheese and is an acceptable alternative to an individually tailored RMP. For an RMP template relating to farm dairy



Te Pou Oranga Kai O Aotearoa

activities please see the RMP Template for Farm Dairies – Domestic Supply.  
[www.nzfsa.govt.nz/dairy/publications/cop/index.htm](http://www.nzfsa.govt.nz/dairy/publications/cop/index.htm)

The Guidance for RMP Template for Dairy Processors – Cheese, Domestic Supply should be referred to when completing this template.

This template is intended for small to medium sized operations which manufacture cheese for the domestic market (Australia and New Zealand only) in accordance with the permitted methods of processing as described in the Food (Milk and Milk Products Processing) Standard 2007.  
[www.nzfsa.govt.nz/policy-law/legislation/food-standards/index.htm](http://www.nzfsa.govt.nz/policy-law/legislation/food-standards/index.htm)

An RMP based entirely on this template without modification, and for which this template is confirmed as appropriate, does not require independent evaluation and may be submitted directly to NZFSA with an application for registration.

An RMP based on this template may be registered with a condition that verification by a recognised person may have to occur within three months of registration.

**The RMP template starts on the next page. This page is provided as a cover note and is not part of the RMP.**

# Risk Management Programme Business Specific Information

Page: 1

Date: / /

<b>1. Business Identification</b>		
1.1 Business ID/Unique Location Identifier:		
<b>2. Operator Name, Business Address and Contact Details</b>		
2.1 Full legal name (company, sole trader, or partnership):		
2.2 Trading name (if different from 2.1):		
2.3 Physical address(es) of business:	2.5 Contact details:	
	Phone No:	
	Fax No:	
	E-mail:	
2.4 Postal address (for communication):	[ <input type="checkbox"/> ] I give consent to being provided electronic information.	
	2.6 Operator name and position or designation:	2.7 Contact details (if different from details given in 2.5):
2.8 Day-to-day manager of the RMP		

Initial:

# Risk Management Programme Business Specific Information

Page: 2

Date: / /

<b>3. Scope of the RMP</b>	
3.1 [    ] The physical boundaries of the RMP are shown on the attached site plan:	
3.2 The RMP covers the following processes or activities:	
<input type="checkbox"/> Refrigerated Storage <input type="checkbox"/> Separation <input type="checkbox"/> Defined Heat Treatment <input type="checkbox"/> Acidification <input type="checkbox"/> Mixing/Blending <input type="checkbox"/> Salting/Brining <input type="checkbox"/> Packing/Labelling <input type="checkbox"/> Chilling <input type="checkbox"/> Maturation <input type="checkbox"/> Other.....(describe)	
3.3 The following products or activities that occur within the physical boundaries of the RMP are excluded because they are covered under a different RMP or under the Food Act:	
Product or activity: _____ Covered under: [    ] Another RMP No. _____ [    ] Food Act	
3.4 Where a loss stream is identified e.g. animal feed, then this is handled in accordance with Agricultural Compounds and Veterinary Medicines Act 1997 (ACVM Act).	
<b>4. Product Description</b>	<b>Cheese (manufactured in accordance with a permitted method of processing, namely pasteurisation or cheese treatment)</b>
Intended consumer	Humans (general public)
Intended use of the product that leaves RMP	Chilled ready-to-eat

Initial:

# Risk Management Programme Business Specific Information

Page: 3

Date: / /

Product safety limits	Salmonella spp.ND/25g L. monocytogenes ND/25g Coagulase Positive Staphylococci (S.aureus) 1000cfu/g B. cereus 1000cfu/g E. coli 100cfu/g
Other regulatory requirements	<ol style="list-style-type: none"> <li>1. Australia New Zealand Food Standards Code (FSC), Chapter 1 - Chapter 2 General Food Standards;</li> <li>2. FSC Standard 2.5.4 , which provides that cheese may contain – (a) water; and (b) lactic acid producing micro-organisms; and (c) flavour producing micro-organisms; and (d)gelatine; and (e) starch; and (f) vinegar; and (g) salt;</li> <li>3. Animal Products (Dairy Processing Specifications) Notice 2006.</li> </ol>
Labelling	FSC Part 1.2 – Labelling and Other Information Required

Initial:

# Risk Management Programme

## Business Specific Information

Page: 4

Date: / /

### Process Description – Cheese

- Receipt of raw Milk/ingredients
- Storage of ingredients/raw milk
- Filtration
- Separation into cream and skim milk
- Standardising
- Pasteurisation
- Thermisation
- Starter addition
- Enzyme coagulation
- Acid coagulation
- Hot water addition/cooking (to achieve desired moisture content)
- Curd cutting
- Draining
- Filling of moulds
- Brine salting
- Surface salting
- Vat salting
- Ripening
- Packaging
- Waxing
- Labelling
- Chilled storage
- Other (specify)\_\_\_\_\_

Initial:

# Risk Management Programme Business Specific Information

5. RMP Document List, Responsibilities For and Authorisation of RMP						
Document	Operator's own documents/records based on the template requirements					Person Responsible for Implementation
	Reference (location) and title					
Main part of RMP (this document)	Completed RMP Template					
<b>GOP (Supporting Systems):</b>		<b>Completed Requirements</b>	<b>Required Records Attached</b>	<b>Operator's own documents/records for additional products/processes/procedures (reference)</b>	<b>Date</b>	
Design and construction of buildings, facilities and equipment	APPENDIX A					
Water	APPENDIX B					
Cleaning and sanitation	APPENDIX C					
Personnel competency, health and hygiene	APPENDIX D					
Pest control	APPENDIX E					
Packaging materials and ingredients (specifications, use, storage and handling)	APPENDIX F					

Initial:

# Risk Management Programme Business Specific Information

Document control and record keeping	APPENDIX G					
Traceability and inventory control	APPENDIX H					
Handling of non-conforming product and recall	APPENDIX I					
Reporting	APPENDIX J					
Operator verification and other operational requirements	APPENDIX K					
Process control and other operational requirements	APPENDIX L					
<b>HACCP Application - Cheese</b>	APPENDIX M					
<b>Product Safety Limits</b>	APPENDIX N					
<b>Other documents:</b> Site plan of physical boundaries						
Water management plan						
Heat treatment plan						

Initial:



# Risk Management Programme Business Specific Information

Page: 7

Date: / /

## 6. External Verification

[ ] I have contracted a recognised verifying agency to perform verification activities in respect of my compliance with the Animal Products Act 1999, other relevant legislation, and this RMP.

Name and contact details of verifying agency:

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[ ] A letter from the verifying agency confirming they will verify the RMP at all sites covered by this RMP is attached.

[ ] I authorise my contracted verifier to have the freedom and access necessary to allow him/her to carry out verification functions and activities as specified in clause 14 of the Animal Products (Dairy Risk Management Programme Specifications) Notice 2005 .

[ ] Any testing of products subject to this RMP will be conducted in a NZFSA recognised laboratory in the appropriate category for the required analysis.

Initial:

# Risk Management Programme Business Specific Information

Page: 8

Date: / /

## 7. Programme Amendments and Documentation Control

### Significant Amendments

Any significant change to this template or significant amendment will require either:

(i) the amendment to be submitted to a NZFSA recognised evaluator and then submitted along with the evaluators report to NZFSA for registration using form DPF6 available from [www.nzfsa.govt.nz](http://www.nzfsa.govt.nz); or

(ii) a new RMP template completed and registered by NZFSA.

[ ] Obsolete documents, procedures and records will be immediately removed from use to avoid any confusion and retained on file for 4 years.

## 8. Confirmation

[ ] I confirm that all of the documents listed in section 5 of this template apply to my operation.

[ ] I confirm that all equipment necessary to implement the RMP are available and ready to operate.

[ ] I confirm that the RMP, including all Good Operating Practice (GOP) programmes (Appendices A – N), have been authorised by me.

[ ] I confirm that the RMP will be implemented as written, including all GOP requirements and procedures given in the appendices.

Signature of Operator or Day-to-day Manager of RMP: \_\_\_\_\_

Date: / /

Initial:

# Risk Management Programme

## Business Specific Information

Page: 9

Date: / /

### APPENDIX A: DESIGN, CONSTRUCTION AND MAINTENANCE OF BUILDINGS, FACILITIES AND EQUIPMENT

#### 1. Fitness for Purpose Outcomes:

- 1.1 All premises, buildings, facilities, and equipment used to process, or in the process of, any dairy material or dairy products are:
- a) designed, constructed, installed and operated in a manner that prevents or minimises contamination or deterioration of dairy material, dairy products, packaging, equipment, or the processing environment;
  - b) suitable for the processing of dairy material and dairy products of the class or description specified;
  - c) located so as to minimise the risk of flooding, objectionable smells, smoke, dust and other contaminants;
  - d) clean, hygienic and tidy and free from pests;
  - e) designed and constructed so that they are hygienic and easy to keep clean;
  - f) suitable and maintained to ensure the manufacture or storage of dairy products that are fit for the purpose of the class or description; and
  - g) designed, constructed, and maintained so as to avoid hygiene hazards and to permit easy and thorough cleaning, disinfection, and visual inspection.
- 1.2 Vehicle access and parking areas within the premises where dairy material or dairy products are processed is designed and constructed to prevent the contamination of manufacturing areas.
- 1.3 Suitable amenities are provided at all premises used to process any dairy material or dairy products for the personal hygiene of staff and visitors.
- 1.4 The design and use of equipment used to process any dairy material or dairy products does not permit either of the following:
- a) the inadvertent mixing of raw milk or dairy material with any treated dairy material or product; or
  - b) the inadvertent mixing of any non-conforming dairy material or product with any conforming dairy material or product.

Initial:

# Risk Management Programme Business Specific Information

Page: 10

Date:     /     /

## 2. Records:

Records are kept detailing:

- a) repairs and maintenance;
- b) any equipment specifications and manufacturer's instructions;
- c) any building reports;
- d) corrective action reports; and
- e) internal audit reports.

and are kept up to date.

Initial:

# Risk Management Programme Business Specific Information

Page: 11

Date: / /

## APPENDIX B: WATER

### 1. Fitness for Purpose Outcomes:

- 1.1 Water that comes into direct or indirect contact with dairy material or dairy products is potable water (i.e. complies with the New Zealand Drinking Water Standards).
- 1.2 An alternative water quality standard may be used provided that the water quality standard is determined by an analysis of hazards and other risk factors; the water is safe for its intended use at the point of use and the water will not compromise the safety of the dairy material or dairy product being manufactured.
- 1.3 An adequate supply of potable water or acceptable alternative in terms of paragraph 1.2 is available for hygienic operations so as to minimise contamination and maintain the fitness for intended purpose of dairy material and dairy product.
- 1.4 Water (and ice and steam) used in the processing of dairy material and dairy products complies with paragraphs 1.1 or 1.2.
- 1.5 Non-potable water is permitted in exceptional cases for steam production, fire control, refrigeration equipment and other similar purposes, provided that the pipes installed for this purpose preclude the use of this water for other purposes and present no direct or indirect risk of contamination of dairy material or dairy product.
- 1.6 Lines containing water that is not potable water are clearly labelled as such and are not connected to lines or tanks containing potable water.
- 1.7 Dairy material and dairy product coming into contact with non-complying water is managed in accordance with Appendix I.

### 2. Records:

#### 2.1 Network-supplied (e.g. municipal supply)

A Water Management Plan (WMP) is written and implemented that includes:

- a) the water quality standard; and
- b) the procedures covering water reticulation and corrective actions.

Where water is identified as non-complying, the appropriate corrective action(s) stipulated in the WMP are carried out.

#### 2.2 Own water supply (i.e. not network-supplied)

A Water Management Plan (**WMP**) is written and implemented that includes:

Initial:

# Risk Management Programme Business Specific Information

Page: 12

Date:     /     /

- a) the water quality standard (including criteria) as determined through an analysis of hazards;
- b) any treatment(s) required for the water to meet the appropriate water quality standard(s);
- c) a water sampling and testing programme for compliance monitoring and process control monitoring;
- d) requirements to keep relevant records as long as necessary for traceback purposes and verification;
- e) an action plan in the event of non-compliance with the WMP; and
- f) the procedures covering water reticulation; and any corrective actions.

Initial:

# Risk Management Programme

## Business Specific Information

Page: 13

Date: / /

### APPENDIX C: CLEANING AND SANITATION

#### 1. Fitness for Purpose Outcomes:

- 1.1 Effective cleaning and sanitation of the premises, facilities and equipment is carried out to minimise the contamination of dairy material or dairy product.
- 1.2 Effective procedures are established and carried out to ensure:
  - a) appropriate and adequate maintenance, cleaning, and sanitation of processing premises, facilities, essential services, and equipment (including conveyances);
  - b) management of waste;
  - c) control of pests;
  - d) control pathogenic micro-organisms; and
  - e) documentation of a cleaning and sanitation procedure.
- 1.3 Measures are in place to ensure the fitness for purpose of treated dairy material and dairy product is not compromised by contamination from services (including coolants, heating media and/or cleaning solutions).
- 1.4 Measures are in place to ensure that the maintenance compounds and their intended use will not adversely affect the suitability for processing of dairy material, or fitness for intended purpose of the dairy product.

#### 2. Records:

- 2.1 Cleaning records are kept showing:
  - a) when the cleaning was performed;
  - b) what was cleaned;
  - c) who performed the cleaning; and
  - d) how the cleaning was performed, whether in accordance with documented procedure.

Initial:

# Risk Management Programme

## Business Specific Information

Page: 14

Date: / /

### APPENDIX D: PERSONNEL COMPETENCY, HEALTH AND HYGIENE

#### 1. Fitness for Purpose Outcomes:

- 1.1 All personnel are at all times competent and medically fit to perform their duties, and behave hygienically. Personnel include all workers, contractors providing services, and visitors.
- 1.2 All persons, including visitors, whose presence or actions, at any premises or place where dairy material or product is processed, may result in contamination of dairy material or product, are required to:
  - a) wear appropriate protective clothing;
  - b) follow an appropriate personal hygiene routine: and
  - c) behave in such a manner as may be necessary or desirable to minimise contamination to dairy material, dairy product and associated things.
- 1.3 All persons, including visitors, who are known to be, or suspected of being, infected by or a carrier of a disease or illness of public health concern (including a notifiable infections disease listed in section A of Part 1 of the Health Act 1956) that is likely to be transmitted through dairy material, dairy product, or associated things are precluded from:
  - a) working in areas where dairy material or dairy product is processed, if that may result in contamination of dairy product; or
  - b) handling dairy material, dairy product, or associated things that may result in contamination of dairy product.

#### 2. Records:

- 2.1 The following records are kept:
  - a) induction/training records for staff and contractors; and
  - b) records of compliance of staff, contractors and visitors hygienic practices (problems observed, and any corrective action taken (including restoration of control, product disposition and prevention of recurrence)).

Initial:



# Risk Management Programme

## Business Specific Information

Page: 15

Date: / /

### APPENDIX E: PEST CONTROL

#### 1. Fitness for Purpose Outcomes:

- 1.1 Pests are controlled so as to minimise the contamination of dairy material and dairy product, packaging, other inputs, equipment, and the cheese processing environment. Pests include rodents, birds, insects, dogs and cats.
- 1.2 Effective procedures are established and carried out to ensure:
  - a) management of waste;
  - b) control of pests; and
  - c) control of pathogenic micro-organisms.
- 1.3 A procedure is effective if it reduces to an acceptable level the exposure of dairy material and dairy product and associated things to risk factors associated with waste, pathogenic micro-organisms, pests and inappropriate or inadequate maintenance, cleaning and sanitation.
- 1.4 Measures are in place to ensure that pests do not spoil or contaminate dairy material or products, and that the application of pesticides in the manufacturing environment of dairy factories or stores does not adversely affect the fitness for the intended purpose of the dairy material or product.

#### 2. Records:

- 2.1 Records containing the following information are kept:
  - a) observations from monitoring, including any evidence of pests;
  - b) location of bait stations;
  - c) name, amount and point of use of any pesticides used; and
  - d) any corrective action taken (including restoration of control, product disposition and prevention of recurrence).

Initial:

# Risk Management Programme

## Business Specific Information

Page: 16

Date: / /

### APPENDIX F: PACKAGING MATERIALS AND INGREDIENTS (SPECIFICATIONS, USE, STORAGE AND HANDLING)

#### 1. Fitness for Purpose Outcomes:

- 1.1 Safe and suitable ingredients and packaging materials (i.e clean, non-toxic, non-contaminating materials) are used for containing dairy material and dairy products.
- 1.2 Any packaging materials (including reusable packaging and inner and outer packaging of any kind) used for dairy material, dairy product, and associated things are designed, made, stored, and used in a manner that –
  - a) maintains the status of the dairy material as suitable for use in processing;
  - b) maintains the status of the dairy product as fit for its intended purpose; and
  - c) minimises contamination of the dairy material or dairy product.

#### 2. Records:

- 2.1 The following records are kept:
  - a) letters of guarantee from suppliers;
  - b) confirmations of acceptance and records of any external cross-checking test results; and
  - c) records of any problems detected and any corrective action taken (including restoration of control, product disposition and prevention of recurrence).

Initial:

# Risk Management Programme Business Specific Information

Page: 17

Date: / /

## APPENDIX G: DOCUMENT CONTROL AND RECORD KEEPING

### 1. Fitness for Purpose Outcomes:

- 1.1 All documents and any parts of a document that form part of this RMP—
  - (a) are legible; and
  - (b) are dated or marked to identify its version; and
  - (c) clearly indicate any changes made to the RMP; and
  - (d) are identified as comprising part of the RMP; and
  - (e) are signed, either directly or within the document control system, by the operator or day- to- day manager; and
  - (f) are made available when required to any person with responsibilities under the programme.
- 1.2 This RMP and all reference material relating to it are readily accessible, or can be retrieved and made available to recognised persons, animal product officers and the Director-General or persons authorised by the Director-General, within two working days of any request.
- 1.3 One copy of all obsolete documents from a registered RMP are retained for 4 years and made available to recognised persons, animal product officers and the Director-General and persons authorised by the Director-General, as required.
- 1.4 All records necessary to demonstrate compliance with the RMP are:
  - a) legible;
  - b) stored in a manner which protects the records from damage, deterioration or loss and ensures that they can be retrieved for a period sufficient to enable traceback; and
  - c) in the case of electronic records, managed to ensure that all data is protected and preserved.
- 1.5 Records relating to monitoring, corrective action and operator verification for the RMP, include:
  - a) date and time of observation;
  - b) subject and description of observation;
  - c) any corrective action undertaken;

Initial:

# Risk Management Programme

## Business Specific Information

Page: 18

Date: / /

- d) means to identify the observer and any person who undertook corrective action; and
  - e) any other information required under the RMP as applicable.
- 1.6 Where monitoring and corrective action records for the RMP have been subject to operator verification, the signature or unique identifier of the operator verifier is recorded on those records, or on records generated by the operator verification activities.
- 1.7 The RMP and all related reference material is readily accessible, or can be retrieved and made available to recognised persons, animal product officers and the Director-General or persons authorised by the Director-General, within two working days of any request.
- 2. Records:**
- 2.1 Records are kept including:
- a) Compliance records (cleaning and sanitation programme records, maintenance programme records, internal audit reports, supplier agreements/specifications etc);
  - b) processing records (data logger printout for heat treatment if applicable);
  - c) inventories; and
  - d) records on dairy material supplier for the RMP operations (farm dairy), including:
    - the name (if any) or unique location identifier (N.B. the requirement for a NZFSA registered RMP for farm dairy operators) of every farm dairy from which raw milk is supplied for the manufacture of dairy products;
    - the name and either location or address of each farm dairy operator;
    - the name and either location or address of each farm dairy owner, if the operator is not the owner;
    - the location of each farm dairy (on request);
    - the amounts of milk received on each day from each farm dairy; and
    - sufficient detail to allow the identification of dairy products containing or made from milk from each farm dairy.

Initial:

# Risk Management Programme

## Business Specific Information

Page: 19

Date:     /     /

### APPENDIX H: TRACEABILITY AND INVENTORY CONTROL

#### 1. Fitness for Purpose Outcomes:

- 1.1 An effective system for recalling products that are not fit for intended purpose, from distribution or sale, has been developed and is implemented.
- 1.2 A tracking system has been implemented that:
  - a) allows for the identification of dairy material, dairy product and ingredients added to dairy material or dairy product; and
  - b) enables the movement of the dairy material, dairy product, or ingredients to be traced throughout the dairy processing, either forwards or backwards.

#### 2. Records:

- 2.1 Records containing the following information are kept:
  - a) traceability and inventory records;
  - b) records of receipt and dispatch of products; and
  - c) observations from monitoring and any corrective action taken (including restoration of control, product disposition and prevention of recurrence).

Initial:

# Risk Management Programme

## Business Specific Information

Page: 20

Date: / /

### APPENDIX I: HANDLING OF NON-CONFORMING PRODUCT AND RECALL

#### 1. Fitness for Purpose Outcomes:

- 1.1 “Non-conforming” in relation to dairy material and dairy product, means any dairy material or dairy product that is suspected or known not to meet regulatory requirements or not to have been processed in accordance with regulatory requirements, including this RMP.
- 1.2 All non-conforming products are handled in a manner that facilitates their identification and traceability, and prevents contamination and deterioration of other products, and a system is in place for the recall of products that are not fit for intended purpose from distribution or sale.
- 1.3 A procedure is in place that ensures any dairy material or dairy product that is nonconforming is identified and detained.
- 1.4 All non-conforming dairy material or dairy product is reported to the recognised agency responsible for verification by the day-to day manager without delay.
- 1.5 All testing of non-conforming dairy material and dairy product is carried out by a recognised dairy laboratory that is recognised in the appropriate category for the required test, using the test methods as specified in the Animal Products (Dairy Recognised Agency and Recognised Persons Specifications) Notice 2005.
- 1.6 For recall procedures, refer to “Recall Guidance Material” available from the <http://www.nzfsa.govt.nz/processed-food-retail-sale/recalls/guidance/index.htm>

#### 2. Records:

- 2.1 The following records are kept:
  - a) identification of the affected products;
  - b) the nature and extent of the problem;
  - c) the location of the affected products in the distribution chain; and
  - d) document all events and associated information in the case that you need to refer to this at a later date. This could include keeping a log of events, contacts, telephone calls, mailing lists, letters sent, etc.

Initial:

# Risk Management Programme Business Specific Information

Page: 21

Date: / /

## APPENDIX J: REPORTING

### 1. Fitness for Purpose Outcomes:

1.1 A reporting system is in place for exception reporting to ensure all dairy product is fit for intended purpose.

Exception reporting includes the reporting of the following:

- (a) identification of non-conforming dairy material or dairy product; and
- (b) occurrence of a critical non-compliance (ie failure to comply with regulatory requirements)

1.2 Reporting Requirements – Responsibilities

- The RMP operator reports to the recognised agency.
- The RMP operator or their delegate will sign all reports.
- The RMP operator and the recognised agency will agree on the method of reporting and the format and content of the report.

1.3 A system is in place to ensure that any of the following exceptions are reported to the recognised agency as soon as practicable, but no later than 24 hours, after the occurrence of the exception or the result is known by the testing laboratory. Initial notification in writing (including via e-mail or fax) to the recognised agency of an exception is followed by a telephone conversation with a person (not an answering service) to confirm receipt. Initial verbal will be undertaken, but the following will be confirmed in writing within 72 hours:

- a) identification of non-conforming dairy material or dairy product, and
- b) occurrence of a critical non-compliance.

### 2. Records:

2.1 Exception reports include the following:

- a) a detailed description of the exception;
- b) the extent of any contamination or potential contamination, e.g. date since last acceptable result, the product lines affected etc; and
- c) description, quantity and location of all non-conforming dairy material or dairy product and whether it is isolated.

Initial:

# Risk Management Programme

## Business Specific Information

Page: 22

Date: / /

### APPENDIX K: OPERATOR VERIFICATION AND OTHER OPERATIONAL REQUIREMENTS

1. **Fitness for Purpose Outcomes:**
  - 1.1 To verify compliance to documented procedures and to confirm the effectiveness of the RMP verification is undertaken, including internal audits, at the required frequencies.
  - 1.2 A system is documented that covers all the components of operator verification including:
    - a) the operator verification activities to be undertaken, and their frequency;
    - b) any actions to be undertaken when corrective actions are not effective;
    - c) any actions to be undertaken when all or part of the RMP is not effective; and
    - d) any recording and reporting requirements.
  - 1.3 All operator verification activities are transparent and traceable, and undertaken by suitably skilled person nominated by the operator or day-to-day manager. Persons carrying out operator verification activities are independent of the process or operation monitoring and corrective action activities being verified and familiar with the contents of the RMP, including its expected outcomes.
  - 1.4 Internal audits are undertaken by the person responsible at an appropriate frequency for a small to medium sized business to ensure compliance with the documented RMP, including GOP and process control procedures, and to identify and correct any problems.
  - 1.5 A review of the RMP is undertaken at least annually and when significant changes in the product, process or premises are made; or the RMP is not working effectively.
  - 1.6 Observations made during the internal audit and corrective actions taken are recorded.
  - 1.7 Internal audits consist of a review of records, reality checks, and confirmation that deficiencies or non-compliances identified from the last audit have been rectified.
  - 1.8 All records under this RMP are reviewed for:
    - a) completeness and accuracy of required information;
    - b) documentation of corrective actions;
    - c) any trends, new hazards, recurring problems; and
    - d) compliance with documented control procedures.
  - 1.9 Reality checks include observation of:
    - a) workers' performance and compliance with documented hygienic procedures and operating procedures;

Initial:



# Risk Management Programme

## Business Specific Information

Page: 23

Date: / /

- b) compliance with process parameters such as processing times and temperatures;
  - c) hygienic status of the premises internal and external environment, facilities; and
  - d) equipment.
- 1.10 All deficiencies found at previous audits are followed up.
- 1.11 When ongoing or recurring non-compliances occur, the following actions are taken:
- a) investigate to determine possible causes of non-compliance;
  - b) take appropriate corrective actions to regain control and prevent recurrence of the problem;
  - c) increase surveillance of the system; and
  - d) review the RMP or the relevant GOP programme and make necessary changes.
- 2. Records:**
- 2.1 The following records are kept:
- a) Internal audit reports;
  - b) other information or evidence relating to operator verification activities (test results);
  - c) information relating to monitoring of activities (this includes the name of the observer/monitoring person, the date and time of the observation and the subject and description of the observation);
  - d) copies of any communication sent to the NZFSA or the recognised RMP verifying agency; and
  - e) any corrective action taken (including restoration of control, product disposition and prevention of recurrence).

Initial:

# Risk Management Programme

## Business Specific Information

Page: 24

Date: / /

### APPENDIX L: PROCESS CONTROL AND OTHER OPERATIONAL REQUIREMENTS

#### 1. Fitness for Purpose Outcomes:

- 1.1 Dairy heat treatment procedures and processes are implemented.
- 1.2 Heat treatment (thermisation and pasteurisation) is designed, installed, operated and maintained in accordance with this RMP.
- 1.3 This RMP references sufficient documentation, including design drawings, plating diagrams, computer/PLC programs, operating procedures, training programmes and records, to ensure that staff and contractors (as appropriate):
  - a) have the knowledge and skills necessary to understand the hazards managed by the heat treatment;
  - b) understand the heat treatment and how it operates;
  - c) operate, check and maintain the heat treatment including monitoring, taking timely and appropriate corrective action(s) when there is "loss of control";
  - d) and record keeping; and
  - e) the heat treatment is able to be readily validated by the RMP operator; and
  - f) the heat treatment is readily evaluated and verified by the Recognised Agency.
- 1.4 The heat treatments used (thermisation and pasteurisation) have the following process performances.

#### 2. Thermisation

- 2.1 Thermisation aims at reducing the number of micro-organisms by a factor of  $10^3$  or  $10^4$  (log 3 or log 4). Micro-organisms surviving will be heat-stressed and become more vulnerable to subsequent microbiological control measures. Thermisation, in combination with normal cheese-making of cheeses with a moisture content of less than 39 percent (by mass) and pH less than 5.6, followed by storage at a temperature of not less than 7°C for a period of not less than 90 days from the date of commencement of manufacture, is intended to achieve a similar level of public health protection as pasteurisation.

- 2.2 The term "cheese treatment" means:

##### Method A

- (i) The rapid heating of milk or a milk product to be used in the manufacture of cheese to a temperature of not less than 64.5 degrees Celsius, retaining it at that temperature for not less than 16 seconds; and

Initial:

# Risk Management Programme

## Business Specific Information

Page: 25

Date: / /

(ii) Storing the cheese prior to sale at a temperature of not less than 7 degrees Celsius for not less than 90 days from the date of commencement of manufacture;  
OR

### Method B

(i) The heating of the curd to a temperature of not less than 48 degrees Celsius; and  
(ii) The cheese or cheese product is stored at a temperature of not less than 10 degrees Celsius for a period of no less than 6 months from the date of manufacture.

## 3. Pasteurisation

3.1 Pasteurisation is a microbiocidal heat treatment aimed at reducing the number of any harmful microorganisms in milk and liquid milk products, if present, to a level at which they do not constitute a significant health hazard. Pasteurization conditions are designed to effectively destroy the organisms *Mycobacterium tuberculosis* and *Coxiella burnettii*. As *C. burnettii* is the most heat-resistant non-sporulating pathogen likely to be present in milk, pasteurization is designed to achieve at least a 5 log reduction of *C. burnettii* in whole milk (4% milkfat).

3.2 The term "pasteurisation" for milk or a milk product means treatment according to one of the following methods-

- (i) The holding method, by which the milk or milk product is rapidly heated to a temperature of not less than 63 degrees Celsius and not more than 66 degrees Celsius, retained at that temperature for not less than 30 minutes, and then-
- (A) immediately and rapidly reduced to 5 degrees Celsius or less in the case of milk or milk products other than cream, or to 7 degrees Celsius or less in the case of cream; and
  - (B) maintained at or below that temperature until the milk or milk product is removed from the premises for delivery;
- (ii) The high-temperature short-time method, by which the milk or milk product is rapidly heated to a temperature of not less than 72 degrees Celsius, retained at that temperature for not less than 15 seconds, and then treated in accordance with subparagraphs (A) and (B) of the method in paragraph (i);
- (iii) Any other heat treatment method that is as effective in terms of bacterial reduction as methods (i) and (ii).

## 4. Records:

4.1 The following records are kept:  
Heat treatment plan - if manufacturing thermised hard cheese a competent person monitors the ripening period to ensure critical limits are met.

Initial:

# Risk Management Programme Business Specific Information

Page: 26

Date: / /

## APPENDIX M: HACCP APPLICATION – CHEESE

### Scope

Hazard Analysis and Critical Control Point (HACCP) is a management tool to assess food safety hazards (either microbiological, chemical or physical hazards) and identify “Critical Control Points” (CCPs), as defined in the Animal Products (Dairy Processing Specifications) Notice 2006, to eliminate or control the hazards to an acceptable level.

**Principle 1** Conduct a hazard analysis – NZFSA has completed this step

**Principle 2** Determine the CCPs – NZFSA has completed this step

**Principle 3** Establish Critical Limits – NZFSA has completed this step (see Appendix L: Process Control and other operational requirements)

**Principle 4** Establish a system to monitor control of the CCP – RMP requirement

**Principle 5** Establish the corrective action to be taken when monitoring - RMP requirement

**Principle 6** Establish procedures for verification to confirm that the HACCP system is working effectively – RMP requirement

**Principle 7** Establish documentation concerning all procedures and records appropriate to these principles and their application – RMP requirement

### Product Information

Components	Description/Details
Material being processed	Raw milk
Products	<p><b>cheese</b> - the ripened or un-ripened solid or semi-solid milk product which may be coated and is obtained by one or both of the following processes;</p> <p>(a) coagulating wholly or partly milk, and/or materials obtained from milk, through the action of rennet or other suitable coagulating agents, partially draining the whey which results from such coagulation; or;</p> <p>(b) processing techniques involving concentration or coagulation of milk and/or materials obtained from milk which give an end-product with similar physical, chemical and organoleptic characteristics as the product described in paragraph (a).</p> <p>Cheese may contain either of the following; Water, lactic acid producing micro-organisms, flavour producing micro-organisms, gelatine, starch, vinegar and salt.</p>
Process	<p>From receipt of raw milk to dispatch from the premises.</p> <p>Key processing operations:</p> <p>Receipt of Raw Milk/Ingredients</p> <p>Filtration</p> <p>Pasteurisation (or Thermisation allowed in the case of hard cheeses)<sup>1</sup></p>

Initial:

# Risk Management Programme Business Specific Information

Page: 27

Date: / /

Components	Description/Details
	Packaging or Waxing Labelling

<sup>1</sup> Cheese with a moisture content <39% moisture and a pH level <5.6.

## Product Description

Product	Cheese
Intended consumer	Humans (general public)
Intended use of product that leaves RMP	Chilled ready-to-eat
Regulatory limits	As outlined in Appendix N: Product safety limits
Other regulatory requirements	Food Standards Code (Parts 1 and 2) New Zealand (Milk and Milk Products Processing) Food Standards 2002

Initial:

# Risk Management Programme Business Specific Information

Page: 28

Date: / /

## Process Description – HACCP Application

The process flow diagrams show the key steps based on a generic process. Process steps and their sequence may differ for each premises. The generic process described below is adapted to fit the operator subject to this RMP.

Process flow diagram for the manufacture of cheese

Inputs <sup>1</sup>	Process steps	Outputs <sup>2</sup>
Receipt of raw milk and ingredients →	1. Receiving	
	↓	
	2. Storage of ingredients and raw milk	
	↓	
	3. Filtration of raw milk	→ Foreign matter to waste
	↓	
	4. Separation	→ Cream and Skim milk
	↓	
	5. Standardisation	→ Standardised milk with desired fat content
	↓	
	6. Heat Treatment (Pasteurisation or thermisation permitted in the case of hard cheese)	
	↓	
LAB starter →	7 Starter addition	
	↓	
Chymosin/rennet or Acid →	8. Coagulation	→ Curd
	↓	
Hot water →	9. Cooking	
	↓	
	10. Curd Cutting	
	↓	
	11. Draining	→ Whey
	↓	
	12. Filling of moulds	
	↓	
Salt →	13. Salting	
	↓	
	14. Ripening	
	↓	
Packaging →	15. Packaging or Waxing	
	↓	
Labels →	16. Labelling	
	↓	
	17. Chilled Storage	→ Packaged cheese for retail sale

<sup>1</sup> An input is any material, additive, processing aid, ingredient, or packaging that is added or used for the production or processing of a food product.

<sup>2</sup> An output is any material or product resulting from any operation under an RMP.

Initial:

# Risk Management Programme

## Business Specific Information

Page: 29

Date: / /

### Principle 1 - 3 - Conduct a hazard analysis, Determine the CCPs, Establish Critical Limits

Process Step	Potential impact of step on hazards	Control measure	Is the control measure a CCP?
Receipt of raw materials	Bacterial pathogens e.g. <i>Salmonella</i> spp., <i>E coli</i> , <i>Listeria monocytogenes</i> . Foreign matter, e.g. glass, metal	Document control and record keeping (supplier agreements/specifications) Temperature control	No
Storage of raw materials	Bacterial pathogens	Design, construction and maintenance of buildings, facilities and equipment Traceability and inventory control Cleaning and sanitation Pest control Temperature control	No
Filtration	Foreign matter	Design, construction and maintenance of buildings, facilities and equipment Cleaning and sanitation	No
Separation			No
Standardisation			No
Heat Treatment	Bacterial pathogens	Performance requirements (See Appendix L)	Yes
Starter addition			No
Coagulation			No
Cooking			No
Curd cutting			No
Draining			No
Filling moulds			No
Salting			No
Ripening (for hard cheeses)	Bacterial pathogens	Thermisation followed by storage at a temperature of not less than 7°C for a period of not less than 90 days from the date of commencement of manufacture Animal Products (Dairy Manufacturing) Approved Criteria	Yes
Packaging			No
Labelling			No
Chilled storage			No

Initial:

# Risk Management Programme

## Business Specific Information

Page: 30

Date: / /

### Outcome of CCP Determinations

The following CCP's have been identified for the processing of cheese for retail sale;

- Heat treatment (Pasteurisation or Thermisation)
- Ripening (Hard cheeses, in the case of thermisation heat treatment only)

### CCP Limits

When the critical limits (see above Principle 1 - 3 - Hazard analysis and CCP determination, critical limit determination) for a critical control point have been met, the process and/or product is deemed to be safe at that point in the process because the product outcomes have been met. Consequently, where critical limits are exceeded, then the process or product may be deemed to be unsafe.

The critical limits are measurable, achievable and appropriate to the CCP and hazard(s) being controlled and wherever possible, there should be a scientific basis for the control process and the limits set for each CCP.

### Principle 4 - Establish a system to monitor control of the CCP

Monitoring is the scheduled measurement or observation of a CCP relative to its critical limits. The monitoring procedures are able to detect loss of control at the CCP. Further, monitoring will provide this information in time to make adjustments to ensure control of the process to prevent violating the critical limits. Where possible, process adjustments should be made when monitoring results indicate a trend towards loss of control at a CCP. The adjustments should be taken before a deviation occurs. Data derived from monitoring is evaluated by a person nominated by the operator/day-to-day manager with knowledge and authority to carry out corrective actions when indicated. If monitoring is not continuous, then the amount or frequency of monitoring is sufficient to guarantee the CCP is in control. Most monitoring procedures for CCPs will be done rapidly because they relate to on-line processes and there will not be time for lengthy analytical testing.

### Principle 5 - Establish the corrective action to be taken when monitoring

Where the critical limits for a CCP have been exceeded, the following corrective actions are taken:

- Bring the defective process back under control.
- Determine and control any affected product. All product processed back to the point where the CCP was known to be within limits is considered "affected" and is to be treated in accordance with "Non-conforming Dairy Material and Dairy Product" and "Reporting Requirements".
- Take action to ensure the non-conformance does not recur. In this regard the investigation should determine the root cause of the problem, take action to prevent recurrence and follow up with monitoring and reassessment to ensure the corrective action is effective. This step may involve reassessment of the control measures and/or modification of the HACCP Plan.

### Principle 6 – Establish procedures for verification to confirm that the HACCP system is working effectively

Procedures are established for verification. The frequency of verification is sufficient to confirm that the HACCP system is working effectively, Verification activities include:

- review of the HACCP system and its records

Initial:



# Risk Management Programme

## Business Specific Information

Page: 31

Date:     /     /

- review of deviations and product dispositions; and
- confirmation that the CCPs are under control.

### **Principle 7 - Establish documentation concerning all procedures and records appropriate to these principles and their application**

All records and documents associated with monitoring CCPs are signed by the person(s) doing the monitoring.

Documented monitoring procedures will provide information on:

- who will undertake the monitoring (this person must be trained and have appropriate responsibility to initiate corrective action)
- frequency of the monitoring including statistically valid sampling regimes;
- what will be monitored;
- where monitoring will occur; and
- how critical limits will be monitored.

Initial:

# Risk Management Programme

## Business Specific Information

Page: 32

Date: / /

### APPENDIX N: PRODUCT SAFETY LIMITS

#### 1. Fitness for Purpose Outcomes:

- 1.1 All dairy products are wholesome and do not contain any foreign matter that constitutes a food safety hazard.
- 1.2 The levels of toxic trace metals in dairy product do not exceed the limits specified in the FSC (refer to Volume Two Standard 1.4.1 Contaminants and Natural Toxicants (refer to [www.foodstandards.govt.nz](http://www.foodstandards.govt.nz))). Maximum residue limits (MRLs) and extraneous residue limits (ERLs) published by Codex and the New Zealand (Maximum Residue Limits of Agricultural Compounds) Food Standards 2002 can be found on the NZFSA website.

#### 1.3 Product safety limits (PSLs) for Pathogenic Bacteria (Human Consumption)

Pathogen	General PSLs <sup>(1, 3)</sup>	Specific PSLs <sup>(2, 3)</sup>	Explanatory Notes / Comments
<i>Salmonella</i> spp.	ND/25g	ND/250g	ND = not detected in the volume tested Composite of samples collected throughout the production run as defined by the manufacturer's RMP
<i>L.monocytogenes</i>	ND/25g <sup>(4)</sup>	ND/25g	ND = not detected in the volume tested Composite of samples collected throughout the production run as defined by the manufacturer's RMP
Coagulase Positive Staphylococci ( <i>S. aureus</i> )	1000/g	100/g	It is critical that sampling and testing are performed in a way that correctly estimates the maximum number of <i>S. aureus</i> reached in a product. This is important because the risk posed by released enterotoxin is 'estimated' by the bacterial load
<i>B.cereus</i>	1000/g	100/g <sup>(5)</sup>	
<i>E.coli</i>	100/g	10/g	

<sup>(1)</sup> General PSLs: For product to be consumed by the general population.

<sup>(2)</sup> Specific PSLs: For products that are specifically designated for, and are likely to form, a substantial part of the dietary intake of more susceptible members of the population (i.e. infants and young children, the old, pregnant and immuno-compromised).

<sup>(3)</sup> Sampling Rates: If testing is required, the rate of sampling for each organism/product combination should be decided as part of a HACCP analysis performed on the manufacturing process

<sup>(4)</sup> *Listeria monocytogenes*: A figure of 100/g has been proposed by the Joint FAO/WHO Food Standards Programme, Codex Committee on Food Hygiene in the "Draft Guidelines for the Control of *Listeria monocytogenes* in Foods" and is obtaining increasingly wide acceptance. In the future, it may be appropriate to adopt a PSL of 100/g in circumstances where it can be shown that growth is extremely unlikely to occur during the life of the product. However, before this

Initial:

# Risk Management Programme

## Business Specific Information

Page: 33

Date: / /

occurs, NZFSA and the dairy industry will need to be convinced that the 100/g figure has become accepted by reputable food safety authorities worldwide.

<sup>(5)</sup>Bacillus cereus: This limit only applies to product designated as infant formula.

- 1.4 All dairy products subject to this RMP which are manufactured, for sale in New Zealand or Australia comply with microbiological limits specified in the Australia New Zealand Food Standards Code (FSC).
- 1.5 The limits described are not exceeded at any time during the product's shelf life (assuming the product is handled and stored according to the manufacturer's guidelines).
- 1.6 In the event that pathogenic micro-organisms do exceed the limits the product is deemed to be non-conforming.
- 1.7 Results from retesting of product previously found to contain pathogens in excess of limits contained in this section will not be used. However additional testing may be carried out on previously untested product to establish limits of non-conformance in a product lot (e.g. where determination of cut-off points is required).
- 1.8 Where the laboratory has unequivocal evidence that the 'suspect' result arises from a failure of its internal systems (NB this requires clear documentation) then retest results may be used to establish the limit.

### 2. Records:

- 2.1 The programme for sampling and testing that is carried out to verify that dairy material and dairy product meets the product safety limits and includes the following:
  - a) procedures to demonstrate how it is ensured that samples are representative and sampling does not contaminate the dairy product;
  - b) the sampling and testing plans for product safety parameters outlining the test methods, sampling frequency, product safety limits and action if limits are exceeded; and
  - c) procedures for ensuring all testing and analyses are undertaken using registered test methods.

Initial: