Food Safety Template for Lavender Growers

You can use this template if you:

- produce dried lavender flower to supply as an ingredient to food and drink producers to sell for local or export markets,
- produce essential oil to supply as an ingredient to food and drink producers to sell for local or export markets.

This is a pre-evaluated document.

If you add any procedures to this plan, or make any changes to the procedures provided, they must be evaluated. This is a legal document.

Contents

Setting up (green cards)

Introduction

Business details

Business layout

Managing risks nearby

Take responsibility

Checking the plan is working well

Places and equipment

Suitable water

Competency and training

Checking for pests

Cleaning and sanitising

Maintaining equipment and facilities

Personal hygiene

Processing and Producing (orange cards)

Processing dried lavender

Processing distilled lavender oil

Sourcing, receiving and tracing lavender for food and drink

Safe storage and display

Know what's in your food

Separating food

Keeping foreign matter out of food

Packaging and Labelling

Transporting

When something goes wrong Recalling

What is a food control plan (FCP)?

A food control plan (FCP) sets out what steps your business needs to take to make safe food. Using this plan will help you to identify food safety risks and show how they're being managed. It means customers will know your food is safe – and it can help you create a successful food business.

You need to register with the Ministry for Primary Industries (MPI) and then get checked (verified) by a food safety expert who will make sure you are following your plan and meeting the rules that apply.

NZ Lavender Growers Association have chosen to write our own rules for our growers

The New Zealand Lavender Growers Association have chosen to write our own FCP using the following guide www.mpi.govt.nz and have had these checked (evaluated) to ensure they will manage food safety and suitability appropriately.

Why should I read this booklet?

Lavender (dried or distilled to an oil) that is to be used in food is subject to the Food Act 2014. This FCP explains the rules that apply and how to meet them to ensure you are making safe and suitable food. It includes

 an overview of what is required if you wish to provide quality lavender dried flower or distilled oil which will be used or sold as an ingredient in food or drink,

- What your business needs to do to get started,
- What the law requires,
- what records must be kept, and
- what a verifier will check.

Where can I find more information?

You can check the <u>Food Act 2014 and</u> Food Regulations. If you have any questions contact MPI or your local council.

Visit www.mpi.govt.nz/foodact

MPI: info@mpi.govt.nz 0800 00 83 33

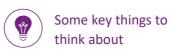
Find your local council: www.lgnz.co.nz

Instructions

How to use this Plan

This Plan tells you what you need to do to comply with the food safety act. It tells you what things your verifier will check, and outlines where you need to keep records. To help you make sure that you are keeping the right records for the right things we have placed icons throughout this document:





Each topic has three sections: Know, Do and Show.



Know has general information about why this topic is important to food safety and gives ideas for how you can comply with food safety.



Do outlines what you must do to comply with the food safety law.



Show outlines what your verifier will ask you to demonstrate or the **records** they will expect to see.

Sometimes things go wrong, and your food might become unsafe or unsuitable. You need to be able to identify when something has gone wrong and be able to fix it.

You need a procedure in place and you need to keep records. These records are listed throughout the document. Follow the 'When something goes wrong' card.

The green pages outline information about setting up your business and staff training.

The blue pages outline information about cleaning and sanitising, maintaining equipment and facilities, and personal hygiene.

The orange pages outline information about control steps commonly used in NP 1 businesses. These procedures have already been proven to reduce or eliminate hazards so food is safe and suitable. You only need to use the orange pages which apply to your business.

The red pages outline what to do when something goes wrong.

Overview of getting started



Set up

- Read this FCP and any supplementary forms
- Plan how you will implement food safety.
- Contact and get a letter from a verifier saying they will verify you



Operate

- Follow food safety procedures.
- Put your records in place.
- Keep records up to date.
- Focus on top 5 requirements.



Register

- Complete the registration required by your council or MPI.
- Submit application, including fee.



Verification

- Ensure you can demonstrate how you make safe and suitable produce for food.
- Provide necessary records.

Business Details

Fill out your business details below

Business Details	
Legal name	
Trading name	
Activity (tick as appropriate)	

Fresh flowers	Distilling Oil (Lavandula Angustifolia varieties only)
Processing Dried flowers	Bottling
(Lavandula Angustifolia varieties only)	Storing
Storing	Transporting
Packaging	

Postal Address	
Telephone	
Email	

Location(s)	
if needed)	
Operator:	
The operator is the owner or other person in control of the business. If the Plan applies to more than one food business, the operator is the person responsible for the Plan.	
Operator of each business (if plan applies to more than one food business) add additional rows as necessary.	

Day-to-day Manager

(write 'as above' if the day-to-day manager is the operator) The day-to-day manager is the person who has the overall responsibility to make sure that the Plan is being followed and the appropriate checks and **records** are completed.

Name and/or position	
Physical address (business or residential)	
Telephone	
Email	
Registration authority	
Registration authority	MPI Council:
Contact person	
Telephone	
Email	
Verifier	
Verification agency	
Contact person	
Telephone	
Email	

Business Layout

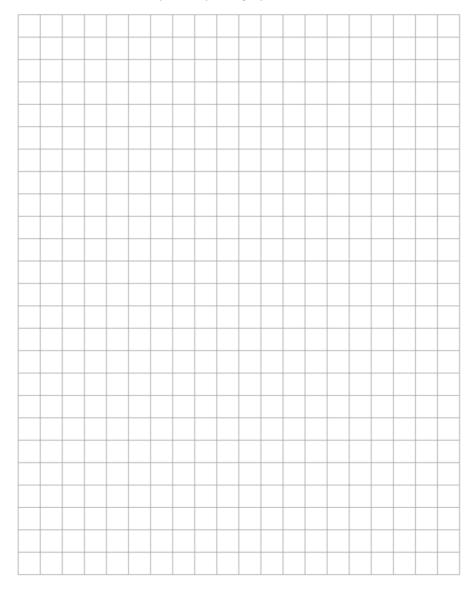
You must make sure that the design and physical location of your business allows you to make safe and suitable food.

You need to draw a map and floor plan that includes: (as applicable)

- your building,
- the buildings surrounding it,
- the boundaries of your lavender farm,
- where you store your harvested lavender until preparation,
- your drying room,
- where you distil lavender,
- your bottling room,
- what happens in the different areas on your map, including where you
 prepare lavender for food and drink (e.g., your kitchen)
- what happens in your buildings, including non-food activities,
- what happens in the different areas of the building,
- non-food activities being conducted in the same or neighbouring building/property that might affect food safety may need to be included in your map of your business.

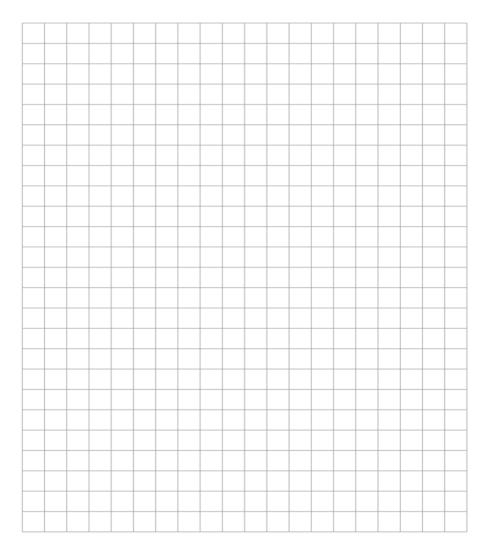
Layout – Inside of your premises

This could be hand drawn plan or photograph



Layout – Outside of your premises

This could be hand drawn plan or photograph



Managing risks near your business

Note any activities being conducted on your lavender farm and buildings, or at neighbouring buildings/properties that might affect food safety or suitability in your business, and anything you do to manage risk.

Potential risk	How we manage the risk
Example: Spray residue from the neighbouring property	Example: Keep doors, windows, vats and tanks closed when possible when you are processing lavender.

Risk to food safety How we manage the risk	
--	--

Example: Spray residue from the	Example: Keep doors, windows, vats and
neighbouring property	tanks closed when possible when you are
	processing lavender.



Taking responsibility



Know

What do you need to know?

- It is your responsibility to make sure the lavender your business produces for food and drink, handles and/or sells is safe and suitable.
- You don't need to be a food safety expert, but you do need to know enough to make good food safety and suitability decisions for your business. This guide is intended to help you to do that.
- Overall, you as the owner are responsible, even if you employ people to help manage food safety and suitability.
- If you contract out part of the processing (e.g. contract harvesters or distillers) you need to make sure that everyone involved knows who is responsible for the safety and suitability of your product at each stage, and that your product can be traced. For example, if you send your flowers off-site for distilling the distiller needs to operate under a registered plan (e.g. this plan). It's then the contract harvesters or distillers' responsibility to keep records about any adjustments or additions, and maintain traceability.



Not all the sections in this guide may be applicable to your business – you don't have to follow rules that don't apply to you (for example if you don't package lavender for food and drink you don't have to follow the rules about packaging). If you are unsure about whether a section applies to your business seek advice from a consultant,

your verifier or your registration authority (local council or MPI).



Food safety vs. food suitability

- Food safety is about preventing food from causing illness or harm. Food can be unsafe if it contains certain 'hazards'. Hazards fall into 3 categories:
 - **Biological (microbes)**: Certain microbes can make people sick if in or on food or drink.
 - Chemical: Many chemicals can make people sick if in or on food or drink.
 - Physical (foreign): Glass, metal or other sharp objects can sometimes get into food and cause harm.
 - Plant (foreign): weed or toxic plant material from the harvesting process.
- Food suitability is about making sure lavender produced for food and drink meets customer expectations and doesn't contain anything unexpected or offensive.
- Taking responsibility for food safety means understanding the possible hazards that could make your lavender for food and drink unsafe and taking steps to:
 - keep microbes, harmful chemicals and foreign matters out,
 - o reduce microbes to safe levels,
 - o eliminate or remove microbes.
- Taking responsibility for food suitability means:
 - only using foods or ingredients that are fit for purpose,

- o labelling food and drink correctly,
- making sure any claims about your food or drink are true and allowed.



Keeping customers safe

- Following the rules will help your business as:
 - about 86% of people that get sick from food don't
 report it but they still look for someone to blame,
 - about 75% of people don't think that they got sick from food they made themselves and blame someone that sold food to them,
 - most people believe it was one of the foods they last ate that made them sick – when actually it could have been something they ate days or weeks ago,
 - about 40% of people that get sick will not buy the food they blame for making them sick again (and might tell their friends not to buy it),
 - if someone reports illness, a food safety officer investigates their complaint – this means you might be visited even when you did not have anything to do with making someone sick.



Keeping records

- Keeping good records will help you prove your lavender for food and drink did not make people sick.
- There are some records you need to keep, others you
 might like to keep for good practice. Where you are not
 required to keep records it is your choice whether you
 wish to keep records or other evidence to keep track of
 how well you are managing food safety and suitability.



- Without records it will be harder to prove your lavender for food and drink is safe and suitable which could lead to:
 - o recalling food and drink,
 - stopping sale of food and drink,
 - having to make certain improvements to your processes or practices,
 - o fines or prosecution.
- All of the above can cost your business in time, money or reputation.
- There is more helpful guidance and tools available in the 'Record Blanks' on the MPI website at www.mpi.govt.nz.

Advice and guidance

- You can get advice and guidance from others, for example consultants or verifiers.
 - Consultants can design systems, processes and procedures for you – but can't take away your responsibilities. It is part of their job to help you understand how to make good decisions about food safety and suitability – especially when things don't go to plan.
 - Verifiers can provide advice and coaching (options and examples) about how you can make sure your business is making safe and suitable food but they cannot make your decisions for you.



Do

What do you need to do?

Always follow the food safety and suitability rules.

•	Make sure someone is responsible for making sure the plan is followed (tick as appropriate):
	day-to-day manager, or
	delegated person.
	Name:
•	Any contractors or processors that you use must have the appropriate registered plan to ensure that any lavender for food and drink they handle remains safe and suitable.
•	You have enough trained and competent staff (and supervisors if necessary) to achieve the safety and suitability of food and drink.

 Get verified. You must give your verifier the access to facilities and records they need to perform their duties.



- Keep a copy of all documents or records required for at least 4 years.
- All records must:
 - be accurate,
 - o easy to read,
 - o identify what was done,
 - o when it was done,
 - o who did it.
- Make sure records are easily accessible and can be provided within 2 days when requested.

 Give written notice to the registration authority of any significant change in circumstances – if possible before making the change, or at least within 10 working days after the change occurs.



Show

What do you need to show?

- · Your verifier might ask:
 - whether you have given certain food safety responsibilities to other people (including contract distillers) and, if so, how you know they are doing a good job of keeping food safe and suitable,
 - whether there have been any changes to what you do, make or sell since the last time they were there.
 - o to see your records.





Checking the programme is working well



Know

What do you need to know?

- It is your responsibility to regularly check that food safety and suitability is being well managed in your business.
- What to check and how often, depends on the effect of something going wrong in your business. You should check the most important things (e.g. storage)
- An internal check can also be done if a business you supply audits your business, however this should not be the only one.
- You should check:
 - o that people are doing what they need to,
 - the procedures you have put in place are being followed and are effective,
 - your facilities and equipment remain suitable for the food activities at your business.
- You or one of your staff must be your own internal verifier (self-auditor).



Why is self-auditing important?

- You are responsible for your business and the lavender for food and drink you produce, not your verifier or the government. If you wait for someone else to tell you what is going wrong in your business it may become costly, and you may make people sick.
- Check the programme is working well by (for example):
 - checking whether staff are carrying out key food safety behaviours (e.g. washing hands etc.),
 - o checking records are being completed and kept,
 - looking through records to check that things are working as expected (e.g. fridges, dried flower remain in freezer),
 - reviewing 'When something goes wrong' information and checking that steps have been taken to prevent problems from happening again,
 - o running food safety quizzes with staff,
 - using the 'Show' sections in this guidance to ask the same questions or check the same things that your verifier would ask or look at,
 - testing the environment or lavender for food and drink for certain microbes or chemicals to show procedures (e.g. cleaning) are effective.



Some notes about testing:

- There are specific requirements for testing in some situations (e.g. self-supply water). There are also rules about certain limits for microbes or chemicals. A limit doesn't mean you always have to test the lavender product for food and drink for that microbe or chemical. If you are thinking about using sampling and testing to show your programme is working well, this shouldn't be the only check that you do. It is not possible to test your way to food safety.
- Testing can be a useful tool, but has limitations. If, for example, testing results find harmful microbes that might mean some part of the process is not working well.
- A negative result may not prove that your plan is working perfectly (or that the product is safe).
 Microbes, in particular, are not usually evenly distributed in lavender it's possible to test some and get a negative result when another part of the product in the same batch has high levels of harmful microbes.



Imagine you have a batch of dried lavender packed into muslin bags in outside shelves and you think it's possible mice have been running around.

You open one bag no evidence of mice droppings. Does it prove all the other dried lavender is good?

Would you 'test' to find mice urine and droppings in the muslin bags – or put processes in place to make sure this does not happen- in the first place? (e.g. have pest control procedures in place, store lavender in freezer)



 If you want to include testing as one of your checks it is often more effective to test the environment rather than final products for food and drink.

 If you want to test as part of your procedure for checking, it is highly recommended that the testing plan is developed by an expert. The NZLGA have oil testing facilities that you can utilise. If you put your oils into the NZLGA Awards you oil will be automatically tested to ensure the quality of the oil.



Da

What do you need to do?

- Set up procedures for regularly checking that you and your staff are making safe and suitable lavender for food and drink and meeting your requirements and responsibilities under the Food Act 2014.
- Follow the procedure on 'When something goes wrong'
 if your self-checks identify mistakes or actions that could
 have made food unsafe or unsuitable



Show

What do you need to show?

- Show your verifier:
 - o how you check that your procedures are working well,
 - o results of the checks you have made,
 - o results of the tests you have carried out.



Places and equipment



Know

What do you need to know?

- When choosing places and equipment for your food business there are some things you should consider, such as:
 - o what the place has been previously used for,
 - rooms and equipment can be easily cleaned and maintained,
 - o there is adequate lighting and ventilation,
 - equipment is designed for food use and for the process you are intending to use it for.

Why is choosing good places and equipment important?

- Places and equipment are the foundation of a food business, and the choices you make determine how hard you and your staff will have to work to know food is always safe and suitable.
- It's often things which are easily overlooked that can result in food being contaminated and people getting sick. For example:
 - a light breaking and spreading glass into lavender for use of food,
 - lavender grown for food absorbing heavy metals or chemicals in soil from a previous land use (e.g. chemical



- orchards, timber processor, etc.) into their root systems and leaves,
- dust and dirt carrying microbes getting into lavender from the neighbouring supply yard loading compost, fertiliser etc. into trucks.
- buildings constructed from materials that could be a source of microbes, chemicals or foreign matter getting into your lavender for food and drink.
- Volatile stromatic compounds liberated from a building's materials or contents, especially if temperature is >30°C.
- It's best to source equipment especially designed for food use and for the process you are intending to use it for.
- It's best to choose places and equipment that prevent as many food safety risks as possible.



Do

What do you need to do?

- Manage any food safety/suitability risks associated with places and equipment.
- Check previous use of land and buildings, and don't use areas that are likely to make food unsafe.
- If your neighbours do things that could cause your lavender for food and drink use to be unsafe or unsuitable, work out how to minimise the chance that this could happen.
- Make sure any buildings used for your lavender for lavender for food and drink are big enough to accommodate the number of staff you plan to have working there and allow for design of a good workflow.



- Design your workflow so you can safely move around your area (e.g. so you don't carry unsafe foods or ingredients through areas where safe food is being handled).
- Make sure buildings, fittings, fixtures or equipment are not made of materials that could be a source of microbes, chemicals or foreign matter getting into your lavender for food and drink, or work out how to minimise or eliminate the chance that lavender for food and drink could become contaminated from these sources.
- Ensure all areas where lavender for food and drink will be handled or stored can be easily cleaned and ventilated.
- Limit the amount of dust dirt, fumes or pests that can get into buildings used for handling, processing or storing lavender for food and drink.
- Provide places for storage of cleaning chemicals and maintenance compounds away from lavender for food and drink.
- Make sure there are toilets and places to wash hands close to lavender for food and drink handling areas (including where horticulture crops are being harvested).
- Provide for rubbish areas away from lavender for food and drink processing/ preparation areas.
- Make sure you have equipment for measuring control points (e.g. thermometers for checking fridge/chiller temperatures) and that it is accurate and working properly.



Show

What do you need to show?

- · Your verifier might ask:
 - o how you know the location hasn't previously been used for something that will make food unsafe,
 - o what you do to manage risks from activities of your neighbours,
 - o why you chose the equipment you are using,
 - o how you know the building, fixtures, fittings and equipment aren't a risk to the safety or suitability of your lavender for food and drink.
- Your verifier will observe workflow and whether staff can easily work and maintain good personal hygiene.



Suitable water



Know

What do you need to know?

- Suitable water must be:
 - safe to drink if it is used for lavender for food and drink preparation, washing food contact surfaces/ equipment, and for staff to wash their hands,
 - clean and fit for purpose when used for any other activities in growing or making food.



Horticulture: Water used for irrigation should be of drinkable quality where possible – especially where applied directly to lavender flowers that are not expected to be cooked or treated to reduce or eliminate microbes or chemicals, before being eaten.

Why is it important to ensure water is suitable?

- Water can carry harmful microbes and chemicals that can make people sick. These might be because the water is contaminated at the source, or because water pipes and storage containers become contaminated.
- It's important to consider how you use water in your business, and make sure that the water is not going to be a source of lavender for food and drink contamination. If you use a council or registered water supply most of this is done for you.



If you use self-supply water

- You will need to prove it is suitable for use by having it tested at an accredited lab (there is information on the MPI website about these).
- You will need to know where near-by activities and naturally occurring chemicals could make your water supply unsafe.
- · Keep water tanks:
 - clean and in good condition to stop the build-up of sediment, and
 - covered to stop animals, birds and dirt from contaminating water.
- You may need to install operate and maintain (e.g. replacing filters) a water treatment system, following the manufacturer's instructions, to ensure water is suitable for use with food.
- You might need to treat roof, surface or ground water using filtration, chlorination or UV disinfection to make it suitable for use.
- Self-supply water sources may be subject to other legislation as well.

For ground water supply only

 Bores should be designed and maintained so they are protected from surface contamination.

For roof water supply only

 Additional risks to contamination of your water can be reduced by:



- collecting water only from clean roofs and gutters made from safe materials (e.g. no lead-based paints, bitumen, exposed timber or copper gutters),
- putting screening gutters up, removing overhanging branches and vegetation, and mounting aerials and satellite dishes away from water collection areas,
- installing a first flush device (a device which diverts the first flush of water when it rains).



Water is also a top 5 requirement for the **horticulture** sectors.



Do

What do you need to do?

- For water used for lavenderfor food and drink processing, cleaning food contact surfaces or hand washing
 - either:
- o use a potable (council/registered) water supply, or,
- check that your roof, surface or ground water supply is tested at least once every year in an accredited lab and meets the following limits:



Measurement	Criteria
Escherichia coli	Less than 1 in any 100 ml sample*
Turbidity	Must not exceed 5 Nephelometric Turbidity Units
Chlorine (when chlorinated)	Not less than 0.2mg/l (ppm) free available chlorine with a minimum of 20 minute contact time
pH (when chlorinated)	6.5 – 8.0

^{*}Escherichia coli testing must be performed by an accredited lab.

- Test any new self-supplied source of water before using it in layender for food and drink areas.
- Test roof, surface or ground water supplies within 1 week of knowing about a change to the environment or of activities that may affect the safety and suitability of the water.
- For surface and (insecure) ground water intakes must be:
 - o at least 10m away from livestock,
 - at least 50m away from potential sources of contamination including silage stacks, offal pits, human and animal waste, potential chemical stores and tanks

All water supplies

 Only use water tanks, containers, pipes, outlet taps and treatment systems for any water supplies on site that are suitable for drinking water (or are "food-grade"). Regularly check and maintain these.



Do

- Clearly mark outlet taps, tanks, and pipes that do not contain clean water. These must not be used for food processing, hand washing and cleaning.
- If your water supply becomes unsafe (or you're advised by your supplier it is unsafe):
 - o don't use it, or
 - o boil it for at least 1 minute before use, or
 - o disinfect it with chlorine before use, or
 - use another supply of water which you are sure is safe (e.g. bottled water).
- Always throw out any lavender for food and drink which has been contaminated by unclean/unsuitable water.



You must record the water source for each of the locations you operate in.



Show

What do you need to show?

Your verifier will ask:



- o ask how you know your water is fit for purpose,
- ask you about how you check and maintain water equipment and facilities.



- Ask to see your records of water sources for each of your locations.
- how you manage contamination or cross contamination of water supply.

For self-supply water

· Your verifier will:



Show

- ask to see test results for any roof, surface or ground water supplies that are used for lavender for food and drink preparation, washing contact surfaces / equipment or for hand washing,
- ask what near-by activities could affect the safety of your water,
- ask you to show them how you know any water treatment system is working properly,



Will you keep records for this?

o You need to keep **records** of self-supply water tests.



Competency and training



Know

What do you need to know?

- Not all staff and visitors need training in all things but they must know how to keep lavender for food and drink safe when doing their particular job.
- Train your team before you:
 - o start preparing lavender for food and drink,
 - o introduce or change a procedure,
 - o whenever you think your staff need it.
- Training should include good food safety practices like:
 - o hand washing,
 - keeping away from preparing lavender for food and drink when sick,
 - o cleaning,
 - sourcing, receiving, and tracing lavender for food and drink,
 - o checking that process steps are managing risks,
 - o what to do if something goes wrong.
- You can train staff any way that works for your business.
 You could consider:
 - o work under supervision,
 - o buddy training,
 - o courses (in-house or external),



- videos, games and quizzes can all be used as training methods too.
- If you are a one person business you can try using online training tools, food safety courses or seek help from a consultant

Why is training important?

 Everyone has a role to play in keeping lavender for food and drink safe and suitable. Staff need to know that what they do can impact food safety – especially if something doesn't happen as it normally would.



Not all of the things that impact food safety are 'common knowledge' so it pays to be trained properly so you don't accidentally get it wrong.



Do

What do you need to do?

- Ensure all staff and service providers know what they need to do to keep food safe and suitable.
 - Nominate the person or people that must make sure all staff and service providers are trained so they know how to meet the rules.
 - Write down what people need to be trained to do for the tasks that affect lavender for food and drink safety in your food business. Include the training needed for:
 - o the day-to-day manager(s),
 - o staff,
 - o service providers (e.g. delivery people, contractors etc.).

- Make sure that all staff and service providers are trained so they know how to meet the rules about:
 - o cleaning hands,
 - o wearing clean clothing,
 - o reporting sickness
 - dealing with lavender for food and drink that could make people sick,
 - keeping lavender for food and drink safe from accidental contamination with allergens or dangerous chemicals (e.g. cleaning compounds),
 - o other procures which are specific to your business.



 Keep a record of the training you or your staff or visitors have completed, and when they completed it.



What do you need to show?

- Show your verifier when staff were trained:
 - o the plan,
 - o what they do,
 - o how they do it,
 - o why they do it,
 - o who was trained,
 - o when
 - what happens when things go wrong (or changes).



Will you keep records for this?

 You need to keep records (you can find some optional templates and examples of ways to keep training records in the 'Record Blanks' on the MPI website at www.mpi.govt.nz.



Cleaning and sanitising



Know

What do you need to know?

- Cleaning and sanitising are 2 different things:
 - Cleaning removes dirt, grease and most microbes from surfaces,
 - o Sanitising kills harmful microbes left on clean surfaces.
- Surfaces and equipment that will come into contact with lavender for food and drink should be cleaned at least every day that lavender for food and drink touches them (it's best to clean as you go). If food contact areas are not used for a few days they should be cleaned before they are used again (to remove dust and dirt that has settled there in between use).
- It's important to clean staffrooms, bathrooms and toilets to minimise the chance of staff bringing microbes from these areas into places where lavender for food and drink is handled or processed.
- It is a good idea to keep storage rooms clean and tidy.



It's OK to use basic cleaning methods like you would use at home – but only use clean water and cleaning chemicals designed for use in food areas and follow the instructions on the label (some chemicals need to be left for a while before wiping off, some chemicals need to be rinsed off with clean water (not just wiped off).

 Your cleaning equipment (brooms, mops, cleaning cloths), can become a source of contamination if they aren't cleaned or replaced regularly too.



- It's recommended to use disposable cleaning cloths or wash cleaning cloths after each day's use.
- It's important to check that equipment, if any, like pumps, hoses and couplings are cleaned and sanitised before use so they don't contaminate your lavender product.
- If you are using automated "clean-in-place" (CIP) systems, you should have an expert install the system and confirm it is working properly. Let your verifier know if you are using CIP – they might need to get a technical expert to confirm its working OK as part of the verification.
- Distillation units, including condensers should be cleaned daily by operating the still with an empty cartridge and no condenser cooling water running, until the steam issuing from the condenser is odourless. This will also sterilise all oil contact surfaces.

Why is cleaning important?

- Microbes love to hitch a ride on dust and dirt, so an unclean area is also a potential food contamination area.
- Dirty premises can attract pests like mice, rats and cockroaches which can spread disease.
- Even if lavender for food and drink is fully packaged at all times it's a good idea to keep things clean. If the outside packaging gets dirty that will contaminate the hands of people who open the package and this may, in turn, contaminate the food.
- Rubbish (including liquid waste) can be a source of food contamination. Microbes will grow in it.



Do

What do you need to do?

- Sweep, vacuum or mop floors, wipe benches and clean food contact surfaces, equipment, staff facilities and storage areas regularly and when needed.
- Always use clean hot soapy water or food safe cleaning chemicals according to the label instructions.



 Clean brooms, mops and other cleaning equipment regularly.

- Store cleaning equipment and chemicals away from lavender for food and drink.
- Always sanitise lavender food contact surfaces and equipment after cleaning, or before use, as required.
- Sort and/or wash dirty laundry (if you choose to supply your staff with clean clothing) away from lavender for food and drink.
- Store rubbish away from lavender for food and drink and remove it from the premises regularly.
- Make sure people can't mistake rubbish for food/ ingredients.
- Clean bins and rubbish areas regularly.

What do you need to show?



V 16: 111

- Your verifier will:
 - look around your business and check that everything looks clean and tidy. They will also ask you and/or your staff when and how you clean.
- Show your verifier:



- o your 'end of day' routines including stock control,
- o a **record** of your cleaning tasks, who does it, and when,
- o how you remove waste,

- how you clean your bins and rubbish area, and who is responsible,
- that your premises and equipment are clean, and that laundry is being done when necessary,
- how you clean and sanitise your lavender for food and drink surface areas and equipment.
- o how you use chemicals safely.



Checking for pests



Know

What do you need to know?

- Pests such as mice, birds and insects can spread disease.
 They do this by picking up microbes from dirty items such as waste and transferring them to food and food equipment.
- You need to take steps to control pests and prevent them from contaminating lavender for food and drink.



What do you need to do?

- Check for and remove any signs of pests regularly (e.g. droppings, empty full traps, dead insects).
- Clean any affected equipment and areas that come into contact with food.
- Dispose of any affected/contaminated food.



Show



What do you need to show?

Show your verifier how you check for pests.

Will you keep records for this?

You need to keep **records** about types and numbers of pests found and what action was taken.







What do you need to know?

Know

Why is maintenance important?

- A common way microbes or other harmful things (e.g. chemicals, bits of glass or metal etc.) get into food is from things breaking, breaking down or getting damaged.
 Microbes especially like to hide and grow in pitting, cracks, crevices, or holes, and if they find a hiding space where lavender for food and drink is stored, prepared, processed or handled they can get into food and make it unsafe.
- Equipment such as chillers, freezers might become inefficient or break down allowing temperatures to rise and allow microbes to grow in lavender for food and drink stored there.
- Sometimes it's the things you can't see (e.g. water pipes) or don't see all the time (e.g. the inside of some equipment) that break down or become dirty/ contaminated resulting in unsafe or unsuitable. It's important to remember to sometimes check the things not in plain view.
- Measuring equipment (e.g. thermometers) can become less accurate over time (and you need to know that the temperature is accurate to know that microbes aren't able to grow).



- If you expand your business to make more lavender for different kinds of food, or have more people working at once, your workflow can be affected and can be contaminated.
- Not all chemicals and compounds (like grease, oil, etc.) are designed to be used with lavender for food and drink, and some chemicals can make people sick if they get into food.



Some overseas studies have shown that businesses that keep up with regular, preventative maintenance can save around 50% in maintenance and repair costs compared to those that wait for something to break down before doing any maintenance or repairs. Also, if you wait until something breaks down you might also incur costs associated with managing unsafe or unsuitable food.



Do

What do you need to do?

- Regularly review that you haven't outgrown your
 location, or negatively impacted workflow through any
 growth or changes to the amounts and types of lavender
 appropriate for foods you are growing, making or selling.
- Regularly check your premises for signs of deterioration (e.g. holes in floors and walls).
- Only use equipment and facilities that are in good condition and working properly.
- Service your equipment regularly.
- Calibrate any measuring equipment you use (e.g. thermometers regularly.)
- Use only oil resistant material and seals for all oil-producing and oil-handling equipment.



Do

- Ensure maintenance compounds and chemicals are:
 - fully labelled, stored, sealed and only used following the manufacturer's instructions,
 - stored and transported in containers that can't be mistaken for food containers.

For all water suppliers

- Water pipes must work properly to stop animals, birds, dirt and waste from contaminating your water.
- Always flush water pipes after:
 - o Repairs and maintenance
 - o After 7 days without use to remove stagnant water
- · Keep water tanks:
 - Clean and in good condition to stop the build-up of sediment, and
 - Covered to stop animals, birds and dirt form contaminating water.

For surface or ground water supply only

- You must install, operate and maintain any water treatment system following the manufacturer's instructions.
- You must follow the manufacturer's instructions for replacing and cleaning filters.
- Bores must be designed and maintained so they are protected from surface contamination.

For roof water supply only

 Water must only be collected from clean roofs and gutters made from safe materials (e.g. no lead based paints, bitumen, exposed timber or copper gutters).



- You must reduce the risk of contamination as much as possible this includes:
 - o Putting screening gutters up,
 - o Removing overhanging branches and vegetation,
 - Mounting aerials and satellite dishes away from water collection areas,
 - Installing a first flush device (a device which diverts the first flush of water when it rains).
- You must install, operate and maintain any water treatment system (e.g. replacing filters) following the manufacturer's instructions.



Show

What do you need to show?

- · Show your verifier:
 - what you do to check your premises and equipment are designed for lavender for food and drink use and are in good working order,
 - o how you store maintenance compounds and chemicals
 - o how often you do maintenance checks,
 - o what you check for during maintenance checks,



- a record of your regular maintenance tasks or your 'end of day' routines including stock control,
- o repairs, who does them and when,.
- Your verifier might ask:

o

 how you remember to service equipment, especially if this only needs to be done infrequently (e.g. once a year), how you are calibrating measuring equipment, and how often.





Personal hygiene



Know

What do you need to know?

- Ways to protect lavender for food and drink from contamination from people include:
 - o washing hands,
 - not working with lavender for food and drink when sick with anything that causes vomiting or diarrhoea.
 - Wearing clean clothes (e.g. aprons, overalls, boots, gloves, masks, hairnets etc.)

Why is personal hygiene important?

 One of the most common ways microbes get into food is from people – mostly from their hands.



About 30% of people are natural carriers of a bug (Staphylococcus aureus) that can cause food poisoning – and good personal hygiene is the only way to prevent it becoming a problem in your food.

- Regularly washing hands in soapy water for 20 seconds, rinsing and drying them properly (using paper towels, single use cloths, or an air dryer) is one of the best and easiest ways to help prevent microbes getting into your food.
- · Wash your hands:
 - o before handling food,
 - o after coughing or sneezing,
 - o after using the toilet,
 - o after using phone,



- o after taking out rubbish,
- o after touching something you think is dirty.
- Uncovered cuts and sores can spread microbes and make lavender for food and drink unsafe and unsuitable, especially if they are weeping or infected.



If people are wearing gloves (whether to cover sores or for any other reason) they should wash their gloved hands or replace the gloves in all the same situations when ungloved hands should be washed

- Personal hygiene is important even if your workplace is on the road or in the middle of a field.
- Staff should seek medical advice if they:
 - o have jaundice, or
 - have vomited or had diarrhoea 2 or more times in a day, or
 - o have been sick with a tummy bug for more than 24 hours.
- Harmful microbes can be transferred to lavender for food and drink through a sick person's faeces, vomit and other body fluids (e.g. blood, snot).
- Staff who have had a tummy bug should not work with lavender for food and drink until 48 hours after they feel better.



Think about ways to balance peoples' need to earn an income even when sick (and so might be tempted to try to hide their illness) and the business need to prevent contamination of food by sick people.

If staff contaminate food, you might have to recall it.
 See 'Recalling your food'.



Do

What do you need to do?

Wash hands

- Always have water, soap, paper towels, single-use cloths or an air dryer available for use.
- Wash hands in soapy water for 20 seconds, rinse and dry thoroughly.
- Cuts and sores on food handlers must be completely covered e.g. with band aids and (or gloves) or they must not handle food.

Manage sick staff

- Implement a sickness policy to ensure you or your staff don't work with lavender for food and drink when sick with an illness that can be passed on through food.
- Any staff or service providers who have vomited or had diarrhoea in the 48 hours before entering the food premises, or who develop these symptoms when on the premises, must tell the day-to-day manager (or the person in charge) immediately.
- Sick staff may be able to complete tasks that do not come into direct contact with food or food and drink preparation areas.

Wear clean clothing

 Appropriate clean clothing (e.g. aprons, overalls, boots, gloves, masks and hairnets etc.) must be worn before handling lavender for food and drink or entering food preparation areas (this applies to service providers too).



Do

- Either: (tick as appropriate)
 - ☐ staff wear their own clean clothing, or
 - ☐ I provide clean clothing for staff.
- Remove outer protective clothing (e.g. aprons etc.) before leaving the food or drink making area (e.g. to go to the toilet, outside etc.).



Show

What do you need to show?

- Your verifier will:
 - check everything, they need is there by washing their hands when they enter your business.
- · Your verifier might:
 - ask you to tell them who is responsible for making sure your handwashing area is fully stocked and cleaned,
 - ask how you know people are washing their hands when they should,
 - ask staff about when they wash their hands, and may ask them to show how they wash their hands,



- ask what happens if someone has a tummy bug or gets sick and a written record of when staff were sick.
- Check that everyone who handles lavender for food and drink puts on clean clothing at the start of (or as required, during each shift),
- o Ask how you make sure clean clothing is worn,
- Ask you questions about your rules around clean clothing or any issues you have had with your rules.



Dried lavender for food and drink



Know

What do you need to know?

- Identifying and controlling hazards will help to keep your lavender for food and drink safe when harvesting and drying in preparation for food and drink.
- It is your job to identify and control hazards to keep your lavender for food and drink safe when it is being processed or handled.
- The hazards you need to know about are:
 - o microbes (e.g. listeria, E. coli etc.),
 - o dust and dirt (e.g. open drying room)
 - chemicals (e.g. oil from machinery, pest control products),
 - o foreign matter (e.g. glass, stones, metal).
 - foreign plant material (weed, toxic plant)
- Not all hazards can be controlled for food businesses your responsibility is to control hazards that can be controlled in producing lavender for food and drink by your business.

Using water activity to control microbes

- Harmful bugs need water to grow. Lowering the water activity removes the water bugs need to grow.
- Drying lowers the water activity and moisture content in your food using evaporation.
- If you are drying your food to make it safe, there are water activity rules you need to meet.

 Lowering the water activity to less than 0.85 can prevent bugs from growing.



In addition to following the specific procedures in this guide, you should also:

o store dried lavender flower in the freezer.

Know



What do you need to do?

- Identify if your lavender is appropriate for food (e.g. only Lavandula Angustifolia varieties) uses.
- Identify the types of hazards (microbes, chemicals and foreign matter) that you need to control in your business.
- Select the control steps you will apply in your business.
 - contained drying room (pest proof) with air circulation or you could use a dehumidifier to control moisture.
 - o sieving over a bowl of water to keep the dust down
- "If you buy in lavender for processing as food, follow the 'Sourcing, receiving and tracing' card."
- Ensure the water activity of dried lavender to be used as food is less than 0.85 to prevent microbes from growing.
- Use one of these methods to test the water activity of your food:
 - O use a calibrated water activity meter, or
 - o send samples to an accredited lab, or
 - o prove that if you follow a consistent method that the water activity can be relied on to be below 0.85 (this option is recommended only when the target water activity is below 0.80).



 Package or store concentrated or dried foods in ways that prevent the food from absorbing water from the air, environment or other foods.



What do you need to show?

- · Your verifier will:
 - ask you to take them on a tour of your business and point out the different processes you have,
 - ask how you decided which process control steps to include in your business,
 - ask you about the types of hazards you are controlling in your business.

Show your verifier:

- your horticultural spray plan,
- how you know the water activity is below 0.85 for each batch of food.
- how you make sure the finished food is prevented from absorbing water.



Distilling lavender oil for food



Know

What do you need to know?

- Identifying and controlling hazards will help to keep your lavender oil for food and drink safe.
- It is your job to identify and control hazards to keep your lavender for food and drink safe when it is being processed or handled.
- The hazards you need to know about are:
 - o chemicals (e.g. cleaning products),
 - o foreign matter (e.g. machinery oil, glass, metal).
- Distillation units, including condensers should be cleaned daily by operating the still with an empty cartridge and no condenser cooling water running, until the steam issuing from the condenser is odourless. This will also sterilise all oil contact surfaces
- Not all hazards can be controlled for food businesses your responsibility is to control hazards that can be controlled in producing lavender oil for food by your business.
- "If you buy in lavender for processing as food, follow the "Sourcing, receiving and tracing" card."

 If you outsource your distilling check the distillery has the appropriate Food Act 2014 registration





o In addition to following the specific procedures in this guide, you should also:

- o follow any directions for use and storage,
- keep lavender oils out of the temperature danger zone (25°C-60°C),
- keep lavender oils at a lower temperature prolongs shelf life



Do

What do you need to do?

- Identify if your lavender is appropriate for food (e.g. only Lavandula Angustifolia varieties) uses.
- Identify the types of hazards (microbes, chemicals and foreign matter) that you need to control in your business.
- Select the control steps you will apply in your business.
 - o Sterilise your distillery pots before use
 - Distillation units, including condensers should be cleaned daily by operating the still with an empty cartridge and no condenser cooling water running, until the steam issuing from the condenser is odourless. This will also sterilise all oil contact surfaces.



What do you need to show?

Show

- Your verifier will:
 - ask you to take them on a tour of your business and point out the different processes you have,
 - ask how you know any lavender you use to make oil is safe,
 - ask how you decided which process control steps to include in your business,

 ask you about the types of hazards you are controlling in your business.

Show your verifier:

• your horticultural spray plan,



Sourcing, receiving and tracing



Know

What do you need to know?

- You need to know any inputs and processing aids that are used in producing lavender for food and drink are safe.
- If you buy in lavender for food and drink you need to know that it is safe to use.
- You should use trusted suppliers (e.g. registered lavender herb growing businesses) for your lavender for food and drink and know the processing aids to give you a good start to making safe and suitable lavender for food and drink.
- You need to check the lavender or other inputs (e.g. packaging materials) you receivefor food and drink:
 - o are not damaged (e.g. open packaging),
 - o are at the right temperature (if appropriate),
 - o are not past any best-before or use by date
- You need a system to keep track of the lavender for food and drink or other inputs you receive.
- You need to be able to trace and recall your product immediately if you need to.



- Record all information (including suppliers' information with batch/lot identification) so that specific batches of your product can be traced and recalled (if necessary).
- You need to conduct regular simulated recall activities (see the 'Recalling food' card) these are a good way to test your tracing procedure.

Why is sourcing, receiving and tracing important?



Know

- Using trusted suppliers gives you confidence that the lavender flower or oil or other inputs are safe to use. This can save you time and money, and prevent people getting sick from your lavender for food and drink.
- Keeping dried lavender flower frozen will prolong shelf life.
- Keeping lavender oil at a lower temperature prolongs shelf life.



It's best to be there to receive deliveries - if delivered out of hours how will you know whether it was at the right temperature — and that it will still be safe by the time you get there?



Do

What do you need to do?

Source

- Keep a list of your suppliers and their contact details.
- Ask to see their registration number.

Receive

- · You must always check:
 - o packaging is not damaged or dirty,
 - dried lavender or distilled oil or other inputs are not past their best -before or use-by dates,
 - the temperature of any chilled products, or that any frozen lavender is frozen.
- When receiving lavender or other inputs for food and drink, start your tracing system by:
 - keeping your receipts, or



Do

- writing down the type(s) and quantity of lavender or other input you got from each supplier, or
- using an electronic (e.g. bar-coding) system to track what you received, when and who from.

Trace

- Create a tracing system by keeping a list of your suppliers and their contact details.
 - Use your tracing system to:
 - identify any lavender or other inputs for food and drink you still have in your business that is unsafe or unsuitable and make sure it is moved away from other food and won't be distributed or sold,
 - either, recall any product that might possibly have been affected, or
 - recall the specific batch(es) that contain the unsafe/unsuitable ingredients (only if you have kept detailed records).



To be able to recall specific batches you will need to have kept records that include supplier details, brand and batch IDs and best before/use-by dates etc.

 Test your tracing systems during your simulated recall exercises (see the 'Recalling food' card) to prove you can quickly identify and prevent sale or distribution of, or recall, unsafe/unsuitable lavender for food and drink if you need to.



Show

What do you need to show?

- Your verifier will:
 - ask you who your suppliers are and how you check that they are trusted suppliers.
- Your verifier might:
 - o observe receipt of a delivery of lavender or other inputs for food and drink to your business,
 - check your records relating to receiving lavender for food and drink,
 - o ask how you have tested your tracing system.
 - They might also conduct a tracing test using an ingredient you have received or a batch of lavender for food and drink you have produced.



Will you keep records for this?

- You must keep records of:
 - o your suppliers,
 - the type and quantity of lavender product (flower or oil)
 you have received (including the date of receipt),
 - temperature checks of lavender products or other inputs when it was received (if it is chilled or frozen to keep it safe and prolong lifespan),
 - o how it was processed,
 - who you sell/deliver your lavender for food and drink to (unless it is direct to the final consumer).



Safe storage



Know

What do you need to know?

- Lavender for food and drink should be packaged, clearly labelled and stored appropriately to avoid contamination.
- Lavender for food and drinks and ingredients should not be used or sold past their best-before date.
- Lavender for food and drink needs to be stored away from non-foods (e.g. perfumes used in cosmetic or household cleaning products) as they can be absorbed by food and make it unsafe or unsuitable.
- Lavender oils are complex mixtures containing reactive chemical compounds which may react with components of food and drink materials to which they are added. The shelf life/best before/use by dates may not be the same as the pure oil stored by itself and must be determined separately for each food product.

Why is safe storage important?

- It is possible for lavender for food and drink to become unsafe while not being used, and being stored.
- Dried lavender for food and drink needs to be stored in a way that prevents it absorbing moisture. If dried foods absorb too much moisture this allows microbes to grow and the lavender for food and drink to become unsafe.



 Check that lavender for food and drink is being stored appropriately (e.g. oils at a lower temperature prolongs shelf life, frozen dried lavender prolongs shelf life). It is important to store packaging that will come into contact with food stored safely, as you would keep food, so it doesn't become a source of contamination.



Do

What do you need to do?

- Ensure lavender for food and drink is stored safely.
- Install and monitor a humidity control system if this is required to keep your food safe.
- Follow the procedure on what to do 'When something goes
 wrong' if you find that your lavender for food has become
 unsafe or unsuitable during storage.



What do you need to show?

- · Show your verifier:
 - o how you control and check humidity (if required),
 - o that lavender for food and drink is stored appropriately.,



Knowing what's in your lavender for food and drink



Know

What do you need to know?

- The Australia New Zealand Food Standards Code (the Code) contains rules you may need to meet:
- The Code is found here: http://www.foodstandards.govt.nz/code

The Code includes rules about:

- o which foods or ingredients are allergens,
- which additives, preservatives and processing aids can be (or must be) used with particular foods,
- ingredients that can't be used in food or need to be approved before they are used,
- composition rules that only apply to some foods, (e.g. sugar, honey etc.)
- You can check the Code or ask your consultant, verifier or registration authority for more information.

Why is knowing what's in your food is important?



Agricultural compounds like herbicides, pesticides, fungicides and fertilisers can leave residues on food that can cause illness.

You should always check and follow label instructions when using these products.





Only use them on the plants they are approved for and harvest plants after any withholding periods specified. Keeping a spray diary showing what agricultural compounds you have applied, when they were applied and how any withholding periods were met will show your verifier how you know your lavender is safe.

There are rules about the maximum residue limits that are permitted on horticultural produce sold for human consumption here:

https://www.mpi.govt.nz/agriculture/agricultural-compounds-vet-medicines/maximum-residue-levels-agricultural-compounds/

You don't have to test your crops to prove the limits are met – but random sampling and testing of produce is carried out by MPI, and sometimes your customers will also do testing.

If your product doesn't meet the limits, you have to be able to show that you took all steps necessary to ensure your product would meet the rules.



• Food allergies can result in life-threatening reactions that can occur within minutes of eating the food. Lavender is not a common food allergen, but if you have mixed your

lavender with anything else you need to know which foods can cause allergic reactions and make sure the allergens are included on the label.

- There is information about common food allergens and how they need to be labelled here:
 - https://www.mpi.govt.nz/dmsdocument/50725-Allergen-labelling-Knowing-whats-in-your-food-and-how-to-label-it

 You must be able to tell customers whether a food contains each individual allergen if they ask. For packaged foods this information must be on packaging.



Do

What do you need to do?



Horticulture: Ensure agricultural compound residues in crops do not exceed maximum residue levels requirements.

You must know what is in your food so and be able to tell your customers so they can make informed choices. This is especially important for people with food allergies.



Show

What do you need to show?



Show your verifier your spray diary

which agricultural compounds have been applied to lavender you have grown, and how you know the maximum residue levels are not exceeded.



Separating foods



Know

What do you need to know?

- Separation means using time or distance (or both) to:
 - keep lavender for food and drink that doesn't contain allergens separate from foods that do,
 - keep non-food goods, like poisonous/dangerous chemicals or animal feeds, away from food. Inclusive of non-culinary lavender or lavender products.

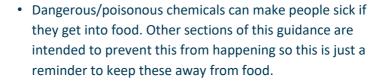
Why is separation important?

- Accidental contamination of food is one of the most common reasons food becomes unsafe.
- Some simple steps can reduce the chance of accidental contamination:
 - use different spaces and equipment for foods that contain allergens than foods that don't, or
 - process foods containing allergens at different times from foods that don't and thoroughly cleaning and sanitising surfaces, equipment, and utensils between use.
- Processing all foods that don't contain allergens before you process allergen-containing foods, can add some extra protection.



For more about the allergens you need to know about see 'Knowing what's in your food'.







What do you need to do?

- Keep foods that contain the allergens discussed in the 'Knowing what's in your food' card from contaminating foods that don't /shouldn't contain those allergens.
- Keep all products not intended for human consumption (e.g.non-culinary lavender, cleaning chemicals and agricultural compounds) away from food.



What do you need to show?

- Show your verifier how you separate:
 - foods that contain the common food allergens and foods that don't contain those allergens,
 - o dangerous chemicals or poisons and food.
- Your verifier may ask you or your staff to explain how they know which (if any) foods you make contain allergens.



Keeping foreign matter out of food



Know

What do you need to know?

- Many food complaints made to authorities are related to finding foreign matter in foods.
- Foreign matter includes dead pests (e.g. flies, mice etc.), hair, fingernails, band aids, coins or jewellery, bits of cleaning cloth, razor blades, nuts, bolts, plastic and cardboard, stones, twigs, glass, metal shards, etc.

Why is managing the risk of foreign matter in foods important?

- Some foreign matter is unsafe, including hard or sharp objects like glass, hard plastic or stones etc. These can cause damage to the mouth, tongue, throat, stomach, intestine, teeth and gums.
- Keeping foreign matter out of food is important and can be done in a variety of ways. This depends on the types of foods and chance of foreign matter occurring.
- Food is unsafe if you think it contains:
 - o glass,
 - hard or sharp foreign matter that measures 7mm to
 25mm, in length, or



Know

- hard or sharp foreign objects less than 7 mm or between
 25mm and 77mm in length and the primary intended
 consumers of the product are:
 - children under 6 years old,
 - elderly people,
 - people with dentures.
- Foreign matter from people or pests that gets into food that won't be treated (e.g. heated) to kill microbes (or after treatment to kill microbes) can cause people to get sick.
- Much of the foreign matter found would not cause illness or harm, but could damage your reputation.
- Even if foreign matter doesn't cause harm or make your customer sick, they will often link it to unsafe food practices.
- Many of the procedures in this guide will help, but you could also consider filtration or sieving, visual inspection, colour sorting, implementing jewellery policies for workers, metal detection, x-ray inspection, etc.



Do

What do you need to do?

- Implement procedures to prevent foreign matter getting into food and/or to detect foreign matter in final products.
- Always make sure nothing in your process contaminates your food with foreign matter.
- Calibrate and check the performance of foreign matter detection equipment such as metal detectors, x-ray or colour sorting units (if applicable).



Show

What do you need to show?

- Show your verifier:
 - o how you keep foreign matter out of food, or check
 - o that it is not present in final foods,
 - how you know any foreign matter detection equipment (if used) is regularly calibrated.



Packaging and labelling



Know

What do you need to know?

- Unsafe and/or unsuitable packaging can make your lavender for food and drink unsafe. You need to know that the packaging you use is food grade, so it keeps your food safe.
- Not all foods have to be labelled, but for those that are, the labels must meet the rules in the Australia New Zealand food standards Code (the Code).
- Foods can become unsafe over time, even though they still
 might look, smell and taste ok. It's important to let your
 consumer know when to eat your food by, by calculating the
 shelf-life and providing a best-before or use by date. You
 need to make sure you calculate this date correctly.

Packaging

- Only use packaging that doesn't cause, or contribute to, food becoming unsafe or unsuitable.
- Check that packaging is food grade when you buy it.
 - Either purchase packaging labelled as being suitable for food or
 - o get an assurance from your supplier that it is food grade.
- Check that packaging is intended for your type of foods or use (e.g. dried lavender).



• Handle and store packaging with the same care as a food.

Why is packaging important?

- Packaging protects your lavender for food and drink from becoming unsafe or unsuitable.
- Anything that touches your packaging (i.e. microbes, chemicals or foreign matter) can make your food unsafe or unsuitable.

Labelling

- If you are supplying bulk foods these will generally need to be accompanied with a packing or specification sheet. You must supply the same information that would go on the food label.
- Labels or specification sheets will generally need to include:
 - o name of the food,
 - o lot/batch identification,
 - o name and address of your New Zealand business
 - any applicable advisory statements, warning statements and declarations,
 - o any conditions for storage and use,
 - o ingredients list,
 - o date marking (e.g. use-by, best before etc.),
 - information about characterising ingredients and components,
- If you receive or supply any bulk lavender for food and drink, you must check that any label information that is needed is also supplied.







Not all foods need this, e.g. fresh fruit and vegetables.

- If your food doesn't have to be labelled, you must still be able to tell your customers:
 - o what's in the food,
 - o any warning statements,
 - if the food is made from or contains genetically modified ingredients or irradiated foods.

Why is labelling important?

- Labels allow your customers to make good and safe food choices.
- Some of your customers may have medical conditions (e.g. allergies) which require them to include or avoid certain foods in their diet.
- Consistency in the layout of label (e.g. having a nutrition information panel and using minimum font sizes) can help your customers make good food choices.

MPI has developed a guidance to help you get your food label right. You can find this at https://www.mpi.govt.nz/food-business/labelling-composition-food-drinks/food-and-drink-labelling-and-composition-rules/ EYou may need to work out the shelf-life of a food so that you can apply either a use-by or best before date. (e.g. dried flower (2yrs), distilled oil (5 yrs).

- There is a guide to help you work out shelf-life. Follow 'How to determine the shelf-life of food' http://mpi.govt.nz/document-vault/12540
- Food that has a shelf-life of more than 2 years, or is an individual portion of ice cream or ice confection (e.g. a popsicle) does not need to be date marked.



What do you need to do?

Do

Package

- If you are packaging food:
 - implement procedures for ensuring packaging will not cause, or contribute to, food becoming unsafe or unsuitable,
 - o calculate the food's shelf-life,
 - o identify whether you need to either:
 - o label your food, or
 - o provide a packing or specification sheet with bulk foods.

Label

• You must meet the rules about labelling in the Code for any foods you label.



What do you need to show?

- Show your verifier:
 - your packaging and how you know it is safe and suitable for the foods you are packaging,
 - your food labels (or specification sheets) and how you know what to put on them.



Transporting food



Know

What do you need to know?

- Food can become unsafe at any point in the supply chain.
- If a food needs to be kept under temperature or humidity control to stop microbes from growing to levels that will make people sick, it is important to make sure temperature/humidity is kept constant through the whole chain – including while being transported.
- While food is being transported, the vehicle it's being transported in should be considered a food premises or food room – keep it clean and separate food as you would in a kitchen or storeroom.
- If you transport and distribute food, the supplier and person receiving it are depending on you to keep it safe. Records will show that you have kept it safe.
- Food and non-food goods need to be kept separate.
- Only use vehicles suitable for the type and amount of food being transported.
- If you are contracting someone else to transport food, check that they are a registered food business.
- Flash points of essential oils are often required by transport operators. The ISO specifications can be used as a reference point for flash points of L angustifolia oils. Flash points will not be relevant for lavender oils incorporated into other food materials



Do

What do you need to do?

- All parts of the vehicle that you use to transport food or food equipment must be clean (and sanitised if going to be in direct contact with ready-to-eat food).
- Always transport and deliver food at the correct temperature if this is required to keep food safe.
- Control and check humidity or atmosphere conditions where this is required to keep food safe.



What do you need to show?

- · Show your verifier:
 - how you check food is kept at the correct temperature and/or humidity when being transported (if required),
 - how you control temperatures and/or humidity and keep foods separate while transporting food,
 - o your vehicle(s) used for transporting food.



Will you keep records for this?

You must keep temperature and/or humidity records for each transport vehicle and transport run, where these are required to be controlled.



When something goes wrong



Know

What do you need to know?

- When things go wrong (and they will sometimes), you need to take immediate action to keep food safe and suitable.
 This could include:
 - isolating affected product and preventing it being used, distributed or sold (in some cases you might be able to reprocess the food to make it safe and suitable). It may need to be recalled if it's already been sold or distributed.
 - contacting your verifier. They can help you identify options for what you can do to fix it, if you need them to. (They will not fix the problem or make decisions for you).

Why is having a process in place for when something goes wrong important?

- People will sometimes make mistakes that can affect food safety or suitability. It is important these mistakes are dealt with and any food that is not, or might not be safe and suitable, is not sold. See 'Recalling food'.
- If a customer complains about your food or something they
 have seen in your business related to food safety or
 suitability, you need to investigate it.
- If it turns out something has gone wrong, the same steps outlined in the **Do** section below apply.



Do

What do you need to do?

- Set-up procedures that allow you to react quickly when something goes wrong.
- As soon as a problem affecting food safety and/or suitability is identified:
 - o identify all food that is, or could be unsafe or unsuitable,
 - prevent it from being sold or, determine if a recall is necessary,
 - notify your verifier that there is (or has been) a problem as soon as possible,
 - o fix the problem,
 - take action (or make changes) to prevent the problem from happening again,
 - keep clear, accurate records of all the actions you took once the problem was identified. You must keep these records for at least 4 years.



What do you need to show?

- Show your verifier:
 - how you investigate customer complaints,
 - what you do when something goes wrong.
- Your verifier might ask:
 - about things that have gone wrong, and what has happened since,
 - o to see records for things that have gone wrong,
 - staff what they do if they make a mistake which affects food safety or suitability.





Know

What do you need to know?

- There are 2 kinds of recall:
 - trade level where food that has been distributed to stores is being recalled,
 - consumer level where there is public notification of the recall.
- There are 2 main reasons you might need to recall food:
 - o something has gone wrong in your business,
 - something has gone wrong in a supplier's business and you have already used the ingredient, input, equipment, packaging or food they are recalling.
- The records you must keep can help in your procedure for recalling food. Traceability is extremely important in a recall situation.
- A recall is needed if you have doubts your food is safe and suitable and you have already sold or distributed some or all of it.
- A recall procedure is not needed if you only sell food directly to the final consumer and is for immediate consumption.



Know

Why is having a recall procedure important?

- If you think food may be unsafe or unsuitable and it has already been sold, it is your responsibility to do everything you can to prevent that food from making people sick.
- It's important to consider if:
 - you can quickly identify which trade customers have the food and how you will contact them,
 - you have to notify the public not to eat the food you are likely to need to take out media advertisements and will need to arrange this.
- It's important to give useful advice to the customer e.g. anything they need to do (e.g. call the doctor) if they have already eaten the food?
- There are a number of organisations that provide guidance to help develop a recall procedure, including MPI. See www.mpi.govt.nz/food-safety/food-recalls/
- Simulated recall
- You need to conduct periodic simulated recalls, this will assist you and save time if a genuine recall is ever required.
 - The simulation must demonstrate the effectiveness of your traceability and recall procedure.
 - o The effectiveness of a recall is measured by:
 - the proportion of your food that would have been or was successfully traced and returned, and
 - o the time taken to trace and recall affected food.



What do you need to do?

- Recall food that you know is or might be unsafe or unsuitable (that is likely to be in the food chain or customers' homes (hasn't been eaten yet)).
- If you decide to recall, you must:
 - notify MPI as soon as possible and at least within 24 hours,
 - call 0800 00 83 33 and ask for the Food Compliance team (if during work hours) or ask for the on-call MPI Food Safety Officer (if calling after hours).

Simulated recall

- Test your recall procedures by holding a simulated recall at least every 12 months after the date of a simulated recall or after the date of a genuine recall.
- Refer to: www.mpi.govt.nz/dmsdocument/50630-Simulated-Recall-Guidance-For-Food-Businesses
- Keep records of the actions and outcomes of your simulated recall.

0



What do you need to show?

- Show your verifier:
 - the procedure or plan you have in place to recall food if you have to,
 - o records for any simulated recalls you have carried out,
 - o records for any food recalls you have carried out.

•