Risk Management Programme (RMP) Template for Cold and Dry Stores, and Transport Operators

You can use this RMP template if your operation includes:

- **Storage of packaged animal materials or animal products (dairy and non-dairy) for human and/or animal consumption; or**
- **Storage of packaged animal materials or animal products not for human or animal consumption; and**
- **Storage of packaged foods for human and/or animal consumption that are not animal products; or**
- **Transport of any of these products (including depots and vehicle docking facilities).**

This RMP template is issued by the Ministry for Primary Industries in accordance with section 12 (3A) of the Animal Products Act 1999 for the purpose of making the determination that the **Risk Management Programme (RMP) Template for Cold and Dry Stores, and Transport Operators** is valid and appropriate for the business of this kind described in the Statement of Application.

Pages i to xix are not part of the RMP.

Statement of Application

The application of the **Risk Management Programme (RMP) Template for Cold and Dry Stores, and Transport Operators** is limited to businesses that are involved in:

- Storage of packaged animal materials or animal products (dairy and non-dairy) for human and/or animal consumption; or
- Storage of packaged animal materials or animal products not for human or animal consumption; and
- Storage of packaged foods for human and/or animal consumption that are not animal products; or
- Transport of any of these products (including depots and vehicle docking facilities).

Dated at Wellington 14th day of August 2023.

Aaron Tangaroa

Manager Regulatory Delivery
Ministry for Primary Industries
(acting under delegated authority of the Director-General)

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Contents

What this template covers

(1) This RMP template applies to cold and dry stores, and transport operators.

(2) This RMP template applies to operators that:

a) store packaged animal materials or animal products (dairy and non-dairy) for human or animal consumption; or
b) store packaged animal materials or animal products not for human or animal consumption (such as pharmaceuticals (i.e. blood), hides and skins, wool or fibre, trophies, tallow, etc.); and
c) store other packaged foods for human or animal consumption that are not animal products (in addition to point a) or b)); or
d) transport of any of these products (including depots and vehicle docking facilities).

Note: 'Packaged' means products that are contained, but not bulk cargo containers such as tankers.

(3) This RMP template does not apply to operators covered under a different RMP, Regulated Control Scheme or a risk-based measure under the Food Act 2014 (e.g. Food Control Plan or National Programme), or:

a) freezers or chillers, and other storage facilities covered by an RMP where freezing or chilling is just one of a series of processing steps for the production or manufacturing of a product; or
b) facilities for the storage of raw milk (e.g. milk storage stations, bulk silos at rail heads, collection points, on-farm silos, etc.)
c) storage or transport of unpackaged animal materials, animal products, or other unpackaged food products.

(4) This RMP template has been developed based on New Zealand requirements only and does not cover export requirements such as the:

a) Animal Products Notice: Official Assurances Specifications for Dairy Material and Dairy Products.
Note: Exporters must ensure that they meet all export requirements (e.g. overseas market access requirements (OMARs) relevant to their product and intended market, official devices such as container seals, etc.).

(5) If your operations are not fully covered by this template, or you decide to deviate from the requirements and procedures given in this template, you can do so by modifying this template, or writing your own RMP. In most cases, these changes will need to be evaluated by an MPI recognised RMP evaluator. If you decide to make changes to this template after you have registered it, you will need to talk to your verifier first.

How to Complete the Template

General

(1) You need to provide complete and accurate information as the registered RMP is a legally binding document that must be complied with. Everything written down needs to accurately reflect or apply to your operation.

(2) You can complete this RMP template electronically as it is an editable PDF document or you can print it off and manually complete it. If you are manually completing your RMP template, you must ensure that all information is clear and easy to read.

(3) The template should be completed by a person or group of people who have full knowledge of the whole operation covered by the RMP.

(4) You need to read each section of this guidance while completing the template.

(5) You must provide the required information by entering information into the empty boxes or blank lines; or ticking the appropriate answer or information.

(6) **Your final RMP will be the completed RMP template (Part 1: Required Information, Part 2: Supporting Systems and selected Modules) and all the additional documents you have written yourself and listed in the document list.**

(7) You must comply with all the requirements and procedures in the final RMP, including those in the supporting systems, selected modules, and all the additional documents you have written yourself and listed in the document list.

(8) If you need to make changes to this template to better suit your operation, you can do so by modifying this template (i.e. adding your own modules) or writing your own RMP. In most cases, these changes will need to be evaluated by an MPI recognised RMP evaluator. If you decide to make changes to this template after you have registered it, you will need to talk to your verifier first.

(9) By complying with the requirements and procedures given in this template, you will be meeting the requirements for the storage of animal products that are specified in the current versions of:

Animal Products Act 1999	www.legislation.govt.nz/act/public/1999/0093/latest/DLM33502.html	
Animal Products Regulations 2021	www.legislation.govt.nz/regulation/public/2021/0400/latest/LMS520972.html	

Animal Products Notice: Production, Supply and Processing	www.mpi.govt.nz/dmsdocument/50182	
Animal Products Notice: Disposal of Non-conforming Dairy Material or Dairy Product	www.mpi.govt.nz/dmsdocument/999	

(10) Where you need to develop additional procedures and forms, you can use and adapt the examples of forms and procedures from the RMP Operator Resource Toolkit (www.mpi.govt.nz/dmsdocument/26566).

Export Requirements

This RMP template has been developed based on New Zealand requirements only and does not cover export requirements which differ depending on the country and commodity.

Some of these requirements are specific to Stores and/or Transport operators (e.g. maximum holding times for animal products at transport depots). Unless specified in an OMAR, these requirements are not part of the RMP and can be standalone procedures.

Below is a non-exhaustive list of requirements that may apply when exporting.

Overseas market access requirements (OMAR's)	www.mpi.govt.nz/export/export-requirements/omars/search-country-animal-products-wine-organics/	
Animal Products (Export Requirements – Dairy Products) Notice	www.mpi.govt.nz/dmsdocument/1001	
Animal Products (European Union Export Requirements – Animal Material and Products) Notice	www.mpi.govt.nz/dmsdocument/1069	

Animal Products (Export requirements for Game Estate Products) Notice	www.mpi.govt.nz/dmsdocument/1074	
Animal Products Notice: Export Requirements for Infant Formula Products and Formulated Supplementary Foods for Young Children	www.mpi.govt.nz/dmsdocument/11164	
Animal Products Notice: Export Requirements for Transportation of Products for Export with an Official Assurance	www.mpi.govt.nz/dmsdocument/28719	
Animal Products Notice: General Export Requirements for Bee Products	www.mpi.govt.nz/dmsdocument/26500	
Animal Products Notice: General Export Requirements for Halal Dairy Material and Halal Dairy Products	www.mpi.govt.nz/dmsdocument/12867	
Animal Products Notice: Official Assurances Specifications – Dairy Material and Dairy Products	www.mpi.govt.nz/dmsdocument/11848	
Animal Products Notice: Official Assurances Specifications for Animal Material and Animal Products	www.mpi.govt.nz/dmsdocument/11434	
Export non-conformances	www.mpi.govt.nz/export/meeting-nz-standards-for-export/export-non-conformances/	
Guidance on using AP E-cert	www.mpi.govt.nz/export/export-requirements/export-certification/animal-products-ap-e-cert/guidance-on-using-ap-e-cert/	
Animal Products Notice: Export Requirements for Official Devices	www.mpi.govt.nz/dmsdocument/42168	

Part 1. Required Information

1.1 Identifying Information

RMP ID – if you do not already have a RMP ID, you can nominate your own identifier when you complete the AP4 Application form (www.mpi.govt.nz/dmsdocument/71). Your identifier must be a number/letter combination of at least 3 and no more than 10 characters, with at least one character a number and no leading zeros.

If you have more than one RMP, assign a consecutive two digit number (01-99) to each new RMP you have. Enter 01 if this is your first RMP.

For example: 100% ABC NZ Ltd could nominate an identifier of 100ABC/01 for their first RMP.

If you don't nominate an identifier, MPI will assign one for you. If the identifier you nominate is not in the appropriate format, or is already in use, MPI will suggest an alternative.

Unique Location Identifier (ULI) – Each site covered by the RMP that stores **dairy products** must have a unique location identifier (ULI). If your RMP only covers one store, the ULI should be the same as the RMP identifier. Multiple ULIs cannot be used on the same site.

If you don't nominate a ULI, MPI will assign one for you. If the ULI you nominate is not in the appropriate format, or is already in use, MPI will suggest an alternative.

1.2 Day-to-day Manager

Day-to-day Manager of the RMP – also referred to as the RMP Manager, you must nominate a Day-to-day Manager who will be responsible for implementing the RMP and ensuring that it is kept up-to-date. They will be the contact person for MPI and the verification agency when dealing with matters relating to the RMP.

It is recommended that the position be given instead of the name of the Day-to-day Manager to avoid the need for amending the template and notifying MPI when this person is replaced. You may also wish to identify a deputy to the Day-to-day Manager.

Email – you must enter the email address that can be used to contact the Day-to-day Manager of the RMP.

Mobile phone number – you must enter a mobile phone number that can be used to contact the Day-to-day Manager of the RMP. If there is no mobile number, a landline number may be entered.

1.3 Operator Name, Business Address and Contact Details

NZBN – you must provide your NZBN here if you have one. If you want more information about NZBNs, see www.nzbn.govt.nz.

Full Legal Name - if the business is a registered company, then you must use the full legal name that matches the details given at the Companies Office exactly. If the business is a partnership or a sole trader operation, then you must provide the name(s) of the business owner(s)/partners.

Trading Name – you must fill this in if the name the business trades under (i.e. the name used on a shop sign or letterhead) is different to the full legal name. If you don't have a trading name, then you can leave this blank.

Physical Address of Premises – you must give the street address of the premises that the RMP applies to. If this RMP is for one business with multiple sites, include the addresses for the additional sites as a separate, clearly named, attachment.

Postal Address – if the postal address is different to the physical address, you must give the address any correspondence should be sent to, including the postcode. If this RMP is for one business with multiple sites, include the addresses for the additional sites as a separate, clearly named, attachment.

Phone number – you must enter a phone number that can be used to contact the RMP operator. Enter a phone number even if this is the same as the phone number under *1.2 Day-to-day Manager*.

Mobile phone number – you must enter a mobile phone number that can be used to contact the RMP operator. Enter a mobile phone number even if this is the same as the mobile phone number under *1.2 Day-to-day Manager*.

Email – you must enter the email address that can be used to contact the RMP operator. Enter an email address even if this is the same as the email address under *1.2 Day-to-day Manager*.

Operations – tick the relevant boxes that indicate what operations this business undertakes.

1.4 Multi Site RMP

If there are additional sites for this business (other than the physical address listed under *1.3 Operator Name, Business Address and Contact Details)* that will be covered by this RMP, then you must complete this section. If you need more pages, you can attach as additional pages to the RMP.

Export requirements may limit the ability to use multi site options, e.g. EU-listed premises (apart from dairy) must have a separate RMP for each physical location.

1.5 Multi Business RMP

If any other businesses (additional to that business listed under *1.3 Operator Name, Business Address and Contact Details)* will be covered by this RMP, then you must complete this section. If there is more than one other business operating under this RMP, complete for each additional business, and attach as additional pages to the RMP.

1.6 Scope of the RMP

Physical Boundaries – you must include a site plan as part of the RMP. The site plan should be labelled to make it clear it is part of the RMP. If this RMP covers more than one site, you must attach a site plan for each site. Tick the box to indicate that you have a site plan and be sure to attach it when submitting the RMP for registration.

Transport operators without a depot can meet the requirement to provide the physical boundaries by maintaining an up-to date list of the vehicles covered by the RMP.

Stores and transport depot site plans must show the buildings, facilities and external surroundings included under the RMP, including any shipping containers used for storage. The different rooms or areas within a building and the location of key pieces of processing equipment (e.g. chillers, freezers) should also be shown in the diagram(s) where applicable. The physical boundary of the RMP will need to be clearly indicated on the site plan. Generally, the physical boundary of a fixed premises is the legal boundary or the fence line of the property. Areas and facilities within the boundary that are excluded in the RMP should also be clearly indicated on the site plan. See the RMP Manual (www.mpi.govt.nz/dmsdocument/183) for an example.

If you modify the template with additional processes (such as writing your own module), these may need to be evaluated by an MPI recognised RMP evaluator before your RMP can be registered with MPI.

1.7 Other Activities, Risk-based Measures or Operators

You must fill out this table if there are any products or activities that occur on the same premises or within the physical boundaries of the RMP, but are not covered by this RMP template because:

- they are covered under a different risk-based measure (e.g. an RMP, a Regulated Control Scheme, a Food Control Plan, a National Programme or under the Wine Act 2003); or
- they are not covered under a different risk-based measure; or
- they are carried out by a different operator.

Note: you must have procedures that make sure that these excluded activities are not a source of contamination to any animal products processed or stored within the physical boundaries of the RMP.

Fill out the table as appropriate, listing:

- each activity (including processing of other products) occurring within the RMP physical boundary that is not covered by this RMP; and
- if the activity is covered under a different RMP, Regulated Control Scheme or risk-based measure (if yes, say which one it is covered under and include the ID if there is one); and
- how the activity is controlled, so operations are not adversely affected; and
- who is responsible for ensuring that the control measures are implemented and effective; and
- who is responsible for resolving any issues that occur between this RMP, and the other activity (use name or job title, include name of different operator if applicable).

For example:

Activity	**Covered under a Risk-Based Measure** (if Yes, include which one and ID)	**Control Measures**	**Responsibility** (Name or job title, include name of different operator if applicable)
Packaging of eggs	RMP ID BUS111/01	Kept separate from other product and activities	Packhouse Manager
Processing animal feed for sale	No	Kept separate from other product and activities	Feed Mill Supervisor
Subcontract space to store packed paper boxes	No	Boxes are only allowed to be stored in an ambient storage facility that is not used by this RMP. Storage facility has a separate entrance.	Lead Supervisor of the Pretty Paper Company

If necessary, use extra pages and attach to the RMP.

1.8 External Verification

This section states that you authorise the contracted verifier to have freedom and access to carry out verification activities. You must have a record of the name and contact details of the verification agency and ensure that a letter has been received from the verification agency confirming that they will verify your RMP. This letter must be provided to MPI when applying for registration of your RMP. An electronic letter or email is fine.

The verifier must have access to any and all places, things and information that may reasonably be needed to complete the verification (e.g. lab test results, non-conformances and the corrective actions taken, etc.). You must tick the box to indicate that you have contracted a verifier and have received and attached the letter from the verification agency confirming that they will verify the RMP.

1.9 RMP Document List

Table 1: Documents from the RMP template. This gives the list of all the documents from the RMP template that form part of your RMP. You must complete this table with the date authorised for each document. This will be the date that the RMP is authorised (section 1.9). For modules that will not be part of your RMP, fill the date space with 'n/a'.

Table 2: Procedures, programmes, water-use criteria and additional modules written by the operator. This table is for all the additional documents that make up the rest of the RMP – these documents have been written by you. You must fill in this section with the **name of the document** and include the name of the **person authorising the document and the date of authorisation** for each of the procedures and programmes you have written yourself or used from the RMP Operator Resource Toolkit (www.mpi.govt.nz/dmsdocument/26566). If you have written your own module(s), include them in this table.

Supporting systems of the RMP, and some modules, may require you to write procedures and programmes covering good operating practice (GOP) and process control that are specific to your operation and premises. Examples of the type of documents are: a cleaning programme, cleaning schedules, calibration programme, inventory control procedures, etc. The verifier will confirm the effectiveness of the RMP against these procedures and programmes. You must ensure that all the written procedures and programmes apply to your operation and that you comply with them.

These documents **must be authorised by the Day-to-day Manager or a nominated person** and may be authorised individually and separately to the documents from the RMP template (Table 1).

Each document must be re-authorised each time it is updated.

1.10 Authorisation of the RMP

The RMP must be authorised by either the Day-to-day Manager or a nominated person. Tick the boxes to indicate which person is authorising. This person must sign, date and give their job title.

If the person signing is a nominated person, check their name is on the list of nominated persons referred to in the 'Show' section of Supporting System A. Document Control and Record Keeping.

You must tick the boxes to confirm that you agree to the statements confirming that the RMP is valid and appropriate for the activities it is intended to cover.

Each time you make a minor or significant amendment to the RMP, the RMP needs to be re-authorised (signed and dated).

If you are electronically completing the RMP template and are unable to electronically sign, then print this page, physically sign, and include a scan of the signed page when sending to MPI.

Part 2. Supporting Systems

The supporting systems in Part 2 describe the good operating practices and procedures that you will comply with. They are part of your RMP and you will need to include them when submitting your application.

You will need to:

a) read each supporting system thoroughly; and
b) ensure that everything in each supporting system applies to your operation and that you will be able to comply with them. Delete or cross out anything that does not apply to your operation; and
c) provide information suggested in some supporting systems that's specific to your operation by:
    i) entering information into the empty boxes or blank lines; or
    ii) ticking the appropriate answer or information.
d) ensure that you have written any procedures and programmes that might be required and that these additional documents are listed in the Document List (Section 1.9 in Part 1 of the template).

Your contracted verifier will verify the effectiveness of the RMP against the supporting systems and the additional procedures and programmes you have written. It is a good idea to store a copy of your procedures and programmes with your copy of the RMP.

Each supporting system is written in the Know/Do/Show format.

Know

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

Do

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

Show

Show gives examples of records which your verifier might want to see as evidence that you've done something.

The pencil icon indicates that you need to:

- enter further details or tick boxes as appropriate (e.g. monitoring frequency for compliance with procedures, etc.) directly in the supporting system; or
- write a procedure, programme or other document that covers the points listed in the supporting system.

You can find example forms and procedures in the RMP Operator Resource Toolkit (www.mpi.govt.nz/dmsdocument/26566).

The document icon indicates that you need to keep a record of something.

Monitoring

What is this?

Many of the supporting systems have a section called 'Monitoring', where you write in a frequency for checking that you are meeting the procedures in the supporting system.

Making sure that procedures are being followed is part of the Operator Verification that you are required to do. We have added the 'Monitoring' sections to help you meet these requirements.

What timeframes should I put?

Monitoring of procedures needs to be done at least once a year. For most supporting systems, reviewing every 1-3 months would be appropriate. However, for an activity that happens daily, a monthly review may be too infrequent. For an activity that happens every month (or less often), 3 monthly might be too frequent.

Choose timeframes that are both appropriate for what you are reviewing and are achievable.

Additional guidance for the Water supporting system

The Animal Products Regulations 2021 requires that water is fit for its intended use. The Animal Products Notice: Production, Supply and Processing details how this applies to processors (including storage and transport) of animal material and animal products. The requirements only apply if water usage may affect the fitness for intended purpose of animal material or animal products.

As long as product is removed from areas and transport units when wet cleaning is done, and the areas and transport units are dried before product is replaced, water will not affect the products. This means that the water requirements do not apply.

If you don't follow these practices, your use of water may affect the product. You will then need to update the RMP to describe how you are using water onsite. This may be a significant amendment as you will need to meet the water requirements in Chapter C of the Animal Products Notice: Production, Supply and Processing (www.mpi.govt.nz/dmsdocument/50182).

Modules

The hazard identification and controls that are documented in each module describe the practices and procedures that you will comply with where appropriate. Each module that you select is part of your RMP and you will need to include them when submitting your application.

For each process that your RMP will cover, you must select the relevant module. To select a module, tick the box 'This module is included in the RMP'. Make sure that the modules selected are the same as the modules you ticked in *1.6 Scope of the RMP*. At least one module must be selected for the RMP to be registered.

The modules are:

- Module 1: Storage of animal materials or animal products (dairy and non-dairy) for human or animal consumption, or industrial use.
- Module 2: Storage of foods for human or animal consumption that are not animal products (where this is additional to an activity described in Module 1)
- Module 3: Transport Operators (including Depots)

Module 2 cannot be selected alone. It is intended for stores who are required to operate under an RMP, but also wish to store foods that are not animal products.

Each module contains information on:

- intended consumer
- intended use of product that leaves the RMP
- relevant regulatory limits
- the processes and activities that are covered by the module
- risk factor identification and controls for hazards relating to human and animal health, wholesomeness, and false and misleading labelling, including hazard analysis and critical control point (CCP) determination

The risk factor identification and controls are designed to ensure the consistent manufacture of product that is safe and suitable for the intended purpose and that relevant regulatory

requirements are met. The contracted verifier will verify the effectiveness of the RMP against these procedures and requirements.

You will need to:

- thoroughly read each module you have selected; and
- ensure that all written procedures apply to your operation and that you will comply with them.
- If exporting, you will need to follow any overseas market access requirements (OMARs) for the country you are exporting to. To request or amend access to OMARs, go to this webpage www.mpi.govt.nz/export/export-requirements/omars/search-country-animal-products-wine-organics/

Cross out anything that does not apply to your operation.

You can modify the generic process flow diagram to better reflect your operation, or you can replace it with your own version. (Cross out the generic diagram and attach your own version instead.)

Writing your own module

If you want to add a process to this RMP that is not covered by the existing modules, or if an existing module doesn't fully cover the processing you will be doing (e.g. your intended use or intended customer is different) you will need to write your own module. This will need to be evaluated by an MPI recognised RMP evaluator.

Check that you have listed the name of the module(s) you have written in *1.6 Scope of the RMP* and *1.9 RMP Document List*.

How to Register the RMP

1.1 Complete the RMP template

You must complete all parts of the RMP template and write any additional procedures or other documents that you need.

If changes have been made to the template

If your operations are not fully covered by this template, or you decide to deviate from the requirements and procedures given in this template, you will need to modify this template with additional information (such as writing your own module) or write your own RMP. In most cases, these will need to be evaluated by an MPI recognised RMP evaluator.

If you decide to modify the template after you have registered it, talk to your verifier first.

1.2 Complete the Application forms

Fill in both of these application forms:

- Application Form AP4: Registration of Risk Management Programme (www.mpi.govt.nz/dmsdocument/71)

- Application Form AP49: Processing Categories Tables (www.mpi.govt.nz/dmsdocument/4562)

1.3 Apply for Registration

To apply for registration of your RMP, send the following information to **MPI Approvals** (approvals@mpi.govt.nz):

- completed RMP template, which is **Part 1: Required Information, Part 2: Supporting Systems, and selected Modules**
  - for multi site or multi business RMPs, include any additional copies of *1.4 Multi Site RMP* or *1.5 Multi Business RMP* that were needed
  - include any modules you have created yourself
  - check you have added the name and date of issue for each document you have created yourself to *1.9 RMP Document List*

- completed Application Form AP4: Registration of Risk Management Programme (www.mpi.govt.nz/dmsdocument/71)
  - check you have included all additional documents required by the AP4 form

- completed Application Form AP49: Processing Categories Tables (www.mpi.govt.nz/dmsdocument/4562)

MPI may ask for clarification or further information on any part of the RMP. There may be an additional assessment fee charged for the time of the MPI assessor so it is advisable to complete the RMP template and application forms as best as you can. The RMP will be registered once MPI is satisfied with the RMP, and all fees are paid.

1.4 Keeping the Registered RMP up-to-date

Updates to information held in the template can be made. Amendments to contact details such as emails, phone numbers or postal addresses can be made by emailing the information to be changed to approvals@mpi.govt.nz or completing an AP50: Registration of a Minor Amendment (www.mpi.govt.nz/document-vault/4567) form.

Amendments to other details such as the trading name and the name of the day to day manager will be a minor amendment and an AP50: Registration of a Minor Amendment (www.mpi.govt.nz/document-vault/4567) form must be completed and emailed to approvals@mpi.govt.nz.

When making any amendment to an RMP, you have to determine whether the amendment is considered significant or minor. Detailed guidance on RMP amendments is given in the RMP Manual. Appendix G of the manual provides examples of significant and minor amendments. You can also consult your RMP verifier when deciding whether an amendment is significant or minor.

Other minor amendments may require notification to MPI (you will need to submit an AP50: Registration of a Minor Amendment (www.mpi.govt.nz/document-vault/4567) form).

Adding a module to your RMP (either a module from the template, or a module you have written yourself) is a significant amendment.

Significant amendments are to be submitted using the AP6: Risk Management Programme Amendment Registration (www.mpi.govt.nz/dmsdocument/4573). If the amendment relates to an activity outside the scope of the RMP template, the amended RMP will require evaluation.

All amendments made to the RMP should be recorded in an Amendment Register (www.mpi.govt.nz/dmsdocument/26566). A sample register is included in this link to the RMP Operator Resource Toolkit.

Pages i to xix are not part of the RMP and DO NOT need to be submitted to MPI
The RMP starts on the next page, page 1

Risk Management Programme for Cold and Dry Stores and Transport Operators

Part 1: Required Information

Please complete the tables as required.

1.1 Identifying Information

RMP ID	
ULI (if applicable)	

1.2 Day-to-day Manager

Name, position or designation of the Day-to-day Manager of the RMP	
Email	
In entering this email, I consent to being sent information and notifications electronically.	
Mobile phone number	

1.3 Operator Name, Business Address and Contact Details

NZBN		
Full Legal Name		
Trading Name, if any (if different from legal name)		
Physical address of premises		
Postal address including postcode (if different from the physical address)		
Phone number		
Mobile phone number		
Email		
Operations	☐ Chilled storage	☐ Frozen storage
	☐ Ambient storage	☐ Transport
	☐ Depot	☐ Vehicle Docking Facility

1.4 Multi Site RMP

Are other sites covered by this RMP?	☐ **No**	Do not complete this section. Go to section 1.5. Multi Business RMP
	■ **Yes**	Complete a copy of this section for each other site operating under this RMP. If needed, attach as additional pages to the RMP.

ULI (if applicable)		
Full Legal Name		
Trading Name (if different from legal name)		
Physical address of premises		
Operations	☐ Chilled storage	☐ Frozen storage
	☐ Ambient storage	☐ Transport
	☐ Depot	☐ Vehicle Docking Facility

ULI (if applicable)		
Full Legal Name		
Trading Name (if different from legal name)		
Physical address of premises		
Operations	☐ Chilled storage	☐ Frozen storage
	☐ Ambient storage	☐ Transport
	☐ Depot	☐ Vehicle Docking Facility

ULI (if applicable)		
Full Legal Name		
Trading Name (if different from legal name)		
Physical address of premises		
Operations	☐ Chilled storage	☐ Frozen storage
	☐ Ambient storage	☐ Transport
	☐ Depot	☐ Vehicle Docking Facility

1.5 Multi Business RMP

Are other businesses covered by this RMP?	☐ **No**	Do not complete this section. Go to section 1.6 Scope of the RMP
	☐ **Yes**	Complete a copy of this section for each other business operating under this RMP. If needed, attach as additional pages to the RMP.
Business RMP or ULI		
Full Legal Name		
Trading Name (if different from legal name)		
Physical address of premises		
Postal address including postcode (if different from the physical address)		
Phone number		
Mobile phone number		
Email		

Operations	■	Chilled storage	☐ Frozen storage
	☐	Ambient storage	☐ Transport
	☐	Depot	☐ Vehicle Docking Facility

Evidence of sufficient control of RMP operator over this business	☐ Yes, I have sufficient control, authority and accountability for all matters required under this programme.
	☐ Yes, I have made the business operator aware of the implications for their operations in the event of suspension or deregistration of the programme, or the RMP operator ceasing to operate for any other reason.
	☐ Yes, I have obtained the consent of the business operator covered by this programme. Contract or written correspondence between the two parties is attached or indicated in the table directly below.
Consent of the business operator to being part of the Multi Business RMP	☐ Yes, I consent to being part of this Multi Business RMP and understand my responsibilities

Business Operator Name			
Signature		**Date**	

1.6 Scope of the RMP

Physical Boundaries

Physical boundaries of the RMP:	
☐	The physical boundaries of the RMP are shown on the attached site plan(s) (or vehicle list)

Products

The RMP covers the following:		
☐	Storage of animal products (dairy and non-dairy) for animal or human consumption, or industrial use.	Complete Module 1
☐	Storage of foods for human or animal consumption that are not animal products	Complete Module 2
☐	Transport (including Transport Depots)	Complete Module 3
☐	Additional module name _____	
☐	Additional module name _____	

Complete the appropriate module for each item you have selected. These modules will be part of your RMP.
If you have written your own module, it must be evaluated. List its name in the table above.

1.7 Other Activities, Risk-based Measures or Operators

These activities occur within the physical boundaries of the RMP, but are excluded from the RMP and:

- they are covered under a different risk-based measure (e.g. an RMP, a Regulated Control Scheme, a Food Control Plan, a National Programme or under the Wine Act 2003); or
- they are not covered under a different risk-based measure; or
- they are carried out by a different operator.

Procedures are in place for ensuring that these products are not a source of contamination to any products that are stored in the premises.

Activity	**Covered under a Risk-Based Measure** (if Yes, include which one and ID)	**Control Measures**	**Responsibility** (Name or job title, include name of different operator if applicable)

1.8 External Verification

(1) I give my contracted risk management programme verifier access to any and all places, things and information that may reasonably be needed to complete the verification, including:

a) freedom to access premises, places, or facilities covered by a risk management programme; and

b) access to documents, records, and information that relate to a risk management programme; and

c) access to things (including containers and packages) that are used in connection with processing animal material, animal products, non-animal product foods and non-food animal products under a risk management programme; and

d) access to animal material, animal product, equipment, packages, containers, and other associated things used in processing animal material, animal product, non-animal product foods, and non-food animal products under a risk management programme (noting that the verifier may identify and mark any of those things); and

e) such freedom to examine and take samples (for the purpose of analysis or retention) of animal material, animal product, non-animal product foods, non-food animal products, or any other outputs, substance, or associated thing which has been, is, or may be used in contact with, or in the vicinity of animal material, animal product, non-animal product foods, or non-food animal products being produced or processed under a risk management programme.

(2) I will provide my contracted risk management programme verifier with any reasonable assistance requested.

(3) By way of explanation, in the case of a significant risk to the fitness for intended purpose of animal product or suitability of animal material for processing, a recognised risk management programme verifier may:

a) recommend to the operator that processing under the risk management programme be temporarily interrupted; and

b) recommend to the operator that any affected animal product that may not, or no longer, be fit for its intended purpose be detained; and

c) recommend to an Animal Product Officer that the officer exercises their powers of interruption of operations under section 89 of the APA which (in the case only of the powers under section 89(b) and (c)) may be exercised by the Animal Product Officer over the phone if he or she considers that appropriate.

☐ A letter (e.g. hardcopy or electronic confirmation such as an email) has been received from the verification agency confirming they will verify the risk management programme at all sites covered by this risk management programme.

1.9 RMP Document List

Table 1: Documents from the RMP template

The date authorised will be the same as the date Section 1.10 is signed.

Title	**Date Authorised** (write n/a if module not used)
Part 1: Required Information	
Part 2: Supporting Systems	
Module 1: Storage of animal products (dairy and non-dairy) for animal or human consumption, or industrial use.	
Module 2: Storage of foods for human or animal consumption that are not animal products	
Module 3: Transport (including transport depots)	

Table 2: Additional documents written by the operator

These additional documents include: procedures; programmes; site plan; list of nominated persons; water checklist; additional modules; amendment record etc.

These documents **must be authorised by the Day-to-day Manager or a nominated person** and may be authorised individually and separately to the documents from the RMP template (Table 1).

Each document must be re-authorised each time it is updated.
Updating a document you have written yourself might be a minor or significant amendment.

Title	Authorisation
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1.10 Authorisation of the RMP

I confirm that:

☐	All of the documents listed in Section 1.9 are appropriate for my operation.
☐	All building, facilities and equipment necessary to implement the RMP are available and ready to operate.
☐	Where applicable, multi business or multi site operations are ready to operate. Note: this must be ticked if 'Yes' was ticked for either section **1.4 Multi Site RMP** or section **1.5. Multi Business RMP**.
☐	The RMP, including all relevant legislation incorporated into the RMP, will be implemented as written.
☐ ■	The documents from the RMP template, including all Supporting Systems and the selected modules, have been authorised by: The Day-to-day Manager of the programme or A nominated person
Signature	Title: _____
Date	

The RMP must be re-authorised (signed and dated) each time a minor or significant amendment is made to the documents from the RMP template (i.e. Section 1.9 Table 1).

Part 2: Supporting Systems

A. Document Control and Record Keeping

Useful things to know

Know

- To ensure all RMP documents are authorised, controlled, kept up-to-date, and stored properly.
- To ensure records are generated and stored properly.

Rules you must follow

Do

Document control

- Every document that forms part of this RMP is dated and authorised (see RMP Document List (Tables 1 & 2) by:
  - the Day-to-day Manager; or
  - a nominated person.
- All current RMP documents and their date of authorisation are listed in the RMP Document List (Tables 1 & 2).
- All RMP documents are:
  - able to be clearly read; and
  - indicate their version or date of authorisation.
- Details of all amendments to the RMP, including minor and significant amendments, are recorded in an Amendment Register. (The RMP Manual (www.mpi.govt.nz/dmsdocument/183) has guidance on determining if an amendment is minor or significant.)
- The most recent amendments made in a document are identified by highlighting or marking the amended part(s).
- Current versions of RMP documents are readily available, in hard copy or electronic form, to persons with key responsibilities in implementing the RMP.

Record keeping

- A list of the nominated people (who can authorise documents, as per above section) is kept.
- All records identified in the RMP are clear and readable.
- All paper and electronic RMP records (e.g. monitoring, corrective action, verification and validation records) include:
  - the date and, where appropriate, the time of the activity or observation;
  - an accurate description of the results of the activity or observation; and
  - the identity of the person(s) who performed the activity (i.e. initials or signature of the person completing the record).
- Any alteration made to a record is made in a way that allows the original entry to remain readable (i.e. erasures or the use of Twink™ or other material to cover

the original entry is not allowed) and is initialled by the person making the alteration.

Accessibility and retention of all RMP documents and records, including archived documents

- One copy of all RMP documents and all records, including those that are obsolete/out-dated/previous versions, are:
  - retained for 4 years, or for the duration of the shelf-life of the product (whichever is longest); and
  - stored in a location where they are protected from damage, deterioration or loss.
- All electronic RMP documents and records are backed up regularly.
- All RMP documents and records, including archived documents, are able to be made available to the RMP verifier or any person authorised by MPI, within 2 working days of a request being made.

Amendments

- All amended parts of the RMP are replaced with the current versions without unnecessary delay after authorisation.
- An amendment register, which includes the following information, is maintained by the RMP operator:
  - document and specific part being amended;
  - details of amendment;
  - reason for amendment;
  - date of change; and
  - person approving the amendment.
- Any alterations on records are made alongside the original entry and initialled by the person altering the record.

Monitoring

- Compliance with these procedures is checked at least _____ by the responsible person.

S

Show

Things to show your verifier

- Document list.
- List of nominated persons (if any).
- Obsolete documents and documents are filed.
- Records are complete and available upon request (e.g. In the RMP Operator Resource Toolkit Amendment Register).
- Supporting System and process control records (including monitoring, corrective action and verification records).
- Record forms.
- All records generated while implementing the RMP.

Examples of these forms can be found in the RMP Operator Resource Toolkit

B. Personnel Health and Hygiene

Useful things to know

- To ensure that all personnel are medically fit to perform their duties, and that they comply with good hygienic practices so as to prevent or minimise the contamination of product.
- Personnel include all workers, staff, contractors providing services and visitors.

Rules you must follow

Induction and ongoing supervision of personnel

- New personnel are informed of their job description, health requirements, and hygienic practices and procedures before starting work.

Health and sickness policy

- The Day-to-day Manager ensures that all personnel understand and comply with the health and sickness requirements discussed in this section.
- All personnel **(including visitors and contractors)** are required to inform the Day-to-day Manager or another responsible person if they are suffering from any of the health conditions listed in Table B.1 below.
- Personnel suffering from a health condition or illness listed in Table B.1 should not carry out tasks where animal products may be affected.
- There are procedures to deal with any event where animal products are contaminated (e.g. blood or vomit on packaging). Refer to **N. Non-conforming Product and Recall** and **O. Corrective Action**

Table B.1. Health conditions

Condition or illness
Diarrhoea or vomiting due to gastroenteritis or other infectious diseases including norovirus and rotovirus. (May also include illnesses involving *E. coli, Salmonella* spp., *Shigella* spp., *Campylobacter, Yersinia, Cryptosporidium, Giardia*, and *Vibrio cholerae*)
Acute respiratory infection
Hepatitis A
Skin infection (e.g. boils, sores, infected wounds, etc.)

Clothing

- All personnel who enter storage areas wear appropriate clothing and footwear.

Hygienic practices

- All personnel must follow appropriate hygiene procedures that will minimise the risk of contamination of animal material or animal product (e.g. handwashing, no spitting).
  Note: *If clean water is not readily available for hand washing in certain areas, alternative options for sanitising personnel hands may be considered.*

Visitors and contractors

- Where appropriate, visitors and contractors are supervised by assigned staff while within the premises.

Monitoring

- Compliance with these procedures is checked at least _____ by the responsible person.

S

Show

Things to show your verifier

- A record of all employee illnesses and any medical certificates e.g. Staff Sickness form.
- Completed e.g. Register for illness.
- Completed e.g. Personnel Training Form.
- Any problems detected and any corrective actions taken. Refer to **O. Corrective Action**.

Examples of these forms can be found in the RMP Operator Resource Toolkit

C. Personnel Competencies and Training

K
Know

Useful things to know

- To ensure that all personnel have the necessary knowledge, skills, and training to perform their assigned tasks in a competent and hygienic manner.
- For additional useful information, refer to Operator Verification Guidance (www.mpi.govt.nz/dmsdocument/40898)

D
Do

Rules you must follow

Competencies of key RMP personnel

- All personnel (other than the Day-to-day Manager) who have been nominated to authorise the documents that form this RMP are identified (either by position, or by name and position).
- Personnel responsible for key tasks (such as process control, operator verification, corrective action, recalls, and monitoring) are identified (either by position, or by name and position).
- Personnel performing key tasks have the following competencies:
  - knowledge and skills in executing the particular task; and
  - an overall understanding of the area they are working in.
- The skills or competencies are documented on the Personnel Training Form.

Day-to day Manager

- The Day-to-day Manager is responsible for:
  - ensuring proper implementation of documented RMP programmes and procedures, including monitoring of processes and taking corrective actions for any non-compliances;
  - keeping RMP documents up-to-date;
  - verifying the effectiveness of the RMP;
  - communicating with the RMP verifier, as needed; and
  - ensuring all personnel are adequately trained.
- The Day-to-day Manager has a good understanding of the documented RMP, including legal requirements and supporting systems.
- The Day-to-day Manager is identified (either by position, or by name and position) in the RMP.
- The RMP is amended if the Day-to-day Manager changes. Refer to **D. Operator Verification**.

Induction and supervision

- New personnel are informed of the following before they start working:
  - the company's health and sickness requirements;
  - hygienic practices;
  - movement of personnel and materials;
  - cleaning and sanitation;
  - handling of chemicals;

  - hygienic handling of materials and products; and
  - operational procedures for their assigned tasks.
- Ongoing supervision and/or skills maintenance is provided to ensure that personnel are adequately trained in their assigned tasks, and in hygienic practices and procedures.
- The training programme includes:
  - identification of skills and competencies required for key roles;
  - training schedules (including refresher training); and
  - training records of personnel.

Visitors and contractors

- Visitors and contractors report to a responsible person on arrival at the premises. Where appropriate, visitors and contractors are supervised by assigned staff while within the premises.
- It is the responsibility of the assigned staff to ensure that hygienic practices and procedures are followed by the visitor or contractor.
- Visitors and contractors are not allowed to handle materials or product in storage areas, unless they have complied with all hygiene requirements.

Monitoring

- Compliance with these procedures is checked at least _____ by the responsible person.

S

Show

Things to show your verifier

- Competencies identified for key tasks e.g. job descriptions, training matrix
- Training and qualification certificates.
- Completed e.g. Training Programme
- Completed e.g. Personnel Training Form.

Examples of these forms can be found in the RMP Operator Resource Toolkit.

D. Operator Verification

K
Know

Useful things to know

- Operator verification is a system of internal checks that confirms the effectiveness of the RMP by:
  - checking procedures are being followed (as noted at the end of most supporting systems)
  - monitoring is done
  - corrective actions and preventative actions are taken
  - reporting requirements are met
  - other operational requirements (i.e. notification, amendments) are met
  - establishing frequencies for checks
  - ensuring checks (including periodic monitoring and internal audits) are done at the required frequencies.
- For additional useful information, refer to Operator Verification Guidance (www.mpi.govt.nz/dmsdocument/40898)

D
Do

Rules you must follow

Operator verification

- The Day-to-day Manager ensures that the RMP is effective by making sure that the following checks are done:
  - all operator verification activities are transparent and traceable, and undertaken by suitably skilled persons nominated by the Day-to-day Manager.
  - persons carrying out operator verification activities are (if possible) independent of the process or operation monitoring and corrective action activities being verified. They are familiar with the contents of the RMP, including its expected outcomes.

Table D.1: Operator verification activities and frequencies

Activity	Details	Frequency
Record checks	• Collect all records and check they are complete, correctly filled out, and that all results are acceptable, or the appropriate corrective action has been taken and documented. • Review to identify any trends, new hazards or recurring problems.	• When completed. • At least annually
Personnel supervision	• Ensure that all personnel are following correct practices and procedures.	• As required.

Review of RMP	• Read through the RMP and amend procedures where necessary. • Perform a reality check to ensure documented procedures are followed. • Test your recall plan by conducting mock recalls. • Significant amendments will be evaluated and registered.	• At least annually. • When procedures or premises change. • When RMP is not working effectively.

Internal audits

- Internal audits are an example of operator verification.
- The internal audit involves checking and confirming that:
  - RMP documentation is up-to-date with current legislation;
  - findings or non-compliances identified by the operator, verifier or MPI are being addressed in a timely manner;
  - written procedures reflect actual operations and practices, and are being followed; and
  - regulatory requirements are consistently being met.
- Internal audits are carried out by a suitably skilled person at least annually, and:
  - ensure ongoing compliance with the documented RMP, including good operating practices and procedures; and
  - identify non-compliances and ensure corrective actions are taken to stop them happening again.
- Internal audits can be more frequent as required (on specific or all areas of the RMP).
- The person responsible for undertaking internal audits:
  - has a good understanding of the operations, processes and good operating practices covered by the RMP;
  - is independent from the procedures being audited as much as possible;
  - has a good understanding of relevant regulatory requirements; and
  - makes a record of what was checked as part of the internal audits, including any actions taken.
- All records under this RMP are reviewed for:
  - completeness and accuracy of required information;
  - documentation of corrective actions; and
  - compliance with documented control procedures.
- The person performing the internal audit does a reality check, which includes observing staff, equipment and premises to make sure that:
  - staff are following hygienic procedures and operating procedures;
  - staff are following operating parameters (e.g. temperatures); and
  - hygienic status of the premises, internal and external environment and equipment is maintained.
- All findings from previous internal audits and external verification visits are followed up.

- When ongoing or recurring non-compliances occur, the following actions are taken:
  - investigate to determine possible causes of non-compliance;
  - take appropriate corrective actions to regain control and prevent recurrence of the problem;
  - increase surveillance of the system; and
  - review the RMP or the relevant Supporting Systems and make necessary changes.
- Indications that the RMP or parts of it are not working effectively include:
  - repeated non-compliance (e.g. issues with chiller temperatures);
  - load in/load out documentation errors;
  - multiple or repeated issues raised by the RMP verifier; or
  - unacceptable outcomes from external verification visits.

RMP review

- The RMP is reviewed annually to check that any changes (e.g. equipment, facilities, personnel positions, RMP verifier, etc.) have been included.

Significant Amendments

- After any significant amendment to the RMP has come into effect, all parts of the RMP that may be affected by the amendment are checked to ensure they are still effective and properly implemented.

HACCP plan review

- The HACCP plan is reviewed annually to check for any changes (e.g. to process flow, inputs or outputs, new hazards, etc.).

Recording issues and findings

- The completed audits are recorded e.g. in the Annual Internal Audit Check Sheets.
- Issues or findings requiring action and corrective action taken, are recorded e.g. in the Corrective Action Register.

Notification

- The Day-to-day Manager will send an email to Food.Compliance@mpi.govt.nz and their RMP verifier notifying of any product that is recalled because it is not or may not be fit for its intended purpose.
- The Day-to-day Manager will send an email to MPI.Approvals@mpi.govt.nz or a letter to the Manager, Approvals Operations, MPI, PO Box 2526, Wellington 6140 notifying of any (it is recommended to inform your RMP verifier):
  - change to the name, position or designation of the Day-to-day Manager of the RMP; and
  - change in RMP verifier.

- The Day-to-day Manager will send an email to info@mpi.govt.nz or call 0800 80 99 66 (for biological hazards only) notifying of any emerging, new or exotic biological hazards or new chemical hazards that have been discovered.
- The Day-to-day Manager will send an email or letter to the recognised RMP verification agency without unnecessary delay on discovering:
  - significant concerns about the fitness for intended purpose of any product;
  - that the cumulative effect of minor amendments necessitates the registration of a significant amendment to the RMP;
  - that the RMP is no longer effective;
  - that the premises are no longer suitable for their use;
  - that anything within the physical boundaries of the RMP is used for additional purposes or by other operators, and the RMP has not adequately considered relevant hazards or other risk factors;
  - merging two or more registered RMPs; or
  - splitting a registered RMP into two or more RMPs.

Who's responsible?

Record the name or position of the person(s) responsible for undertaking/organising Operator Verifications _____

_____

_____

S

Show

Things to show your verifier

- Any information or evidence relating to operator verification activities (e.g. temperature readings).
- Internal audit documentation.
- RMP verifier audit reports.
- Completed e.g. Annual Internal Audit Check Sheets.
- Any problems detected and any corrective action taken. Refer to **O. Corrective Action**.
- Copies of any emails or letters sent to MPI or the RMP verifying agency.

Examples of these forms can be found in the RMP Operator Resource Toolkit.

E. Design, Construction and Maintenance of Buildings, Facilities and Equipment

K
Know

Useful things to know

- To ensure that all buildings, facilities and equipment are designed, constructed, installed and operated in a manner that prevents or minimises contamination of product, packaging, other inputs, equipment and the processing environment.

D
Do

Rules you must follow

Buildings and facilities

- The load-in and load-out areas is designed to:
  - facilitate easy drainage;
  - allow easy cleaning; and
  - minimise the risk of contamination of product, packaging, other inputs.
- Internal structures of buildings, including floors, ceilings and walls, are designed and constructed to:
  - minimise contamination and cross-contamination of products;
  - be durable and capable of withstanding repeated exposure to normal cleaning and sanitising;
  - resist corrosion;
  - minimise the entrance and harbourage of pests;
  - minimise the accumulation of condensation;
  - minimise the entry of environmental contaminants; and
  - be free from cracks and crevices that may harbour contaminants.
- Facilities are available and kept in a satisfactory condition for:
  - hygienic storage of products;
  - storage of chemicals, cleaning compounds and other materials, refer to **L. Maintenance Compounds and Other Chemicals**;
  - storage and reticulation of water;
  - cleaning and sanitation of facilities and equipment;
  - personnel hygiene (e.g. toilets, hand washing units, showering facilities, storage lockers); and
  - drainage and disposal of wastes.
- Facility and equipment layout (e.g. working space) allows for good hygienic practices, access by personnel and effective cleaning.
- Essential services (e.g. lighting, ventilation, process gases) are sourced, used and maintained in a way that enables effective operation.
  - lighting is sufficient to enable effective operations.
- All site and building entrances are clearly marked to deter unauthorised entry.
- Buildings and facilities are managed in a way that protects product, packaging and other inputs from adulteration.
- Vehicle access and parking areas are designed and constructed to prevent contamination of processing areas.

- Any glass, including light fixtures, is safety glass, or otherwise protected to prevent contamination of the products, materials or packaging.
- Windows are sealed.

Equipment

- Equipment that comes into contact with products is designed, constructed, installed and operated in a manner that:
  - ensures the effective performance of the intended task;
  - facilitates cleaning and sanitising; and
  - minimises the contamination of the product.
- Suitable cleaning equipment (maintained in a hygienic condition) is available for cleaning and sanitising of equipment and facilities. Refer to **G. Cleaning and Sanitation**.
- Any equipment designed to chill or freeze products is operated within its design and capacity, and consistently delivers the required temperature.
- Measuring equipment (whether stand alone or forming part of a piece of equipment), has the accuracy, precision, and conditions of use appropriate to the task performed. Refer to **K. Calibration**.

Repairs and maintenance

- Alterations, repairs and maintenance are done when necessary to ensure that facilities and equipment are in a suitable condition.
- Procedures set out:
  - which areas and equipment are regularly checked for any issues that could lead to damage or deterioration of product or packaging, and when or how often checking is done;
  - any other checking or inspection for maintenance that must be done;
  - how assessment of the impact that maintenance work will have on processing is done; and
  - what corrective actions must be taken if product or packaging is affected by maintenance.
- All alterations, repairs and maintenance work on facilities and equipment (including refrigeration units) are done in a manner that minimises the exposure of product or packaging to hazards introduced by this work. Corrective actions are taken if needed. Refer to **O. Corrective Action**.
- If any maintenance activity affects the suitability for intended use of the product, then action is taken to stop more product being affected.
- Before use of facilities and equipment, a suitably skilled person checks that:
  - maintenance is sufficiently complete so that when operations re-start, product will not be adversely affected; and
  - areas and surfaces have been appropriately cleaned and, where appropriate, sanitised; and
  - if storage areas had been emptied, the area has been returned to a suitable state for product to be returned.

Changes

- MPI will be notified if there are plans to make major alterations to facilities or equipment which may impact on the product(s) (this can be a significant amendment to the RMP).

Refrigerated and frozen facilities and equipment

- Refrigerated and frozen facilities are designed, constructed and equipped to ensure that the specified preservation temperatures are maintained throughout storage.
- Equipment for the control and accurate monitoring of temperatures and any other required refrigeration or frozen parameters (e.g. humidity, air-flow, etc.) are provided and operated at all times while refrigeration and frozen facilities are in use.
- Temperature measuring devices are located to measure the internal temperature of the storage facility at the warmest point and are calibrated. Refer to **K. Calibration.**
  Note: *Temperature measuring devices should be calibrated at a frequency necessary for maintaining its required accuracy. Operators should refer to the equipment supplier's recommendation for guidance.*

Recording issues and findings

- Issues or findings requiring action and the corrective actions that are taken are recorded e.g. in the Repairs and Maintenance Register .

Monitoring

- Compliance with these procedures is checked at least _____ by the responsible person.

S

Show

Things to show your verifier

- Completed e.g. Repairs and Maintenance Register, Maintenance Schedule, Maintenance Form.
- Any equipment specifications, manufacturers' or suppliers' instructions (e.g. any specifications or manuals related to refrigeration units).
- Any building reports.
- Any problems detected and any corrective action taken. Refer to **O. Corrective Action**.
- Calibration records.

Examples of these forms can be found in the RMP Operator Resource Toolkit.

F. Water

K
Know

Useful things to know

- Providing that the points in the 'Do' section are met (to ensure water used can't affect animal products), there are no additional requirements for water monitoring or testing for Chilled and Dry Stores/Transport Operators handling animal products.
- For Chilled and Dry Stores/Transport Operators that handle foods that are not animal products, you need to ensure that the water in use is fit for purpose and does not affect the safety or suitability of the food.

D
Do

Rules you must follow

- Remove product from area prior to using water (e.g. when cleaning).
- Make sure storage areas or transport units are dry before introducing product (refer to **G. Cleaning and Sanitation**).

S
Show

Things to show your verifier

- Cleaning schedules and procedures.
- Cleaning and pre-operational records, forms or check sheets.

G. Cleaning and Sanitation

Useful things to know

- To ensure the effective cleaning and sanitation of premises, facilities and equipment to prevent or minimise the contamination of products.

Rules you must follow

Cleaning

- There is a cleaning programme or schedule that covers all the different areas of the premises and contains the following information:
  - area, facility and/or equipment to be cleaned;
  - procedures for cleaning the area, facility and/or equipment;
  - type or method of cleaning;
  - chemicals that are used;
  - frequency of cleaning;
  - frequency of cleaning checks or inspections;
  - person/position responsible for cleaning;
  - what corrective actions to take; and
  - records to be kept.
- Cleaning activities are carried out in a way that minimises contamination of products, previously cleaned areas, etc.
- Dry areas are cleaned by appropriate dry cleaning methods (e.g. brushing, sweeping, vacuuming, etc.).

Equipment for cleaning

- Cleaning equipment does not contaminate products or packaging.
- Cleaning equipment is:
  - used for cleaning purposes only;
  - stored in a hygienic manner when not in use; and
  - maintained in a good state of repair.

Wet cleaning

- Remove product from area prior to using water (e.g. when cleaning).
- Make sure storage areas or transport units are dry before introducing product.

Chemicals

- Cleaning compounds are used in accordance with the procedures given in L. Maintenance Compounds and Other Chemicals.
- Chemicals used for cleaning and maintenance are handled and used:
  - according to the directions of the manufacturer; and
  - in a manner that minimises contamination of product.

Management of cleaning chemical contamination

- If product or packaging is (or is suspected to be) contaminated with residues:
  - affected products are managed as non-conforming product, refer to **N. Non-conforming Product and Recall;**
  - affected packaging materials are either washed and sanitised (where practicable) prior to use or are not used for packing any product for human or animal consumption.

Collection and removal of waste

- Waste (including waste water) is not allowed to accumulate in or around storage areas.
- Solid wastes are:
  - collected in clearly identified waste containers;
  - collected using clearly identified equipment that is stored in an identified area when not in use;
  - kept under controlled conditions to ensure that they are not mistakenly or fraudulently released as suitable for processing for human consumption; and
  - regularly disposed of in a way that ensures that they do not become a source of contamination to products, the work area and the processing or storage environment.
- Outside waste bins (where used) are covered, maintained in a tidy condition, and collected regularly so that they do not attract pests and create objectionable odours.

Cleaning inspection

- Cleaning checks or inspections are undertaken on a regular basis to:
  - ensure compliance with the cleaning and sanitation programme; and
  - check the effectiveness of cleaning.
- Checks of facilities and equipment are done prior to use (including after maintenance) to ensure that operations begin only after sanitation requirements have been met. If a problem is found, then:
  - the source of the contamination is fixed (immediately if there is a food safety risk); and
  - the frequency of cleaning is reviewed.

Monitoring

- Compliance with these procedures and the effectiveness of cleaning is checked at least _____ by the responsible person. The frequency of checks is determined by the results of recent checks.

S

Show

Things to show your verifier

- Cleaning schedules and procedures.
- Cleaning and pre-operational records, forms or check sheets.
- Completed e.g. Chemical Register.
- Any problems detected and any corrective action taken. Refer to **O. Corrective Action**.

Examples of these forms can be found in the RMP Operator Resource Toolkit.

H. Receipt of Incoming Materials

K
Know

Useful things to know

- To ensure that all incoming materials (including product and packaging) are fit for purpose, and sourced, handled and stored according to requirements.

D
Do

Rules you must follow

Receipt of incoming materials

- The Day-to-day Manager will contact the verifier if they believe that a supplier has supplied materially false information about an animal material.
- Incoming products are assessed for any potential contamination, deterioration, or damage.
- All consignments are entered in the inventory control system for traceability (including their unique identification and/or label information).

Handling and storage

- All incoming materials are transferred without any unnecessary delay to appropriate storage areas (including chiller, freezer or cold stores) so that appropriate material temperatures are maintained.
- All materials are handled and stored in a manner that minimises any potential contamination, deterioration or damage (e.g. forklift damage).
- Materials with damaged packaging are handled in a manner that minimises:
  - contamination or deterioration of the material; and
  - contamination of other materials or the processing or storage environment.

Monitoring

- Compliance with these procedures is checked at least _____ by the responsible person.

S
Show

Things to show your verifier

- Records of products under the RMP (e.g. consignment notes, incoming product checks).
- Any problems detected and corrective action taken. Refer to **O. Corrective Action**.

I. Traceability, Inventory and Labelling

Useful things to know

Know

- To ensure that products are correctly identified at receipt, processing, storage, and dispatch for inventory control purposes and to allow for traceability in the event of a recall.

Rules you must follow

Do

Receipt of product

- Check the accuracy of products received against delivery dockets, invoices, labels (or similar), and official assurances (if applicable) to ensure correct product and quantity received.
- Check that export-eligible product arrives in transport that is fit for purpose and registered under an RMP or RCS (where applicable).

Inventory control

- Inventories are maintained for all products.
- Non-conforming materials and products are clearly identified and the reasons for non-conformance are recorded in the inventory system.
- All outgoing products are clearly labelled and accompanied by appropriate documentation to ensure their traceability. Refer to Labelling of Transportation Outers below.

Traceability

- A tracking system is maintained that:
  - allows for the identification and location of all animal product while on site; and
  - can trace products from the operator to the next recipient in the supply chain.
- Upon request by MPI, traceability information is able to be provided within 24 hours.
- Traceability must be maintained for repacked product.
- All outgoing products are clearly labelled and accompanied by appropriate documentation to ensure traceability of the batch.

Records

- Records include, as appropriate:
  - name and address of suppliers of products received;
  - details about the supplied item, including the batch number, quantity and delivery date;
  - an inventory system (either electronic or hard copy) that allows products to be traced;
  - load in and load out checks; and

- the name and address of the person or company to which the batch of products are delivered to.

Labelling of product

- If applicable to your operation, there are procedures to ensure that:
  - If designed in-house, retail labels meet the requirements of the Food Standards Code;
  - all information printed on labels or packaging are correct and accurate;
  - the correct label is applied to each product unit (including when re-labelling and re-packing);
  - labels are stored in a manner that maintains them in good condition; and
  - damaged or obsolete labels are disposed of appropriately.

Labelling of transportation outers

- There are procedures to ensure that labelling of transportation outers (where required):
  - meets the regulatory requirements; and
  - is correct and accurate.
- Any false or misleading labelling on reused or recycled packaging resulting from previous uses will be removed or defaced.

Monitoring

- Compliance with these procedures is checked at least _____ by the responsible person.

S

Show

Things to show your verifier

- Records showing products received (e.g. consignment notes, harvest declarations etc.).
- Any re-labelling or re-packing done.
- An inventory system (electronic or hard copy) that allows finished products to be traced.
- Copies of labels.
- Any problems detected and corrective action taken. Refer to **O. Corrective Action**.

Examples of these forms can be found in the RMP Operator Resource Toolkit.

J. Packaging, Packing and Re-packing

K
Know

Useful things to know

- To ensure that packaging materials are fit for intended purpose, and that animal products remain fit for intended purpose during packing and re-packing.
-

D
Do

Rules you must follow

- Animal product must not be exposed during repacking (i.e. opening the primary packaging).

Packaging materials

- All packaging and product contact materials are suitable for food contact use.
- Opened cartons are re-closed and covered during storage to prevent dust contamination.
- Packaging materials and other food contact materials are:
  - checked on delivery to ensure they are fit for their intended use (i.e. clean, undamaged) and properly labelled;
  - protected against contamination or damage during storage; and
  - kept separate from chemicals and other hazardous materials.

Use of packaging materials

- Packaging is clean and undamaged at point of use.
- Dirty or damaged packaging is disposed of appropriately.
- Packaging materials adequately protect the product.
- Reused packaging is visually clean and correctly labelled at the time of reuse. Any labelling from a previous use that is not truthful when applied to the new product is removed or defaced.

Packing and Re-packing

- Packing or re-packing of products is done under appropriately hygienic conditions, in a manner that ensures that any product not enclosed in packaging is protected from contamination and maintains its fitness for intended purpose by:
  - the area being clean;
  - personnel being suitably clothed;
  - ensuring that products designed for re-packing are being managed via the inventory system; and
  - ensuring that all re-packaged products are appropriately labelled.
- All products remain identifiable at all times.
- Damaged packaging is disposed of appropriately.

Monitoring

- Compliance with these procedures is checked at least _____ by the responsible person.

S

Show

Things to show your verifier

- Evidence of packaging suitability provided by suppliers.
- Inventory records.
- Any problems detected and corrective action taken. Refer to **O. Corrective Action**.

Examples of these forms can be found in the RMP Operator Resource Toolkit.

K. Calibration

K
Know

Useful things to know

- To ensure that measuring equipment that is used to take critical measurements is functioning as intended.
- Critical measurements are those that monitor controls for significant hazards.
- Critical measurements can include:
  - chilling temperatures; and
  - freezing temperatures.
- If your measurement is not providing a critical measurement, then you do not need to follow this supporting system, however it is recommended to do so.

D
Do

Rules you must follow

Measuring Equipment

- Measuring equipment (such as temperature probes, etc) that is used to provide critical measurements are:
  - accurate and fit for their intended use;
  - calibrated regularly against a reference standard (i.e. shows traceability of calibration to a national or international standard of measurement); or
  - if no such standard exists, calibrated by a suitably skilled person using a documented method; and
  - are uniquely identified (e.g. by using serial numbers, indelible tags or other permanent means of identification) to enable traceability of the calibrations to a reference standard and to identify the calibration status.
- A calibration programme is in place that covers the following:
  - how to calibrate each piece of measuring equipment that requires calibration;
  - whether each piece of measuring equipment is used for taking critical measurements or not;
  - minimum frequencies of calibration for each piece of measuring equipment used to provide critical measurements, or used as reference standards;
  - safeguards for prevention of unauthorised adjustments to the calibration of measuring equipment; and
  - the corrective actions to be taken when a measuring device is damaged or provides inconsistent or inaccurate readings and identification and disposition of any product produced when the device was out of order.

Receipt of critical measuring equipment (new or repaired)

- Calibration certificates are requested from suppliers of critical measuring equipment.

Chiller or freezer gauges

- Cool room temperature gauges are checked by placing another thermometer in the cool room, next to the existing probe, for about 10 minutes then comparing against the cool room temperature gauge.
- Checks of automatic temperature devices are recorded on the Automatic Temperature Recorder Checks Form.

Transportation units

- Temperature-measuring devices used in transportation units are calibrated and located to measure the temperature at the warmest point.

Faulty equipment

- Equipment that is faulty or inaccurate is not used. It is repaired and recalibrated or replaced as soon as possible.

Monitoring

- Compliance with these procedures is checked at least _____ by the responsible person.

S

Show

Things to show your verifier

- Calibration certificates and other calibration records.
- Identification, location and calibration status of equipment.
- Completed e.g. Calibration Form.
- Any problems detected and corrective action taken. Refer to **O. Corrective Action**.

Examples of these forms can be found in the RMP Operator Resource Toolkit.

L. Maintenance Compounds and Other Chemicals

K
Know

Useful things to know

- To ensure the proper use and storage of chemicals to prevent or minimise the contamination of products, packaging, equipment and the processing and storage environment.
- Chemicals include maintenance compounds used for cleaning, sanitation, fumigation, pest control and repair and maintenance of equipment.
- For stores that cover the storage of dairy products in this RMP, you are able to assess chemicals for safety and suitability yourself as per the Animal Products Notice: Production, Supply and Processing (www.mpi.govt.nz/dmsdocument/50182). This process has already been completed for chemicals on the Approved Dairy Maintenance Compounds Register which may be easier to use.

D
Do

Rules you must follow

Chemicals (including maintenance compounds)

- There are procedures for the storage, handling and use of chemicals.
- Stores that hold dairy products:
  - only use maintenance compounds that are assessed as safe and suitable, or are listed in the Approved Approved Dairy Maintenance Compounds Register are used within the boundaries of the RMP (www.mpi.govt.nz/dmsdocument/20069).
- Stores that hold other animal products (never dairy):
  - in areas where its use may affect animal product, only MPI approved maintenance compounds are used, as listed in the MPI Approved Maintenance Compounds (Non-dairy) Register (www.foodsafety.govt.nz/registers-lists/maintenance-compounds/index.htm).
- Transport operators:
  - use maintenance compounds in a way that there is no possibility of affecting the animal material or animal product (including residual odours).
  - if in doubt, use MPI approved maintenance compounds as per stores (above).
- An up-to-date list (register) of all chemicals used within the boundary of the RMP is kept and held on the premises (storage premises only).

Storage of chemicals

- Chemicals are stored in a designated area, away from products and packaging.
- Chemicals are clearly labelled. If it is an approved maintenance compound, it must be labelled with the name as it appears on the list of approved maintenance compounds.
- Chemicals are kept in closed containers when not in use, or in a way that the chemical will not contaminate product or be contaminated itself.

- Containers for storing maintenance compounds or other chemicals that are suitable for re-use are only re-used to store the same compounds or chemicals.

Use of chemicals

- Maintenance compounds are used according to the directions of the manufacturer and the conditions of the approval (if applicable).
- Directions for use (such as the detergent/sanitiser to be used in an area or on a piece of equipment, their concentration, application method and contact time required) are readily available to the user (e.g. given on the label, product information data sheets, etc.).
- Chemicals are handled and used by, or under, the supervision of suitably trained or experienced personnel.
- All containers or implements used for measuring or pouring of hazardous chemicals are labelled 'For Chemicals Only' (or similar), to ensure they are not used for any other purpose.
- Products and unprotected packaging are removed or kept protected (e.g. covered) prior to the use of chemicals (e.g. insecticide sprays) to prevent contamination.

Handling and disposal of chemicals

- Empty chemical containers are disposed of and are not re-used in a way that may contaminate product.
- When contamination by a hazardous chemical occurs, the following actions are carried out:
  - affected products are considered unfit for human or animal consumption and are disposed of as per **N. Non-conforming Product and Recall**; and
  - affected packaging that cannot be effectively cleaned and sanitised is disposed of properly.

Monitoring

- Compliance with these procedures is checked at least _____ by the responsible person.

Things to show your verifier

- Approved chemicals used (e.g. Chemical Register)
- Any problems detected and corrective action taken. Refer to **O. Corrective Action**.

Examples of these forms can be found in the RMP Operator Resource Toolkit.

M. Pest Control

K
Know

Useful things to know

- To ensure effective control of pests so as to prevent or minimise the contamination of product, packaging, other inputs, equipment and the processing environment. Pests include rodents, wild birds, insects, dogs, and cats.

D
Do

Rules you must follow

Responsibility

- Pest control and monitoring activities within the RMP premises is carried out by (tick applicable box):

  ☐ **the RMP operator**

  ☐ **a contracted pest control person or agency**

- Where pest control and monitoring activities are contracted out, the Day-to-day Manager, prior to signing the contract or services agreement, ensures that:
  - the person or agency to be contracted is competent to perform the task and is familiar with the requirements of this Supporting System; and
  - the written contract or services agreement clearly defines the services to be provided by the contracted person or agency.

Controls to prevent entry of pests

- Buildings and facilities are designed and constructed in a manner that minimises the entry of pests.
- External doors that are not screened are kept closed when not in use.
- Animals and pets (e.g. cats and dogs) are not allowed into storage areas.
- Holes, drains, and other places where pests are likely to gain access to buildings must be sealed or covered with screens, or otherwise managed to prevent entry by pests.

Controls to prevent infestation of pests

- Buildings, external surroundings and waste bins are kept clean and tidy to prevent potential breeding sites. Waste bins are regularly collected and emptied.
- Buildings are kept in good repair and condition to prevent pest access and potential breeding sites.
- Regular inspections of the premises, including external surroundings, are carried out to check for evidence of possible infestation.
- If present, electric insect traps are not installed above unprotected product or packaging. The insect tray is emptied when necessary and any UV light bulb changed as recommended by the manufacturer.

Use of pesticides (e.g. fly sprays, rat baits, etc.) and pest traps

- Pesticides are approved, handled, used and stored according to the manufacturer's directions and the MPI conditions of the approval. Refer to **L. Maintenance Compounds and Other Chemicals**.
- Bait stations are:
  - identified (e.g. numbered); and
  - located and installed so they cannot contaminate product or packaging.
- Bait stations and traps are checked at least _____ for evidence of pest activity (e.g. nibbled bait, bait missing, droppings, etc.) and to confirm they are in good working order.
- Increased monitoring and appropriate corrective actions are undertaken when increased rodent activity is observed. This is recorded on a Vermin Control Register.
- Any pests are regularly removed from the pest stations and the bait replaced if required. This is recorded on a Vermin Control Register.

Handling and disposition

- Where there is evidence of contamination by pests, the following actions are carried out:
  - affected products are managed as non-conforming product, refer to **N. Non-conforming Product and Recall;**
  - affected packaging is either washed and sanitised (where practicable) prior to use or is not used for packing any product for human or animal consumption.

Monitoring

- Compliance with these procedures is checked at least _____by the responsible person.

S

Show

Things to show your verifier

- A contract or service agreement with the contracted pest control person or agency, if applicable.
- A record of the location of the bait stations, electric fly units and other pest stations may be shown on site plan used to show physical boundaries.
- A record of all Approved Maintenance Compounds (pesticides) used (including name, amount and point of use) (Refer to **L. Maintenance Compounds and Other Chemicals**).
- Completed e.g. Vermin Control Register of pest sighting and monitoring.
- Any problems detected and corrective action taken. Refer to **O. Corrective Action**.

Examples of these forms can be found in the RMP Operator Resource Toolkit.

N. Non-conforming Product and Recall

Useful things to know

Know

- To ensure the correct handling and disposition of non-conforming products, including the recall of products from distribution and sale.
- Disposing of product may include reprocessing, downgrading, or disposing of it as waste.

Rules you must follow

Do

Non-conforming product

- Non-conforming product is any product that:
  - has not been stored or transported in accordance with relevant regulatory requirements,
  - has not been stored or transported with the RMP, or
  - is not safe or suitable for its intended use.

Suspected non-conforming product

- Product that is suspected of being non-conforming is managed as if it is non-conforming.
- A suitably skilled person may determine that product that is suspected of being non-conforming is actually conforming by considering various factors, such as:
  - what the incident was
  - the risk of breaching a regulatory or operator defined limit
  - has the limit actually been breached
  - discussion with verifier
- If product is determined to be conforming records are kept that cover:
  - identification of the suspected non-conforming product; and
  - a description of the event or circumstance that led to the product being suspected non-conforming; and
  - the justification for the product being determined as conforming.

Managing non-conforming product

- Non-conforming products are handled and stored in a manner that prevents:
  - contamination and deterioration of other products or inputs; and
  - contamination of the processing and storage environment that could lead to contamination of other products or inputs.
- Non-conforming products are:
  - clearly identified;
  - separated from other products;
  - recorded in inventory (unavailable for load-out); and
  - held until disposition is determined by a suitably skilled person or, in certain cases, by the RMP verifier or MPI.
- The RMP verifier is notified:
  - of any non-conforming or suspected non-conforming dairy product; and

- as soon as possible when there is significant concern about fitness for intended purpose of any products.
- Refer to **P. Verifier communication concerning dairy products**

- The disposition of any non-conforming product is determined by a suitably skilled person considering various factors, such as:
  - product safety and suitability;
  - the amount of product affected;
  - options for disposing of the product (such as reprocessing, downgrading, or disposing of it as waste);
  - whether the products have been released for distribution or not;
  - any instructions from MPI or the RMP verifier; and
  - any instructions from the product owner.

- **When disposing of dairy products, check the method meets the requirements of the Animal Products Notice: Disposal of Non-conforming Dairy Material or Dairy Product (www.mpi.govt.nz/dmsdocument/50182).**

- Records are kept that cover:
  - identification of the affected animal material or animal product; and
  - a description of the event or circumstance that led to the product being non-conforming;
  - communications about the product disposal decision; and
  - the products disposal, including confirmation of actual disposal.

Unforeseen Events

- During any unforeseen events (such as floods earthquakes, pandemic, unavailability of contractors, power failure, etc.), appropriate steps will be taken by the Day-to-day Manager to manage any risks to products, and to identify any non-conforming or suspected non-conforming product.
- Refer to **O. Corrective Action**

Corrective actions

- Corrective actions will be taken to minimise the occurrence of non-conformance.
- The corrective actions may include:
  - amending procedures to correct deficiencies;
  - increasing the frequency of inspections or internal audits;
  - revising supervision or training programmes when staff, visitors or contractors are not following GOP as required;
  - managing repeat occurrences; and
  - a series of escalating responses for repeated non-conformances.
- Refer to **O. Corrective Action**

Determining if a recall is required

- A recall is considered when the Day-to-day Manager believes that products have been released that have a food safety problem or are not fit for their intended purpose. A recall can be initiated by MPI. Examples of food safety problems

include: a breach of a regulatory limit; presence of foreign matter that could cause harm; contamination with a chemical that could cause harm; presence of a microorganism that could make someone sick etc.

- The product owner is most likely to oversee a recall. These are the steps they'll undertake.
- A risk assessment is done to determine if a recall is needed:
  - information is gathered to assist in understanding the source and extent of the problem;
  - refer to MPI Recall Guidance Material (www.mpi.govt.nz/food-safety/food-recalls/);
  - the RMP verifier can be contacted for assistance.
- Identification of affected product will be started. Any stock still on hand will be held until a decision has been made on whether to recall product.

Recall

- If it is determined that a recall is likely, the Day-to-day Manager is responsible for the recall and will ensure that the following is done:
  - refer to MPI Recall Guidance Material;
  - **Investigate -** gather information, understand the problem, identify all affected products, hold any stock still on hand;
  - **Inform –** tell the verifier (if you can't make contact, tell New Zealand Food Safety);
  - **Assess** – assess the risk, decide if a recall is needed, and at what level (trade or consumer);
  - **Check** – check if New Zealand Food Safety agrees with your risk assessment and decision;
  - **Communicate** – communicate your decision to recall with impacted businesses, and consumers (for a consumer level recall);
  - **Audit** – audit how much product was returned, review and identify corrective actions.
- You can contact New Zealand Food Safety on 0800 00 83 33 or at Food.Recalls@mpi.govt.nz

Simulated Recall

- A simulated, mock, or trial recall is done at least every 12 months to demonstrate the effectiveness of the traceability and recall process.
- Refer to MPI Simulated Food Recall Guidance (www.mpi.govt.nz/food-business/food-recalls/doing-food-recall/)
- Effectiveness is measured by:
  - the time taken to trace affected product;
  - the time taken to complete the mock recall of affected product; and
  - the proportion of product that would have been successfully recalled.

Who's responsible?

Record the name or position of the person(s) responsible for co-ordinating recalls

_____

_____

_____

Monitoring

- Compliance with these procedures is checked at least _____ by the responsible person.

S

Show

Things to show your verifier

- Load-out dockets or consignment notes for products.
- Records detailing all communication about the recall and copies of all written correspondence.
- Recall review notes.
- Inventory records.
- Records of assessment and disposition of non-conforming products.
- Records of recall activities, including mock recall.
- Any correspondence with the RMP verifier or MPI.

O. Corrective Action

K
Know

Useful things to know

- To ensure if problems occur, they are managed appropriately (e.g. restoration of control, product disposition and prevention of recurrence).
- Problems are normally identified by persons as they carry out, monitor or verify the effectiveness of the tasks documented in the RMP. They may also be detected through customer complaints.

D
Do

Rules you must follow

Corrective action

- When problems occur, corrective actions are carried out in an effective and timely manner.
- Details of corrective actions are recorded (e.g. in a register). This includes any follow-up checks used to make sure the corrective actions are working (e.g. internal audits, external audits).
- Problems detected through the normal day-to-day operation of the RMP are addressed by a suitably skilled person who will:
  - assess the problem;
  - restore control;
  - identify and retain any suspect product, and determine the product disposition appropriate to the nature of the problem and the intended use of the product (e.g. reject, or release as is). Refer to **N. Non-conforming Product and Recall**;
  - take action to stop the problem from recurring (e.g. increase surveillance of the system, make changes to the system, etc.); and
  - record details of the corrective actions (including restoration of control, product disposition, prevention of recurrence and any follow-up checks) in the e.g. Corrective Action Register. Refer to **N. Non-conforming Product and Recall**

Corrective action for unforeseen circumstances

- The RMP is not written to cover unusual events such as floods, fires or earthquakes. If such an event happens, appropriate corrective actions are determined on a case-by-case basis and taken.
- When problems occur due to unforeseen circumstances, the Day-to-day Manager nominates a suitably skilled person to carry out the “normal” corrective actions (see above) and to be responsible for:
  - communication with the product owner;
  - if appropriate, completing an in-depth assessment of the suspect product by reviewing relevant processing records, analyses undertaken, inspecting the product, advice from experts, literature review etc.;
  - ensuring product disposition appropriate to the nature of the problem and the intended use of the product (e.g. rework, reject, release under restricted

conditions, regrade for alternative use where permitted under the RMP, etc.);
- following appropriate requirements in **N. Non-conforming Product and Recall**; and
- reporting the following to the RMP verifier:
    - a description of the problem and the affected product;
    - a summary of the assessment made;
    - the decision on the disposition of the product; and
    - any actions taken to prevent recurrence of the non-compliance.

Contingency plans for transport operators

- There is a documented contingency plan to manage issues that might happen during transport which may affect product (e.g. temperature failure).
- This plan requires that the person who is responsible for animal material or animal product involved to be notified of the issue immediately.

Who's responsible?

Record the name or position of the person(s) responsible for completing Corrective Action reports _____

_____

_____

S

Show

Things to show your verifier

- Any problems detected and any corrective action taken.
- Any reports given to the RMP verifier.

Examples of these forms can be found in the RMP Operator Resource Toolkit.

P. Verifier Communication concerning dairy products

K
Know

Useful things to know

- To ensure appropriate and timely communication with the verifier when things go wrong, and it involves dairy products.

D
Do

Rules you must follow

Notification

- When required to notify the verifier of an issue, notification is done **within 1 working day of becoming aware of the issue**.
- Notification can be via phone-call, text, email or in person.
- A record must be kept that the verifier was notified about the specific issue (e.g. an email, a note of verbal notification on x date)

Reporting

- For every issue that is notified to a verifier, a **written report is supplied to the verifier within 3 working days after the operator becomes aware of the issue**.
- The written report can be supplied as the same time as the notification (that is, the report doesn't have to be sent separately).
- The written report includes as much of the following as is available at the time:
  - relevant RMP ID;
  - relevant ULI;
  - date on which the issue occurred;
  - date of notification to the verifier;
  - a detailed description of the issue;
  - a detailed description of actions taken in response to the issue;
  - name, title, and contact details of the person responsible for managing the issue;
  - any corrective actions that are planned, in progress, or completed, and a schedule for the start and finish of any uncompleted corrective actions;
  - whether any dairy material or dairy product has been affected by the event;
- For affected dairy material or dairy product, the report includes:
  - its identity and description, amount, and location;
  - whether it has been isolated;
  - if it has not been isolated, the methods used to secure it against use or trade
  - if relevant, the date since the last acceptable measurement, or satisfactory laboratory test;
  - the processing lines or processing areas affected (if any);
  - if tracing has not been completed, the justification for determining the range of dairy material or dairy product that may be affected;
  - the date that any investigation, or traceback to determine the cause, is expected to be completed.

Follow-up

- Provide any additional information required by the verifier.
- Until the issue is resolved, provide updates to the verifier at agreed intervals, covering:
  - the outcome of any investigation or traceback;
  - the likely causes of the matter;
  - evidence that any affected dairy material or dairy product has been identified and isolated (unless the verifier has agreed otherwise);
  - any corrective actions completed, those still to be completed, and dates for completion.

Monitoring

- Compliance with these procedures is checked at least _____ by the responsible person.

S

Show

Things to show your verifier

- Notification records
- Detailed description of the exception.
- The extent of any contamination or potential contamination, e.g. date since last acceptable result, the product lines affected, etc.
- Description, quantity and location of all non-conforming dairy material or dairy product and whether it was isolated.
- Any problems detected.
- Any other corrective action taken. Refer to **P. Corrective Action**.

Examples of these forms can be found in the RMP Operator Resource Toolkit.

Q. Storage

K

Know

Useful things to know

- To ensure the storage environment will maintain the intended state of preservation and prevent contamination so that products and materials remain fit for purpose.

D

Do

Rules you must follow

General requirements

- People hygienically handle product.
- People with any condition or illness of public health concern do not handle any unprotected product. Refer to B. Personnel Health and Hygiene.

Storage and handling

- All products and materials remain identifiable at all times.
- Products and materials are stored in a manner that:
  - minimises contamination and deterioration (e.g. by separation);
  - minimises damage to packaging;
  - facilitates effective cleaning;
  - facilitates effective inventory control; and
  - keeps separate any products that are not suitable for human consumption (or processing for human consumption).
- In addition, procedures are in place for dairy products to ensure:
  - integrity of dairy products is maintained
  - dairy products are kept clean and free from contamination, deterioration, and adulteration
  - dairy products are protected from contamination by inedible materials.
- Animal material that is not suitable for human consumption, or processing for human consumption is kept separate.
- Spills are cleaned within a reasonable timeframe.
- Chemicals and maintenance compounds are stored in a way that minimises contamination.
- Products and packaging are disposed of appropriately when they are no longer safe or suitable for use (e.g. past its use-by date).

Refrigerated or ambient storage

- Any refrigeration of product is conducted without unnecessary delay and in a manner that minimises deterioration or toxin production.
- Any defined temperature is reached as quickly as necessary to ensure the product remains fit for purpose and does not deteriorate.
- Consideration is given to any product-specific maximum storage temperatures (usually to maintain quality).
- Refrigeration units are operated in such a manner so that the required temperature of products is maintained throughout storage.

- Refrigerated units are loaded within their designed refrigeration capacity.
- Procedures are in place for minimising condensation drip on to products or equipment.
- Equipment for the control and accurate monitoring of temperatures and any other required refrigeration parameters (e.g. humidity, air-flow, etc.) are operated at all times while refrigeration facilities are in use.
- The temperature of the refrigerated unit is checked by the RMP operator at a frequency necessary to ensure that required temperatures are maintained during the storage of products.
- Temperature measuring devices are calibrated and located appropriately to measure the internal temperature of a temperature-controlled unit at the warmest point. Refer to **K. Calibration.**

Storage of waste materials

- All waste materials are covered in a pest-proof containers, regularly collected and disposed of. Refer to **G. Cleaning and Sanitation**.

Controlling non-conforming product

- Refer to **N. Non-conforming Product and Recall.**

Monitoring

- Compliance with these procedures is checked at least _____ by the responsible person.

S

Show

Things to show your verifier

- Inventory records.
- Completed e.g. Vermin Control Register.
- Completed e.g. Cleaning and Maintenance Records.
- Any problems detected and corrective action taken. Refer to **O. Corrective Action**.

Examples of these forms can be found in the RMP Operator Resource Toolkit.

Module 1: Storage of animal products

This module is included in the RMP	☐ Yes

1. Additional Scope of the RMP

Intended Consumer

Intended consumer	• Humans (general public) • Animals • Ornamental animal products e.g game trophies, souvenirs • Industrial use

Intended Use

Intended use of product that leaves RMP	• Further processing • Ready to eat

Regulatory Requirements

Regulatory limits	• None
Other regulatory requirements specific to product	• Storage of these products must comply with the Animal Products Notice: Production, Supply and Processing
Labelling requirements	• Labelling of retail packs as specified in the Australia New Zealand Food Standards Code • Labelling of transportation outers as per the Animal Products Notice: Production, Supply and Processing

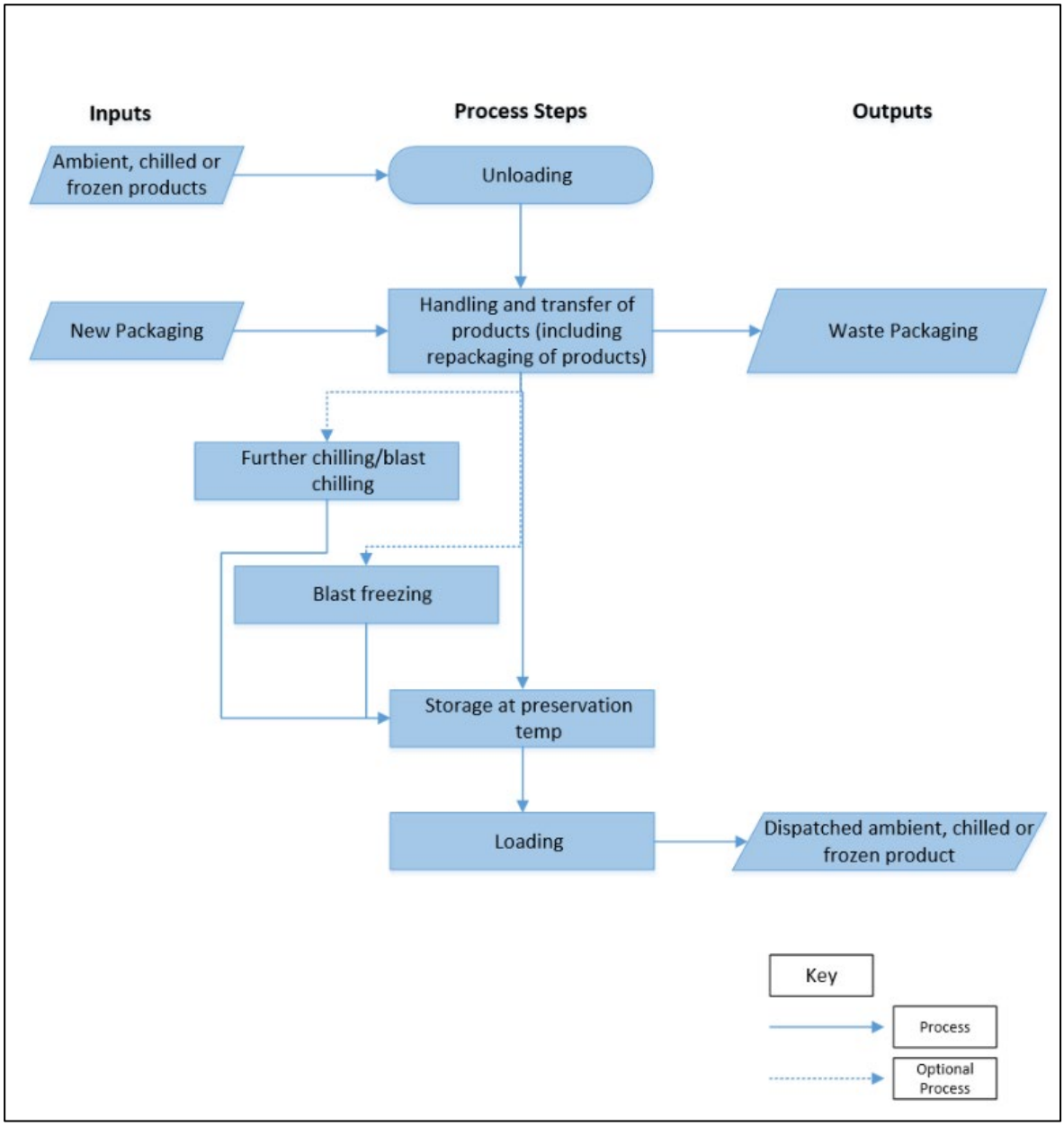
Other Requirements

Export requirements	• (List any export requirements appropriate to your operation here) _____ _____ _____ _____ _____ _____ _____ _____ _____

Processes and Activities

The RMP covers the following processes and activities for storage of animal products: (tick all applicable processes or activities)	
☐	Receiving products
☐	Blast chilling of packaged products
☐	Blast freezing of packaged products
☐	Freezing of chilled, packaged products
☐	Storage of chilled products
☐	Storage of frozen products
☐	Dry (ambient temperature) storage of products
☐	Re-packaging or re-labelling of products (product not exposed)
☐	Dispatch of products

Generic Process Flow Diagram: Storage of animal products



2. Risk Factor Identification and Control

K

Know

Useful things to know

- To identify the risk factors (from hazards to human and animal health, wholesomeness, false and misleading labelling) that are reasonably likely to occur at each process step (including all inputs).
- To ensure that appropriate controls are included in the RMP so that products are fit for their intended purpose.
- There are recommended storage temperatures for the following animal products:
  - chilled mammals, ostriches, emus and poultry: ≤ 7°C
  - frozen mammals, ostriches, emus and poultry: ≤ -12°C
  - chilled whole fish: -1°C to 1°C
  - chilled fish product: -1°C to 4°C
  - frozen fish or fish products (including shellfish): ≤ -18°C
  - brine frozen fish: ≤ -9°C
  - shucked pāua intended for canning in New Zealand: ≤ 6°C

D

Do

Rules you must follow

Risks from hazards to human and animal health

- A hazard analysis and critical control point (CCP) determination has been conducted (see Table 1.1)
- No CCP's have been identified.
- Good operating practices (GOP) are followed as outlined in the RMP Part 2: Supporting Systems
- All identified hazards are expected to be adequately controlled by GOP.

Risks to wholesomeness

- Risk factors have been identified (see Table 1.2)
- All identified risk factors are expected to be adequately controlled by following GOP as outlined in the RMP Part 2: Supporting Systems.

Risks from false and misleading labelling

- Risk factors have been identified (see Table 1.3)
- All identified risk factors are expected to be adequately controlled by following GOP as outlined in the RMP Part 2: Supporting Systems.

S

Show

Things to show your verifier

- Completed records of good operating practices.

Table 1.1: Hazard analysis and CCP determination for storage of animal products

Process step	Hazard reasonably likely to be introduced by input	Impact of process step on existing hazards or introduction of new hazards	Control measures to prevent, minimise or eliminate hazard
Loading or unloading	B- Bacterial pathogens	Microbiological growth in chilled or frozen products due to unacceptable increase in temperature due to delays in loading or unloading.	• Timely transfer of products into refrigerated environment; checks of product temperature at receiving or delivery. • Cleanliness of vehicle. • Effective refrigeration.
	P- Physical hazards C- Chemical hazards	The presence of physical and/or chemical hazards on incoming product.	• Visual checks of product on receipt.
Handling and transfer of products (including repackaging)	B – Bacterial pathogens P- Physical hazards	Microbiological and physical contamination of products due to damage to packaging as a result of improper handling and/or forklift operation.	• Proper handling of products, and operation of forklifts and other conveyances. • Training of staff.
	C- Chemical hazards	Chemical contamination of products due to forklifts or equipment (e.g. refrigerant, oil)	• Proper handling of products, and operation of forklifts and other conveyances. • Training of staff.
Blast chilling or freezing	B – Bacterial pathogens	Microbiological growth due to refrigeration failure, and/or non-compliance with established refrigeration parameters (e.g. loading capacity, etc.).	• Proper design and construction of refrigeration units. • Refrigeration procedures.

Table 1.1: Hazard analysis and CCP determination for storage of animal products

Process step	Hazard reasonably likely to be introduced by input	Impact of process step on existing hazards or introduction of new hazards	Control measures to prevent, minimise or eliminate hazard
Storage and preservation temperature (chilled)	B – Bacterial pathogens	Microbiological growth due to refrigeration failure, and/or non-compliance with established refrigeration parameters (e.g. loading capacity, temperature of incoming product, etc.).	• Proper design and construction of refrigeration units. • Refrigeration procedures.
	B – Bacterial pathogens	Increase in microbiological levels above established limits due to non-compliance with agreed storage life.	• Procedures for ensuring agreed storage periods are met. • Inventory control.
	C- Chemical hazard	Chemical contamination of products due to forklifts or equipment (e.g. refrigerant, oil)	• Proper handling of products, and operation of forklifts and other conveyances. • Training of staff.
Storage and preservation temperature (frozen)	B – Bacterial pathogens	Microbiological growth due to refrigeration failure, and/or non-compliance with established refrigeration parameters (e.g. loading capacity, temperature of incoming product, etc.).	• Proper design and construction of refrigeration units. Refrigeration procedures.
	B – Bacterial pathogens	Increase in microbiological levels above established limits due to non-compliance with agreed storage life.	• Procedures for ensuring agreed storage periods are met. Inventory control.

Table 1.1: Hazard analysis and CCP determination for storage of animal products

Process step	Hazard reasonably likely to be introduced by input	Impact of process step on existing hazards or introduction of new hazards	Control measures to prevent, minimise or eliminate hazard
Storage and preservation temperature (ambient)	B – Bacterial pathogens	Microbiological growth (e.g. moulds) due to increase in moisture content of dry products.	• Maintenance programme for facilities (e.g. leaking roofs, etc.). • Procedures for handling and storage to prevent damage to packages, and protection of products from spillages or leaks. • Training of staff.
	B – Bacterial pathogens	Microbiological contamination from pests.	• Pest control procedures.
	C- Chemical hazard	Chemical contamination of products due to forklifts or equipment (e.g. refrigerant, oil)	• Proper handling of products, and operation of forklifts and other conveyances. • Training of staff.
Dispatch	B – Bacterial pathogens	Microbiological growth in refrigerated products due to prolonged periods under unrefrigerated conditions.	• Procedures for load-out of refrigerated products.
	B – Bacterial pathogens C – Chemical residues P – Physical contamination	Microbiological, chemical or physical contamination from improperly cleaned or maintained transportation unit[1] or from other products that are transported at the same time.	• Ensuring transportation unit is functioning as intended prior to dispatch. • Proper separation between incompatible products, or products with different hygiene status.

[1] Transportation unit means a container, or a compartment or part of a vehicle or vessel, that is used to contain relevant products during a journey

Table 1.2: Summary of risks to wholesomeness

Risk factor	Control measures for preventing/ minimising the risk factor
Spoiled product (freezer burn)	Stock rotation Temperature control
Foreign objects that are not hazards (e.g. dirt, grease, plastic, carton)	Procedures for proper handling of products, and operation of forklifts and other conveyances Staff training.
Pest damaged or contaminated product	Pest Control

Table 1.3: Summary of identified risk factor and controls from false or misleading labelling

Risk factor	Source or cause of risk factor	Control measures for preventing/ minimising the risk factor
Incorrect details on label or transportation outers applied at stores, for example: • type of product • claims (e.g. organic) • product description • lot identification or batch number • species Adverse consumer health effect due to incorrect allergens (incorrect label) being applied.	Incorrect label design	Procedures for ensuring correct label design and compliance with regulatory requirements
	Procedural errors, for example: • wrong identification of containers • wrong product put in a pre-labelled container • wrong label or information put on product, (e.g. date, batch number)	Procedures for ensuring correct packaging and labelling of products

Module 2: Storage of foods that are not animal products

This module is included in the RMP	☐ Yes

1. Additional Scope of the RMP

Intended Consumer

Intended consumer	• Humans (general public) • Animals

Intended Use

Intended use of product that leaves RMP	• Further processing • Ready to eat

Regulatory Requirements

Regulatory limits	• None
Other regulatory requirements specific to product	• As specified in the Australia New Zealand Food Standards Code
Labelling requirements	• As specified in the Australia New Zealand Food Standards Code

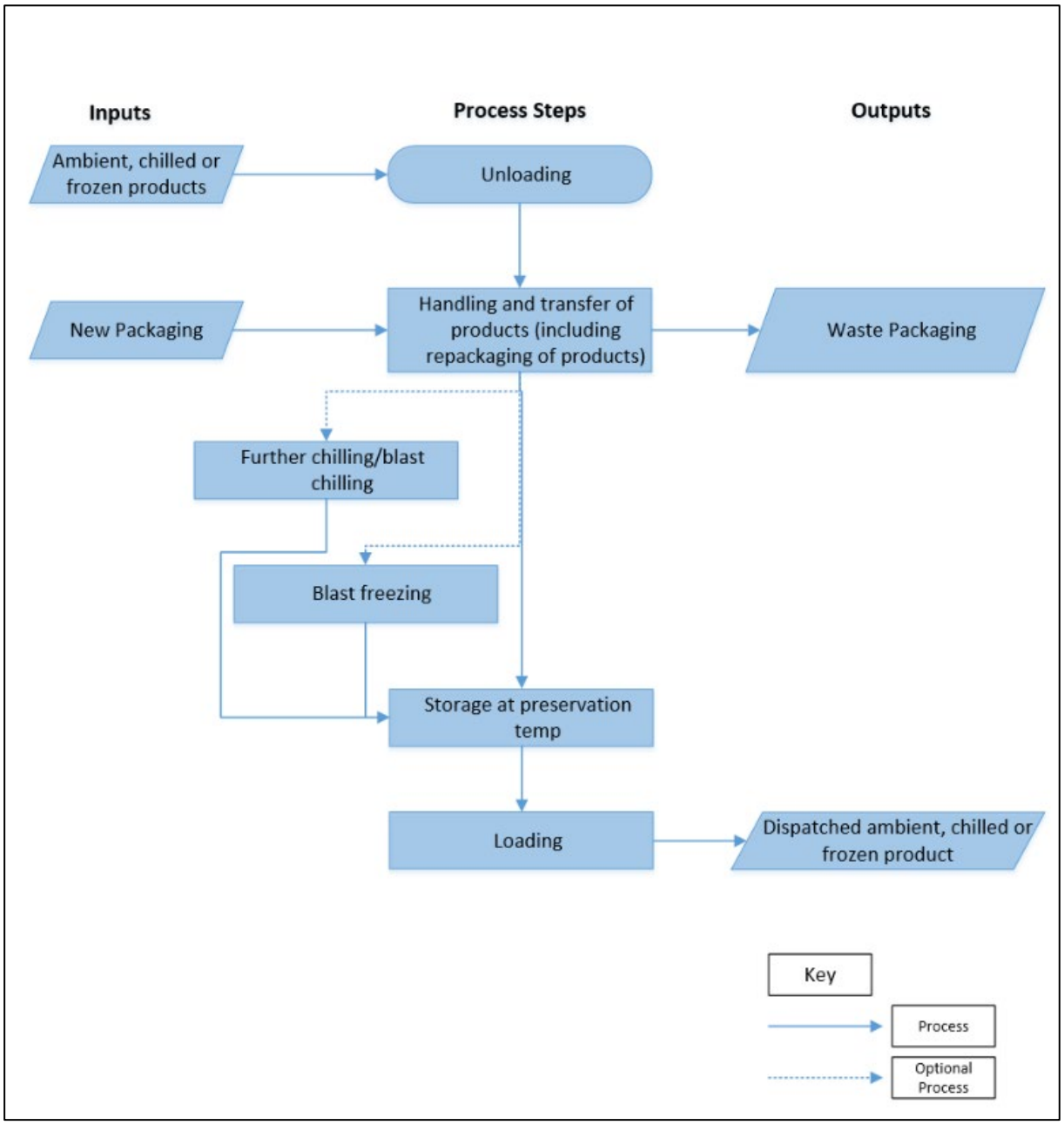
Other Requirements

Export requirements	• (List any export requirements appropriate to your operation here) _____ _____ _____ _____ _____ _____ _____ _____ _____

Processes and Activities

The RMP covers the following processes and activities for storage of foods that are not animal products: (tick all applicable processes or activities)	
☐	Receiving products
☐	Blast chilling of packaged products
☐	Blast freezing of packaged products
☐	Freezing of chilled, packaged products
☐	Storage of chilled products
☐	Storage of frozen products
☐	Dry (ambient temperature) storage of products
☐	Re-packaging of products (product not exposed)
☐	Labelling of products
☐	Dispatch of products

Generic Process Flow Diagram: Storage of foods that are not animal products.



2. Risk Factor Identification and Control

K
Know

Useful things to know

- To identify the risk factors (from hazards to human and animal health, wholesomeness, false and misleading labelling) that are reasonably likely to occur at each process step (including all inputs).
- To ensure that appropriate controls are included in the RMP so that products are fit for their intended purpose.

–

D
Do

Rules you must follow

Risks from hazards to human and animal health

- A hazard analysis and critical control point (CCP) determination has been conducted (see Table 2.1)
- No CCP's have been identified.
- Good operating practices (GOP) are followed as outlined in the RMP Part 2: Supporting Systems
- All identified hazards are expected to be adequately controlled by GOP.

Risks to wholesomeness

- Risk factors have been identified (see Table 2.2)
- All identified risk factors are expected to be adequately controlled by following GOP as outlined in the RMP Part 2: Supporting Systems.

Risks from false and misleading labelling

- Risk factors have been identified (see Table 2.3)
- All identified risk factors are expected to be adequately controlled by following GOP as outlined in the RMP Part 2: Supporting Systems.

S
Show

Things to show your verifier

- Completed records of good operating practices.

Table 2.1: Hazard analysis and CCP determination for storage of foods that are not animal products

Process step	Hazard reasonably likely to be introduced by input	Impact of process step on existing hazards or introduction of new hazards	Control measures to prevent, minimise or eliminate hazard
Loading or unloading	B- Bacterial Pathogens	Microbiological growth in chilled or frozen products due to unacceptable increase in temperature due to delays in loading or unloading.	• Timely transfer of products into refrigerated environment; checks of product temperature at receiving or delivery. • Cleanliness of vehicle. • Effective refrigeration.
	P- Physical hazards C- Chemical hazards	The presence of physical and/or chemical hazards on incoming product.	• Visual checks of product on receipt.
Transfer and handling of products	B- Bacterial Pathogens	Microbiological and physical contamination of products due to damage to packaging as a result of improper handling and/or forklift operation.	• Proper handling of products, and operation of forklifts and other conveyances. • Training of staff.
Blast chilling or freezing	B- Bacterial Pathogens	Microbiological growth due to refrigeration failure, and/or non-compliance with established refrigeration parameters (e.g. loading capacity, etc.).	• Proper design and construction of refrigeration units. • Refrigeration procedures.
Chilled storage	B- Bacterial Pathogens	Microbiological growth due to refrigeration failure, and/or non-compliance with established refrigeration parameters (e.g.	• Proper design and construction of refrigeration units. • Refrigeration procedures.

Table 2.1: Hazard analysis and CCP determination for storage of foods that are not animal products

Process step	Hazard reasonably likely to be introduced by input	Impact of process step on existing hazards or introduction of new hazards	Control measures to prevent, minimise or eliminate hazard
		loading capacity, temperature of incoming product, etc.).	
	B- Bacterial Pathogens	Increase in microbiological levels above established limits due to non-compliance with agreed storage life.	• Procedures for ensuring agreed storage periods are met. • Inventory control.
Frozen storage	None		
Dry storage	B- Bacterial Pathogens	Microbiological growth (e.g. moulds) due to increase in moisture content of dry products.	• Maintenance programme for facilities (e.g. leaking roofs, etc.). • Procedures for handling and storage to prevent damage to packages, and protection of products from spillages or leaks. • Training of staff.
	B- Bacterial Pathogens	Microbiological contamination from pests.	• Pest control procedures.
Dispatch	B- Bacterial Pathogens	Microbiological growth in refrigerated products due to prolonged periods under unrefrigerated conditions.	• Procedures for load-out of refrigerated products.

Table 2.1: Hazard analysis and CCP determination for storage of foods that are not animal products

Process step	Hazard reasonably likely to be introduced by input	Impact of process step on existing hazards or introduction of new hazards	Control measures to prevent, minimise or eliminate hazard
	B- Bacterial Pathogens C- Chemical Residues P- Physical Contamination	Microbiological, chemical or physical contamination from improperly cleaned or maintained transportation unit[2] or from other products that are transported at the same time.	• Ensuring transportation unit is functioning as intended prior to dispatch. • Proper separation between incompatible products, or products with different hygiene status.

Table 2.2: Summary of risks to wholesomeness

Risk factor	Control measures for preventing/ minimising the risk factor
Spoiled product (freezer burn)	Stock rotation Temperature control
Pest damaged or contaminated product	Pest Control

[2] Transportation unit means a container, or a compartment or part of a vehicle or vessel, that is used to contain relevant products during a journey

Table 2.3: Summary of identified risk factor and controls from false or misleading labelling

Risk factor	Source or cause of risk factor	Control measures for preventing/ minimising the risk factor
Incorrect details on label or transportation outers applied at stores, for example: • type of product • claims (e.g. organic) • product description • lot identification or batch number • species	Incorrect label design	Procedures for ensuring correct label design and compliance with regulatory requirements
	Processing errors, for example: • wrong identification of containers • wrong product put in a pre-labelled container • wrong label or information put on product, (e.g. date, batch number)	Procedures for ensuring correct packaging and labelling of products

Module 3: Transport Operators

This module is included in the RMP	☐ Yes

1. Additional Scope of the RMP

Intended Consumer

Intended consumer	• Humans (general public) • Animals

Intended Use

Intended use of product that leaves RMP	• Further processing • Ready to eat • Ornamental animal products • Industrial use

Regulatory Requirements

Regulatory limits	• None
Other regulatory requirements specific to product	• Transportation of these products must comply with the Animal Products Notice: Production, Supply and Processing
Labelling requirements	• None

Other Requirements

Export requirements	• OMAR requirements for export countries

Processes and Activities

The RMP covers the following processes and activities for transport: (tick all applicable processes or activities)	
☐	Transport of products
☐	Operation of a Transport Depot

2. Additional Requirements – Transportation Units

K
Know

Useful things to know

- To ensure transport and handling procedures maintain the intended state of preservation and prevent contamination, so that products remain fit for purpose.

D
Do

Rules you must follow

Vehicles

- An up-to-date list of vehicles covered by the RMP is maintained.
- Only those vehicles that are listed are used for the transport of product.
- Vehicles (or transportation units e.g. containers) are equipped and operated to:
  - maintain the status of product as fit for intended purpose; and
  - minimise hazards and other risk factors**;** and
  - be cleaned, maintained, and checked.

Prior to loading

- Transportation units and equipment are checked to ensure they are visually clean and ready to operate:
  - prior to transport;
  - after cleaning up any spills; and
  - after any repairs or maintenance.
- Before being used to transfer any product, transportation units/depots are checked to ensure that they are visibly clean, dry and with no other signs of contamination (e.g. off-odour). The results of these checks are recorded.

Handling during transportation

- Chilled or frozen animal material or animal products aren't accepted from primary processors unless they are at or below the temperature required for transportation (unless covered under the primary processor or receiver's RMP/FCP)
- If a temperature during transport is specified, then temperatures are monitored, and records kept.
- Chilled or frozen products are loaded and unloaded without unnecessary delay to ensure that required product temperatures are maintained.
- Checking the temperature of products is done in a way that prevents contamination.
- To prevent avoidable contamination, the doors of fully enclosed freight compartments on transportation units are kept closed except when:
  - loading and unloading;
  - carrying out cleaning, repairs, and maintenance; and
  - otherwise necessary for the operation of the transportation unit.

***Note**: Some companies take product temperatures when products are dispatched and received. If product temperatures are not taken by the driver, and the supplying or receiving company takes product temperatures, the driver should try to ensure that temperature measurements are taken in their presence (i.e. drivers*

should not rely on temperatures notified by operators that are not collected in their presence) and should record the actual measurements taken.

- Products are adequately protected from the elements and environmental contaminants during loading and unloading.
- Products are kept separate and protected from other products that may taint or contaminate them.
- Products with damaged packaging are handled to minimise:
  - the exposure or spillage of the product (e.g. products can be wrapped and sealed); and
  - contamination of other products and the transport environment.
  - refer to **N. Non-conforming Product and Recall** and **O. Corrective Action**

Refrigeration control

- Transport units with temperature control are operated so that the required temperature is maintained throughout transportation, and there is a method of monitoring the temperature in the unit.
- Condensation drip on to products or equipment is minimised.
- Any equipment for the control and accurate monitoring of the refrigeration is always operational while product is being transported.
- The temperature of the refrigerated transportation unit is checked by the driver at a frequency necessary to ensure that required temperatures are maintained during the transport of products.
  ***Note**: Temperature readings should be taken and recorded at the start and end of the journey. Factors that may affect refrigeration performance (e.g. breakdowns) should also be recorded by the driver.*
- We have a documented contingency plan to deal with any failure to maintain preservation temperature (refer to **O. Corrective Action**).

Labelling

- Product that can't be labelled easily still has the consignment information available as in **I. Traceability, Inventory and Labelling.**

Transport of bulk animal material or animal product for animal consumption

- All animal material or animal product is contained in covered, leak-proof containers.
- All the animal material or animal product is denatured, unless it is:
  - contained in tamper-evident leak-proof containers and is being transported to an RMP premises;
  - minimal-risk material from fish; or
  - being dispatched for rendering.
- There is a documented procedure to protect the identity and security of bulk animal material or animal product transferred in bulk containers.

Changes to consignor's documentation

- Any changes of vehicle or vehicle reference number during the journey, and any depots which handle the consignment are noted on the consignor's documentation.

Monitoring

- Compliance with these procedures is checked at least _____ by the responsible person.

S

Show

Things to show your verifier

- Temperature records.
- Documentation accompanying consignments.
- Any product temperature records.
- Any problems detected and corrective actions taken. Refer to **O. Corrective Action** and **N. Non-conforming Product and Recall**

Examples of these forms can be found in the RMP Operator Resource Toolkit.

3. Additional Requirements – Transportation Depots

K
Know

Useful things to know

- To ensure transport and handling procedures in depots maintain the intended state of preservation and prevent contamination so that relevant goods remain fit for purpose.

D
Do

Rules you must follow

Handling at Depots

- Products are not to be held at a depot for longer than necessary.
- Depots are only used for the transfer of products from an incoming transportation unit to an outgoing transportation unit. Product is not to be containerised at a depot.
- Records of the nature and quantity of the products being handled, including the date of arrival and departure of each consignment are kept (e.g. Vehicle Docking Facilities and Depots Records).
  - refer to **I. Traceability, Inventory and Labelling**.
- Products become ineligible for export with official assurances if they are not transferred between transportation units:
  - at a transport depot; or
  - a premises covered by an RMP or RCS.

Changes to consignor's documentation

- Any changes of vehicle or vehicle reference number during the journey, and any depots which handle the consignment are noted on the consignor's documentation.

Monitoring

- Compliance with these procedures is checked at least _____ by the responsible person.

S
Show

Things to show your verifier

- Any temperature records for refrigerated transportation units.
- Completed e.g. Vehicle Docking Facilities and Depots Records.
- Any preservation temperature records.
- Records of the products being handled.
- Any problems detected and corrective actions taken. Refer to **O. Corrective Action**

Examples of these forms can be found in the RMP Operator Resource Toolkit.

4. Risk Factor Identification and Control

K
Know

Useful things to know

- To identify the risk factors (from hazards to human and animal health, wholesomeness, false and misleading labelling) that are reasonably likely to occur at each process step (including all inputs).
- To ensure that appropriate controls are included in the RMP so that products are fit for their intended purpose.
- For guidance, there are recommended storage temperatures for the following animal products:
  - chilled mammals, ostriches, emus and poultry: ≤ 7°C
  - frozen mammals, ostriches, emus and poultry: ≤ -12°C
  - chilled whole fish: -1°C to 1°C
  - chilled fish product: -1°C to 4°C
  - frozen fish or fish products (including shellfish): ≤ -18°C
  - brine frozen fish: ≤ -9°C
  - shucked pāua intended for canning in New Zealand: ≤ 6°C

D
Do

Rules you must follow

Risks from hazards to human and animal health

- A hazard analysis and critical control point (CCP) determination has been conducted (see Table 3.1)
- No CCP's have been identified.
- Good operating practices (GOP) are followed as outlined in the RMP Part 2: Supporting Systems
- All identified hazards are expected to be adequately controlled by GOP.

Risks to wholesomeness

- Risk factors have been identified (see Table 3.2)
- All identified risk factors are expected to be adequately controlled by following GOP as outlined in the RMP Part 2: Supporting Systems.

Risks from false and misleading labelling

- Risk factors have been identified (see Table 3.3)
- All identified risk factors are expected to be adequately controlled by following GOP as outlined in the RMP Part 2: Supporting Systems.

S
Show

Things to show your verifier

- Completed records of good operating practices.

Table 3.1: Hazard analysis and CCP determination for transport

Process step	Hazard reasonably likely to be introduced by input	Impact of process step on existing hazards or introduction of new hazards	Control measures to prevent, minimise or eliminate hazard[3]
Loading or unloading	B- Bacterial Pathogens	Microbiological growth in chilled or frozen products due to unacceptable increase in temperature due to delays in loading or unloading.	• Timely transfer of products into refrigerated environment; checks of product temperature at receiving or delivery. • Cleanliness of vehicle. • Effective refrigeration.
	B- Bacterial Pathogens	Microbial growth in refrigerated products due to refrigeration failure	• Contingency plan for a failure to maintain preservation temperature.
Transfer and handling of products	B- Bacterial Pathogens	Microbiological and physical contamination of products due to damage to packaging as a result of improper handling and/or forklift operation.	• Proper handling of products, and operation of forklifts and other conveyances. • Training of staff.

[3] Some of the control measures given may not be the responsibility of the transport operator or driver depending on the scope of their transport operation and agreements with their clients.

Table 3.1: Hazard analysis and CCP determination for transport

Process step	Hazard reasonably likely to be introduced by input	Impact of process step on existing hazards or introduction of new hazards	Control measures to prevent, minimise or eliminate hazard[3]
Transport of products	B- Bacterial Pathogens C- Chemical Residues P- Physical Contamination	Microbiological, chemical or physical contamination from improperly cleaned or maintained container, vehicle or conveyance; or from other products that are transported at the same time.	• Cleaning and maintenance of containers, vehicles and other conveyances. • Proper separation between incompatible products.
	B- Bacterial Pathogens	Microbiological growth in refrigerated products due to refrigeration failure.	• Proper design and construction of refrigeration units and depots. • Maintenance of refrigerated transportation units, proper temperature control and monitoring. • Contingency plan for a failure to maintain preservation temperature.
	B- Bacterial Pathogens	Microbiological growth in chilled or frozen products due to unacceptable increase in temperature due to delays in delivery.	• Timely transfer of products into refrigerated environment; checks of product temperature at receiving or delivery. • Maintenance of refrigerated transportation units and depots, proper temperature control and monitoring.

Table 3.2: Summary of identified risk factor and controls related to wholesomeness

Risk factor	Control measures for preventing/ minimising the risk factor
Contamination	Product is transported in clean vehicles in a manner that minimises dust, engine fumes and other road-based contamination.
Damage to packaging	Product is loaded and transported in a manner that prevents damage to packaging.

Table 3.3: Summary of identified risk factor and controls related to labelling

Risk factor	Control measures for preventing/ minimising the risk factor
Labelling of transportation outers is damaged during loading or transport	Product is loaded and transported in a manner that allows labelling to remain legible and adhered.