

POLICIES AND PROCEDURES

FOR SIMULATED WORK ENVIRONMENT

COMMERCIAL TRAINING KITCHEN

MIC Training Kitchen

17-21 Backhurst Street, South Melbourne

Table of Contents

1. Stock control policy and procedures	4
Inventory control.....	4
The buyer’s role	4
Supervisor’s role	4
Staff member’s role	4
Stock handling	5
Stock handling and storage of goods	5
Stock safety	5
Stock re-orders	5
Store pricing policy.....	6
1. Purchasing.....	6
Ordering and delivery arrangements.	9
1.1 Practical stock control.....	10
1.2 Stock control administration.....	12
Quotation Order.....	13
PURCHASE ORDER AND DOCKET.....	14
2. MATERIAL SAFETY DATA SHEET	16
SECTION 1 –IDENTIFICATION	16
SECTION 2 – HAZARDS IDENTIFICATION.....	16
SECTION 3 – COMPOSITION / INFORMATION ON INGREDIENTS.....	17
SECTION 4 – FIRST AID MEASURES.....	17
SECTION 5 – FIRE FIGHTING MEASURES	17
SECTION 6 – ACCIDENTALRELEASE MEASURES.....	18
SECTION 7 – HANDLING AND STORAGE.....	18
SECTION 8 – EXPOSURE CONTROLS / PERSONAL PROTECTION.....	18
SECTION 9 – PHYSICAL AND CHEMICAL PROPERTIES.....	19
SECTION 10 – STABILITY AND REACTIVITY	19
SECTION 11 – TOXOLOGICAL INFORMATION.....	19
SECTION 12 – ECOLOGICAL INFORMATION	20
SECTION 13 – DISPOSAL CONSIDERATIONS	20
SECTION 14 – TRANSPORT INFORMATION	20
SECTION 15 – REGULATORY INFORMATION	20
SECTION 16 – OTHER INFORMATION.....	20

3. Food Safety Practices and General Requirements Standard 3.2.2	21
What is this standard?	21
Who must comply with this standard?	21
What are the key provisions in this standard for food businesses?	22
What are the key provisions in this standard, for food handlers?.....	23

1. Stock control policy and procedures

Inventory control

The store has clearly defined policies and procedures in place and it is the Supervisor's responsibility to ensure inventory control is efficient, as loss of stock and damages result in a loss of profit.

The buyer's role

- Forecast sales and budget orders
- Keep up-to-date with trends
- Order merchandise
- Ensure a variety of merchandise
- Understand the target market
- Monitor stock levels

Supervisor's role

It is the Supervisor's responsibility to train staff members in the correct procedures for receiving stock.

- Minimise shrinkage (theft and waste)
- Control the level of mark-downs
- Monitor stock levels
- Monitor fast and slow sellers to avoid sell-outs
- Coordinate stocktake and prepare reports for Management
- Ensure all merchandise is correctly priced, following Company procedures
- Monitor re-order levels for fast selling merchandise
- Liaise and communicate with the buyer over the sales performance of stock
- Inform all staff of new product lines and price changes

Staff member's role

- Check the load
- Check delivery records and procedures
- Check the quantity and quality at delivery
- Check the quantity and quality after delivery
- Store the stock securely
- Deal with damaged and missing stock after delivery
- Inform Supervisor of any damaged or missing stock

Stock handling

Stock handling and storage of goods

Care must be taken in the storage of goods to ensure against damage and theft. A fundamental part of your supervisory duty is to ensure the personal safety of your staff members, and to provide a safe working environment. For more information, refer to the Safe Work Practices Manual. A few issues relating to the safe handling of stock are:

- All fire exits and fire extinguishers should be kept clear of stock for easy access in case of an emergency
- Stock is to be stacked to prevent it from falling on staff members and customers
- There should be at least 30cm clearance above stock and around fire extinguishers
- Empty pallets should not be stacked too high and are to be laid down flat and not stored on their sides

Be aware that poor manual handling accounts for the majority of accidents in the retail environment

Stock safety

Stock needs to be placed in security areas and put away as soon as possible. Store procedures are to handle stock in the following manner:

- Special items, such as handling stock, must be stacked in the appropriate way and hung on the appropriate fixtures
- Fragile items should not be stacked on other stock or on high shelves
- Perishable items must be stored at the specified temperature to keep them fresh e.g. milk and frozen foods
- Flammable items should be kept clear of heat or combustible materials
- Storage for hazardous items must follow manufacturer's storage and handling instructions

Stock re-orders

Although our Company has a Stock Controller and Buyer, the Supervisor still plays an important role in monitoring stock controls. Our policy is to always try and avoid the situation of stock out by frequently communicating with the buying office. By doing this, all staff members can be aware of planned promotions, target markets and be informed of new stock items and trends for the new season.

An empty looking store or an overcrowded store will impact badly on sales.

- Re-stock shelves and display stands from stock in reserve
- Fax or email all order requests to the buying department with an order number

- File order forms in *due date* order
- Place orders on a regular basis; weekly or more often if required
- Supervisors are responsible for re-ordering all standard stock lines.

The buyer handles all other items, which are known as specialty lines.

Store pricing policy

The Store's image is up to date, stylish merchandise. The type of customer our store attracts is more image-conscious than price-conscious.

Our merchandise is medium- to high-priced, however, our emphasis is on supplying a wide selection of quality merchandise as well as providing excellent customer service. Furthermore, our store is known for our end of season mark-down sales where merchandise is cleared at bargain prices.

Considering this, the purpose for a store pricing policy is for prices to reflect and fit in with the store image, so that prices are competitive and most importantly, the store makes a profit.

1. Purchasing

Many small business owners fail to pay enough attention to the purchasing function and as a result may miss opportunities to reduce costs, or raise quality.

Purchasing should be seen as an important activity in your business and never conducted in an ad hoc or haphazard fashion. The key considerations follow.

1.1 Establishing your purchase requirements:

The first step in getting the best from your purchasing process is to decide on the specification of your purchases (e.g. what you want your purchase to do and how well it should do it). Agree your specification with the potential supplier including:

- Quantity
- Quality and appearance Delivery schedule
- However, do not over-specify as unnecessary, or unreasonable,

specifications are counterproductive and will add to the cost. Agree your requirements in writing because relationships often break down with suppliers because of misunderstandings; a written specification avoids this risk.

Verbal agreements are binding in law, but may be difficult to prove so detailing your specification in writing will ensure that the supplier will understand the standards that you require.

1.2 Assessing potential suppliers

Whichever supplier you choose, ensure that they possess the following characteristics:

1. Reliability – if a supplier lets you down, you may be forced to let your customers down. It may be wise to have more than one supplier for any given product.

2. Quality – of supply and service needs to be consistent. As stated, it is difficult to produce a high-quality product if the raw material is not of a high quality in the first instance. Quality needs to be monitored (e.g. is the food delivered to the premises consistent with the agreed food specification, is the laundry service returning clean linen, adequately pressed and free from rips and tears?).
3. Value for money – is not only concerned with the lowest price. You require consistent levels of quality and reliability and should expect to have to pay more for this (but do not pay excessively for it). Similarly, your customers should also expect to pay more for the quality and consistency you provide.
4. Strong service and clear communication – you need your suppliers to deliver on time or at least to be honest with you and provide you with sufficient warning if they cannot deliver as agreed. The best suppliers will want to speak with you regularly to monitor your needs and identify opportunities to improve their service to you. Equally you will need to record and inform suppliers of any deliveries that do not conform to specification and established agreements.
5. Financial security – you need to be assured that your suppliers are financially sound, particularly as you hope to develop a long-standing and mutually beneficial relationship with them. It is always worth credit-checking potential new suppliers.
6. A partnership approach - a strong relationship will benefit both parties. You need your suppliers to acknowledge how important your custom is to them so that they make every effort to provide the best possible service. Showing your suppliers how important they are to your business is likely to encourage a similar response.
7. Compliance with food safety legislation - all food businesses (supplier and customer) must be compliant with food safety legislation and are subject to strict control by the relevant authorities. It is important to ensure the supplier is registered and licensed to operate by the relevant authority. Have they HACCP (food safety management system) in place? What recall procedures are there in the event of a food safety crisis? How is food traced throughout the premises?
8. Environmental issues - do the suppliers demonstrate a commitment to the environment in their policies and practices, can they work with you to maintain your own environmental management policy, are they willing to use your trays/containers/bags etc. for the delivery of products (if not will they take the packaging back) and what is their commitment to recycling?

1.3 Choosing suppliers

The most effective suppliers are those that offer products or services that match, or exceed, the needs of your business. It is well worth examining how many suppliers you actually need to enable you to operate your business. Purchasing from a targeted pool of suppliers could have the following benefits:

- It will be easier for you to control your suppliers.
- Your business will become more important to them.
- You may be able to make deals that provide you with an extra competitive advantage.

Example: if you are under pressure to deliver a small celebration meal within a tight timescale and you do not carry the required stock, your supplier is more likely to “pull out the stops” to help you if you spend \$2,000 per month with them rather than \$500 per month.

However, there is also merit in retaining a choice of suppliers. Purchasing from a single supplier only can be risky. If they let you down at short notice, or if they go out of business, you may have difficulty in securing an alternative source of supply in the short-term. Potential suppliers should be easy to locate through:

- Existing suppliers or competitors’ suppliers.
- Trade journals, business databases and trade associations.
- Business directory websites.

Prepare a shortlist of suppliers and write to each one, outlining your exact requirements. If you are in the food business, food safety legislation dictates that you use only 'approved suppliers' - give them a food safety questionnaire and follow up with an audit/visit.

Your EHO and/or HACCP consultant if you have one will provide you with more information. Request that each supplier send you product details, price lists and other relevant information, such as MSDS (materials safety data sheets). You may obtain better terms by advising suppliers that they are competing for your order. Identify those suppliers that can offer the quality of product and service that you require. Refine your selection process by comparing each in terms of:

Product suitability and reliability Reputation, based on references quality and flexibility of service location and ease of communication, speed and frequency of delivery price, range and order size.

For long-term supply contracts, make the effort to visit each potential supplier that meets your quality standards and other requirements.

1.4 Buying at a lower price

It is almost always possible to pay less

– if you are prepared to negotiate purposefully.

Here are some tips to help you improve your purchasing power. Do not automatically accept your potential supplier’s first offer and where appropriate, make a lower counter offer. Consider whether, or not, any of the following could lower the purchasing price:

- Agreeing a minimum level of periodic purchases (e.g. monthly, annually).
- Agreeing retrospective discounts on the basis of volumes purchased.
- Discounts for payment by cash on delivery.

Is it possible to leverage your purchasing power by ‘pooling’ your purchasing requirements with similar organisations, or competitors? Such arrangements should enable you to negotiate bulk discounts on the basis of the combined purchasing requirements of all of the participants. You should not be concerned that you may be entering into an arrangement with your competitors. It is likely that they

already know as much about your business as they need to. In addition, they may already be using many of the same suppliers that you are.

In circumstances where you do 'pool' your resources with other organisations to improve your purchasing power, you need to ensure that each party enters into a formal agreement with regards to:

- The term of the agreement and which suppliers it relates to.
- The quality of the goods to be purchased.
- The quantity required by each party and any associated discounts.

Invoicing and payment arrangements – preferably each party will pay for its own purchases on an individual basis and each will comply with the payment terms.

Ordering and delivery arrangements.

If supplies are limited and the demand from the 'pool' exceeds the amount that can be supplied, the protocol to be followed by the supplier in terms of the quantities offered to each party.

It is possible to use your suppliers to part fund your business in the short-term. At the same time, it is important to be aware of legislation pertaining to prompt payment of invoices, which is designed to protect small businesses. Customers that owe you money (known as "debtors"), and do not pay promptly, are using your funds for their own benefit. Although you may receive payment at some stage, until that time your customers may use the funds owed to you to purchase other goods and services. If the amounts that you are owed are such that the amount of cash that is available to your business is limited, you may be required to secure an overdraft (or loan) facility to meet your short-term cash requirements. In these circumstances, there is a cost to your business to fund your debtors.

The corollary of this situation is that you may use your suppliers to part fund your business in the short-term, by delaying the time when you pay them. Typically, the terms of payment offered by most suppliers is 30 days after the invoice date, or 20 days after the end of the month in which the goods are purchased. You may extend the period between receiving and paying for goods by:

- Purchasing your goods at the start of the month rather than during the last few days of the previous month (in circumstances where you are required
- to pay for all goods delivered during the month by the 20th day of the following month.
- Securing agreement with your suppliers to a modification of your existing payment terms (e.g. from 30 days to 60 days).

Renegotiating the terms of your creditor payments, or delaying payment (as long as the supplier does not charge you interest), will have a direct financial benefit to you in terms of interest earned on deposits, or interest saved on an overdraft.

However, you should note that there are a number of risks associated with extending your payment terms without the consent of your suppliers:

It may give the impression that your business is facing cash-flow difficulties.

It may create cash-flow problems for your suppliers, particularly if you represent a large proportion of their trade.

The level of service offered by your suppliers may diminish and the relationship may be irreparably damaged.

You may be in breach of your supply contract or subject to penalty clauses contained within it.

Future supplies may be made on a cash-on-delivery basis only. This is to be avoided if at all possible as there is a likelihood that all of your suppliers will become aware of this, and they may demand similar payment terms.

1.1 Practical stock control

Many small businesses in hospitality and tourism pay too little attention to stock control. The process can be as uncomplicated as you need it to be, however, the key is to check your stock-holding on a frequent basis. This will provide an early warning of problems. There are a number of methods for controlling stock, several of which are appropriate to the small businesses:

Minimum stock level – you identify a minimum stock level and re-order when stock reaches that level.
Stock review – you have a regular review of stock (e.g. weekly) and you place an order to return stocks to a maximum level. In both cases you will be required to set the minimum, or the maximum, stock level. The key for your business should be to reduce your stock-holding to the amount required to enable you to meet demand in the period until your next delivery. Given that the hospitality and tourism industry can experience significant variations in demand on a daily, weekly and monthly basis, it is recommended that the stock review method be adopted.

The simplest method for recording stock in small businesses with few stock items is to manually maintain a stock book or a stock sheet. The stock book (or stock sheet) will record the quantity in stock of each stock item during each stock count (this is your “closing stock”). This becomes the opening stock of the following period.

The purchases received during the following period (in quantity) are added to the opening stock, and the quantity of goods used from stock during the period (e.g. for food and beverage sales) are deducted from the total. The resulting balance is the closing stock at the end of the period, which should agree with the physical quantity of stock in the stock room, cold room, bar etc. If you do not undertake a physical stock count it is not possible to confirm whether, or not, the closing stock recorded in your stock book is correct.

The value of the stock used in your business can then be determined by multiplying the quantity of each stock item used in the period by its purchase price (e.g. per kilo, bottle, etc.). The value of food and beverage stock, for example, used during the period is your cost of sales, and it is used to calculate your Gross Profit.

In circumstances where the physical stock count is less than the amount recorded in your stock book, one, or a combination, of the following events may have taken place:

- The quantity of purchases recorded in your stock book for the period may be overstated (you need to check that each delivery of stock in the period since the last stock count is correctly recorded).
- The quantity of goods actually received by you during the period may be less than that recorded in the stock book (e.g. the actual deliveries made by your suppliers may be less than the amount recorded on the delivery notes issued by them, to you – it is important that each delivery, and the accompanying delivery note, is consistent).
- The transfer of goods from the stock room to your various departments during the period may be understated (it is good practice to have a stock transfer form, or book, completed each time a transfer is made from your stock room).
- Stock may have been pilfered, damaged or be out of date and have been disposed of without any record of this in your stock book (in the case of damaged or out of date stock).

The key point is that you will have to pay for the purchases you make (and which are recorded on the delivery notes - whether they arrive into your stock or not). In circumstances where your actual stock level is below the stock level shown in your records, your cost of sales will be increased and your profitability will be reduced. Without a regular stock count, it is impossible to establish if you have a stock problem and when the problem arose. While the stock counting process may not pinpoint the nature of the problem, if a problem does exist, regular stock counts will provide sufficient warning to you to investigate the matter further.

Third party stock control

Many small businesses leave the stock taking process to their auditors. However, this is likely to be undertaken on an annual basis only and may give rise to a number of problems:

- If your Gross Profit Margin for the year is less than anticipated, and the deficiency in the Gross Profit Margin is caused by an increase in your cost of sales (and you have not lowered your selling prices), it will be difficult to identify when the profit margin began to deteriorate in the absence of monthly stock count records. It may also be difficult to identify those stock items that are giving rise to the deterioration in profit margin.
- The risk of theft (e.g. pilferage) may be increased as stock will not be checked on a frequent basis.
- Stock may not be utilised before its 'use-by' date (in particular, fresh food) as it will not be physically checked on a regular basis. Ideally, stock should be used on a 'first in, first out' (FIFO) basis.

An alternative to undertaking the stock-control process yourself is to use the services of a professional stock counter. A professional stock counter will provide an independent validation of your stocks, your profit margin (normally on a product by product basis), and will assist you in identifying weaknesses in your stock control process. The stock counter should be able to pinpoint those products that have not provided the expected level of profit margin.

1.2 Stock control administration

As outlined above, there are many administrative tasks associated with the stock control process. Dependent upon the size and the complexity of your business, these may be undertaken as part of the administrator's duties, or, by a dedicated stock controller. For security reasons, stock rooms should be locked when not in use. To maintain staff accountability, each department should be responsible for its own stock control. Documentation must be signed off and collated by the Owner/GM/stock controller. Typical paperwork to be processed includes:

- Delivery and supplier notes for incoming goods.
- Purchase orders, receipts and credit notes.
- Goods returned notes.
- Requisitions and issue notes for outgoing goods. Points to remember when counting stock:
- Good preparation is the key to successful stock counting procedures - keep the premises tidy, have updated stock sheets ready, ensure stock amounts are low, ensure the team is briefed beforehand.
- The stock count should be taken by two people, one to call stock and the other to write it down.
- Count stock after the close of business. Stock taking should not occur during business hours.
- Stock sheets should be updated regularly with new products and, more importantly, prices should be updated constantly.
- Clearly segregate stock to ensure ease of counting. Ideally stock sheets should mirror the layout of stock in the stores. This will ensure little time is wasted tracking down items.
- Only current re-usable stock should be counted. Out of date, end of line products should be returned or discarded. If these items are included in the stock count then the stock value will be incorrect.
- A procedure should be established to identify excessive amounts of any particular product and these should be returned to the supplier or used by staff before they go out of date.
- Staff should be fully trained in stock control procedures.
- Control measures should be established to prevent/reduce waste.
- Always have a closing stock meeting with all of the stock counters to ensure that all areas on the premises that contain stock have been included in the stock count.

Stock can tie up a large slice of your working capital (funds required for the day to day operation of your business) if not controlled. It can also add substantially to the costs of operating your business. Applying the basic stock control procedures outlined above can assist you in managing stock purchases and stock holding. However, stock costs money and the more of it that you have, or the longer you hold on to it, the costlier it is. If your cash is tied up in stock unnecessarily, this will incur an interest cost. Therefore, it is important to reduce your levels of stock and to turn the stock into a sale as soon as possible.

Quotation Order

DATE	00/00/0000
Q. No. #	[123456]

[Company Name]					
[Street Address]					
[City, ST ZIP]					
Phone: (000) 000-0000					
Fax: (000) 000-0000					
Website:					
Quotation for: Name Company Address, City, state ZIP Phone: Email:					
Item	Quantity	Description	Unit price	Taxes	Amount
				Subtotal	\$ -
				Tax rate	
				Sales tax	
				Total	\$

[Company Name]					PURCHASE ORDER AND DOCKET		
[Street Address]				DATE	0/0/0000		
[City, Post Code]				No #	[123456]		
Phone: (000) 000-0000							
Fax: (000) 000-0000							
Website							
Email							
VENDOR			SHIP TO				
[Company Name]			[Name]				
[Contact or Department]			[Company Name]				
[Street Address]			[Street Address]				
[City, ST ZIP]			[City, ST ZIP]				
Phone: (000) 000-0000			[Phone]				
Fax: (000) 000-0000							
email							
REQUISITIONER		SHIP VIA		F.O.B.		SHIPPING TERMS	
ITEM #		DESCRIPTION			QTY	UNIT PRICE	TOTAL
[23423423]		Product XYZ				00.00	00.00
[45645645]		Product ABC				00.00	00.00
							-
							-
							-

2. MATERIAL SAFETY DATA SHEET

SECTION 1 – IDENTIFICATION

Product Name ABC

Recommended Use Window Cleaner

Supplier XYZ PTY LTD
ACN: 005 072 659
Street Address 1-7 Bell Grove, Braeside,
 Victoria 3195 AUSTRALIA

Telephone Number (03) 9587 6777
Facsimile (03) 9587 5255
Email taschem@taschem.com.au
Website www.tasmanchemicals.com.au

Emergency Telephone Number 1 800 334 556

SECTION 2 – HAZARDS IDENTIFICATION

Hazardous according to criteria of Safe Work Australia.

Hazard Category: Xi (Irritant)

Risk Phrases

R20/22 Harmful by inhalation and if swallowed
R36/38 Irritating to skin and eyes

Safety Phrases

S2 Keep out of reach of children
S7 Keep container tightly closed
S23 Do not breathe vapour
S24/25 Avoid contact with skin and eyes
S26 In case of contact with eyes, rinse immediately with plenty of water and seek
medical advice.

MCS Sparkle is not classified as a Dangerous Good according to the Australian Code for the Transport of Dangerous Goods by Road and Rail

SECTION 3 – COMPOSITION / INFORMATION ON INGREDIENTS

Ingredient	CAS Number	Proportion (%m/m)
Water	7732-18-5	VH
Ammonia	7664-41-7	L
Ethanol	64-17-5	L
2-Butoxyethanol	111-76-2	L
Dye	Propietary	L
Perfume	Propietary	L
VH>60% H>30-60% M=10-30%		L=<10%

SECTION 4 – FIRST AID MEASURES

First Aid

Swallowed: If swallowed DO NOT induce vomiting. Give a glass of water to drink. Seek immediate medical assistance or contact the Poisons Information Centre immediately.

Eye: If in eyes, hold eyelids apart and flush continuously with running water. Continue flushing until advised by the Poisons Information Centre or a doctor, or for at least 15 minutes

Skin: If skin or hair contact occurs, remove contaminated clothing and flush skin and hair with running water.

Inhaled Remove victim from further exposure. Remove contaminated clothing and loosen remaining clothing. Allow patient to assume most comfortable position. Seek medical attention if effects persist.

Advice to Doctor Treat symptomatically.

SECTION 5 – FIRE FIGHTING MEASURES

Fire/Explosion Hazard

This material is not combustible under normal conditions. However, it will breakdown under fire conditions and the organic component may burn. Not considered to be a significant fire risk.

Fumes containing carbon dioxide, carbon monoxide and sulfur dioxide may be formed in large fires. Keep containers cool by spraying with water to prevent pressure building up inside the drums, causing them to burst.

Extinguishing Media

Use water spray, 'alcohol' foam, dry chemical or carbon dioxide. Avoid using large quantities of water.

SECTION 6 – ACCIDENTAL RELEASE MEASURES

Spills

Slippery when spilled. Avoid accidents, clean up immediately. Wear protective equipment to prevent skin and/or eye contamination and the inhalation of mists or aerosols. Contain using sand or soil. Carefully dilute with water (fine spray or fog). Wash down area with excess water.

SECTION 7 – HANDLING AND STORAGE

Handling: Avoid skin and eye contact

Storage: Under normal weather conditions store in a well-ventilated area. Keep containers closed at all times when not in use. Check regularly for leaks. Remove drum bungs slowly to release any internal pressure.

SECTION 8 – EXPOSURE CONTROLS / PERSONAL PROTECTION

Occupational Exposure Limits: Occupational Exposure Limits: Threshold Limit Values
Time Weighted Average (TWA) = 1880 mg/m³ (Ethanol)

Exposure Standards (TWA) is the time-Weighted average airborne concentration over an eight-hour working day, for a five-day working week over an entire working life. According to current knowledge this concentration should neither impair the health or, cause undue discomfort to, nearly all workers.

Engineering Control Measures: Natural ventilation should be adequate under normal use conditions, Keep containers closed when not in use.

Personal Protective Equipment:

Eye: Safety glasses with side shields

Hands: Impervious plastic or rubber gloves.

Other: Overalls and protective footwear.

Respirator: Use with adequate ventilation. If engineering controls are not effective in controlling airborne exposure then respiratory protective equipment should be used suitable for protecting against airborne contaminants.

Always wash hands before eating, drinking, smoking or using the toilet.

Wash contaminated clothing and other protective equipment before storage and reuse.

SECTION 9 – PHYSICAL AND CHEMICAL PROPERTIES

Appearance/Odour:	Clear Blue Liquid	pH (as is):	10 to 11
Melting Point:	0oC	Flash Point:	Not applicable
Boiling Point:	100°C (approximately)	Volatiles	Water only
Density:	25°C 0.98 grams/mL (approximately)	Flammable Limits:	Not applicable
Solubility:	Miscible	Perfume	Lavender

SECTION 10 – STABILITY AND REACTIVITY

Stability Incompatible with strong oxidising agents

Reactivity May react with strong oxidants.

SECTION 11 – TOXOLOGICAL INFORMATION

Health Effects

No adverse health effects expected if the material is handled in accordance with the Material Safety Data Sheet. Symptoms that may arise if the material is mishandled are:

Acute Effects

Swallowing: This product is irritating to the gastro-intestinal tract. Ingestion may result in nausea, abdominal irritation, pain and vomiting.

Eye: An eye irritant. Contamination of the eyes with may produce corneal damage

Skin: Irritating to skin. On repeated or prolonged skin contact may lead to irritant contact dermatitis.

Inhaled: The vapour or mist is irritating to mucous membranes and respiratory tract. Inhalation of the vapour may result in headache, nausea, narcosis and vomiting

Chronic Effects

Principal routes of exposure are by accidental skin or eye contact. Prolonged or repeated skin contact may cause drying with cracking, irritation and possible contact dermatitis.

SECTION 12 – ECOLOGICAL INFORMATION

Avoid contaminating waterways. Minor spills and residue may be hosed down with excess water to trade waste treatment plant. Major spills should be contained, absorbed by sand or earth and placed in sealed plastic or epoxy-lined drums for disposal

SECTION 13 – DISPOSAL CONSIDERATIONS

Refer to Waste Management Authority. Normally suitable for disposal at approved land waste site

SECTION 14 – TRANSPORT INFORMATION

Not classified as a Dangerous Good by the Criteria of the Australian Dangerous Good Code

Proper Shipping Name:	Not required	UN Number:	Not applicable
Dangerous Goods Class:	Not applicable	Subsidiary Risk:	Not applicable
Hazchem Code:	Not applicable	Packing Group:	Not applicable

SECTION 15 – REGULATORY INFORMATION

Classification Based upon information, classified as hazardous according to criteria of Safe Work Australia

Poisons Schedule Schedule 5

SECTION 16 – OTHER INFORMATION

Contact Points

Organisation	Location	Telephone	Ask For
Tasman Chemicals Pty Ltd	Braeside, Victoria, Australia	(03) 9587 6777	Technical Manager
Poisons Information Centre		13 1126	

MSDS are updated frequently. Please ensure that you have a current copy.

This MSDS summarise our best knowledge of the health and safety hazard information of the product; how to safely handle and use the product in the workplace. If clarification or further information is needed to ensure that an appropriate risk assessment can be made, the user should contact Tasman Chemicals Pty Ltd. Our responsibility for products sold are subject to our standard terms and

conditions, a copy of which appears on all invoices. It is also available on request. Where health or safety data given discloses a risk to the user or environment, it is the responsibility of the Purchaser to pass on that information to employees or those who may be using the product, ensuring that adequate safety procedures are used including good industrial hygiene.

3. Food Safety Practices and General Requirements Standard 3.2.2

(Updated December 2007)

Note: The Food Safety Standards do not apply in New Zealand. The provisions of the food standards treaty between Australia and New Zealand do not include food hygiene standards.

What is this standard?

Standard 3.2.2 Food Safety Practices and General Requirements sets out specific food handling controls related to the receipt, storage, processing, display, packaging, transportation, disposal and recall of food. Other requirements relate to the skills and knowledge of food handlers and their supervisors, the health and hygiene of food handlers, and the cleaning, sanitising and maintenance of the food premises and equipment within the premises. If complied with, these requirements will ensure that food does not become unsafe or unsuitable.

Who must comply with this standard?

Food businesses must comply with this standard unless they fall under the definition of 'primary food production'. FSANZ is developing Primary Production and Processing standards separately. See the Primary Production under "The Code" for more information on developments.

Food handlers must also comply with the requirements that relate specifically to food handlers.

Standard 3.2.2 Food Safety Practices and General Requirements includes some exemptions for charities and community groups and also for temporary food businesses and businesses operating from a private home.

Charities and community groups that sell low risk food (such as cakes and jams) or hot food that is sold as soon as it is cooked (such as sausages and steaks) need not comply with the requirement that food handlers have skills and knowledge that apply to the work they are doing. Temporary food businesses and businesses operating from a private home can ask their local enforcement authority for an exemption from some of the hand washing requirements.

What are the key provisions in this standard for food businesses?

- Notification

Contact details and information on the nature of the business must be given to the local enforcement agency, unless this information is provided already under an existing food business registration system.

- Skills and knowledge

Food businesses must make sure that people who carry out or supervise the handling of food have appropriate skills and knowledge in food safety and food hygiene matters. Formal training is not necessarily required. Food handlers can also acquire skills and knowledge through, for example, 'in house' training, reading information provided by their employer, following specified operating procedures, or attending courses run by industry associations or a local council.

- Maintaining potentially hazardous food at correct temperatures

To limit the growth of food poisoning bacteria in food, businesses must minimise the amount of time that potentially hazardous food is at temperatures between 5° C and 60° C. Temperature controls also apply to the receipt, storage, processing, display and transport of potentially hazardous food.

- Cooking or another processing step to make food safe

Where food must be cooked or otherwise processed to make it safe, food businesses must carry out this step correctly. For example, minced meat and chickens must be cooked right through to the middle to kill food poisoning bacteria.

- Protecting food from contamination

Food must be protected from contamination. There are also specific requirements for the protection of ready-to-eat food that is on display. These include supervision of the display area, separate serving utensils for each food, and protective barriers.

- Food disposal

Food that has been recalled or returned or that may not be safe or suitable must be labeled and kept separate from other food until a decision is made about what to do with the food, in accordance with the food disposal requirements.

- Food recall

Wholesale suppliers, manufacturers and importers of food must have a written recall system for the recall of unsafe food and must use this system when recalling unsafe food. In the event of a recall, you may find it useful to draw on the guidance in the Food Standards Australia New Zealand (FSANZ) Food Industry Recall Protocol. This is available on the FSANZ website (www.foodstandards.gov.au), or call FSANZ on +61 02 6271 2222.

- Health and hygiene requirements

Food businesses must:

- tell food handlers about their health and hygiene responsibilities;

- make sure that people who have or are carrying a disease that might be passed on through food do not contaminate food. Hepatitis A and illnesses caused by giardia, salmonella and campylobacter are examples of diseases that can be passed on through food;
- make sure that a food handler with infected skin lesions or discharges from his/her ears, nose or eyes does not contaminate food;
- provide adequate hand washing facilities and make sure that they are used only for washing hands, arms and faces; and
- make sure that people on the premises do not contaminate food.
- Cleaning, sanitising and maintenance

A food business must ensure:

- Food contact surfaces are cleaned and sanitised to keep microorganisms at safe levels. This applies to food serving equipment such as plates and cutlery, and to any equipment or surfaces that may come into contact with food.
- Food premises, fittings and equipment within the premises are clean and in a good state of repair and working order.
- Chipped, cracked or broken utensils are not used.
- Thermometers

Food business handling potentially hazardous food must have a probe thermometer accurate to +/- 1° C so they can measure the temperature of food.

- Animals and pests

Premises must be kept free of animals and pests.

What are the key provisions in this standard, for food handlers?

- Food handlers must tell their supervisor if they may have contaminated food.
- Food handlers must tell their supervisor if they have, or are carrying a disease that might be transmitted through food. Hepatitis A and illnesses caused by giardia, salmonella and campylobacter are examples of diseases that can be passed on through food.
- Food handlers must tell their supervisor if they are suffering from diarrhea, vomiting, a sore throat with fever, fever or jaundice unless they know their symptom or symptoms do not relate to a food-borne illness.
- Food handlers must tell their supervisor if they have any infected skin lesions or discharges from their ears, nose or eyes as these could contaminate food.
- Food handlers must do everything they can to make sure they do not contaminate food.
- Food handlers must wash their hands with soap and warm running water in the hand washing facilities provided and dry them thoroughly whenever there is any risk that they might contaminate food.
- Food handlers must not behave in ways that could cause food contamination. For example, they must not eat over unprotected food or smoke in food handling areas.

For further information please open the following hyperlinks:

1.

<http://www.foodstandards.gov.au/consumer/safety/faqsafety/pages/foodsafetyfactsheets/foodsafetypracticesa70.aspx>

2.

https://www.foodstandards.gov.au/consumer/safety/faqsafety/documents/CharityFS_Preparing_Cooking_Food_July07.pdf