

Beginning of the Honey Season Sanitation Record - Year

Area	Date	Cleaning/Sanitation Completed by (signature/initials)	Problem Identified	Corrective Action Taken	Deemed Satisfactory by (signature/initials)
Hot Room					
Extracting Room					
Tank Room					
Packaging Area					
Storage Area					
Loading Dock					
Washrooms					
Change Rooms					
Lunchroom					
Other					
Equipment					
De-Boxer					
Uncapping Tables					
Uncapping Device					
Augers					
Frame Tables/ Conveyor(s)					
Extractor					
Extractor					
Sump					
Pump					
Heat Exchanger					
Wax Spinner					
Wax Press					
Balance/Surge Tank					
Pipes/Valves					
Other					

Note: This is only an example. Your establishment may have other areas/rooms and equipment which may need to be added.

Water Quality Program

Reference: Honey Establishment Inspection Manual Sub-section - 4.1.4

Assessment Criteria

Water Potability

Water, ice and steam are analysed by the establishment at a frequency adequate to confirm its potability. Water from sources other than municipal supplies must be treated as necessary and tested to ensure potability. The establishment has records available to demonstrate the adequacy of the microbiological and chemical safety of the water supply and ice/steam (if applicable). Water and ice must meet the requirements of Health Canada's "Guidelines for Canadian Drinking Water Quality".
http://www.hc-sc.gc.ca/ewh-semt/pubs/water-eau/sum_guide-res_recom/index-eng.php

On-site water is to be analyzed annually by the establishment prior to the honey extraction season or at a frequency adequate to confirm its potability, e.g. microbiological analysis. Chemical analysis is required, when there are environmental concerns or other issues which could have an impact on water potability. **Note:** Microbiological and chemical analysis required for new establishment registrations.

Cross-Connections

There are no cross-connections between potable and non-potable water supplies and all hoses, taps and other similar sources of possible contamination are designed to prevent back-flow or back siphoning.

Water Storage

Where it is necessary to store water, storage facilities are adequately designed, constructed and maintained to prevent contamination.

Water Treatment

Water treatment chemicals, where used, are listed in the "Reference Listing of Accepted Construction Materials, Packaging Materials and Non-Food Chemical Products", published by CFIA or the establishment has a "letter of no objection" from Health Canada. The chemical treatment is monitored and controlled to deliver the desired concentration and to prevent contamination.

Water Recirculation

Recirculated water is treated, monitored and maintained as appropriate for the intended purpose. Recirculated water has a separate distribution system which is clearly identified.

Water Source (e.g. municipal, well, cistern, storage tank): _____

Which of the following apply?

- water analysis, always required
- water treatment
- water storage
- water recirculation
- water issues (indicate)

Water Quality Program

<p>Who: Is responsible for the water quality program</p>
<p>What is Done and How:</p> <p>Water Potability How is the water sampled? Where is the water sampled? Where is the water sent for analysis? What analysis will be done?</p>
<p>Cross-Connections Explain what steps are in place to prevent cross contamination of potable water and non-potable water supplies. (e.g. separate lines; connections to prevent back flow). Explain where the drain from each water source goes and how drains are maintained to prevent offensive odours.</p>
<p>Water Storage Describe what is used to store water, include type of construction materials and whether the construction materials are food grade (have proof on file). Explain what will be done to prevent contamination of the water.</p>
<p>Water Treatment Explain what chemicals are being used to treat the water, including treatment frequency and concentration of chemicals. Provide confirmation that these chemicals are approved for this use.</p>
<p>Water Recirculation Explain how recirculated water is treated, monitored and maintained. What is it used for? How is recirculated water separated from potable water?</p>
<p>When/Frequency (How often) is the What Done: What is done daily, weekly, monthly, annually</p>
<p>Records: What records are kept (e.g. water potability reports, water treatment, boiler feedwater treatment). Where are records kept and for how long (e.g. minimum two years). Have proof of food grade materials used.</p>

Water Quality Program

Corrective Action/Preventative Measures: who, what/how, records

Explain what will be done when a problem occurs, how will it be done, by who and what records will be kept to show that the problem was corrected. What needs to be done to prevent recurrence of the problem in the future (e.g. what, how, who, records).

Verification: who, what/how, records

When a problem has occurred and a corrective action/preventative measure has been implemented, then someone needs to be responsible to ensure that the corrective action/preventative measure has been implemented as agreed to and is effective in controlling the problem which was initially identified. Explain who is responsible for verification, what will be done, how it will be done and what records will be kept.

Approved By (signature):	Approved Date:
Print Name:	Revision Date:

Sanitation Program

Reference: Honey Establishment Inspection Manual Sub-Section - 4.5.1 and *Honey Regulations* Section 9(2)

Assessment Criteria

A written cleaning and sanitation program includes procedures on how the establishment and equipment will be cleaned and sanitized at the beginning of the honey season, during the season and at the end of the season.

The written program should identify :

- person(s) responsible
- procedure how the areas/rooms of the establishment are to be cleaned and sanitized
- procedure how to disassemble equipment
- procedure how equipment will be cleaned and sanitized
- frequency of the activities
- approved chemicals used and their concentrations, if applicable
- cleaning equipment used; cleaning and sanitizing equipment is to be designed for its intended use and properly maintained
- water temperature used
- records of cleaning/sanitation activities should include the date, person responsible, the findings, corrective action taken

Chemicals are to be used in accordance with the manufacturer's instructions. A list of "approved" chemicals can be found on the CFIA Reference Listing of Accepted Construction Materials, Packaging at: <http://www.inspection.gc.ca/english/fssa/reference/refere.shtml> or a "Letter of No Objection" from Health Canada is on file.

Sanitation program is to be carried out in a manner that does not contaminate food or packaging materials during or subsequent to cleaning and sanitizing (e.g. aerosols, chemical residues).

Which of the following apply?

- clean-out-place (e.g. hand washing), only
- clean-in-place (CIP), only
- clean-out-place (e.g. hand washing) and clean-in-place (CIP)

Sanitation Program

Establishment Cleaning and Sanitation Program

<p>Who: is responsible for cleaning and sanitizing the establishment at the beginning of the honey season, during the season and at the end of the season.</p>
<p>What/How:</p> <p>Explain what areas will be cleaned and sanitized.</p> <p>Explain what will be used for cleaning and sanitizing (e.g. hot water, water temperature, type of soap, type of sanitizer, concentration of sanitizer)</p> <p>Explain how the cleaning and sanitation will be done.</p>
<p>When/Frequency (How often):</p> <p>State what will be done at the beginning and end of the season.</p> <p>During the honey season state what will be done daily/weekly.</p>
<p>Records: What records will be kept to show that the cleaning and sanitizing was done and that it was done effectively, e.g. as per the procedure and that it resulted in a clean establishment. Records could include date, person responsible (signature/initial) to show completion, identified problems and what was done to correct the problem, so that the cleaning and sanitation is deemed satisfactory.</p>
<p>Corrective Action: What action will be taken if the establishment was not cleaned and sanitized properly, e.g. what will be done to correct the problem.</p>
<p>Verification: who, what/how, records Who will verify that all areas of the establishment have been cleaned and sanitized to prevent contamination? What will be done and how and what records will be kept.</p>

Approved By (signature):	Approved Date:
Print Name:	Revision Date:

Sanitation Program

Equipment Cleaning and Sanitation Program

<p>Who: is responsible for cleaning and sanitizing the equipment at the beginning of the honey season, during the season and at the end of the season.</p>
<p>What/How: <u>For Cleaned Out of Place Equipment (C.O.P.), eg. hand- cleaned</u> * identify equipment and utensils * disassembly/reassembly instructions as required for cleaning and inspection * areas on equipment requiring special attention are identified * method of cleaning, sanitizing and rinsing</p> <p><u>For Cleaned in Place Equipment (C.I.P.)</u> * identify lines and/or equipment * CIP setup instructions * method of cleaning, sanitizing and rinsing * disassembly/reassembly instructions as required for cleaning and inspection</p> <p>What equipment will be cleaned and sanitized?</p> <p>Explain how to disassemble/reassemble each piece of equipment.</p> <p>Explain what will be used for cleaning and sanitizing (e.g. hot water, water temperature, type of soap, type of sanitizer, concentration of sanitizer)</p> <p>Explain how the cleaning and sanitation will be done.</p>
<p>When/Frequency (How often):</p> <p>State what will be done at the beginning and end of the season.</p> <p>During the honey season state what will be done daily/weekly.</p>
<p>Records: What records will be kept to show that the cleaning and sanitizing was done and that it was done effectively, e.g. as per the procedure and that it resulted in a clean establishment. Records could include date, person responsible (signature/initial) to show completion, identified problems and what was done to correct the problem, so that the cleaning and sanitation is deemed satisfactory.</p>
<p>Corrective Action: What action will be taken if the establishment was not cleaned and sanitized properly, e.g. what will be done to correct the problem.</p>
<p>Verification: who, what/how, records Who will verify that all the equipment has been cleaned and sanitized to prevent contamination? What will be done and how and what records will be kept.</p>

Approved By (signature):	Approved Date:
Print Name:	Revision Date:

Recall Program

Reference: Honey Establishment Inspection Manual Sub-Section - 4.6.2

Assessment Criteria

A written recall program details the procedure which will provide timely and accurate information to verify that all affected product can be rapidly identified and removed from the marketplace.

A recall plan should include the following elements:

- who is responsible for implementing a recall, including their roles and responsibilities and daytime/emergency contact information
- recall contact list, including the CFIA contact information
- complaint file
- a system for identifying production lots, production volumes
- a system to trace a production lot back to bee yards and bee treatments (producer-graders)
- a procedure to identify, locate and control recalled product
- product distribution records, to include:
 - product description (e.g. brand, common name, net weight)
 - lot number or code
 - quantity
 - shipment date
 - customer names, addresses and phone numbers
- recall effectiveness procedure
- how will the recall plan be tested (e.g. mock recall)

Product Identification

- each label, case or container shall have permanent, legible code marks or lot numbers
- code marks used and the exact meaning of the code is available
- where used, case codes are legible and represent the container code within

Who: Person(s) responsible for the recall plan. Their roles, responsibilities, day time and emergency contact information.

What/How:

Prepare a list of individuals who will need to be contacted in the event of a recall.

Develop, implement and be able to explain the system used to identify production lots, production volumes, trace back to bee yards and bee treatments.

Explain how affected product will be identified, located and controlled.

Maintain a product distribution list.

Explain how the recall plan will be tested to ensure that it will rapidly identify and remove affected product from the marketplace.

When/Frequency (How often):

Indicate a frequency.

Recall Program

Records:

Person(s) responsible for the recall plan:

- name
- roles and responsibilities
- day contact information
- emergency/after hour contact information

Product distribution records should include:

- product description (e.g. brand, common name, net weight)
- lot number or code
- quantity
- shipment date
- customer names, addresses and phone numbers

Recalled product record:

- product description (e.g. brand, common name, net weight)
- lot number or code
- quantity
- reason for recall
- what action was taken to correct the reason for the recall
- what preventative measures were taken to prevent recurrence

Corrective Action: What action will be taken when a product has been recalled to correct the problem and what measures will be taken to prevent recurrence.

What action will be taken to improve the recall procedure, if problems occurred.

Verification: who, what/how, records

Who will verify that all corrective actions have been implemented and that the cause for the recall has been addressed or if there were problems with the recall procedure, that correction has been made. What will be done, how and what records will be kept.

Approved By (signature):	Approved Date:
Print Name:	Revision Date:

Pest Control Program

Reference: Honey Establishment Inspection Manual Sub-Section - 4.5.2

Assessment Criteria

A written pest control program for the establishment should include:

- person(s) responsible
- where applicable, the name of the pest control company or the name of the person contracted for the pest control program.
- list of chemicals used, the concentration, the location where applied, method and frequency of application.
- map of trap/bait locations
- type and frequency of inspections to verify the effectiveness of the program (e.g. inspection of traps, doorways, windows)
- records to include trap/bait map, person responsible, date checked, findings and corrective action taken.

Pesticides used must be registered under the *Pest Control Products Act and Regulations* and be listed on the CFIA Reference Listing of Accepted Construction Materials, Packaging at: <http://www.inspection.gc.ca/english/fssa/reference/refere.shtml> or a "Letter of No Objection" from Health Canada is on file.

All pesticides are to be used in accordance with the manufacturer's instructions. **Note:** Chemical pest control must not be used in a food establishment.

Birds and animals are excluded from establishments.

Pallets and materials are stored at a sufficient distance from the wall to avoid potential harbourage of pests.

Who: is responsible for the pest control program

Pest Control Program

<p>What/How:</p> <p>Describe how the outside property will be maintained to prevent harbourage of pests.</p> <p>Explain how garbage/debris will be controlled to prevent access by pests.</p> <p>Explain what type of controls will be in place inside the establishment to control pests, insects (e.g. pest control company, trap/bait placement, insect zappers). Describe each method used.</p> <p>Identify location of traps (other controls) on a map.</p> <p>If chemicals are used, what are they, what concentrations are used, proof that the chemicals are approved for use in a food establishment, how often they are applied.</p> <p>What type of inspections will be done to determine if the pest control program is working?</p> <p>Explain what will be done when pests are found within the establishment. What preventative measures will be taken to prevent recurrence.</p>
<p>When/Frequency (How often):</p> <p>State what will be done daily, weekly, monthly.</p>
<p>Records: What records will be kept to show that the pest control program has been implemented and is effective. Records should include what was inspected, by who, when (date) and findings. When a pest problem has been identified, the actions were taken to correct the problem and to prevent recurrence need to be recorded.</p>
<p>Corrective Action: What action will be taken when a pest problem has been identified and to prevent recurrence.</p>
<p>Verification: who, what/how, records Who will verify that all corrective actions have be implemented and that pest control is effective again. What will be done, how and what records will be kept.</p>

Approved By (signature):	Approved Date:
Print Name:	Revision Date:

Pest Control Program

Employee Training Record

Date	Employee Name	Type of Training Provided	Training Completed (Y/N)	Training Understood/Implemented (Y/N)	Corrective Action Required	Employee Signature

Notes: All employees must be trained and follow training programs. All employees must inform their employer of any communicable disease transmittable through food.

Training Update Log

Employee Name	Initial Training Date	Training Update Date(s)

Personnel Training Program

Reference: Honey Establishment Inspection Manual Sub-Sections - 4.4.1 and 4.4.2

Assessment Criteria

The establishment has a written training program outlining who, what, how and when training will be provided to employees and/or owners. The written program should address the following training requirements:

- food handling practices
- personal hygiene (e.g. hand washing, conduct on the production floor)
- hand washing and appropriate use of gloves
- protective clothing (e.g. hair covering, footwear, aprons)
- communicable diseases and reporting policy
- injury prevention and response to injuries
- operation of equipment
- establishment access control

Training should be provided at the beginning of employment and reinforced/updated at appropriate intervals.

See Public Health Agency of Canada website for a list of Infectious Communicable Diseases

http://dsol-smed.hc-sc.gc.ca/dsol-smed/ndis/list_e.html - tab1

Who: Who will provide the training to employees?

What/How:

How will owners obtain training?

What training tools/materials will be used to training employees (e.g. videos, posters, manuals)?

How will the training be conducted (e.g. delivered, hands-on, self-guided)?

How will training be updated?

When/Frequency (How often):

Records: A record should show that an employee has been trained in the various training requirements, when they were trained, whether the training was understood, when training was updated.

Personnel Training Program

Corrective Action: What action will be taken if employees have not understood the training material or are not practicing what they should have learned? Who will take this action, what will be done and how and what records will be kept to show that it was carried out.

Verification: who, what/how, records
Who will verify that an employee has made the required changes to the identified training problem?
What will be done and how and what records will be kept.

Approved By (signature):	Approved Date:
Print Name:	Revision Date:

Personnel Training Program

Health and Safety Suggestions for All Establishment Employees

Humans are one of the most common sources of food contamination. It is estimated that 25% of all foodborne illnesses are caused by poor food handling practices. Primarily inadequate hand washing.

To reduce the chances of food contamination it is important that:

- a) employees handling food are healthy
- b) employees are provided training in personal hygiene
- c) there is an establishment policy (house rules) regarding personal hygiene and conduct

By having rules for personal hygiene, an establishment is trying to minimize microbial, chemical and physical contamination which can be contributed by employees.

Things To Do:

1. Keep clean, bathe daily.
2. Wear clean washable outer clothing (no street clothes or footwear).
3. Wear safety boots at all times.
4. Keep hair and/or beards clean. Wear hair and beard nets at all times.
5. Wash hands and exposed forearms thoroughly:
 - a) Before starting work.
 - b) After using toilet.
 - c) After eating, smoking, or otherwise touching the mouth.
 - d) After leaving and then returning to the work station.
 - e) After touching hair, nose, ears, etc.
 - f) After touching dirty surfaces and garbage.
 - g) After sneezing or coughing onto hands.
 - h) As often as is necessary to keep hands clean.

Things Not To Do:

1. **DO NOT** work if you are affected by a communicable disease or have been in contact with someone who has a communicable disease.
2. **DO NOT** work if affected with boils, sores, severe acne, infected wounds, sore throat, cold, diarrhoea or other bacterial contamination. **REPORT ALL SYMPTOMS OF ILLNESS TO THE EMPLOYER IMMEDIATELY.**
3. **DO NOT** wear earrings, bracelets or rings with stones.
4. **DO NOT** wear nail polish.
5. **DO NOT** carry any items in shirt or coat pockets.
6. Eat, drink, smoke, or chew gum in AUTHORIZED AREAS ONLY.

Human Sources of Contamination

- a) clothing
- b) hair
- c) coughing/sneezing

Personnel Training Program

d) skin (hands, fingernails)

Clothing

Employees handling food products should wear clean washable clothing. Street clothes and footwear should not be worn to prevent the introduction of microorganisms into the establishment or food product from outside sources. Soiled clothing can result in product contamination.

Hair

Finding hair in a product is repulsive to a customer but also hair is a source of microbial contamination. Dirty oily hair attracts bacteria. Thus it is important to keep hair clean and to wear hair covering when handling food products.

Coughing/Sneezing

Many types of microorganisms can be found in the human respiratory tract. Some of these microorganisms may not be of concern, but depending of the health status of the individual coughing and sneezing into food products can contaminate the food with microorganisms.

Skin (Hands, Fingernails)

Skin naturally contains microorganisms and is a prime breeding ground for bacteria. Thus the importance of keeping skin clean.

There are two types of microorganisms on the skin:

Resident: Resident microflora is the normal bacteria that are found on the skin of healthy individuals

Transient: Transient microflora are microorganisms that are not normally present on the skin but have found their way from the environment or from the intestinal tract.

Removal of transient microflora is important to prevent contamination of food products. Transient microflora can be removed by proper hand washing.

Microorganisms are able to grow underneath the fingernails, which can then result in product contamination. Trimmed fingernails are easier to keep clean.

Open sores and wounds are a major source of *S. aureus* contamination. They should be bandaged and the bandage covered with a waterproof protector. It may also be necessary that the worker is moved to another job, where food is not handled until the injury heals.

Personnel Training Program

Proper Hand Washing Procedure

- a) use water as hot as the hands can comfortably stand
- b) moisten hands and arms up to the elbow and lather with soap
- c) scrub thoroughly, if available use a brush for nails
- d) rub hands together, using friction for 15-20 seconds
- e) rinse thoroughly under running water from elbows down
- f) dry hands, using a single service towel or hot air dryer

Gloves

Wearing gloves does not necessarily prevent cross-contamination of food and prevent foodborne illness. Gloved hands touch just as many contaminated objects as hands without gloves. It is important to realize that gloves must be changed frequently or washed as often as hands would normally be.

Remember in the food industry gloves are worn to protect the food the employee.

Rules About Gloves

- a) Always change gloves after breaks (e.g. coffee, lunch).
- b) Never remove gloves and then reuse them. Always get a new pair.
- c) Never store used gloves in pockets, lockers or lunch pails.
- d) Always change gloves after:
 - leaving the work station
 - touching the face, the nose or hair
 - touching boxes
 - touching shoes or the floor
 - touching any non food contact surface.
- e) Regularly sanitize gloves.
- f) If a glove gets dirty, change it.

Skin becomes moist and warm when gloves are worn and this encourages the growth of bacteria on the skin surface. "Glove Juice" develops after wearing gloves for about ten minutes. This is a slurry of sweat and bacteria. The bacteria could increase to over 100,000 bacteria/cm² on the hand within an hour. This means a droplet of sweat could contain thousands of bacteria. When a glove is taken off and stored in a pocket, the temperature is just right to allow the bacteria to further multiply. If the gloves are put back on, the hands become contaminated. Working with a ripped or torn glove could contaminate the product with thousands of bacteria.

Honey and Incoming Ingredient Program

Reference: Honey Establishment Inspection Manual Sub-Section - 5.1.2

Assessment Criteria

A written incoming honey and ingredient control program provides details how the establishment will control biological, chemical and physical hazards which can be associated with honey, other ingredients, food additives or processing aids.

Honey (Producer-Graders)

Establishments extracting honey must ensure that:

- medications used have been approved for use for treating bees
- recommended preparation and dosage level of the medications have been followed
- withdrawal time for the medication has been followed before the honey is harvested
- records are kept for all applications of treatments to the colonies (e.g. medications, colony evacuation for honey removal, mite control)

Honey (Packers/Pasteurizers)

Establishments packing and/or pasteurizing honey must have in place:

- standards and controls in place to ensure incoming honey does not pose any biological, chemical or physical hazards
- a system in place to ensure that honey shippers are
 - using approved medications for treating bees
 - following recommended preparation and dosage level of the medications
 - following required withdrawal times for the medication before the honey is harvested
 - have records for all applications of treatments to the colonies (e.g. medications, colony evacuation for honey removal, mite control)
- standards and controls in place to ensure the finished product does not pose any biological, chemical or physical hazards
- identify what will happen when both incoming honey and finished product does not meet set specifications/standards

Ingredients/Food Additives/Processing Aids

Establishments manufacturing honey products must have:

- written specifications for incoming ingredients, food additives and processing aids (if used)
 - specifications are to include compliance with the *Food and Drugs Act and Regulations*
- letters of guarantee from the suppliers
- a system to monitor and verify adherence to specifications
- a system to identify what will happen when ingredients/food additives/processing aids do not meet the specifications

Who: Person(s) responsible for the honey and incoming material control program.

Honey and Incoming Ingredient Program

What/How:

Honey (Producer-Graders)

Explain what bee treatments and medications are used.

Explain how medications are prepared, applied, dosage levels and withdrawal times for each treatment option.

Explain what records are kept for all applications of treatment and the purpose of the treatment.

Honey (Packers/Pasteurizers)

Explain what standards/specifications are in place to control biological, chemical and physical hazard in incoming honey, ingredients, food additives, processing aids.

Specifications set must comply with the *Food and Drugs Act and Regulations*.

Explain what quality control measures are in place to verify the standards/specifications set for incoming honey, ingredients, food additives, processing aids are being met.

When/Frequency (How often):

Indicate when treatments are applied (e.g. spring, fall).

Indicate when each quality control measure is implemented.

Records:

Honey (Producer-Graders)

Bee treatment log book which should include type of treatment/medication used, number of treatments, date removed, extent of treatment (if treatment was applied to individual hives or to all apiary sites) and an initial.

Honey (Packers/Pasteurizers)

Letters of guarantee from the suppliers should be on file.

Testing records to verify compliance to specifications.

Records to show what follow up was conducted when incoming honey, ingredients, food additives, processing aids do not meet set specifications.

Corrective Action:

Honey (Producer-Graders)

Explain what action will be taken when treatment/medication was determined to be prepared or applied incorrectly. Explain action will be taken when the dosage level or withdrawal times for a treatment has been determined to be incorrect?

Honey (Packers/Pasteurizers)

Explain what actions will be taken when incoming honey, ingredients, food additives or processing aids do not meet the set standards/specifications.

Explain what actions will be taken when the finished product does not meet set standards/specifications or regulatory requirements.

Honey and Incoming Ingredient Program

Verification: who, what/how, records

Who will verify that all corrective actions have been implemented and that preventative measures are in place to prevent future concerns? What will be done, how and what records will be kept.

Approved By (signature):	Approved Date:
Print Name:	Revision Date:

“Name of the” Program

Reference: Honey Establishment Inspection Manual Sub-Section – “XXXX”
Assessment Criteria (from the Honey Establishment Inspection Manual)
Who: is responsible for the program
What/How:
When/Frequency (How often):
Records:
Corrective Action:
Verification: who, what/how, records

Approved By (signature):	Approved Date:
Print Name:	Revision Date:

Finished Product (Pre-Packaged) Container Program

Reference: Honey Establishment Inspection Manual Sub-Section - 4.5.2

Assessment Criteria

A written finished product (pre-packaged) container program provides details on how the establishment will control biological, chemical and physical hazards which can be associated with containers.

A written finished product (pre-packaged) container program ensure that:

- packaging materials/containers used comply with Division 23 of the *Food and Drug Regulations* and the *Honey Regulations*
- empty containers are evaluated to ensure that specifications are met and containers are free from defects
- every pre-packaged container used fro honey must be new
- all empty containers are adequately protected from contamination and damage upon arrival and departure
- containers are only used for their intended purpose
- containers are handled, transferred and cleaned (when necessary) in a manner that minimizes damage and contamination (e.g. conveyors, transfer points etc.)
- a system is in place to prevent the use of damaged or defective containers
 - empty containers are visually or electronically examined to identify, remove and segregate defective containers during depalletizing or on-line
 - there is a back-up system in place in case the electronic inspection system fails
- controls are in place to prevent contamination of clean containers
 - no containers and lids are left on the line at breaks, during clean-up or extended downtime unless adequate measures are in place to prevent contamination.

Who: is responsible for the finished product (pre-packaged) container program

What/How:

Describe where finished product (pre-packaged) containers are sourced.

Describe the type of finished product (pre-packaged) containers sourced.

What documentation will be on file to show that finished product (pre-packaged) containers are made of food grade material.

Explain what will be done when where finished product (pre-packaged) containers do not meet regulatory requirements.

Describe the system in place to prevent the use of damaged or defective containers.

Explain what controls are in place to prevent contamination of finished product (pre-packaged) containers.

When/Frequency (How often):

State the frequency procedures will be done (e.g. daily, weekly, monthly).

Finished Product (Pre-Packaged) Container Program

Records: What records will be kept to show that the finished product (pre-packaged) container program has been implemented and is effective. Records should include finished product (pre-packaged) container sources, documentation to show that the finished product (pre-packaged) containers are made of food grade materials, e.g. letter of compliance from suppliers.

Records to show that finished product (pre-packaged) containers were inspected, findings, actions taken to correct any identified problems and to prevent recurrence.

Corrective Action: What action will be taken when a finished product (pre-packaged) container does not meet the required specifications.

Verification: who, what/how, records

Who will verify that all corrective actions have been implemented and that a finished product (pre-packaged) container meet the specifications or that the program is effective again. What will be done, how and what records will be kept.

Approved By (signature):	Approved Date:
Print Name:	Revision Date:

Complaint Handling Procedure

Reference: Honey Establishment Inspection Manual Sub-Section - 4.6.1	
Assessment Criteria	
<p>There is a system in place to handle and investigate product complaints which includes:</p> <ul style="list-style-type: none"> ▪ the person(s) responsible for receiving, evaluating and investigating complaints ▪ when complaints involve health and safety concerns, the CFIA is advised ▪ if the complaint poses a health risk, recall action is initiated ▪ a record of the complaint is maintained outlining product and complaint details, investigation findings, corrective actions taken <p>The depth of investigation needs to be appropriate to the risk and any complaint trends need to be identified. Appropriate corrective action should be taken to correct identified causes.</p>	
Who: is responsible for handling complaints.	
What/How:	
<p>Explain what will be done when a complaint is received.</p> <p>Explain the steps which will be taken to investigate the cause of the complaint.</p> <p>Explain what steps will be taken when the complaint poses a health risk.</p>	
When/Frequency (How often):	
A statement to reflect that all complaints will be recorded and investigated as they are reported.	
Records: Product complaint record should include:	
<ul style="list-style-type: none"> ▪ date complaint is received ▪ complainant name, address, telephone number ▪ details of complaint ▪ whether or not illness was involved ▪ product details (brand, common name, code, container size, lot size, production date, etc.) ▪ if the product was purchased at retail, name of the retail outlet, location, contact, phone number ▪ date of investigation and the details ▪ the findings ▪ corrective action taken ▪ indication of whether or not recall action has been initiated 	
Corrective Action: When the complaint investigation has been completed and the cause of the complaint has been determined - explain what immediate corrective action(s) have been taken and what measures will be taken to prevent recurrence. What will be done to determine whether other products have been affected.	
Verification: who, what/how, records	
Who will verify that all corrective actions have been implemented, other products are not affected and preventative measures are in place to prevent recurrence. What will be done, how and what records will be kept.	

Approved By (signature):	Approved Date:
Print Name:	Revision Date: