



RETAIL GUIDANCE DOCUMENT

Pathogen Control
(including *Listeria
monocytogenes*) in
Ready-to-Eat (RTE)
Refrigerated Foods

Retail Council of Canada, Food Safety Committee
and Health Canada



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Également disponible en français sous le titre :

Guide du détaillant – Contrôle des agents pathogènes (y compris *Listeria monocytogenes*) dans les aliments réfrigérés prêts-à-manger (PAM)

This publication can be made available in alternative formats upon request.

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Publication date: October 2013

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PRINT

Cat.: H164-169/2013
ISBN: 978-1-100-54586-8

PDF

Cat.: H164-169/2013E-PDF
ISBN: 978-1-100-22340-7

Pub.: 130094

PREAMBLE

This document is intended for use by company management, retail food store owners and others who have experience in the retail food industry and at a minimum have successfully completed a recognized food handler certification program (i.e., have a basic knowledge of retail practices, microorganisms, etc.). Examples of such certification programs are included in Section C 7.

It is also intended that such individuals have a basic working knowledge of the federal / provincial/territorial/regional/municipal regulatory requirements, under which their retail food premise(s) operate(s).

The document is not intended to be a food handler training or certification course, nor is it intended to replace the regulatory requirements of the jurisdiction in which a retail store operates.

A list of references is provided in Section G of this Guidance document. Users of the document are encouraged to become familiar with these references.

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A. INTRODUCTION

Food safety, including the control of pathogens such as *Listeria monocytogenes*, is a priority for all sectors of the food supply chain from producers through to retailers and ultimately consumers.

Individual retailers have had company specific food safety programs in place for many years.

In 2006, the Canadian Federation of Independent Grocers (CFIG) and the Canadian Council of Grocery Distributors (CCGD) completed the development of their collaborative HACCP-based Retail Food Safety Program.

Agriculture and Agri Food Canada (AAFC) provided funding for the development of the Program and the Canadian Food Inspection Agency (CFIA) managed and provided scientific and technical support during its development, to ensure the appropriate application of HACCP principles.

In 2006, CFIA issued two letters confirming that HACCP principles had been used in an appropriate manner in the development of the Program and the procedures included in the Program.

The Program is generic in nature and is designed to be outcome-based and customizable to meet the needs of single store to multi-store retail operations.

The Retail Food Safety Practices and Standard Operating Procedures outlined in the Program address the biological, chemical and physical hazards that may be encountered in a retail environment.

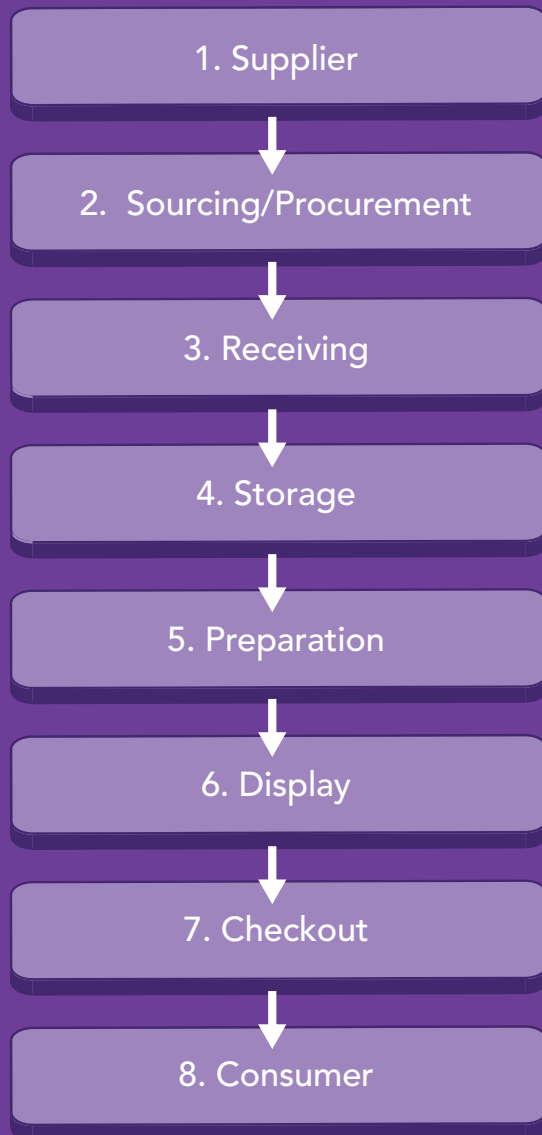
The Program can be used to develop a documented HACCP-based retail food safety program from scratch, benchmark or supplement an existing retail food safety program, or as a reference guide when new activities or product lines are being added to a retail operation.

The Program was developed as part of a full food safety resource package that includes the CCGD-CFIG Warehouse Food Safety Program and the recently redesigned and updated CCGD FoodWise Food Handler Certification Program.

This Guidance document is intended to provide an overview of the priority food safety practices for pathogen control, including *L. monocytogenes*, at retail. This Guidance document is not intended to be a food handler certification or training program, nor a retail food safety program or Code. It is anticipated that anyone using this document will have been certified in food safety and will also be familiar with retail operations and regulatory requirements impacting their specific operation(s).

Additional details are readily available by using the references listed in Section G.

B. BASIC PRODUCT FLOW



1. SUPPLIER/VENDOR

Retailers may purchase products directly from growers / producers or processors or through importers or brokers.

2. SOURCING/PROCUREMENT (FOOD, NON-FOOD)

All food products sold at retail should be sourced from inspected sources (i.e., federal, provincial, municipal), as applicable to the product.

An exception to this is whole produce that is not generally subject to food safety inspection. Having said this, most growers have or are currently putting in place voluntarily, on-farm HACCP-based food safety programs. *Note: Sprouts should be sourced from an inspected vendor that has implemented the Health Canada Policy and CFIA Code of Practice for Sprouts. See: www.hc-sc.gc.ca/fn-an/legislation/pol/sprouts_pol_pousses-eng.php and www.inspection.gc.ca/english/fssa/frefra/safsal/sprointe.shtml*

Cleaning and sanitizing chemicals should be sourced from those products found acceptable by Health Canada/CFIA and used according to manufacturer's instructions. *(Note: Individual provinces may have additional requirements or restrictions on chemicals. These should be adhered to). See CFIA Reference Listing of Accepted Construction Materials, Packaging Materials and Non-Food Chemical Products: www.inspection.gc.ca/english/fssa/reference/refere.shtml*

Equipment should be sourced from reputable suppliers and appropriate to its intended use (e.g., temperature controlled units to maintain product at appropriate temperature, equipment to be durable / cleanable / sanitizable, etc.).

3. RECEIVING

When receiving product, it should be checked to verify that;

- i) it is from an authorized vendor,
- ii) it is at the appropriate temperature,
- iii) it is properly labelled,
- iv) it is within date code and has no signs of contamination, cross-contamination or spoilage. Product packaging should also be checked for signs of damage (e.g., rips, tears, leaks, corrosion, stains, bulging or dented cans, etc.),
- v) it is not associated with a product recall or withdrawal.

Temperature sensitive product should be moved to the appropriate temperature controlled storage unit immediately (i.e., within 30 minutes).

4. STORAGE

Storage areas, including temperature controlled storage units, should be maintained in a clean condition and in good repair.

Product should be stored in a manner to minimize contamination and/or cross-contamination (e.g., product should be

packaged/covered, segregated in order to prevent touching, etc.).

Temperature controlled storage units should be set at a temperature that maintains product at the appropriate internal product temperature. See "Temperature Requirements:" section C-6 on page 9.

Overcrowding of temperature controlled units should be avoided in order to allow adequate air circulation and product rotation.

Chemicals including cleaning and sanitizing equipment should be stored separate from food.

5. PREPARATION (INCLUDING LABELLING)

Preparation areas should be maintained clean and in good repair.

Food contact surfaces should be cleaned and sanitized at the appropriate frequency (e.g., equipment and utensils in ambient preparation areas should be cleaned and sanitized a minimum of every 4 hours and more frequently if necessary.)

Non food contact surfaces should be cleaned daily at minimum and more frequently as needed.

Product should be maintained at the appropriate internal temperature. This may be attained through preparation area temperature control or by minimizing the amount of product that is removed from temperature controlled units at any one time (e.g., no more product than can be prepared / packaged / labelled / returned to temperature controlled storage unit or placed in temperature controlled display unit within 30 minutes, etc.)

Preparation may include: washing of whole produce that is to be further processed, cutting, slicing, juicing, cooking, reheating, baking, assembling (such as sandwich, pizza, salad, party tray, etc.), etc.

Product that is to be sold packaged should be fully labelled to meet regulatory requirements (e.g., if the product has a durable life of less than 90 days, durable life information is required, etc.)

Employees should wash their hands frequently, whenever they are or may be contaminated. In those instances where there is no direct hand contact with food and handwashing facilities may not be readily available, hand sanitizers may be allowed in some jurisdictions.

6. DISPLAY

Display areas, including temperature controlled display units, should be maintained clean and in good repair.

Product should be displayed in a manner to minimize contamination and/or cross-contamination (e.g., product should be packaged/covered, adequately segregated, etc.)

Temperature controlled display units should be maintained at a temperature that maintains product at the appropriate internal product temperature. See "Temperature Requirements:" section C-6 on page 9.

Overcrowding of temperature controlled units should be avoided in order to allow adequate air circulation, temperature control and product rotation.

7. CHECKOUT

Checkout area(s) and equipment should be maintained clean, sanitized and in good repair (e.g., checkout belts should be cleaned and sanitized a minimum of every 4 hours and more frequently if needed, such as in cases of product leakage or spills, etc.)

Food should be packed in a manner that minimizes the risk of contamination and/or cross-contamination (e.g., raw separate from cooked or ready-to-eat, etc.)

Refrigerated and frozen foods should be packed together.

Hot foods should be packed separate from refrigerated and frozen foods.

Foods should be packed separate from chemicals.

Returned or abandoned product left at the checkout area should be assessed for return to sale or disposal.

8. CONSUMER

The consumer has an important role in the food supply chain.

Consumer food safety information may be provided in a variety of formats, e.g., by way of preparation and handling instructions on product labels, through information provided on in store signage, in flyers, on company websites, etc. Companies may choose to reference government websites or the Canadian Partnership for Consumer Food Safety

Education website in their communication to consumers. See: www.befoodsafe.ca and www.canfightbac.org.

Consumer/customer complaints should be documented and monitored / tracked.

Effective recall procedures should be in place so that should it become necessary to remove a product from the marketplace, including the consumer level, it can be removed in a timely, efficient and effective manner. See: www.inspection.gc.ca/english/corpaffr/recarapp/recaltoce.shtml.

C. PROCEDURES AND OTHER CONSIDERATIONS



1. CLEANING AND SANITIZING

Cleaning and sanitizing is the number one control available to minimize the spread of pathogens at retail, and applies to all areas of the retail premises from storage and preparation through to and including checkout.

Food and packaging materials should be protected during cleaning and sanitizing.

During cleaning and sanitizing, care should be taken to minimize splash, i.e., to minimize the transfer / spread of microorganisms from one surface / object to another.

Cleaning and sanitizing chemicals found acceptable by Health Canada / CFIA and meeting provincial regulatory requirements should be used. Such chemicals should be used according to manufacturer's instructions. See *CFIA Reference Listing of Accepted Construction Materials, Packaging Materials and Non-Food Chemical Products*: www.inspection.gc.ca/english/fssa/reference/refere.shtml

Only specific company authorized cleaning and sanitizing chemicals should be used.

Cleaning and sanitizing procedures and frequencies should be available on site (e.g., in training or work instructions/manual, posted in preparation areas, etc.)

Food-contact surfaces at ambient temperature should be cleaned and sanitized a minimum of every 4 hours and more frequently as needed.

General Procedure: Rough Clean, Wash, Rinse, Sanitize, Air Dry.

During rough cleaning and throughout cleaning and sanitizing procedures, equipment and utensils should be inspected for any signs of damage and appropriate corrective action taken as needed.

In some jurisdictions, double the strength sanitizer is required for cleaning-in-place (CIP). Use of double the strength sanitizer results in the need for an extra step after the Sanitization step and the procedure becomes: Rough Clean, Wash, Rinse, Sanitize, Rinse, Air Dry.

Note: Based on available science there does not appear to be evidence to support the use of double the strength sanitizer.

Sanitizer strength (i.e., use concentration) should be monitored.

Efficacy of cleaning and sanitizing procedures should be monitored / verified and validated on an established frequency.

It is recommended that cleaning and sanitizing charts be maintained. Cleaning is a way to minimize the spread of organisms, while temperature control helps to limit and/or inhibit the growth of bacteria.

Cart and basket handles should be cleaned and sanitized on a frequent basis, in order to minimize the spread of microorganisms.

2. CONSTRUCTION/RENOVATION/REPAIRS

When a store is undergoing construction, renovation or repairs, particular attention should be paid to ensuring that food and packaging materials are protected and that equipment is operating properly.

Areas such as temperature controlled storage units, preparation areas and temperature controlled display units should be monitored closely to minimize contamination and/or cross-contamination.

If an area under construction, renovation or repair cannot be maintained in accordance with standard operating procedures, food should not be stored, prepared or displayed in the area until construction, renovation or repair has been completed and the area has been thoroughly cleaned and sanitized.

The store should conduct an initial assessment to identify specific construction risk(s) and to establish any enhanced procedures related to segregation, material handling, contractor training, waste removal or other activities that may be impacted by the construction project.

Regulatory authorities having jurisdiction should be contacted prior to starting a construction or renovation project.

3. CONSUMER COMPLAINTS

When a customer/consumer complaint is received, management should be advised and the complaint documented according to company policies and procedures.

Information collected from a consumer in regard to a complaint may include: customer name and contact information, current date, name of person taking the information, name of item/product description/product code, nature / description of complaint, purchase date and receipt (if possible), and actual item or packaging, if available.

If the customer has questions of a medical nature, they should be advised to contact their physician or the local regulatory authority having jurisdiction.

4. DURABLE LIFE / SHELF LIFE / BEST BEFORE DATES / SUGGESTED STORAGE TIMES OF PHFs

Durable life information is required by regulation to be provided on packaged foods having a durable life of less than 90 days.

Food and Drug Regulations Section B.01.007 requires that supplier packaged products having a durable life of less than 90 days be labelled with "Best Before" with a date in the prescribed format.

Product packaged at retail having a durable life of less than 90 days is required to be labelled with:

- (i) "Packaged On" with date and durable life information at point of sale (on sign or on label), or,
- (ii) "Packaged On" with date and "Best Before" with date, or,
- (iii) "Best Before" with date.

The format used must be JA15 or 2009JA15 if the year is provided and the appropriate abbreviation must be used for the month: JA-January; FE-February; MR-March; AL-April; MA-May; JN-June; JL-July; AU- August; SE-September; OC-October; NO-November; DE-December.

Products sold from service cases at retail, are not required to be labelled with durable life information. However, it is recommended that durable life information be provided voluntarily in one of the formats outlined above for ready-to-eat products sold from service cases.

When labelling product with a durable life of 90 days or less at retail:

- The product being packaged should be within the code date applied by the supplier and the date applied to the store packaged product. Regardless of the packaging method used at store level, it should not exceed the supplier code date.
- For cooked/ready-to-eat/processed meat and hard cheeses that are being vacuum-packaged at retail, the code date applied to these store vacuum-packaged products should be no more than 14 days from the date of being vacuum-packaged.

Note 1: *In Quebec, the maximum date applied to cooked/ready-to-eat/processed meats and hard cheeses vacuum-packaged at retail should be no more than 10 days and 14 days, respectively.*

Note 2: *Durable life applied at retail starts on the day that the supplier master pack is opened.*

Note 3: *Open product that has been displayed in service cases should not be vacuum-packaged.*

- For cheese that is being overwrapped at the store level, the code date applied to store overwrapped cheese should be no more than 21 days from the date of being overwrapped.
- The date being applied to products other than store vacuum-packaged cooked/ready-to-eat/processed meat and hard cheeses or overwrapped cheese should be in compliance with company dating policy and should not exceed 7 days*.

- If, for any reason, a product is relabelled, the original date applied to the package should be maintained (i.e., the original packaged on date if “Packaged On” is used and the same or a shorter best before date if “Best Before” is used).
- It is recommended that **Potentially Hazardous Foods (PHFs)** should not be sold beyond their best before date. Such products might also be referred to as temperature controlled for safety (TCS).

*It is recommended that the durable life applied to store prepared or assembled multi-ingredient/multi-component RTE potentially hazardous foods (**PHFs) such as sandwiches, cut produce, sushi, salads, fresh fruit flans, cream or custard filled bakery products, yogurt parfaits, etc. (excluding those products that do not support the growth of pathogens and/or the production of toxins) be limited to a maximum of 3 days, unless at least one of the following is available to support a longer, product specific (or if appropriate product category specific) durable life:

- (a) Reference to scientific literature, or historical knowledge of the performance of the control measure,
- (b) Scientifically valid experimental data that demonstrate the adequacy of the control measure,
- (c) Collection of data throughout operating conditions representative of food retail operations,
- (d) Mathematical modelling.

(Source: Health Canada Document: Validation of ready-to-eat foods for changing the classification of a Category 1 into a Category 2A or 2B food. 2012).

5. TEMPERATURE CONTROL

Temperature is the number one control available to minimize the growth of pathogens at retail.

However, unlike most pathogens, *L. monocytogenes*, which is a pathogenic foodborne organism that can be widely isolated in nature and, therefore, can potentially contaminate RTE foods, can survive and potentially grow on foods being maintained at refrigeration temperatures (i.e., 4°C (40°F) or lower).

The temperature of refrigerated and frozen product should be monitored and recorded a minimum of twice per day.

Cooking / reheating and hot hold / hot display temperatures are Critical Control Points. As such, the temperature of each batch of product that is cooked / reheated should be monitored and recorded. The temperature of product held or displayed hot should be monitored every 2 hours.

If non-compliance is identified, corrective actions should be implemented immediately and documented.

If refrigerated product is found to be non-compliant, the following corrective actions should be implemented:

- If the internal temperature of the product is above 4°C (40°F) and at or below 7°C (45°F), the product should immediately be moved to a refrigerated storage unit or a blast chiller until the internal product temperature returns to 4°C (40°F) or lower.
- If the internal temperature of the product is above 7°C (45°F), the product should be discarded.

6. TEMPERATURE REQUIREMENTS

- Refrigerated Food (Display and Storage): 4°C (40°F) or lower.
- Frozen Food (Display and Storage): -18°C (0°F) or lower (i.e., frozen solid).
- Thawing: In conditions that will allow the internal temperature of the product to remain at 4°C (40°F) or lower.
- Cooking temperatures vary somewhat from jurisdiction to jurisdiction, and the requirements of the regulatory authority having jurisdiction should be met or exceeded. The following product internal cooking temperatures are provided as guidance and are sourced from the Retail Food and Food Services Code (September 2004) and www.hc-sc.gc.ca/fn-an/securit/kitchen-cuisine/cook-temp-cuisson-eng.php:



Food	Safe Internal Temperature
Food mixtures containing poultry, eggs, meat, fish, or other potentially hazardous foods	74°C (165°F)
Pork, lamb, veal, beef (whole cuts):	71°C (160°F)
Rare roast beef	63°C (145°F) for 3 minutes
Poultry:	85°C (185°F)
Poultry Cuts:	74°C (165°F)
Stuffing in Poultry:	74°C (165°F)
Ground Meat:	71°C (160°F)
Ground Poultry:	74°C (165°F)
Eggs:	63°C (145°F)
Fish:	70°C (158°F)
Shrimp:	74°C (165°F)
Reheating Temperature:	74°C (165°F). <i>Note: Food is reheated only once</i>
Hot Hold Food:	60°C (140°F) or higher.

- Chilling of Potentially Hazardous Food:
 - Food is chilled from 60°C (140°F) to 20°C (68°F) within 2 hours from the end of cooking or reheating.
 - Food is chilled from 20°C (68°F) to 4°C (40°F) or less within the next 4 hours.
(Note: Total time is 6 hours.)

Product temperatures, including the temperature of each batch of cooked or re-heated product, should be monitored and corrective actions taken as needed.

The temperature of refrigerated or frozen product should be monitored a minimum of twice daily.

The temperature of product held or displayed hot should be monitored a minimum of every 2 hours.

7. TRAINING

Employee training is imperative for the delivery of safe food.

It is recommended, even in those jurisdictions where food handler certification is not mandatory, that at a minimum, the owner / operator should be certified in food safety and that all employees should be trained to the level necessary to perform their specific job functions / roles.

Recognized food handler certification programs may vary from jurisdiction to jurisdiction but may include generally accepted certification programs such as: RCC FoodWise (www.retailcouncil.org), **ServSafe, Basics FST, Advanced FST**, as well as a number of provincial or municipal food handler certification programs, such as **B.C. FoodSafe** Level 1 and Level 2, **Toronto Public Health Food Handler Certification**, etc.

D. CONCLUSION

Food Safety at the retail level has long been and continues to be a priority for both the food industry and Government.

Although food safety procedures should be followed throughout the retail store, the following areas have been identified as 'key' components in the control of pathogens, including *L. monocytogenes*:

- **Sourcing from inspected suppliers** indicates that the food has passed the initial government inspection for food safety
- **Avoiding/minimizing contamination** and cross-contamination at each stage of retail receiving and handling
- **Cleaning and Sanitizing** are the number one controls available to the retail sector to minimize the spread of pathogens
- **Temperature Control** is vital, as refrigeration temperatures inhibit or slow the growth of foodborne pathogens
- Packaged foods having a **Durable Life** of less than 90 days must be labelled as per the regulation. Appropriate durable life should be displayed on products
- **Product Rotation** such that food with an earlier best before date should be offered for sale and consumed before food with a later best before date
- **Employee Training**, including personal hygiene practices

Implementation of a HACCP-based approach can minimize the spread and growth of pathogens, including *L. monocytogenes* at the retail level. Foods that are contaminated with pathogenic microorganisms can look, smell and taste normal.



E. SUGGESTED ACTIONS IF A RETAIL LOCATION IS IMPLICATED IN A FOODBORNE ILLNESS / PATHOGEN INVESTIGATION

A retail location may be implicated in a foodborne illness / pathogen investigation due to a variety of circumstances:

- A supplier product sold from the location in the original, unopened supplier package.
- A supplier product that has been opened and repackaged or sold from bulk.
- A store prepared product (e.g., BBQ chicken, store prepared salad/sushi/sandwich, etc.).

Such circumstances may be brought to the attention of the store by way of a customer complaint or a regulatory authority that has received a customer complaint or identified the presence of a pathogen as part of routine sampling.

Generally, if a retail location is identified as a potential source of a foodborne illness, the regulatory authority having jurisdiction will inspect the retail location.

In some instances, product and / or swab samples may be taken for analysis.

If product is sampled, it is recommended that the remaining product from the same lot be placed on hold pending laboratory results. If the durable life remaining on the product is such that it will no longer be saleable at the time when results will be received, the product may be discarded.

If the product being investigated was sold in the original, unopened supplier package, it is likely that the regulatory authority having jurisdiction will also be following up with the supplier. Notwithstanding this, if temperature abuse situations have been identified at the store level, the retail location may be the main focus of the investigation.

If the product being investigated was opened or prepared at store level, at a minimum, the food contact and non-food contact surfaces of equipment and utensils in the department where the product was prepared / sold should be thoroughly cleaned and sanitized, as per company policies and procedures.

Depending on the circumstances, it may also be appropriate to clean and sanitize all non-food contact surfaces in the department as well (e.g., floors, walls, ceilings, etc.).

Cleaning and sanitizing should be done according to manufacturer's instructions.

In some instances, it may be appropriate to recall product that may still be in the market place. In such instances, the retail location should work closely with the CFIA or the provincial government to issue an appropriate product recall notice.

F. GLOSSARY

CONTAMINATION:

The introduction or occurrence of a contaminant in a food or food environment. Contamination may be biological/microbial, chemical or physical.

CROSS-CONTAMINATION:

The transfer of a contaminant (e.g., microorganisms, allergens) from a potentially contaminated food, utensil or equipment to an uncontaminated food, utensil or equipment. Transfer can be by direct or indirect contact.

DURABLE LIFE DATE:

The period, commencing on the day on which a pre-packaged product is packaged for retail sale, during which the product, when it is stored under conditions appropriate to that product, will retain, without any appreciable deterioration, its normal wholesomeness, palatability, nutritional value and any other qualities claimed for it by the manufacturer.

FOOD CONTACT SURFACES:

Surfaces that are intended to contact food. This also includes any surface that might drip or drain onto a surface that contacts food during normal retail operation. Contact surfaces include equipment such as slicers, bowls / containers, utensils, cutting boards, etc.

HACCP/HACCP-BASED:

Hazard Analysis Critical Control Points (HACCP) is a proactive, systematic approach to food safety that identifies food hazards, implements control measures to reduce or eliminate the risks associated with hazards, ensures the control measures are being met, and documents corrective actions when needed.

LABELLING - SUPPLIER PACKAGED PRODUCT

Basic Labelling requirements for supplier packaged product include, but are not limited to:

- Product Description/Nomenclature
- Net Quantity (weight, volume, count as applicable to product)
- Dealer/Store Name and Mailing Address
- Storage conditions if other than ambient (i.e., Keep Refrigerated or Frozen)
- Durable Life if less than 90 days (i.e., “Best Before” and date in format 2009AU15)
- Ingredient List
- Nutrition Facts as appropriate to product

Note: All required information must be provided in both official languages (i.e., English and French). An exception to this is a “specialty food” that is allowed to be labelled in English or in French. “Specialty food” means a food that:

(a) has special religious significance and is used in religious ceremonies; or

(b) is an imported food

(i) that is not widely used by the population as a whole in Canada, and

(ii) for which there is no readily available substitute that is manufactured, processed, produced or packaged in Canada and that is generally accepted as being a comparable substitute; (aliment spécial)

(Source: Food and Drug Regulation Section B.01.0012)

LABELLING - PRODUCT PACKAGED AT RETAIL

Basic Labelling requirements for product packaged at retail include, but are not limited to:

- Product Description/Nomenclature
- Net Quantity (weight, volume, count as applicable to product)

- Dealer/Store Name and Mailing Address
- Storage conditions if other than ambient (i.e., Keep Refrigerated, Frozen)
- Durable Life if less than 90 days (i.e., (i) “Packaged On” with date and durable life information at point of sale (on sign or on label), or, (ii) “Package On” with date and “Best Before” with date, or, (iii) “Best Before” with date.
- Ingredient List (mandatory in Quebec)
- Nutrition Facts as appropriate to product

In those areas deemed to be bilingual (i.e., those areas where the population is more than 10% French or 10% English), all required information should be provided in both official languages as per regulation.

Other labelling requirements for product packaged at retail:

“Previously Frozen” required on:

- All previously frozen products except bakery (Quebec only).
- All single ingredient, previously frozen meat, poultry, seafood and their by-products (except for Quebec).

For additional details re: labelling requirements see:

CFIA/HC Guide to Labelling and Advertising: www.inspection.gc.ca/english/fssa/labeti/guide/toce.shtml

Québec – Section 3.3.3 : www2.publicationsduquebec.gouv.qc.ca/dynamicSearch/telecharge.php?type=2&file=/P_29/P29R1_A.HTM

NON-FOOD CONTACT SURFACES:

Surface that are not intended to contact food. Examples include: walls, floors, ceilings, windows, door handles, table legs, etc.

POTENTIALLY HAZARDOUS FOODS (PHFs) :

PHFs are foods capable of supporting the growth of pathogenic microorganisms and/or the production of toxin (e.g. foods that have a pH level above 4.6, foods that have a water activity above 0.85). Such products might also be referred to as temperature controlled for safety (TCS).

PRODUCT RECALL:

A process by which food products are effectively and efficiently withdrawn from the market place.

PRODUCT ROTATION:

A process by which product is rotated such that older product is used first (i.e., First In, First Out (FIFO)).

Although not required by regulation, good retail practices prohibit the sale of a PHF beyond its durable life.

Adhering to good product rotation practices aids in reducing the growth of pathogens to unsafe levels in some products.

G. REFERENCES

Canadian Food Retail and Food Services Code (2004):

www.cfis.agr.ca/english/regcode/frfsrc-amendmts/codeang-2004.pdf

Health Canada:

www.hc-sc.gc.ca/index_e.html

Food and Drug Act and Regulations:

<http://laws-lois.justice.gc.ca/eng/acts/F-27/>

Health Canada Policy on *Listeria monocytogenes* in Ready-to-Eat Foods (2011):

www.hc-sc.gc.ca/fn-an/legislation/pol/policy_listeria_monocytogenes_2011-eng.php

Canadian Food Inspection Agency (CFIA):

www.inspection.gc.ca/english/toce.shtml

CFIA Guide to Food Safety

www.inspection.gc.ca/english/fssa/gui/guide.shtml#intro

CFIA Guide to Labelling and Advertising:

www.inspection.gc.ca/english/fssa/labeti/guide/toce.shtml

CFIA Recalls:

www.inspection.gc.ca/english/corpaffr/recarapp/recaltoce.shtml

CFIA "Reference Listing of Acceptable Construction Materials, Packaging Materials and Non-food Chemical Products":

www.inspection.gc.ca/english/fssa/reference/refere.shtml

U.S. FDA Food Code:

www.fda.gov/Food/GuidanceRegulation/RetailFoodProtection/FoodCode/FoodCode2009/default.htm

