

FOOD SAFETY AND ALLERGENS POLICY – vs7.4

Peter Rowland Group Pty Ltd

1. Purpose

Peter Rowland Group (PRG) is committed to maintaining the highest standards of food safety and allergen control to protect the health and wellbeing of our customers, clients, employees, and the broader community. This policy outlines our approach to preventing foodborne illness and managing food allergens in compliance with applicable laws and industry best practices.

2. Scope

This policy applies to all PRG-operated venues, kitchens, retail outlets, event catering, staff, contractors, and suppliers involved in the handling, preparation, service, and delivery of food and beverages.

3. Regulatory Compliance

PRG complies with the:

- *Food Standards Code (FSANZ)*
- *Australia New Zealand Food Authority (ANZFA)*
- *State-based Food Acts (e.g., Food Act 1984 (Vic))*
- *Workplace Health and Safety laws*
- Local council environmental health regulations

4. Food Safety Management System

PRG maintains a documented and audited Food Safety Program based on HACCP (Hazard Analysis and Critical Control Points) principles. This includes:

- Risk assessments of all food processes
- Monitoring of critical control points
- Staff training and hygiene protocols
- Temperature control of food storage, transport, and service
- Regular internal and third-party audits

5. Allergen Management

PRG recognises that food allergies and intolerances can be life-threatening. We manage allergens through:

- Identification and labelling of the 10 major allergens as outlined by FSANZ: peanuts, tree nuts, milk, eggs, sesame seeds, fish, shellfish, soy, wheat, and lupin
- Use of allergen matrixes and ingredient specifications for all menu items
- Clear allergen signage at point of sale and on all menus
- Staff training in allergen awareness and communication
- Procedures to minimise cross-contact (e.g., separate utensils, colour-coded equipment, dedicated preparation areas where required)

6. Customer Communication

We encourage all customers to notify staff of any dietary requirements or allergies. Our team is trained to:

- Provide accurate ingredient and allergen information
- Escalate complex queries to supervisors or chefs
- Use designated systems to flag allergen-related orders

7. Supplier Assurance

All food and packaging suppliers must:

- Comply with food safety standards and provide evidence of HACCP or equivalent accreditation
- Disclose allergen content and cross-contamination risks
- Undergo regular supplier performance reviews

8. Incident Management

In the event of a food safety breach or allergen-related incident, PRG will:

- Immediately isolate the affected product(s)
- Notify management and regulatory authorities as required
- Conduct a root cause investigation
- Implement corrective actions and communicate outcomes transparently

9. Training and Competency

All staff must:

- Complete mandatory food safety and allergen training before commencing duties
- Undertake regular refresher training
- Be assessed for competency in safe food handling and allergen protocols

10. Continuous Improvement

PRG commits to the ongoing improvement of our food safety systems by:

- Conducting regular audits and inspections
- Reviewing and updating procedures annually or after any significant incident
- Encouraging staff feedback and reporting

11. Roles and Responsibilities

- *Executive Management* ensures resourcing and compliance oversight.
- *Venue Managers and Head Chefs* are responsible for local implementation and team training.
- *All Staff* must adhere to safe food practices and escalate concerns promptly.

Approved by:

Malcolm Hurst
Chief Executive Officer
Peter Rowland Group Pty Ltd

Effective Date: 01/07/2025

Review Date: 01/07/2027