



Old hands.
New hands.
Each day you
place your
success in
their hands.
To ensure your
business is
in safe hands,
there's Refss.™

Retailers electronic food & safety systems

REFSS

Retailers Electronic Food & Safety Systems

Can you definitively say that your business & team follow mandatory guidelines every minute of the day?

It's a sobering thought knowing that while you're reading this brochure, something as simple as a missed temperature check can crush your business.

The risk

Food Safety is increasingly one of the biggest risks faced by businesses who sell or prepare food. Unsafe practices can result in fines in the hundreds of thousands (for both sole trader and companies) and jail terms. Even something as simple as not checking a perishable delivery can result in fines as high as \$157,500 and or imprisonment.

Your reputation

When you consider that online reviews are the single biggest influencer in Australian's purchasing behaviours, one bad review can be devastating. The aftermath of a fridge operating at the wrong temperature in your store could result in a poor customer experience, or worse case, causes a food poisoning incident. In both cases, customers are more likely to go online and air their grievances on social media and review sites than to walk back into your store and complain. The best defence is to have an electronic real time digital monitoring and compliance system in place to prevent this ever happening.

Your responsibility

The responsibilities you have as part of the food supply chain are well documented. So are the potential fines and broader consequences. You are required to have at least one member of your team qualified as a Food Safety Supervisor, however that is just where your responsibilities start. You also have compliance responsibilities on the receipt of goods, how you store and handle those goods, staff training, hygiene practices and many other areas of Food Safety.

Your staff

Your front line in defending your business and your customers against foodborne illness is your team. You have the responsibility of training them and ensuring they remain compliant every minute of the day, whether you're present or not. This challenge multiplies when you have part-time members, high staff turnover or multiple sites. Can you honestly say that you can guarantee that right now all of your team members are following the letter of the law with compliance?

Your ability to prevent issues

Preventing problems and quick response should be the core goal of any Compliance Plan, which is why there has been a move away from paper-based solutions. With paper-based systems, important issues can be missed or response times delayed. The best Compliance Plans are built, implemented and managed through a mobile technology solution. Refss™ provides you with the greatest opportunity to identify potential problems before they happen.

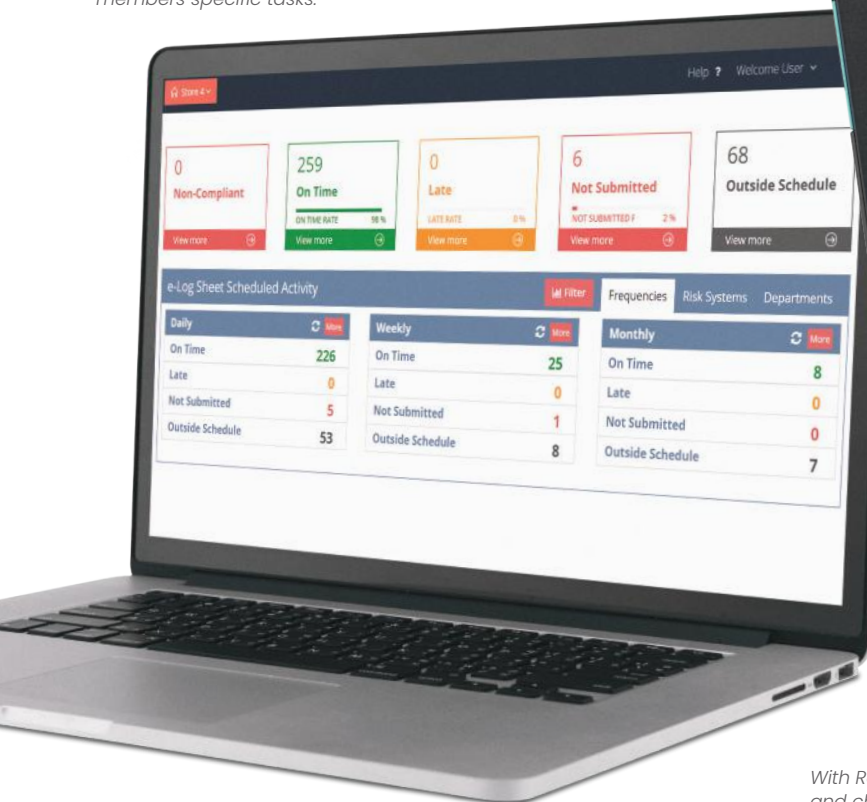
The solution

Refss™ is a digital compliance tool endorsed by IGA, FoodWorks and TIR. Refss™ is also the simplest, most intuitive way of ensuring everyone in your business is doing their part with risk management.

Refss™ customers love how the solution streamlines retail compliance with app-based reporting on mobile devices and cloud-based access, reporting and alerts for Managers.



The Refss™ dashboard allows you at a glance to see how your team are performing with Food Safety checks and compliance. Simply nominate team members specific tasks.



With Refss™ your team can complete tasks and checks in nominated times from tablets or smartphones. When exceptions occur, the system provides hints on how to proceed.

Refss™ now

Refss™ makes it easier for your team on the floor to follow your Food Safety and Compliance plan, by providing them with the tools they need to check everything including temperatures of meat delivery, scale accuracy, preparation of surfaces for food preparation and everything else required for correct Food Handling and Compliance.

You determine responsibilities based on roles and Refss automatically sends team members digital log sheets (or e-logs) they need to complete. Based on compliance requirements, Refss™ even schedules when checks need to be complete and provides actions on tasks when issues are found.

From your perspective, Refss™ provides you with real-time access to what tasks have been completed, what tasks are yet to be complete and sends alerts on issues that need to be immediately addressed.

From your team's perspective, Refss™ provides them e-logs that they can access through tablets or their own smartphones. They simply then respond to their tasks, following the guidelines provided, in the allotted time frames.

Refss™ today, this week, this month, this quarter

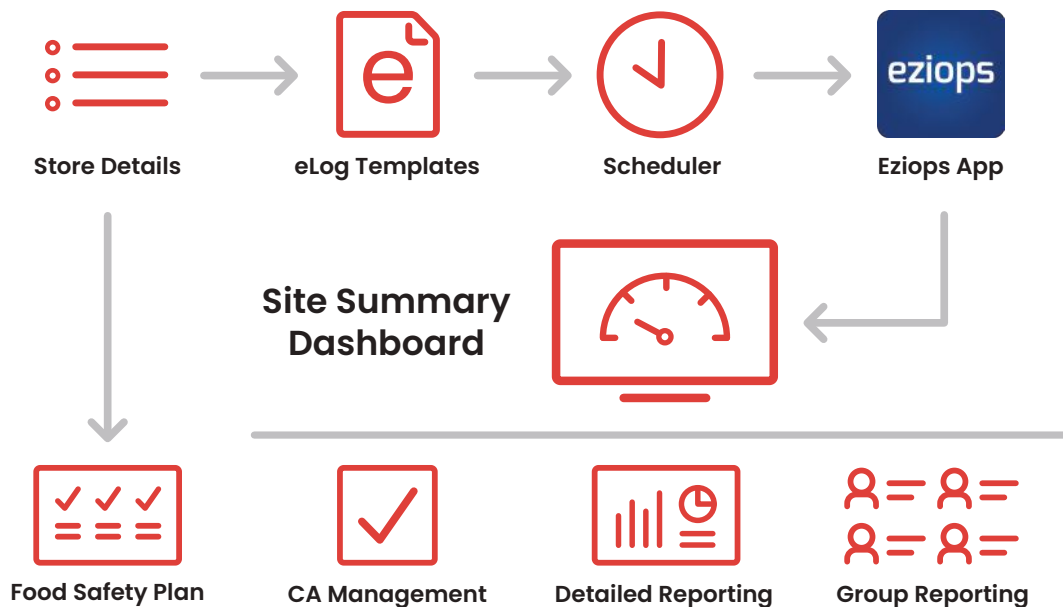
Refss™ makes it simple to review your teams progress. You simply log in and review how your team and your business is performing. You can even compare individual team members results and identify those who may need additional training and support.

If you run multiple stores, Refss™ makes it possible to review all of your stores progress in a single view. This allows you to identify the stores who are setting the standard and those that may be putting your business at risk.

The reward

In addition to the peace of mind that Refss™ delivers to store owners, there are other measurable benefits. You reduce the time it takes for your team to complete compliance requirements. You reduce the time it takes to prepare reports. You have a simple and extremely fast audit trail to review if problems arise. Your business has greater transparency around your performance on retail compliance. You reduce wastage, at time of delivery, during food preparation and storage. The biggest reward of all is the consistency of your offer. You create an environment where the quality of product and service you deliver to your customer ensures repeat business, and that your online reputation remains intact.

Workflows that make sense to you and your team



“Refss™ makes it practical to keep on top of our compliance with a dashboard that allows us to manage records by exceptions”

Roz White, Proprietor White's IGA Group

How Refss™ protects your business

- ✓ Identifies gaps in skills and knowledge
- ✓ Verifies that staff are maintaining potentially hazardous food at correct temperatures
- ✓ Monitors cooking or another processing step to make food safe
- ✓ Alerts managers if checks are not being done in full and on time
- ✓ Verifies stock rotation and correct food disposal
- ✓ Assists with accurate food recall / withdrawal
- ✓ Validates health and hygiene requirements
- ✓ Monitors compliance with cleaning, sanitising and maintenance
- ✓ Verifies the output of thermometers and scales

Refss™ makes managing your retail risk simple by making everyone accountable and providing visibility of the status of all activities.

For more information
Tel 03 9001 1568
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If you would like to know about your Food Safety responsibilities, go to:
www.foodstandards.gov.au/code/Pages/default.aspx



www.refss.com.au