



# Food Safety Policy ©

This Food Safety Policy is an excerpt taken from Cookie Boulevard's Terms and Conditions v 1.1, for your quick reference on key terms. See the latest Terms and Conditions, for full terms. Where there is a conflict between this policy and the latest Terms and Conditions, the latest Terms and Conditions will apply.

## 1. Food Safety Policy

- (a) Cookie Boulevard operates its business and offers products in compliance with Australian food safety standards.
- (a) Not only are Cookie Boulevard committed to bake cookies that are out of this world delicious, but where Cookie Boulevard bakes those cookies, we're committed to ensure they are prepared in premises that meet and exceed Australian Food Safety Standards.
- (b) Notwithstanding this, Cookie Boulevard reserves the right to outsource some or all, product manufacturing related to its business, in which case the manufacturer will be held to the applicable Food Safety Standards by law.

### 1.1 Food Labelling

- (a) While we take all reasonable care in the preparation of each item, please consider that each item has been produced in facilities which handle a range of food products, including but not limited to, milk, eggs, peanuts, gluten, etc. It is not possible to guarantee the total absence of any of these ingredients in any of our items. Please see our nutritional labels to confirm ingredients.

### 1.2 Food Disclaimer

- (b) This should go without saying, but the cookies displayed on our website are samples only. Cookies are a notoriously fickle creation, which is all part of the fun of cookies. But actual product colours and variations are to be expected from our website images.

### 1.3 Food Safety Standards

- (a) Cookie Boulevard only supplies products which comply with food standards.
- (b) This includes the:
  - i. Food Safety Standard: [here](#).<sup>1</sup>

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<sup>1</sup> Website here: [https://www.foodstandards.gov.au/foodsafety/standards/Pages/Food-Safety-Standards-\(Chapter-3\).aspx](https://www.foodstandards.gov.au/foodsafety/standards/Pages/Food-Safety-Standards-(Chapter-3).aspx)



- ii. Primary Production and Processing Standards: [here](#).<sup>2</sup>
- iii. Microbiological Limits for Food: [here](#).<sup>3</sup>
- iv. Safe Food Australia, A Guide to the Food Safety Standards (2023): [here](#).<sup>4</sup>

As published, and updated from time to time, on the website for Food Standards Australia and New Zealand.

- (c) Cookie Boulevard will never supply products to you which do not comply with food safety standards or contravene a food ban by Australian authorities.

#### **1.4 Product Safety Under the ACL**

Under the ACL, all products sold to consumers, including food items, must be safe. If they are not, the ACL requires the seller to offer a replacement or refund, and in some cases, compensation. Cookie Boulevard follows strict practices to pass and surpass food preparation standards, food health and safety standards and product safety standards so that our customers never have to worry about food safety and can enjoy their products in confidence.

#### **1.5 Reporting Food Safety Issue**

- (a) In the event you suspect a food safety issue with a Cookie Boulevard product, we ask that you report this to us immediately.
- (b) Cookie Boulevard is required to immediately investigate and report such product safety issues to the Commonwealth Minister and Product Safety Australia within 48 hours of learning of such issues. We may also be required to recall or ban products, in accordance with Consumer Product Safety Recall Guidelines, if necessary, so it is essential that you notify us immediately if you suspect there is a food safety issue to be reported.

## **2. How to Contact Us**

If you need to contact us, please contact us at the addresses listed in our Terms and Conditions.

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<sup>2</sup> Website here: [https://www.foodstandards.gov.au/foodsafety/standards/Pages/Primary-Production-and-Processing-\(PPP\)-Standards-\(Chapter-4\).aspx](https://www.foodstandards.gov.au/foodsafety/standards/Pages/Primary-Production-and-Processing-(PPP)-Standards-(Chapter-4).aspx)

<sup>3</sup> Website here: [https://www.foodstandards.gov.au/foodsafety/standards/Pages/Microbiological-limits-for-food-\(Standard-1.6.1\).aspx](https://www.foodstandards.gov.au/foodsafety/standards/Pages/Microbiological-limits-for-food-(Standard-1.6.1).aspx)

<sup>4</sup> Website here: <https://www.foodstandards.gov.au/publications/Pages/safefoodaustralia3rd16.aspx>