

Food Services Compliance Master Audit Document

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Source Reference: Restaurant & Catering Compliance Master Manual (Editable Version)

1. Executive Summary & Advisory Scope

This audit document provides a structured assessment framework based on the *Food Services Compliance Manual*.

Use this document as a practical audit-planning tool to identify compliance gaps, assign corrective actions, and confirm audit readiness before engaging with regulators, bargaining councils, municipal authorities, or environmental health practitioners.

2. Comprehensive Regulatory Framework Audit Checklist

For this audit, mark an item as Compliant only where current documentary proof is available and implementation can be verified. Mark it as In Progress where corrective action has started but the supporting evidence is incomplete. Mark it as Non-Compliant where no valid evidence exists, statutory registration is missing, or the required control has not been implemented.

Evaluate and verify compliance across the mandatory legislative frameworks governing South African restaurant, catering, canteen, coffee shop, takeaway, fast-food, and allied businesses. For each category, record the compliance status, evidence reviewed, compliance gap identified, and corrective action required.

Regulatory Category	Applicable Legislation / Regulations	Compliance Status	Audit Notes / Action Required
Labour & Employment	- Labour Relations Act (LRA) - Basic Conditions of Employment Act (BCEA) - Employment Equity Act (EEA) - National Minimum Wage Act - Skills Development Act (SDA)	☐ Compliant ☐ Non-Compliant ☐ In Progress	Verify wage scales, working hours, and employment equity compliance.
Social Security & Injury	- Unemployment Insurance Act (UIF) - Compensation for Occupational Injuries and Diseases Act (COIDA)	☐ Compliant ☐ Non-Compliant ☐ In Progress	Confirm active registrations and up-to-date statutory contributions.

Regulatory Category	Applicable Legislation / Regulations	Compliance Status	Audit Notes / Action Required
Bargaining Councils	- Bargaining Council for the Restaurant, Catering and Allied Trades (BCRCAT) - Bargaining Council for the Food Retail, Restaurant, Catering and Allied Trades (BCFOOD) - Applicable regional collective agreements	☐ Compliant ☐ Non-Compliant ☐ In Progress	Ensure alignment with registered scope, wage schedules, and benefit funds.
Occupational Health & Safety	- Occupational Health and Safety Act (OHSA) - General Safety Regulations - Hazardous Chemical Agents Regulations	☐ Compliant ☐ Non-Compliant ☐ In Progress	Review risk assessments, safety appointments, and chemical handling protocols.
Food Safety & Public Health	- Foodstuffs, Cosmetics and Disinfectants Act - Regulation R638 of 2018 - Certificate of Acceptability (COA)	☐ Compliant ☐ Non-Compliant ☐ In Progress	Inspect valid COA and ensure adherence to food safety standards.
Commercial & Municipal	- Consumer Protection Act (CPA) - Protection of Personal Information Act (POPIA) - Companies Act - PAYE, VAT, and related tax legislation - Municipal by-laws and licensing requirements	☐ Compliant ☐ Non-Compliant ☐ In Progress	Verify municipal trading licences, fire clearances, zoning, and tax status.

3. Human Resources & Operational Compliance Assessment

Review whether each mandatory HR and operational document exists, has been approved by the appropriate authority, has been communicated to staff, and is reflected in day-to-day workplace practice.

- **Employment Contracts:** Must comply with BCEA and applicable Bargaining Council main agreements.
- **Disciplinary Code and Procedure:** Clearly defined workplace conduct standards and fair procedures.
- **Grievance Procedure:** Formalized channels for handling employee grievances.
- **Health & Safety Policy:** Documented OHS policy signed by top management.
- **Food Safety and Personal Hygiene Policy:** Clear protocols for food handling, sanitation, and personal cleanliness.
- **POPIA Policy:** Operational framework for processing personal information of staff and customers.
- **Leave Management Policy:** Guidelines for annual, sick, maternity, and family responsibility leave.
- **Overtime and Shift Policy:** Compliant rules governing working hours, overtime rates, and night shifts.
- **Recruitment and Selection Policy:** Fair recruitment processes in line with employment equity standards.
- **Training and Induction Records:** Documented proof of staff induction, OHS, and hygiene training.

4. Four-File Master Compliance Architecture Audit

Inspect and verify the physical and digital maintenance of the four master compliance files that underpin audit readiness:

File 1: Labour & HR Compliance Master File

- Registration and Bargaining Council Governance documentation.
- Employee Master Records (personal details, ID copies, tax numbers).
- Payroll and Time Tracking Records (clocking sheets, overtime approvals).
- Statutory Compliance and Social Security (UIF declarations, COIDA returns).
- Bargaining Council Benefit Funds contribution records.
- BCEA and Industrial Relations Documentation (written warnings, hearing records).

File 2: Health and safety compliance file

- OHS Policy and written Risk Assessments.
- First Aid Appointments, First Aid Box checklists, and Training Certifications.
- Incident Registers (W.Cl.2 forms) and Emergency Evacuation Plans.

File 3: Food safety and COA compliance file

- Certificate of Acceptability (COA) Registration and Inspection Reports.
- Food Safety Standard Operating Procedures (SOPs).
- Operational Logs and Temperature Monitoring Records (fridges, freezers, warmers).
- Critical Control Point (CCP) Records.

- Receiving, Storage, Maintenance, and Pest Control Records.

File 4: General Business and Corporate Compliance File

- CIPC Registration Documents and MOI.
- Tax Registrations and SARS Tax Clearance Certificates.
- CPA and POPIA Compliance Records and Privacy Notices.
- Municipal Licences, Fire Clearances, and Zoning Approvals.

5. Inspector Priority & Audit Readiness Verification

Use the following checklist to simulate inspections by key statutory departments and confirm whether the business can produce the required documents at short notice:

Inspector Type	Key Audit Deliverables Requested	Readiness Status
Labour & Council Inspectors	Written employment contracts, payslips, attendance registers, leave records, and proof of bargaining council contributions.	☐ Ready ☐ Action Needed
OHSA Inspectors	OHS policy, risk assessments, COIDA Good Standing Certificate, incident registers, and fire safety inspection certificates.	☐ Ready ☐ Action Needed
Environmental Health Practitioners (EHPs)	Valid Certificate of Acceptability (COA), temperature monitoring logs, pest control service records, cleaning schedules, and food-handler health/hygiene records.	☐ Ready ☐ Action Needed

After completing the checklist, compile a corrective action register that records each gap, responsible person, required evidence, target completion date, and final verification outcome. Retain the register with the four master compliance files as evidence of continuous compliance monitoring.

Secure Your Business Future? Don't wait for non-compliance to catch up with you — let us handle Food Safety so you can focus on growth.

Contact NGC Lifecycle Human Resources Today —

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