



### HOW IS M&J CHICKENS CONTINUING TO PROTECT CUSTOMERS?

- **Cooperation with regulators:** Since the advice put out by Queensland Health on Monday 18 September M & J Chickens has continued to work closely with health authorities on their investigations related to 3 cases of listeria.
- **Product recall:** Issued a trade recall to customers who received our Easy serve breast fillet shredded chicken 2kg pack size, batch code: A5497 to return or dispose of it.
- **Extended Product recall:** As of Tuesday 26 September, we have extended our product recall to included batches A5492 and A5485 of our Easy serve breast fillet shredded chicken 2kg pack size. Customers who received this product should return it or dispose of it.
- As a precautionary measure if you have frozen any M & J Chickens “Easy serve breast fillet shredded chicken 2kg pack size”, it should be returned or please dispose of it.
- **Ceased sales of M & J Chickens Easy serve breast fillet shredded chicken products:** Since 21 September we ceased sales of our Easy serve shredded breast fillet products while investigations are in progress.
- **Further testing:** The NSW Food Authority returned on Monday 25 September as agreed with the M & J Chickens Executive Team to conduct further tests including of all work areas, tools, and machinery. We are also conducting tests and monitoring our processes as part of our own internal review and efforts to continuously improve our safety processes.
- **Following Food Safety Protocols:** We continue to follow our stringent food safety and security protocols. We conduct ongoing employee training to ensure compliance with these protocols.
- **Reaching out to customers:** We are maintaining regular contact with customers. Customers can contact us via their sales representative, our website or calling 1300 262 635.

#### NSW ACT

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Marrickville  
NSW 2204  
(02) 9550 3611

#### VIC

20B Westside Drive  
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4 Kitawah Street  
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22 Baretta Road  
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#### QLD

83 Riverside Place  
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#### NORTH QLD

4 Carroll Street  
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## WHAT PRECAUTIONARY STEPS CAN CUSTOMERS TAKE TO KEEP SAFE?

The NSW Food Authority advises the following tips for safe handling of poultry.

- **Temperature control:** Store below 5 degrees. Bacteria that commonly causes food poisoning grows rapidly above 5 degrees. Anything above 5 degrees is considered the 'danger zone'. Our recommendation is to store between 0 and 2 degrees. Freeze raw chicken if it will not be used within 2 days. Keep hot food in an oven or on a stove, above 60°C until you are ready to serve. Cooked meals should not be left at room temperature for longer than 2 hours.
- **Refrigerate promptly:** Refrigerate raw poultry promptly. Don't leave it on the bench top at room temperature. If not eaten within 2 hours cooked meals should be refrigerated.
- **Separate from ready to eat meals:** Bacteria can spread poultry touches (or drips onto) ready-to-eat foods. This is dangerous as the ready-to-eat foods such as salad vegetables, often receive no further cooking and the bacteria are not killed.
- **Hygiene Protocols:** Thoroughly clean all utensils, equipment and surfaces after preparing raw poultry before contact with other foods. Use separate cutting boards specifically for raw chicken.
- **Defrost with care:** Never defrost meat or poultry at room temperature on the bench top. Slow, safe thawing in the refrigerator is recommended as ideal. Once defrosted, poultry can be kept in the refrigerator an additional day before cooking. Meat can also be defrosted in cold water in its airtight packaging or in a leak proof bag. Poultry defrosted in the microwave should be cooked immediately after thawing because some areas might become warm and begin to cook during microwaving. Storing partially cooked meat or chicken is not recommended because any bacteria present would not have been destroyed.
- **Follow labeling instructions:** Always follow labeling instructions. For example, used by dates are effective when poultry is stored at the right temperature. If stored at a higher temperature than the label recommends the used by date is voided.
- **More information:** More information can be found on the NSW Food Authority [website](#)

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