

# FOOD POLICY DOCUMENT

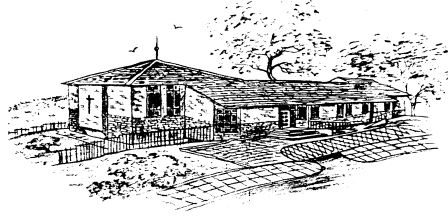
**NOVEMBER 2019**

EAST KILBRIDE WESTWOOD PARISH CHURCH OF SCOTLAND SC001857

Belmont Drive, East Kilbride G758HD

# East Kilbride Westwood Parish Church of Scotland

Scottish Charity SC001857  
[www.westwood-church.org.uk](http://www.westwood-church.org.uk)



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## Food & Safety Policy Statement

It is the policy of the Kirk Session (Charity Trustees) of East Kilbride Westwood Parish Church of Scotland SC001857 to only serve safe, high quality foods.

The Kirk Session fully accepts its legislative responsibilities as a food business operator and is committed in its approach to ensuring food safety in accordance with Hazard Analysis Critical Control Point (HACCP) principles. It expects all suppliers to also have such an approach.

All staff, paid or voluntary, are expected to abide by this policy and all related policies, systems and instructions prepared by the Kirk Session.

This policy will be reviewed and updated on an annual basis and whenever necessary.

Mark Williams

Session Clerk

Catering Supervisor / Manager	<p>Is responsible for implementing, controlling and maintaining the Food Safety Policy and systems in place within East Kilbride Westwood Parish Church of Scotland SC001857.</p> <ul style="list-style-type: none"> <li>• Ensuring the effective communication of the requirements of this policy / manual including the requirement for training to all relevant staff, supervision of the system and the standards it requires.</li> <li>• Notify the Kirk Session immediately of any situation arising during production, which is not covered by this manual so that it can be risk assessed and if necessary, the manual be amended.</li> </ul>
Catering Staff	<p>Are responsible for co-operating fully with the operation of the Food Safety Policy and systems and doing everything within their power to ensure safe food is served to the customer. Where there is any doubt over any food safety practice, they must advise the catering supervisor / manager immediately.</p>

## Introduction to HACCP

### What is HACCP

The letters HACCP stand for: Hazard Analysis and Critical Control Point”.

HACCP is widely accepted food safety management system, which can easily be adapted to suit all sizes and types of food business. The main aim of HACCP is to focus attention on the critical points in the operation and to take measures to ensure that problems do not occur.

HACCP describes a systematic approach to:

- The identification and assessment of hazards associated with all stages of food operation
- The definition of means for their control
- The identification of critical control points

The implementation of HACCP within the catering arrangements at East Kilbride Westwood Parish Church can have several benefits, most notably a reduced risk of food poisoning. Similarly, potential food safety problems will become easier to identify, allowing preventative measures to be introduced. This may save time and money as well as providing greater peace of mind. Furthermore, the implementation of HACCP will help everyone comply with food safety legislation requirements. Customer confidence may also be heightened, and the church's reputation as a place of welcome and eating together in fellowship will be safeguarded.

The HACCP system is specific to food handling and preparation processes carried out at Westwood Church and provides for change or growth in this kind of activity within the life of the church.

The HACCP manual can:

- Help identify the **hazards** that may affect catering within the church.
- Advise you on how to **control** these hazards
- Provide the **checks** you will require to make and what to do if a check reveals a problem
- Give all the **monitoring** forms required

## Summary

HACCP is a food safety risk-based management system that, if implemented correctly, can help to ensure safe food production.

It is essential that Westwood Church and everyone involved in food preparation as part of the life of the church is committed to operating the system in full otherwise the benefits will be significantly reduced and food safety compromised.

A certain amount of food safety knowledge is required by staff and volunteers prior to implementing an HACCP based system.

## Glossary of Terms

<b>Ambient Temperature</b>	The temperature of the surrounding environment. Commonly used to mean room temperature
<b>Allergy</b>	An overly aggressive response by the body's immune system to foods that non-sufferers would find harmless.
<b>Bacteria</b>	Groups of single cell organisms. Some types may cause illness if ingested with food. Some types may cause spoilage of food. The majority are harmless to humans
<b>Bacterial Detergent</b>	A detergent containing chemical, which is designed to kill bacteria during the cleaning process
<b>“Best Before” Date</b>	The date marked upon the label of a food, which indicates the time during which the food will remain in optimum condition if properly stored. This type of date mark applies to most foods and provides an indication of minimum durability. Food must, subject to certain exemptions, be date marked to indicate its shelf life. [See “use-by” dates, below.]
<b>Chemical Hazard</b>	Any potentially harmful substance that may contaminate food. Examples include cleaning chemicals, insecticides and pesticides
<b>Core Temperature</b>	The temperature at the centre of the thickest part of a piece of food
<b>Contamination</b>	The introduction to or occurrence in food of any harmful bacteria, chemicals, foreign materials, spoilage agents, taints or other unwanted matter. Contamination compromises the safety of wholesomeness of the food intended for human consumption

## Glossary of Terms

<b>Control Measure</b>	An action or activity that can be used to prevent or eliminate food safety hazard or reduce it to an acceptable level.
<b>Corrective Action</b>	Remedial action that must be taken when monitoring shows that a critical limit has not been met.
<b>Critical Control Point</b>	A process or step, at which a control measure is essential so that a food safety hazard is prevented, eliminated or reduced to an acceptable level
<b>Critical Limit</b>	A measurable criterion, e.g. a cooking temperature or time or a refrigerator temperature, which must be met in order to ensure food safety
<b>Cross Contamination</b>	<p>The transfer of bacteria (or other contamination) from one food to another e.g. the transfer of bacteria from raw meat to ready-to-eat food.</p> <p>Cross contamination may take place in either of two ways:</p> <ul style="list-style-type: none"> <li>• Direct cross contamination – by direct contact between two foods or by drip or splash from one food to another.</li> <li>• Indirect cross-contamination – where the bacteria (or other contaminant) are passed from one food to another by a particular agent, e.g. a food handler, a knife, a work surface or a container</li> </ul>
<b>Documentation</b>	The written procedures relating to your HACCP system. In terms of this HACCP manual, the contents of the HACCP Charts and Guidance / House Rules Sections
<b>Flow Diagram</b>	A diagram that identifies steps in the catering process

## Glossary of Terms

<b>HACCP</b>	Hazard Analysis and Critical Control Point – a system used to identify hazards associated with food production and to ensure that control measures are established at critical points in the process.
<b>Hazard</b>	A bacterial, chemical or physical agent with the potential to cause harm if present at an unacceptable level.
<b>Hazard Analysis</b>	The process of identifying hazards, the steps at which they occur and the introduction of measures to control them.
<b>High Risk Food</b>	Usually considered as food, which supports the multiplication of harmful bacteria and is intended for consumption without treatment such as cooking, which would destroy such organisms. High risk food is usually protein and requires refrigerated storage, e.g. all cooked meat and poultry, egg products, e.g. mayonnaise, custards and dairy produce, shellfish, and other seafoods, cooked rice, gravy and stock. It must always be kept apart from raw food.
<b>Monitor</b>	To conduct a planned sequence of observations or measurement to assess whether Critical Limits or Control Measures are being met.
<b>Physical Contamination</b>	Objects that get into food, or are already present in food, which may cause illness or distress to the person eating it, e.g. glass, metal fragments, hair, plastic, wood
<b>Ready-to-eat Food</b>	Food that will receive no further cooking or re-heating prior to consumption


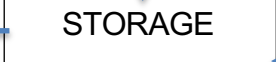








## Glossary of Terms

<b>Records/Recording</b>	Records are information such as checklists, forms, and log books and work diaries. The information relates to the findings of your Monitoring procedures. Records may be kept on paper or may be electronic. They must be capable of being scrutinised. This HACCP manual provides examples of recording in the Monitoring / Recording Section.
<b>“Use by date”</b>	Date mark required on microbiologically perishable pre-packed foods after which their consumption would present a risk of food poisoning.
<b>Verification</b>	The use of the methods, procedures of tests to ensure that the HACCP system is being operated correctly and that is it effective. These actions are separate from and additional to monitoring procedures.

## **Flow Diagram**

**THE FLOW DIAGRAM IDENTIFIES ALL THE PROCEDURE STEPS  
OF THE BUSINESS  
FROM  
“PURCHASE OF FOOD”  
THROUGH TO  
“SERVICE TO THE CUSTOMERS”**

FLOW DIAGRAM – Process Steps	HACCP CHARTS
 <p>PURCHASE, RECEIPT / DELIVERY</p>	PURCHASE RECEIPT / DELIVERY / COLLECTION
 <p>STORAGE</p>	STORAGE Refrigeration Frozen Ambient
 <p>PREPARATION</p>	PREPARATION Raw To Ready To Eat Raw To Defrosting
 <p>COOKING</p>	COOKING
 <p>HOT</p>	HOT HOLDING including buffets
 <p>COOLING</p>	COOLING
 <p>REHEATING</p>	REHEATING
 <p>HOT SERVICE                      COLD SERVICE</p>	SERVICE Hot On Site Hot Off Site Cold On Site Cold Off Site

## HACCP CHARTS

### What are HACCP Charts?

HACCP charts help you identify the issues that are key to food safety, what can go wrong and what you must do to prevent it happening. The information contained in the HACCP Charts is an important part of your HACCP based system.

The HACCP Charts are laid out in a standard way for each process step found in a typical catering business. For example, the first process step will almost certainly involve the purchase of food.

Purchase, Receipt / Delivery and Collect  
Storage – Refrigerator, Freezer and Ambient  
Preparation – Raw Food to be Eaten Raw  
Preparation – Cooked / Ready to eat Foods  
Preparation – Defrosting  
Cooking  
Hot Holding  
Reheating  
On Site Service – Hot and Cold  
Off Site Service – Hot and Cold

## Purchase, Receipt, Delivery and Collection

HAZARD(S) AT CCP(S)	CONTROL MEASURES AND CRITICAL LIMITS	MONITORING AND RECORDING	CORRECTIVE ACTION
<p>What can go wrong?</p>	<p>What action has to be taken to effectively reduce or get rid of the hazard?</p> <p>What are the critical limits?</p>	<p>How are the control measures checked and recorded?</p>	<p>What should be done if the control measures fail and / or critical limits are not met?</p>
<p>GROWTH OF HARMFUL BACTERIA</p> <p>Cooked / Ready to eat foods</p>	<p>Accept deliveries from a Nominated supplier only. Receipt temperature must discourage the growth of harmful bacteria</p> <p>Food collected must be transported in a way that will ensure that the temperature on arrival will comply with House Rules.</p> <p>Make sure that all food is within its "Use by" date</p>	<p>Monitor temperature of food on delivery</p> <p>Monitor temperature of food on delivery</p> <p>Visual checks on "use by" dates</p>	
	<p>WHAT YOU NEED TO DO:</p> <p>Keep to your <b>Temperature Control House Rules</b></p> <p>Keep to your <b>Stock Control House Rules</b></p>	<p>WHAT YOU NEED TO DO:</p> <p>Complete <b>DP5</b> Purchase order.</p>	<p>WHAT YOU NEED TO DO:</p> <p>Refer to your Temperature Control and Stock Control House Rules</p>

## Purchase, Receipt, Delivery and Collection

(Cont.)

<p style="text-align: center;"><b>CROSS CONTAMINATION</b></p> <p>From raw to cooked / ready to eat foods</p>	<p>Keep raw and cooked / ready to eat foods separate</p> <p>Use safe handling practices</p>	<p>Observe and supervise separation practices</p> <p>Observe and supervise handling practices</p>	<p>Reject food which may be contaminated</p> <p>Review delivery methods</p> <p>Review staff training</p>
	<p style="text-align: center;"><b>WHAT YOU NEED TO DO:</b></p> <p>Keep to your Cross-Contamination Prevention House Rules</p>	<p style="text-align: center;"><b>WHAT YOU NEED TO DO:</b></p> <p>Complete weekly Supervisor's Checklist</p>	<p style="text-align: center;"><b>WHAT YOU NEED TO DO:</b></p> <p>Refer to your Training and Cross Contamination Prevention House Rules</p>
<p style="text-align: center;"><b>OTHER CONTAMINATION</b></p> <p>e.g. from equipment</p>	<p>Make sure that delivery / collection vehicle is clean</p> <p>Make sure that food is protected and / or covered</p>	<p>Observe cleanliness of delivery vehicle / visual checks and supervision of collection practices</p> <p>Observe that food is protected</p>	<p>Reject food which may be contaminated</p> <p>Review supplier</p> <p>Review staff training</p>
	<p style="text-align: center;"><b>WHAT YOU NEED TO DO:</b></p> <p>Keep to your Cleaning House Rules</p> <p>Keep to your Stock Control House Rules</p>	<p style="text-align: center;"><b>WHAT YOU NEED TO DO:</b></p> <p>Complete Cleaning Schedule</p> <p>Complete DP5 Purchase order</p>	<p style="text-align: center;"><b>WHAT YOU NEED TO DO:</b></p> <p>Refer to your Training, Cleaning and Stock Control House Rules</p>

## Refrigerated Storage

HAZARDS AT CCP(S)  What can go wrong?	CONTROL MEASURES AND CRITICAL LIMITS  What action has to be taken to effectively reduce or get rid of the hazard?  What are the critical limits?	MONITORING AND RECORDING  How are the control measures checked and recorded?	CORRECTIVE ACTION  What should be done if the control measures fail and / or critical limits are not met?
<p style="text-align: center;"><b>GROWTH OF HARMFUL BACTERIA</b></p> <p style="text-align: center;">Cooked / ready to eat foods</p>	<p style="text-align: center;">Store food at temperature that will discourage the growth of harmful bacteria (1 – 4 °C)</p> <p style="text-align: center;">Make sure that all food is within its appropriate “use by” date</p>	<p style="text-align: center;">Check refrigerator / chill temperature (twice daily)</p> <p style="text-align: center;">Visual check on “use by” date</p>	<p style="text-align: center;">Recheck temperature and consider if food is safe to use. Dispose of food if necessary</p> <p style="text-align: center;">Report faulty equipment to Facilities Manager</p> <p style="text-align: center;">Dispose of food beyond “use by” dates</p>
	<p style="text-align: center;"><b>WHAT YOU NEED TO DO:</b></p> <p style="text-align: center;">Keep to your Temperature Control House Rules</p> <p style="text-align: center;">Keep to your Stock Control House Rules</p>	<p style="text-align: center;"><b>WHAT YOU NEED TO DO:</b></p> <p style="text-align: center;">Complete Cold Food Record</p> <p style="text-align: center;">Complete Weekly Supervisor Checklist</p>	<p style="text-align: center;"><b>WHAT YOU NEED TO DO:</b></p> <p style="text-align: center;">Refer to your temperature Control and Stock Control House Rules</p>
<p style="text-align: center;"><b>CROSS CONTAMINATION</b></p> <p style="text-align: center;">From raw to cooked / ready to eat foods</p>	<p style="text-align: center;">Keep raw and cooked / ready to eat foods separate</p> <p style="text-align: center;">Use safe handling practices</p>	<p style="text-align: center;">Observe and supervise separation practices</p> <p style="text-align: center;">Observe and supervise safe handling practices</p>	<p style="text-align: center;">Dispose of food which may be contaminated</p> <p style="text-align: center;">Review staff training</p>
	<p style="text-align: center;"><b>WHAT YOU NEED TO DO:</b></p> <p style="text-align: center;">Keep to your Cross-Contamination Prevention House Rules</p>	<p style="text-align: center;"><b>WHAT YOU NEED TO DO:</b></p> <p style="text-align: center;">Complete Weekly Record</p>	<p style="text-align: center;"><b>WHAT YOU NEED TO DO:</b></p> <p style="text-align: center;">Refer to your Training and Cross Contamination Prevention House Rules</p>

## Refrigerated Storage

### Cont.

<p style="text-align: center;"><b>OTHER CONTAMINATION</b></p> <p>e.g. from equipment</p>	<p>Keep refrigerator / chill clean</p> <p>Make sure that food is protected and / or covered, also dated and labelled</p>	<p>Observe and supervise cleaning of refrigerator / chill</p> <p>Observe and supervise protection of food</p>	<p>Dispose of food which may be contaminated</p> <p>Review staff training</p>
	<p style="text-align: center;"><b>WHAT YOU NEED TO DO:</b></p> <p>Keep to your Cleaning House Rules</p> <p>Keep to your Stock Control House Rules</p>	<p style="text-align: center;"><b>WHAT YOU NEED TO DO:</b></p> <p>Complete Cleaning Schedule</p> <p>Complete Weekly Record</p>	<p style="text-align: center;"><b>WHAT YOU NEED TO DO:</b></p> <p>Refer to your Cleaning and Stock Control House Rules</p>



## Frozen Storage

HAZARDS AT CCP(S)  What can go wrong?	CONTROL MEASURES AND CRITICAL LIMITS  What action has to be taken to effectively reduce or get rid of the hazard?  What are the critical limits?	MONITORING AND RECORDING  How are the control measures checked and recorded?	CORRECTIVE ACTION  What should be done if the control measures fail and / or critical limits are not met?
GROWTH OF HARMFUL BACTERIA  Cooked / ready to eat foods	Store food at -18 ° C or below to discourage the growth of harmful bacteria	Monitor freezer function (check temps. twice daily)	Recheck temperature and consider if food is safe to use. Dispose of food if necessary  Report faulty equipment to Facilities Manager
	WHAT YOU NEED TO DO:  Keep to your Temperature Control House Rules	WHAT YOU NEED TO DO:  Complete Cold Food Record	WHAT YOU NEED TO DO:  Refer to your Temperature Control House Rules
CROSS CONTAMINATION  From raw to cooked / ready to eat foods	Ensure all foods are sealed, dated and labelled	Observe and supervise practices	Dispose of food which may be contaminated  Review staff training
	WHAT YOU NEED TO DO:  Keep to your Cross-Contamination House Rules	WHAT YOU NEED TO DO:  Complete Weekly Record	WHAT YOU NEED TO DO:  Refer to your Training and Cross Contamination Prevention House Rules

## Frozen Storage (cont.)

<p style="text-align: center;"><b>OTHER CONTAMINATION</b></p> <p>e.g. from equipment</p>	<p>Keep Freezer clean</p> <p>Make sure that food is protected and / or covered, also dated and labelled</p>	<p>Observe and supervise cleaning</p> <p>Observe and supervise protection of food</p>	<p>Dispose of food which may be contaminated</p>
	<p style="text-align: center;"><b>WHAT YOU NEED TO DO:</b></p> <p>Keep to your Cleaning House Rules</p> <p>Keep to your Stock Control House Rules</p>	<p style="text-align: center;"><b>WHAT YOU NEED TO DO:</b></p> <p>Complete Cleaning Schedule</p> <p>Complete Weekly Record</p>	<p style="text-align: center;"><b>WHAT YOU NEED TO DO:</b></p> <p>Refer to your Cleaning and Stock Control House Rules</p>

## Ambient Storage

HAZARDS AT CCP(S)  What can go wrong?	CONTROL MEASURES AND CRITICAL LIMITS  What action has to be taken to effectively reduce or get rid of the hazard?  What are the critical limits?	MONITORING AND RECORDING  How are the control measures checked and recorded?	CORRECTIVE ACTION  What should be done if the control measures fail and / or critical limits are not met?
CONTAMINATION  e.g. from packaging, equipment, premise	Keep storage areas clean, dry, well-lit and ventilated  Make sure that foods are protected and / or covered  Open packaging, to be decanted and dated then labelled	Observe and supervise cleaning  Observe and supervise food protection	Dispose of food which may be contaminated  Review staff training
	WHAT YOU NEED TO DO:  Keep to your temperature Control House Rules  Keep to your Stock Control House Rules	WHAT YOU NEED TO DO:  Complete Cleaning Schedule  Complete Weekly Record	WHAT YOU NEED TO DO:  Refer to your Training, Cleaning and Stock Control House Rules
OTHER CONTAMINATION  e.g. from pests	Implement pest control measures  Prevent pests coming onto your premises	Observe and check the store for signs of pests  Observe and check food and packaging for signs of pests  Observe the condition of the premises	Dispose of food which may be contaminated by pests  Contact Pest Control Contractor  Report required repairs to Property Committee
	WHAT YOU NEED TO DO:  Keep to your Pest Control House Rules  Keep to your Maintenance House Rules	WHAT YOU NEED TO DO:  Complete Weekly Record	WHAT YOU NEED TO DO:  Refer to your Pest Control and Maintenance House Rules

## Preparation – Raw Food to be Eaten Raw

HAZARDS AT CCP(S)  What can go wrong?	CONTROL MEASURES AND CRITICAL LIMITS  What action has to be taken to effectively reduce or get rid of the hazard?  What are the critical limits?	MONITORING AND RECORDING  How are the control measures checked and recorded?	CORRECTIVE ACTION  What should be done if the control measures fail and / or critical limits are not met?
PRESENCE AND GROWTH OF HARMFUL BACTERIA	Minimise the time food is out of the refrigerator / chill	Observe and supervise preparation of food	Consider if the food is safe to use  Dispose of unsafe food  Review staff training
	WHAT YOU NEED TO DO:  Keep to your Temperature Control House Rules	WHAT YOU NEED TO DO:  Complete Weekly Record	WHAT YOU NEED TO DO:  Refer to your Training, and Temperature Control House Rules
CROSS CONTAMINATION TO OTHER READY TO EAT FOODS	Keep raw food apart from ready to eat foods  Keep raw food, to be eaten raw, apart from other foods which will be cooked later  Use safe handling practices	Observe and supervise Separation practices  Observe and supervise Separation practices  Observe and supervise handling practices	Dispose of ready to eat food which may be contaminated  Consider if the raw food is safe to eat  Review staff training
	WHAT YOU NEED TO DO:  Keep to your Cross-Contamination Control House Rules	WHAT YOU NEED TO DO:  Complete Weekly Record	WHAT YOU NEED TO DO:  Refer to your training and Cross Contamination House Rules

**Preparation of Cooked Ready to Eat Foods  
Inc. Salad Preparation**

<p><b>HAZARDS AT CCP(S)</b></p> <p>What can go wrong?</p>	<p><b>CONTROL MEASURES AND CRITICAL LIMITS</b></p> <p>What action has to be taken to effectively reduce or get rid of the hazard?</p> <p>What are the critical limits?</p>	<p><b>MONITORING AND RECORDING</b></p> <p>How are the control measures checked and recorded?</p>	<p><b>CORRECTIVE ACTION</b></p> <p>What should be done if the control measures fail and / or critical limits are not met?</p>
<p><b>GROWTH OF HARMFUL BACTERIA</b></p> <p>Cooked / Ready to Eat Foods</p>	<p>Minimise the time food is out of the refrigerator / chill</p> <p>Pre-requisite Maximum of 90 minutes</p>	<p>Observe and supervise preparation practices</p> <p>Pre-requisite. No need to log</p>	<p>Consider if the food is safe to use</p> <p>Dispose of unsafe food</p> <p>Review Staff Training</p>
	<p><b>WHAT YOU NEED TO DO:</b></p> <p>Keep to your Temperature Control House Rules</p>	<p><b>WHAT YOU NEED TO DO:</b></p> <p>Complete Weekly Record</p>	<p><b>WHAT YOU NEED TO DO:</b></p> <p>Refer to your Temperature Control House Rules</p>
<p><b>CROSS CONTAMINATION</b></p> <p>From raw to cooked / Ready to Eat Foods</p>	<p>Use safe handling practices</p> <p>Use of colour coded equipment</p> <p>Wash salad ingredients</p> <p>Strict Personal Hygiene</p>	<p>Observe and supervise separation practices</p> <p>Observe and supervise handling practices</p> <p>Observe and supervise salad washing practices</p> <p>Observe and supervise Personal Hygiene Practices</p>	<p>Dispose of food which may be contaminated</p> <p>Review practices</p> <p>Review staff training</p>
	<p><b>WHAT YOU NEED TO DO:</b></p> <p>Keep to your Cross-Contamination Control House Rules</p> <p>Keep to your Maintenance House Rules</p>	<p><b>WHAT YOU NEED TO DO:</b></p> <p>Complete Weekly Record</p>	<p><b>WHAT YOU NEED TO DO:</b></p> <p>Refer to your Training and Cross Contamination Prevention House Rules</p>

**Preparation of Cooked Ready to Eat Foods (cont.)  
inc. Salad Preparation**

HAZARDS AT CCP(S)  What can go wrong?	CONTROL MEASURES AND CRITICAL LIMITS  What action has to be taken to effectively reduce or get rid of the hazard?  What are the critical limits?	MONITORING AND RECORDING  How are the control measures checked and recorded?	CORRECTIVE ACTION  What should be done if the control measures fail and / or critical limits are not met?
OTHER CONTAMINATION  e.g. from equipment	<p>Make sure that equipment and utensils are clean</p> <p>Make sure that equipment and utensils are in a good state of repair</p> <p>Follow colour coding rules</p>	<p>Observe and supervise cleaning</p> <p>Observe the condition of equipment and utensils</p> <p>Observe colour coding practices</p>	<p>Dispose of food which may be contaminated</p> <p>Dispose of defective equipment / utensils</p> <p>Review staff training</p>
	<p>WHAT YOU NEED TO DO:</p> <p>Keep to your Cleaning House Rules</p> <p>Keep to your Personal hygiene House Rules</p> <p>Keep to your Maintenance Rules</p>	<p>WHAT YOU NEED TO DO:</p> <p>Complete Cleaning Schedule</p> <p>Complete Weekly Record</p>	<p>WHAT YOU NEED TO DO:</p> <p>Refer to your Personal Hygiene, Cleaning and Maintenance house Rules</p>

## Defrosting

HAZARDS AT CCP(S)  What can go wrong?	CONTROL MEASURES AND CRITICAL LIMITS  What action has to be taken to effectively reduce or get rid of the hazard?  What are the critical limits?	MONITORING AND RECORDING  How are the control measures checked and recorded?	CORRECTIVE ACTION  What should be done if the control measures fail and / or critical limits are not met?
GROWTH OF HARMFUL BACTERIA  Cooked / Ready to Eat Foods	Defrost in a refrigerator / chill which complies with your specified House Rules	Check refrigerator / chill is at correct temperature  Observe and record the time that the food is at room temperature	Adjust refrigerator setting and consider if the food is safe to use once defrosted  Dispose of unsafe food  Report faulty equipment to Property Committee
	WHAT YOU NEED TO DO:  Keep to your Temperature Control House Rules	WHAT YOU NEED TO DO:  Complete Weekly Record	WHAT YOU NEED TO DO:  Refer to your Temperature Control House Rules
CROSS CONTAMINATION  From raw to cooked / Ready to Eat Foods	Keep raw and cooked / ready to eat foods separate  Use safe handling practices	Observe and supervise separation practices  Observe and supervise handling practices	Dispose of cooked / ready to eat food which may be contaminated  Review staff training
	WHAT YOU NEED TO DO:  Keep to your Cross-Contamination Control House Rules	WHAT YOU NEED TO DO:  Complete Weekly Record	WHAT YOU NEED TO DO:  Refer to your Training and Cross Contamination Prevention House Rules

## Defrosting cont.

HAZARDS AT CCP(S) What can go wrong?	CONTROL MEASURES AND CRITICAL LIMITS What action has to be taken to effectively reduce or get rid of the hazard?  What are the critical limits?	MONITORING AND RECORDING How are the control measures checked and recorded?	CORRECTIVE ACTION What should be done if the control measures fail and / or critical limits are not met?
OTHER CONTAMINATION e.g. from equipment	<p>Keep surfaces and equipment clean</p> <p>Prevent pests coming into your premises</p> <p>Make sure that food is protected and / or covered</p>	<p>Observe and supervise cleaning</p> <p>Observe the condition of the premises</p> <p>Observe and supervise protection of food</p>	<p>Dispose of cooked / ready to eat food which may be contaminated</p> <p>Report required repairs</p> <p>Contact Pest Control Contractor</p> <p>Review staff training</p>
	<p style="text-align: center;">WHAT YOU NEED TO DO:</p> <p>Keep to your Cleaning House Rules</p> <p>Keep to your Pest Control House Rules</p> <p>Keep to your Stock Control House Rules</p>	<p style="text-align: center;">WHAT YOU NEED TO DO:</p> <p>Complete Cleaning Schedule</p> <p>Complete Weekly Record</p>	<p style="text-align: center;">WHAT YOU NEED TO DO:</p> <p>Refer to your training, Cleaning, Pest Control and Stock Control House Rules</p>



## Cooking

HAZARDS AT CCP(S) What can go wrong?	CONTROL MEASURES AND CRITICAL LIMITS What action has to be taken to effectively reduce or get rid of the hazard?  What are the critical limits?	MONITORING AND RECORDING How are the control measures checked and recorded?	CORRECTIVE ACTION What should be done if the control measures fail and / or critical limits are not met?
SURVIVAL OF HARMFUL BACTERIA	Cook the food to a temperature that will destroy harmful bacteria (Core temp. 75 °C)	Check that specified reheating temperature is reached	Continue heating until your specified reheating temperature is reached  Review staff training  Report faulty equipment to Property Committee
	WHAT YOU NEED TO DO:  Keep to your Temperature Control House Rules	WHAT YOU NEED TO DO:  Complete Hot Temperature Record	WHAT YOU NEED TO DO:  Refer to your training and Temperature Control House Rules

### Advice on Eggs –

Eggs can carry harmful bacteria inside and on their shells. For this reason, eggs need to be handled carefully. Caterers cooking for vulnerable people are advised to use pasteurised eggs for all dishes that will be eaten raw or lightly cooked.

## Hot Holding (including Buffets)

HAZARDS AT CCP(S)  What can go wrong?	CONTROL MEASURES AND CRITICAL LIMITS  What action has to be taken to effectively reduce or get rid of the hazard?  What are the critical limits?	MONITORING AND RECORDING  How are the control measures checked and recorded?	CORRECTIVE ACTION  What should be done if the control measures fail and / or critical limits are not met?
GROWTH OF HARMFUL BACTERIA  Cooked / Ready to Eat Foods	Hot Hold at a temperature 63°C and above that will discourage the growth of harmful bacteria	Check that specified hot holding temperature is maintained  OR  Occasional Temperature Checks (refer to your Temperature Control House Rules for guidance)	Consider if food is safe to use  Dispose of food if necessary  Service Engineer to check / repair equipment
	WHAT YOU NEED TO DO:  Keep to your Temperature Control House Rules	WHAT YOU NEED TO DO:  Complete Hot Holding Record	WHAT YOU NEED TO DO:  Refer to your Temperature Control House Rules
OTHER CONTAMINATION  e.g. from equipment, food handlers and customers	Make sure equipment and utensils are clean  Make sure that food is protected as far as possible e.g. sneeze guards and / or covers	Observe and supervise cleaning  Observe and supervise protection of food	Dispose of food which may be contaminated  Review suitability of equipment  Review staff training
	WHAT YOU NEED TO DO:  Keep to your Cleaning House Rules  Keep to your Stock Control House Rules	WHAT YOU NEED TO DO:  Complete Cleaning Schedule  Complete Weekly Record	WHAT YOU NEED TO DO:  Refer to your training Cleaning and Stock Control House Rules

## Cooling

<b>HAZARDS AT CCP(S)</b> What can go wrong?	<b>CONTROL MEASURES AND CRITICAL LIMITS</b> What action has to be taken to effectively reduce or get rid of the hazard?  What are the critical limits?	<b>MONITORING AND RECORDING</b> How are the control measures checked and recorded?	<b>CORRECTIVE ACTION</b> What should be done if the control measures fail and / or critical limits are not met?
<b>GROWTH OF HARMFUL BACTERIA</b> Cooked / Ready to Eat Foods	Cool hot food which has just been cooked as quickly as possible (within 90 minutes)	Check and observe cooling procedures	Consider if food is safe to use  Dispose of unsafe food  Revise cooling procedure  Re-train
	<b>WHAT YOU NEED TO DO:</b>  Keep to your Temperature Control House Rules	<b>WHAT YOU NEED TO DO:</b>  Complete Hot temperature Record	<b>WHAT YOU NEED TO DO:</b>  Refer to your Temperature Control House Rules
<b>CROSS CONTAMINATION</b> From raw to cooked / Ready to Eat Foods	Keep raw and cooled / ready to eat foods separate  Use safe handling practices	Observe and supervise cleaning  Observe and supervise handling practices	Dispose of food which may be contaminated  Review staff training
	<b>WHAT YOU NEED TO DO:</b>  Keep to your Cross-Contamination Prevention House Rules	<b>WHAT YOU NEED TO DO:</b>  Complete Weekly Record	<b>WHAT YOU NEED TO DO:</b>  Refer to your Training, Cleaning and Stock Control House Rules

## Cooling (cont.)

<p style="text-align: center;"><b>OTHER CONTAMINATION</b></p> <p>e.g. from equipment, pests</p>	<p>Keep surfaces and equipment clean</p> <p>Prevent pests coming into your premises</p> <p>Make sure that food is protected and / or covered</p>	<p>Observe and supervise cleaning</p> <p>Observe the condition of the premises</p> <p>Observe and supervise protection of food</p>	<p>Dispose of food which may be contaminated</p> <p>Contact Pest Control Contractor</p> <p>Report repairs to Property Committee</p> <p>Review staff training</p>
	<p style="text-align: center;"><b>WHAT YOU NEED TO DO:</b></p> <p>Keep to your Cleaning House Rules</p> <p>Keep to your Pest Control House Rules</p> <p>Keep to your Stock Control House Rules</p>	<p style="text-align: center;"><b>WHAT YOU NEED TO DO:</b></p> <p>Complete Cleaning Schedule</p> <p>Complete Weekly Record</p>	<p style="text-align: center;"><b>WHAT YOU NEED TO DO:</b></p> <p>Refer to your Training, Cleaning, Pest Control House Rules</p>

## Reheating

HAZARDS AT CCP(S) What can go wrong?	CONTROL MEASURES AND CRITICAL LIMITS What action has to be taken to effectively reduce or get rid of the hazard?  What are the critical limits?	MONITORING AND RECORDING How are the control measures checked and recorded?	CORRECTIVE ACTION What should be done if the control measures fail and / or critical limits are not met?
SURVIVAL OF HARMFUL BACTERIA  Cooked / ready to eat foods	Reheat food to 82 °C and this will discourage the growth of harmful bacteria	Check that specified reheating temperature is reached	Continue heating until your specified reheating temperature is reached  Review staff training
	WHAT YOU NEED TO DO:  Keep to your Temperature Control House Rules	WHAT YOU NEED TO DO:  Complete Hot Record	WHAT YOU NEED TO DO:  Refer to your Training and Temperature Control House Rules

### To Be Noted –

It is recommended that the finished dish is not reheated more than once.

## Service

### (Hot on-site to customer)

HAZARDS AT CCP(S) What can go wrong?	CONTROL MEASURES AND CRITICAL LIMITS  What action has to be taken to effectively reduce or get rid of the hazard?  What are the critical limits?	MONITORING AND RECORDING  How are the control measures checked and recorded?	CORRECTIVE ACTION  What should be done if the control measures fail and / or critical limits are not met?
GROWTH OF HARMFUL BACTERIA  Cooked / ready to eat foods	Serve food immediately	Observe and supervise serving practices	Consider if food is safe to use  Dispose of unsafe food
	WHAT YOU NEED TO DO:  Keep to your Temperature Control House Rules	WHAT YOU NEED TO DO:  Complete Hot Food Record	WHAT YOU NEED TO DO:  Refer to your temperature Control House Rules
OTHER CONTAMINATION  e.g. from equipment, food handler	Use good personal hygiene practices  Make sure equipment and utensils are clean  Make sure that food is protected and / or covered	Observe and supervise personal hygiene practices  Observe and supervise cleaning  Observe and supervise protection of food	Dispose of food which may be contaminated  Review staff training
	WHAT YOU NEED TO DO:  Keep to your Personal Hygiene House Rules  Keep to your Cleaning House Rules  Keep to your Stock Control House Rules	WHAT YOU NEED TO DO:  Complete Weekly Record  Complete Cleaning Schedules  Complete Weekly Record	WHAT YOU NEED TO DO:  Refer to your Training, Personal Hygiene, Cleaning and Stock Control House Rules

## Service (cold on-site service)

<b>HAZARDS AT CCP(S)</b>  What can go wrong?	<b>CONTROL MEASURES AND CRITICAL LIMITS</b>  What action has to be taken to effectively reduce or get rid of the hazard?  What are the critical limits?	<b>MONITORING AND RECORDING</b>  How are the control measures checked and recorded?	<b>CORRECTIVE ACTION</b>  What should be done if the control measures fail and / or critical limits are not met?
<b>GROWTH OF HARMFUL BACTERIA</b>  Cooked / ready to eat foods	Serve food immediately after preparation  OR  Serve food directly from the chilled storage	Observe and supervise serving practices	Consider if the food is safe to use  Dispose of unsafe food
	<b>WHAT YOU NEED TO DO:</b>  Keep to your temperature Control House Rules	<b>WHAT YOU NEED TO DO:</b>  Complete Cold Food Record	<b>WHAT YOU NEED TO DO:</b>  Refer to your Temperature Control House Rules
<b>OTHER CONTAMINATION</b>  e.g. from vehicle, equipment, customers	Use good personal hygiene practices  Make sure equipment and utensils are clean  Make sure that food is protected and / or covered	Observe and supervise personal hygiene practices  Observe and supervise cleaning  Observe and supervise protection of food	Dispose of food which may be contaminated  Review staff training
	<b>WHAT YOU NEED TO DO:</b>  Keep to your Personal Hygiene House Rules  Keep to your Cleaning House Rules  Keep to your Stock Control House Rules	<b>WHAT YOU NEED TO DO:</b>  Complete Weekly Record  Complete Cleaning Schedules  Complete Weekly Record	<b>WHAT YOU NEED TO DO:</b>  Refer to your Training, Personal Hygiene and Stock Control House Rules

## Service (Hot off-site service)

<p>HAZARDS AT CCP(S)</p> <p>What can go wrong?</p>	<p>CONTROL MEASURES AND CRITICAL LIMITS</p> <p>What action has to be taken to effectively reduce or get rid of the hazard?</p> <p>What are the critical limits?</p>	<p>MONITORING AND RECORDING</p> <p>How are the control measures checked and recorded?</p>	<p>CORRECTIVE ACTION</p> <p>What should be done if the control measures fail and / or critical limits are not met?</p>
<p>GROWTH OF HARMFUL BACTERIA</p> <p>Cooked / ready to eat foods / home delivery / buffet</p>	<p>Make sure that food is despatched at a temp above 82 °C AND / OR Make sure that food arrives on site at a suitably high temperature OR Transport food and reheat to a suitable high temp of 82 °C OR Transport food and hot hold at a suitable temp above 63 °C</p> <p>The above temperatures need to be sufficient to discourage the growth of harmful bacteria</p>	<p>Check temperature of food prior to despatch OR Check temperature of food on arrival OR Check that your specified reheating temperature is reached OR Check that your specified hot holding temperature is maintained</p>	<p>If the food is below your specified temp on despatch reheat to a suitably high temperature</p> <p>If the food is below your specified temp on arrival consider if the food is safe to use</p> <p>If the food is below your specified temp, reheat to a suitable temp</p> <p>Consider if the food is safe to use</p>
	<p>WHAT YOU NEED TO DO:</p> <p>Keep to your temperature Control House Rules</p>	<p>WHAT YOU NEED TO DO:</p> <p>Complete Off-Site Temperature Record</p>	<p>WHAT YOU NEED TO DO:</p> <p>Refer to your temperature Control House Rules</p>



## Service (Hot off-site service)

(cont.)

<p style="text-align: center;"><b>OTHER CONTAMINATION</b></p> <p style="text-align: center;">e.g. from vehicle, equipment, customers</p>	<p>Use good personal hygiene practices</p> <p>Keep delivery vehicle and contact equipment clean</p> <p>Make sure that food is protected and / covered</p>	<p>Observe and supervise personal hygiene practices</p> <p>Observe and supervise the cleanliness of the vehicle and delivery containers</p> <p>Observe and supervise protection of food</p>	<p>Dispose of food which may be contaminated</p> <p>Review staff training</p>
	<p style="text-align: center;"><b>WHAT YOU NEED TO DO:</b></p> <p>Keep to your Personal Hygiene House Rules</p> <p>Keep to your Cleaning House Rules</p> <p>Keep to your Stock Control House Rules</p>	<p style="text-align: center;"><b>WHAT YOU NEED TO DO:</b></p> <p>Complete Weekly Record</p> <p>Complete Cleaning Schedules</p> <p>Complete Weekly Record</p>	<p style="text-align: center;"><b>WHAT YOU NEED TO DO:</b></p> <p>Refer to your Training, Personal Hygiene, Cleaning and Stock Control House Rules</p>

## Service (cold on-site service)

HAZARDS AT CCP(S) What can go wrong?	CONTROL MEASURES AND CRITICAL LIMITS  What action has to be taken to effectively reduce or get rid of the hazard?  What are the critical limits?	MONITORING AND RECORDING  How are the control measures checked and recorded?	CORRECTIVE ACTION  What should be done if the control measures fail and / or critical limits are not met?
GROWTH OF HARMFUL BACTERIA  Cooked / ready to eat foods	Serve food immediately after preparation OR Serve food directly from the chilled storage between 1 – 4 °C	Observe and supervise serving practices	Consider if the food is safe to use  Dispose of unsafe food
	WHAT YOU NEED TO DO:  Keep to your Temperature Control House Rules	WHAT YOU NEED TO DO:  Complete Cold Food Record	WHAT YOU NEED TO DO:  Refer to your Temperature Control House Rules
OTHER CONTAMINATION	Use good personal hygiene practices  Make sure equipment and utensils are clean  Make sure that food is protected and / or covered	Observe and supervise personal hygiene practices  Observe and supervise cleaning  Observe and supervise protection of food	Dispose of food which may be contaminated  Review staff training
	WHAT YOU NEED TO DO:  Keep to your Personal Hygiene house Rules  Keep to your Cleaning House Rules  Keep to your Stock Control House Rules	WHAT YOU NEED TO DO:  Complete Weekly record  Complete Cleaning Schedules  Complete Weekly Record	WHAT YOU NEED TO DO:  Refer to your Training, Personal Hygiene, Cleaning and Stock Control House Rules

## Service – (cold off-site service to customer)

<p>HAZARDS AT CCP(S)</p> <p>What can go wrong?</p>	<p>CONTROL MEASURES AND CRITICAL LIMITS</p> <p>What action has to be taken to effectively reduce or get rid of the hazard?</p> <p>What are the critical limits?</p>	<p>MONITORING AND RECORDING</p> <p>How are the control measures checked and recorded?</p>	<p>CORRECTIVE ACTION</p> <p>What should be done if the control measures fail and / or critical limits are not met?</p>
<p>GROWTH OF HARMFUL BACTERIA</p> <p>Cooked / ready to eat foods</p>	<p>Transport and store food (temperatures require checked) until service at a suitably low temperature between 1 – 4 °C that will discourage the growth of harmful bacteria</p>	<p>Check temperature of food on arrival / delivery</p> <p>Make sure that food is served as quickly as possible or refrigerated until needed</p>	<p>Consider if food is safe to use</p> <p>Dispose of unsafe food</p> <p>Revise transpiration / delivery arrangements</p>
	<p>WHAT YOU NEED TO DO:</p> <p>Keep to your Temperature Control House Rules</p>	<p>WHAT YOU NEED TO DO:</p> <p>Complete Off-Site Temperature Record</p>	<p>WHAT YOU NEED TO DO:</p> <p>Refer to your Temperature Control House Rules</p>
<p>OTHER CONTAMINATION</p> <p>e.g. from vehicle, equipment and customers</p>	<p>Use good personal hygiene practices</p> <p>Keep delivery vehicle and contact equipment clean</p> <p>Make sure that food is protected and / or covered</p>	<p>Observe and supervise personal hygiene practices</p> <p>Observe and supervise cleanliness of delivery vehicle and equipment</p> <p>Observe and supervise protection of food</p>	<p>Dispose of food which may be contaminated</p> <p>Review staff training</p>
	<p>WHAT YOU NEED TO DO:</p> <p>Keep to your Personal Hygiene House Rules</p> <p>Keep to your Cleaning House Rules</p> <p>Keep to your Stock Control House Rules</p>	<p>WHAT YOU NEED TO DO:</p> <p>Complete Weekly record</p> <p>Complete Cleaning Schedule</p>	<p>WHAT YOU NEED TO DO:</p> <p>Refer to your training, Personal Hygiene, Cleaning and Stock Control House Rules</p>

## House Rules

• TRAINING	
• PERSONAL HYGIENE	
• CLEANING	
• TEMPERATURE CONTROL	
• CROSS CONTAMINATION PREVENTION	
• PEST CONTROL	
• ALLERGY	
• WASTE CONTROL	
• STOCK CONTROL	
• MAINTENANCE	
• MONITORING, RECORDING & VERIFICATION	

# TRAINING

## **Why is training important?**

The supervision, instruction and training of food handlers is an essential activity in any food business if employees are to understand how they can contribute to food safety and understand food hazards and their controls.

Not all staff will need the same level of supervision, instruction or training. It depends on the work that they carry out and the type of food they handle, their work experience and the training they have received.

## **What are the legal requirements?**

The legal requirement states that:

Manager's Responsibility:

The Unit Manager shall ensure that food handlers engaging in the food business are supervised and instructed and / or trained in food hygiene matters commensurate with their work activities.

A **food handler** is defined as "anyone who handles or prepares wrapped food or unwrapped food and drink.

**Supervision** is required for new, less experienced staff and for food handlers working with high-risk food groups. In a one-man unit, supervision would not be possible. In this case, the person working in the unit must have sufficient training to work unsupervised.

**In a one-person business**, management / supervision will not be possible. In this case, the person working in the business must have sufficient training and knowledge of the HACCP based system. This includes knowledge of the hazards, controls, and corrective actions. Review process and the supporting documentation. This person must also be able to demonstrate that the procedures are being followed.

## TRAINING

Category of Staff	Training Requirements	Best Practice
<p>Low Risk category food handlers e.g.</p> <p>All staff working less than 16.5 hours pw</p>	<p>Stage 1: Induction during first day of work</p>	<p>Knowledge and awareness of the HACCP system</p>
<p>High risk category food handlers e.g.</p> <p>Assistant Cook</p> <p>Cook</p> <p>Catering Manager</p> <p>All catering staff working more than 16.6 hours pw</p>	<p>Stage 1: induction during first day of work</p> <p>Stage 2: ELEMENTARY</p> <p>Within three months of appointment or as soon as possible afterwards, subject to training availability</p>	<p>Working knowledge and awareness of the HACCP system and its practical application</p>
<p>Managers or Supervisors within a Catering Unit.</p>	<p>Stage 1: the essentials of food hygiene, to be undertaken before starting work</p> <p>Stage 2: Elementary within three months of appointment or as soon as possible afterwards, subject to training availability</p> <p>Stage 3: INTERMEDIATE training dealing with management systems and the management of the HACCP system.</p>	<p>Working knowledge and awareness of the HACCP system and its practical application.</p>

# TRAINING

## Stage 1: **Catering Induction**

This training is part of the full day induction training given to all catering staff. The essentials of Food Hygiene training and develop knowledge of the basic principles of food hygiene. The topics covered will be as follows;

- The importance of good food hygiene practices
- Food poisoning and symptoms
- Routes, sources and prevention of contamination and cross contamination
- HACCP principles
- Personal hygiene and reporting illness
- Cleaning and disinfection
- Temperature Control
- Pest control and maintenance of the premises
- Stock Control, food storage / protection and waste control

## Stage 2: **Formal Training Courses**

### **Elementary**

This course is usually for food handlers (16.5hpw plus) and will provide an introduction to food hygiene. It will normally last for 1 day and is usually delivered off the job in an accredited training centre. A formal certificate will be awarded on the successful completion of an exam. It is recommended that staff undertake this training, ideally within 3 months of starting work.

## Stage 3: **Formal Training Courses**

### **Intermediate**

This course is usually for Managers / Supervisors with food handling staff responsibilities and will normally last 2 – 3 days. This course covers food hygiene in more detail and the principles of HACCP. This course is usually delivered off the job in an accredited training centre and a formal certificate will be awarded on successful completion of an exam.

## TRAINING

HACCP TRAINING	Staff must be sufficiently trained to be able to play their part in the running of the HACCP system. In particular, staff will need to understand the hazards, controls and monitoring procedures.
REFRESHER TRAINING	It is vital that staff do not forget what they have learned and continue to put the training into practice. This can be done at staff meetings or during one-to-one coaching sessions. It is recommended that formal refresher training be carried out at least every three years. Keeping a record of refresher training will become a part of the HACCP documentation and help to demonstrate that the system is working effectively
RETRAINING	When a failure has occurred in any of the areas of the HACCP system, the staff involved must be retrained and / or given new instructions to carry out their duties safely.
VOCATIONAL TRAINING	Food hygiene training does not have to be conducted as a separate exercise. Many vocational courses will include food hygiene training. e.g. SVQ Food Handlers do not have to take additional hygiene training if their vocational course has provided hygiene training to the appropriate level.
MONITORING CHECKING	<b>Weekly Supervisor's Checklist</b> to be completed by unit manager to confirm all training is complete and effective.  <b>Site Visit Inspections</b> to be carried out every 6 months by Area catering coordinator to ensure all House Rules are being complied with
DOCUMENTATION	Food handler's induction pro forma to be completed as a record of stage 1 training. Original documentation to be kept in training and personnel file within unit.  TD5 to be completed for all other training. Original documentation to be kept in training and personnel file within unit.

Signed.....

Position.....

Date.....



## PERSONAL HYGIENE

<p>WHY IS PERSONAL HYGIENE IMPORTANT?</p>	<p>Personal hygiene is an important legal requirement, which applies to every person who works in food handling areas and includes clothing, hygienic practices and personal habit. If any of these are unsatisfactory, they may expose food to the risk of contamination</p>
<p>WHAT ARE THE LEGAL REQUIREMENTS?</p>	<p>The legal requirement is that:</p> <p><i>“Every person working in a food handling area shall maintain a high degree of personal cleanliness and shall wear suitable, clean and where appropriate protective clothing”</i></p> <p><i>“No person known or suspected to be suffering from, or to be a carrier of, a disease likely to be transmitted through food or while afflicted, for example with infected wounds, skin infections, sores or with diarrhoea, shall be permitted to work in any food handling area in any capacity in which there is any likelihood of directly or indirectly contaminating food with pathogenic micro-organisms.”</i></p> <p>A food handler is defined as “anyone who handles or prepares wrapped or unwrapped food or drink”</p> <p>All food handling staff should have received training appropriate to their work. The Stage 1, Stage 2 and Stage 3 training levels all have elements of personal hygiene appropriate to the different job types.</p>

## PERSONAL HYGIENE

WHAT NEEDS TO BE CONSIDERED?

### **Protective Clothing**

- All Staff working in the food preparation area must wear protective clothing
- Protective clothing must be kept clean and should be changed and laundered regularly. Should be washed at a high enough temperature to kill any bacteria present on the clothing.
- Protective footwear must be kept clean and in good repair.

### **Personal Hygiene**

- Wash your hands thoroughly, before starting work, before handling food, after using the toilet, after handling raw foods or waste, after every break, after cleaning, and after blowing your nose.
- Effective hand washing technique must be followed at all times
- Hair should be tied back and hat that has been provided should be worn
- Do not smoke, spit, sneeze or cough over food
- Cover any cuts and sores with a waterproof, highly visible dressing
- A wedding ring or commitment ring (plain band) is the only jewellery permitted

### **Try to always minimise direct contact with raw food**

- Use tongs, utensils and where relevant disposable gloves, do not use disposable gloves as an alternative to hand washing and always ensure they are in good condition
- Ensure that clean hands do not become contaminated by touching hand contact surfaces such as light switches, door handles, cash registers, telephones and pens.

## PERSONAL HYGIENE

REPORTING ILLNESS	<p>Staff must, by law, report illness to the line manager before starting work. In particular, ensure that they report any skin, nose, throat, and stomach or bowel trouble or if they have any infected wounds.</p> <p>Staff must also tell the line manager if anyone in the household is suffering from diarrhoea, stomach upset or vomiting. Staff should not report for work until they are clear of symptoms for 48 hours.</p> <p>The law puts the responsibility on employers (in this case the Charity Trustees) to satisfy them that no food handler poses a risk to food safety. The fitness of the food handler should be checked before they are employed or before they return to work after an illness.</p>
MONITORING / CHECKING	<p><b>Weekly Supervisor's Checklist</b> to be completed by unit manager to confirm all personnel hygiene house rules are being adhered to.</p> <p><b>Site Visit Inspections</b> to be carried out every 6 months by Catering Supervisor to ensure all personnel hygiene house rules are being complied with.</p>
DOCUMENTATION	<p><b>Food handler induction pro forma</b> to be completed as a record of Stage 1 training includes personal hygiene house rules. Original documentation to be kept in training and personnel file within unit.</p> <p><b>Personnel hygiene house rules</b> to be displayed in all food handling areas.</p>

Signed.....

Position.....

Date.....

## CLEANING

<p>WHY DO WE NEED TO CLEAN AND DISINFECT?</p>	<p>Cleaning of food premises is vitally important for a number of reasons:</p> <ul style="list-style-type: none"> <li>• To prevent food poisoning – proper cleaning and disinfection will reduce harmful bacteria to a safe level on equipment and surfaces and will help to reduce the risk of cross-contamination</li> <li>• To remove undesirable physical materials which may contaminate food.</li> <li>• To provide a pleasant environment for both staff and customer</li> </ul>
<p>WHAT IS THE LEGAL REQUIREMENT?</p>	<p>The legal requirement states that:</p> <p><i>“Food premises must be kept clean and maintained in good repair and condition and that all articles, fittings and equipment with which food comes into contact shall be so constructed, be of such materials, and be kept in such good order, repair and condition, as to minimise any risk of contamination of the food.”</i></p>
<p>WHAT NEEDS TO BE CLEANED AND DISINFECTED?</p>	<p>All equipment and surfaces, which come into contact with food, e.g. chopping boards, work surfaces, crockery, utensils, food storage containers, pots and cutlery. Additionally, you should also clean and disinfect sinks, washbasins, taps and any other item that is liable to come in contact with food either directly or indirectly.</p>
<p>WHAT HAZARDS ARE ASSOCIATED WITH THE LACK OF CLEANING?</p>	<p>Premises, equipment and utensils, which have not been suitably cleaned and disinfected, may be the site of unseen build-up of bacteria leading to the contamination of food. Similarly, the lack of effective cleaning may give rise to an accumulation of dirt, liable to cause physical contamination of food or encourage pests.</p>
<p>WHAT IS THE DIFFERENCE BETWEEN CLEANING AND DISINFECTION?</p>	<p>Cleaning is the process of physical removal of food debris visible dirt and food particles from surfaces, equipment and fittings using hot water and detergent. Cleaning on its own will not remove all bacteria</p> <p>Disinfection is the process of killing bacteria and viruses following general cleaning. Any disinfectant used must be applied to a <b>visibly clean surface</b> and be of the following standard: <b>BS EN 1276 or BS EN 13697</b></p> <p>Note: Check the label or your existing products to see if they meet the BS EN standard. You may wish to contact your enforcement officer for a list of companies in your area that supply suitable cleaning and disinfection products.</p>

## CLEANING

<p>WHAT NEEDS TO BE CLEANED AND DISINFECTED?</p>	<p>All equipment and surfaces, which come into contact with food. E.g. chopping boards, work surfaces, crockery, utensils, food storage containers, pots and cutlery. Additionally, you should also clean and disinfect sinks, washbasins, taps, and any other item that is liable to come in contact with food either directly or indirectly.</p>
<p>WHAT HAZARDS ARE ASSOCIATED WITH THE LACK OF CLEANING?</p>	<p>Premises, equipment and utensils, which have not been suitably cleaned and disinfected, may be the site of unseen build-up of bacteria leading to the contamination of food. Similarly, the lack of effective cleaning may give rise to an accumulation of dirt, liable to cause physical contamination of food or encourage pests.</p>
<p>THE METHODS USED TO CLEAN AND DISINFECT</p>	<p>(A)</p> <p><b>The Twin Sink Method – Chemical</b></p> <ul style="list-style-type: none"> <li>• <b>Pre-clean</b> – remove leftover food and residues</li> <li>• <b>Main Clean</b> – wash in the sink with clean hot water and the correct amount of detergent</li> <li>• <b>Rinse</b> – if required</li> <li>• <b>Disinfect</b> – in the sink with clean water and an appropriate food safe disinfectant, for the required contact time</li> <li>• <b>Second rinse</b> – (if required) in the sink with clean hot water</li> <li>• <b>Dry</b> – ideally air dry</li> </ul> <p>Always disinfect the sink after use</p> <p>(B)</p> <p>The Dishwasher Method</p> <p>Dishwashers must heat water to a temperature above 82 °C and be maintained regularly. Temperature must be recorded daily on Dishwasher Record Form</p>

## CLEANING

<p>THE METHODS USED TO CLEAN AND DISINFECT</p>	<p>(C)</p> <p>Where equipment and surfaces cannot be sink-washed</p> <p>Pre clean – remove debris</p> <p>Main Clean – clean the surfaces using hot water and the correct amount of detergent</p> <p>Disinfect – treat with a food safe disinfectant spray</p> <p>Dry – ideally air dry</p>
<p>CLEAING CHEMICALS</p>	<p>Cleaning chemicals should be stored away from the food preparation areas and should not contaminate food.</p>
<p>CROSS CONTAMINATION PREVENTION WHILST CLEANING</p>	<p><b>Separate materials and equipment</b> must be used for cleaning and disinfecting raw food handling areas, from cleaning materials and equipment used in the rest of the kitchen</p> <p><b>Colour Coding</b> of cleaning materials is recommended as this provides visual confirmation of effective cross-contamination controls.</p> <p><b>Dishcloths</b> must be kept clean and should be laundered at a suitably high temperature</p> <p>Cloths, scouring pads and sponges which are re-used for on-going cleaning, must not become a source of contamination. It is recommended that cloths be stored in a disinfectant solution between uses and rinsed under hot water after each use before being returned to the disinfectant.</p> <p>To ensure the disinfectant remains effective at all times, the solution strength must be used in accordance with the manufacturer's instructions</p> <p>Please remember that frequent use and heavy soiling will require more frequent changes of the solution.</p>

## CLEANING

HOW FREQUENTLY SHOULD CLEANING AND DISINFECTION BE CARRIED OUT?

Different items of structure and equipment need cleaning and / or disinfection at different intervals.

### Daily Clean

- All working surfaces, utensils, containers and equipment that come into contact with food daily. Hands must be cleaned after use by washing with detergent, disinfectant and hot water (60 °C) and rinsed thoroughly
- Sinks, units and fittings as necessary to be washed with hot water and sterilant solution and dried-waste outlets must be free of spoilage.
- Remove debris from floor gullies or channels and gratings and rinse with degreasant.
- Sweep floors and mop with degreasant. Disinfect mops after use and clean bucket.
- Clean wash-hand basins as often as necessary.
- Bactericidal soap, nail brush and paper towels will be available at all times.
- Chopping boards should be sanitized daily

### Weekly Clean

- Scrub floors using an approved degreasant
- Radiators, service pipes, fire appliances, hand rails, ledges
- Damp wipe telephones
- Cupboards and drawers containing utensils
- Deep fat fryers – using appropriate chemicals

### Special Clean

- Every piece of Catering and food service equipment to be thoroughly cleaned
- Walls, canopy, skirtings not above 3.6m and painted or glazed surfaces to be dusted
- Service pipes above 1.85m and below 3.6m attached to the walls to be dusted
- Windows to a height of 1.85 m to be cleaned inside and polished
- Window sills to be cleaned

## CLEANING

<p>HACCP AND YOUR CLEANING SCHEDULE</p>	<p>To comply with HACCP requirements a cleaning schedule must be devised, monitor the cleaning that is supposed to be carried out and record the cleaning has been carried out.</p>
<p>WHAT IS A CLEANING ROTA</p>	<p>A Cleaning Rota lists the items of equipment in use within the premises and determined the frequency and method of cleaning and disinfection required. Cleaning Rotas are usually laid out in the form of a table.</p> <p><b>Monitoring</b> involves checking that the specified area or item has been cleaned in a manner that accords with the Cleaning Rota. The person responsible for the cleaning may do this.</p> <p><b>Recording</b> involves a written note confirming that the cleaning has been completed. The person who monitors the cleaning usually does this. Normally, a signature or initial against the cleaning processes marked on the Cleaning Rota is sufficient</p> <p><b>Verification</b> is the process where another person, usually a supervisor or manager, checks that cleaning and monitoring have been carried out. As with recording, this usually involves a signature confirming that the supervisor has checked that the cleaning operation has been completed satisfactorily</p> <p>This exercise should be repeated for all items of equipment, surfaces, utensils and work areas.</p>
<p>MONITORING / CHECKING</p>	<p><b>Weekly supervisor's</b> checklist involves checking that the specified area or item has been cleaned in a manner that accords with the <b>Cleaning Rota</b>. The unit manager is usually responsible for completing.</p> <p>Site visit inspections to be carried out every six months to ensure all house rules are being complied with.</p>
<p>DOCUMENTATION</p>	<p>Cleaning Schedules detail all cleaning requirement and person responsible for carrying out the cleaning must initial the schedule once the task is complete</p> <p>Food handler's induction ensure staff are trained on the correct methods of training and the induction pro-forma is completed at this time. Original documentation to be kept in training and personnel file within the unit.</p>

Signed..... Position..... Date .....





## CLEANING

METHOD	PROCEDURE	ADDITIONAL NOTES
<p>METHOD 1</p> <p>e.g. Dishwasher</p> <p>HEAT</p>	<p>The equipment must be used and maintained in accordance with manufacturer's instructions</p>	<p>This is the <b>only acceptable</b> method for cleaning and disinfecting equipment and utensils used for only raw food and equipment and utensils used for only ready-to-eat foods <b>together</b></p> <p><b>Note 1:</b> Dishwasher temperature must be checked daily to ensure it is operating over 82 °C and recorded</p>
<p>METHOD 2</p> <p>Twin Sink</p> <p>CHEMICAL</p>	<p><b>Pre clean</b> – remove leftover food and residues</p> <p><b>Main Clean</b> – wash in the sink with clean hot water and the correct amount of detergent</p> <p><b>Rinse</b> – if required</p> <p><b>Disinfect</b> in the sink with clean water and an appropriate food safe disinfectant for the required contact time</p> <p><b>Second rinse</b> in the sink with clean hot water</p> <p><b>Dry</b> – ideally air dry</p>	<p>When using twin sinks, all equipment and utensils used for ready-to-eat foods must be washed separately from those used for raw foods</p> <p><b>Note 2:</b> Follow instructions of cleaning product recommended including dilution time and contact time</p> <p><b>Note 3:</b> The sink must always be disinfected after use with raw food equipment and utensils and / or before being used for any other purpose.</p>
<p>METHOD 3</p> <p>Clean and Disinfect in place</p> <p>CHEMICAL</p>	<p><b>Pre clean</b> – remove loose debris</p> <p><b>Main clean</b> – clean the surface using hot water and the correct amount of detergent</p> <p><b>Disinfect</b> – treat with a food safe disinfectant spray</p> <p><b>Dry</b> – ideally air dry</p>	<p>This method is usually used on work surfaces, wash hand basins taps and door handles, where equipment and surfaces cannot be sink washed</p> <p>It also requires careful choice of disinfectant, usually in spray form with residual disinfection properties</p> <p><b>Note 4:</b> Follow instructions of cleaning product recommended including dilution time and contact time</p>


## CLEANING

METHOD	PROCEDURE	ADDITIONAL NOTES
Method 4  DEGREASING	<b>Pre clean</b> – remove loose debris  <b>Main clean</b> – clean the surface using hot water and the correct amount of degreasant  <b>Rinse</b> – clean with hot water  <b>Dry</b> – ideally air dry	Note 5: Method 3 may be required – refer to cleaning schedule  Note 4: Follow instructions of cleaning product recommended including dilution

## CLEANING

CHEMICAL NUMBER	CHEMICAL	DILUTION	CONTACT TIME	PPE	ADDITIONAL INFORMATION
1	Sterex Plus 	1 to 80 with hot water	30 seconds	Goggles	Chemical used with cleaning Method 2  Chemical number 4 used in earlier stage of method 2  OR  Used with cleaning Method 3 and chemical number 4 may be used first  Rinsing required
2	Degreaser 	Floors 1 to 80 in hot water  Equipment 1 - to 160 in hot water	NA	Goggles	Chemical used with Method 4 Degreasant  Fryers – boil for 5 mins  Rinse required
3	Biocidal hand soap	2.5ml	2 minutes	NA	Follow effective hand wash procedure
4	Bacti manual hand wash detergent	0.5 floz per gallon	NA	NA	Chemical used with cleaning Method 2  Chemical number 1 used in later stage of Method 2  OR  Chemical can be used with cleaning Method 3  Chemical number 1 used in later stage of Method 3

## CLEANING

5	Ultra domestic laundry powder	2oz per 25lb load in agreement with manufacture's guidelines	NA	NA	
6	Automatic dishwash  	As per manufacturer's instructions	NA	Gloves  Goggles	Chemical used with cleaning Method 1 along with Chemical 7
7	Automatic Rinse Aid	As per manufacturer's instruction	NA	Gloves  Goggles	Chemical used with cleaning Method 1 along with Chemical 7

IN THE EVENT OF A CHEMICAL ACCIDENT REFER TO DATA HANDLING SHEETS IN FOOD SAFETY SYSTEM FOLDER

## TEMPERATURE CONTROL

<p>WHY IS TEMPERATURE CONTROL IMPORTANT?</p>	<p>Harmful bacteria are a hazard present in the foods handled in every food business. As bacteria are invisible to the naked eye and cannot be physically removed from food, all we can do is control their numbers. Unfortunately, bacteria tend to multiply rapidly at room temperature. There are, however two main ways to prevent this – using temperature control</p> <p>We can destroy bacteria or reduce their numbers by cooking or reheating</p> <p>AND</p> <p>We can prevent their growth by keeping food hot or cold</p>
<p>WHAT IS THE LEGAL REQUIREMENT?</p>	<p>The legal requirement states that:</p> <p><i>“Food should be stored in a refrigerator or a cool ventilated place (unless that nature of the food does not require refrigeration)”</i></p> <p><i>“Food, which is being kept hot, must be held above 63 °C”</i></p> <p><i>“Food which is being reheated must be reheated to not less than 82 °C”</i></p>

# TEMPERATURE CONTROL

## THERMOMETERS

A hand held digital thermometer should be used when probing foods and checking air temperature. The probe thermometer will be calibrated 6 monthly and a record of reading kept in the HACCP manual. Probe thermometers should be sanitised before and after each use

## FREQUENCY OF MONITORING

The frequency of temperature monitoring depends upon the context of the temperature control, e.g. it might be appropriate to probe each large joint of meat or batch of stew as it is cooked. However, it would not be appropriate to probe every standard item or customer portion. For these types of food, you can devise a safe cooking / reheating procedure, where you have proved that your "recipe" achieves the correct temperatures so you only require an occasional check on the temperature.

## METHODS OF MONITORING

It is recommended that the following guidance be considered when completing the Temperature Control House Rules:

### **Cold Temperatures**

Identify the warmest area of the chill, refrigerator, freezer or display cabinet. Always check the temperature at that point.

Try to avoid checking the temperature of chills, refrigerators, freezers immediately after the door / lid has been open for significant period of time or during a defrost cycle

It is useful to check all chill, refrigerator and freezer temperatures at the start of the working day. Displays built in to chills, refrigerators and freezers indicate the temperature of food held within. However, independent checks with a digital thermometer are more reliable

When checking the temperature of packaged food, it is undesirable that the packaging be punctured

### **Hot Temperature**

The temperature of a food may vary throughout, especially during cooling and heating. It may be necessary to check the temperature at more than one point, e/g. in a large piece of meat or poultry. Alternatively, in the case of stews, soups and other "liquid" foods, it is recommended that food be stirred before probing.

## TEMPERATURE CONTROL

The presence of harmful bacteria in the food that you serve to your customers may cause food poisoning. Temperature control can be used to limit or even destroy such bacteria. Temperature control can be used to control bacteria at a number of stages in a catering operation.

PROCESS STEP	TEMPERATURE CONTROL MEASURE
Purchase / Delivery / Receipt / Collection	<p>Transport / accept frozen food at -18 °C or below. Buffer zone to -15 °C</p> <p>Transport / accept high risk chilled food at a specified temperature. E.g. 1 – 4 °C or below.</p> <p>Buffer zone air temperature up to 8 °C</p>
Storage	<p>Store frozen food at -18 °C</p> <p>Store high risk chilled food at a specified temperature e.g. 1 – 4 °C or below</p>
Preparation	<p>Keep high risk, ready-to-eat food within the chill or refrigerator until it is required then prepare / handle without delay</p> <p>Defrost all frozen food in a chill / refrigerator or cool area</p> <p>Thoroughly defrost all frozen foods prior to cooking (unless specified otherwise by the food manufacturer)</p>
Cooking	<p>When cooking poultry, rolled meats joints, stews, casseroles, mince meats and meat products, heat the centre to a suitably high temperature and until the juices run clear</p> <p>Ideally the core or centre temperature should be 75 °C or above</p>
Hot Holding	<p>All foods that are to be held hot prior to serving must be kept above 63 °C These foods should be placed in a pre-heated bain-marie / hot cupboard as soon as possible after reheating or cooking. Temperature must be confirmed every 30 minutes</p>
Cooling	<p>The temperature of food being cooled must be lowered as quickly as possible</p> <p>Food should then be refrigerated without delay</p> <p>Ideally this should be done within no more than 90 minutes</p> <p>If possible cool food in small portions or in shallow containers</p> <p>Avoid placing “hot” food in refrigeration</p>
Reheating	<p>Reheat food thoroughly until the core temperature is not less than 82 °C</p> <p>Reheat food only once</p>

## TEMPERATURE CONTROL

<p>Service and Delivery</p>	<p>High risk foods being served cold must be kept under refrigeration (ideally 1 – 4 °C or below) until immediately before service</p> <p>High risk foods being served hot must be kept hot (above 63 o C for as short a time as possible before service</p> <p>High risk food being delivered cold must be held ideally at 1 – 4 oC or below</p> <p>High risk food being delivered hot must be held at above 63 °C</p>
<p>Thermometers</p>	<p>A hand held digital thermometer should be used when probing foods and checking air temperature. A <b>RED</b> probe must be used for the probing of all raw meats. The probe thermometer will be calibrated yearly and a record of the reading kept in the HACCP manual. Probe thermometers should be sanitized before and after each use. Recording dishwasher temperatures use dishwasher test strips once a month and take temperature from front of machine daily and record on dishwasher temperature form.</p>
<p>Frequency of monitoring</p>	<p>The frequency of temperature monitoring depends upon the context of the temperature control, e.g. it might be appropriate to probe each large joint of meat or batch of stew as it is cooked. However, it would not be appropriate to probe every standard item or customer portion. For these types of food, a safe cooking / reheating procedure can be devised where you have proved that your “recipe” achieves the correct temperatures so only an occasional check on the temperature is required.</p>



## TEMPERATURE CONTROL

Methods of Monitoring	<p><b><u>Cold temperature</u></b></p> <p>Identify the warmest area of the chill, refrigerator, freezer or display cabinet. Always check the temperature at that point.</p> <p>Try to avoid checking the temperature of chills, refrigerators, freezers immediately after the door / lid has been open for significant period of time or during a defrost cycle</p> <p>It is useful to check all chill, refrigerator and freezer temperatures at the start of the working day. Displays built in to chills, refrigerators and freezers indicate the temperature of food held within. However, independent checks with a digital thermometer are more reliable</p> <p>When checking the temperature of packaged food, it is undesirable that the packaging be punctured</p> <p><b><u>Hot Temperature</u></b></p> <p>The temperature of a food may vary throughout, especially during cooling and heating. It may be necessary to check the temperature at more than one point, e/g. in a large piece of meat or poultry. Alternatively, in the case of stews, soups and other "liquid" foods, it is recommended that food be stirred before probing.</p> <p>Dishwasher Temperature</p> <p>Take temperature daily from machine data and record on dishwasher temperature forms</p> <p>Once a month use temperature strips to be attached to rack as per instructions on packet and if the colour bar turns orange then it is maintaining a correct temperature if not report equipment fault to Property Committee.</p>
Monitoring / Checking	<p><b>Site visit inspections</b> to be carried out every 6 months by catering coordinator to ensure all temperature house rules are being complied with.</p>
Documentation	<p><b>Cleaning schedules</b> details all cleaning requirements and person responsible for carrying out the cleaning must initial the schedule once task complete</p> <p><b>Food handler's induction</b> ensure staff are trained on the correct temperature controls of training and the induction pro-forma is completed at this time. Original documentation to be kept in training and personnel file.</p>

Signed..... Position..... Date .....

## CROSS-CONTAMINATION PREVENTION

<p><b>WHY IS IT IMPORTANT TO PREVENT CROSS CONTAMINATION?</b></p>	<p>Raw meats, shell eggs and unwashed raw vegetables can contain harmful bacteria. These raw foods can be made safe by cooking which kills bacteria. In the case of salad, vegetables, bacteria can be removed by peeling, trimming, and thorough washing. However, the bacteria of these foods can be spread to ready-to-eat foods either by direct contact or via persons, animals and objects.</p>
<p><b>WHY IS SAFE HANDLING AN IMPORTANT PART OF CROSS CONTAMINATION?</b></p>	<p>Safe handling practices will reduce the chance of transferring harmful bacteria from raw food to ready-to-eat food. Similarly, safe handling can prevent traces from certain foodstuffs such as nuts and gluten being transferred to other foods, which may then be consumed by customers with nut or gluten allergies.</p>
<p><b>WHAT ARE THE MOST COMMON CAUSES OF CROSS CONTAMINATION?</b></p>	<ul style="list-style-type: none"> <li>• By direct Cross Contamination contact between raw food and ready-to-eat food during transport, storage or preparation</li> <li>• Indirect Cross Contamination via equipment, splashing or food handlers</li> </ul>
<p><b>HOW CAN I PREVENT CROSS CONTAMINATION?</b></p>	<p>Think SAFE – Staff, Area, Food and Equipment</p> <ul style="list-style-type: none"> <li>• Staff – ensure all staff adhere to personal hygiene house rules</li> <li>• Area – Where possible create separate work areas for raw food preparation with its own identifiable equipment</li> <li>• Food – Always keep raw and cooked ready-to-eat foods separate</li> <li>• Equipment – Use separate equipment for raw and cooked / ready-to-eat foods</li> </ul>

## CROSS-CONTAMINATION PREVENTION

DELIVERY	<p>Check raw and ready-to-eat foods are adequately packaged to prevent cross contamination</p> <p>Ensure Raw meat probe (red in colour) is used to take temperature of all raw meat</p> <p>Adhere to <b>Personal Hygiene House rules</b> between handling raw and ready-to-eat food to avoid cross contamination</p> <p>Raw food must only be delivered to identified raw food area only and in the event of this not occurring then the area must be thoroughly cleaned disinfected before being used again. Food must be stored immediately and packaging disposed of safely</p>
STORAGE  Including where any defrosting is carried out	<p>All raw meat <b>MUST</b> be placed in RED tagged storage containers in the designated space in the bottom of the refrigerator and identified by the raw meat sign. All raw meat which drip in to foods must be in the designated raw meat container identified with the red raw meat clip or adequately wrapped to prevent cross contamination.</p> <p>Ideally a separate freezer / fridge is to be identified for raw frozen foods in the event of this not being achieved then a separate area to the identified and highlighted for all staff to adhere to.</p> <p>Unwashed raw vegetables and fruit must be stored away from ready-to-eat vegetables and fruit</p> <p>Defrosting food raw must be placed on the raw meat area of the refrigerator</p>
PREPARATION	<p>Permanent raw meat area must be identified with a raw meat sticker and all raw meat must be prepared in this area. RED handled knives and chopping boards must only be used in this area. The area must be cleaned and disinfected after every use.</p> <p>Raw fruit and vegetables must be prepared in a temporary raw food area and thoroughly cleaned and disinfected after use, this includes sinks. Brown knives and chopping boards must be used.</p> <p>Sinks used for food preparation and surrounding areas must be adequately cleaned and disinfected after use.</p>
COOKING / COOLING	<p>Ensure that no cooked ready-to-eat foods come in to contact with the raw food area or equipment</p>

## CROSS-CONTAMINATION PREVENTION

PERSONNEL	<p><b>Personnel Hygiene House Rules</b> must be adhered to at all times</p> <p>Disposable aprons must be worn when handling raw foods and disposed of once task has been carried out</p> <p>Avoid using cloths for wiping hands and then dishes as this can lead to cross contamination risk</p> <p>Thoroughly wash hands after handling raw foods and before touching other foods or equipment</p>
<p>MONITORING / CHECKING</p> <p>And any other appropriate records used by your business</p>	<p><b>DP5</b> - packaging check on receipt of goods to ensure cross contamination has not occurred</p> <p><b>Weekly Record</b> – visual check to ensure cross contamination house rules are adhered to at all times</p>

Signed ..... Position..... Date.....

## PEST CONTROL

All pest control issues should be reported immediately to the Property Committee who will make the appropriate contacts – this should be reported on the Food Safety Checklist.

WHY IS PEST CONTROL IMPORTANT?	<p>Pests can carry bacteria that can contaminate foods and cause illness. These bacteria can be passed to the food by contact with their hair, faeces and urine. Pests can also cause serious damage to the structure and fabric of food premises</p>
WHAT IS THE LEGAL REQUIREMENT?	<p>The legal requirement states:</p> <p><i>“All food which is handled, stored, packaged, displayed and transported, shall be protected against any contamination likely to render the food unfit for human consumption, injurious to health or contaminated in such a way that it would be unreasonable to expect it to be consumed in that state. In particular, food must be so placed and / or protected as to minimise any risk of contamination. Adequate procedures must be in place to make sure pests are controlled.”</i></p>
WHAT ARE “PESTS”?	<p>Generally speaking., pests are animals, birds or insects that contaminate food either directly or indirectly.</p> <p>They include:</p> <ul style="list-style-type: none"> <li>• Rodents, e.g. rats and mice</li> <li>• Insects, e.g. flies, cockroaches, beets, silverfish, ants, wasps, bees and various insects that can be found in stored products.</li> <li>• Birds, e.g. pigeons, crows, seagulls, starlings and sparrows</li> </ul>

## PEST CONTROL

WHAT NEEDS TO BE CONSIDERED?

### **Proofing of the Premises**

The building must be in good condition and repair in order to restrict pest access and prevent potential breeding sites. This can be done by:

- Using wire mesh screens to proof the vents
- Sealing holes, drain openings and other places where pests can gain access
- Ensuring that external doors and windows are properly fitted with no gaps around them

### **Insect Screens**

Windows opening directly into food preparation areas must be fitted with screens capable of resisting the common flying insects (apertures should be 2mm<sup>2</sup> or less). Screens must be removable to allow for cleaning

Kitchen doors which open to the outside air and which are opened for lengthy periods should also be suitably screened using a close-fitting insect-proof screen door

### **Electronic Fly-Killing Devices**

Intruding flying insects can be destroyed using an electronic fly-killing device.

Manufacturers will give advice on the location, cleaning and maintenance of the equipment.

### **Stock Control**

Inspect stock on delivery to make sure that there are no visible signs of damage by pests

Make sure that the stock is checked regularly and that the older stock is used first

Make sure that areas used for storing food are included in the cleaning schedule

And that they are cleaned and inspected frequently

## PEST CONTROL

	<p><b><u>Checking and Inspection</u></b></p> <ul style="list-style-type: none"> <li>• All area of the food premise should be checked regularly for signs of pests such as rodent droppings, smear marks, insect egg cases and dead insects</li> <li>• Staff must be made aware of the signs of pests and what action they must take should they discover any pests</li> <li>• Management must take immediate and appropriate action to control any infestation of pests identified on the premises. Pest control contractors must be contacted via Property Committee.</li> <li>• Foods should be checked for the presence of pests, e.g. insects within cereals, grains</li> </ul> <p><b><u>Good Housekeeping</u></b></p> <ul style="list-style-type: none"> <li>• Premises and refuse stores must be managed in such a way as to enable them to be kept clean, and protected against access by pests</li> <li>• Foods, which are awaiting preparation, should remain covered</li> <li>• Food waste should be removed regularly from areas where it is produced or placed in containers</li> <li>• Spillages must be cleared away promptly</li> <li>• Food should be stored away off the floor, away from walls</li> <li>• Damaged stock should be removed from the main storage area</li> <li>• Food must, where possible, be stored in pest proof containers</li> <li>• Drains and waste traps must be clean</li> <li>• Vegetation around the outside of the premises should be removed</li> </ul>
MONITORING / CHECKING	<p><b>Weekly supervisor’s checklist</b> involves checking for any signs of pest infestation. The unit manager is usually responsible for completing this documentation</p> <p><b>Site visit inspections</b> to be carried out every 6 months by the catering manager to ensure all house rules are being complied with</p>
DOCUMENTATION	<p>Food handler’s induction ensures staff are trained to be aware of the signs of pest infestations and necessary action required. Original documentation to be kept in training and personnel file within the unit.</p>

Signed..... Position..... Date.....

## ALLERGY

<p>WHY IS IT IMPORTANT TO MANAGE ALLERGENS?</p>	<p>Some people have a sensitivity to certain foods that non-suffers would find harmless</p> <p>When someone has a <b>food allergy</b>, their immune system reacts to a particular food as if it is not safe</p> <p>A severe food allergy can cause a life-threatening reaction. <b>Food intolerance</b>, however does not involve the immune system and is not generally life-threatening.</p> <p>It is important that you and your staff are aware of the composition of foods you sell to enable you to cater for customers with food allergies and intolerances.</p>
<p>HOW TO MANAGE ALLERGENS?</p>	<ul style="list-style-type: none"> <li>• <b>Step 1</b> – Identify Allergens in your business</li> <li>• <b>Step 2</b> – Manage Allergen Risks</li> <li>• <b>Step 3</b> – Communicate with your Staff and Customers</li> </ul>
<p>COMMON ALLERGENS</p>	<p><b>Cereals containing Gluten</b> e.g. wheat, rye, barely, oats</p> <p><b>Celery and Celeriac</b> e.g. stalks, seeds and leaves</p> <p><b>Eggs</b></p> <p><b>Fish, Crustaceans and Molluscs</b> e.g. all fish, prawns, lobster, crab, clams, langoustines, mussels, oysters</p> <p><b>Milk</b></p> <p><b>Mustard</b></p> <p><b>Peanuts</b></p> <p><b>Other Nuts</b> e.g. walnuts, cashews, pecan, Brazil, pistachio, macadamia, Queensland nuts</p> <p><b>Sesame Seeds</b></p> <p><b>Soya</b> e.g. flour, tofu, bean curd, textured soya protein, soy sauce, edamame beans</p> <p><b>Sulphur Dioxide and Sulphites</b></p> <p><b>Lupin Seeds and Flour</b></p>



## ALLERGY

ALL ALLERGY INFORMATION DETAILED ON RECIPE SPECIFICATION SHEETS MUST BE REFERRED TO FOR ALL ALLERGY INFORMATION. ALL SPECIAL DIET SUPPORT INFORMATION IS DETAILED IN THE SPECIAL DIET FOLDER

DELIVERIES AND LABELS	<ul style="list-style-type: none"> <li>• Check that the food delivered matches your order – if it does not match, check the ingredient list of the replacement product</li> <li>• Never accept a delivery without it being fully labelled with an ingredient list</li> <li>• Be aware of hidden ingredients, for example, nuts used in the base of cheesecake</li> <li>• Any foods whose ingredients are unknown to you, or you are unsure about, will require further investigation before usage.</li> </ul>
STORAGE AND AVOIDING CROSS CONTAMINATION	<ul style="list-style-type: none"> <li>• Store foods that contain allergens separate from other foods</li> <li>• Store foods that contain allergens in powdered for such as milk powder or flour in air-tight containers</li> <li>• Following unpacking and / or decanting all foods must be relabelled detailing any relevant allergy information, batch code, product name and date.</li> <li>• Ensure all foods are covered when stored</li> </ul>
PREPARING DISHES	<ul style="list-style-type: none"> <li>• Know ALL the ingredients in the food you handle to ensure you provide accurate allergen advice to customers</li> <li>• Whenever preparing or serving food for an allergy sufferer, always:</li> <li>• Use a separate area to prepare the food</li> <li>• Clean and disinfect the work surface, equipment and serving utensils first, consider using a chopping board that is solely for this purpose</li> <li>• Wash hands thoroughly</li> <li>• Check ALL ingredients including secondary ones, e.g. thickeners for sauce, stock cubes, seasonings</li> <li>• Do not remove allergenic ingredients, such as nuts, from a dish and call it allergy-free because residues of the allergenic ingredient may remain in the dish and may still cause a reaction</li> <li>• When displaying food in buffets or display cabinets, always lay out dishes in a way that will minimise the risk of allergen-free food being contaminated with ingredients from another dish and provide separate serving utensils</li> </ul>

## ALLERGY

STAFF TRAINING	<ul style="list-style-type: none"> <li>• All staff will be trained to understand that they should never to guess whether or not an allergen is present in a food. They should ask someone who knows. <b>Always be honest with the customer if you do not know, admit it!</b></li> <li>• All staff to be made aware of menu changes</li> <li>• Staff to undergo refresher training in the event of the house rules being breached</li> <li>• All training must be recorded on employees' training record card</li> <li>• Photos of children with allergies should be displayed on office wall so they can be identified by all staff and visiting staff</li> </ul>
CUSTOMER COMMUNICATION	<ul style="list-style-type: none"> <li>• All customers to be made aware that we are allergy aware and will cater for their needs</li> <li>• A bespoke menu can be created to cater to the customer needs upon consultation</li> </ul>
IN THE EVENT OF AN EMERGENCY	<p>Contact Emergency Services</p> <p>Dial 999 from any phone</p>
MONITORING, CHECKING AND REFERENCE DOCUMENTATION	<ul style="list-style-type: none"> <li>• Special diet form</li> <li>• Weekly Record</li> <li>• Site Visit Inspections to be carried out every 6 months by relevant person to ensure product specification is being adhered to.</li> </ul>

## WASTE CONTROL

<p>WHY DO WE NEED TO HANDLE WASTE SAFELY?</p>	<p>The storage and disposal of waste needs to be controlled carefully since it presents a risk of physical contamination of foods intended for sale. Additionally, foods that are damaged, out of date or rotting may present a risk of microbiological cross contamination.</p>
<p>WHAT ARE THE LEGAL REQUIREMENTS?</p>	<p>The legal requirements state that:</p> <p><i>“Food waste and other refuse must be deposited in closable containers, unless the proprietor of the food business can satisfy the food authority that other types of containers used are appropriate”</i></p> <p><i>“Adequate provision must be made for the removal and storage of food waste and other refuse. Refuse stores must be designed to enable them to be kept clean and to prevent pests gaining access”</i></p>
<p>WHAT IS WASTE?</p>	<p>Waste can be regarded as any item of food, ingredients, packaging materials or even soiled cleaning cloths which can be not suitable for further use and which are intended to be discarded.</p>
<p>WHAT NEEDS TO BE CONSIDERED?</p>	<p><b><u>Waste in Food Rooms</u></b></p> <p>Food waste should be removed regularly from areas where it is produced or placed in containers</p> <p>Sufficient containers should be provided and placed conveniently where the waste occurs. Containers must be of appropriate construction, kept in sound condition, and where necessary be easy to clean and disinfect.</p> <p>Wash hands thoroughly after handling waste / waste bags.</p> <p><b><u>Food Waste in Awaiting Collection</u></b></p> <p>Refuse containers used for the storage of waste and awaiting collection should have a lid and be made of durable material, which is easy to clean and disinfect</p> <p>Other waste such as cardboard and paper need not be placed in a sealed container but must be kept separate from food and should be dealt with so as not to pose a risk to contamination to food</p>

## WASTE CONTROL

	<p>Sanitary Waste and Waste Disposal Units</p> <p>Sanitary waste and waste disposal units need to be dealt with by contractors who are responsible for correct disposal. All disposal units should be regularly cleaned to prevent offensive odours.</p> <p>Storage and Removal</p> <p>Refuse stores must be designed and managed in such a way as to enable them to be kept clean and protected against access by pests. Stores should, ideally, be located away from food storage and handling areas and should not give rise to the risk of contamination of food or drinking water.</p> <p>Food waste and other waste should be removed frequently depending on the volume and type of waste. Outdoor storage should be sited away from the main delivery entrance and must be kept clean and free from pests</p>
MONITORING / CHECKING	<p><b>Weekly Supervisors Checklist</b> involves checking that food waste is dealt with correctly and that the areas are clean.</p> <p><b>Site Visit Inspections</b> to be carried out every 6 months by Catering Manager to ensure that all House Rules are being complied with.</p>
DOCUMENTATION	<p>Food handler's induction ensures staff are trained on the correct methods of disposing of waste. Original documentation to be kept in training and personnel file within the unit.</p>

Signed..... Position..... Date.....

## STOCK CONTROL

<p>WHY IS STOCK CONTROL IMPORTANT?</p>	<p>If high-risk food is kept too long, even under favourable conditions, harmful bacteria may multiply. Additionally, even foods with a longer shelf life, whether dried, tinned or frozen, may deteriorate if they are kept too long. Food, which is being stored, is also liable to be contaminated by food handlers, pests, and the catering environment</p>
<p>WHAT ARE THE LEGAL REQUIREMENTS?</p>	<p>The legal requirement states that:</p> <p><i>“It is an offence to sell any food after the use-by date shown on the food”</i></p> <p><i>“It is an offence to sell any food which fails to comply with food safety requirements.”</i></p> <p><i>“Food fails to meet Food Safety Requirements if it has been rendered injurious to health, if it is unfit for human consumption or if it is so contaminated that it would be not reasonable for it to be used for human consumption”</i></p>
<p>WHAT IS STOCK CONTROL</p>	<p>Stock control is a term used to describe the measures taken to ensure that food is not kept beyond its shelf life. In this manual, it also refers to measures taken to prevent certain types of contamination especially during storage, defrosting, hot holding, service and transportation.</p>

## STOCK CONTROL

<p>HOW SHOULD I MONITOR STOCK CONTROL?</p>	<p>Incoming food must not be accepted if its packaging is seriously damaged or if the food is obviously contaminated</p> <p>Incoming food should not be accepted if its “use-by” or “best-before” date has expired</p> <p>Stored food must not be used if its use-by date has expired. Allow 3 days shelf-life upon delivery before use-by and best-before dates are due to expire.</p> <p>High risk food which has been removed from its packaging should be relabelled with a suitable use-by date, based on the manufacturer’s instructions.</p> <p>In house freezing is kept to a minimum; if necessary, the stock control freezer rules must be followed</p> <p>Stock should be rotated on a first-in-first-out basis and damaged stock removed from the main store area.</p> <p>Dried food should be stored in waterproof containers and should not be topped up with new stock. Ensure that existing food is used first</p> <p>All food which has been produced and all opening packets should have a day dot label on it with the date it was opened or made. Day Dot labels not to be use on packaging or food items that are sold.</p>
<p>MONITORING / CHECKING</p>	<p><b>Weekly Supervisors Checklist</b> involves checking that all stock control procedures are being carried out. The Catering Manager is usually responsible for completing this documentation</p> <p><b>Purchasing DP5</b> ensures a check is carried out of all deliveries and dates checked</p> <p><b>Food handler’s Induction</b> ensures staff are trained to be aware of stock control procedures. Original documentation to be kept in training and personnel file within the unit.</p>

Signed..... Position..... Date.....

## MAINTENANCE

<p>WHY IS MAINTENANCE OF THE PREMISES, EQUIPMENT AND UTENSILS IMPORTANT?</p>	<p>Maintenance is important because lack of adequate maintenance of the structure of the premise, equipment and utensils can result in the following:</p> <p>Pests may enter the premises and defective drains may also permit access</p> <p>Cleaning can become more difficult and may result in a build-up of food debris</p> <p>Utensils including crockery, cutlery, glassware and containers must be kept in a good state of repair and either repaired or replaced when badly worn, broken or unable to be effectively cleaned and disinfected.</p> <p>Defective and poorly maintained equipment, fixtures and fittings can result in the physical contamination of food</p> <p>Defective or poorly maintained equipment, such as refrigerators, freezers and cooking equipment could result in inadequate control, which could, for example, in the case of cooking equipment, cause the failure to cook or reheat food to the correct temperature.</p>
<p>WHAT IS THE LEGAL REQUIREMENT?</p>	<p>The legal requirement states that:</p> <p><i>“Food premises must be kept clean and maintained in good repair and condition and that all articles, fittings and equipment with which food comes into contact shall be so constructed, be of such materials and be kept in such good order repair and condition, as to minimise any risk of contamination of the food...”</i></p>

## MAINTENANCE

HOW CAN THESE HAZARDS BE CONTROLLED?

### **Structure**

- All internal surfaces must be smooth impervious and easy to clean and in a good state of repair
- To prevent the entry of pests, the floors, walls roof doors and window openings must be kept in a good state of repair with no gaps or spaces (refer to Pest Control)
- Maintaining the structure in good repair makes it easier too effectively clean the premises (refer to the Cleaning Rota)
- Ceilings in food preparation areas must be maintained to permit effective cleaning
- Drainage, gullies and channels must be kept free of leaks and blockages
- All structural repairs must be reported to the Property Committee. If no action is taken report again after 3 days and after 1 week contact the Catering Manager.

### **Equipment**

- All food surfaces and equipment must be maintained in good condition to enable them to be effectively cleaned and disinfected and to prevent a build-up of food debris
- Broken or defective light bulbs, tubes and fittings should be reported promptly to the Property Committee
- Certain equipment may require to be serviced at regular intervals, e.g. cooking equipment, refrigerators and freezers, ventilation systems and ducting, extraction fans / cooker hoods and dishwashers. A record of servicing should be kept for one year

### **Utensils**

- All utensils including crockery, cutlery, glassware and containers must be kept in a good state of repair and either repaired or replaced when badly worn, broken or unable to be effectively cleaned or disinfected
- A record of either of the above should be recorded in the unit diary and entered on the food safety check list



## MAINTENANCE

MONITORING / CHECKLIST	Weekly Supervisors Checklist involves checking for any maintenance requiring to be carried out. The Catering Manager is usually responsible for completing this documentation  Site visit inspection to be carried out every 6 months by Catering Manager to ensure that all House Rules are being complied with  All maintenance issues must be reported to the Property Committee.
DOCUMENTATION	Food handler's Induction ensures staff are trained to be aware of maintenance procedures. Original documentation to be kept in training and personnel file within unit.

Signed..... Position..... Date.....

## MONITORING, RECORDING & VERIFICATION

MONITORING	<p>As stated in the Introduction / Explanation section HACCP requires that the monitoring activity be recorded. This means, for example, that the result of each temperature taken must be written down and recorded on the daily food premises hygiene report</p> <p>In order for your HACCP system to be effective it is essential that all necessary records are made and retained. Such records should be kept on the premises for <b>three months</b>.</p>
RECORDING FORMS	<p>By selecting and using these forms as appropriate, you should be able to satisfy your catering units HACCP recording requirement</p> <p>The recording forms are provided in this section.</p>
VERIFICATION	<p>HACCP requires that a process of verification takes place (see explanation) There are a number of ways in which this can be achieved by catering units:</p> <p><b>Self-Assessments made by the Catering Manager (on the weekly record)</b></p> <p>These checks are in addition to the monitoring procedures carried out and are intended as a method of ensuring the correct application and effectiveness of the HACCP system. Records of verification checks should be kept.</p> <p><b><u>Site Visit</u></b></p> <p>Catering Manager verifies that all HACCP documentation is being completed and is effective</p>
OCCASIONAL CHECKS	<p><b>Performance Checks on Probe Thermometers</b> -The accuracy of probe thermometers should be verified on a regular basis. This may be done by immersing the probes in iced water and in boiling water in order to check their accuracy at both low and high temperatures. The readings taken at these checks should be recorded. Also, a six-monthly calibration will take place using the master probe</p>

## MONITORING, RECORDING & VERIFICATION

REVIEW	<p>Of the HACCP System – Your catering unit should operate a procedure for the review of the HACCP system. This procedure may be undertaken on a regular basis e.g. in line with the management system or if any of the following circumstances arise.</p> <ul style="list-style-type: none"><li>• Introduction of new equipment / supplier or delivery methods</li><li>• Changes to delivery, storage, preparation, cooking, cooling, hot holding, reheating and service methods</li><li>• Changes to cleaning methods (including changes in chemicals used)</li><li>• Changes to premises or layout</li><li>• Staff changes</li><li>• A Local Authority Inspection where deficiencies were noted</li><li>• A Local Authority sample failure</li><li>• A food complaint or a food poisoning incident</li></ul>
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Signed..... Position..... Date.....