

# Food Safety Policy



## Policy Statement

**The company has a moral duty to provide high quality food to our customers and clients that is always safe to eat, and therefore as a minimum, accepts its responsibility to comply with all relevant food safety legislation and best practices.**

**To achieve this the company will:**

- **Work closely with the Environmental Health Services in the Primary Authority Partnership to ensure the highest operational standards across all businesses.**
- **Work closely with our clients to provide a suitable and hygienic working environment.**
- **Provide all employees with the information, training, and tools necessary to do their jobs in a safe and hygienic manner**
- **Actively monitor the Company's performance through regular checks and audits.**

In addition, all employees have a moral and legal duty to:

- Cooperate with the company on all food safety matters.
- To follow all food safety procedures and instructions and training they have been given.
- Report any food safety concerns to their manager.

The company believes that a positive safety culture directly contributes to the success of the company and its employees, therefore is committed to continuous safety improvements, and will monitor and review the company's performance. This policy will be reviewed and amended annually or as necessary.

It is the responsibility of the Directors to ensure the appropriate resources are made available to implementing the policy across the business.

It is the responsibility of all Senior Managers to ensure that this policy is effectively communicated to all employees.

## **Food Safety Responsibilities**

### **1. The Company**

The company as employer has ultimate responsibility for compliance with The Food Safety Act 1990 and all other relevant statutory regulations and requirements.

### **2. Chief Executive Officer/Managing Director**

The Chief Executive Office has overall accountability for ensuring the Company fulfils its moral and legal responsibilities, ensuring that:

- The food safety policies are reviewed as appropriate to ensure continuing compliance with current legislation and guidelines.
- There is sufficient allocation of resources to ensure the effective implementation of the Food Safety Policy.

### **3. The Board of Directors are responsible for:**

- Providing leadership and always setting a good example and promoting a positive food safety culture.
- Developing and reviewing the Company Food Safety Policy and setting objectives.
- Ensuring that the necessary resources are available for implementing the Food Safety Policy and detailed arrangements, as well as the subsequent monitoring of performance.
- Ensuring that the appropriate information, instruction, training, and supervision are provided to all employees and apprentices.
- Ensuring that adequate insurance is provided against the risk of compensation being requested for incidents.
- To ensure that food safety is considered in all business decisions and sales tenders.

### **4. QSHE Department is responsible for:**

- Always setting a good example and promoting a positive food safety culture.
- Providing recommendations to the Board on matters concerning Food Safety to ensure compliance with relevant legislation, guidelines, and industry best practice.
- Managing the Primary Authority Agreement to ensure robust and effective policies and procedures.
- Providing statistical analysis of all company trends in relation to Food Safety and develop relevant policies and procedures.
- Identifying and setting the company's food safety aims and objectives.
- Developing and reviewing the company's Food Safety Management System.
- Developing and implementing a company audit to programme to assess the company's food safety performance.
- Providing operational support to ensure that all procedures are implemented at a Unit level.

**5. Procurement Department is responsible for:**

- To ensure that all suppliers conform to all relevant food hygiene regulations and codes of practices.
- To maintain the company's authorised purchase list.

**6. Regional Operations Managers/Head of Operations are responsible for:**

- Being accountable to their director for the implementation of the Company's Food Safety Policy ensuring that all procedures are adhered to.
- Monitoring food safety within their region, providing leadership, always setting a good example and promoting a positive food safety culture.
- Managing the audit programme within their region.
- Ensuring that all Operation/Area Managers are given induction training that includes the Company's Food Safety Policy and procedures to ensuring they understand the Company objectives and their role.

**7. Operations Managers, Area Managers & Area Support Managers are responsible for:**

- Always setting a good example and promoting a food safety culture.
- Ensuring the implementation of Company's Food Safety procedures, including the completing of the HACCP in all operating units.
- Ensuring that all Food Safety documentation is completed.
- Ensuring that every unit responds to the Food Safety audits and effectively follows any actions.
- Ensuring that the appropriate information, instruction, and training are provided to all employees and apprentices within their control, maintaining up to date training records.
- Ensuring that all employees are given induction training which includes the Company's Food Safety Policy, procedures and safe procedures of work which are relevant to their jobs.
- Consulting and co-operating with Clients on matters of food safety to ensure that effective arrangements are implemented and maintained, and that all kitchens and equipment are fit for use.
- Ensuring food safety is a minuted agenda item at Client meetings with reporting of issues as appropriate.
- To report any food safety incident to their ROM and/or the QHSE Department where necessary.

## **8. Group Managers, Unit Managers are responsible for:**

- Always setting a good example and promoting a positive food safety culture.
- The standard of food safety within their unit(s).
- Implementing Company Food Safety Policy and Food Safety Management Systems.
- Completing, implementing, monitoring, and reviewing unit HACCP procedures.
- Ensure that all Food Safety records, and documentation is completed.
- Ensuring all food safety issues are reported and investigated with corrective action being taken.
- Liaising with any appointed food safety representatives from the company, the client or external body.
- Recording any potential food safety risks beyond their control and reporting these to their Line Manager/Client as appropriate.
- Ensuring that all employees are given induction training which includes the Company's Food Safety Policy, procedures and systems of work which are relevant to their jobs.
- Ensuring that the appropriate information, instruction, training, and supervision are provided to all employees (and where applicable, apprentices) within their control, maintaining up to date training records.
- Ensuring copies of the Food Safety Management System, documentation and records are always available.
- Ensuring that any actions from Food Safety Audits are acted upon within the given time scale.
- Supervising of all employees and apprentices under their control with regards to food safety procedures and practices

## **9. All Company Employees and Apprentices are responsible for:**

- Ensuring they are aware of the Company's Food Safety Policy and procedures.
- Following all relevant food safety training and instructions they have been given.
- Co-operating with the Company on matters of food safety by correctly using work items and not interfering with or misusing anything provided for purposes of food safety or welfare.
- Reporting any food safety concerns to their manager.

## **Arrangements**

To ensure the successful implementation of the Company's Food Safety Policy the following arrangements are in place:

### **Mobilisation**

Due to the nature of the Company's work the Company will take on the management of existing workplaces and employees, (via TUPE) it is important that a robust food safety mobilisation procedure is followed to ensure that all new business meet Company's standards and any risks are managed. It is important that catering premise report is completed, and any issue identified are discussed and actions agreed with the client.

### **The Food Safety Management System**

The company's food safety management system is the mechanism in the Food Safety Policy is achieved.

The food safety management system comprises of the following:

- The Hazard Analysis Critical Control Booklet
- The A-Z of Food Safety Procedures
- The Weekly Logbook (or equivalent)

### **The Hazard Analysis Critical Control Booklet (HACCP)**

The HACCP is a systematic preventative approach to food safety from biological, chemical, physical hazards as well as allergens.

The HACCP booklet lists the 12 steps of food production at unit level, identifying significant hazards and the processes to control them including critical control points and record keeping .

The Unit Manager is responsible to ensure that the HACCP is implemented fully into their units and formal reviewed every 6 months. This review is documented on the HACCP Action Plan. Completed copies are filed in the relevant section of the Safety Records Directory.

### **The A-Z Food Safety Procedures**

This document outlines in detail various actions and procedures which support the HACCP process.

### **The Weekly Logbook – paper or digital**

The Weekly Logbook is where all information is recorded as required by the HACCP process such as equipment temperatures, cooking temperatures, cleaning schedules and checks. In some units these checks maybe recorded in a different format depending upon their operation

The Food Safety Management System is owned by The QHSE Department and Food Department, who are responsible for reviewing and updating the systems as required.

## **Environmental Health Officer Visits**

All environmental health office visits must be reported by the Unit manger to their line manager within the same working day.

## **Allergens**

Refer to the Allergen Policy.

## **Food Safety Training**

The company recognises that one of the most effective ways for its employees and apprentices to work safely is to provide them with relevant knowledge and training. In conjunction with the Learning & Development Dept. All employees will complete:

- Company Food Safety Induction Training
- Food Hygiene Level 2 (e-learning)

Depending upon an employee's job additional training includes

- Food Safety for Managers - policy and procedures
- HACCP – (e-learning)
- Bite Refresher training

All training will be recorded on individual Employee Training Record Cards.

## **Performance Monitoring**

The primary aim of monitoring food safety is to ensure that the company policy and procedures are effective and are achieving the company's objectives and targets. The company will monitor performance through a mixture of proactive and reactive methods. These methods are:

- Incident reports, statistics, and results of investigation reports (reactive).
- Review of employee and client complaints and suggestions (reactive)
- Environmental Health inspection reports and ratings (reactive)
- Annual Unit Health Check (proactive)
- Food safety management system audits (proactive)