A to Z Of Food Safety Procedures

Sept 2023

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Acrylamide

Acrylamide is a chemical that is formed naturally when certain foods are cooked at high temperatures such as by frying, roasting, baking, grilling and toasting.

These include foods as such as

- Raw potato products, such as chips, French fries, wedges, roast potatoes
- Bread products including rolls, baguettes, toast, toasted sandwiches.
- Bakery products such as cookies, biscuits, scones, waffles, crumpets, savoury crackers

Acrylamide has the potential to cause cancer in humans. Legislation is in place to reduce acrylamide levels in food; therefore, it is important that these products are not over cooked.

Control Measures

Store raw, unpeeled potatoes in a cool, dark place, not in the fridge as potatoes stored in the fridge can form more sugars which can mean higher levels of acrylamide when cooked.

Check deliveries of cooked products to ensure that they are not overcooked or burnt as these will have higher levels of acrylamide.

When preparing foods cut to similar sizes to ensure foods cook evenly

When making cut potato products that are going to be deep fried soak in cold water for about 30 mins, rinse then dry. This will remove excess sugars and keep acrylamide levels lower.

Follow manufacturer's instructions when cooking foods, including temperature and time.

When deep frying products cook to a light golden yellow colour. The oil temperature should ideally be below 175°c. Do not overfill baskets and ensure that the oil is regularly skimmed and changed as often as needed. These will ensure that foods cook evenly with lower levels of acrylamide.

When baking bread and bakery products cook to a golden yellow colour to reduce levels of acrylamide. The same applies for foods such as toast and toasted sandwiches.

Over cooked or burnt foods will contain higher levels of acrylamide and must not be served.

Cleaning

To comply with the law, minimize the risk of food contamination and to provide a professional image, it is essential to maintain consistently high standards of cleanliness throughout the Unit.

The daily and weekly cleaning schedules must be followed and signed off when tasks have been completed to the required standards.

Managers must ensure there is a system of monitoring cleaning standards against the cleaning schedule. At least there should be periodic checks by the manager.

Ensure all staff adopt a '*clean as you go policy*.'

Ensure that work surfaces and equipment, such as mixers, are cleaned using the 2-stage cleaning method.

- Dirt is removed using an appropriate cleaner such as hot soapy water.

- The area is then disinfected using a sanitiser allowing the correct contact time.

- The area is left to air dry or dried using a fresh disposable paper towel.

Reusable cloths should be rinsed in hot soapy water often and then sanitised. These cloths should be changed regularly and laundered in a washing machine daily. If this is not possible then disposable cloths should be used.

Yearly deep cleans should be arranged with clients to remove longer term buildup of grease and dirt at high level and hard to reach places. This should also include grease filters and the ventilation ductwork. These must be carried out by specialised cleaning companies, who will provide certification.

All cleaning chemicals should be stored away from food and disposables to prevent the risk of chemical contamination.

When using any cleaning chemicals ensure COSHH guidelines are followed.

Where different locations are cleaned separate equipment must be used to prevent cross contamination.

Blue mops/brushes – catering areas
Red mops/brushes/red cloths - Staff changing rooms & toilets.
Yellow mops/brushes – Dining Rooms

Cold Food Display and Salad Bars

Cold food displays and salad bars/carts are part of the Company food offer. However, this type of service often includes high risk ingredients which may allow the growth of bacteria, in addition, where self-service, there may be the increased risk of physical contamination while on display.

Strict standards of food hygiene, temperature control and shelf life are essential including the following:

Salad items should be prepared daily and used within their shelf life, many items must always be kept below 5ºc, including display.

All fresh salad vegetables, fruits and vegetables should be thoroughly washed in clean cold water. Extra care should be taken with foods such as salad leaves, watercress, parsley, celery, which are particularly susceptible to soil and insect contamination. Lettuce leaves should be separated, and extra care taken to ensure soil and insects are removed.

Visual checks should be carried out during all stages of preparation.

Ensure all work areas are disinfected prior to preparation.

Refrigerated containers and foods before placing on display to ensure that chilled temperatures are maintained. Unopened tins of tuna can be stored in the fridge prior to use.

Use containers that allow the transfer of the cold from the refrigerated counter. Do not overfill containers – place small quantities which can be replenished during service as required. Ensure that foods are not raised up above the '*load line*' of the chilled display counter.

Provide enough suitable serving utensils.

For Salad carts and where foods are not kept below 5ºc follow the 2-hour rule. All high-risk foods must be discarded after service or 2 hours (whichever is first).

For Salad Carts in Primary Schools that are self-service ALL foods must be discarded at end of service due to the increased risk of physical contamination.

No food must be stored in the refrigeration display units, these are for service only.

Ensure the relevant cold service temperature records are completed.

Cooling Food

In order to ensure the continuing safety of food it is important to cool hot food as quickly as possible. Hot foods should only be cooled where it is necessary.

There are several factors which will have a bearing on how quick food cools these include:

- The method used such as a blast chiller or being left at room temperature.
- The thickness and surface area of the food. Foods which are thick with a small surface area will take longer to cool.
- The surrounding temperature – the greater the difference between the food temperatures and surrounding air temperature the quicker food will cool.
- Air movement – the quicker the surrounding air flow the faster the food will cool.

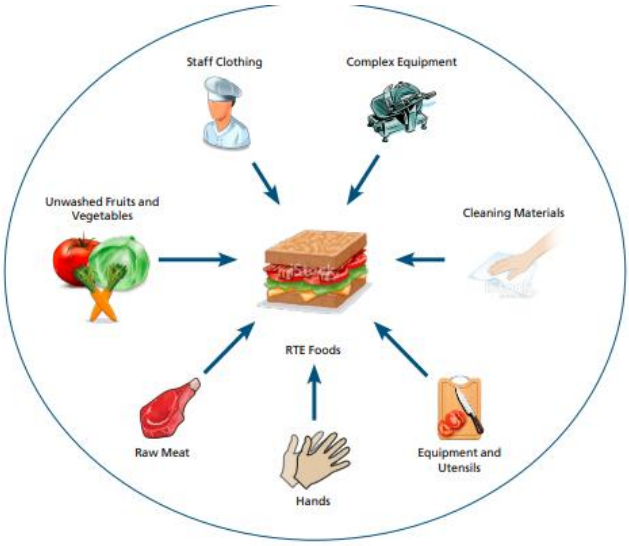
Most units do not have blast chillers and therefore food is usually left to cool 'naturally' to room temperature. The temperature and humidity in kitchens can be high, therefore try to locate cooler areas where food can be cooled also try to cool food towards the end of the day when temperatures may be lower.

When cooling food consider the following:

- Transfer foods from the original cooking pots to shallow trays to increase the surface area.
- Stand containers in cold water and stir the contents.
- Cook solid foods, such as joints, in smaller portions.
- When cooling, only cover foods with greaseproof paper to prevent any physical contamination.
- Foods must be cooled to room temperature within 90 mins and then refrigerated.
- Ensure start and finish times are recorded on the relevant temperature records.

Cross-Contamination

Cross contamination is one of the most common causes of food poisoning. It happens when harmful bacteria are spread onto food from either other food sources, such as raw meat or soiled vegetables (direct cross contamination) or from surfaces, hands or equipment that have been contaminated (in-direct cross contamination).



Steps to control cross contamination include:

- Separation between raw and Ready to Eat (RTE) foods – Identifying separate work and storage areas, food contact surfaces, equipment and utensils for raw and for RTE foods is the most effective way to prevent cross contamination.

- Effective cleaning and disinfection procedures – if physical separation is not possible then adequate cleaning and disinfection of the area is the main control and must be carried out correctly every time. see cleaning section,

- Personal hygiene, particularly effective handwashing, and handling practices – it is essential that staff follow good hygiene practices to prevent the cross contamination of harmful bacteria to RTE foods. Effective handwashing and suitable clean protective clothing will help prevent the spread of bacteria to food, work surfaces and equipment.

- Effective management controls and training – legislation requires procedures to be put in place based on HACCP principles and ensure staff are adequately trained.

Documentation

Food hygiene documentation forms an important part of the Food Safety Management System. Its completion forms a significant part of the due diligence process and therefore all documents must be completed as necessary. Documentation in the Food Safety Management System includes:

Equipment Temperature Monitoring – used to record the temperatures of fridges and freezers within the Unit. Fridges recorded twice daily, freezers once.

Delivery Monitoring – used to record the temperatures of all chilled and frozen deliveries.

Hot Food Service – used to record the cooking, reheating and service temperatures of all hot high-risk foods.

Cooling – used to record the time and temperature of the cooling of foods for refrigeration.

Cold Food Service – used to record the temperature of all chilled foods during a service period.

Cleaning Schedule – used to record daily and weekly cleaning of the unit.

Food Storage Area Check – used to record the formal check of all food storage areas on a weekly basis.

In most cases these documents will be found in the Weekly Logbook. All records should be kept for a minimum of 6 months.

Probe Calibration Form – used to record the calibration temperature of food probes every 4 weeks.

Catering Premise Report – used to record the inspection of the premises noting any structural issues that may pose a risk to food safety. The Report is completed twice a year with a copy presented to the client and any actions agreed.

Third Party Agreement – this is completed when a non-company party uses the client premises for catering. This form must be completed prior to any use of the catering facility that is registered in the company name.

Dry Goods Storage

Dry stores should be clean, with enough lighting and ventilation as well as being large enough to aid tidy storage and stock rotation. The stores should be vermin proof, holes around any pipes should be effectively sealed. All wall finishes and shelving should have a nonabsorbent, cleanable finish.

All food items need to be stored on shelves in suitable containers; open packaging should be avoided wherever possible. No food items should be stored directly on the floor due to the risk of contamination from water or cleaning chemicals. All foods and disposables should be stored to prevent the risk of cross contamination from dirty (fruit and vegetables) and allergens. Cleaning chemicals must not be kept in the Dry Goods Store.

All open foods need to be labelled with an opened date and use by date as a minimum.

Any foods which are decanted into containers need to clearly state contents, use by date and all allergen information.

New stock must not be decanted on top of old stock. Containers must be thoroughly cleaned between uses.

All stock should be rotated to ensure first in first old. Foods must not be used after use by date or best before date.

Dry Goods Stores must be cleaned in line with the Unit cleaning schedule and check regularly for any signs of pests.

Environmental Health Officer Visit

In most cases an EHO/Food Safety Officer will visit as part of a routine visit to carry out a food safety intervention which may be a full or partial inspection, including a food hygiene rating audit, surveillance, a follow up to a food complaint or sampling.

When an EHO visits the following guidelines should be followed:

- Ask the EHO to show identification, which authorises them to inspect the premises. Inform the EHO that a primary authority agreement is in place with Worcestershire Regulatory Services.

- Be polite and courteous, establishing the reason for the visit:
    - Routine Inspection
    - To investigate a complaint
    - To investigate an accident

- The Catering Manager must accompany the EHO throughout the visit. If this is not possible ensure that you talk to them after the inspection.

- Allow the EHO to look at documents, areas, equipment, take photographs and take samples.

- Answer any questions the EHO asks honestly; however, do not volunteer any additional information.

- Make notes of what the EHO requests and refer to any actions within the report left on site. Note - some EHO's will send a follow up letter.

- At the end of the visit, ask the EHO to confirm:

    - What actions need to be completed?
    - What happens next?

The EHO will confirm the outcome of the visit in writing. Request that a copy is sent to the Unit Manager and Head Office address in Worcester. Teme House, Whittington Hall. Whittington. Worcestershire WR5 2RY

A copy MUST NOT be sent directly to the client/head teacher or anyone else at the school.

Report the visit, including score and actions in mpro5. Also inform your Operations manager with details of what needs to be done within **24hrs** of the visit.

If the EHO mentions one of the following, you must inform your manager immediately. The matter should then be referred to the Operations Manager and QHSE Department who will contact the Officers at Worcestershire Regulatory Services.

- Cautioning you
- Issuing a Hygiene Improvement Notice
- Removal of documents or samples
- Issuing of a Hygiene Prohibition or Hygiene Emergency Prohibition Notice
- Request you make a witness statement

If the EHO takes samples, you are entitled to retain a sample from the same batch. You should retain this for future reference and the sample should be frozen to retain its current state.

If an EHO advises you, they wish to take a statement or interview you 'under caution'. Politely inform the EHO that you wish to remain silent at this stage until you have sought further advice. Contact a Company Director.

As part of the Primary Authority Agreement if enforcement action is likely, you must advise your Operations Manager immediately who will contact the QHSE Department.

The Company's Food Hygiene, Health and Safety Manual clearly sets out the standards of operation. Therefore, it is essential that all documents are kept intact, up to date and filed in the Records Directory.

The EHO may also ask to see:

- Pest Control Records
- Cleaning Schedules
- Staff Training Records
- Any other relevant documentation

The idea of an inspection is to check how well the unit is meeting the law on food hygiene. The inspection will assess three areas:

- How hygienically is food handled when being stored, prepared, cooked, and cooled, also what measures are taken to prevent food being contaminated with bacteria and allergens.

- The condition of the structure of the kitchen including cleanliness, layout, lighting, ventilation, equipment and other facilities

- Confidence in management referring to how you manage and record what we do to ensure food is safe using the company HACCP.

A score is given for each area.

Criteria	Score					
How hygienically the food is handled	0	5	10	15	20	25
Condition of structure	0	5	10	15	20	25
How you manage and document food safety	0	5	10		20	30
Total score	**0**	→				**80**
Level of compliance	**High**	→				**Low**

The rating the unit is given depends on how well it does overall. It also depends on the area(s) that need improving.

To get a Rating of 5, the unit must score no more than a 5 in each of the three areas.

Total score	0 – 15	20	25 – 30	35 – 40	45 – 50	> 50
Highest permitted individual score	5	10	10	15	20	-
Rating						

These guidelines also apply to any other Third-Party inspections.

The Primary Authority Agreement is a statutory partnership between the company and Worcestershire Regulatory Services, providing robust and reliable advice for other EHOs to consider when carrying out inspections. Worcestershire Regulatory Services have reviewed and approved the Company's policies and procedures including:

- Food Hygiene Logbook
- HACCP Booklet
- Raw Meat Policy

This mean local EHO's must discuss any concerns relating to these policies directly with Worcestershire.

However, it is vital that all policies and procedures are followed at an operational level

Unit Food Hygiene Score Action Plan following an EHO Visit.

Unit Score	Unit Manager	Operations/Area Manager	QHSE Department
5	Action any operational points from the EHO report	Agree with the client construction issues highlighted by the visit. Ensure UM completes any operational actions.	Review EHO report for any common points
4	Action any operational points from the EHO report	Agree with the client construction issues highlighted by the visit. Ensure UM completes any operational actions.	Review EHO report for any common points
3	Follow Action Plan issued by Ops/QHSE Manager	Disciplinary investigation to be carried out to establish if any breach of company food hygiene procedures. Agree with the client construction issues highlighted by the visit. Ensure UM completes any operational actions. Request a revisit from the EHO when actions completed	Discuss and agree required actions with Ops Manager.
2	Inform Ops Manager immediately of visit and score. Follow Action Plan issued by Ops/QHSE Manager Completed Action Plan to be returned to Ops Manager.	Arrange for QHSE Manager to visit as soon as possible. Visit the unit to address any immediate issues. Disciplinary investigation to be carried out to establish if any breach of company food hygiene procedures. Agree Action Plan with QHSE Department. Agree with the client construction issues highlighted by the visit. Ensure UM completes any operational actions. Completed Action Plan to be returned to QHSE Department. Request a revisit from the EHO when actions completed	Visit the unit as soon as possible and draw up action plan to address points raised. Discuss with Ops Manager and Unit Manager
1	Inform Ops Manager immediately of visit and score. Follow Action Plan issued by Ops/QHSE Manager Completed Action Plan to be returned to Ops Manager	Visit the unit to address any immediate issues. Disciplinary investigation to be carried out to establish if any breach of company food hygiene procedures. Agree Action Plan with QHSE Manager. Agree with the client construction issues highlighted by the visit. Ensure UM completes any operational actions. Completed Action Plan to be returned to QHSE Department. Request a revisit from the EHO when actions completed	Visit the unit within 2 working days and draw up action plan to address points raised. Discuss with Ops Manager and Unit Manager Arrange follow up visit if necessary.

Employee Illness Policy

Food Safety Regulations require that food handlers suffering from disease, or conditions, likely to be transmitted through food should not be permitted to work where there is any likelihood of food being contaminated with pathogenic micro- organisms.

As stated in the Staff Handbook employees must inform their manager if they are suffering from the following:

- Food Poisoning – such as salmonella, staphylococcus, campylobacter.
- Typhoid/Paratyphoid
- Dysentery
- Hepatitis
- Influenza
- Ear and Throat infections
- Vomiting and diarrhea
- Skin infections such as septic cuts, sores, and boils
- Parasitic infections
- COVID-19

All staff must be instructed that they must notify their manager if they ever suffer from any of the above ailments.

Employees should seek medical attention where necessary, ensuring that they inform their doctor that they work in the food sector.

If an employee has sought medical attention, then the advice of the medical professional should be followed. However, in most cases employees will not be permitted to work.

Any employee that falls ill at work must be sent home and advised to seek medical attention.

If they have been handling unwrapped food then dispose of it, then clean and disinfect the area they have been working in.

Any employee suffering from sickness and/or diarrhea cannot return to work for 48 hours after their symptoms have stopped.

Upon return to work an employee must complete the Employee Return from Absence Form confirming their fitness to return to work. This must be retained on their Personnel File.

When unsure, contact your Area/Operations Manager for advice.

Food Complaints and Food Poisoning Allegations

Food Hygiene related complaints generally fall into the following categories:

- Foreign Body Contamination – physical contamination of food.
- Unsound food – food spoilage occurring.
- Alleged food poisoning.

It is essential that any complaints are dealt with promptly and professionally to demonstrate the Company's concern. However, it should be noted that such incidents are often not due to any misdemeanor of the caterer but may be a result of the actions of a supplier or a third party.
It is important that the procedure below is followed:

1. Reassure the customer that the complaint is taken seriously.
2. Replace the offending food item or refund.
3. Apologise to the customer and explain that it is company policy to investigate all complaints and therefore some details will need to be taken.
4. Do not admit liability at any stage to the customer.
5. Request the foreign body or unfit food from the customer and secure it in the manager's office. If food is spoilt with mold, refrigerate the items, clearly labelling and ensuring no risk of cross contamination.
6. It is important to obtain as much accurate information as possible relating to complaints. In all cases the Foreign Body Form must be completed by the Manager.
7. In the case of a foreign body, try to ascertain the point of contamination – supplier, caterer or consumer.
8. Contact Operations Manager and Procurement Dept (if considered supplier contamination).
9. Where the allegation is of spoiled food it is important to check against HACCP – delivery date, shelf life, storage conditions.
10. Once the investigation is completed the Operations Manager will follow up with the customer where necessary.
11. Where the complaint is of a serious nature or injury occurs immediate telephone Operations Manager and QHSE Dept.

Unfit Food/Foreign Body Action Flow Chart

This chart is to be followed for all incidents of unfit food complaints or near misses. This chart should be followed, for example, when the incident involves:

- Foreign bodies such as stones, insects, string, hair, plastic
- Contaminated food - e.g. chemical contamination
- Unfit food - food which has gone mouldy, gone off, sour

Action on receipt of Food Poisoning Allegation

In the event of food poisoning allegation, it is important that the procedure below is followed:

1. Notify the Operations Manager and QHSE Department where multiple cases are reported or a report from a local Environmental Health Officer
2. It is important to obtain as much accurate information as possible relating to complaints. In all cases the Manager completes the Alleged Food Poisoning Form.
3. Obtain menu/food that the complainant believes caused their symptoms. Retain any food samples if relevant and possible.
4. Contact Operations Manager and QHSE Department with details of the incident.
5. QHSE Department will consider the information available and where appropriate notify the Primary Authority Agreement Environment Health Officers for guidance. The Unit Manager must not notify the local EHO, if necessary, this will be done by the QHSE Department.
6. The client should be kept informed of the actions being taken at all stages by the Operations Manager.
7. Once the investigation is completed the Operations Manager will follow up with the customer where necessary.

Frozen Storage

Freezers are generally designed to store frozen foods, rather than to freeze food down. Freezing food on site should be kept to a minimum and only include:

- **Raw Meat**
- **Low risk foods**
- **Food produced on site that is going to be reheated & served hot**

High risk, ready to eat foods, such as cold meats and rice, cannot be frozen. Dishes such as lasagnas, pies and cottages pie can not be frozen if they have already been cooked after assembling.

When freezing the following guidelines must be followed:

Any foods that are to be frozen must be frozen on the day of production and/or have a remaining minimal shelf life of at least 3 days.

All foods must be labelled with the date frozen, state any allergens and a maximum shelf life of 6 weeks.

All frozen foods must be defrosted in the refrigerator and relabeled with a defrost date and a maximum use by date of 3 days including defrost time.

No food can be refrozen once defrosted.

HACCP

HACCP involves the systematic assessment of each step in the food production process and the identification of those points that are critical to food safety.

HACCP provides a logical and systematic approach to ensuring that every batch of food served is safe.

Use of the HACCP system and the availability of extensive documentation, records and the monitoring of Critical Control Points will contribute significantly to a defense of "Due Diligence".

The HACCP Booklet and supporting documentation explains each stage of the HACCP process and highlights the procedures to be followed.

The flow chart which identifies all the processes we go through, from the supply of food right through to service of food in each of our units. We have highlighted the control points and Critical Control Points in each stage of the process.

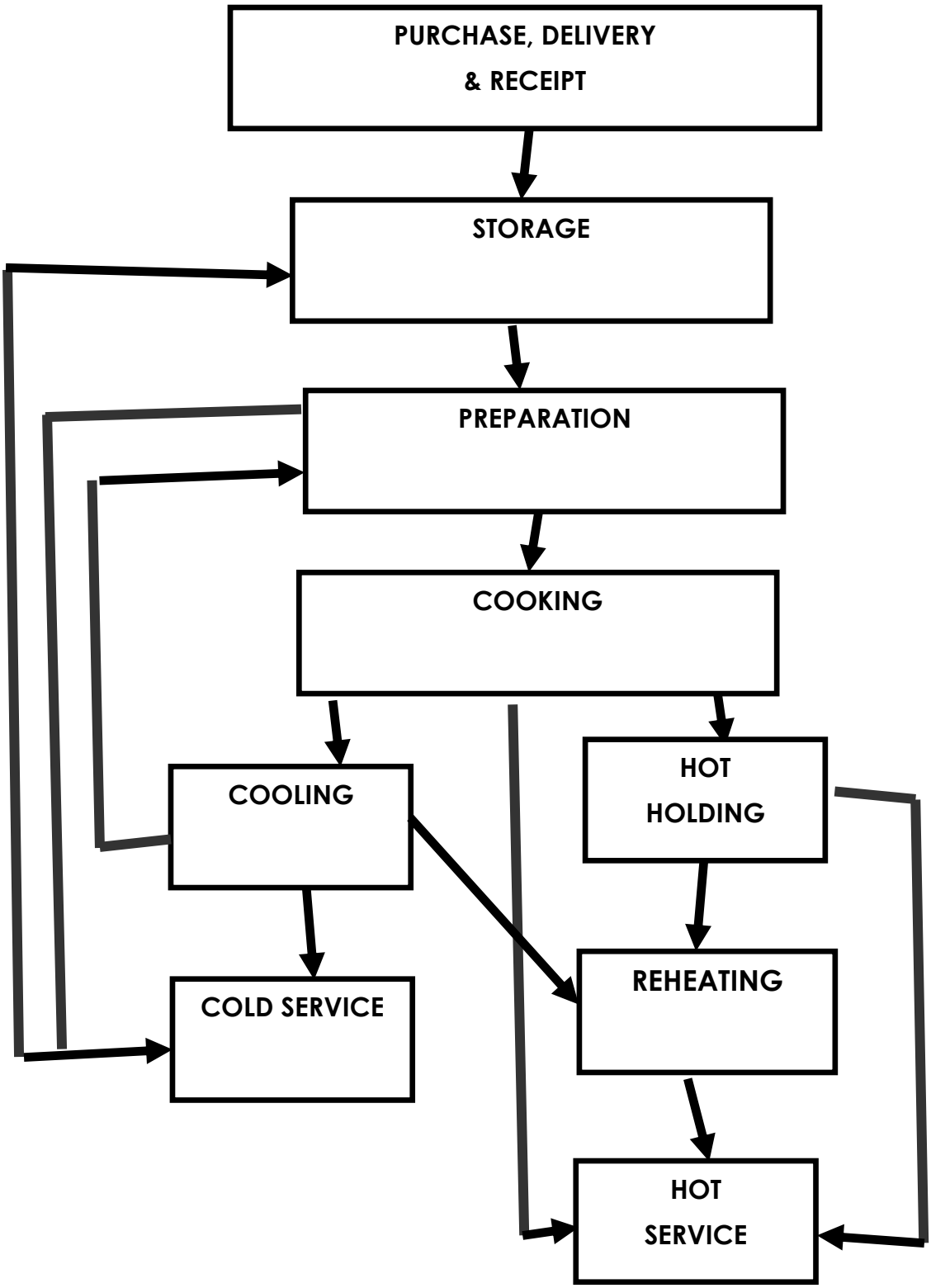
Unit Managers are responsible for ensuring that the company HACCP is followed by all staff in the production of food.

Failure to follow company food hygiene procedure and HACCP will be deemed as a breach of company policy and will result in disciplinary action.

The HACCP system is maintained and reviewed by the Food Department & QHSE Department.

Every six months a Unit Manager must complete a formal review of the HACCP procedure of the unit, noting any actions required to ensure compliance. The completed Action Plan is filed in the Records Directory.

HAZARD ANALYSIS – CRITICAL CONTROL POINTS
SIMPLE FLOW CHART



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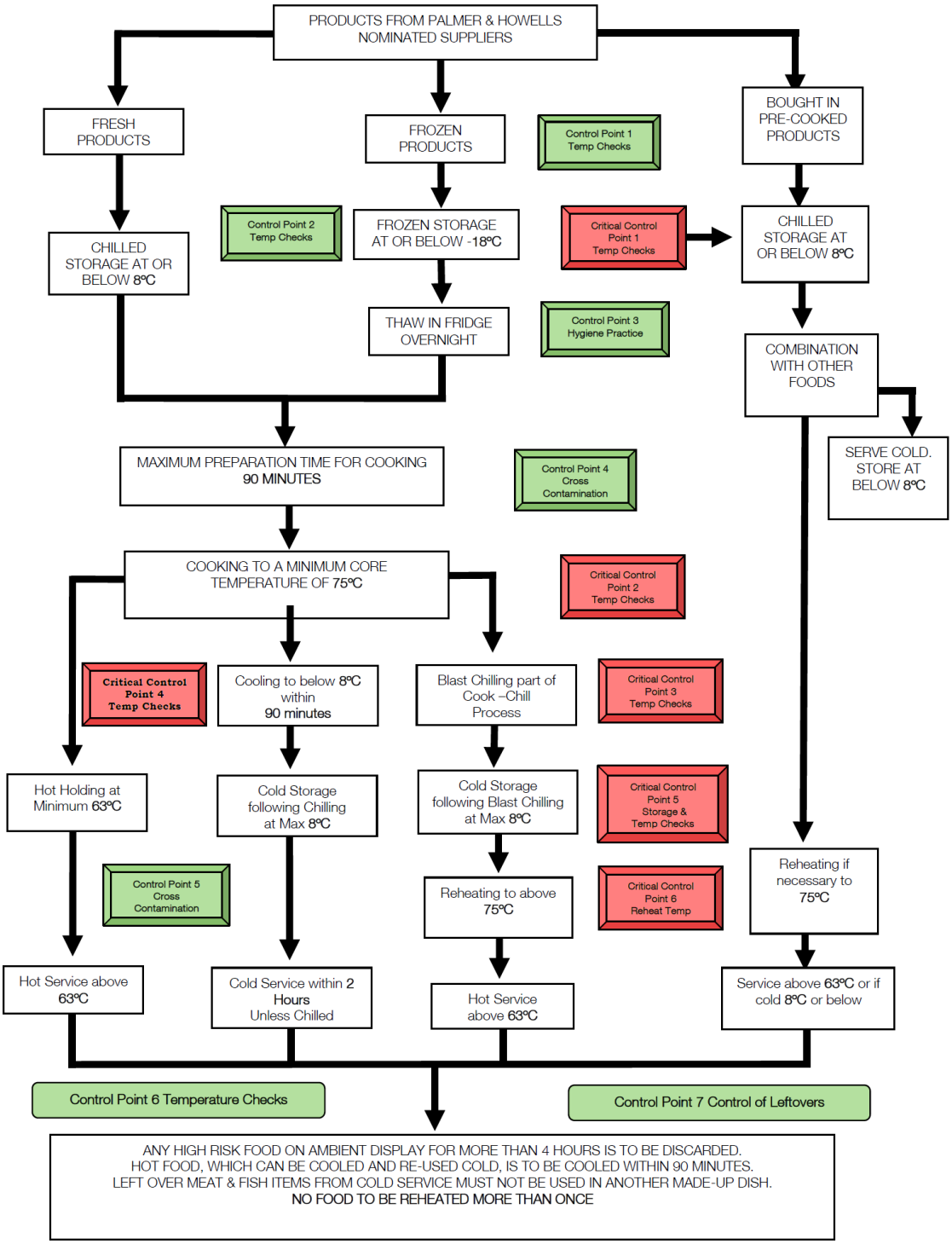


Hand Dishwashing

The aim of washing up is to clean and disinfect items used in the preparation and service of food. The most efficient way of dish washing is using a commercial dishwasher; however, this is not always possible.

To achieve effective cleaning and disinfecting it is important that hand dishwashing is carried out as systematically as possible.

Hand Dishwashing - Single Sink Method

Where possible this method should be avoided as it is the least effective method. It is essential that the water is as hot as possible, around 60°c. Protective gloves must be worn when water is at this temperature.

The water should be replaced as it cools and/or becomes greasy and full of debris.

Suitable hand dishwashing detergent should be used. Follow manufacturer's instructions when using.

Air drying will be slow due to the low temperature and therefore items should be dried using clean disposable towels.

Hand Dishwashing – Double Sink Method

This practice is the preferred way to hand dishwashing.

In the first sink wash temperature should be around 55°c. The rinse temperature in the second sink should be at least 65°c. In sterilising sinks this temperature will be much higher, around 85°c. In both cases protective gloves must be worn When using sterilising sinks baskets must also be used. Items must not be placed directly into the water due to the risk of scalding.

The water should be replaced as it cools and/or becomes greasy and full of debris.

Suitable hand dishwashing detergent should be used. Follow manufacturer's instructions when using.

Air drying may be slow; therefore, items can be dried using clean disposable towels.

Hands, Handwashing and Gloves

Any food handler needs to be concerned about the importance of hand hygiene and be able to perform it correctly and at the right time.

The object is to ensure that hands are physically clean, remove micro-organisms and minimise the risk of cross contamination of harmful bacteria which may cause food poisoning.

Good hand hygiene is the cornerstone of good food hygiene.

It is important to look after your hands as bacteria is more likely to increase when the skin is damaged. All cuts must be covered with blue waterproof plasters, these need to be changed regularly.

Nails can harbor potentially harmful bacteria too. Therefore, nails must be natural, kept short and clean. Nail polish, false nails or extensions must not be worn.

In addition, hand and wrist jewelry must not be worn due to the high risk of contamination. It is acceptable to wear a plain wedding ring.

Harmful bacteria can easily be spread from hands to food, work surfaces and equipment, therefore effective handwashing and the correct use of gloves is vital to help to prevent this.

Handwashing

Handwashing must be carried out at a designated hand wash basin which is labelled 'hand wash only.'

The basin must always be accessible and have a supply of clean warm water, liquid soap from a dispenser, paper towels (in a dispenser) or hand dryer and a foot operated or open topped bin.

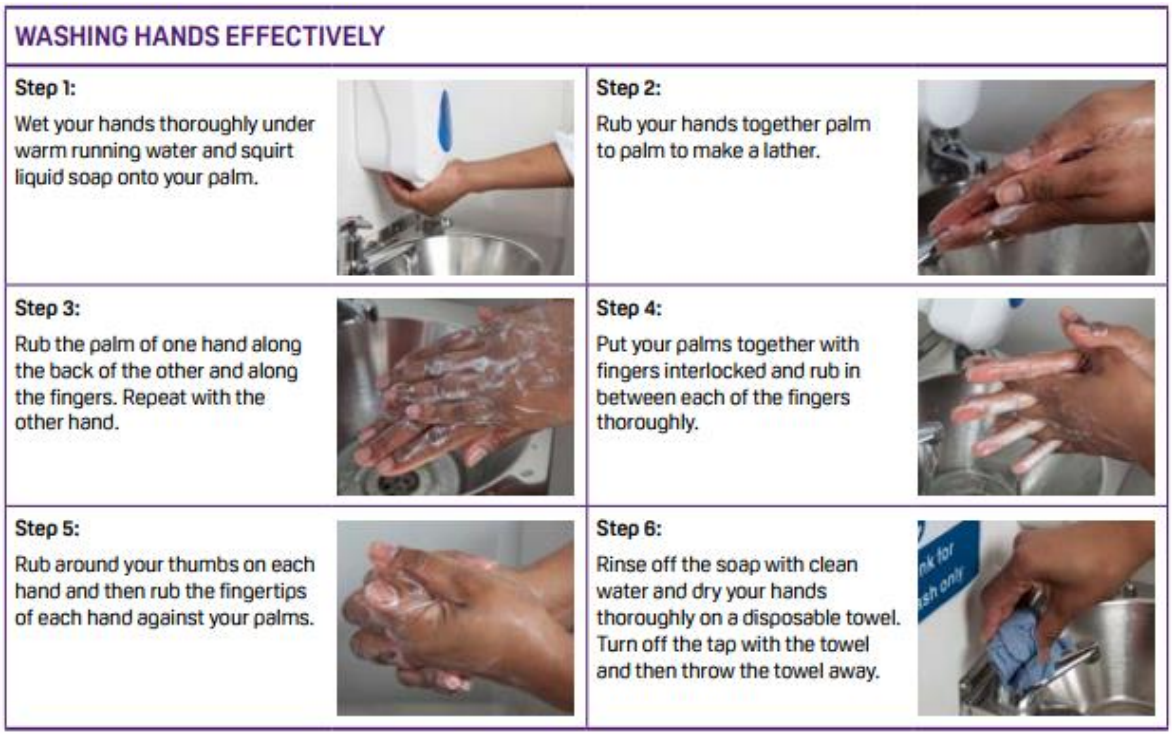
Nail brushes must not be used. Hand wash basin must be kept clean at all times.

It is important that all staff are trained in the correct hand washing procedure.

The aim of hand washing is to remove dirt as well as remove and destroy micro-organisms. It should take at **least 20 seconds** to wash your hands, however hand washing for an excessive length of time should be avoided as it may damage the skin.

An effective hand washing technique involves three stages: preparation, washing and rinsing, and drying. Preparation requires wetting hands under tepid running water before applying the recommended amount of liquid soap. The hand wash solution must come into contact with all of the surfaces of the hand.

The hands must be rubbed together vigorously for a minimum of 20 seconds, paying particular attention to the tips of the fingers, the thumbs and the areas between the fingers. Hands should be rinsed thoroughly prior to drying with good quality paper towels.



Thorough hand drying has been shown to be a critical factor in the hand hygiene process to remove any remaining moisture which may harbor bacteria.

Hands that are not dried properly can result in the skin becoming cracked and dry, possibly leading to dermatitis. If a warm air dryer is provided staff must use them until their hands are dry, they must not dry their hands on their uniform or oven cloth.

There is no set frequency for hand washing; it is determined by actions – those completed and those intended to be performed.

Hands must be washed, at least, at the start of work, after a break, after using the toilet, after touching/emptying bins and cleaning duties, after handling raw foods and especially before handling ready to eat foods.

Gloves

The use of disposable gloves does not replace the need for and importance of effective hand washing. In addition, the use of gloves often gives a false sense of security.

Gloves can be worn to give added protection when performing certain tasks. Gloves are a single use item and must be changed in between tasks. Gloves should also be changed if damaged or torn.

If food handlers wear gloves, they must thoroughly wash their hands before putting gloves on and after taking them off. Under no circumstances should gloves be washed or cleansed with a sanitiser.

The only time gloves **must** be worn is when handling and preparing raw meat.

Once finished the gloves must be disposed of and hands washed.

Labelling and Shelf Life

All foods must be labelled to indicate what it is and when it must be consumed as a minimum.

Deliveries

All deliveries should be checked for sufficient shelf life before accepting. All perishable foods that require temperature control will be labelled with a 'Use By' date. This date must be followed. It is an offence to sell or use foods which have passed these dates. Other foods will be marked with a 'Best Before' date.

Dry Goods

If goods are decanted, then the relevant information from the manufacturer's label must be transferred to the container. This includes used by date and any allergen information.

Chilled/Frozen

The guidance for Dry Goods applies here, in addition, prepared foods should include the date of refrigeration and date to be used by also any allergen information.

For shelf life always follow the manufacturer's instructions for brought in foods.

Unit prepared foods shelf life as follows:

DAY 1 IS ALWAYS DAY OF PRODUCTION

Sandwiches, baguettes, wraps and roll	2 days.
All unit prepared foods	3 days
In house grated cheese	7 days
Homemade cakes and biscuits	5 days

Do not forget products such as sauces, mayonnaise, curry pastes, jam, all which will have a shelf life once opened and must be labelled.

Labels

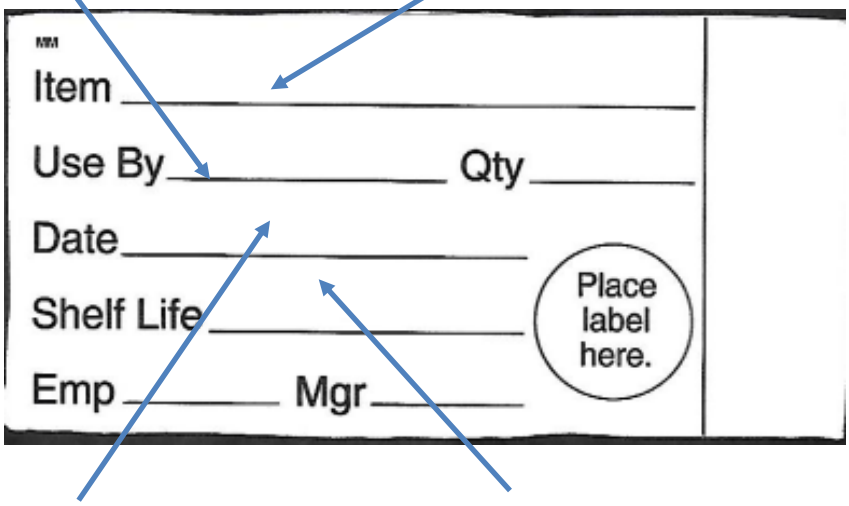
There are 2 types of labels that should be used back of house. Please check the current APL for the supplier. (Examples shown below)

1. **Back of House Label**

This label is to be used on foods that are still in their original packaging to indicate shelf life or products that do not require allergen information.

Product Use by Date

Description of Product



Production/Opening Date

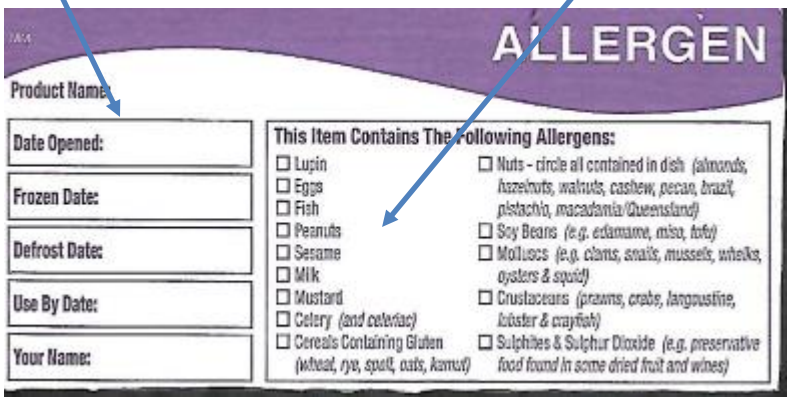
Shelf Life in days/weeks

2. **Allergen Back of House Label**

This label is to be used on foods that have been decanted from the original packaging and unit produced foods to indicate shelf life and allergen information.

Product Details & Dates

Allergen Information



Personal Hygiene Requirements

It is important that every person working in a food handling area wears suitable, clean, and where appropriate, protective clothing. Outlined below are the Company's requirements relating to personal hygiene and standards of dress.

Standards of Dress

- The Company expects employees to wear appropriate dress relative to the job, since it is always important to present a professional image.

- Employees who are required to wear a uniform for work will be provided with the appropriate clothing. Employees are responsible for laundering, ironing, and ensuring that uniforms are kept in good repair.

- Uniforms should be washed on a 60°c setting with detergent and not include other clothing/items that may represent a risk of cross contamination.

- Uniforms must be worn, in full always when on duty and must not be worn when travelling to and from work.

- Employees should wear sensible footwear which is fully enclosed, with low heels and non-slip soles, or safety shoes if issued.

Personal Hygiene

- The following apply to all employees, even if not dedicated food handlers, as many will be in food production areas as in the course of their employment.

- All employees must take care with personal cleanliness.

- Your hands must be washed frequently, always on entering a kitchen, after visiting the toilet and after handling raw meat. Nails must be kept clean and short. Nail polish and false nail must not be worn.

- Hair must be kept clean. Long hair must be tired back off the face and hats must be worn, if part of the uniform.

- No jewelry, except for a plain wedding band may be worn. No earrings or other piercings are permitted due to the risk of physical and bacterial contamination. No watches, bracelets, or bands must be worn.

- Strong smelling perfume/aftershave must not be worn as it may taint the food.

Pest Control

Pests, such as rats, mice, birds, insects and 'store product' insects (weevils) can cause damage and contaminate food. In addition, may carry food poisoning bacteria and viruses, therefore food supplies and disposables must be kept safe from pests. Kitchens can be closed because of pests and the Company fined.

It's important that:

All deliveries are checked for any signs of pest contamination or damage. Deliveries must not be left outside where they can be attacked by birds, rodents, foxes etc.

Check premise at least weekly for signs of pest infestation – check for droppings, insect bodies, damaged stock. Check behind/beneath equipment or undisturbed areas and access points.

Premise must be proofed to prevent access to pests. Any entry points must be sealed with suitable material. Managers must ensure that clients complete the required work immediately.

Clients should have a pest control contract for routine monitoring.

If any signs of pest activity are discovered notify the Operations/Area Manager immediately. A specialist pest contractor must be used to carry out any necessary treatment and advise on any proof measures.

If any treatment is conducted check what additional precautions need to be taken, such as moving stock or equipment, cleaning down etc.?

Ensure that all equipment, work surfaces and utensils are washed and disinfected whenever pest activity is discovered.

Ensure that any electronic fly killers are kept clean and in working order. These should not be sited over preparation or storage areas due to the risk of physical contamination.

Where possible ensure that windows and doors to kitchens are provided with insect proof screens, Screens should be removable for effective cleaning.

Good standards of hygiene and housekeeping will reduce the risks of pest infestation.

Probe Calibration

All units should have enough probes to reflect the number of outlets and operation. The minimum number is 2 working probes. These must be calibrated every 4 weeks and recorded in the relevant section of the Food Hygiene Weekly Logbook.

Place each probe into water that is boiling (use a saucepan of rapidly boiling water.) Do not let the probe touch the bottom of the pan. The temperature should reach between 99°c to 101°c. The temperature the probe reads is recorded in the relevant section on the Probe Calibration form.

Completely fill a cup with ice cubes and then cold water, immediately place the probe into the iced water. The temperature should read between +1°c to -1°c. Record the temperature in the relevant section on the Probe Calibration form.

If the probe reads any temperature outside of the above, then it must not be used and replaced.

Raw Meat and Vegetables

To prevent the spread of bacteria, particularly E. coli and campylobacter, by cross contamination, the following controls must be implemented when handling raw meat, fruit and vegetables that are not supplied as ready to eat (RTE)

Raw meat must be stored in a refrigerator at 5°c or below. Meat must be stored in a suitable container that will contain any drips; covered, and date labelled. Ideally stored in a separate fridge from ready to eat foods. If this is not possible, meat must be stored on the bottom shelf, with unwashed fruit and vegetables above them and ready to eat foods on the top shelf.

Fruits and vegetables must be stored in containers to prevent cross contamination onto other foods and disposables.

Raw meat must be prepared in a separate area from other foods, including work benches and sinks. Where sinks are shared, food must not come into direct contact with the sink, a container, such as a colander, must be used.

Raw bacon must be handled as raw meat as the curing process does not guarantee the removal of harmful bacteria.

The area should be identified by the correct signage. If necessary, this area may be used for another task but only after it has been cleaned and disinfected.

Cleaning and disinfecting must take place immediately after use. using disposable cloths or blue rolls.

When preparing raw meat, colour coded (red) cutting boards must be used. These must be washed in a dishwasher or thoroughly cleaned and then disinfected.

All fruits and vegetables must be adequately washed to remove soil that may be contaminated with bacteria.

When handling raw meat disposable gloves and plastic aprons must be worn. These are to be disposed of once preparation is complete.

Food handlers must wash their hands immediately after preparing raw meat and before starting a new task.

Separate cling film must be used for wrapping raw meat to prevent cross contamination.

Temperature Monitoring

Temperature monitoring and control is one of the most important aspects of food safety. It is therefore necessary to carry regular temperature monitoring to identify any issues as quickly as possible and take the necessary corrective action. It is all important that temperature records are correctly completed and kept up to date.

Temperature monitoring is carried out for the following:

- Chilled and Frozen Deliveries
- Chilled Food Storage Equipment
- Frozen Food Storage Equipment
- Cooking of Food
- Reheating of Food
- Hot Food Holding & Service
- Cold Food Service
- Transport of Food

Temperature monitoring should be carried out and recorded in accordance with the following instructions. Where unsatisfactory temperatures are recorded action should be taken in accordance with the relevant guidance.

Temperature monitoring is the responsibility of the Catering Manager, although it can be delegated to any member of staff, however these staff must be trained in the correct practice of taking temperatures and completing the relevant temperature records. This training must be recorded on individual's Training Record Cards

Completed records must always be available for inspection. A minimum of 6 months must be available.

Ensure that the probe is sanitised before use and after taking temperatures using probe wipes. Raw meat should not be directly probed. If it is then the probe must be cleaned and disinfected immediately after use.

There should always be a minimum of TWO working probes on site. Both probes should be calibrated every 4 weeks (see Probe Calibration)

Refrigerator temperatures must not be taken and recorded using either the equipment's display or a fridge thermometer as neither can be calibrated for accuracy. The use of a fridge simulant should be used. This is designed to copy the actual temperature of food in the refrigerator and avoids the need to probe actual foods.

Food simulant can easily be made from a 7oz pot of jelly. This must be labelled 'Food Simulant. Not for Consumption'. Once chilled for 24hrs this can be used to accurately check the temperature of the refrigerator.

Delivery Temperature Monitoring

The temperature of all chilled and frozen deliveries must be checked upon arrival.

In most cases the delivery drivers can supply a reading of the vehicle which can be used. If not, a sanitised probe should be placed **between** two packets of food allowing the reading to stabilize.

Frozen foods should be delivered at –18ºc or colder. The delivery must be rejected if above - 15ºc

Chilled foods should be delivered between 1- 5ºc. The delivery must be rejected if above 8ºc

All temperatures must be recorded on the relevant temperature records

Chilled Food Storage Monitoring

Each refrigerator must be monitored TWICE per day, first thing in the morning and towards the end of the day.

Fridge temperatures must be taken using a food simulant (such as labelled jelly). Digital displays and fridge thermometers **MUST** not be used as it is not possible to ensure their accuracy.

When taking the temperature place a sanitized probe into the food simulant. Allow to stabilize – about 30 seconds.

Record the temperature in the correct section of the Weekly Logbook.

If the reading is above 5°C check the following points.

- The probe is working correctly
- The fridge door has been opened frequently to put deliveries away or get food out
- The refrigerator is on a defrost cycle
- Warm food has been placed in the refrigerator

If so, correct any of the above and recheck the temperature 3 hours later. If the temperature reading continues to be above 5°C but below 8°C arrange for an engineer to check the equipment out and move food to an alternative fridge, if

this is not possible then use the food immediately.

If food is above 8°C, then **ALL HIGH-RISK FOODS** must be disposed of. Foods such as fruit (apples, pears), vegetables and salad (tomatoes, cucumber) may be used if of sufficient quality.

All temperatures must be recorded on the relevant temperature records.

Frozen Food Storage Monitoring

Each freezer must be monitored ONCE per day, usually first thing in the morning.

Freezer temperatures must be taken using a probe. Digital displays should not be used as it is not possible to ensure their accuracy.

When taking the temperature place a sanitized probe in between packs of food (such as peas) close the door or lid. Allow to stabilize – this may take 5 minutes

Record the temperature on the relevant temperature record.

If the reading is above -18°C check the following points.

- The probe is working correctly
- The freezer door has been opened frequently to put deliveries away or get food out
- The freezer is on a defrost cycle
    - Does the freezer need defrosting?
    - Warm food has been placed in the freezer

If so, correct any of the above and recheck the temperature 3 hours later. If the temperature reading continues to be above -18°C arrange for an engineer to check the equipment out.

Food

- Food that is still frozen (hard and icy) should be probed with a sanitised probe, if -15°C or lower moved to an alternative freezer. If this is not possible then food can be defrosted (in a fridge between 1-5°C) and then used in the normal way.

- Food that has begun to visibly defrost (starting to get soft and/or with liquid) should be probed with a sanitised probe and is no higher than 8°C can be moved to a fridge (operating between1-5°C) to continue defrosting in a suitable container and then used within one day. Follow any manufacturer's instructions where relevant.

- Any defrosted food found above 8°C should be disposed of.

- Fully defrosted food that is below 8°C (check with a sanitised probe); can be cooked (if appropriate) e.g. raw meats, poultry, fish immediately. After cooking use immediately or chill (within 90 minutes) and stored and dated in a fridge.

- Foods that must be kept frozen, such as Ice cream, must be disposed of if starting to defrost.

Any food that cannot be treated as outlined above must be disposed of

NEVER REFREEZE DEFROSTED FOODS

Cooking and Reheating Temperature Monitoring

All protein foods must be temperature checked on the completion of cooking and/or reheating. The process is the same for both cooking and reheating.

A sanitised probe should be placed into the thickest part of the food, liquid foods such as soups, custards, gravy etc. must be stirred prior to checking.

Allow the temperature reading to stabilise – this should take about 30 seconds

Record the temperature on the relevant temperature record.

If the temperature is below 75°c then continue to cook until it is reached.

When cooking multiple dishes, such as cottage pies, trays of chicken, fish fingers ensure each tray/dish must be checked. For foods such as chicken thighs, legs and fish ensure that several items are checked in each tray to ensure all are cooked. At least half must be recorded. When batch cooking, ensure each batch is checked and recorded.

Foods can only be reheated once and must be discarded after service and must be identified as reheated on the relevant temperature record.

See Section 7 and Section 9 of the HACCP Booklet for further information.

Hot Holding and Service Monitoring

The temperature of all protein foods must be checked and recorded during service, where the service period is more than 45 minutes. Where the service is less than 45 minutes it is recommended that temperatures be checked at the end of service.

A sanitised probe should be placed into the center of the food, liquid foods such as soups, custards, gravy etc. must be stirred prior to checking.

All the temperature reading to stabilise – this should take less than a minute

Record the temperature on the relevant temperature record.

Food should be held at a temperature of 63°c or above. If food is below 63°c it should either be reheated (once only) or held for a maximum of 2 hours and then discarded.

In addition, the following should be checked

- Food being left uncovered for long periods
- Equipment operating correctly
- Drafts from open doors and windows
- Container overfilled or not fitting correctly

Cold Holding and Service Monitoring

See section on Cold Food Display and Salad Bars

Buffets for hospitality are usually served at ambient temperature and therefore must be on display for a maximum of 2 hours.

Customers should be discouraged from removing any leftover foods.

- Keep yourself clean and wear clean, correct uniform. Uniforms must not be worn to work.

- No jewellery, apart from plain wedding rings and sleeper earrings must be worn. Watches should not be worn during food preparation. No nail varnish or false nails.

- Aprons should be removed when carrying out cleaning duties, when going outside and going to the toilet.

- Always wash your hands thoroughly before starting work, after a break, before handling food, after going to the toilet, handling raw meat and after cleaning.

- Ensure that cuts and sores are covered with a blue waterproof dressing.

- Avoid unnecessary handling of foods, use tongs.

- Do not eat or drink, including chewing gum when preparing and serving food.

- Mobile phones must not be used in food preparation and service areas.

- Do not prepare food too far in advance.

- Keep perishable food either refrigerated or piping hot.

  Keep raw and cooked foods separate.

- When reheating food ensure it is over 75°c.

- Clean as you go.

- Follow all instructions given to you.

Transporting of Food

Transporting of food will generally only apply to those units which produce meals for other sites such as nurseries or Primary Schools. The type of controls required will depend on the food being transported and the journey time.

Temperature Controls

Hot food must be transported above 63°c and should be transported in containers capable of maintaining food at the correct temperature. The temperature of the food must be checked and recorded at the time of dispatch and upon arrival.

Food containers should be preheated in order to maximize heat retention.

If the correct temperature is not maintained, then foods should be reheated to above 75°c where possible. If not possible then foods must be served immediately. Food must be served within one hour of delivery and no more than 2 hours in total from when leaving the production kitchen. Any foods left after service must be discarded immediately.

If food is not maintained at the correct temperature, then check the seal on the Insulated Food Box – if damaged this will result in heat loss.

Cold foods can be transported at ambient temperature but must be consumed within 2 hours (including transport and service time). Any foods left any this time must be discarded immediately.

Packed lunches should be transported in insulated boxes with ice packs to ensure they remain below 8°c. If this is not possible then a maximum of 4-hour shelf life must be applied. The organiser responsible for the food must be made aware of the above and the associated risks. The relevant allergen information must be supplied with the packed lunches

Container for Transport and Insulated Food Boxes

Food should be wrapped and packaged in order to minimize the risk of contamination, as well as cross contamination of allergens

Any containers used to transport food in should always be protected from contamination. If not properly handled they can present a cross contamination hazard.

Where possible avoid placing boxes directly onto the floor/ground.

Boxes must not be stored outside.

Procedure for Cleaning and Disinfecting Food Transport Boxes

- Remove excess food debris from the box.
- Wipe the box using hot soapy water. Take care not to over wet the box.
- Wipe residue using clean damp cloth.
- Allow to air dry or dry with disposable paper towel
- Spray box with sanitiser and leave for required contact time 30. Allow to air dry.

Training

'Food business operators shall ensure that food handlers are supervised AND instructed AND/OR trained in food hygiene matter commensurate with their work activity.'

However, the Food Standards Agency states that:

***'Food handlers do not have to hold a food hygiene certificate to prepare or sell food. The necessary skill may be obtained through on the job training, self-study or relevant prior experience.'* In addition, UK food hygiene certificates do not have an expiry date.**

The level of training, instruction and/or supervision is the responsibility of the company to determine, however, to utilize due diligence staff must be properly trained with adequate training records kept. In order to ensure that all staff are trained to the correct level of food hygiene within the business the Training Plan below should be followed:

Training Course	**Who**	**When**
The Essentials of Food Hygiene & handwashing	All Staff	Day One before starting work.
Induction to Food Hygiene	All Staff	Part of pre-employment reading & induction.
Food Hygiene Level 2	All Staff	Within 6 weeks of starting work and then every 3 years.
Food Hygiene Policy & Procedures	Ops/Managers & Chef	Part of Induction training
Bite Size Refresher & Ongoing Training	All Staff	Annually and as required
Allergen Awareness Training	All Staff	Within 1 weeks of starting work.
Food Allergen Management in Catering Level 3	Unit Managers Ops Team	Where necessary

All training must be signed for on employee Training Record Cards

Training

Induction Training

Food Safety Induction Training is vital to ensure that all employees are able to carry out their jobs in a safe manner.

The Essentials of Food Hygiene must be explained to all new employees prior to starting work. A copy of this is in the Food Hygiene, Health & Safety Manual and displayed on the wall.

The Essentials of Handwashing must be explained to all new employees prior to starting work. A copy of this will be found on the wall above the hand wash sink.

Additional training covering specific duties and responsibilities of the job should also be included in the induction training.

All training must be included on the Training Record Card.

Ongoing and Refresher Training.

The training needs of the business must be reviewed on a regular basis. The frequency of training will be related to the nature of the business, the food handled, the skills, competence, and experience of the employees.

Any changes in the business, food safety issues can also be used as the basis for additional training.

There should be at least one refresher training session annually.

All training must be recorded on Employee Training Record Cards.