

NORTH CURRY C OF E PRIMARY SCHOOL

Food Safety Management System & Food Policy

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Originator:	Dr Lisa Ackerley
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Revision completed by	Helen Morley
Relevant Staff Groups:	All WAC Staff and lunchtime servers

Introduction

This Food Safety Management System and Food Safety Policy (FSMS) has been prepared by Public Health Company Ltd (PHC) with Taunton Academy. It follows advice from the UK Hospitality Catering Industry Guide.

The FSMS aims to provide a system for the identification and management of food safety hazards to be used by the management and staff of Taunton Academy as far as they are responsible for food safety.

This document is to be read in conjunction with the relevant HACCP documents where flow diagrams of the operation will be found.

This third version of the policy has been reviewed and amended by Taunton Academy and Dr Lisa Ackerley from PHC and approved by HSQ&E).

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Section 1: Management - Controls and Due Diligence

Food Safety Policy Statement

It is our policy to maintain the highest standards of food hygiene within our operation in order to provide an assurance to our customers and visitors that the food they consume is always safe and wholesome.

The objectives of this policy are:

- To ensure compliance with Food Safety Legislation, in particular, the Food Safety Act 1990, The Food Safety and Hygiene (England) Regulations 2013 (as well as any relevant European Directives), The Food Information Regulations 2014 and to follow relevant Industry Guidance for good practice and compliance.
- To ensure good standards of personal hygiene are practised by all staff and visitors.
- To maintain good food handling practices at all times.
- To ensure that all catering areas and equipment are maintained to a high standard of cleanliness and disinfection (where necessary) and are in good condition.
- To establish and maintain an efficient monitoring procedure, to highlight any problem areas and take necessary corrective action.
- To establish and maintain training standards, to equip staff with the necessary skills and knowledge.

Signed:

Name: Helen Morley

Position: Head teacher

Date:

18/11/2025

Staff Agreements for Food Safety

I, Lyn Lock agree to ensure that this Food Safety Policy is implemented and will co-operate fully to fulfil the requirements set out.

Signed: Date:

I, Debbie Kiddell agree to ensure that this Food Safety Policy is implemented and will co-operate fully to fulfil the requirements set out.

Signed: Date:

I, Di Pickles agree to ensure that this Food Safety Policy is implemented and will co-operate fully to fulfil the requirements set out.

Signed: Date:

I, Helen Bulbeck agree to ensure that this Food Safety Policy is implemented and will co-operate fully to fulfil the requirements set out.

Signed: Date:

I, Rebecca Eddy agree to ensure that this Food Safety Policy is implemented and will co-operate fully to fulfil the requirements set out.

Signed: Date:

I, Helen Morley agree to ensure that this Food Safety Policy is implemented and will co-operate fully to fulfil the requirements set out.

Signed: Date:

I, Carla Fitch agree to ensure that this Food Safety Policy is implemented and will co-operate fully to fulfil the requirements set out.

Signed: Date:

Head Teacher's Agreement

I, Helen Morley at North Curry C of E Primary School agree to ensure that this Food Safety Policy is implemented and will co-operate fully to fulfil the requirements set out.

Signed:

Date:

Information for Managers and Enforcement Officers

- This Food Safety Management System is provided to ensure that high standards of food safety are monitored and implemented and to meet legal requirements.
- If we decide to deviate from the controls stipulated or introduce a process not covered by this Food Safety Management System, we will review the document and where necessary amend the accompanying HACCP document. This will be done via the chain of command and in liaison with Public Health Company and HSQ&E Management lead.
- No amendments to the Food Safety Management System will be approved until the previous instruction is followed.
- This is an operational manual that deals with the day to day running of the operation. Food safety hazards, controls, critical controls, critical limits, corrective actions and monitoring procedures are identified for every process step in the operation. CCPs are referred to in the accompanying HACCP document.
- Monitoring is recorded using the record forms referred to in the document. These records are kept for one year unless otherwise stated.
- It is the responsibility of the Executive Chef to set up the operation and ensure that the controls and monitoring procedures detailed in the Food Safety Management System are adhered to, and to undertake a review of the document if necessary, because of changes of operation.
- It is the responsibility of the Catering Manager, supported by the General Managers to ensure that the controls and monitoring procedures detailed in the Food Safety Management System are consistently adhered to, and to commission a review of the document if necessary.
- Staff are responsible for ensuring that they do nothing that would make the food we produce harmful to customers and visitors; and they must follow all the procedures detailed in this policy.
- Should the need arise we may draw upon the knowledge and experience of a food safety consultant in relation to future policy development.
- At the quarterly meetings of HSQ&E and executive management and external experts, FSMS compliance, complaint data, and commissioning of any relevant investigations or changes to the FSMS as necessary will feature.

Roles and Responsibilities

The Head teacher is responsible for:

- Attending any HSQ&E meetings and taking any necessary action to secure food safety where issues arise, for example in relation to complaint data
 - Ensuring that adequate resources are made available to ensure the GM can guarantee consistently high food safety and quality standards throughout the organisation
 - Receiving correspondence from the local and primary authority as the Food Business Operator
 - Ensuring that the GM has carried out the necessary checks to satisfy him/herself that the operations are run in accordance with this policy and the HACCP.
 - Ensuring that the team are trained adequately to undertake their food safety tasks.
 - Taking any necessary disciplinary action where anyone in the team has failed to carry out their duties
-
- Ensuring that adequate resources are made available as required to guarantee consistently high food safety and quality standards throughout the organisation.
 - Ensuring that all necessary resources are made available to the Executive Chef
 - Communicating issues relating to food safety to the Executive Chef and satisfying him/herself that these have been adequately resolved.
 - Monitoring the Executive Chef's compliance with the Food Safety Policy
 - Developing and reviewing the HACCP System as necessary
 - Taking any necessary disciplinary action where anyone in the team has failed to carry out their duties
-
- Ensuring that the FSMS and HACCP system is implemented and that all documented checks are carried out and retained for inspection
 - Ensuring that all staff are aware of their food safety responsibilities
 - Holding on file a copy of the Food Safety Policy Statement
 - Ensuring all staff attend training as required and that this is recorded
 - Allowing all staff to have sufficient time to complete their duties in respect of food safety
 - Following all recommendations from the pest control team, and where necessary liaising with the GM to ensure funds are in place for any maintenance requests.
 - Ensuring that clean protective clothing is available for food handlers
 - Liaising with Enforcement Officers as appropriate
 - Taking charge of complaints which will be documented, analysed and reported to the HSQ&E committee
 - Ensuring that all critical control points (CCPs) are monitored and documented as required by this document and the HACCP
 - Ensuring that all other checks are undertaken in accordance with this document and are recorded and held for a minimum period of one year
 - Ensuring, that cleaning schedules are drawn up, implemented and staff are trained as necessary in cleaning methods and standards
 - Taking any necessary disciplinary action where anyone in the team has failed to carry out their duties

The Food Safety Management System – How It Works

For each step identified on the flow diagram in the HACCP plan we considered what can go wrong (the hazards) and what needs to be done to make the process safe. This process follows the seven principles of HACCP. The chart below shows how the terms of HACCP have been put into everyday language to make this a practical working document.

HACCP TERM	WHAT IT MEANS	HOW IT IS CARRIED OUT IN THIS POLICY	DESCRIPTION
HAZARDS (Physical, Chemical, Biological & Allergenic)	The things that could go wrong at each step. These are things that must be prevented, eliminated or reduced to acceptable levels to make food safe.	These are listed as “What can go wrong” at the top of each page	▲ What can go wrong
CONTROLS	What can I do about the hazards – how can I make sure that food is safe?	These are given in this operation as “Our Safe Methods”	✓ Our Safe Methods
CRITICAL CONTROLS and CRITICAL LIMITS	These are things that must be done every time at certain points in the food operation to prevent food poisoning or food contamination.	Refer to HACCP document	
MONITORING	This is how you show that you have everything under control	These are the checks listed in “Due Diligence”	📖 Due Diligence
CORRECTIVE ACTION	Saying what you do if you find things have gone wrong	This is where we take action. Found in “WHAT TO DO IF THINGS GO WRONG”	▶ What to do if things go wrong
VERIFICATION	How you show that your controls are working	Internal and external audits	
DOCUMENTATION	The forms that need to be filled in to show that you have done your checks	The records referred to in “Due Diligence”	

Verification and Review

Internal Monitoring

Daily monitoring is undertaken, including temperature control of foods and cleaning and ensures that all the monitoring forms have been completed and are kept on file for 12 months unless otherwise stated.

External Monitoring

Our Food Safety operations are audited by Public Health Company Ltd annually.

Review Process

The Food Safety Management System is reviewed whenever significant issues are brought to light and at least once a year by the Head teacher.

Any proposed changes by North Curry C of E Primary to this existing and approved FSMS need to go through the chain of command and require Expert advice from HSQ&E Management Team and Public Health Company Ltd for approval before implementation.

Document Control and Release

Once a new version is approved and signed off by the COD, the revised approved policy (stating version number and date) will be issued to the WAC staff.

Section 2: A – Z of Food Safety and HACCP

Acrylamide

WHAT CAN GO WRONG?

- ▲ Acrylamide forms when some starchy foods are heated to high temperatures. It is considered to be a carcinogen and a chemical contaminant, and therefore a chemical hazard.
- ▲ Some foods we use are in scope of the regulations (see Box 1) and may form acrylamide

Box 1: List of foodstuffs in Article 1 (2)

- French fries, other cut (deep fried) products and sliced potato crisps from fresh potatoes;
- Potato crisps, snacks, crackers, and other potato products from potato dough;
- Bread;
- Breakfast cereals (excluding porridge);
- Fine bakery wares: cookies, biscuits, rusks, cereal bars, scones, cornets, wafers, crumpets and gingerbread, as well as crackers, crisp breads and bread substitutes. In this category, a cracker is a dry biscuit (a baked product based on cereal flour);
- Coffee: (i) roast coffee; (ii) instant (soluble) coffee;
- Coffee substitutes;
- Baby food and processed cereal-based food intended for infants and young children as defined in Regulation (EU) No. 609/2013

OUR SAFE METHODS

- ✓ We follow the legal requirement to mitigate levels of acrylamide in foods under Article 2(2) of the European Commission Regulation (EU) No 2017/2158.
- ✓ Generally, all ready-to-eat foods in scope of the regulations such as bread, biscuits and breakfast cereals are checked on receipt to ensure they are not over-cooked.
- ✓ All foods in scope are cooked in accordance with good industry practice found in the UK Hospitality Catering Industry Guide to Acrylamide Mitigation. In general terms this means following manufacturers' cooking instructions and cooking potato products to a golden yellow colour.
- ✓ Details of any specific mitigation measures are found in the relevant sections of this FSMS
- ✓ All staff are trained about the need to ensure that foods are not served if over-cooked.
- ✓ Where suppliers have provided a colour chart this will be displayed, and weekly checks will be made to ensure that fried potato products are cooked to the appropriate colour.

WHAT TO DO IF SOMETHING IS WRONG?

- ▶ We reject any over-cooked ready to eat food
- ▶ We reject fried potato products if they are over-cooked

DUE DILIGENCE

- 📖 Training records show staff have been instructed on acrylamide mitigation
- 📖 The Food Waste Monitoring and Disposal (Form 23) shows any food disposed of because of over-cooking

Allergen Management System (1 of 5)

WHAT CAN GO WRONG?

- ▲ Deliberate addition of allergens in food.
- ▲ Unknown presence of allergens as an ingredient in food.
- ▲ Accidental allergen cross-contact of foods.
- ▲ Incorrect or insufficient labelling of food products, for example where data and labels don't match
- ▲ Allergic reaction or anaphylactic shock to customers or visitor.
- ▲ Supplier sending alternative product containing unexpected allergens.
- ▲ Food intolerance to wheat, dairy products, eggs etc.

OUR SAFE METHODS

- ✓ All team members will be trained and will refer all allergen requests to Chefs
- ✓ We are able to identify, manage and communicate allergen risks to customers who have allergies to certain foods.
- ✓ There will be a specification chart for each food (or prepared drink) which will be shown to the customer on request.
- ✓ We also capture information around specials or substituted products.

Getting the information and Supplier Expectations

- ✓ We carry out checks of the foods and vehicles so that we can monitor the quality and the safety of the food.
- ✓ Suppliers must provide information about allergens in pre-packed foods. Labels must be legally compliant, accurate and suppliers must inform of any change to ingredients in products which adds any allergen
- ✓ We expect the supplier to ensure that foods not containing any allergen as an ingredient are protected from contamination from allergens. If they cannot manage this risk, we expect suppliers to inform us of the precise allergen risk.
- ✓ Suppliers must not substitute food with a food containing different allergens to those in the original product and must tell us that they have a substitution.
- ✓ We have specifications for each menu dish that we prepare that contains allergen information for that dish.
- ✓ All suppliers will highlight allergen information as required on the packaging.
- ✓ Wherever possible, suppliers carry out a risk assessment if they have a "may contain" notice on any food. This is logged with allergen information in case a customer makes an enquiry for a "free from" food
- ✓ Data Genie/Erudus holds data from suppliers of the ingredients in each dish and in addition we will have a specification which lists allergens for each dish. Located on file in the Executive/Head Chef's office This can be shared with the customer.

Check the Information on receipt

- ✓ Suppliers have been instructed that any substitutions must be made without adding further

allergens

- ✓ On delivery, each batch is checked to ensure the food is what was ordered.
- ✓ Any substitutions will be reported to the Head Chef or Sous Chef to check that ingredients do not contain unexpected allergens
- ✓ When decanting foods from their original packaging at delivery we ensure that information on allergens is kept by retaining the product label to identify the item and any allergens in the food. This is kept with the decanted food.
- ✓ Details from this label will be transferred where the food from the container is used in other food products.

Allergen Management System (2 of 5)

Keep the information

- ✓ A record is kept of all the ingredients used in any dish in Procure Wizard.
- ✓ There is always a person on duty that knows or can find out the ingredients of all dishes.
- ✓ The following key allergens and products thereof will be identified:

Nuts e.g. almonds, hazelnuts, walnuts, cashew, pecan, brazil, pistachio, macadamia / Queensland	Peanuts	Sulphites e.g. found in some dried fruit and wines	Cereals containing gluten: wheat, rye, barley, oats, spelt, kamut
Crustaceans e.g. prawns, crabs, langoustine, lobster, crayfish	Molluscs e.g. clams, snails, muscles, whelks, oysters, squid	Soybeans e.g. edamame, tofu, miso	Fish
Mustard	Milk	Eggs	Sesame
Lupin This is a type of flour common in European pastries, pasta and often meat specialities	Celery and Celeriac		

- ✓ Where any of the 14 listed allergens labelled are used in dishes, this information will be made available by using the on a matrix taken from the FSA web site:
<https://www.food.gov.uk/sites/default/files/media/document/allergen-chart.pdf>

DISHES AND THEIR ALLERGEN CONTENT

(Note – Please state the name of the cereal(s) containing gluten** in that column AND/OR the name of the nut(s)* in that column)

DISHES	 Celery	 Cereals containing gluten**	 Crustaceans	 Eggs	 Fish	 Lupin	 Milk	 Molluscs	 Mustard	 Nuts*	 Peanuts	 Sesame seeds	 Soya	 Sulphur dioxide
Tuna Salad [example]	✓			✓	✓		✓		✓					

Review date:

Reviewed by:



You can find this template, including more information at www.food.gov.uk/allergy

Allergen Management System (3 of 5)

- ✓ Information will be available to the customer with the 14 allergens identified per dish.
- ✓ If we cannot guarantee that a food is free from a specific allergenic ingredient, when asked, we explain that the menu item is not suitable for those suffering from the particular allergy (which may be one of the 14 allergens or any other food to which the customer is allergic).
- ✓ We inform customers that "all foods are prepared in an area where allergens are contained".
- ✓ All 14 allergens are listed, and dishes provided for each service session. This is cross-checked by the Senior Chef on duty daily.
- ✓ If a food "may be contaminated" in a manufacturing environment, we retain this information and note this in Procure Wizard and/or keep the manufacturer's label so that the customer can see this if they need to make their own assessment.
- ✓ If a food is to be substituted for another item or brand, we check the label carefully to ensure that there is no unexpected allergen. If there are allergens, we change the information for that day on our Recipe Management System and make customers aware.
- ✓ If a recipe or ingredient changes, we carefully check the specifications and update the Recipe Management System as required.

Cross Contact from allergens

- ✓ We make sure that controls are in place to avoid cross-contact in relation to the 14 listed allergens:
- ✓ We only use food that has been stored safely without risk of cross-contact.
- ✓ We clean surfaces before food preparation.
- ✓ We wash hands before preparing food.
- ✓ We wash up effectively at correct temperatures and using suitable products.
- ✓ We ensure segregation during storage, preparation, display and service.
- ✓ We manage spills and prioritise those of allergy containing ingredients.

Flag it

- ✓ The allergen information from Procure Wizard will be supplied on the FSA matrix for each dish which will be available upon request.
- ✓ Where customers have allergies to foods not on the list of 14 in the regulations, full attention will be given to ensuring the customer has any information needed to make a choice about their food.
- ✓ The following wording from the FSA shall be used to signpost customers to encourage dialogue:

Food Allergies & Intolerances
Before you order your food and drinks
please speak to our staff
if you have a food allergy or intolerance

Allergen Management System (4 of 5)

On Banqueting/Conferencing Menus Revenue/Sales hand out states:

- ✓ Data Genie/Erudus holds detailed information pertaining to the 14 allergens specified therein.
- ✓ This information is kept up-to-date and, accordingly, may therefore be subject to change.
- ✓ Any customers with food allergies or intolerances are to discuss with the catering team on the day of the event for updated information.
- ✓ Customers are informed that all food is prepared in an area where allergens are present.
- ✓ Customers are requested to let the catering team know of any allergy (including to any food that is not on the list of 14).

Notices on manned buffets such as breakfast, banquets, or similar have the wording:

- ✓ Food allergies and intolerances:
- ✓ Allergen information is available upon request.
- ✓ All food is prepared in an area where allergens are present.

Notices on un-manned buffets such as conference lunches/tea breaks, and foods made or packed on site:

- ✓ Food allergies and intolerances:
- ✓ Allergen information is given on the FSA matrix which is supplied with the food
- ✓ All food is prepared in an area where allergens are present.

Training

- ✓ Staff training includes front of house staff to ensure that they can handle customer enquiries in a satisfactory manner and must refer the customer to the senior chef on duty who will communicate directly with the customer.
- ✓ If someone tells us they have an allergy or intolerance, we:
 - Listen carefully to make sure we understand what the allergy is (write this down).
 - Understand that this is critical safety information.
 - NEVER EVER GUESS – We have product specifications for all menu items that contain all allergen information and service staff refer to the chef on ingredients information if further information is required.
 - If someone says they have an allergy to something not on the list of 14, the request is considered in the same way as for an allergen on the list of 14.
 - We give as much information as possible about the ingredients and how it is prepared so the person can make an informed decision, including giving 'may contain information' or cross-contact information if it has been prepared near a relevant allergen.
 - All food prepared specially for those with allergies is handled very carefully in re-cleaned environments.
 - Any changes to the menu, which alters the recipe for regular dishes shall be

flagged if the allergen content changes. This is to prevent regular diners making an assumption in relation to the meal.

- ✓ If food cannot be safely prepared and served for an allergic guest, the guest will be informed, rather than take any risks.
- ✓ Allergen training is provided using Flow Training and recorded for all the team.

Allergen Management System (5 of 5)

WHAT TO DO IF THINGS GO WRONG

- ▶ Where there are any doubts about whether a food contains an allergen, we err on the side of caution
- ▶ If a food is contaminated with an allergen that is not mentioned, we throw the product away.
- ▶ If there are any incidents, alleged incidents or a near miss, we follow up by completing a COMPLAINT FORM
- ▶ FOOD POISONING ALLEGATION/ALLERGIC REACTION.
- ▶ After any incident or near miss we review the policy and retrain staff if necessary.
- ▶ We ensure that staff understand and are aware of WHAT TO DO IF SOMEONE HAS ANAPHYLACTIC SHOCK when necessary.

DUE DILIGENCE

- 📖 The person responsible for updating the allergen information for specifications will be The Executive Chef
- 📖 The person responsible for cross-checking the allergen information for each specification will be The Head Chef
- 📖 The food handler preparing or decanting food places a sticker on it detailing what allergens it contains and writes their name on the label.
- 📖 The person responsible for checking that allergen procedures are adhered to, will be the Executive/Head Chef, who will countersign the Chef Daily Checklists (Forms 5,6)
- 📖 The person responsible for checking that daily checks are carried out is the Head Chef or Sous Chef who will sign the Chef Daily Checklists.
- 📖 The person carrying out the Monthly Review and Audit (Form 27) is the Executive/Head Chef who will check that procedures have been followed.

Cleaning (1 of 2)

WHAT CAN GO WRONG?

- ▲ Food waste or debris may accumulate allowing pathogens to multiply.
- ▲ Pests and vermin may be attracted to the premises.
- ▲ Chemical contamination of food.
- ▲ Physical contamination of food.
- ▲ Dirty equipment and surfaces can cause accidents.

OUR SAFE METHODS

- ✓ Cleaning is carried out on a 'clean as you go' basis throughout the day.
- ✓ Scheduled cleaning is carried out according to the cleaning schedule, which covers all food areas, hand contact areas and equipment, which come into contact with food.
- ✓ We follow the cleaning schedule and cleaning is carried out correctly, with the right product and at the correct frequency. The Executive Chef can amend the cleaning schedule if poor standards are regularly identified.
- ✓ We only use approved chemicals that are correctly labelled.
- ✓ The manufacturers' instructions for use and correct dilutions are followed.
- ✓ Aspax A& sanitiser conforms to BS EN 1276 for disinfection.
- ✓ The appropriate 'contact time' for ASPAX is applied which is 30s. (Contact time is the amount of time the chemical must be in contact with the surface to reduce bacteria to a safe level.
- ✓ All areas should be visually clean.
- ✓ All cleaning equipment should be clean.
- ✓ The following areas will require cleaning and disinfection:
 - Food contact surfaces.
 - Hand contact surfaces at the end of the day or when they are dirty.
 - Worktops that are used for raw and ready to eat foods, but are separated by time, are cleaned and disinfected immediately after being used for raw meat preparation using two-stage cleaning.
- ✓ Disposable, single-use cleaning cloths (such as blue roll) are used for wiping surfaces, especially where raw meat and dirty vegetables have been prepared.
- ✓ Other cleaning cloths used for cleaning ready-to-eat equipment or hand contact surfaces are rinsed after each use and disposed of daily.

Cleaning (2 of 2)

Cleaning and disinfecting

Two-stage process for effective disinfection:

- ✓ We use QSOL and hot water to remove visible dirt, food particles and debris, and rinse to remove any residue. We apply aspax sanitiser that meets the requirements of British Standard BS EN 1276 using the correct dilution and 30 seconds contact time and on food contact surfaces rinsed with potable water and dried with paper roll or left to air dry.
- ✓ Where a dishwasher is used to clean and disinfect equipment we ensure we follow the manufacturer's instructions of use and will ensure removal of food particles, correct loading (i.e. avoid overloading), pre- rinsing equipment and utensils, removal of limescale from water jets, filters and drains, appropriate use of chemicals and regular cleaning of the machine.
- ✓ If chemical disinfection is used within a dishwasher, this will be discussed with the relevant chemicals' supplier to ensure the chemicals used are adequate.
- ✓ Storage of chemicals or cleaning equipment is kept to a minimum in food preparation areas or food store.
- ✓ Cleaning equipment is kept in good condition and replaced where necessary.
- ✓ Cleaning chemicals are properly labelled.

WHAT TO DO IF THINGS GO WRONG

- ▶ If we find items in the kitchen that have not been properly cleaned, we clean as required. If required, we use the 'two-stage cleaning process' to clean and disinfect it and dry.

DUE DILIGENCE

- 📖 The person responsible for cleaning will be Staff/Kitchen Porter, who will complete the Cleaning Checklist (Forms 24 and 25), which are signed off by the Back of House Manager.
- 📖 The person responsible for checking the dishwasher temperatures will be a Steward who will check the read-outs on the machine.
- 📖 A Team Leader will complete the Dishwasher Temperature Monitoring Record, which is signed off by the Back of House Manager. (Form 20)
- 📖 The person responsible for checking that cleaning procedures are followed, will be the Sous Chef who will complete the Chef Daily Checklists. (forms 5 and 6)
- 📖 The Executive/Head Chef will carry out monthly audits using Form 27.

Cooking (1 of 2)

WHAT CAN GO WRONG?

- ▲ Survival of food poisoning organisms due to insufficient cooking.
- ▲ Any bacteria present may multiply in warm foods and/or spores may germinate.
- ▲ Unexpected cross-contact from an allergen
- ▲ Over-cooking of some foods can lead to excessive levels of acrylamide.

OUR SAFE METHODS

- ✓ Food is cooked or reheated to obtain a minimum core temperature of 75°C for 30 seconds) to ensure the destruction of pathogenic bacteria.
- ✓ This is with exception of the following:
 - Prime cuts of beef and lamb (that is not pierced or tenderised) (65°C)
 - Whole unrolled joints of beef and lamb (65°C)
 - Fish (see below)
- ✓ Fish is cooked to minimum temperature of 60°C for 1 minute to kill any viable parasites unless they are exempt, for example, farmed fish (when cultured from embryos and fed on a diet that cannot contain viable parasites), or it has been frozen to -20°C for not less than 24 hours, or -35°C for not less than 15 hours.
- ✓ Suppliers' cooking instructions are followed at all times.
- ✓ Temperatures of the food are checked after cooking.
- ✓ Microwaved food is reheated carefully; stirring/checking frequently to ensure that the heat is evenly distributed throughout the food.
- ✓ We never use a bain-marie or hot cupboard for reheating (they are only designed for holding food at the correct temperature).
- ✓ Foods are served immediately, put into hot-hold for no more than two hours or blast-chilled.
- ✓ Oven cooked foods in trays are covered with a proprietary sealed oven bag which remains on the tray during cooking, cooling and regeneration.
- ✓ Products containing minced beef such as burgers must be fully cooked because of the risk of *E. coli* O157 and probed to ensure a core temperature of 75°C for 30 seconds has been achieved. Where the tip of the probe has been inserted into partially cooked food made from mince beef, it must be heat disinfected to a temperature of 82°C before it can be used again.
- ✓ Follow manufacturers' instructions for cooking potato and baked products to avoid over-cooking and cook to a golden yellow colour.
 - Ensure the fryer thermostats are no higher than 175°C.
- ✓ Foods will be a golden yellow colour or lighter when frying, baking, toasting or roasting starchy foods such as toast, potatoes and root vegetables.
- ✓ Whole skin-on unprocessed potatoes won't be stored in the chiller if they are to be cooked at high temperatures (e.g. roasting or frying).
- ✓ Peeled potatoes must be stored in the chiller for microbiological reasons.

Cooking (2 of 2)

WHAT TO DO IF THINGS GO WRONG

- ▶ Where insufficient cooking is noted, the product is brought to the correct temperature immediately and/or the recipe adjusted to cook food for longer.
- ▶ If starchy foods such as chips, roast potatoes, baked goods and toast appear over-cooked and dark brown, or don't match any supplier's colour chart, then discard.

DUE DILIGENCE

-  When cooking to order, the core temperature of dishes is regularly checked and recorded. This ensures that the method is correct, and that the equipment is operating correctly.
-  Record waste of any overcooked starchy foods using Form 23.
-  The persons responsible for checking the cooking temperatures will be the Sous Chefs, who will complete the Cooking Temperature Record. (Form 12). This will be signed off by the Executive/Head Chef.
-  The persons responsible for checking that cooking temperatures are achieved and that foods are not over-cooked (for acrylamide mitigation) will be the operatives under the guidance of the Sous Chef.

Cooling

WHAT CAN GO WRONG?

- ▲ Growth of pathogens or spoilage organisms.
- ▲ Germination of spores.
- ▲ Contamination from pathogens
- ▲ Physical contamination with foreign bodies.
- ▲ Foreign body contamination by pests.
- ▲ Unexpected allergen cross-contact.

OUR SAFE METHODS

- ✓ Hot foods are only cooled if they have previously been cooked following the COOKING procedure.
- ✓ Prepared cold foods (e.g. sandwiches) will be placed under refrigeration to cool as soon as possible after preparation.
- ✓ Foods will need to be cooled through the danger zone as quickly as possible (65°C to 8°C) with a target of cooling from 55°C to 20° within 2 hours and are refrigerated as soon as it is possible to do so.
- ✓ The blast chiller is used in accordance with manufacturers' instructions, in particular:
 - Blast chilling is commenced after completion of cooking before the food temperature drops below 55°C.
 - Food is cooled in the cooking trays which are enclosed by proprietary cook-in bags
 - Foods are not to be added to the blast chiller in the middle of a cooling cycle.
 - The blast chiller is not to be used to store food and food is not left in it overnight.
- ✓ Any area used for cooling is kept clean, free from contamination risks, insect proof and in good repair.

WHAT TO DO IF THINGS GO WRONG

- ▶ Discard any food that does not reach 20°C from 55°C within 2 hours.
- ▶ If cooling regime is not working, we re-assess the procedure used.

DUE DILIGENCE

- 📖 Sous Chefs probe cooled foods to check food has cooled from 55°C to 20°C within 2 hours and complete cooling records. (Form 15) which is signed off by the Executive/Head Chef.
- 📖 Any foods not cooled from 55°C to 20°C after 2 hours must be discarded. And recorded on Form 23.
- 📖 The person responsible for checking that cooling times and temperatures are achieved is the Executive/Head Chef who will complete the Executive/Head Chef Weekly Checklists (Form 7).
- 📖 The Executive Chef will carry out a monthly audit (Form 27).

Date Coding and Stock Control (1 of 2)

WHAT CAN GO WRONG?

- ▲ Growth of pathogens or spoilage organisms.
- ▲ Deterioration of food products.
- ▲ Foods used beyond their use by or best before dates.

OUR SAFE METHODS

- ✓ No foods are used beyond their expiry date or if unfit, damaged or poor quality.
- ✓ All foods are date labelled with the supplier's date code and/or an in-house date label using approved labels.
- ✓ A 'First IN, First OUT' stock rotation system is in place.
- ✓ Unfit food and/or out of date food is discarded immediately; if for any reason it has to be kept, the food will be kept separate from other foods and marked 'DO NOT USE'.
- ✓ Data Genie Labels will be used in accordance with our chart

CHILLED FOODS

- ✓ We store all 'in house' prepared high-risk foods in covered containers.
- ✓ The shelf-life of chilled products is as follows:
 - Anything prepared will have a shelf-life of 3 days (day of production + 2 days). Rice is not kept after service: it is disposed of.
 - For bought-in, high risk foods in unopened sealed containers, we follow the manufacturer's label; once opened, we label the product detailing the date of opening and the use by date.
 - Vacuum packed food is clearly labelled with the date of packing and the use by date, which is no longer than 10 days, including the day of packing; see the 'VACUUM PACKING' section for more information.
 - Foods vacuum packed on site must not extend the manufacturer's original use by date unless it has undergone a process e.g. cooking.

FROZEN FOODS (This is a quality rather than safety issue – not a legal requirement and expiry of dates for frozen foods is also a quality issue)

- ✓ Freezing of fresh products is carried out prior to the expiry of the use by date.
- ✓ The date of freezing is applied to the product (not covering the original use by date).
- ✓ The shelf-life of frozen products is as follows:
 - In-house prepared meat products are stored in the freezer for a maximum period of 1 month.
 - Bakery products are stored in the freezer for a maximum period of 3 months.
- ✓ This label is applied to in-house prepared food, so we know how long we can store it for frozen, and when we defrost it, when it needs to be used by.
- ✓ We store other food in the freezer as per the manufacturers' instructions.
- ✓ The number of days given for the shelf life after defrosting is 'day of defrost plus 2 days' and will not exceed the number of day's shelf life available prior to freezing.
On defrosting, an ALLERGEN label with day dot for plus 3 days is applied to the product

Date Coding and Stock Control (2 of 2)

- ✓ In the case of ambient foods, we follow the manufacturer's guidance where an amount of time is given following defrosting.
- ✓ We transfer date codes and allergen information to labels when items are decanted from their original packaging e.g. bread rolls stored in their blue internal wrapping.
- ✓ We do not re-freeze previously frozen products unless they have been made into another dish.

AMBIENT/LONGER LIFE FOOD (This is a quality rather than safety issue – not a legal requirement)

- ✓ We transfer 'best before' date codes to a label when decanting ambient foods from its original packaging to a storage container, for example, when transferring rice into a plastic container.
- ✓ When decanting, we attach an ingredients list at the same time so this information is retained, should a customer have a query, for example for allergens.
- ✓ We use a 'use by' label for ambient foods, which must be refrigerated after opening e.g. tomato ketchup, mustard, mayonnaise, etc.; the 'use by' date is calculated using manufacturer's instructions for shelf-life after opening e.g. "refrigerate after opening and use within 6 weeks".

WHAT TO DO IF THINGS GO WRONG

- ▶ We discard any food past its use by date immediately.
- ▶ We assess the quality of food past its best before date before making a decision to discard.
- ▶ We label foods that are not labelled as long as the correct details are known.
- ▶ We review the stock rotation system.

DUE DILIGENCE

- 📖 The people responsible for checking that food hasn't exceeded their use by dates and best before dates will be the Sous Chefs and checked by the Executive/Head Chef in his Daily Checklists (Forms 5 & 6).
- 📖 Sous Chefs will also check foods visually and discard any discoloured, wilted, mouldy or slimy foods regardless of date.
- 📖 Checks are also made to ensure that vacuum packs are intact by the Sous Chefs or Head Chef (Form 5)

Defrosting/Thawing

WHAT CAN GO WRONG?

- ▲ Growth of pathogens or spoilage organisms.
- ▲ Contamination by foreign bodies.
- ▲ Contamination by chemicals or other toxic substances.
- ▲ Food may still be frozen in the centre, potentially leading to inadequate cooking.

OUR SAFE METHODS

- ✓ Defrosting is planned in advance to allow enough time for thorough defrosting.
- ✓ Foods requiring refrigeration afterwards are only defrosted in a chiller if they are perishable (although shelf- stable foods such as bread can be defrosted at room temperature).
- ✓ Foods are defrosted thoroughly before use (unless manufacturer's instructions stipulate 'cook from frozen').
- ✓ Run-off liquid from defrosting foods must not contaminate other foods and should be collected safely into a container where it will not present a contamination risk.
- ✓ Microwaves are not used to defrost foods (unless food manufacturer's guidance stipulates).
- ✓ Foods are never re-frozen after defrosting unless they are cooked into a new dish, for example, frozen mince made into a lasagne.
- ✓ The number of days given for the shelf life after defrosting is 'day of defrost plus 2 days' AND will not exceed the number of days shelf life available prior to freezing.

WHAT TO DO IF THINGS GO WRONG

- ▶ Staff make visual checks to ensure that defrosting is complete and carry on defrosting if not.

DUE DILIGENCE

- 📖 The person responsible for checking that defrosting practices are being followed will be the Kitchen Manager (Sous Chef), who will complete the Chef Daily Checklist (Form 5).

Delivery and Receipt

WHAT CAN GO WRONG?

- ▲ High risk, ready-to-eat foods contaminated with harmful bacteria.
- ▲ Bacterial multiplication.
- ▲ Foods contaminated with foreign bodies, chemicals or other toxic substances.
- ▲ Deteriorated or damaged products and packaging.
- ▲ Supplier substitutions containing hidden allergens (read the labels).

OUR SAFE METHODS

- ✓ Deliveries of chilled or frozen foods are made in a temperature-controlled vehicle, designated for the delivery of food.
- ✓ Checks are made to ensure that any raw foods (they may be for another customer) in the vehicle are kept away from any ready-to-eat foods and that the vehicle is in a clean condition.
- ✓ We reject any unfit foods or foods past their use-by date or with an inadequate shelf-life to be used within their use-by date.
- ✓ We reject any foods that have been delivered at temperatures higher than those specified on the packaging
- ✓ For quality reasons, we always check best before dates.
- ✓ Times are arranged with suppliers when ordering, so that foods are only delivered when there is someone on site to receive them (or if ambient goods, secure equipment is provided to store them).
- ✓ Deliveries of chilled and frozen items are packed away as quickly as possible and preferably within 30 minutes.
- ✓ Only chilled and frozen foods delivered at the following temperatures are accepted:

Food	Target	Reject
Chilled foods	5°C	above 8°C
Fish	3°C	above 8°C
Tuna	4°C	above 4°C
Frozen foods	-18°C	above -15°C

- ✓ Labels on substituted products are to be checked for allergens and updates made if necessary.
- ✓ Also see allergen management section in this document

WHAT TO DO IF THINGS GO WRONG

- ▶ Rejected products are returned to the supplier with the driver or held until collected, clearly segregated and marked 'DO NOT USE'.
- ▶ Food quality or food safety problems are reported to the person responsible for purchasing.

DUE DILIGENCE

- 📖 The person responsible for checking the temperatures, date codes and condition of delivered food will be Storeman or Stores Assistant, who will complete the Food Delivery

Record (Form 8) and will reject food outside the required temperature parameters above.
This will be signed off by the Stores Manager.

Display: Chilled Service

WHAT CAN GO WRONG?

- ▲ Growth of pathogens or spoilage organisms.
- ▲ Contamination from foreign bodies.
- ▲ Deterioration quality of the food.
- ▲ Allergen cross-contact.
- ▲ Contamination by customers.

OUR SAFE METHODS

- ✓ We hold cold high-risk foods at 8°C or below.
- ✓ We pre-chill food containers to help maintain food temperatures.
- ✓ We pre-chill display units for at least one hour so that they are operating at the correct temperature prior to loading and ensure that air flows in chilled wells are not obstructed by the display.
- ✓ We do not top up containers – always refill with fresh product.
- ✓ Where food is self-service, we provide sufficient serving utensils to prevent contamination and we provide sign posting to encourage guests to ask about allergens.
- ✓ At end of service we discard any food that has been on display. Foods that have been kept cold ready for service but not on display may be used on another occasion so long as they are still within date and the temperature did not rise about 8 °C.

WHAT TO DO IF THINGS GO WRONG

- ▶ Any food that is on display and has risen in temperature to above 8°C is discarded if this has occurred for 4 hours or more.
- ▶ If food has been out for less than 4 hours, it may be chilled to less than 5°C but must be served straight from the chiller and is not displayed again; it must remain under temperature control.
- ▶ Follow WHAT TO DO IF FOOD STORAGE EQUIPMENT IS NOT MAINTAINING TEMPERATURE when necessary.

DUE DILIGENCE

- 📖 The persons responsible for checking the temperatures of displayed food are Team Members, who will complete the Chilled Display Temperature Record. (Form 17). This is signed off by the Executive/Head Chef.
- 📖 Monica temperature monitoring system is in place to alert the Sous Chefs and Executive/Head Chef when fridge defects temperatures are not maintained. This is monitored daily.

Display: Frozen service (pre-packed)

WHAT CAN GO WRONG?

- ▲ Foods may defrost and refreeze with loss of quality.
- ▲ Foods may deteriorate due to freezer burn.

SAFE METHODS

- ✓ Ice cream is displayed between -12°C and -15°C.
- ✓ Frozen display units are switched on so that they are operating at the correct temperature prior to loading and ensure that air flows are not obstructed by the display.

WHAT TO DO IF THINGS GO WRONG?

- ▶ Follow WHAT TO DO IF FOOD STORAGE EQUIPMENT IS NOT MAINTAINING TEMPERATURE when necessary.

DUE DILIGENCE

- 📖 The persons responsible for checking the temperatures of displayed food will be Team Members, who will complete the Chilled Display Temperature Record. (Form 17). This is signed off by the Executive/Head Chef.
- 📖 Monica temperature monitoring system is in place to alert the Sous Chefs and Head Chef when fridge defects temperatures are not maintained. This is monitored daily.

Display: Hot Hold or Service

WHAT CAN GO WRONG?

- ▲ Growth of pathogens or spoilage organisms.
- ▲ Deterioration of food products.
- ▲ Contamination by foreign bodies.
- ▲ Cross-contact with allergens.
- ▲ Contamination by chemicals or other toxic substances.
- ▲ Contamination by customers.

OUR SAFE METHODS

- ✓ Bain-maries, hot cupboards and soup tureens are preheated for at least one hour (or manufacturers specification if less) before use, to help maintain food temperatures once food is added.
- ✓ We ensure cooked or regenerated high-risk foods reach a minimum core temperature of 75°C for 30 seconds) before placing in the hot hold. Foods not reaching this temperature are cooked for longer.
- ✓ All cooked or reheated high-risk foods on hot service/display are held at or above 63°C.
- ✓ Containers are not topped up– they are always replaced with fresh product.
- ✓ Where food is self-service, sufficient serving utensils are provided to prevent contamination.
- ✓ For a single period of not more than 2 hours, hot food may be kept below 63°C. This time period must be monitored, and the food disposed of at the end of the time.
- ✓ Leftovers from display are destroyed

WHAT TO DO IF THINGS GO WRONG

- ▶ Any food below 63°C is discarded if it has been out for 2 hours or more.
- ▶ We investigate all complaints about food not being hot enough immediately. We check core temperatures and adjust temperature control dial if necessary.
- ▶ Follow WHAT TO DO IF FOOD STORAGE EQUIPMENT IS NOT MAINTAINING TEMPERATURE when necessary.

DUE DILIGENCE

- 📖 Monica temperature monitoring system is in place to alert the Sous Chefs and Executive/Head Chef when fridge temperatures are not maintained. This is monitored daily.
- 📖 The persons responsible for checking the temperatures of displayed food will be Team Members who will complete the Hot Hold/Display Temperature Record (Form 18), by recording the temperatures at the start and end of the session, and every hour. This will be signed off by the Executive/Head Chef
- 📖 The person responsible for checking that displayed food times and temperatures are achieved will be the Executive/Head Chef who will complete the Executive/Head Chef Weekly Checklists. (Form 7).

Eggs

WHAT CAN GO WRONG?

- ▲ Products that are made from raw egg may contain pathogenic bacteria, which can also be present on the shell of the egg itself.
- ▲ If stored outside refrigeration, above 20°C, there is potential for condensation to build up on the shell
- ▲ Eggs shells are porous and can become contaminated from other foods such as raw meats

OUR SAFE METHODS

- ✓ We only use Lion Brand (stamped with a Lion) raw shell eggs or liquid pasteurised egg.
- ✓ This is specified in our contract to egg suppliers.
- ✓ Eggs are clearly marked with a 'best before' date and used within date.
- ✓ Eggs are stored in a cool dry place, below 20 °C and preferably under refrigeration, and below ready-to-eat foods.
- ✓ If a customer asks for a 'runny yolk' for a fried, boiled or poached egg this is permitted only with a Lion Brand egg.
- ✓ Pasteurised eggs may be substituted for raw eggs if required for ease and convenience and for instances where eggs are pooled (for example scrambled eggs) or for lightly cooked dishes that may not reach a core temperature of 75°C, although this is no longer a requirement by the Food Standards Agency.
- ✓ Hands must always be washed, both before, and after handling eggs.
- ✓ Cracked or damaged eggs are not to be used.
- ✓ Egg dishes are best prepared for immediate consumption, or otherwise, refrigerated.
- ✓ If other eggs are used, such as duck eggs the safety assurances of 'Lion brand' do not apply, as such they CANNOT be served runny and they must be served fully cooked to 75°C for 30 seconds.

DUE DILIGENCE

- 📖 Eggs are rejected if out of date, cracked or dirty upon receipt
- 📖 If eggs are not Lion, they are rejected
- 📖 The person responsible for checking the cooking temperatures will be the Chef or Sous Chef, who will complete the Cooking Temperature Record (Form 12) which is signed off by the Executive/Head Chef.
- 📖 The person responsible for checking that cooking temperatures are achieved will be the Head Chef, who will complete the Head Chef Weekly Checklist (Form 7).
- 📖 All our suppliers only supply Lion Brand eggs, The Store Person is responsible for checking on receipt. (Form 5)

Fish

WHAT CAN GO WRONG?

- ▲ Histamine: A fish allergy can often cause severe reactions, including anaphylaxis. Adults are more likely to have an allergic reaction to fish and shellfish than children, which is probably because adults will have eaten these foods more often. The chemical that is produced by the body as part of an allergic reaction is called histamine. Some fish, if they are not processed properly or stored at a cold enough temperature (below 4°C), may contain histamine, which is formed by bacteria acting on the flesh of the fish. This could cause a reaction that is like an allergic reaction, but histamine fish poisoning (Scombrototoxin) can affect anyone, not just those with allergies. Fish which we use that could be implicated is raw tuna.
- ▲ Parasites: Fish can contain parasites, which will remain in the fish and infect the customer if they have not been adequately cooked.

OUR SAFE METHODS

Histamine

Tuna must:

- ✓ Be purchased only from nominated suppliers.
- ✓ Be accepted only if the probed/between pack delivery temperature is 4°C or lower.
- ✓ Be stored as low as possible and ideally below 4°C (histamine will develop very slowly at 4°C and cease at 0°C) – we follow the suppliers' advice on storage temperatures.
- ✓ Always be used within the supplier's use by date.
- ✓ Be discarded if the storage temperature exceeds 8°C.

Parasites

- ✓ Fish shall be cooked as per the COOKING AND REHEATING section of this FSMS. However, if the fish is to be seared and served 'rare' in the middle to accommodate customer taste, then either:
 - Cook the fish to a core temperature of 60°C for at least 1 minute to ensure that any parasites are destroyed, OR
 - Use fish that is 'sushi' grade or farmed and assured to be parasite free or has been frozen to -20°C for not less than 24 hours, or -35°C for not less than 15 hours.

DUE DILIGENCE

- 📖 The persons responsible for checking cooking temperatures is the Chef or Sous Chefs who will complete Form 12. This is signed off by the Executive/Head Chef.
- 📖 The person responsible for checking that cooking temperatures have been achieved will be the Executive/Head Chef who will complete the Executive/Head Chef Weekly Checklist (Form 7).

Glass and Rigid Plastics Policy

WHAT CAN GO WRONG?

- ▲ Food can become contaminated with glass or rigid plastic fragments which are hard to detect and injurious.
- ▲ Rigid plastic containers can become damaged if they are re-used.

OUR SAFE METHODS

- ✓ Foods are purchased in soft plastic containers wherever possible or constructed of safety glass.
- ✓ Rigid plastics are only used if guaranteed by the manufacturer to be suitable to use in food rooms.
- ✓ Glass jars, bottles or other glass items are stored on lower shelves in the dry goods cupboard or chillers.
- ✓ No glass is stored in the freezer, as it is likely to crack and break.
- ✓ Glass items are removed from all areas where open food is handled.
- ✓ All fluorescent tubes are protected by plastic shields in all areas where food is handled, and raw materials or food packaging is stored.
- ✓ Fluorescent tubes, light bulbs and plastic shields, which protect fluorescent tubes etc., are only cleaned or changed during non-production hours.

WHAT TO DO IF THINGS GO WRONG

- ▶ Follow WHAT TO DO IF THERE IS A GLASS OR RIGID PLASTIC BREAKAGE when necessary.
- ▶ Throw away any food that is being prepared when a glass or rigid plastic breakage has occurred in the vicinity.

DUE DILIGENCE

- 📖 The person responsible for checking that glass, crockery and rigid plastic breakage procedures are adhered to, is the Back of House Manager who will complete the Glass, Crockery and Rigid Plastic Breakage record (Form 21).

Personal Hygiene 1 of 2

All members of staff should have a copy of this section given to them on induction and all visitors must be given a copy of this section to read and understand prior to entering the kitchen

WHAT CAN GO WRONG?

- ▲ Contamination of food from pathogens and viruses carried by food handlers or visitors.
- ▲ Contamination of food by foreign bodies e.g. hair, buttons, jewellery etc.
- ▲ Contamination of food by transferring allergens and bacteria from other foods via hands.

OUR SAFE METHODS

- ✓ All food handlers or visitors must complete the appropriate medical questionnaire before starting work for the first time or before entering the kitchen. We retain employee records in their personal file and visitors' records on file for one year.
- ✓ Wash hand basins are made available with hot and cold running water (at a safe temperature for hand washing), anti-bacterial soap, disposable towels and a plug.
- ✓ A well-stocked first aid kit is provided. As a minimum this should contain a leaflet giving general guidance on first aid, twenty individually wrapped blue sterile plasters (assorted sizes), two sterile eye pads, four individually wrapped triangular bandages, six safety pins, two large and six medium individually wrapped sterile un-medicated wound dressings, a pair of disposable gloves. Tablets and medicines are not kept in the first-aid box.

All staff and visitors:

- ✓ Wear the correct clean protective clothing/uniform and maintain the highest standards of personal cleanliness at all times.
- ✓ Wear protective clothing only when at work to protect food from contamination.
- ✓ Wash their hands thoroughly:
 - ✓ On entering food handling areas and after every break.
 - ✓ After using the toilet.
 - ✓ After handling refuse or carrying out cleaning duties.
 - ✓ Before handling ready-to-eat food.
 - ✓ After handling raw food (meat and unwashed vegetables).
 - ✓ Before putting on disposable gloves.
 - ✓ After sneezing, coughing, blowing the nose, touching the mouth or ears, or using a handkerchief/tissue.
- ✓ Following the correct hand-washing procedure:
 1. Wet hands.
 2. Apply soap.
 3. Rub hands thoroughly to remove contamination, include the thumbs, between fingers, palms and tops of hands.
 4. Rinse hands.
 5. Dry hands using disposable paper towels.

All staff and visitors must also:

- ✓ Cover all exposed broken skin and sores with a high visibility waterproof dressing e.g. blue plaster.

Personal Hygiene 2 of 2

- ✓ Ensure dressings on hands are covered with a disposable glove.
- ✓ Not wear jewellery except for a plain band finger ring or backless sleeper style earrings.
- ✓ Not wear fake eyelashes, nail varnish, false nails (including shellac) or bite nails.
- ✓ Tie back long hair and/or wear a head covering (hair net).
- ✓ Not spit, smoke or eat in food handling areas.
- ✓ Not consume food, including sweets and chewing gum.
- ✓ Not wear strong perfumes as they may taint food products.
- ✓ Remove aprons when leaving the department, using the toilet and handling rubbish.
- ✓ Follow instructions in the STAFF MEMBER ILLNESS section of this policy.
- ✓ Footwear is provided by the staff member and must be non-slip and of suitable material to protect the feet.
- ✓ Outdoor clothing and personal effects are stored separately from food handling areas.
- ✓ Visitors (e.g. maintenance engineers, enforcement officers, supplier representatives) are provided with clean white disposable clothing and head covering, if they do not have their own.
- ✓ All uniform must be laundered by a commercial laundry or in a washing machine on the hottest cycle at above 60°C and protected from contamination after laundering by means of storage in a clean bag.
- ✓ Uniforms must not be worn when travelling to the place of work.

WHAT TO DO IF THINGS GO WRONG

- ▶ If a team member or visitor is not following safe personal hygiene procedures and are putting food at risk, they will be asked to leave the food handling areas. Members of staff will be re-trained and this will be recorded. Repeat offenders may require disciplinary action.

DUE DILIGENCE

- 📖 The person responsible for checking that personal hygiene procedures are adhered to, is the Senior chef on duty, for the Chefs and Kitchen Manager for Stewards who will complete the Executive/Head Chef Daily Checklist (Form 6) and the Executive/Head Chef who will counter-sign this off.
- 📖 All visitors must read this section of the policy and complete Form 4c before being allowed into kitchens. This form is counter-signed by the Executive/Head Chef.

Pest Control

WHAT CAN GO WRONG?

- ▲ Contamination of food by pests and their droppings.
- ▲ Contamination of food by bacteria carried by pests.
- ▲ Damage to foods and buildings.

OUR SAFE METHODS

- ✓ Pest control contract with Helliars is in place with regular visits along with emergency call out by the Executive/Head Chef.
- ✓ All staff have been informed about the importance of reporting any pest sightings to their Line Manager.
- ✓ Where electronic fly killers are used, they are in good working order. These are not located above food preparation areas.
- ✓ Baits and bait stations are clearly labelled and kept away from any foodstuffs, are not interfered with.
- ✓ Catering areas are clean, with stock rotated regularly and any redundant equipment removed to avoid harbourage.
- ✓ Any foods that show evidence of infestation or damage by pests are discarded immediately.
- ✓ Buildings are pest proofed to prevent pest access, for example, there are no gaps under doors or around pipes and cable runs.
- ✓ Fly screens are fitted to doors and windows in the kitchen if they are kept open for ventilation and there is a risk of contamination, for example, evidence of flies.

WHAT TO DO IF THINGS GO WRONG

- ▶ Any evidence or signs of pests such as droppings, gnawed food or structure or live or dead rodents, birds or insects are reported to the Executive/Head Chef immediately and the contractor is informed.
- ▶ Where evidence of an active pest infestation is found in any of the food storage or handling areas, the procedures in the WHAT TO DO IF THERE IS A CONFIRMED PEST INFESTATION should be followed.

DUE DILIGENCE

- 📖 A copy of the pest control contract is available in the Receiving Stores
- 📖 Pest control records are readily available.
- 📖 Chefs check for evidence of pests. And records on Forms 5 and 6. The person responsible for checking that pest activity is controlled, including cleaning and housekeeping standards, is the Executive/Head Chef These are signed off by the Executive/Head Chef daily.

Preparation: *E. coli* O157 and *Campylobacter*

Contamination Controls 1 of 2

WHAT CAN GO WRONG?

- ▲ Bacteria, including *E. coli* O157 can easily spread to food and cause severe illness and can even kill.
- ▲ All meats and poultry and raw foods (fruit, vegetables that have been in contact with the soil and are not supplied as ready-to-eat), should be handled as if they are contaminated with *E. coli* O157 or in the case of poultry, *Campylobacter*.
- ▲ There is a greater risk of cross-contamination in any business where raw and ready-to-eat foods are handled.

OUR SAFE METHODS

Separation/Preparation

- ✓ Where possible we have separate designated areas for ready-to-eat and raw meat and poultry food preparation. Where this is not possible, we prepare raw meat and poultry when there is no other food being prepared in the area and then follow our disinfection procedure immediately afterwards.
- ✓ Separate adequately labelled food wrapping materials and cleaning chemical bottles are used for raw and ready-to-eat foods. Red for raw and blue for ready to eat.
- ✓ Where protective clothing becomes contaminated after preparing or handling raw food, it will be changed prior to handling and preparing ready-to-eat food.
- ✓ Cloth aprons are used to handle raw foods in a single use capacity only. These are removed for laundering following preparation
- ✓ We never wash raw meat or poultry because of the risk of contamination splashing over surfaces and the sink.
- ✓ Salad items, fruit and vegetables (unless they need to be peeled, will be cooked or are labelled "ready-to- eat") are washed.
- ✓ Sanitised probe wipes must be used before and after every use to ensure that the probe is disinfected.

Complex Machinery

- ✓ Complex machinery (food processors, slicing machines, vacuum packers and mincers) are not used to process both raw and ready-to-eat foods,
- ✓ Separate vacuum packing machines are used for raw and ready-to-eat foods (see Vacuum Packing)

Storage

- ✓ Separate refrigeration is provided for raw and ready-to-eat foods.
- ✓ Vacuum pack bags will be stored near to the machines they are needed for to ensure there is no risk of cross contamination.
- ✓ Shell eggs are handled as raw food but stored above raw meat.

Preparation: *E. coli* O157 and *Campylobacter*

Contamination Controls 2 of 2

Utensils

- ✓ We use Prof Boards with colour coded top skins and separate, tongs and utensils, for raw and ready-to-eat foods. We have the following boards as a minimum:
 - Red – raw meat
 - Brown – raw vegetables
 - Green – washed fruit and washed and sanitised vegetables
 - White – bread
 - Yellow – cooked meat and cheese
 - Blue – fish
- ✓ The membranes for raw meat and for raw vegetables are stored separately to those used for ready-to-eat products unless they have undergone the process of heat disinfection. They are air dried in a wall hanging facility.

Hand Contact Surfaces

- ✓ Hand contact surfaces for example, door handles can be a potential source of cross contamination and therefore we always wash our hands after handling foods to ensure that hand contact surfaces are kept as clean as possible.

Packaging

- ✓ Packaging materials for ready-to-eat food should be stored in a designated clean area.

Cleaning Products

- ✓ Separate cleaning materials, including cloths, sponges and mops are used for “clean areas.”
- ✓ Disposable cloths are used where possible.

Protective Clothing

- ✓ Where protective clothing becomes contaminated after preparing or handling raw food, unwashed vegetables, etc., it will be changed prior to handling and preparing ready-to-eat food.
- ✓ Cloth aprons are used and removed immediately once raw food preparation is finished.
- ✓ Dirty protective clothing is kept separate from clean protective clothing and from ready-to-eat food storage and preparation areas.

WHAT TO DO IF THINGS GO WRONG

- ▶ We remove dirty cloths from the kitchen immediately for cleaning or throw them away. If in doubt wash, disinfect and dry any equipment, work surfaces or utensils that might have been contaminated.
- ▶ If ready-to-eat food has not been kept separate from raw food, we throw away the food.
- ▶ If equipment/surfaces/utensils have been touched by raw food, wash, disinfect and dry them to prevent harmful bacteria from spreading.
- ▶ If in doubt that a ready-to-eat food is contaminated with *E. coli* O157 or *Campylobacter*

bacteria, we reheat it (if possible) or throw it away.

DUE DILIGENCE

 All food operatives are responsible for checking that *E.coli* controls are being implemented under the Chef, who will complete the Executive/Head Chef Monthly Checklist (Form 27) and the Executive/Head Chef will keep constant vigilance.

Preparation: Temperature Control

WHAT CAN GO WRONG?

- ▲ Growth of pathogens or spoilage organisms.

OUR SAFE METHODS

- ✓ High risk foods are not left out for longer than 30 minutes during preparation.
- ✓ Foods are covered and placed in the chiller immediately after preparation; or are served.
- ✓ Salad and sandwich ingredients are pre-chilled before preparation.
- ✓ If in-house prepared food is not going to be served on the day of production, it is labelled according to the DATE CODING AND STOCK CONTROL section of this manual and stored in the chiller below 8°C.

WHAT TO DO IF THINGS GO WRONG

- ▶ If chilled high-risk foods have been out at room temperature for over 4 hours they are discarded.

DUE DILIGENCE

- 📖 The person responsible for checking that food preparation procedures are adhered to, will be the Executive/Head Chef through constant vigilance.

Probe Care and Use

WHAT CAN GO WRONG?

- ▲ Inaccurate probes are misleading.
- ▲ Infra-red guns may be used to gain a superficial determination of temperatures in a vehicle or chiller but are not accurate for measuring food core temperatures.
- ▲ Dirty probes will contaminate foods.

OUR SAFE METHODS

- ✓ IR guns must not be used for checking food temperatures. Between pack or core temperature measurements must be made with a probe thermometer.
- ✓ Probes are not left lying around, dropped or damaged.
- ✓ Probes are sanitised with probe wipes or placed in boiling water and the temperature read to ensure it shows 82°C **before and after** taking any readings.
- ✓ If probe wipes are used, they must be in date (as they have an expiry date) and not be dried out as the disinfectant will not work.
- ✓ If probe wipes are not available, the probe must be cleaned of debris, and then sanitised ensuring that the sanitiser has correct contact time on the probe.
- ✓ The thickest part of the food is tested (or between pack for packaged foods) and the probe is allowed 30 seconds to reach an accurate reading.
- ✓ Sufficient probe wipes (in date and moist) and spare batteries are readily available.
- ✓ Executive/Head Chef / Sous Chefs check the accuracy of the probe weekly and defective thermometers are repaired or replaced.
- ✓ Raw steaks **must not be probed** if they are to be served rare as this could inject surface contamination, such as *E. coli* O157 into the centre of the meat.

WHAT TO DO IF THINGS GO WRONG

- ▶ We have a backup probe available.
- ▶ We replace damaged probes immediately and recheck foods with a clean, sanitised probe.

DUE DILIGENCE

- 📖 The person responsible for checking the accuracy of the probe thermometers every week (slushed ice check: -1°C to +1°C and boiling water check: 99°C to 101°C) will be the Sous Chefs, who will complete the Weekly Probe Calibration Record (Form 26) and this is signed off by the Head Chef.
- 📖 Defective thermometers should be immediately reported to the Executive/Head Chef and will be repaired or replaced. Action will be logged on Planet Reporting System.

Product Recall and Traceability

WHAT CAN GO WRONG?

- ▲ Unsafe food is supplied to customers.

OUR SAFE METHODS

- ✓ Unsafe foods are identified by:
 - Receiving notifications from food suppliers
 - Receiving food alerts from the Food Standards Agency
- ✓ We have signed up to receive regular alerts at:
<https://public.govdelivery.com/accounts/UKFSA/subscriber/new>
- ✓ We review the Food Standards Agency website weekly for Food Alerts and Product Recalls at <http://www.food.gov.uk/>
- ✓ Other related venues (if not at this site) are notified:
 - By e-mail
 - By telephone
- ✓ When notified, we follow the instructions to ensure that the unsafe food is removed from sale. It is disposed of, or if instructed held until collected. We clearly segregate and mark with 'DO NOT USE' tape or labels.
- ✓ We are able to identify all businesses from which we receive foods and delivery notes are checked against the delivery each time and kept for 1 year.
- ✓ Following an allegation of food poisoning, if we have any of an implicated batch remaining, we will remove from sale and keep it in frozen storage for sampling, if required.

DUE DILIGENCE

- 📖 Confirmation and details of what action, if any, has been taken and recorded on the Head Chef's Weekly Checklist (Form 7).
- 📖 If any food is destroyed this will be recorded on Form 23.

Purchasing

We recognise the importance of the safety of foods supplied to us. For foods which are ready to eat we are totally reliant on the standards maintained by the supplier. In order to ensure the safety of supplied foods we shall only purchase foods from approved food suppliers who have been assessed under our supplier assessment process, using Form 28.

WHAT CAN GO WRONG?

- ▲ High risk ready-to-eat foods contaminated with pathogens.
- ▲ Foods contaminated with foreign bodies.
- ▲ Foods contaminated with chemicals or other toxic substances.
- ▲ Foods contaminated by pests.
- ▲ Ready-to-eat products are over-cooked and could contain high levels of acrylamide.
- ▲ Incorrect allergen labelling and cross-contact.

OUR SAFE METHODS

- ✓ All food is purchased from approved suppliers who have to provide information on a supplier specification form so that we can assess their suitability.
- ✓ Suppliers are required to supply baked foods that are not over-cooked to minimise acrylamide levels.
- ✓ Suppliers will provide instructions and as necessary colour charts relating to mitigation of acrylamide for potato products
- ✓ Suppliers deliver high risk foods under temperature control, in accordance with manufacturer's temperature control instructions i.e. chilled or frozen.
- ✓ Suppliers must follow controls for allergens listed in the Allergen Management section of this FSMS.
- ✓ Emergency purchases are only made from reputable supermarkets (e.g. Tesco, Sainsbury's, Waitrose, etc.). Where the purchase includes chilled or frozen foods, temperatures as per the DELIVERY AND RECEIPT section shall be observed.

WHAT TO DO IF THINGS GO WRONG

- ▶ We reject any foods that do not meet the specification.
- ▶ We use an alternative supplier if issues keep recurring.

DUE DILIGENCE

- 📖 The person responsible for checking the temperatures, date codes and condition of delivered food is the Storeman or Stores Assistant who will complete the Food Delivery Record. (Form 8) which is signed off by The Stores Manager.
- 📖 Product Specifications are identified on Procure Wizard.

Regeneration

WHAT CAN GO WRONG?

- ▲ Survival of food poisoning organisms due to insufficient regeneration.
- ▲ Any bacteria present may multiply in warm foods and/or spores may germinate.
- ▲ Cross-contact from allergens
- ▲ Over-cooking of some foods can lead to excessive levels of acrylamide.

OUR SAFE METHODS

- ✓ Food is cooked or reheated to obtain a minimum core temperature of 75°C for 30 seconds); to ensure the destruction of pathogenic bacteria.
- ✓ Suppliers' cooking instructions are followed at all times.
- ✓ Temperatures of the food are checked after regeneration.
- ✓ Microwaved food is reheated carefully; stirring/checking frequently to ensure that the heat is evenly distributed throughout the food.
- ✓ Bain-maries or hot cupboards are never used for regeneration (these are only designed for holding food at the correct temperature).
- ✓ Foods are served immediately or put into hot-hold for no more than two hours.
- ✓ Foods are never reheated more than once.
- ✓ Care is taken to use clean containers and utensils to avoid cross-contact.

WHAT TO DO IF THINGS GO WRONG

- ▶ Where insufficient regeneration is noted, the product is brought to the correct temperature immediately and/or the recipe adjusted to cook food for longer.
- ▶ If starchy foods such as chips, roast potatoes, baked goods and toast appear over-cooked and dark brown, or don't match any supplier's colour chart, then they are discarded.

DUE DILIGENCE

- 📖 The persons responsible for checking the regeneration temperatures are Sous Chefs, who will complete the Regeneration Temperature Record. (Form 13) which is signed off by the Head Chef.
- 📖 Record disposal of over-cooked food Form 23.

Staff Member Illness (1 of 2)

WHAT CAN GO WRONG?

- ▲ Staff may transfer bacteria, parasites, worms and viruses to food.

OUR SAFE METHODS

- ✓ All food handling staff are trained in personal hygiene and what to do if they are ill.
- ✓ All food handling staff must complete a medical questionnaire before their first ever shift at work.
- ✓ Staff must report to their Line Manager if they:
 - Suspect they are suffering from food poisoning or any other food-borne illness.
 - Have symptoms of vomiting and/or diarrhoea.
 - Have septic wounds or skin conditions.
 - Have discharge coming from their eyes, ears or mouth, or
 - Have been in close contact with someone suffering from typhoid, paratyphoid, bacterial dysentery, VTEC *E.coli* or norovirus.
- ✓ Staff must not return to work until they are free of any symptoms for 48 hours without the use of medication such as anti-diarrhoea drugs). If a member of staff visits the GP they must tell them that they work with food. If the GP takes a stool sample and the member of staff does not get better, they should wait for the results and follow the GP advice. Some bacterial infections may require longer than 48 hours off work (see attached table).
- ✓ The Line Manager must:
 - Stop the staff member from handling food. They must not be allowed to return to work until they have been symptom free for 48 hours (without the use of medication). Use the table below for guidance.
 - Follow the WHAT TO DO IF SOMEONE VOMITS (OR SIMILAR) IN THE KITCHEN/ PUBLIC AREAS section of the Manual if they are ill on the premises.
- ✓ Staff returning to work after sickness must maintain high standards of personal hygiene, particularly hand washing practices.
- ✓ Staff visiting their GP should inform the GP that they work with food and whether they have been abroad. They should advise their Line Manager of the outcome of the visit and follow any instructions given by the GP.

WHAT TO DO IF THINGS GO WRONG

- ▶ Ensure a Doctor's certificate is provided and kept on file if microbiological clearance is required.
- ▶ Staff who have been off work due to illness or who have been ill whilst on holiday must complete a Return to Work Interview with their Line Manager to ensure they are fit to be at work.
- ▶ This must be checked before they enter any food handling areas.

Staff Member Illness (2 of 2)

ILLNESS	WHEN CAN THEY RETURN TO WORK?
Septic lesions on visible parts of the body	When lesions have healed (unless the infected area is completely covered)
Discharges from eyes, ears or mouth	When discharges have ceased
Any diarrhoea or vomiting	No vomiting or loose stools for 48 hours (after stopping any treatment)
Cholera	Microbiological clearance – 2 consecutive negative stools at least 24 hours apart
Hepatitis A	7 days after onset of jaundice and / or any other symptoms
Bacterial dysentery	Microbiological clearance – 6 consecutive negative stools at least 1 week apart commencing 3 weeks after stopping any treatment
Bacterial dysentery contact*	Microbiological clearance – 6 consecutive negative stools at least 1 week apart, commencing 3 weeks after stopping any treatment
Amoebic dysentery	Microbiological clearance – 1 negative stool at least 1 week after treatment
Typhoid / paratyphoid	Microbiological clearance – seek advice from local authority – usually 6 consecutive negative stools at least 1 week apart, commencing 3 weeks after stopping any treatment
Typhoid / paratyphoid contact	Microbiological clearance – seek advice from local authority – usually 2 consecutive negative stools at least 48 hours apart and after sufferer has stopped any treatment
VTEC E. coli	Microbiological clearance – seek advice from local authority – 2 consecutive negative stools at least 48 hours apart.
VTEC E. coli contact	Microbiological clearance – seek advice from local authority – 2 consecutive negative stools at least 48 hours apart
Norovirus	No vomiting or loose stools for 48 hours (after stopping any treatment)
Norovirus contact*	24 hours unless any symptoms develop in which case as for norovirus
Threadworm	After treatment
Pork tapeworm	Microbiological clearance – 2 consecutive negative stools 2 weeks after treatment

*Contact refers to highly contagious conditions. Any staff in close contact (i.e. living with someone) who has the condition should notify their Manager and stay away from work until cleared.

DUE DILIGENCE

-  Staff complete Form 4a before their first ever shift.
-  On returning back to handling duties following illness, the employee is asked to complete Form 4a and 4b
-  The person responsible for checking that staff member illness procedures are adhered to, will be the Head Chef.

Storage: Ambient

WHAT CAN GO WRONG?

- ▲ Deterioration of foods due to prolonged storage, heat or moisture.
- ▲ Contamination by foreign bodies.
- ▲ Contamination by chemicals or other toxic substances.
- ▲ Cross-contact with 14 listed allergens.
- ▲ Contamination by pests.

OUR SAFE METHODS

- ✓ Dry store areas are kept clean, cool, dry, well-lit and in good repair.
- ✓ Foods are not stored directly on the floor.
- ✓ Glass jars, bottles or other glass items are stored on the lower shelves.
- ✓ Open packets secured with food bag clips or decanted into clean containers with sealable lids are labelled according to the DATE CODING AND STOCK CONTROL section of this manual.
- ✓ When decanting, the ingredients list is attached so information is retained for customer queries.
- ✓ Storage tubs are not topped up.
- ✓ Food is stored away from non-food items (e.g. cleaning chemicals).
- ✓ First In, First Out (FIFO) stock rotation system is in place.
- ✓ Allergenic raw materials are stored in clearly identified areas, for example, in labelled, segregated boxes on the bottom of the designated dry store shelf.
- ✓ Where foods containing one of the 14 listed allergens such as nuts, etc. are removed from their original packaging, they are placed in dedicated lidded and labelled containers and made easily identifiable. Such containers are not used for storage of any other raw materials unless they have been thoroughly cleaned or disinfected.

DUE DILIGENCE

- 📖 The person responsible for checking best before dates and that allergen procedures are being followed will be the Head Chef who will complete the Chef Daily Checklists (Forms 5 and 6).

Storage: Freezers

WHAT CAN GO WRONG?

- ▲ Foods may defrost and refreeze with loss of quality.
- ▲ Foods beyond their use by or best before date.
- ▲ Contamination by foreign bodies.
- ▲ Deteriorated product due to freezer burn.

OUR SAFE METHODS

- ✓ All frozen foods are stored at or below -18°C.
- ✓ All foods are covered with lid, film or foil.
- ✓ First In, First Out (FIFO) stock rotation in place.
- ✓ Foods are date labelled according to the DATE CODING AND STOCK CONTROL section of this manual.
- ✓ Equipment is regularly maintained.
- ✓ Freezer is defrosted and cleaned regularly to avoid build-up of ice.
- ✓ Sufficient freezer space is available, and equipment is not overloaded.
- ✓ No glass is stored in the freezer, as it is likely to crack and break.
- ✓ Any plastic stored in the freezer is suitable for purpose.

WHAT TO DO IF THINGS GO WRONG

- ▶ If the air temperature is higher than -15°C, the procedures WHAT TO DO IF FOOD STORAGE EQUIPMENT IS NOT MAINTAINING TEMPERATURE are followed.

DUE DILIGENCE

- 📖 The persons responsible for checking the temperatures of frozen food are Sous Chefs who will complete the Chiller and Freezer Temperature Record form if Monika system is not in place. (Form 9). This is signed off by the Executive/Head Chef.
- 📖 Chefs will also complete Forms 5 and 6. The person responsible for checking that freezer storage temperatures have been achieved will be the Executive / Head Chef who will sign off daily.

Storage: Chillers (1 of 2)

WHAT CAN GO WRONG?

- ▲ Growth of pathogenic or spoilage organisms.
- ▲ Cross-contamination from raw to ready-to-eat foods.
- ▲ Deterioration or decomposition of product.
- ▲ Contamination of product by foreign bodies.
- ▲ Contamination by chemicals or other toxic substances.
- ▲ Cross-contact from allergens
- ▲ Out of date foods.
- ▲ Sugar content can increase in potatoes in the chiller, leading to higher levels of acrylamide in chips or roasts.

OUR SAFE METHODS

- ✓ Store fresh potatoes which are to be made into chips or roast potatoes outside the chiller in a cool dry place.
- ✓ Chilled foods are stored in cold rooms set to achieve at the following temperatures:

Food Coldroom	Target Temperature of Storage °C	Maximum Temperature of Storage °C
General items	1-4	8
Bakery	5-8	8
Vegetable	0-2	8
Meat	0-2	8
Poultry	0-2	8
Fish (Tuna)	4	4
Vacuum Packed foods	5	8

- ✓ Any fresh fish shall be stored at or below 4°C.
- ✓ Hot foods are never put straight into chillers – they are blast chilled first.
- ✓ Doors are not left open, as this can cause the temperature to rise.
- ✓ Glass jars, bottles or other glass items are stored on the lower shelves in the chiller.
- ✓ Separate raw and ready-to-eat chillers are used.
- ✓ Raw shell eggs are stored below ready-to-eat foods, but above raw meat.
- ✓ Foods are all covered with lid, film or foil.
- ✓ First In, First Out (FIFO) stock rotation system is in place.
- ✓ Food is date labelled according to the DATE CODING AND STOCK CONTROL section of this manual.
- ✓ The contents of opened cans are decanted into clean plastic containers.
- ✓ Chillers are maintained in good repair and broken seals are repaired as soon as possible.
- ✓ Sufficient chiller capacity is provided, and equipment is not overloaded.

Storage: Chillers (1 of 2)

WHAT TO DO IF THINGS GO WRONG

- ▶ Chef/Staff check chillers daily and discard any foods that have exceeded their use by dates, are damaged or have deteriorated.
- ▶ If for any reason unfit and/or out of date food has to be kept, segregate it from all other foods and mark
- ▶ 'DO NOT USE'.
- ▶ If the air temperature is above 8°C check to see if the food temperature is higher than 8°C, then follow procedures in WHAT TO DO IF FOOD STORAGE EQUIPMENT IS NOT MAINTAINING TEMPERATURE.

DUE DILIGENCE

-  The persons responsible for checking the temperatures of chilled food are Sous Chefs who will complete the Chiller and Freezer Temperature Record. (Form 9) if the Monika system is not in place. This is signed off by the Head Chef.
-  Chefs will also complete Forms 5 and 6. The person responsible for checking that freezer storage temperatures have been achieved will be the Executive Chef/Head Chef who will sign off daily.

Training

WHAT CAN GO WRONG?

- ▲ Staff do not understand how to control food safety hazards leading to the service of unsafe foods.

OUR SAFE METHODS

- ✓ The Executive/Head Chef must ensure that anyone working in the operation has undertaken the necessary training to ensure the production and supply of safe food. The amount and type of training required is detailed below.

Staff Job Title	Essentials of food hygiene instruction	Level 1 Food Hygiene Awareness Instruction	Level 2 Food Safety	Level 3 Food Safety	Level 4 Food Safety
Senior Manager	On day of or before starting work	Pre-appointment	Pre-appointment	Pre - appointment	Within one year
Head chef	On day of or before starting work	Pre-appointment	Pre-appointment	Pre - appointment	
Supervisor	On day of or before starting work	Pre-appointment	Pre-appointment	Within one year of appointment	
Chefs	On day of or before starting work	Pre-appointment	Pre-appointment	Within one year of appointment	
Catering Assistant	On day of or before starting work	Before handling food unsupervised	Before handling high risk food unsupervised		
Front of House	On day of or before starting work	Before handling food unsupervised			

DUE DILIGENCE

- 📖 All staff will complete the Food Safety qualification commensurate with their position and at a minimum of Food Safety Level 2. All Staff to complete refresher training every 3 years.

Vacuum Packing (1 of 2)

WHAT CAN GO WRONG?

- ▲ Growth of pathogenic bacteria such as *Listeria* due to incorrect storage/shelf life
- ▲ Production of botulinum toxin from outgrowth of *C. botulinum*
- ▲ Poor sealing
- ▲ Cross-contamination from raw to cooked/ready-to-eat foods
- ▲ Contamination and other hazards from foreign bodies, food handlers, equipment.
- ▲ Deterioration of microbiological quality of product
- ▲ Cross-contact from allergens

OUR SAFE METHODS

- ✓ Raw and ready to eat foods are vacuum packed on separate machines, designated for use and clearly signed. These machines are placed in designated 'raw food' areas and 'ready to eat food' areas as appropriate
- ✓ Separate containers of bags are used for raw and RTE foods, to minimise the risk of bags being contaminated by food handlers. Bags are stored close to the machines i.e. bags for RTE foods are stored close to the RTE machine.
- ✓ Bags used for vacuum packing are stored in clean containers with close fitting lids.
- ✓ Only fresh products with a minimum of three days shelf life are vacuum packed
- ✓ Prior to handling food, staff undertake thorough hand washing. Direct handling of food is avoided where possible
- ✓ Bags are sealed with a tight fit around the food
- ✓ Bone guards are used with bone-in meat to prevent sharp edges puncturing the packaging
- ✓ Staff trained in safe hygiene practices and use of machine
- ✓ Vacuum packed food is stored preferably at 5°C or below, maximum 8°C
- ✓ Vacuum packed food is clearly labelled with the date of packing and the use by date, which is no longer than 10 days, including the day of packing.
- ✓ Where food is re-vacuum packed the original shelf-life is retained
- ✓ If products that have been vacuum packed by the supplier are unwrapped (for slicing etc.) and then rewrapped as vacuum-packed product, the shelf life is not extended beyond the shelf life applied by the manufacturer
- ✓ Inform guests of any relevant cross-contact information relating to vacuum packing as appropriate when asked about allergens.

WHAT TO DO IF THINGS GO WRONG

- ▶ If gone past the 10-day shelf-life – throw it away
- ▶ Dispose of unsafe food or food that may be contaminated
- ▶ If bags are not creating tight fit around food or have leaks:
 - Check machine control settings
 - Re-vacuum pack bags
 - Check, clean and where necessary replace heating strip
 - Check sealing time/vacuum pressure settings
 - Repair vacuum packing machine

- Review practices
- Review staff training

Vacuum Packing (2 of 2)

DUE DILIGENCE

-  Make sure there are enough bags by each machine.
-  Ensure date coding is strictly followed
-  The person responsible for checking the seal of the bag is Chef, who will complete the Vacuum Packing Form (Forms 10 or 11).
-  The persons responsible for checking the temperatures of chilled food are the Sous Chefs, who will complete the Chiller and Freezer Temperature Record in the absence of the Monica temperature monitoring system. (Form 9) which is signed off by the Executive / Head Chef.
-  Chefs will also complete Forms 5 and 6. The person responsible for checking that chiller storage temperatures have been achieved will be the Executive / Head Chef who will sign off daily.

Water and Ice

WHAT CAN GO WRONG?

- ▲ Contamination from bacteria, viruses, parasites and protozoa
- ▲ Contamination from chemicals
- ▲ Contamination from physical objects (ice)
- ▲ Contamination from food and allergens

OUR SAFE METHODS

- ✓ The water is supplied from a potable source
- ✓ Ice machines are kept clean and sanitized in accordance with manufacturer's instructions
- ✓ Staff are not allowed to handle ice directly – they use a sanitized scoop which is not left in the ice machine and is not used for food
- ✓ Any ice taken from the ice machine is disposed of at the end of service
- ✓ Any containers used for ice are cleaned and sanitized at the end of service.

DUE DILIGENCE

- 📖 The ice machine is cleaned in accordance with the cleaning schedule.
- 📖 The site keeps records of water quality assessment. (John West)

Waste Disposal

WHAT CAN GO WRONG?

- ▲ Food waste and debris will attract pests.
- ▲ Paper and packaging provides harbourage for pests inside the building.
- ▲ Vegetation and surplus old equipment can provide harbourage for pests outside the building.

OUR SAFE METHODS

- ✓ There are enough bins to take waste produced
- ✓ All internal bins are kept clean, in good condition and lined with polythene sacks.
- ✓ Waste is removed frequently from food preparation areas and bins are not allowed to overflow.
- ✓ Bins are emptied at the end of each trading session from the food preparation area.
- ✓ External refuse bins/skips have lids, and these are kept closed.
- ✓ External refuse bins are emptied frequently and cleaned. Waste is not allowed to accumulate.
- ✓ The refuse area is kept well-maintained and free of weeds and other extraneous matter. It must be kept clean and pest free.

DUE DILIGENCE

- 📖 Chefs will also complete Forms 5 and 6. The person responsible for checking that waste procedures have been followed is the Executive/Head Chef who will sign off daily.

Waste Policy

WHAT CAN GO WRONG?

- ▲ Surplus food could be contaminated with bacteria, viruses or foreign objects after being on display
- ▲ Bacteria could have multiplied if temperatures were out of range when on display

OUR SAFE METHODS

- ✓ All open food is discarded at the end of served after being displayed on service counters
- ✓ Any regenerated food is discarded after service

DUE DILIGENCE

- 📖 Staff complete the Food Waste Monitoring Form (Form 23).

Section 3: What to do if...

What to do if an enforcement officer visits

An enforcement officer, e.g. an environmental health officer (EHO) or food safety officer have the right to visit your premises.

Remember – the officer can visit the premises at any reasonable hour (i.e. when there is business activity, not just when you are open to the public).

- ✓ Don't panic! Many visits are routine.
- ✓ Introduce yourself and check their identification card.
- ✓ They do not need to make an appointment or give any notice of their visit.
- ✓ Officers might come on a routine inspection and how often this will be will depend upon the type of business and its previous record. Those premises in the highest risk category can expect a visit at least every 6 months, medium risk businesses 12-18 months and the lowest risk businesses may receive another form of contact, such as a self-assessment questionnaire.
- ✓ Ask why they have visited, where/what they want to see and if there is any paperwork or documents you will need to show them.
- ✓ Show them the INFORMATION FOR MANAGERS AND ENFORCEMENT OFFICERS page in this manual.
- ✓ Accompany the enforcement officer during the visit. It is a good idea to make notes about things pointed out to you.
- ✓ Answer the questions they have honestly and truthfully.
- ✓ Show them any paperwork or documents they wish to see.
- ✓ At the end of the visit ask them to summarise their findings. They should complete an inspection summary form and give you a copy. If you don't understand something, ask. It is part of their job to explain and ensure you know what is going on.
- ✓ Find out if they are going to come back – if so, when?
- ✓ Ask if they are going to take any other action – if so, what?
- ✓ Thank the enforcement officer for their visit, help and advice.
- ✓ Ensure that the ENFORCEMENT VISIT FORM 3 is completed for unannounced visits and filed safely in case it is required for reference at a later date. The Officer would also need to complete the Visitor's Medical form (4c)

What to do if the enforcement officer takes action (1 of 2)

If the enforcement officer:

LEAVES A HANDWRITTEN REPORT / SENDS YOU A LETTER

- Action any items that they state are legal requirements as soon as possible and certainly within the date given.
- Consider whether any recommendations are practical for the operation – action if they are.

ASKS YOU TO DISPLAY A ‘FOOD HYGIENE RATING’ CERTIFICATE

- The Food Hygiene Rating Scheme, formerly known as ‘Scores on the Doors’ scheme is operated by a number of UK local authorities. Following an inspection, enforcement officers will score the operation. They may issue a certificate detailing the score and/or window sticker and publish this information on a website. At present It is not compulsory to display the certificate/window sticker in England. If you disagree with the rating, there is a right to appeal, there is also a right to reply on the LA website. You can usually ask for a revisit to take place when you have carried out the corrective action.

VISITS BECAUSE OF A COMPLAINT

- Follow the procedures outlined in WHAT TO DO IF AN ENFORCEMENT OFFICER VISITS.
- If you wish to follow up the matter with the customers or visitor, ask whether they will release the complainant’s details at the end of their investigation so that you can write to apologise if necessary.
- Ensure that you follow up any requirements and, if appropriate, recommendations made by the enforcement officer.

SERVES A HYGIENE IMPROVEMENT NOTICE (FORMAL NOTICE REQUIRING WORKS)

- Follow the procedures outlined in WHAT TO DO IF AN ENFORCEMENT OFFICER VISITS.
- Check that you understand what exactly needs to be done and by when.
- If you are able to complete any works prior to the expiry date, invite the officer in so that if they are not satisfied you still have time to put it right.
- If you do not feel you will be able to complete the works on time, contact the officer to ask for an extension (normally in writing and to be received prior to the deadline) and ask them to put their response in writing.
- If you do not agree that the notice should be served, you can check the “Rights of Appeal” on the back and
- seek legal and expert advice.

SERVES A REMEDIAL ACTION NOTICE (FORMAL NOTICE REQUIRING WORKS)

These are only used in Wales, Scotland and Northern Ireland and are used for the prohibition of the use of any equipment or any part of the establishment, the imposition of conditions upon, or prohibiting, any process and allows for the rate of an operation to be reduced or, stopped completely.

- Follow the procedures outlined in WHAT TO DO IF AN ENFORCEMENT OFFICER VISITS.
- Check that you understand what exactly needs to be done and by when.
- If you do not agree that the notice should be served, you can check the “Rights of Appeal”

- on the back and
- seek legal and expert advice.

What to do if the enforcement officer takes action (2 of 2)

TAKES A FOOD SAMPLE (TO HAVE IT EXAMINED OR ANALYSED)

- Follow the procedures outlined in WHAT TO DO IF AN ENFORCEMENT OFFICER VISITS.
- Ask the officer why they are taking the sample – is it a routine survey or do they have concerns.
- Ask the officer when you can expect to find out the outcome of the tests.

SEIZES FOOD (TO HAVE IT CONDEMNED BY A MAGISTRATE)

- Follow the procedures outlined in WHAT TO DO IF AN ENFORCEMENT OFFICER VISITS.
- Check that you understand why they have seized the food and what they intend to do with it.
- Inform your Manager that this has happened.

SERVES/INTENDS TO SERVE A HYGIENE EMERGENCY PROHIBITION NOTICE (CLOSURE)

- Follow the procedures outlined in WHAT TO DO IF AN ENFORCEMENT OFFICER VISITS.
- Check that you understand what exactly you need to do before you can re-open.
- Ensure that the Manager is informed about the notice immediately. Ideally you should do this whilst the officer is on site.
- Contact the officer as soon as the work is complete so that they can re-visit.
- If you don't agree that there was an imminent risk to health, follow the procedure that should be included with the notice.

CAUTIONS YOU

- A caution is when an enforcement officer says to you "You do not have to say anything, but it may be held against you, if you fail to mention when questioned something you later rely on in Court"
- If a staff member is cautioned, they should state that they are not authorised to speak on behalf of the company and that the Manager should answer any such questions.
- If the Manager is cautioned, answer that you will be happy to answer any questions at a later date but would like to seek legal advice first.

INVITES YOU TO A FORMAL INTERVIEW

- This is an interview under caution and your answers could be used as evidence in Court.
- Agree a suitable time to accept the invitation.
- Seek legal advice prior to attending an interview

ASKS YOU TO DO SOMETHING NOT ON THIS LIST

- Follow the procedures outlined in WHAT TO DO IF AN ENFORCEMENT OFFICER VISITS.
- Immediately contact the Manager.

What to do if someone complains about a food safety related incident

Reputation is critical to a food business and the slightest hint that you have produced unsafe food can have severe consequences.

- ✓ Re-assure them that you take their complaint very seriously.
- ✓ Explain that it is your policy to investigate all complaints and that you'll need to get some details from them.
- ✓ A senior member of staff /Head Chef should deal with any allegations.
- ✓ Do not accept any responsibility the alleged illness or complaint, and do not try to offer an explanation.
- ✓ You need to gather as much information as you can. Firstly, take their full contact details and then complete the correct form for the nature of the complaint.

Food poisoning allegation

- ✓ If they claim that food eaten has caused an illness or that they have had an allergic reaction as a result of eating food sold from the premises, use Form 1.
- ✓ Complete all the details as accurately as possible. Do not rush. These details may be important to the investigation.
- ✓ Ask if they have contacted the Environmental Health Department.
- ✓ Ask if they have been to the doctor. Remember: when a person goes to the doctor with food poisoning, and this is confirmed, the doctor gives details to the local environmental health officer (EHO). The officer will contact that person to try to find out where and what they ate and try to find out the cause of their illness. This may then lead them to the business, which produced or served that food. The environmental health team will contact the business and investigate the claims. If an environmental health officer visits you under these circumstances, it is important to help them as much as possible. Remember that your business may not be at fault, the food could have been unsafe when it came to you, or it could be food they have eaten in another establishment or in their own home that caused the problem.
- ✓ Once the forms are completed, thank them for their patience and time and explain that you will be in touch again as soon as you have completed your investigation.
- ✓ Stop serving the food that may have caused the problem - if any is left, keep it separate from other food and clearly mark that it is not to be used.
- ✓ Do not throw the food away - keep it for inspection and laboratory analysis

Foreign Body Complaint

- ✓ You need to gather as much information as you can. Firstly, take their full contact details and then complete the correct form for the nature of the complaint.
- ✓ If they claim that they found a foreign body in their food, i.e. anything that should not be there, such as insect, hair/fibre, glass, plastic, piece of metal, etc. use Complaint Form 2– FOREIGN BODY COMPLAINT.
- ✓ Once the forms are completed, thank them for their patience and time and explain that you will be in touch again as soon as you have completed your investigation.
- ✓ Remember to keep the foreign body safe. If you have it, keep it separately from food, and labelled "unfit for human consumption" until the matter is resolved.

What to do if someone has anaphylactic shock

- ✓ Anaphylaxis is an extreme and severe allergic reaction. It is a medical emergency and requires immediate treatment.
- ✓ The whole body is affected, often within minutes of exposure to the allergen but sometimes after hours. Common causes include foods such as peanuts, tree nuts (e.g. almonds, walnuts, cashews, Brazils), sesame, fish, shellfish, dairy products and eggs, but it could be any food, and the guest may not have had a previous reaction or be aware of their allergy. The symptoms are:
 1. Generalised flushing of the skin
 2. Nettle rash (hives) anywhere on the body
 3. Sense of impending doom
 4. Swelling of throat and mouth
 5. Difficulty in swallowing or speaking
 6. Alterations in heart rate
 7. Severe asthma
 8. Abdominal pain, nausea and vomiting
 9. Sudden feeling of weakness (drop in blood pressure)
 10. Collapse and unconsciousness
- ✓ The injured party would not necessarily experience all of these symptoms.
- ✓ Ask them (or friends and family) if they have adrenalin (epinephrine) on them (for example, they may have an EpiPen® or similar brand) and ask them to administer it. This could save their life.
- ✓ Avoid moving them, and try to keep them calm
- ✓ Call an ambulance (999) straight away. Explain that the injured party could have anaphylaxis (pronounced as ANNA-FILL-AXIS).
- ✓ Call a first aider and stay with them until help arrives.
- ✓ Follow up and when appropriate complete the Complaint Form (1).
- ✓ All G4S employees are first aid trained, and cover the site 24/7, 365 days per year. They do not have Epi-Pens.

What to do if someone vomits (or similar) in the kitchen/public areas (1 of 2)

This is classified as a Red Incident and the Duty Manager must be informed immediately

Please note: This procedure also applies to any major spillage of blood, faeces or urine.

Also refer to the HOST Virus epidemic and outbreak plan

- ✓ The immediate and effective cleaning and disinfection of areas where someone has vomited is critical in preventing a viral gastro-enteritis outbreak. Viruses are easily spread in the air, on food and between people.
- ✓ Potentially all surfaces and foods in the room could be contaminated. The small number of virus particles required to cause illness mean that extreme measures may need to be taken to eradicate the problem.
- ✓ Sodium hypochlorite is the best disinfectant to use, although it cannot be used on soft furnishings.
- ✓ Other disinfection procedures such as steam cleaning should be considered, but in some cases, destroying the furniture may be the best way to ensure complete elimination of the virus from the business.
- ✓ All staff understand that action must be taken immediately.
- ✓ Log the incident on the Incident form
- ✓ A body fluid decontamination clean-up kit is available from the Catering Office.

Immediately:

- ✓ Remove the ill person to a more suitable area e.g. staff room, toilets or outside.
- ✓ Call a First Aider or staff to take care of the person.
- ✓ Isolate the area immediately. If the incident occurs in the kitchen, this may require the closure of the kitchen and front of house area. Re-locate others if necessary.
- ✓ Staff who are ill are to be sent home and must not return to work until 48 hours after the symptoms cease
- ✓ Non-catering trained personnel from Ecocleen will respond and clean up the spillage using the body fluids kit and remove any contaminated food and crockery. Those who clean up or touch any contaminated items must take suitable precautions to prevent becoming infected, such as using protective equipment from the kit including disposable coveralls, gloves and masks and must thoroughly wash hands and changing before resuming duties.
- ✓ Any staff who may have been contaminated should remove their protective clothing, bag up and label as 'hazardous'. They should wash their hands and arms thoroughly.
- ✓ Cleaning materials and protective clothing should be bagged and disposed of in an external bin immediately.

What to do if someone vomits (or similar) in the kitchen/public areas (2 of 2)

- ✓ Remove and discard any open and unopened food that may have been contaminated. Any bottled or canned foods that may have been contaminated, must be disinfected by wiping with a cloth soaked in sanitizer.
- ✓ Crockery, equipment and cutlery that may have been contaminated must be put through the dishwasher. The dishwasher should be deep cleaned and then plates etc. should be washed a second time.
- ✓ Open external doors and windows to improve air circulation.
- ✓ Keep the area out of use until it has been disinfected at least twice using a suitable sodium hydroxide/bleach-based disinfectant on cleansable surfaces.

The Decontamination kit includes:

- ✓ Anti-viral sanitizer called BioSafe
- ✓ Protective clothing – gloves, suits, masks, goggles, disposable coveralls, shoe covers
- ✓ Red contaminated laundry bags
- ✓ Sick bags
- ✓ Colour coded buckets, cloths and mops (probably red)
- ✓ Clinical waste (yellow) disposal bags for waste paper, cloths, spill kit, sick bags and disposables
- ✓ Clinical Waste bin (and an agreement about where to dispose of clinical waste)
- ✓ Steam cleaner (for soft furnishing), RCD, extension leads
- ✓ Body fluid clean up kit and extra granules
- ✓ Cover cloth for body fluids
- ✓ Anti-viral wipes (specify)
- ✓ Anti-viral gel (specify)

What to do if food storage equipment is not maintaining temperature

CHILLED

- ✓ If the air temperature is above 8°C, leave for one hour and re-check. If the problem persists:
- ✓ Probe stock to ensure it is at or below 8°C.
- ✓ If stock is still within temperature it should be monitored every hour.
- ✓ If stock is above 8°C and has been for less than 2 hours, move it to another chiller, at or below 8°C.
- ✓ If stock is above 8°C and may have for more than 4 hours, it must be disposed of.

FROZEN

- ✓ If the air temperature is above -18°C, leave for one hour and re-check. If the problem persists:
- ✓ Probe stock to ensure it is at or below -18°C.
- ✓ If it is still within temperature it should be monitored every hour.
- ✓ If it is below -15°C and still frozen solid move the stock to another freezer.
- ✓ If the food is above 8°C and may have been for more than 4 hours, it must be disposed of.
- ✓ If the food is below 8°C and showing signs of defrosting, apply a defrost date label and follow the defrost procedures in the DATE CODING AND STOCK CONTROL POLICY.

HOT STORAGE

- ✓ If the hot food is not maintained above 63°C, it should be displayed for a maximum period of 2 hours.
- ✓ After 2 hours, it will be discarded if it has been on display, or if it has been in hot hold, it may be:
 - Reheated to 75°C for 30 seconds (as long as it has not been reheated previously), for immediate service.
 - Chilled down to below 5°C, following the COOLING and DATE CODING AND STOCK CONTROL procedures.
- ✓ All maintenance issues should be reported to the person responsible for maintenance using Planet reporting system.
- ✓ That person or persons will report the defect to the Manager.

What to do if maintenance work is being carried out

BEFORE MAINTENANCE TAKES PLACE:

- ✓ Discuss with the contractor what the work will involve. This will inform any decisions of precautions to take based on the type and likelihood of contamination. Ensure that they are aware of their hygiene responsibilities and provide protective clothing where required, for food safety.
- ✓ Ensure all open food is covered and moved away from the area where the maintenance is taking place.

AFTER MAINTENANCE HAS TAKEN PLACE:

- ✓ Check with the contractor that the works have been completed and according to plan.
- ✓ Where unforeseen issues are identified, additional hygiene measures may be required.
- ✓ Carry out a visual inspection of the area.
- ✓ Check areas to ensure any tools, nails, wire etc. have not been left.
- ✓ Clean and disinfect any equipment or surfaces that may have become contaminated.
- ✓ Where maintenance may have involved high level work on overhead drains, there is potential for viral or bacterial matter to spray into the air. Thoroughly clean and sanitise all potentially contaminated surfaces, for example:
 - Shelving
 - Cupboard interiors, doors, handles
 - Cooker knobs
 - Telephones
 - Worktables, tops, legs.
- ✓ Keep the area out of use until it has been disinfected at least twice.

What to do in the event of a glass, crockery or rigid plastic breakage in the kitchen / public areas

In the event of glass breakage:

- ✓ Isolate the area immediately.
- ✓ Inform the person-in-charge.
- ✓ Remove and discard any food that may have been contaminated.
- ✓ Remove any plates, dishes, bowls, glasses, cups or other containers that glass shards may have fallen into. Check they are free from visible glass fragments and put through the dishwasher.
- ✓ Clean the area thoroughly. Wear protective gloves and remove any large glass fragments carefully. Wipe down workbenches and sweep the floor in the whole area. Collect all the fragments carefully and place in a suitable container.
- ✓ Cover and seal the container. Put in the dedicated receptacle provided and ensure the lid is re-closed immediately.
- ✓ Do not re-use the area until the person-in-charge has checked it.
- ✓ Complete Form 21.

What to do if there is no cold water supply

- ✓ Potable (drinkable) water is essential in a food business for safe preparation and cleaning. If there is no potable running water, you should close the premises.
- ✓ In some cases, stored water may be available for a short period of time. In this case, tasks requiring water to ensure food safety e.g. hand washing must be prioritised.
- ✓ To conserve water, use up all crockery and cutlery and then if necessary, switch to using disposable crockery and cutlery.
- ✓ Communicate the reasons clearly to customers and visitors.
- ✓ If cold running water is not available, you cannot prepare fresh foods; only pre-packed foods that are ready to eat may be sold.
- ✓ Use trigger spray sanitiser or anti-bacterial wipes to clean hand and food-contact surfaces.
- ✓ Toilets should be closed to customers due to hygiene implications.
- ✓ Workplaces with running water should also consider the welfare implications for staff if there is no drinking water and toilet facilities and may need to close.
- ✓ Switch off any vending machines that use water directly from the mains e.g. coffee machines.
- ✓ Clean and sanitise the machines following the manufacturers' instructions before further use.
- ✓ Do not switch machines back on until the water company has confirmed the water is safe to use.
- ✓ Follow the advice of the water company regarding the use and disinfection or other treatment of piped water, which may be available during or immediately after the interruption of supply.

What to do if there is no hot water supply

- ✓ It is a legal requirement to have hot water available in the kitchen, at wash basins and staff toilets. Catering operations cannot continue to operate with just cold water.
- ✓ Dishwasher: if the dishwasher has its own heating element, then this can continue to be used.
- ✓ All equipment and utensils that can fit in this machine must be cleaned in the dishwasher.
- ✓ Hand washing: hot water must be available at all times.
- ✓ Catering water boilers should be used, with a supply of cold water for mixing and a plug provided at the basin to ensure that the temperature is no more than 42°C.
- ✓ Hand sanitizer must be available.
- ✓ Report the matter on Planet reporting system.
- ✓ Escalate to the Site Duty Manager immediately.

What to do if there is no power available unexpectedly

These procedures apply if the electricity or gas supply fails.

CHILLERS AND FREEZERS

- ✓ Keep all refrigerator and freezer doors closed as much as possible.
- ✓ Place probe thermometer between two food packs in all refrigerators and freezers.
- ✓ Check and record the temperature when you discover the power has failed and then every hour.
- ✓ Refrigerators: if food goes above 8°C, and may have been for more than 4 hours, the food must be disposed of.
- ✓ Freezers: if it is at -15°C or below and still frozen solid, the food can be kept frozen when the power returns.
- ✓ Freezers: if above -15°C, thoroughly defrost the food before use and do not re-freeze. If the food cannot be used after defrosting i.e. ice cream, or must be cooked from frozen, discard or use immediately.
- ✓ Clean and sanitise refrigerators and freezers prior to re-use.

ICE MACHINES

- ✓ Keep the cover closed until the ice starts to melt.
- ✓ Once the ice starts to melt, open the cover to aid melting and drain the ice and water away.
- ✓ Clean and sanitise the machine following the manufacturers' instructions and before further use.

HOT-HOLDING EQUIPMENT

- ✓ Place a probe thermometer into all food in all hot-holding equipment. Check and record the temperature when you discover the power has failed and then every hour.
 - ✓ If you have chafing dishes, you may use these to maintain the food above 63°C.
 - ✓ If food is below 63°C and has been for two hours, discard of the food.
-
- ▶ Report on Planet reporting system.
 - ▶ If you have to dispose of any food, record on Form 23.

What to do if there is a confirmed pest infestation

This procedure should be followed if evidence of an active pest infestation is found in any of the food storage or handling areas. At this stage you are extremely vulnerable to enforcement action and you must take immediate action to ensure that foods are not at risk of contamination.

- ✓ Inform the General Manager who will call the pest control contractor for an emergency visit in accordance with the contract.
- ✓ Follow the pest control contractor's recommendations in relation to housekeeping and if there are maintenance works that need to be done, complete the Maintenance Log and escalate this to the General Manager immediately. Further visits should be carried out as often as necessary until there is no longer a pest infestation.
- ✓ Implement the following until the pest control contractor confirms that there is no longer a pest infestation:
 1. Inspect all areas for evidence of pest activity each morning and evening.
 2. Check all foods prior to opening each day and dispose of any foods that show evidence of infestation or damage by pests. Record this on the Waste Log
 3. If a heavy infestation is noted, then food preparation must not take place until the pest control contractor has been and given advice.
 4. Ensure all foods stored outside the chillers and freezers are stored in sealed containers.
 5. Ensure all glasses, cups and empty food storage containers are stored upside down and cutlery trays covered with cling film.
 6. Follow strict sanitising procedures for all food contact surfaces (e.g. worktops, equipment, utensils, crockery and cutlery) prior to opening each day and before any preparation begins.
 7. Carry out daily cleaning checks and ensure there is no potential food available to pests as a result of poor cleaning – baits will not be eaten if there is a food source elsewhere.
 8. Remove any droppings to an outside bin.
 9. Keep bin areas and any external eating areas clean, tidy and free of debris.
 10. Make sure your records are all up to date and signed on a daily basis.

What to do if there is a flood

In the event of flooding, the premises or areas of the premises may have to be closed for food safety (and health and safety) reasons until the matter is rectified. In any event, you should always contact Head Office for further advice and refer to the Major Incident Plan. Issues to consider include:

- ▲ Contamination of food stock
- ▲ Slip hazards
- ▲ Electrical safety
- ▲ Structural damage
- ▲ Health hazards associated with flood water

This procedure should be followed in the event of flooding:

- ✓ The premises must be closed immediately.
- ✓ Inform your Manager.
- ✓ Do not switch on any electrical appliances or equipment that may have been in contact with floodwater. Contact an electrical contractor to check any affected electrical equipment and fixed wiring installations.
- ✓ Before you start cleaning up, cover any open cuts and wounds on exposed skin with waterproof plasters and use appropriate PPE.
- ✓ Remove all dirty water and silt from the property as much as possible. This may require pumping out if appropriate; the emergency services (Fire Brigade) should be contacted to provide assistance in pumping out the floodwater.
- ✓ Dispose of any food stocks that have been contaminated by floodwaters, by putting into black bin bags.
- ✓ You will also have to consider disposing of any frozen or chilled food if the equipment has failed unless it is possible to transfer these to another site if you have one.
- ✓ All contaminated areas must be thoroughly washed and disinfected (sanitised) including floor and wall surfaces. This process will not be straightforward, because of the nature of the contaminants, which may contain sewage, diesel and oil, as well as various other types of detritus. If the water is deemed hazardous, a third-party cleaning company may be employed to clean the area and certify it as safe before you start work.
- ✓ All areas must be allowed to dry thoroughly, which will reduce the risk of bacteria remaining.
- ✓ Contractors may also be required to provide drying equipment. The drying process will be facilitated by good ventilation and (if it is working) turning on the heating system.
- ✓ Any contaminated clothing must be laundered at a temperature greater than 60°C.
- ✓ All crockery, cutlery and kitchen equipment must be sanitised thoroughly – the dishwashing machine can achieve this. Any damaged items should be thrown away.
- ✓ Any wooden chopping boards or wooden spoons etc. should be discarded.
- ✓ Any taps that encountered floodwater should be sanitised before use for the first time.
- ✓ Remember to thoroughly wash your hands after carrying out the above cleaning tasks.
- ✓ Beware of any manhole covers that may have been dislodged by the floodwaters.
- ✓ Treat any surfaces where mould starts to grow with fungicidal products.

NB. Note that chipboard, MDF, etc. will absorb a lot of water and may be damaged to an extent

that they can no longer be sanitised. These will need to be replaced

Section 4: Monitoring Forms

List of Forms

Medical Care Plans

Fridge and freezer temperature checks