SAFE FOOD MANUAL

Renfrewshire Council

Contents pg.

Introduction

As a Manager/Owner of a food business, it is your responsibility to make sure that your business produces safe food. This means having a clean kitchen, and making sure that staff are trained in food hygiene.

How does this pack help me comply with the law?

The Law requires you to have something written down explaining what you do to ensure the food you produce is safe. To help you do this, Business Regulation has produced this handbook. It is based on the principles of HACCP (hazard analysis critical control point) but we have tried to make it easy to understand. If you work through the pack and fill in the parts relevant to you, you should have an effective safe food system. The parts you fill in must show what is actually happening in your business. It is important that you keep the manual up to date.

How does the pack work?

The pack covers all aspects of producing safe food. Read through the information carefully. Parts of the handbook are left blank for you to fill in. These are marked with a ✎ .
You will need to write down your HOUSE RULES and POLICIES, your SAFE COOKING METHODS and complete a DAILY RECORD SHEET.
The sections in the manual are relevant to most businesses. You can ignore any sections that don't apply to you.

Who should take charge of the pack?

This depends on the size of your Business. Generally the owner, manager or person in charge of the kitchen should take ownership of the pack. Kitchen staff should be involved too as the pack should reflect what actually happens in the business.
Once completed, the pack must be kept in your kitchen at all times, as your Enforcement Officers will want to see it each time they visit.

If you need help with any aspect of the manual, contact your Enforcement Officer at:

Business Regulation
Communities Housing and Planning Services
Renfrewshire Council
Renfrewshire House
Cotton Street
Paisley
PA1 1BR

Tel: 0300 300 0380
e. mail b-serv.es@renfrewshire.gov.uk

What is Safe Food?

Safe food does not contain anything that could harm the person who eats it.
It is YOUR responsibility to ensure that all the food you produce and sell is safe.

There are different stages in producing food, e.g. delivery of ingredients, storage, cooking, cooling, etc. At each of these stages there will be 'hazards' (things that could harm your customers) and 'controls' (ways to prevent things going wrong).

There are four main types of food hazard.

Bacteria (the most common and serious hazard)

Some bacteria can cause food poisoning. Food poisoning can be a very serious illness with severe vomiting, stomach cramps and diarrhoea. It can kill young and elderly people.
Bacteria can cause food poisoning by:-

- Surviving cooking if foods aren't cooked thoroughly.
- Multiplying in food if it is stored at the wrong temperature.
- Spreading from raw foods to 'ready to eat' foods.

Example Controls:-

- Cooking food thoroughly.
- Storing food at the correct temperature.
- Preventing contamination of cooked foods by careful food storage, handling, cleaning and personal hygiene.

Foreign Bodies e.g. glass, metal, cigarette ends, stones, plasters, hairs, dead insects, etc.

These can sometimes get into food. This will result in customer complaints, and your business could be prosecuted. Sharp items like glass or metal could easily injure customers.
Example Controls:-

- Checking all incoming foods and packaging for foreign objects.
- Regularly cleaning all areas.
- Good design and maintenance of your kitchen and equipment.

Chemicals e.g. cleaning chemicals or pesticides.

These can contaminate food. This can cause immediate illness when the person eats the food. Longer term exposure to harmful chemicals can also cause health problems.
Example Control:-

- Store all cleaning chemicals/pesticides well away from food.

Food Allergens e.g. milk eggs, nuts.

Some people have potentially fatal food allergies so you must be aware of all your ingredients. Staff awareness and accurate labeling of foods is vital to inform your customers.

As you can see, most food safety controls are common sense. You must take care with food from the moment you get a delivery of ingredients to the finished product being served.

Personal Hygiene

All food handlers must have high standards of personal hygiene. Simple hygiene mistakes such as not washing hands after touching raw foods, or going to the toilet could make your customers ill.

Make sure that all staff read and sign a Personal Hygiene Policy like the one on pg. 8. This is evidence that your business instructs all food handlers in personal hygiene. Signed copies should be kept in your Safe Food System folder.

Hand washing

This is one of the most important ways of keeping food safe. Effective hand washing in hot, soapy water is particularly important where there is a risk of cross contamination between raw and ready-to-eat foods.

It MUST be carried out at the following times:-

- Before handling food.
- After handling any raw meat, poultry, eggs or unwashed vegetables.
- After going to the toilet.
- After handling rubbish.
- After removing contaminated protective clothing.
- After touching your face, especially your nose, mouth and ears.
- On entering and re-entering the food room.
- After eating, smoking, coughing, sneezing etc.

Effective Hand Washing

It is also important that staff wash their hands EFFECTIVELY. See pg. 6 for the recognised hand wash technique. New staff must be given personal hygiene training before handling food. This should include training in the hand washing technique.

1. Wet hands then apply liquid soap.
2. Rub hands to physically remove contamination from all areas of the hands. (See pg. 6 for full instructions.)
3. Rinse with clean water.
4. Dry hands with a single use paper towel.
5. Use paper towel to turn off taps.

Best Practice

- Try to cut down hand contact with raw food by using utensils such as tongs instead.
- Use a liquid hand wash which has disinfectant properties (meets BS EN 1499 standard.)
- An alcohol based hygienic hand rub can also be used after washing hands if you have been handling raw foods, but it is no substitute for effective hand washing.
- Consider installing non-hand operable taps.

EFFECTIVE HAND WASHING

Wet your hands before applying soap – preferably liquid.
Follow the technique below.

STEP 1

Rub palm to palm.

STEP 2

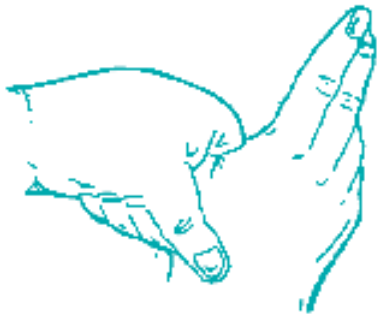
Right palm over back of left hand and left palm over back of right hand.

STEP 3

Palm to palm, with bent and spread out fingers.

STEP 4

Backs of fingers to opposing palms with fingers interlocked.



STEP 5

Circular rubbing of left thumb in closed right hand and vice versa

STEP 6

Circular rubbing, backwards and forwards with closed right hand fingertips in left hand and vice versa.

Special attention must be paid to your fingertips, thumbs and other areas of hands which could cause contamination. Rinse your hands in clean water. Dry your hands with paper towels and then use the paper towel to turn off the tap to prevent recontamination of hands.

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Personal Hygiene Contd.

Protective Clothing

- All staff working in the food preparation area should wear suitable, clean protective clothing, which should be changed and laundered regularly at a suitably high temperature, (82^{o}C) in order to protect the food being prepared.
- If protective clothing becomes contaminated from handling raw food it must be changed before handling ready-to-eat food. The use of disposable plastic aprons is recommended when carrying out any activities where raw foods are being handled.
- Hands should be washed after removing contaminated clothing and before putting on clean protective clothing.

Disposable Gloves

Gloves can become a source of contamination and it is vitally important that you consider if gloves can be used safely in your business. Before gloves can be used safely in your business, you need to consider that:

- hands should always be washed thoroughly before putting gloves on.
- if you use gloves to handle raw foods then you must also wash your hands thoroughly after taking the gloves off.
- gloves must be changed between handling raw food and then moving to handle ready-to-eat food.
- gloves must be disposed of if they are damaged.
- gloves must be changed if they are in contact with items such as money, and must not then be used to handle ready-to-eat foods.
- Disposable gloves should never be used as an alternative to hand washing.

Reporting illness

It is important that staff report any illness that may present a hazard to food safety. Some staff may also need to be excluded from work if there is a risk that they will contaminate food. Food handlers suffering from any of the following must be excluded from work until they are fully recovered.

- Diarrhoea.
- Vomiting.
- Discharge from gums/mouth ears or eyes.
- A sore throat with fever.
- A recurring bowel disorder.
- A recurring skin ailment.

Exclusion/return to work

It is recommended that staff suffering from diarrhoea/vomiting caused by an infection don't return to work until they have been clear of symptoms for 48hours. Staff taking anti-diarrhoeal medication should have been symptom free for at least 48 hours after stopping the medication.

Certain infections including Dysentery, E coli 0157, Typhoid and paratyphoid require formal exclusion and then medical clearance before returning to food handling duties. A Return to Work Questionnaire can be found on pg. 9.

Copy this and get each member of staff to sign

Personal Hygiene Policy

Personal Hygiene Rules for Employees

1. I will wash and dry my hands with warm soapy water often, and always
- after handling raw meat, poultry eggs or unwashed vegetables.
- after going to the toilet.
- after handling rubbish.
- after cleaning.
- after touching my face, especially nose, mouth and ears.
- on entering and re–entering the food room.
- after eating, smoking, coughing, sneezing etc.
- before handling any ready to eat foods.

I will turn off the taps using a paper towel.

2. If I am suffering from diarrhoea and/or vomiting, or if I have any infected skin wounds I must report to my manager. I may be asked to leave work until I am well, or I may be given another job that does not involve handling food. If my symptoms last for more than 24 hours I will visit my GP.

3. I will not eat, chew gum or taste food with unwashed spoons or blow into glasses to polish them.

4. I will wear clean protective clothing at the start of each day, including hair covering. Outdoor clothing and personal belongings will not be brought into food rooms. I will not wear protective clothing on the way into work.

5. I will keep my nails short and clean. I will not wear nail varnish.

6. I will not wear jewellery or watches apart from plain wedding bands and/or sleeper earrings.

7. I will keep cuts and grazes covered with waterproof plasters, and avoid touching spots.

8. I will not cough or sneeze over food.

9. I will keep any long hair tied back, and preferably covered.

I have read and understood the above requirements

Employee Signature: Date:

Employer/ Manager Signature: Date:

Return to work Questionnaire

Part 1 *(To be completed by all Food Handlers when returning to work after an illness)*
Name..... Date of return.....

Please answer the following questions:
During your absence from work, did you suffer from any of the following:
Please tick yes or no and the date that symptoms ceased.

	Yes	No	Date
Diarrhoea			
Vomiting			
Discharge from gums/mouth, ears or eyes			
A sore throat with fever			
A recurring bowel disorder			
A recurring skin ailment			
Any other ailment that may present a risk to food safety			

Have you recently taken medication to combat diarrhea or vomiting? Please tick.

Yes		No	

Signature (Food Handler).....

Part 2 *(To be completed by the Manager/Supervisor)*
If the answer to all of the above questions was 'No' the person may be permitted to return to food handling duties. *(Complete and sign below).*
However, if the answer to any of the questions was yes the person should not be allowed to handle food until they have been free of symptoms for 48 hours or, if formally excluded, medical advice states they can return to their duties. Alternatively, in the case of food handlers with lesions on exposed skin (hands neck or scalp) that are actively weeping or discharging, they must be excluded from work until the lesions have healed. (See part 3)

I confirm that.....may resume food handling duties.

Signature (Manager/Supervisor).....Date.....

Part 3 (to be completed by the Manager/Supervisor after medical advice has been taken)

What medical advice was received by the employee?	Please tick
a) Exclusion from work until medical clearance is given	
b) Move to safe alternative work until clearance is given	
c) Return to full food handling duties	

If (a) or (b) is ticked, appropriate action must be taken. If (c) is ticked, the food handler may resume duties immediately.

I confirm that.....may resume food handling duties.

Signature (Manager/Supervisor).....Date.....

Staff Training and Supervision

It is important to train and supervise your staff effectively to make sure they handle food safely. Before staff start to work in your premises for the first time, they should all receive instruction on personal hygiene, especially the importance of hand washing, reporting illness and the safe handling of food. They should also receive instruction on other food safety procedures, and those relevant to their jobs, e.g. how to use a probe thermometer, cleaning methods, safe cooking methods and avoiding cross contamination.

Ensure all existing staff are trained in food hygiene, and know how your Safe Food System operates. Ensure that there is always a responsible person in charge. You must be able to prove that staff have been trained to a level to allow them to do their job safely.

It is up to you to decide what level of training your staff need, but as a rule:-

- Level 1 courses e.g. the REHIS Introduction to Food Hygiene Course are a suitable induction course for staff, or as training for staff who don't handle food as a main part of their job, e.g. non-food handling kitchen porters.
- Level 2 courses e.g. the REHIS Elementary Food Hygiene Course are suitable for all food handlers.
- REHIS offer an Elementary Refresher Course for staff holding an Elementary Certificate between 3 and 5 years old.
- Level 3 courses e.g. the REHIS Intermediate level courses are geared towards supervisors or staff who work on their own.
- Advanced level courses are suitable for managers.

There are various e-learning courses available, but be aware that they may not be accredited, or provide a formal qualification. They may be useful as refresher training.

It is vital that staff do not forget what they have learned, and continue to put their training into practice. Refresher training may be needed, and it is recommended that Elementary Food Hygiene Course Certificates are updated every three to five years.

Local REHIS food hygiene courses are run regularly by
West College Scotland, Renfrew Rd. Paisley PA3 4DR Tel: 0300 600 6060
City of Glasgow College, 60 North Hanover St. Glasgow G1 2BP Tel: 0141 566 6222
Glasgow Clyde College, 690 Mosspark Dr. Glasgow G52 3AY Tel: 0141 272 9000
Various e learning Food Hygiene Courses are also available online.

For details of REHIS accredited trainers/courses contact The Royal Environmental Health of Scotland Tel: 0131 229 2968 website: www.rehis.com email: contact@rehis.com

✎ Keep records of staff and what training they have received on the form overleaf.

Staff Training Record Fill this in for each member of staff

Name and Position	*Date of employment*	*Induction training date*	*Hygiene training (level & date)*	*Refresher training date*	*Managers Signature*
e.g. John Smith Chef	*12.03.09*	*12.03.09*	*Elementary Food Hygiene 28.04.09*	*2014*	

Opening and Closing Checks

It is important that you and your staff do certain checks every time you open and close. This helps you to maintain the basic standards to ensure that your business produces food safely. Make sure that you and your staff know the opening and closing checks, and are trained to do them properly.

Opening checks

You should do these checks at the beginning of every day:

- All equipment (especially fridges, freezers and cookers) is working correctly.
- Staff are fit for work and hands are washed before handling food.
- All food preparation areas are clean (surfaces, equipment, utensils, floor, etc.)
- Plenty of hand washing and cleaning materials (soap, paper towels, etc.) are available.

Closing Checks

You should do these checks at the end of every day:

- Raw and cooked foods are stored separately.
- No food has been left out.
- Bins have been emptied.
- Food rooms and equipment are clean.
- All appropriate checks have been done and record sheets completed.
- All food past its 'Use by' date has been thrown out.

Write down any Opening and Closing Checks that you carry out.

Our Opening and Closing Checks

Opening Checks
At the beginning of every working day we:
Closing Checks
At the end of every working day we:

Effective Temperature Recording

Why check temperatures?

- To make sure your deliveries are being transported safely.
- To make sure food is being stored at temperatures that limit the growth of bacteria.
- To make sure food is cooked properly.
- They provide a check that equipment is working correctly.
- The Regulations require that certain foods are kept at safe temperatures.
- Temperature control of food is one of the most important ways to prevent food poisoning.

Digital probe thermometers

These are the easiest to use and the most accurate. They can be used with lots of foods but they are not suitable to go in the oven.
How to use:-
Ensure probe is clean, insert the probe. Wait a few seconds until the reading stabilises, then take the reading. Clean the probe thoroughly, and disinfect it before you use it again.

What to record

It depends on your business, but generally you should be checking and recording the following:

- Temperatures of High Risk foods on delivery.
- Fridge and freezer temperatures twice daily.
- Random cooking, reheating and hot holding temperatures daily.
- Random cooling times and temperatures daily.

These temperatures can be recorded on the Daily Record Sheet, pg. 48

Staff who carry out these checks should have been trained on how to use the probe thermometer. They should know how often they are expected to take temperature readings, the target temperature and what to do if the target temperature is not reached.

When taking fridge temperatures, it is useful to have a 'food simulant' in the fridge. You could keep a small container of water or jelly which you can probe instead of your food stock. This should be clearly marked to avoid confusion.

It is very important to keep your probe thermometer clean, otherwise it could spread harmful bacteria to the foods you are testing. Clean your probe using hot water and detergent and disinfect using suitable probe wipes. Replace the battery immediately if it is low.

Thermometer Calibration

It is important that the thermometer you are using is accurate. You are relying on it to prove that food you store and prepare reaches safe temperatures, either hot or cold. Your thermometer should be checked monthly.

Use the following procedures to carry out your own checks:

Low temperature check:

Place tip of thermometer probe into crushed ice and a little cold water, leave for 5 minutes and then measure the reading. (It should be between -1°C and +1°C).

High temperature check:

Place tip of thermometer probe into steam being emitted from a boiling kettle and record reading (It should be between 99°C and 101°C).

If you find that your thermometer is faulty, you should return it to the manufacturer or supplier. You should keep a spare thermometer, and spare batteries.

The temperature readings of your thermometer should be recorded once a month on the table below.

Date	Temperature Low	Temperature High	Signature	Action

Suppliers

The starting point for making food safely is to be confident about the safety of your raw ingredients and any ready-made products that you buy in. You should choose your suppliers carefully. Ask yourself the following questions:

- Are all foods labelled and date coded?
- How long have they been in business?
- Do they supply fully referenced invoices?
- How quickly do they respond to your concerns?
- Do they seem responsible in the way they store, transport and pack their goods?
- Do they deliver ready to eat foods at safe temperatures?

You should make it clear what you expect from your supplier, for example shelf life and delivery temperatures of food. If they do not meet your requirements you should consider changing suppliers.

'High Risk' foods

High risk foods are usually high in protein, and can be eaten without further cooking. Bacteria like to grow on them, so they are always stored and transported under refrigerated/frozen conditions. As these foods are ready to eat it is vitally important that you receive them in a safe condition. (You are not going to cook them to make them safe.) Always monitor delivery temperatures.

Examples of 'High Risk' Foods

- Cooked meats, cooked fish/shellfish, e.g. prawns, cooked poultry.
- Cooked meat products, e.g. sausage rolls, pies, pates, ready-made sandwiches.
- Mayonnaise based salads, e.g. rice salad, dips, coleslaw.
- Cooked egg/egg dishes and products made from eggs, e.g. quiches.
- Fresh cream products, e.g. black forest gateaux, pavlova, cream cakes.
- Some dairy produce, e.g. milk, soft cheeses, cream.

Self Collection

The best method is to have your 'high risk' ingredients delivered to you by refrigerated transport. You may however have alternative methods such as self collection at a local food shop or Cash and Carry. To ensure the safety of any 'high risk' foods you buy, you will need to keep them at a safe temperature during transport to your premises. This may require the use of cool bags and ice packs, and limiting your travelling time.

✎ Use the forms overleaf to list where you get your high risk foods.

Suppliers List

Name, Address and Tel. No. of Supplier	'High Risk' Foods Supplied

Our Safe Self Collection House Rules

If you self collect foods from local shops or a Cash 'n' Carry, describe how you do this safely and hygienically.
We self collect the following High Risk Foods:- *Journey Time :* *We keep food at a safe temperature by:* *We avoid cross contamination by:*

Deliveries

It is important to check that all food delivered to you is in good condition and has been handled safely. Always make sure that deliveries are not left lying outside your premises

Carry out the following checks on all deliveries
- it is within its 'Use by' date.
- it has not gone 'off'.
- the packaging is not damaged, and there is no sign of contamination.

To make sure 'high risk' food is safe to eat you need to make sure that:
- it has been kept cold enough.
- foods are put away in the fridge as soon as possible.

Your target temperature for chilled deliveries of high risk foods should be below 5°C, but you could allow a tolerance of two or three degrees. For example you may decide that you will reject deliveries if they arrive warmer than 7°C, or simply feel too warm. (Your delivery driver should give you a temperature readout from the van, or write the delivery temperature on your delivery note.) If he is unable to do this you should do a between the packs check with your thermometer.

For frozen foods you may decide to reject food if it is warmer than -12°C. Alternatively, you can check to see if frozen food is solid by handling. If it is very hard it will be safe.

Check and record details of food from deliveries on your Daily Record Sheet, pg.48, and note if you rejected the food.

Staff should know what to do if a delivery is at an unacceptable temperature or in a poor condition.

Stock Control

Effective stock control is an important part of your food safety system. Always do a stock check before placing an order, as too much stock can lead to waste and out of date food. Not having too much stock is best for food safety - and your profits!

All food items in storage should be marked with a shelf life, whether they are stored in the chill or freezer. You should never use food past its 'Use by' date because it might not be safe to eat. It is also illegal to sell food past its 'Use by' date.

Decide what shelf life you are going to give products you make, as a general rule, two days is adequate for most high risk foods if stored correctly.

- Always use the 'first in, first out' system, so that older stock is always used first.
- Transfer the manufacturer's shelf life onto items from which the outer packaging has been removed.
- Always put a 'Use by' date on containers of foods that you have prepared in-house.
- Transfer the manufacturer's original shelf life onto items which you have frozen then thawed.
- Make sure staff are trained in stock control.
- Dispose of any items which have no date visible.

Regularly check all storage areas for out of date food and dispose of it. Use this time to also check that stock areas are clean, dry and pest free, and that fridges and freezers are clean and working efficiently.

Write your Stock Control House Rules on the next sheet.

Our Stock Control House Rules

Detail below how you ensure that foods are used within a safe period.

Our House Rules		What we do if things go wrong
Incoming Food		
Food in Storage		
Labelling of foods prepared on the premises	List the foods you make and their max. shelf life.	! Remember when things go wrong – Review.

Storage

Certain foods need to be chilled to keep them safe. It is important that your fridges, freezers and chilled display units are working correctly to keep these foods safe, and slow down bacterial growth.

Recommended temperatures are:
Colder than 5°C for chilled storage.
Colder than -18°C for frozen storage. e.g. -20°C

Fridge and freezer temperatures should be checked and recorded on your Daily Record Sheet, pg.48.

If your fridge breaks down, move food immediately to another unit if possible. You may need to dispose of the food if you are not sure how long the fridge has been broken. If in doubt, throw it out.

If your freezer is not working properly you should do the following:-

- Move food that is still frozen (i.e. hard), to another freezer straight away. If there is no freezer space, defrost it in a fridge and use as normal.
- Food that has begun to defrost (i.e. starting to get soft) can be moved to a fridge to continue defrosting. If there is no room in the fridge, use it immediately or throw it out.
- Fully defrosted food (i.e. soft and warm) should be thrown out as you will not know how long it has been at room temperature. Never refreeze food.

Cross Contamination

What is Cross Contamination?

Cross Contamination happens when harmful bacteria are transferred from raw contaminated food to ready to eat, uncontaminated food.

Raw foods include raw meat and poultry, eggs, raw vegetables contaminated by soil, and unwashed fruit and salad items not labelled 'ready to eat.'

Ready to eat foods These include foods which are eaten cold like cooked meat and poultry, sandwiches, sandwich fillings, dairy products, cooked egg products such as quiches, cooked seafood, cooked rice, cooked pasta, prepared salads, coleslaws, and products containing cream.

How does it happen?

- Directly – contaminated raw food touching ready to eat food.
- Indirectly – spread of bacteria from raw foods to ready to eat foods via hands, utensils, surfaces, cloths etc. For example if you handled raw chicken and then made a ham sandwich without washing your hands.

Why is it important to prevent Cross Contamination?

Cross Contamination is one of the major causes of food poisoning.
If your business handles both raw and ready to eat foods you must have strict rules that all staff are aware of to prevent Cross Contamination.

E. coli 0157 is a particularly dangerous type of bacteria and it can cause serious, untreatable illness and even death. It takes very low numbers of bacteria to cause illness. You must protect your customers from this.

Below list the raw foods you handle

Cross Contamination contd.

Think SAFE

Staff	Consider having separate staff for different tasks. If this is not possible, restrict staff movement between raw and ready to eat areas. Ensure personal hygiene rules are followed at all times.
Areas	Introduce physical separation by setting up a raw food area with its own identifiable equipment and utensils (preferably colour coded).
Food	Always keep raw food separate from ready to eat food.
Equipment	Always use separate equipment and utensils for raw foods. Never use the same machinery such as slicers, mincers or vacuum packers for both raw and cooked foods.

How can I apply SAFE to my Business?

Think about the raw food coming in to your business.

- Who handles it?
- Where is it received?
- Where is it stored?
- Where is it prepared?
- Is it kept separate from ready to eat food?
- What equipment and utensils does it come into contact with?

Separation

The only reliable way to avoid cross contamination is to have COMPLETE SEPARATION between raw and ready to eat foods at ALL stages.

- Delivery.
  - Ensure raw foods are well packaged and placed on a raw food area for unpacking.
  - Ensure no contamination has occurred during transport.
  - Ensure staff wash hands after touching raw foods.

- Storage
  - Ensure raw foods are stored in a separate area away from ready to eat foods in a separate fridge/freezer. If this is not possible always store raw foods on the bottom shelves.
  - Visibly dirty vegetables such as potatoes should be stored separately in a dry store well away from ready to eat foods. Unwashed fruit and vegetables should also be stored away from ready to eat foods. Washed and prepared fruit and vegetables can be stored with other ready to eat foods.
- Defrosting
  - Juices from raw food can drip on other foods and surfaces. Ensure that any thawing of raw food is carried out safely so that it will not contaminate ready to eat foods.
  - Defrost raw foods in containers.

Cross Contamination contd.

- Preparation
    - Have a designated raw food area in the kitchen. This could be a special work area or trolley. In this area, use special knives, utensils and chopping boards which are for raw food preparation only, e.g. they could be colour coded RED.
    - Ensure that probe thermometers are never used for both raw and ready to eat foods.
    - Have separate cleaning equipment for the raw food area and use disposable towels where possible.
- Cooling
    - Make sure that cooked ready to eat foods are cooled well away from the raw food area.

Other control measures include:-

- Have a designated 'ready to eat' area where only ready to eat foods are prepared.
- Use disposable cloths.
- Have thorough cleaning and disinfection methods with a suitable disinfectant at the correct dilution.
- Use a commercial dishwasher that reaches 80°C.
- If you don't have a separate raw food sink make sure that you thoroughly clean and disinfect the sink after using it for raw food and before any other activities.
- Don't forget to thoroughly clean cash registers, door handles, light switches, taps.
- Ensure staff have clean, protective clothing. Use disposable aprons for raw food handling.
- Train staff in hand washing and cleaning techniques.
- Dispose of dirty, contaminated packaging materials, and keep well away from ready to eat foods.
- Ensure clean packaging materials e.g. cling film, plastic bags, greaseproof paper etc. are stored well away from any potential contamination.

- Ensure that staff wash hands EVERY TIME after handling raw meat or dirty veg.
- Ensure utensils are always washed and disinfected after use with raw foods.
- Machines such as mincers, vacuum packers and slicers should never be used for both raw and ready to eat foods.

If you cannot achieve a safe level of separation you may need to consider altering the amount of raw foods you buy in. Consider buying in pre-cooked or pre-prepared meats, pre-washed vegetables etc.

Cross Contamination Policy

Hand washing – Regular, effective hand washing is essential to avoid cross contamination. Write below how you ensure this happens
What we do if things go wrong
Cleaning and Disinfection – Regular, effective cleaning using the correct chemicals is essential to prevent cross contamination. Write below how you ensure this happens.
What we do if things go wrong

Cross Contamination Policy contd.

If you use mincers, slicers or vacuum packers fill in this section

Complex machinery – You must never use complex machinery e.g. mincers, slicers and vacuum packers for both raw and ready to eat foods. Write below how you ensure this rule is followed.
What we do if things go wrong

Cross Contamination Policy contd.

Separation
*How we keep raw and ready to eat foods apart at **Delivery***
*How we keep raw and ready to eat foods apart during **Storage***
*How we keep raw and ready to eat foods apart during **Thawing***
*How we keep raw and ready to eat foods apart during **Preparation***
*How we keep raw and ready to eat foods apart during **Cooling***
What we do if things go wrong

Preparation of Food

High Risk foods

These include ready to eat foods which are eaten cold like cooked meat and poultry, sandwiches, sandwich fillings, dairy products, cooked egg products such as quiches, cooked seafood, cooked rice, cooked pasta, prepared salads, coleslaws, and products containing cream.

It is vital that these foods do not get contaminated by bacteria as they are not going to be cooked and made safe at a later stage. Keep them away from raw foods at all times.

- Have a separate 'ready to eat' clean area for preparation of these items.
- Ensure that there is no risk of contamination from raw foods, or from hands, utensils etc. that have been in contact with raw food.
- Always store high risk foods in the fridge.
- Defrost these foods in the fridge.
- Minimise time at room temperature - once preparation is complete, return foods to the fridge as soon as possible.
- Ensure hands are thoroughly washed before touching all foods.
- Ensure surfaces and utensils which are in contact with food are disinfected before use.

Salad Vegetables

Unless you buy them in pre washed, salad items to be eaten raw like lettuce, tomato, cucumber etc. should be thoroughly washed before use. Make sure you agitate them well under cold running water.

Thawing

Improper thawing can cause food poisoning.

- If food is left to thaw at room temperature for too long a period, harmful bacteria could grow in it.
- If food is not sufficiently thawed before cooking it will be cooked on the outside and may be raw in the centre.

Thawing of ready to eat foods should be carried out in the fridge.
Alternatively,

- Thawing in the microwave at the defrost setting for the correct time.
- Thawing some foods under cold running water, e.g. cooked prawns.
- Smaller portions defrost more quickly, so before freezing divide large quantities of food.
- Raw foods can be started off at room temperature if staff are present, but ensure that they are placed in the bottom of the fridge in a suitable tray or container at the end of the day.

Take care when thawing raw meat/poultry to prevent any drips, or cross contamination to high risk foods.

Overleaf write down your Thawing House Rules.

Thawing House Rules

Describe below how you safely thaw different items.
What we do if things go wrong.
! Remember when things go wrong – Review

Cooking

This is the most important step in making sure that meat, poultry, fish and eggs are safe to eat, as cooking kills the harmful bacteria. For example, if a chicken dish is not thoroughly cooked to the correct temperature for a sufficient length of time, Campylobacter bacteria may survive and poison your customers.

You should have written safe methods for all your high risk dishes giving quantities, cooking times and temperatures. If you follow this established safe method each time you cook something, then there is less chance of things going wrong.

You should ensure that the following foods are cooked to safe temperatures.

	Foods we prepare
• *Stews.*	
• *Diced meat/poultry, e.g. curries, kebabs, stir-fries.*	
• *Minced meat, e.g. burgers, sausage, shepherd's pie, lasagne.*	
• *Poultry and whole birds, e.g. chicken, turkey, duck, pigeon.*	
• *Soups, sauces and gravies.*	
• *Eggs and egg based dishes, e.g. omelettes, quiche.*	
• *Fish*	
• *Shellfish*	
• *Individual cuts of meat, e.g. steaks, chops.*	
• *Rolled joints of meat*	

Here is some guidance on making sure that the above dishes are safe.

Stews

Cut meat into small, regular sized pieces to ensure even cooking. Stewing is a long, slow cooking process, so make sure that the stew is kept simmering and that it is stirred regularly. At the end of cooking, visually check the largest piece of meat to ensure that it has a soft texture and there are no signs of red or pink meat. If the meat is not cooked thoroughly carry on cooking and recheck.

Diced meat dishes

These require similar controls to stews but may not take as long to cook. Try and ensure that pieces of meat are evenly sized. At the end of cooking, visually check the meat and ensure that it has a soft texture and there are no signs of red or pink meat.

Recommended centre temperature for cooking poultry/stews/burgers/diced meat/combination dishes/ rolled joints/soups sauces and gravies, etc. is above 75°C for 30 seconds or equivalent.

Cooking contd.

Minced meat dishes

Bacteria such as E. coli can be spread through raw minced meat. Follow manufacturer's instructions and ensure that these items are thoroughly cooked. Turn burgers while cooking and check to ensure that the juices are running clear before serving. Although customers may request it, it is NEVER safe to serve burgers rare. Make sure that no raw mince comes into contact with ready to eat foods.

For combination dishes like lasagne, follow the same rules and ensure the whole dish is thoroughly heated through before service. If using a microwave ensure that the time and heat setting are sufficient.

Poultry

Birds can carry Salmonella and Campylobacter bacteria, so poultry must be cooked thoroughly all the way through. Never wash the raw poultry as this just spreads the bacteria. Always keep raw poultry away from ready to eat foods and wash hands and disinfect utensils after contact. When cooking chicken pieces, ensure that there is no pink meat and that any juices are running clear. If you are cooking a whole bird, work out a sufficient time/temperature combination to cook it thoroughly, and remember that if you add stuffing cooking will take longer. If you are cooking several birds ensure there is space between them to allow hot air to circulate. When cooking is finished, pierce the thickest part of the leg to ensure that the juices are running clear.

Recommended centre temperature for cooking poultry/stews/burgers/diced meat/combination dishes/rolled joints/soups sauces and gravies, etc. is above 75°C for 30 seconds or equivalent.

Soups, stocks, sauces and gravies

Always follow the manufacturer's instructions. Keep liquids simmering all the way through while you are cooking and stir frequently.

If hot holding in pans, bain marie units or soup pots, ensure items are kept at above 63°C

Cooking contd.

Eggs and egg based dishes, e.g. omelettes, quiche

Raw shell eggs can carry Salmonella bacteria inside and on the shells. Make sure that you have a reputable supplier. Use 'Lion Brand' eggs as they are much less likely to be contaminated with Salmonella. Do not use eggs after their best before date and store eggs in the fridge until you need to use them.

Keep raw eggs away from other foods and be careful not to splash raw egg onto other foods or surfaces. Disinfect surfaces and wash hands thoroughly after handling raw eggs. If your customers are vulnerable, i.e. young children or the elderly, always use Lion Brand eggs. Where possible, use pasteurised egg in dishes which are not cooked, e.g. some desserts, sauces.

Never 'pool' batches of eggs, e.g. for scrambled egg, as this can cause contamination of a whole batch.

✎ If you serve eggs to vulnerable groups, detail your safe egg policy here.

Cooking contd.

Fish

Ensure that fish and fish products are cooked thoroughly by visual inspection. Check that all the flesh has changed colour and texture.

Shellfish

Always buy shellfish from a reputable supplier to ensure that they have been reared and harvested in hygienic conditions.
Ensure that shellfish are cooked thoroughly, this is most important as they may contain harmful bacteria or toxins. Visually check condition before and after cooking, e.g. ensure mussels are tightly closed before cooking and open after cooking.

Individual cuts of meat, e.g. steaks, chops and whole joints.

Harmful bacteria are found on the outside surfaces of cuts of meat so always seal them thoroughly. Lower the heat and carry on cooking until the meat is the desired colour/texture. You should only serve meat rare or medium if it is a whole cut.

Rolled joints of meat

It is essential to cook rolled joints all the way through as contamination may be in the middle of the joint. Work out a sufficient time/temperature combination to ensure thorough cooking. When you have finished cooking insert a skewer into the centre of the joint until the juices run out - the juices should be clear. If there are traces of pink or red in the juices, continue cooking.

Cooling

It is best to cook food and serve it straight away, avoiding the need for cooling. Uncontrolled cooling can cause food poisoning: a few types of bacteria can survive cooking and go on to multiply if food is left for some time in the danger zone e.g. between 63°C and 5°C.

If possible, food that is cooling should be in the danger zone for no more than 90 minutes, (but never put warm foods in the fridge). The best method is to use a blast chiller, but there are other methods.

- Smaller portions and shallow containers can help cool foods more quickly.
- Stir hot liquids to help them cool.
- Sit foods on trays of ice.
- Some foods can be cooled under cold running water, e.g. rice.
- Surplus food will need to be cooled safely too.

Cooked Rice

There can be a problem with cooked rice. Rice can contain a type of bacteria that can survive boiling. There is no problem if the rice is served immediately or kept hot for a short period, but once the rice cools to room temperature the bacteria can multiply and produce a poison in the rice. This poison is heat resistant and cannot be destroyed even if the rice is reheated thoroughly. It's best to only cook the amount of rice you require.

If you are planning to keep rice:

- It is important to cool rice quickly – ideally within 90 mins.
- Refrigerate at below 5°C. as soon as it's cool.
- Use up cooked rice within 24 hrs.
- Reheat to 82°C. Only reheat once.
- Never leave cooked rice out of refrigeration overnight.
- If in doubt, throw away any leftover rice and make it fresh.

✎ Please detail below how you cool, store and reheat cooked rice

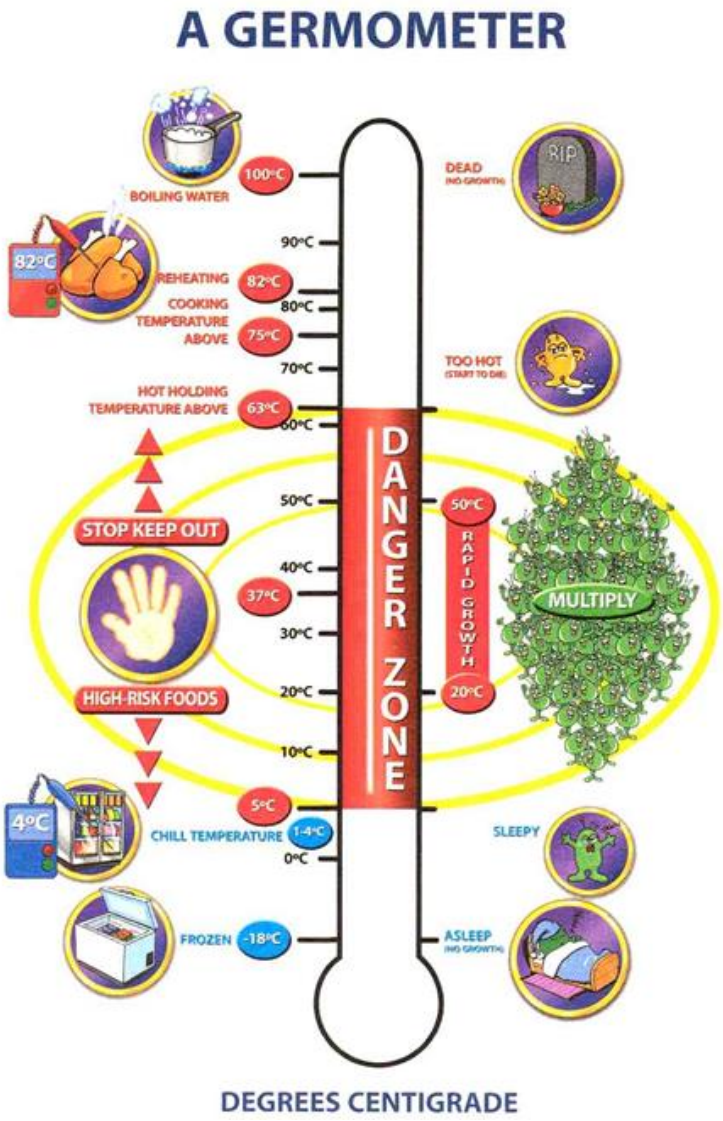
Re-heating and hot holding

Re-heating and Hot Holding of foods places foods in the Danger Zone of temperature. It is vital that pre-cooked foods are reheated thoroughly to make sure any bacteria or toxins are destroyed. Ensure they are piping hot all the way through.
Do not reheat foods more than once.

Legal Requirement – Re-heated foods should reach 82°C

Foods being held hot must also stay at safe temperatures. Do not allow foods to stay in the Danger Zone where bacteria can multiply.

Legal Requirement – Hot held foods should be held at above 63°C



Random checks of re-heated, and hot held foods should be carried out and recorded on your Daily Record Sheet, pg. 48.

Safe Cooking Methods

On the following sheets outline YOUR Safe Hot Food Methods for the relevant foods on your menu. Include quantities, cooking times, cooling, reheating and hot holding procedures if applicable.

Example

Dish	Safe method
Steak Pie	*Cooking* ***Meat is cut into evenly sized pieces and thoroughly sealed over a high heat for 5 mins. Visually check sealed pieces. Add liquid and simmer for two hours until meat is tender. Check largest piece of meat for texture and to ensure thorough cooking.*** ***Place in clean shallow trays and cool as quickly as possible, (In the danger zone for no more than 90 mins).*** ***Cooling*** ***Once cooled transferred into clean plastic containers with lids and placed in the fridge.*** ***Reheating*** ***Placed into pie dish and microwaved on high for 5mins. Stirred and then cooked for a further minute. Check that food is piping hot before service.***

What we do if things go wrong
Continue cooking until food is ready. If food is taking too long to heat up, check equipment.

Our Safe Hot Food Methods – Stews e.g. casseroles, steak pie, etc. Include cooking method, cooking temps/times, visual checks, and cooling, reheating and hot holding procedures if applicable.

Dish	Safe method
	Cooking Cooling (if carried out) Reheating (if carried out)

What we do if things go wrong

Our Safe Hot Food Methods–Diced meat/poultry e.g. curries, stir fries etc. Include cooking method, cooking temps/times, visual checks, and cooling, reheating and hot holding procedures if applicable.

Dish	Safe method

What we do if things go wrong

Our Safe Hot Food Methods – Minced meat dishes e.g. mince, burgers, sausage, pies etc. Include, cooking method, cooking temps/times, visual checks, and cooling, reheating and hot holding procedures if applicable. N.B. It is not safe to serve these items pink.

Dish	Safe method

What we do if things go wrong

Our Safe Hot Food Method - Whole birds. Include cooking method, cooking temps/times, visual checks, and cooling, reheating and hot holding procedures if applicable.

Dish	Safe method

What we do if things go wrong

Our Safe Hot Food Methods-Soups, sauces and gravies

Include cooking method, cooking temps/times, visual checks, and cooling, reheating and hot holding procedures if applicable.

Dish	Safe method

What we do if things go wrong

Our Safe Hot Food Methods – Eggs and egg dishes.

Include cooking method, cooking temps/times, visual checks, and cooling, reheating and hot holding procedures if applicable.

Dish	Safe method

What we do if things go wrong

Our Safe Hot Food Methods – Fish and fish dishes.

Include cooking method, cooking temps/times, visual checks, and cooling, reheating and hot holding procedures if applicable.

Dish	Safe method

What we do if things go wrong

Our Safe Hot Food Methods – Shellfish. Include cooking methods, cooking times/temps, visual checks and cooling, reheating and hot holding procedures if applicable.

Dish	Safe method

What we do if things go wrong

Our Safe Hot Food Methods – Individual cuts of meat.

e.g. steaks, chops etc. Include cooking method, cooking times/temps, visual checks and cooling, reheating and hot holding procedures if applicable.

Dish	Safe method

What we do if things go wrong

Our Safe Hot Food Methods – Rolled joints of meat.

Include cooking method, cooking temps/times, visual checks, and cooling, reheating and hot holding procedures if applicable.

Dish	Safe method

What we do if things go wrong

Daily Record Sheet Date_____

Deliveries of High Risk Foods

Food Type	Chilled goods (0-7°C higher - reject) Temp. Init.	Frozen goods Solid? Init.	*Comments e.g. rejected delivery

Chills/Freezers Chills should be below 5°C Freezers below -18°C

	am	pm	*Comments
Unit	Temp. Init.	Temp. Init.	
1	/	/	
2	/	/	
3	/	/	
4	/	/	
5	/	/	
6	/	/	
7	/	/	

Cooking, Hot Holding, Reheating Temperatures

Food	Cooking (at least 75°C)	Reheating (at least 82°C)	Hot holding (above 63°C)	*Comments

Cooling Checks

Food	Start time and temp.	Finish time and temp.
	/	/
	/	/

Our opening/closing checks were carried out today

Manager Check Date / /	*Comments
Signature	*Remember to Review if things go wrong

Deliveries Out

Hot deliveries

If you deliver hot foods to customers off site you must ensure that food is always transported hygienically and kept at a safe temperature, i.e. above 63°C. A way to do this is to use special insulated containers and limit the travelling time.

Cold Deliveries

If you deliver cold foods to customers off site you must ensure that food is always transported hygienically and kept at a safe temperature, i.e. if chilled below 5°C, if frozen below -18oC. The best way to do this is to use a refrigerated vehicle, although other safe methods are available.

You must decide on and note down the safe methods that work for your business.

- Use the next form to note your Safe Delivery House Rules.

Safe Delivery House Rules

Our safe delivery methods for hot foods.
Our safe delivery methods for cold foods.
What we do when things go wrong

Cleaning and Disinfection

What is the difference between Cleaning and Disinfection?

- Cleaning is the physical removal of food debris, visible dirt and food particles from surfaces, equipment and fittings using hot water and detergent. Cleaning on its own will not remove all bacteria.

- Disinfection is the process of killing bacteria and viruses following general cleaning. Disinfectants should be applied to a physically clean surface.

Why Clean?

- To prevent food poisoning. Proper cleaning and disinfection removes harmful bacteria from surfaces and equipment and help prevent cross contamination.
- To remove waste food or items which may contaminate food or attract pests.
- To prevent spread of harmful Viruses

All equipment and areas within food premises must be kept clean. However, food contact surfaces e.g. chopping boards, work surfaces, utensils, crockery, food storage containers, pots and cutlery also require to be 'disinfected.'

You should also clean and disinfect sinks, washbasins, taps, door/fridge handles, light switches, tills and other items which are touched regularly.

Which chemical to use?

Detergents are cleaning substances used for degreasing and general cleaning.
Disinfectants are chemicals that when applied to a visibly clean surface, are able to reduce bacteria to a safe level.
Antibacterial products are **not** effective enough to be used in a food business - look instead for the term 'bactericide.'

BSEN 1276 1997 BSEN 13697 2001. These two officially recognised standards mean that your disinfectant is effective against a range of bacteria including E.coli 0157 if used correctly.
You should check that your cleaning chemicals meet these standards.

Dilutions

It is vital that any chemical you use is diluted correctly as too much or too little will reduce its effectiveness. Check the instructions on your disinfectants and work out easy to follow volumes. For example, work out the volume of your sink and how much chemical you will need to achieve the correct dilution, e.g. 'two capfuls to a sink.'
Ensure all staff know these volumes.

Contact times

Ensure you follow manufacturer's instructions as some chemicals require time on a surface to work effectively.

Cloths

Ideally disposable cloths or paper towels should be used. However if you use non-disposable cloths you must prove that they are not a cross contamination risk.

Cleaning and Disinfection contd.

Different Cleaning Methods

Method 1. Dishwasher

A commercial dishwasher is effective at cleaning and disinfecting utensils and crockery. It is important to regularly check that it is working correctly. It should be working at above 80°C. You can wash utensils used for raw foods alongside utensils used for ready to eat foods in a suitable dishwasher.

Method 2. Twin sink

This can be used for utensils, crockery, boards, boxes etc. Equipment which has been used for raw foods should be washed separately to equipment used for ready to eat foods.

- Equipment should be pre cleaned to remove food debris.
- Washed in a sink in hot water and the correct amount of detergent.
- Rinse.
- Disinfect in a sink with clean hot water and the correct amount of disinfectant.
- Rinse.
- Allow to air dry.

Method 3. Clean and disinfect in place

This method is for work tops, sinks, wash hand basins, taps, door handles etc.

- Pre clean to remove food debris.
- Clean the surface using hot water and detergent.
- Disinfect with disinfectant spray
- Allow to air dry.

Cleaning Schedule

A cleaning schedule should be drawn up detailing:

- What is to be cleaned
- How it is to be cleaned
- How often
- Using what equipment/chemical/dilution
- Where appropriate who is responsible for cleaning.

This is a useful management tool, and the visiting Enforcement Officer will usually want to see a written cleaning schedule. Where possible, regular checks should be carried out by a supervisor to make sure that cleaning has been carried out effectively.

Use the blank form provided to compile your Cleaning Schedule.

Example Cleaning Schedule

Equipment or area to be cleaned	Frequency of cleaning/disinfection	Cleaning material/dilution	Method of cleaning/disinfection	Person responsible for cleaning
Food contact surfaces e.g. chopping boards, knives, food containers.	After each use.	Detergent 1:50 (200mls to 10 litre sink) Disinfectant 1:100 (100mls to 10 litre sink)	Scrape off deposits of food. Wash thoroughly with hot water and detergent. Rinse using clean hot water. Disinfect in hot water and correct dilution of disinfectant. Rinse in clean hot water. Leave to air dry.	A N Other
Hand contact surfaces, e.g. taps on sinks and wash hand basins, light switches, fridge handles.	Twice daily	Detergent 1.50 (10mls in a 500ml spray) Spray sanitiser - neat. Contact time 20 secs.	Pre clean. Clean with hot water and detergent. Apply spray sanitiser. Leave for 20 secs. Air dry.	A N Other

Cleaning Schedule

Equipment or area to be cleaned	Frequency of cleaning/disinfection	Cleaning material/dilution	Method of cleaning/disinfection	Person responsible for cleaning

Food Allergies

When someone has a food allergy, eating even a small bit of that food can make them very ill. Sometimes they could even die. The EU Food Information for Consumers Regulation has identified 14 allergens that need to be identified if they are used as ingredients in a dish. This information must also be available to customers and can be displayed on a menu, chalk board or labels.
If the information is not available up front you must signpost customers to where the information is available either in written form or orally from staff. If given orally, the information must be accurate and consistent. It is important that you and your staff know exactly what is in the foods you prepare so that you can cater safely for customers with food allergies. For a range of specific information on allergies for caterers visit www.food.gov.uk

Step 1. Identify potential allergens in your business

The table below lists the 14 recognised allergens and provides examples of foods which typically contain them:

Allergen	Examples of typical foods which contain this allergen
Cereals containing Gluten	Wheat, rye, barley, oats, bread, pasta, cakes, pastry, sauces, soups, batter, stock cubes, breadcrumbs, semolina, couscous, some meat products.
Celery and Celeriac	Celery stalks, seeds and leaves, in salads, soups, celery salt, some meat products.
Eggs	Cakes, sauces, pasta, mayonnaise, mousses, quiche, some meat products, glazed products.
Fish	All fish, includes fish sauces, stock cubes, Worcester sauce
Milk	Milk powder, yoghurt, butter, cheese, cream, ghee, foods glazed with milk, ice cream.
Mustard	Mustard paste, seeds, leaves, flour, powder and liquid mustard, salad dressings, marinades, soups, sauces, curries, some meat products.
Peanuts	Arachis oil, peanut butter, flour, satay sauce, refined peanut oil.
Nuts	Walnuts, cashews, pecan, brazil, pistachio, macadamia, queensland nuts, in sauces, desserts, bread, crackers, ice cream, praline (hazelnut), nut butters, essences and oils e.g. groundnut oil, marzipan and frangipane (almond), pesto, nut salad dressing.
Sesame Seeds	Sesame oil or paste, tahini, houmous, halva, furikake, Gomashio, bread.
Soya	Soya flour, tofu or beancurd, textured soya protein, soy sauce, edamame beans. Some ice cream, sauces, desserts, meat products, vegetarian products.
Sulphur Dioxide	Some meat products, stock cubes, bouillon mix, fruit juice drinks, dried fruit/vegetables, wine, beer, cider.
Lupin Seeds and Flour	Some types of bread and pastries.
Molluscs	Mussels, land snails, whelks, Oyster sauce, fish stews
Crustaceans	Crabs, lobster, prawns, and scampi, Shrimp paste. Often found in Thai curries.

Complete this Allergen Matrix for foods you serve.

DISHES AND THEIR ALLERGEN CONTENT - [INSERT THE NAME OF YOUR FOOD BUSINESS HERE]

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

FOOD ALLERGIES and INTOLERANCES

Please speak to our staff about the ingredients in your meal, when making your order.

Thank you.

Food Allergies contd.

Step 2. Manage any allergen risks

Deliveries and Labels

- Check that the food delivered matches your order – if it does not match, check the ingredient list of the replacement product. Never accept a delivery without it being fully labelled with an ingredient list.
- Keep ingredient information for all foods that you prepare from a recipe.
- Keep a copy of the ingredient information on labels of pre-packed foods for example, sauces, desserts etc.
- Make sure the ingredients information is up to date.

Storage

- Keep ingredients in the original containers where possible, or if decanting products keep a copy of the labelling information in a central place (paper or electronic).
- Consider storing foods that contain allergens separate from other foods and consider using clearly marked or colour-coded containers.

Preparation

- Know ALL the ingredients in the food you handle to ensure you provide accurate allergen advice to customers.
- Ensure kitchen staff inform the service staff of any last minute recipe changes.
- Be aware of cross contamination between foods that contain allergens and those foods that do not.
- Whenever preparing or serving food for an allergy sufferer, always:
    - Use a separate area to prepare the food.
    - Clean and disinfect the work surface, equipment and serving utensils first.
    - Wash your hands thoroughly.
    - Check all ingredients including secondary ones, for example, thickeners for sauces.
    - Do not cook food in oil in which you have cooked other foods.
    - Do not remove allergenic ingredients, such as nuts, from a dish and call it allergy-free because residues of the allergenic ingredient may remain in the dish and may still cause a reaction.
    - When displaying food in buffets or display cabinets, always lay out dishes in a way that will minimise the risk of allergen-free food being contaminated with ingredients from another dish and provide separate serving utensils.

It is important that if it is not possible to provide food without the allergen present, that you say so.

Food Allergies contd.

Step 3. Staff Training

Train all your staff (food handlers, service staff and staff taking orders by phone) in allergy awareness. Key points are:-

- They should be aware of the 14 main allergens.
- That food allergy must be taken seriously.
- The consequences of giving the wrong information to a customer could make them ill or even kill them.
- Food preparation staff should keep accurate, up to date ingredient information.
- All staff should know where to find allergy ingredient information.
- Staff should be aware of the risk of cross contamination.
- Foods should be clearly and accurately labelled
- If staff are not sure if an allergen is present they should know who to ask. It is useful to have a designated person to deal with allergies.
- Everyone should know the agreed practice for dealing with allergy information requests.
- All staff should know what to do in an emergency.

Step 4. Communicate with your Customers

- Let your customers with allergies know that you are allergy-aware and give advice on which foods to avoid.
- Have clear labelling of foods on display.

What to do in the event of an emergency

People with severe allergies can have a life threatening reaction called anaphylaxis. (Ana-fill-axis)
In its extreme form the body can go into shock (anaphylactic shock). Symptoms include rashes, swelling of the lips and throat, difficulty in breathing, a rapid fall in blood pressure and loss of consciousness.

Anaphylaxis can be fatal if not treated immediately, usually with an injection of adrenaline (epinephrine). People with severe allergies should take their medication with them wherever they go.

Call the emergency services (999) immediately if you suspect a customer is having an allergic reaction. Send someone to meet the ambulance crew and remain with the customer in the meantime.

Genetically Modified ingredients

It is now a legal requirement for food products consisting of or containing GMOs (soya, for example) to be accompanied by written documentation. Each person in the supply chain, up to sale to the ultimate consumer, must retain copies of the written documentation for a minimum of five years. Your supplier will pass information to you in writing on which foods contain GMOs

You should display a notice, menu, ticket or label that can be easily read by customers (at the place where they choose the food) with whichever of the following statements is most appropriate to the particular food in question:

- 'Genetically modified'
- 'Produced from genetically modified [name of product]' - for example, 'Bread produced from genetically modified maize'

Physical and Chemical Contamination

It is very important to prevent chemicals and foreign objects such as glass, stones or pests getting into food.

- Check incoming ingredients for contamination.
- Keep unnecessary items out of the kitchen.
- Never store cleaning chemicals or pesticides near food. Ideally they should not be stored in the kitchen.
- Make sure you control pests effectively.
- Keep glass out of food areas.
- Ensure that premises and equipment are properly designed and maintained.
- 'Clean as you go'
- Always keep food covered.
- Have good standards of personal hygiene.

If chemicals or foreign objects do get into food you must throw that food away.

To stop it happening again:

- Review how you use and store chemicals in your business.
- Review your pest control arrangements.
- Improve staff training.
- Improve supervision.

✎ Use the form overleaf to describe how you prevent foreign objects and chemicals from contaminating food.

Physical and Chemical Contamination House Rules

How we prevent physical and chemical contamination of food:
What we do if things go wrong.
Remember to Review

Water Supply

It is essential to have a clean and wholesome water supply. Please indicate below the source of your water. e.g. Private treated supply, mains direct to taps or mains tanked supply.

✎ Our water supply is

It is important to plan for a problem with your water supply, i.e. an interruption or break in the supply for maintenance. Indicate below how you would deal with this situation.

✎ We would

Waste Control

All food businesses produce waste. This can be made up of food, paper, cleaning materials, packaging, etc. It is your duty as the manager/owner to ensure that this waste does not cause any problems. Food waste could contaminate work surfaces. Other waste, like paper, labels, etc. could get into food.

The following rules should apply to waste control.

- Suitable bins with lids should be placed in accessible places throughout your premises.
- There should be a sufficient number of bins.
- Bins should be emptied, cleaned and disinfected frequently, especially in food areas. Any bin cleaning should be part of a written cleaning schedule.
- If waste is being stored before collection, the storage area should ideally be located away from food storage areas.
- Outdoor bin areas should be kept clean to prevent pests, and all waste should be in closed containers.
- Waste should be collected by an approved waste contractor who will dispose of it correctly.

An Enforcement Officer may ask to see the written contract you have made with the contractor.

Pest Control

Rodents and insects can contaminate food. Ideally you should have a contract with a specialist pest control company who will regularly visit your premises. Keep any forms or records that they give you. They will prove that you are checked regularly for signs of pests, and that any infestations are dealt with.

If you don't have a pest control contract, list the measures that you take to prevent a pest problem on the next sheet.

All staff must be aware of the signs of pests which could include, rodent droppings and smear marks, live/dead insects or insect egg cases.

If you find an infestation you must act quickly.

- Consider whether you should close.
- Contact a Pest Control Company and your local Environmental Health Department.
- Dispose of any food that pests may have come into contact with.
- Disinfect any equipment, surfaces or utensils that may have been contaminated.
- Prevent pest control chemicals coming into contact with food, packaging, surfaces or equipment.

Pest Control House Rules

We prevent pests entering the food business by:

Checking and Inspection occurs every:
And involves: If you find signs of pests remember to Review!

Maintenance

Maintenance is essential to keep equipment working properly and make cleaning easier.

- Cooking and chilling equipment must be working efficiently to keep food safe.
- Repair structural damage, e.g. chipped plaster, broken tiles and light fittings as soon as it happens.
- Throw away any utensils, dishes or tableware that are damaged.
- Extractor fans and filters should be checked regularly to make sure they are clean and working properly.

If you think that equipment might not be working properly, you need to do something about it straight away.

- Check that you are using your equipment properly, e.g. not overloading the fridge.
- Look at the manufacturer's instructions.
- Contact the manufacturer or your maintenance contractor.
- If possible, use alternative equipment until the problem has been corrected.

✎ It is useful to have a list of your contractors for supervisors and staff. Use the form overleaf.

Contractors Contact Details

Equipment/Pest/Waste	Contractor name and address	Tel No.

Review

As the person in charge, it is important that you are making regular checks of your workplace to ensure that food is being produced safely. It is your responsibility to make sure that all the guidance given in this pack is being followed. Ensure that you complete all the relevant sections in this manual and complete the Daily Record Sheet.

If you find that things have gone wrong, e.g. a member of the public has complained or you receive a warning letter from your enforcement officer, you will have to make changes to procedures or re-train staff.

Also, if there are changes to your business, for example

- your menu changes
- new staff start
- there are any changes to your premises
- change in suppliers
- change of ingredients
- change in customer type, e.g. outside catering for vulnerable groups.

You must ensure that your Food Safety Management System is still working, and update it as necessary.

Use the next sheet to note down when things change or go wrong, and how you altered your Food Safety System.

Review Sheet

Date	What has changed or gone wrong?	What changes have you made to your system to ensure safe food?