



RAD-PP-01 v4 October 2019

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# 1. INTRODUCTION (RAD-PP-01c v1)

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## **1. INTRODUCTION**

## 1.1 PURPOSE

Churchill Contract Services Group Holdings Ltd T/A Radish recognises that we have a moral and legal obligation to protect our employees, our customers and the environment. Therefore, we are committed to operating in such a manner that ensures the safe production of food and drink, in accordance with the requirements of food hygiene regulations, demonstrating all reasonable precautions have been taken and that all due diligence has been applied.

We recognise and acknowledge our obligations under the Food Hygiene (England) Regulations 2013, and all associated food safety legislation, and as a minimum operating standard, the company will comply with these requirements. We manage food safety with by use of the in-house system, "CaterSafe", which is based on the principles of HACCP and is underpinned by the key objectives of Food Hygiene Excellence, Safety First and Engaged Food Safety Management.

The Catering Management Team in conjunction with the QSHE department will regularly monitor and measure its compliance with these requirements and its performance against company objectives. This policy will operate in line with the company's Integrated Management System (IMS) which is independently audited against the ISO9001, ISO45001, ISO14001 and ISO50001 standards.

The requirements of the following policies will be adhered to: -

- CG-P-20 Health Safety Policy
- CG-P-19 Environmental Policy
- CG-P-30 Quality Policy
- CG-P-60 Energy Management Policy

## 1.2 SCOPE

At Churchill Contract Catering Limited trading as Radish, we work in a range of different catering environments including assisted living schemes, residential care homes, primary schools, high schools, colleges and business catering. Every day we provide thousands of meals to people of different ages, different cultural backgrounds and different dietary requirements. This Food Safety Policy applies to all catering activities carried out within our business; namely, those activities undertaken within Radish.

## **1.3 DEFINITIONS**

CaterSafe:	Radish Food Safety Management System
Document Retention:	The length of time that records should be kept for once they have been completed.

HACCP:	Hazard Analysis and Critical Control Point is a system that helps food business operators look at how they handle food and introduces procedures to make sure the food produced is safe to eat.
Essentials	Basic food hygiene rules published in the
of Food	Industry Guide to Good Hygiene Practice:
Hygiene:	Catering

**High-Risk** High-risk foods are those who have a higher risk Food: of bacterial growth because of their high protein and moisture content. The highest risk foods are those that are ready to eat and require no further heat treatment before they are eaten. High-risk foods include shellfish, cooked eggs, pâté, cooked meat and poultry, and cooked rice. You should also consider that items which have been made from these high-risk foods, e.g. cooked meat sandwiches are also high risk. Record: Records consist of any data that is collected

during the operation of this food safety management system. They are facts and should not change. Where we state "record" in this food safety management system, you should make a written entry in the CaterSafe Record Book

## **1.4 PRIMARY AUTHORITY ADVICE**

Primary Authority Advice has been developed in support of the Primary Authority Agreement between the City of London Corporation and Churchill Contract Services Group Holdings Ltd T/A Radish

In accordance with Section 8 of the Regulatory Enforcement and Sanctions Act 2008 and the Primary Authority Statutory Guidance, Enforcing Authorities must consider the content of the advice when undertaking relevant Investigations and inspections at premises where Radish operates.

The scope of the advice relates to the nature and contents of the Radish Catersafe Policy only. Enforcing Authorities will need to assess local compliance with the advice and relevant legislation when inspecting these premises.

## **1.5 RESPONSIBILITIES**

## DIRECTORS AND HEAD OF OPERATIONS

- To provide appropriate resources, including financial, human • and technical for the adoption and implementation of the food safety policy and associated food safety management systems.
- To ensure that the management system "CaterSafe" includes identification of food safety hazards associated with Radish undertakings and that appropriate control measures are implemented and communicated as required.

- To provide equipment that is safe for use and maintained by manufacturers' requirements.
- To communicate food safety matters with employees, and to provide sufficient information, instruction, training and supervision to its employees.
- To monitor and review food safety performance not only to comply with legal requirements but also to secure continual improvements.

### **OPERATIONAL MANAGERS**

- Responsible for ensuring that this Policy and associated guidance is implemented and adhered to in their respective business units.
- Ensure the production of fresh, safe and wholesome food in their units.
- Ensuring that periodic monitoring of the implementation of the food safety management system is carried out.
- To maintain a suitable number of employees at each business location so that food can be prepared safely and without risk of cross contamination. These employees are to be qualified or to be undertaking training to gain that qualification to the level specified in this procedure.
- To ensure that any concerns raised by their employees relating to the food safety and health and safety of themselves, a Radish employee or member of the public are suitably addressed.
- To ensure they can access Navitas Compliance and Navitas Academy.
- Complete Fitness to Work Questionnaire for any agency workers, visitors and contractors prior to entering the kitchen.
- To support the investigation of any food safety allegations made against the business.
- Seek guidance from their line manager or the QHSE department if in doubt about any aspect relating to Catering activities.
- Ensure there is a competent Radish employee on site during contract and service hours.
- Managers or supervisors with responsibility for others, including Catering and Kitchen Supervisors.
- As required, to instruct, brief and train colleagues within the unit on the contents of the food safety management system and its associated documentation and to assign tasks to colleagues in regard to the monitoring and recording of critical control points.
- Ensure that high standards of housekeeping, cleanliness and personal hygiene are maintained at all times in their units.
- Be involved in the active communication of food safety alerts and initiatives when communicated to the business from QHSE and Navitas.
- Undertake monthly Food Safety and Health and Safety meetings and record the minutes.
- Morning meetings to be held every day to address changes to daily routines, allergens, cross contamination, product recall and any other Food and Safety related matters.

- To undertake a review of the unit CaterSafe system every six months and to complete the record of this review.
- To ensure that corrective actions are taken where monitoring indicates that a control measure has not been achieved.
- To assign cleaning tasks to Catering Assistants and other employees as per the unit's site-specific cleaning schedule; ensuring that these activities are signed off and completed as required.
- To ensure that measures are in place to replace solutions of sanitiser every 7 days.
- To carry out weekly checks, monthly probe calibration checks and monthly QHSE Checks as per **CaterSafe Record Book**.
- To ensure that the **Electrical Equipment Visual Inspection** Form is completed annually.
- Where Churchill equipment has been damaged, to arrange for collection and repair of the equipment and ensure that adequate resources are available to enable works to continue. Where client equipment is damaged, to ensure that contact is made with the client, to advise of any operational impact and to report to Help Point for upload to the client file.
- Where trained chefs bring in their knives, they are responsible for maintaining their knives to a good standard of repair and securely in a suitable container to prevent unauthorised use.
- Ensuring that employees undertake food hygiene training as and when required.
- To report allegations of foreign bodies in food or suspected food poisonings to their line manager and the QHSE Department via the Incident Reporting procedure.
- To ensure that any employees under their supervision do not undertake food handling duties while having an illness that could be transferred through food or having a skin infection, sore or infected wounds.
- To raise any issues with supplied food products to their line manager.
- To undertake product recall when required by their line manager, supplier or the QHSE Department.
- To accurately record the allergen content of all meals served by the unit, and to take steps to ensure that cross contamination is avoided by operating by the requirements of this procedure.
- Where halal meals are required that ensure that steps are taken to prevent the cross contamination of meals.

## QHSE DEPARTMENT

- Have a responsibility to support and guide the implementation of this Policy.
- Assist in providing technical and competent advice on any matters relating to food safety and hygiene.
- To strategically review the food safety management system on an annual basis.
- Provide safety alerts, toolbox talks and other briefings about food safety good practice, product recall and legislation updates.

# CATERSAFE

## CONTRACTORS AND SUPPLIERS

- Keep us informed of any food alerts about products, and to assist with recall of those products.
- To provide us with accurate information about the allergen content of food products.
- Suppliers of agency workforce are to ensure that personnel have current DBS and are trained to a minimum of Level 2 Food Hygiene.
- To ensure that food and drink is stored and delivered by temperature control and personal hygiene requirements.
- To ensure that all deliveries, agency and maintenance personnel comply with our hygiene standards within our units.

## CLIENT RESPONSIBILITIES

- Structure and equipment should be maintained and be kept in good repair.
- The client should provide a copy of the pest control inspection records to kept in the site file after each visit.
- Temperature Control Equipment all fridges, freezers and temperature control equipment to be in good condition and operating to the correct temperature;
  - Fridge 8°C or below
  - Freezer -18°C or below
  - Chilled Counter 8°C or below
  - Hot Counter 63°C or above
- Welfare Facilities Radish Staff are provided with adequate welfare facilities including sanitary accommodation, changing rooms and storage for outdoor clothing.

## ALL EMPLOYEES

- We require our employees to adhere to the control measures given in our food safety management system, which includes measures to prevent cross contamination from microbiological and allergenic sources.
- To complete visual inspections on equipment before use, and where defects or damage are identified, to cease using the equipment and to report to their line manager. Where possible the employee is to quarantine the equipment so that it cannot be used.
- To complete the CaterSafe Record Book, ensuring that cleaning tasks are signed off as assigned on the cleaning schedule, recording any monitoring that is undertaken, and to undertake corrective actions where monitoring indicates that a control measure has not been achieved.
- To complete any training courses that are considered to be appropriate to their role.
- To report illness and to not carry out any food handling duties for 48 hours where illness is likely to be transferred through food, and to complete a Food Handlers: Fitness to Work Questionnaire on return from illness and holidays abroad.
- To complete the **CaterSafe Commitments** and abide by these rules in the workplace.

- To wear the provided uniform and personal protective equipment as and when necessary.
- To complete the Catersafe Commitments Form.

### AGENCY STAFF

- To provide evidence of their competencies. Minimum requirement Food Safety Level 2.
- Adhere to **Catersafe Policy** requirements and procedure requirements.
- To successfully complete site induction before undertaking any working tasks.
- Provide adequate PPE and protective clothing.
- Inform Radish Manger if you have suffered from any food borne led illnesses, skin issues, travelled outside EU.
- To complete the Catersafe Commitments Form.

CATERSAFE

# 2. HACCP (RAD-PP-01d v1)

Hazard Analysis Critical and Control Point



## CATERSAFE

# radish

## 2. HACCP

## 2.1 HAZARD ANALYSIS CRITICAL AND CONTROL POINT

Hazard Analysis Critical Control Point (HACCP) is a systematic, preventative approach to food safety, ensuring that finished food products are kept safe from food safety hazards such as those posed by microbiological, chemical and physical sources.

It is a legal requirement for all food businesses to have a food safety management system based on the principles of HACCP. These principles are internally agreed and are composed of:

 Identifying any food hazards that must be prevented, eliminated or reduced to acceptable levels. These food safety hazards include those from microbiological, chemical and physical sources.

Examples include:

- Growth of food poisoning bacteria
- Chemical contamination of food from perfume and cleaning chemicals
- Foreign bodies in food such as feathers, stones, and glass
- 2) Identifying the critical control points at which control is essential to prevent or eliminate a hazard or reduce it to acceptable levels. A step will not be a critical control point if the step after it can remove the hazard.

### Example:

- The storage of raw chicken is critical to control the growth of bacteria. The thorough cooking of the chicken is the critical control point as this will destroy the bacteria after the storage step.
- The storage of cooked beef is a critical control point for the growth of bacteria because there will be no further processes to remove the bacteria before the meat is eaten.
- Establishing critical limits at critical control points. If these limits are exceeded, then the hazard is no longer under control.

You will often find that temperature controls are critical limits, for example, meat products must be cooked to 75°C.

- Establishing and implementing effective monitoring procedures at critical control points, for example, the taking of temperatures of foods held in refrigerated storage.
- 5) Establishing corrective actions, so that when monitoring indicates that a control measure has not been achieved, action can be taken to keep food safe.

This action can include rejecting unsatisfactory deliveries; putting foods back into the oven if upon probing the food has not achieved the critical limit temperature of  $75^{\circ}$ C for 30 seconds.

- 6) Establishing procedures to verify that the measures outlined above are working effectively e.g. by unit manager checks and internal audit. This action carried out on a regular basis.
- 7) Establishing documents and records in proportion to the nature and the size of the food business. They must demonstrate the effective application of the measures outlined in 1 to 6 above.

## 2.2 CATERSAFE

We recognise that catering can be a hazardous industry regarding food safety and hygiene. A comprehensive and detailed framework of documentation, induction and training demonstrates due diligence and ensures safe food and working practices.

### CATERSAFE PRINCIPALS:



As an organisation, we have implemented our in-house Food Safety Management System called "CaterSafe" to ensure that we meet all our food safety and hygiene responsibilities and the relevant legal requirements. This system is based on the above- mentioned principles of HACCP and are underpinned by our three key objectives.

The system is composed of a series of documents including:

- Food Safety Policy and Procedure, including HACCP Tables (within this document) and Catersafe Review Form
- CaterSafe Record Book
- CaterSafe Commitments
- Fitness to Work Questionnaire

## CATERSAFE PROCESS FLOW DIAGRAM

The process flow diagram on the page below outlines all key stages of food production at our sites from the purchase and receipt of raw materials to the supply of the finished food. For clarity, we have ensured that it is not over complicated, but shows enough to identify the key stages. The process flow diagram is essential to identify significant hazards and their associated controls. It is therefore vital that this is accurate, and we have ensured that steps have been taken to verify the accuracy of this diagram, that is, members of our HACCP team have "walked through" the process and checked each step to ensure that it is correctly represented.

At every step of the food production process, we have applied the principles of HACCP and taken into consideration the presence of food safety hazards, established whether there are any critical control points and set critical limits. The methods of monitoring have also been outlined, along with the corrective action to be taken in the event of control not being met or a limit

reached. These details are shown in our CaterSafe HACCP Tables (Section 3).

It is our requirement that all employees must work to the standards detailed in this system.



## 2.3 PRE-REQUISITES

Pre-requisites are those hygienic arrangements which should be properly implemented and managed before the adoption of the food safety management system. These matters include supplier control; storage and transport arrangements; equipment; personal hygiene; training of employees; cleaning and disinfection arrangements; pest control and product withdrawal. By our compliance with the requirements of UK hygiene law, these matters should be taken as considered. These areas are considered in more depth below:

## 2.3.1 STORAGE AND TRANSPORT

Arrangements are made at all catering units to ensure that temperature-sensitive foods are protected, and this involves the

use of chilled display cabinets, refrigerators and freezers. Temperature monitoring is undertaken at frequencies specified by the food safety management system, documented in the following CaterSafe HACCP Tables; Storage – Frozen (3.2.1), Storage – Chilled (3.2.2), Display and Service of Cold Food (3.4.3) and Transport (3.4.6).

Also, we realise that some foods, for example nuts, cereals and dried foods may be susceptible to mould growth and thus mycotoxin contamination if they are improperly stored. We ensure that we have a good stock rotation practices in place and that our ambient storage rooms are well ventilated.

Food labelling is essential for all food prepared on site, where packaging is opened, and where storage conditions have changed e.g. dry goods being moved to a refrigerator. Labelling must show the date of production/opening/ freezing or chilling and must detail the use by date. This action is to ensure that shelf life is appropriate for each product. Where manufacturer's advice is given on a product e.g. "use within 6 weeks of opening", then this guidance must be followed, and the food must be labelled accordingly. Where food is made on site, an appropriate shelf life must be given, which for high-risk foods must not exceed 72 hours. Whole fresh fruit and vegetables, flour, confectionary and bread intended to be used within 24 hours, vinegar, salt, sugar and some alcoholic and soft drinks do not have to be labelled with a shelf life by the manufacturer.

Additionally, where foods have been transferred from a chilled or ambient stable environment to a freezer, then they must be labelled with a date of freezing and use by date. These products must not be frozen down after the expiry of their original date code.

Where food is transported from one unit to another, the control measures detailed in HACCP Table; Transport (3.4.6) are implemented. The use of insulated boxes and bags, which are capable of being kept clean, is required. Food that is transported in these insulated containers is also securely wrapped or packaged in food service equipment, for example, service tins.

### 2.3.2 EQUIPMENT

Equipment used in our business will be appropriate for use in the food industry. Where we are responsible for providing equipment, we will use well-respected suppliers, who have a good industry record. Equipment will be used by the safe working methods given for each item.

We appreciate that some of our Chefs may wish to use their knives within the kitchen; where this occurs, we reserve the right to inspect this equipment at any time and to require it to be removed from the premises where it is in a poor state of repair. Chefs are responsible for ensuring that their knives are kept securely in a knife, wallet or scabbard and that they are maintained in a good standard of repair. It is our policy that, except chefs' knives, no other catering equipment will be brought into the unit by any employee.

## CATERSAFE

While there is no legal requirement for a cleaning schedule to be maintained by food businesses, we will implement this record to ensure that the equipment is cleaned appropriately and is inspected before use (**CaterSafe Record Book**; Cleaning Schedules). Ventilation (extraction including ducts, filters and fans) are to be checked on a periodic basis by a responsible party, as deemed appropriate by the client, to make sure they are free from dirt and grease. These items are to be subject to deep clean at a frequency determined by the unit contract or schedule.

## EQUIPMENT DEFECTS

Equipment includes electrical items such as stick blenders and nonelectrical items such as pots, pans and trolleys.

Before use, all equipment should be physically checked to ensure that it is in good condition, including the plugs, cables and equipment housing of electrical equipment. An annual visual check should be completed for each item of electrical equipment by the Unit Supervisor or Manager and the findings recorded on **Electrical Equipment Visual Inspection Form.** 

Damaged or defective equipment should never be used. The equipment should be taken out of service, isolated from its energy supply, and it should be labelled "not to be used". The item of the equipment and the nature of the damage should be recorded in the **CaterSafe Record Book** on the **Daily Due Diligence** and **Equipment Faults forms** and the issue must be communicated to the Unit Supervisor or Manager.

Any incidents, including near misses involving equipment should be reported following the company's incident reporting procedures.



## 2.3.3 CLEANING

The principles of clean as you go must always be applied. With the structure of the unit, hard to reach areas must be maintained in a clean condition, for example, equipment legs, sides of equipment and floor/wall junctions. A recognised cleaning contractor should carry out a "deep clean" of the main structure of the kitchen on a regular basis. The following areas are included in this structural clean:

- Floors including drainage gullies
- Walls
- Ceiling
- Ventilation canopies, filters and surrounding grills
- Main cooking equipment

Cleaning is essential to remove waste food, grease and dirt which would encourage bacteria to grow and attract pests such as rodents and cockroaches. A clean premise provides a safe and pleasant place to work and ensures legal compliance and good food hygiene ratings.

#### You must:

• Practice "clean as you go";

- Clean and disinfect (sanitise) work surfaces before preparing food;
- During cleaning, you must always ensure that you use separate cleaning equipment for cleaning raw food areas and ready to eat areas. Follow the colour coded scheme in operation, and if the "history" of a cleaning cloth is not known, do not use it. Reusable cloths must be laundered after use or thrown away if disposable.
- When using metal scourers, these should always be checked for breakage, food debris. Dispose scourers when they are clogged and have signs of breakage.
- If you are cleaning and disinfecting the whole unit, it is advisable to leave the raw food preparation areas until last. This action prevents the transfer of bacteria from raw food areas to ready to eat preparation areas by cloths, hands, and cleaning equipment.
- Use colour coded equipment for cleaning food and non-food areas (e.g. WC's);
- Store cleaning equipment and materials in a separate room or cupboard away from foods;
- Always follow the information in the COSHH Assessments for each chemical when cleaning. COSHH Assessments provide information on the use of the chemical, the dilution rate and

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the personal protective equipment (e.g. gloves and goggles) that should be worn when using the product;

- Never leave open food about during the cleaning process otherwise it may become contaminated with chemicals;
- If your cleaning equipment is dirty or in poor condition, don't use it.

### **CLEANING SCHEDULE**

As per equipment above, every unit will be responsible for implementing its site-specific cleaning schedule held within the by using the Due Diligence and Cleaning Schedules forms contained within the Catersafe record book. The units will be supported with training and advice from our chemical cleaning supplier and the internal QHSE Department, and all cleaning chemicals that are used will be appropriate for use in the food industry. The cleaning schedule will help to keep track of cleaning activity and will divide tasks into daily, weekly or periodic cleans. The correct chemical that should be used for tasks will be documented to assist with effective cleaning. The CaterSafe Record Book contains a cleaning schedule, which must be tailored to fit the activities at each unit, and each activity should be signed off at the appropriate intervals by the employee carrying out the task. It is good practice to assign tasks to different competent employees to ensure that everyone has a duty, and thus keeping the unit clean is not the responsibility of just one member of the team.

All surfaces that may be in contact with food including equipment, materials and cloths used for cleaning must be sanitised (cleaned and disinfected) regularly, before use, and recorded on Cleaning Schedules.

Items that should be sanitised (cleaned and disinfected) include, but are not limited to:

- Food contact surfaces, e.g. chopping boards All handles and taps (including fridge handles)
- Food contact machinery
- Wash hand basins and soap dispensers Knives and small utensils
- Door handles
- Light switches and telephones Lids to waste bins

### SANITISERS AND BS-EN-1276

The sanitising chemicals that are used on our sites are by the requirements of BS-EN-1276 (and therefore compliant with the requirements for Sanitisers and disinfectants given by the Food Standard's Agency guidance document on "E. coli 0157: control of cross-contamination"). Where Sanitisers are diluted into solutions at the unit level, the solution must be replaced every 7 days. Concentrated Sanitiser that remains within manufacturer packaging has a shelf life of 3 years.

All unit employees will be briefed on the importance of surface contact time. Please check what your approved sanitisers contact time is, this usually requires a contact time of 30 seconds.

**Note:** When using a Sanitiser on areas of gross soiling, it should be applied twice. The first stage will remove grease, dirt and food particles, and the second stage will reduce the numbers of bacteria. If applied once to these surfaces, food and dirt will shield the bacteria, and they will not be destroyed.

### STAGES OF CLEANING

Manual two sink washing is a cleaning technique used:

- To wash pots and equipment that do not fit into a dishwasher, or
- To wash crockery, utensils and equipment on sites where there is no dishwasher (including when the dishwasher is awaiting repair).

A double-bowl sink will be used so that the first can be filled with detergent and hot water above 60°C, and the second can be filled with rinsing water and sanitizer. Sinks which are designated for washing equipment should never be used for washing hands or food.

Where it is necessary to disinfect food contact equipment such as knives, chopping boards, utensils and crockery, an extra stage is inserted, and the following technique should be used:

1) Pre-clean: the removal of food debris and waste into a rubbish bin. This action is essential, so that washing water is not contaminated and to prevent drains becoming blocked;

2) Main clean: the application of detergent and water;

3) Rinse: to remove the detergent solution from the equipment;

4) Disinfect: this may be through the use of a sterilising sink or the application of washing up liquid with disinfectant properties;

5) Final rinse: to remove any chemical if a sterilising sink has not been used in stage 4;

6) Leave to air dry: this prevents any re-contamination of the equipment. Ensure that equipment is not left to dry where it can be re-contaminated by splashes, food waste, pests or raw food.

Where there is a dishwasher on site, it may be used as an alternative to the above process, but the rinse cycle must reach over 82°C to disinfect equipment. Excess debris or dirt must be removed with a scraper or pre-wash spray, and racks must be loaded correctly so that the jets can operate properly. Clean items should be allowed to air dry on a clean surface, because of the rinse temperature they evaporate dry almost immediately and will be hot to the touch when they come out of the machine.

Sterilising sinks should operate between 82-85°C to ensure adequate disinfection of crockery and cutlery. Weekly temperature checks on sterilising sinks/dishwasher will be made using a probe thermometer, and records of these checks will be maintained in the CaterSafe Record Book using the **Weekly Due Diligence** form.

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## CLOTHS

Cloths can be one of the leading causes of cross contamination in the kitchen. As a "vehicle" they can transfer food poisoning bacteria from a source, e.g. raw meat juices to a ready to eat food or ready to eat work surface.

Disposable cleaning cloths that can be thrown away after each task (e.g. Blue paper roll) must be used. You must wipe down surfaces with blue paper roll following the preparation of raw meat, raw vegetables, and other foods which may be contaminated with food poisoning bacteria.

Reusable (semi-disposable) cleaning cloths such as J-cloths may be used as an alternative to disposable cloths to carry out tasks such as the cleaning of coffee machine nozzles and general cleaning (not disinfection) of surfaces. They should be exchanged for a clean cloth between tasks and at the end of every shift. These cloths should be replaced when they can no longer be effectively cleaned or are in poor condition. In larger units, it is good practice to use a colourcoding system to ensure that cross contamination via cloths does not occur.

If cloths are laundered, they must be passed through a wash cycle of 90°C to effectively clean and disinfect the cloth. The cloths must be dried on an airing rack after the washing process and this should not impede access to wash hand basins, walkways and fire exits, and should not be placed near to possible sources of contamination such as sinks.

The practice of hand washing of cloths is discouraged, but where it must occur because of failure of onsite washing machines or laundry service, a task specific risk assessment must be undertaken and followed. All food and dirt debris must be removed by washing in hot soapy water before the disinfection process. After washing, these cloths can be disinfected by steeping in boiling water or by use of a disinfectant (refer to manufacturer's instructions). Cloths should never be boiled on the stove due to the fire risk.

Dirty cloths including oven cloths must be removed from the kitchen immediately for cleaning or thrown away. If a dirty cloth has been used to clean or dry any equipment or surfaces, a fresh cloth must be used to rewash and disinfect these items. Food that may have been contaminated must be thrown away.

### CLEANING OF SPRAY BOTTLES

Ensure that cleaning spray bottles and triggers are kept clean and free from food debris. It is good practice to flush through spray bottles with hot water once emptied or to pass them through a dishwasher. The bottles should be allowed to dry before re-filling.

### 2.3.4 TRAINING

It is a legal requirement to ensure that all food handlers are trained commensurate with their duties. Comprehensive QHSE induction training, which is specific to catering, is delivered to every new employee. This induction covers, but is not limited to, aspects of food safety management, personal hygiene, pest control, and cleaning and disinfection processes.

Training will be delivered to the following qualification levels, and it is the responsibility of each employee's line manager to ensure that training is undertaken at the expected frequency:

Managers and those with supervisory responsibilities will be expected to undergo Managing Food Safety training, which will either be delivered using an online learning system platform. Supervising Food Safety training will explore food hygiene issues beyond that covered by the formal Level 2 qualification and will cover the following elements:

- Microbiology
- Contamination hazards and controls
- Food poisoning and foodborne disease
- Personal hygiene
- Storage and temperature control of food
- Food spoilage and preservation
- Cleaning and disinfection
- Control of cross contamination, particularly about E. coli 0157
- Food safety management systems including hazard analysis, controls, monitoring and corrective actions; the CaterSafe System

All our food handlers will be trained in food hygiene to at least Level 2 (Foundation Level) Food Hygiene within 3 months of employment commencement. This training will be refreshed at three yearly intervals. Level 2 Food Hygiene is delivered by an online learning system, and competency is checked by test upon completion.

Agency staff should receive induction training on site before commencing tasks.

There is a schedule of toolbox talks undertaken routinely to ensure that there is ongoing awareness and training relating to food hygiene and safety matters. These toolbox talks are developed inhouse to ensure that topics that are of relevance to our industry are delivered.

Records of training will be maintained in the individual's personnel files; the **Staff Training Record Card** should be used. Copies of formal training certificates must also be kept in this file.

Position within Catering	Level of Training
Operations Managers and Account Managers	Level 3 Managing Food Safety Level 3 Managing Health and Safety Annual programme of Toolbox Talks
Unit Managers and Supervisors (colleagues who have a responsibility to implement and maintain the Food Safety Management System on the site)	Level 3 Managing Food Safety Level 3 Managing Health and Safety Annual programme of Toolbox Talks
General Kitchen Assistants (employees who handle open high-risk food) and Servicing Staff	Level 2 Food Safety Annual programme of Toolbox Talks Level 2 Health and Safety
Kitchen Porters (no food handling responsibilities).	Level 2 Food Safety Annual programme of Toolbox Talks Level 2 Health and Safety
All Catering Staff	QHSE induction Level 1

\* The above training requirements are applicable to all agency staff.

### 2.3.5 PERSONAL HYGIENE

In food businesses, good standards of personal hygiene are a legal requirement. All catering employees must read the **CaterSafe Commitments** and sign to indicate acceptance of these Essentials of Food Hygiene. This signed document should be retained within the unit's Site File.

As part of the comprehensive QHSE induction, all colleagues are briefed on our company's personal hygiene rules. This includes detailed training on handwashing by food handlers, the provision and use of uniform, our company's expectations about illness reporting, and our jewellery policy.

It is expected that there will be strict adherence to our personal hygiene and dress code policies. This action is to prevent physical and microbiological contamination of foods. Where there have been certain specified types of absence, a return to work assessment will be carried out - use **Fitness to Work Questionnaire**.

### HANDWASHING

Hands are the main route for transferring food poisoning organisms to ready to eat foods. Regular hand washing is important to stop the spread of potentially food poisoning bacteria around the kitchen environment. Two common food poisoning bacteria are Staphylococcus Aureus and Salmonella. Staphylococcus can be found inside the nostrils, in the ears and on the skin and Salmonella can be found in the intestines. We can contaminate food if we fail to wash our hands, particularly after using the WC.

Hands should be washed in the following situations:

- Before entering a food room or before handling food
- Before handling halal foods

- After handling raw foods, especially raw meat and unwashed vegetables
- After using the toilet
- After handling contaminated packaging
- After coughing, sneezing or blowing nose
- After handling waste
- After every break
- After cleaning or washing up

The hand washing process should involve:

- 1) Wet the hands under warm running water
- 2) Apply liquid soap and rub together hands to make a lather
- Rub the palm of one hand along the back of the other and the fingers; repeat with the other hand
- 4) Interlace fingers to wash in between each of the fingers thoroughly
- 5) Rub around thumbs on each hand, and then rub the fingertips of each hand in the palms
- 6) Rinse hands under warm running water and dry with disposable towel
- Dry hands with paper towel and turn off the tap with the paper towel.

### HAND HYGIENE

Head, nose or face should not be scratched while handling open food. Mouths should not be touched, and the chewing of gum, eating of sweets or tasting of food with an unwashed spoon or fingers is not permitted. To do so would transfer bacteria from the member of staff (the source) via a vehicle (the hands) to the food and this could cause food poisoning.

Fingernails must be kept short and clean, and cuts must be covered with a waterproof blue dressing. Nail polish is not permitted because of the risk of physical contamination of food.

Hands must be washed at wash hand basins and not in sinks designated for the preparation of food or for washing up. Equipment and food must not be washed in wash hand basins. There should be a supply of cold and hot running water to wash hand basins at all times, along with soap and a means of hand drying. Our procedure about the interruption of water supply is detailed in Section 4.4.

The use of anti-bacterial hand gel is not an acceptable alternative to good hand washing.

#### HEADWEAR AND BEARD SNOODS

Suitable headwear should be worn at all times by colleagues handling open food in the food preparation area. The headwear must cover all of the hair, and for those who have longer hair, it may be necessary to wear a hair net. Hairnets and hats prevent physical contamination of food with skin flakes and hair; they are also important because they prevent the transfer of bacteria such

as Staphylococcus Aureus from the scalp into food. Other waiting and service staff should ensure that their hair is clean and if it is long, it must be tied well back. Hair should not be combed in the kitchen or service area. Hair ornaments and beads must not be worn due to the risk of physical contamination of the food. If a beard is considered to pose a risk to food safety, the wearing of beard snoods will be required.

## JEWELLERY

Jewellery including wristwatches and hair ornaments must not be worn, although a plain band ring and one pair of small sleeper earrings (hoop type) may be permitted (subject to business and client requirements). Where team members have non-removable jewellery such as ear tunnels or plugs, the jewellery must be covered over with a blue waterproof plaster. Body piercings that are not covered by clothing must also be removed or covered with a blue waterproof dressing.

## FITNESS TO WORK

The reporting of illness is a legal requirement. Where an employee has an illness, which is likely to be transferred through food, or they are afflicted, for example, with skin infections, sores, infected wounds or vomiting or diarrhoea. They will be required to report this to their line manager, and they will be excluded from food handling duties whilst there remains a possibility of contamination (direct or indirect) of food. This action is to prevent the spread of food poisoning bacteria from themselves to food.

In line with good practice, employees will not be permitted to return to food handling duties until they have been symptom-free for 48 hours. This action must be without the aid of medicines such as anti-emetics, which can mask symptoms.

They must also report to their line manager if they have been in close contact with someone with food poisoning, sickness and diarrhoea. Close contact, in this case, is taken to mean the sharing of WC facilities in the domestic environment, care of a sick family member, and cleaning domestic facilities after episodes of diarrhoea and vomiting.

In some cases, for example, Salmonella typhus, Verocytotoxinproducing Escherichia coli (E. coli 0157), Norovirus, Hepatitis or infected and damaged skin, we may need to exclude from all work duties and require evidence of medical clearance to be provided before the employee is allowed to return to work. Medical advice will be referred to the Food Standards Agency Guidance on Food Handlers Fitness to Work.

The **Fitness to Work Questionnaire** is to be completed by all catering staff on return to work after an absence due to illness or after holidays abroad. The form will be completed under the supervision of the Unit Manager or Supervisor. A copy of the completed form should be sent to the HR Department. This form is in addition to the **Return to Work Interview Form**.

Any Agency staff, visitor or contractor required to work in the kitchen must undertake the **Fitness to Work Questionnaire** prior to accessing the kitchen. This must be completed for each period of employment or contracted service.

## UNIFORM

Clean protective clothing must be worn that covers any normal clothing that may come into contact with food. In some roles, food handlers will be provided with a specific uniform. This Acton should be maintained in a clean, tidy condition and worn correctly;

- All outdoor clothing should be stored in a cloakroom or a suitable cupboard or locker and should never be left in a food room.
- Each employee is responsible for ensuring their uniform is in a clean condition.
- Protective clothing for food handlers should not be worn while travelling to and from the workplace.
- All employees should wear flat, sturdy footwear with a non-slip sole and should not wear open toe shoes or sandals. In some units, the client or flooring risk assessments may require that safety shoes are worn to control the slipping risk.
- Management who will be in food preparation areas for short lengths of time and not involved in food handling duties are not required to wear, catering uniform as long as their activities do not involve risk of contamination of foods. A clean white coat should be worn where the stay is extended, or there is a risk of contamination.

### 2.3.6 CATERSAFE COMMITMENTS

The **CaterSafe Commitments** are our version of the Essentials of Food Hygiene, which we brief all of the food handlers on at the start of their employment with us. They must agree to abide by these food hygiene rules at all times.

These commitments are:

- Keep yourself clean and wear clean clothing.
- You must always wash your hands thoroughly:
  - Before handling food
  - Before starting work
  - After using the toilet
  - o After every break
  - After blowing your nose
  - After handling raw foods or waste
- Tell your Supervisor or Unit Manager before commencing work if you have any diarrhoea and sickness (stomach or bowel trouble) or an infected wound. You are breaking the law if you do not.
- Ensure that cuts and sores are covered with a waterproof, high visibility dressing.
- Avoid unnecessary handling of foods.
- Do not smoke, eat, spit, drink or chew gum in food handling or storage rooms, and never cough or sneeze over food.

- Do not prepare food too far in advance of service.
- Keep perishable food either piping hot or refrigerated.
- Keep the preparation of raw and cooked foods/ready to eat strictly separate.
- Clean and disinfect as you go. Keep all equipment and surfaces clean and only use clean equipment and utensils.
- Follow all safety instructions supplied either on the food packaging or from the Supervisor or Unit Manager.

### 2.3.7 UNAPPROVED ACTIVITIES

- Steak Tartar
- Inhouse produced Sushi (allowed from approved suppliers only)
- Inhouse produced Hog roast (allowed from approved suppliers only)
- Inhouse Vacuum Packing

## 2.3.8 PEST CONTROL

A pest is any animal, insect or bird that can damage or contaminate food. They may also carry food poisoning bacteria. Common pests associated with food businesses include rats, mice, cockroaches, wasps, ants, and stored product pests such as weevils. Other pests include birds such as sparrows and pigeons, dogs, cats, foxes and squirrels.

Our employees will be briefed regarding common signs of pests and infestation control methods during induction and food hygiene training. Control methods include the keeping of windows and doors shut unless insect screens are fitted, particularly where there is a history of pest infestation or an active issue. This includes storing of foods off the floor, in lidded containers, especially those in storerooms; the keeping of external and internal waste bins and waste areas clean; and the checking of deliveries for evidence of pest activity.

Where necessary, we will engage with our clients to ensure that the appropriate measures are taken about pest proofing of units; where there is an ongoing pest issue or there is a foreseeable risk of a pest issue. We will advise our clients where we believe that pest control is required and will encourage the maintenance of a pest control contract. Reputable pest control companies will be used, who will ensure that poisons are not sited so that they can cause a chemical contamination risk to food, packaging, preparation areas or the environment.

Any evidence of pest infestation will be reported immediately to line management for advice on the control of the situation. We will undertake visual checks before the start of food preparation on every shift, and these checks will be recorded *opening checks* section on the **Daily Due Diligence** within the **Catersafe Record Book**.

In the event of pest infestation, the following actions must be carried out:

- The pest sighting must be reported to the Account or Operations Manager;
- The client should be informed so that the services of pest control contractors can be brought in;
- Food that may have been contaminated by pest activity must be disposed of;
- All hand and food contact surfaces must be thoroughly cleaned and disinfected before commencing any food preparation;
- Foods and food utensils should be stored in pest proof cupboards or boxes.
- Food service vessels, e.g. flight trays and crockery should be washed and disinfected before use;
- Disposable nitrile gloves should be worn when cleaning during an active pest infestation as pest contamination can spread disease;
- The responsible Account/Operations Manager and the QHSE Department will advise if they consider it necessary to voluntarily close of all or part of the unit until pests are eliminated.
- The Operations Manager shall include pest control as an agenda item during client meeting.

### 2.3.9 STRUCTURE AND MAINTENANCE

Food businesses must comply with certain structural requirements detailed under food hygiene law. In many of our kitchens, the responsibility for structural maintenance lies with our client; however, we are responsible for ensuring that we carry out the day-to-day cleaning of the structure and its general upkeep.

Structural surfaces within the kitchen are made of sound, impervious and easy to clean materials, for example, tiles and uPVC hygienic wall cladding. All surfaces should be in good condition.

The following checks should be made routinely:

- That all paint is in good condition and there are no signs of mould or flaking;
- Seals around wash hand basins and sinks should be clean and in good condition;
- Tile grouting should be present and should be clean and in good condition;
- Tiles should be unbroken and flush with each other;
- If any area of the floor is damaged and could cause a trip hazard, then it must be reported;
- Floor covering should be in good condition and not lift away from the floor;
- Wooden windows must be sealed with a suitable gloss paint or varnish so that they can be cleaned;
- Windows and doors must be fitted with insect-proof screens if they are left open for ventilation, and there is evidence of any pest ingress, e.g. flies in the kitchen;
- All lights must be fitted with working bulbs, including those in walk-in freezers and refrigerators;

## CATERSAFE

Where there is walk in freezers or refrigerators on site, it is essential that the emergency release button is checked on a weekly basis. Where faults are identified with this button, you must immediately report this to your supervisor, and you should not enter the freezer/ refrigerator alone. The safe working method for a walk-in freezers and refrigerators must be followed.

## 2.3.10 PRODUCT WITHDRAWRAL

Product withdrawal may occur when a food alert has been received from our suppliers, the Food Standards Agency, via the media, or as

the result of a complaint. Working closely with our suppliers, wherever a product has to be withdrawn for food safety or quality reasons, e.g. contamination, we will utilise our safety alert process. This action ensures that products are removed from the food chain as quickly as possible and are either held until they are returned to the supplier or destroyed.

Where Safety Alerts are received regarding product withdrawal, checks must be made for affected stock, volumes must be noted (in the CaterSafe Record Book – Corrective Actions), and the items must be isolated and marked as "quarantined" so that the product is not sold.



The procedure to be followed is outlined in the following process flow diagram.

# 3. HACCP TABLES (RAD-PP-01e v1)



## 3.1 PURCHASING & RECEIPT

3.1.1 PURCHASING	
HAZARD	<ul> <li>Microbiological including contamination with food poisoning bacteria, other microorganisms and toxins.</li> <li>Unapproved and disreputable suppliers may sell food that is already grossly contaminated with pathogens.</li> <li>Physical contamination including foreign bodies.</li> <li>Toxic chemical contamination and natural by-products during cooking such as acrylamide.</li> </ul>
CONTROLS	<ul> <li>Purchase from approved suppliers only and purchase products that they have been authorised to supply.</li> <li>Separate suppliers to be used for chemical and food supply.</li> <li>Suppliers to provide allergen data to food development team.</li> </ul>
CRITICAL LIMITS	Approved Suppliers.
MONITORING	<ul> <li>Invoices checked to verify that only approved suppliers have been used.</li> <li>Ensure supplier has an effective HACCP system &amp; good hygiene practices.</li> <li>Sample inspections of supplier premises.</li> <li>Food development team updates via the in house Caternet system to ensure allergen content of listed recipes is accurate.</li> </ul>
CORRECTIVE ACTION	<ul> <li>If approved supplier unable to supply critical goods liaise with your manager to source from another unit, etc.</li> <li>In an emergency, reputable large supermarkets may be used to purchase branded products. Record in CaterSafe Record Book.</li> <li>Communicate with a supplier where there have been frequent contraventions; actions to be highlighted at senior management team level. See Supplier Complaint Form.</li> <li>Utilise in-house Individual Allergen Record Form where recipes are not given on Caternet.</li> </ul>

3.1.2 RECEIPT	
HAZARD	<ul> <li>Microbiological including contamination with food poisoning bacteria, and toxins.</li> <li>Food may be contaminated during delivery by other products, drivers, vehicles or the external environment.</li> <li>Multiplication of food poisoning bacteria. Bacteria will multiply if foods kept in the danger zone.</li> <li>Physical contamination.</li> <li>Chemical contamination including taint and natural by-products during cooking such as acrylamide.</li> </ul>
CONTROLS	<ul> <li>Allergen contamination if the products are delivered unwrapped.</li> <li>Only accept deliveries from an approved supplier</li> <li>For chilled/frozen foods these must be delivered at acceptable temperatures: Chilled foods +1°C to +8°C; Frozen foods -18°C.</li> <li>Food must be delivered when catering staff are on site to receive it.</li> <li>Place high-risk foods into storage within 15 minutes of unloading.</li> <li>Visual inspection: Check that high-risk foods are segregated from raw foods and that allergens are wrapped and segregated.</li> <li>Identify signs of spoilage or deterioration.</li> <li>Ensure delivery van is in a clean condition.</li> <li>Wrapping and packaging to be in a clean and undamaged condition.</li> <li>Identify pest damage or infestation.</li> <li>Ensure accurate labelling of shelf life &amp; ingredients. No, expired date codes.</li> <li>Food products and cleaning products to be delivered separately.</li> </ul>
CRITICAL LIMITS	<ul> <li>Chilled foods: +1°C to + 8°C.</li> <li>Frozen foods: -15°C or below.</li> <li>Do not accept deliveries beyond "use by" dates.</li> </ul>
MONITORING	<ul> <li>Observation, supervision and sensory checks.</li> <li>The condition of delivery vehicle and driver.</li> <li>The condition of packaging and food.</li> <li>Check use by and best before dates.</li> <li>The temperature of chilled and frozen food to be taken with calibrated probe thermometer and delivery vehicle readout.</li> <li>Record in the <i>Food Delivery Record</i> section on the <b>Daily Due Diligence</b> form.</li> </ul>
CORRECTIVE ACTION	<ul> <li>Chilled foods may be accepted between +5°C and +8°C if they are for immediate consumption or the refrigeration unit is capable of reducing the temperature rapidly to 5°C. Reject if there are recurrences.</li> <li>Chilled foods above +8°C should be rejected at the point of delivery. Frozen foods above -15°C should be rejected.</li> <li>Reject foods which have an expired use by or best before date, or the use by date is the same day i.e. day of delivery.</li> <li>Reject foods which have grossly contaminated or damaged packaging or wrapping.</li> <li>If food is delivered outside of scheduled window, this must be raised with the suppliers as a non-conformance.</li> <li>Record action taken in the <i>Food Delivery Record</i> section on the Daily Due Diligence form</li> </ul>

## 3.2 STORAGE

3.2.1 FROZEN FOODS	
HAZARD	<ul> <li>Microbiological including multiplication of and contamination with food poisoning bacteria, e.g. contamination with E. coli 0157 from direct contact with raw meat.</li> <li>Physical contamination such as foreign bodies.</li> <li>Chemical contamination including taint.</li> <li>Allergen contamination where products are unwrapped &amp; stored together.</li> </ul>
CONTROLS	<ul> <li>Frozen foods to be kept between -18°C and -23°C. Put frozen food into the freezer as soon as it is delivered.</li> <li>Use a separate freezer or probe thermometer when checking the temperature of storage areas.</li> <li>Do not refreeze foods previously frozen.</li> <li>Freeze foods as soon as possible and freeze cooked food when it is chilled down; unless a blast freezer is available. Foods froze on site to be given a shelf life of two month.</li> <li>Foods to be decanted into small portion sizes to enable faster freezing &amp; thawing.</li> <li>Ensure all foods (including unit produced) are properly labelled.</li> <li>Rotate stock using the oldest first.</li> <li>Raw foods being frozen must be stored below or separately from ready to eat foods. Keep all food covered or wrapped.</li> <li>Maintain freezer and containers in clean condition.</li> <li>Ensure that chemicals used for cleaning fridges are for food use &amp; correctly diluted (where necessary)</li> </ul>
CRITICAL LIMITS	• Frozen foods: -18°C
MONITORING	<ul> <li>Monitor temperature of foods at least twice a shift to ensure that they are at or below -18°C.</li> <li>Record in <i>Cold Storage Section</i> of the <b>Daily Due Diligence</b> form.</li> <li>Visual storage checks by the unit manager.</li> <li>Internal audits.</li> </ul>
CORRECTIVE ACTION	<ul> <li>Discard out of date or freezer burnt foods.</li> <li>Adjust thermostat to achieve the required temperature.</li> <li>Inform Supervisor where the temperature is outside of critical limits.</li> <li>Record action taken to rectify any faults within <i>Equipment Faults</i> section on the <b>Daily Due Diligence</b> form.</li> <li>Follow procedure detailed in the <i>Freezer Breakdown</i> section within 3.1.</li> </ul>

## SEGREGATION

Raw foods must be kept segregated from high-risk foods within freezers; either by use of different freezers or by compartmentalizing the unit itself. This action prevents the potential transfer of food poisoning bacteria which may be on packaging from raw to cooked/ready to eat products.

### FREEZING DOWN FOODS

Foods delivered chilled may be frozen on site for use at a later date. Ensure that these foods are frozen down as soon as possible, at the very least they should have at least three days' (72 hours) shelf life remaining. Foods must not be frozen down on the day of expiry of their shelf life. A food label must be applied to the food showing the date of freezing and a shelf life of one month. When the food is moved to the refrigerator for defrosting, the date of defrosting and use by date not exceeding 72 hours should be applied (or manufacturer's shelf life applied where given for defrosting foods).

For reasons of food quality, it is usual practice to cook fresh, but in some cases (for example, over production) foods may be cooked, cooled and frozen on site. The food must be labelled with a *prepared on date, a frozen on date,* and a *frozen shelf life*.

### TAKING COLD STORAGE TEMPERATURES - FREEZERS

It is good practice, where possible, to label each freezer to identify the type of food which is stored in it, and you must label each freezer with a number to ensure that records of monitoring can be traced to each item of equipment as per **CaterSafe Record Book**. As per 3.2.1 Storage: Frozen Foods, a measurement of freezer temperatures must be taken twice daily, and a record of this monitoring recorded in the **CaterSafe Record Book**.

Taking air temperatures:

- Whether using a sensor fitted in a freezer or through the use of a handheld temperature probe, it is important to remember that the air temperature will not always be reflective of the temperature of the food. Readings taken within an hour of a defrost cycle or if the door has been left open in the period leading up to the monitoring may be higher.
- Where using specific freezer thermometers, you should check their accuracy at least once a week with a calibrated probe, by use of the between pack method. While there is no requirement to record this monitoring, you should be able to discuss how you fulfil this requirement on site.

Taking between the pack's temperatures:

• A "between the packs" temperature reading can give a satisfactory estimate of food temperature. The temperature probe sensor (ideally a wire or flattened probe) is held in close

contact between two packs of food. Be aware that the reading may vary by +/-2°C in comparison to a direct food temperature.

• This method can be used with frozen items; where the puncturing of food for direct food temperatures would be difficult.

### FREEZING BREAKDOWN

Freezer doors or lids should not be left open for prolonged periods of time. Provided that the freezer door or lid is kept closed, food may stay frozen for up to 24 hours.

If the food is still frozen at the time of discovery, transfer to an alternative freezer as quickly as possible.

If raw food, high risk or cooked food has defrosted but remains below 8°C, then completely thaw and use immediately or transfer to a refrigerator and use within 3 days (72 hours) of defrosting or follow manufacturer's instructions regarding shelf life follow defrost. Ensure that a food label is applied.

If any cooked or high-risk food has defrosted and is found to be above 8°C, then it should be discarded immediately. The quality of raw food may be assessed, and if it is acceptable, it can be cooked, used immediately, or cooled rapidly and stored in a refrigerator for up to 3 days. A food label must be applied.

Evidence of thawing and refreezing in freezers includes an excessive build-up of ice or free flowing foods such as peas being stuck together. Always discard food that is suspected to have thawed and refrozen. Check foods following periods of unit shutdowns e.g. school holidays to ensure that this has not occurred. Record all freezer temperature monitoring on the **Daily Due Diligence** form and identify any corrective actions that may have been taken.

3.2.2 CHILLED FOODS	
HAZARD	<ul> <li>Microbiological including contamination with food poisoning bacteria, other microorganisms and toxins and multiplication of food poisoning bacteria.</li> <li>Transfer of food poisoning pathogens from raw food to ready to eat foods; development of toxins; growth and multiplication of food poisoning pathogens in ready to eat or high-risk foods.</li> <li>Physical contamination such as foreign bodies.</li> <li>Chemical contamination including taint.</li> <li>Allergen contamination where products are unwrapped &amp; stored together.</li> </ul>
CONTROLS	<ul> <li>Keep refrigerated foods at or below 8°C. To prevent cross contamination, use a dedicated probe thermometer when checking the temperature of storage areas.</li> <li>Decant tinned goods into a food grade container before chilling.</li> <li>Store ready to eat/high-risk foods in separate equipment or above raw foods.</li> <li>Segregation of allergens by packaging.</li> <li>Ensure foods are used within Date Code.</li> <li>Label home produced/ cooked foods &amp; decanted foods. Use home produced foods within 72 hours of production. Sandwiches and filled rolls must be used within 2 days (day of production and the day after).</li> <li>Outer packaging/wrapping to be discarded if possible. Keep covered or wrapped.</li> <li>Load food correctly and do not overload the refrigerator.</li> <li>Maintain refrigerators and containers in a clean condition. Ensure that chemicals used for cleaning fridges are for food use &amp; correctly diluted (where necessary)</li> </ul>
CRITICAL LIMITS	<ul> <li>Chilled foods: +1°C to + 8°C</li> <li>Do not exceed use by dates; home produced, or manufacturer applied</li> </ul>
MONITORING	<ul> <li>Check and record refrigerator temperatures twice daily.</li> <li>Visually check storage areas daily.</li> <li>Record in the <i>Cold Storage</i> section of the <b>Daily Due Diligence</b> form.</li> </ul>
CORRECTIVE ACTION	<ul> <li>If temperatures are between 5°C and 8°C, recheck the temperature of the refrigerator again after an hour.</li> <li>If still above 8°C, then follow in-house procedure for refrigerator breakdown.</li> <li>Transfer stock to another working refrigerator.</li> <li>Inform your line manager or supervisor.</li> <li>Request maintenance for defective equipment.</li> <li>Record actions required to rectify any faults within the <i>Equipment Faults</i> section on the <b>Daily Due Diligence</b> form.</li> </ul>

## CATERSAFE

## **REFRIGERATOR STOCKING**

Refrigerators units should not be overstocked because this will prevent chilled air from circulating and it will cause the temperature of the refrigerator to rise. During use, the doors of refrigerators should be opened for as short a time as possible to keep the temperature low.

All foods should be wrapped or covered, and appropriately labelled with contents, a date of preparation and use by date.

### SEGREGATION

It is important to ensure that raw and ready to eat/ high-risk foods are segregated within cold chiller units and refrigerators to ensure that cross-contamination is prevented.

- If there is only one refrigerator on site, high-risk food must be stored above raw food.
- Open tin cans must not be stored in a refrigerator; they must always be decanted into covered bowls.
- Ensure that defrosting meat and fish cannot drip onto ready to eat foods.
- Raw fresh eggs must be treated similarly to raw meat because they are a source of potential food poisoning bacteria and could contaminate high-risk foods. They must be stored below ready to eat foods, but above raw meats to avoid the risk of contamination. They may be kept in cool, dry goods storerooms but only where refrigerator space is short.
- Unwashed fruit and dirty vegetables should be stored in cool, dry and well-ventilated areas away from ready to eat foods.
   Some fruit can be stored under chilled conditions, but other fruits can "brown" is they are stored at chilled temperatures e.g. bananas.

## TAKING COLD STORAGE TEMPERATURES – REFRIGERATORS / COLD DISPLAY UNITS

You must label each refrigerator to identify the type of food which is stored in it and also to ensure that records of monitoring can be traced to each unit.

Taking air temperatures:

- Whether using a sensor fitted in a refrigerator or using a handheld probe, it is important to remember that the air temperature will not always be reflective of the temperature of the food. Readings were taken within an hour of a defrost cycle or if the door has been left open in the period leading up to the monitoring may be higher. The temperature around the refrigerator will also vary depending on proximity to the cold air inlet and a cold air outlet. It is preferable to use one of the methods below to monitor cold storage temperatures.
- Where using specific refrigerator thermometers, you

should check their accuracy at least once a week with a calibrated probe, by use of the between packs or direct food temperature method. While there is no requirement to record this monitoring, you should be able to discuss how you fulfil this requirement on site.

Taking between the pack's temperatures:

- A "between the packs" temperature reading can give a satisfactory estimate of food temperature. The temperature probe sensor (ideally a wire or flattened probe) is held in close contact between two packs of food. Be aware that the reading may vary by +/-2°C in comparison to a direct food temperature.
- Where refrigerators are recorded as being above 8°C, further monitoring should be carried out after one hour using the direct food temperature method. The corrective action that has been taken should be recorded in the **Daily Due Diligence** form.

Taking direct food temperatures:

- Inserting a probe directly into food will give an accurate temperature reading. However, it is possible to contaminate food if the temperature probe is not adequately sanitised before use.
- This method should be used when the between the pack's method indicates that the refrigerator or cold display unit is not operating at 8°C or below. Identify the corrective action that has been taken in the Daily Due Diligence form.

Using a food simulant:

- Food simulants should be made up where it is not possible to take temperatures between packs or directly.
- Simulants copy the temperature response of foods stored in your refrigerator or cold unit.
- Simulants should be labelled "not for consumption" and marked with the date of production.
- Simulants may be small packs of jelly, butter, lard or margarine. Use for temperature monitoring (N.B. with jelly: use as a simulant the day after production). You should keep the simulant in a small 8oz lidded pot or similar and dispose of on a weekly basis.

### **REFRIGERATOR BREAKDOWN**

In the event of a power failure or mechanical breakdown of equipment that is noted immediately or within 4 hours:

- 1) Arrange for repair either through local channels (e.g. client) or via line manager.
- 2) Record details of the breakdown on the **Daily Due Diligence** form.
- Where food is below 8°C, immediately transfer to another refrigerator and the existing "use by" date can be adhered to.

## CATERSAFE

The exception is raw tuna, which must always be stored at 4°C and below; where the storage temperature of tuna has raised above 4°C, it must be disposed of.

 Where foods are above 8°C, use immediately or transfer to an alternative refrigerator and serve from there. Do not put on ambient display.

In the event of refrigerator breakdown, which occurred more than 4 hours before discovery or the time of the breakdown is unknown:

- If the food is 8°C or cooler, transfer to an alternative refrigerator. You must probe items at the top, middle and bottom of the fridge to get a representative sample of the foods.
- 2) If the food is more than 8°C, you must discard all high risk (ready to eat) and cooked food. Assess the quality of raw food (these will not be labelled with a "use by" date), and if the quality is still acceptable, cook thoroughly, use immediately or cool rapidly and store in an alternative refrigerator.

Do not overload other refrigerators on site with transferred food in the event of fridge breakdown. It is important to maintain separation of raw and ready to eat foods and allow for correct air circulation.

3.2.3 DRY GOODS	
HAZARD	<ul> <li>Microbiological including contamination with food poisoning bacteria, other microorganisms and toxins.</li> <li>Contamination of ready to eat foods due to broken/open packaging or expiration of durability dates.</li> <li>Physical contamination such as foreign bodies and natural by-products such as acrylamide.</li> <li>Chemical contamination including taint.</li> <li>Allergen contamination where products are unwrapped &amp; stored together.</li> </ul>
CONTROLS	<ul> <li>Cover, wrap or package all foods.</li> <li>Separate raw, unwashed salads, fruits and vegetables from other food and packaging material.</li> <li>Maintain dry food stores, containers and equipment in clean condition.</li> <li>Segregate cleaning chemicals and sources of physical contamination from food storage areas.</li> <li>Segregate raw allergens (e.g. sesame seeds or nuts) to prevent cross contamination. Once opened a store in sealed, dedicated and labelled containers.</li> <li>Ensure all foods (including unit produced) are correctly labelled.</li> <li>Use food within the specified shelf life:</li> <li>Purchased products: follow manufacturers' instruction</li> <li>The unit produced food e.g. scones: use within seven days including the day of production.</li> <li>Rotate stock using the oldest first.</li> <li>After opening, store foods by manufacturer's instructions.</li> <li>Once the packets are opened, store the whole packet in a food-grade container with close fitting lid &amp; check manufacturer's instructions for storage conditions.</li> <li>Raw potatoes should be stored in a dark, cool place at temperatures above 6°C.</li> <li>Pest control contract recommended preventing stored product pests contaminating food e.g. weevils; psocids.</li> </ul>
CRITICAL LIMITS	<ul> <li>High risk and ready to eat foods must be stored during the defrosting process at 8°C and below.</li> </ul>
MONITORING	<ul> <li>Check foods are completely defrosted before cooking or service.</li> <li>Visually check food handling procedures and storage standards daily.</li> <li>Record the temperature of the refrigerators used to defrost within the <i>Cold Storage</i> section on the <b>Daily Due Diligence</b> form.</li> </ul>
CORRECTIVE ACTION	<ul> <li>Continue defrosting until foods are thawed.</li> <li>Where food has been over 8°C for over 4 hours; discard the food and record the action taken in the CaterSafe Record Book.</li> <li>Report faulty equipment and record within the Equipment Faults section of the Daily Due Diligence form.</li> </ul>

## CATERSAFE

## **3.3 FOOD PREPERATION**

3.3.1 FOOD PREPARATION	
HAZARD	<ul> <li>Microbiological: Contamination by or growth of food poisoning bacteria e.g. E. coli 0157, and other pathogenic micro-organisms, or development of toxins in high risk or ready to eat foods.</li> <li>Due to cross contamination; contamination from dirty equipment, food handlers, etc.</li> <li>Physical contamination such as foreign bodies.</li> <li>Chemical contamination including taint.</li> <li>Allergen contamination where products are unwrapped &amp; prepared together.</li> </ul>
CONTROLS	<ul> <li>Keep raw and cooked/RTE food separate; use segregation techniques. Follow the guidance on the control of cross contamination from allergens.</li> <li>Wash hands and sanitise food and hand contact surfaces before preparation. Sanitisation to be a two-stage approach involving cleaning and disinfection. Operate "clean as you go" routine. Correct contact time to be applied.</li> <li>Wrapping and packaging to be treated as potentially contaminated items.</li> <li>Handle foods only when necessary.</li> <li>Hold foods at ambient temperature for the limited amount of time. Return to the refrigerator as soon as possible. High risk foods to be kept at ambient for no more than 30 minutes.</li> <li>Disposable aprons to be worn for raw meat slicing/ dicing/ mincing and discarded after use.</li> <li>Wash vigorously unprepared vegetables and salad in food sink with potable water. Food washing sinks should be cleaned and disinfected between uses.</li> <li>Do not use raw egg in uncooked or lightly cooked dishes.</li> <li>Chill canned meats, fish and pulses before use in sandwiches and salads.</li> <li>Do not use complex equipment for the preparation of both raw and ready to eat foods. Each machine should be marked for "raw food only" or for "ready to eat food only". Planetary mixers to be cleaned and disinfected after use.</li> <li>Repair/replace any equipment or utensils that have damaged or loose parts.</li> <li>Maintain separate storage areas for chemicals and maintain premises free from pest infestation.</li> </ul>
CRITICAL LIMITS	<ul> <li>High-risk foods to be kept at ambient temperature for no more than 30 minutes.</li> </ul>
MONITORING	<ul> <li>Check high-risk foods are not kept at ambient temperature for more than 30 minutes.</li> <li>Check food handling procedures visually as per personal hygiene procedures.</li> <li>Cleaning schedule to be implemented at the unit level.</li> <li>Cleaning checks are to be recorded on the applicable cleaning schedule within the Catersafe Record Book.</li> <li>Line management spot checks and internal audits.</li> </ul>
CORRECTIVE ACTION	<ul> <li>Dispose of high-risk food which is left at ambient temperature for more than 30 minutes, unless shown to be less than 8°C in which case it must be refrigerated.</li> <li>Contaminated food must be discarded.</li> <li>Retrain staff where necessary, record on their training record cards.</li> <li>Replace worn chopping boards.</li> </ul>

## CATERSAFE

## COLOUR CODING AND SEGREGATION

Our kitchens prepare large quantities of foods each day. Certain foods such as raw meats and unwashed vegetables carry bacteria that are harmful to humans if ingested.

Cooking removes any bacteria from raw meat, raw fish and raw vegetables and makes them safe to eat. However, the bacteria from raw meat, raw fish and unwashed vegetables will continue to live on the surface and on the equipment used to prepare it until the equipment and surfaces are sanitised (the reduction of food poisoning bacteria to a safe level by the use of a chemical with cleaning and disinfecting properties). See also 2.2.3 Cleaning.

Wherever possible, separate work surfaces and areas must be used for the preparation of raw food and high risk or ready to eat foods. Where surfaces have been segregated for these different uses, they should be labelled e.g. for raw preparation only; sandwich preparation only.

Where the unit is too small to facilitate the creation of separate permanent areas, each type of product (high risk or raw) must be prepared at separate times, and there must be a two-stage cleaning and disinfection process between uses (2.2.3 Stages of Cleaning).

To reduce and remove this risk of cross contamination, we also use colour coding of our equipment, and the diagram below shows the colours that should be used with food items where colour coded equipment exists.

Chopping boards should be maintained in good condition and should be made of polypropylene. The "raw" boards, that is, red, brown and blue boards should be kept separate to the "ready to eat" preparation boards (yellow, green and white) to prevent the possible transfer of bacteria. All boards should be kept upright in suitable racks.

There are some vegetables and salad items which must be prepared on a brown board before they are washed, and these include but are not limited to:

- Carrots; these should be topped, tailed and peeled;
- Onions; the outer skin should be removed;
- Potatoes; these should be peeled and chopped if required;
- Celery; these should be topped, tailed and leaves removed;
- Cabbage; topped, tailed, outer layer removed, and quartered;
- Lettuce; outer leaves, stems and slices should be removed.



### GLOVES

Disposable gloves may never be used as an alternative to hand washing, and this is because used incorrectly, disposable gloves can also be a source of contamination and food handlers forget to change them at regular intervals. As a company, we follow the Food Standard's Agency advice and actively promote excellent hand washing techniques rather than the wearing of disposable gloves.

Disposable gloves should only be worn if:

- There is a specific client policy requirement;
- When handling high-risk foods for vulnerable groups such as those found in barrier nursing situations;
- It is appropriate to cover a minor cut or skin complaint that does not necessitate exclusion from food hand duties. The cut or skin complaint must be covered by a suitable dressing, such as a blue plaster as well;
- Effective hand washing is not possible.

In situations where gloves need to be worn, these guidelines must always be followed:

- The gloves must be close fitting and disposed of:
  - At the end of each specific task;
  - If they become damaged;
  - At the end of each shift;

- Thorough hand washing must be carried out after removing the gloves and before putting a new pair on;
- Gloves must be changed if they come into contact with items such as money, or after handling raw food, or rubbish;
- After removal, the gloves must be disposed of immediately into a waste container. They should not be put down onto a clean food preparation surface.

### APRONS

Disposable aprons will be worn whenever there is a high risk of contamination of the food handler's uniform, that is, when carrying out intensive meat preparation, that is, trimming, dicing or chopping raw meat before cooking. These aprons should be thrown away at the end of the task and hands and surrounding work surfaces thoroughly cleaned and disinfected. Staff members are not required to wear these items when transferring raw meat from packaging to baking trays.

#### COMPLEX EQUIPMENT

Complex equipment, which is equipment that cannot be dismantled safely or easily for cleaning and disinfecting, should not be used for raw and ready to eat foods.

The following equipment is complex:

- Mixers
- Food processors
- Food slicers
- Blenders

Additional equipment must be provided where both ready to eat and raw foods need to be prepared with the above equipment. This equipment should be labelled only for "Ready to Eat Food only" or "Raw Food only", and these designations must be applied. Items of equipment such as cling film dispensers and temperature probes may be vehicles for cross contamination. In the case of cling film dispensers, separate dispensers must be maintained for use with raw and ready to eat foods. These should be labelled, and the designations must be adhered to. This is to prevent the cling film dispenser being a vehicle for cross- contamination.

#### WASHING OF RAW MEAT AND POULTRY

Raw meat or poultry will not be washed before cooking because this can spread bacteria around the kitchen.

Bacteria are destroyed by the cooking step. Raw meat and poultry packaging should also not be washed but should be immediately disposed of. Hands should be thoroughly washed after handling raw meat and poultry.

## CATERSAFE

# radish

3.3.2 THAWING / DEFROSTING	
HAZARD	<ul> <li>Microbiological including contamination with food poisoning bacteria, other microorganisms and toxins.</li> <li>The growth of pathogens in high-risk/ready to eat foods due to uncontrolled defrosting/thawing. Development of spores or toxins in low-risk foods to such a level that subsequent steps, such as cooking may not destroy them.</li> <li>Physical contamination such as foreign bodies.</li> <li>Chemical contamination.</li> <li>Allergen contamination where products are unwrapped &amp; stored together.</li> </ul>
CONTROLS	<ul> <li>Defrost food in the refrigerator at or below 8°C. Defrosting should be carried out overnight to allow time for products to thaw thoroughly.</li> <li>Defrosting meats to be stored in containers below ready to eat foods at the bottom of the fridge.</li> <li>Defrost in a covered container that will adequately hold the defrost juices without overflowing.</li> <li>For foods delivered frozen, manufacturer's thawing instructions and shelf life on the label should be followed.</li> <li>Make sure that the food is defrosted all the way through &amp; no ice crystals remain before use.</li> <li>Food should be thoroughly defrosted before cooking (unless indicated by the manufacturer that safe to cook from frozen).</li> <li>Keep food covered/wrapped.</li> <li>Fish only may be defrosted under cold running water; the food sink should be thoroughly cleaned and disinfected after use.</li> <li>Label food with a defrosting and use by date. Once defrosted, the shelf life of foods cooked on the site should not exceed 24 hours.</li> </ul>
CRITICAL LIMITS	<ul> <li>High risk and ready to eat foods must be stored during the defrosting process at 8°C and below.</li> </ul>
MONITORING	<ul> <li>Check foods are completely defrosted before cooking or service.</li> <li>Visually check food handling procedures and storage standards daily.</li> <li>Record the temperature of the refrigerators used to defrost within the <i>Cold Storage</i> section of the <b>Daily Due Diligence</b> form.</li> </ul>
CORRECTIVE ACTION	<ul> <li>Continue defrosting until foods are thawed.</li> <li>Where food has been over 8°C for over 4 hours; discard the food and record the action taken in the CaterSafe Record Book.</li> <li>Report faulty equipment and record within the <i>Equipment Faults</i> section of the <b>Daily Due Diligence</b> form.</li> </ul>

3.3.3 COOKING	
HAZARD	<ul> <li>Microbiological Survival of food poisoning bacteria, pathogenic micro- organisms due to inadequate cooking. Development of toxins or spores due to inadequate cooking.</li> <li>Physical contamination such as foreign bodies.</li> <li>Chemical contamination including taint.</li> <li>Allergen contamination where products are cooked in the same vessels and using the same utensils.</li> </ul>
CONTROLS	<ul> <li>Ensure that high-risk foods are cooked to at least +75°C all the way through. Use a sanitised temperature probe to monitor. Check the temperature of combination dishes, e.g. shepherd's pie, in several places.</li> <li>Pre-heat equipment such as ovens and grills before cooking.</li> <li>Gravies and stocks made using meat juices must be cooked to a temperature of 75°C and stirred every 10 minutes while simmering to ensure even heating.</li> <li>Do not allow raw food to touch or drip onto cooked food when adding food to the grill/oven/hotplate.</li> <li>Do not use the same utensils, plates or containers for raw and ready to eat foods.</li> <li>Ensure meals are not cross contaminated with allergens.</li> <li>As far as possible, protect food by covering. Cling film must be food grade when used in microwaves. Ensure that damaged equipment or utensils are removed from use.</li> <li>Whole cuts of meat required rare by the customer may be cooked to a lower temperature. Never undercook rolled, minced, diced meat or poultry and pork.</li> </ul>
CRITICAL LIMITS	<ul> <li>Core temperature of +75°C for 30 seconds</li> <li>Where whole cuts of meat are cooked to a lower core temperature, ensure the outer surface of the meat is fully sealed and browned off before serving.</li> </ul>
MONITORING	<ul> <li>Check and record at least one core cooking temperature per batch of high-risk foods i.e. meat, poultry, fish, dairy-based dishes and dishes containing cereals, rice, pasta and pulses, on completion of cooking.</li> <li>Always ensure you probe the thickest part of the meat and do not probe when on the griddle or hot plate, i.e. the probe should not touch any heat source as this will give a false reading of the product.</li> <li>Check several batches where batch cooking is employed.</li> <li>Visually check where appropriate, for example, with thinly sliced foods e.g. bacon, fried eggs.</li> <li>Record in <i>Cooking and Service Temperatures: Cooked Temp</i> section on the <b>Daily Due Diligence</b> form.</li> </ul>
CORRECTIVE ACTION	<ul> <li>Continue to cook until +75°C for 30 seconds is achieved.</li> <li>Clean and sanitise the probe before further use.</li> <li>Request maintenance for defective equipment and record in <i>Equipment Faults</i> section on the <b>Daily Due Diligence</b> form.</li> <li>Highlight whole rare cuts of meat cooked to a lower temperature in the <i>Cooking and Service Temperatures: Cooked Temp</i> section on the <b>Daily Due Diligence</b> form.</li> </ul>

## BARBECUE GOOD PRACTICE

UK food poisoning rates continues to rise, and this is in part due to poor food safety practices associated with barbeques. The main causes of food poisoning are the transfer of pathogenic bacteria from raw to cooked or ready to eat foods and the consumption of undercooked meats and poultry.

Campylobacter, Salmonella, E. coli 0157 and Listeria are examples of pathogenic bacteria that can be found in these environments. Campylobacter is the most common type of food poisoning in the UK and is associated with undercooked poultry. Similarly, Salmonella is associated with undercooked poultry and meat and can cause a very serious illness which may last weeks. Listeria can be found in salads, soft cheeses, and pâtés, and can be particularly dangerous to pregnant women, leading to miscarriages.

You must:

- 1. Site the barbeque correctly
- Choose a convenient location, which is as close to the main catering unit as possible (you will need good access to wash hand basins and stores), and away from hazards such as waste disposal areas, vegetation (pest and fire risk), and ponds. Ensure that slipping and tripping hazards are also considered and minimised.
- Carefully select the menu; you may need to consult the Food Development Team. Avoid food items that will require long cooking times for example joints of meat or spit roasts.
- Ensure that there is access to, or provision of, handwashing facilities with hot running water, soap and a means of hand drying e.g. blue paper towel.

### 2. <u>Prepare in advance</u>

- Salads and other ready to eat items should be prepared in advance in the main kitchen. These should be kept away from raw foods during preparation, cooking, and service.
- If insulated boxes are not available on site (or any other means of chilling), you may only display ready to eat items above 8°C for one single period of two hours.
- 3. <u>Pre-cook</u>
- Cook all chicken, including that on the bone, thoroughly in the oven before the final "finish" on the barbeque. This action will ensure that the chicken is cooked all the way through; something that is difficult to judge if cooking from raw on a barbeque. Maintain records of cooking temperatures in the *Cooking and Service Temperatures* section on the **Daily Due Diligence** form. You must cook protein items to 75°C.
- It is recommended best practice to pre-cook all meat products including sausages, burgers, and kebabs. Finish on the barbeque to give the scorched taste.
- Adhere to the controls listed in the *Cooking* section 3.3.3.

- 4. Charred does not mean cooked
- All meat and poultry cooked on the barbeque must be cooked thoroughly. When cut, there should be no pink meat inside. Charring on the outside does not mean that it will be cooked on the inside. Ensure that meat is turned regularly and moved around to help it to cook evenly. You must cook protein items to 75°C.
- Follow controls given in safe working method for the use of barbeques.

### 5. Avoid Cross Contamination

- Keep raw and cooked/ready to eat foods separate. Ensure that different utensils, plates, chopping boards, and cloths are used with raw and cooked/ready to eat foods.
- Have a separate service area for ready to eat foods such as salads, which is located away from any raw meats or poultry.
- Wash hands thoroughly with soap and hot water after handling any raw foods.
- Follow controls listed in the *Preparation* Section 3.3.1.
- 6. Don't wash raw chicken
- Thorough cooking will destroy food poisoning bacteria, such as Campylobacter.
- Do not wash raw poultry or meat before cooking as this splash's bacteria around the kitchen.
- 7. Discard at the end of the event
- Once the event is over, throw away any leftover food, including salads and bread.
- Provide adequate waste bins with close fitting lids (away from the cooking area) so that packaging, wrapping and waste food can be satisfactorily disposed of.
- 8. <u>Reduce acrylamide levels</u>
- Aim for a golden yellow colour or lighter when frying, baking, toasting or roasting starchy foods
- Follow the cooking instructions on the pack when cooking packaged foods like chips and roast potatoes
- Make sure that you don't store raw potatoes in the fridge if you intend to cook them at high temperatures, such as by roasting or frying. This is because keeping raw potatoes in the fridge can lead to the formation of more free sugars in the potatoes. This process is sometimes called 'cold sweetening'.
- Cold sweetening can increase overall acrylamide levels, especially if the potatoes are then fried, roasted or baked. Raw potatoes should be stored in a dark, cool place at temperatures above 6°C.

# CATERSAFE

## **3.4 SERVICE**

3.4.1 HOT HOLD	
HAZARD	<ul> <li>Microbiological Contamination by or growth of food poisoning bacteria, other pathogenic micro-organisms or toxins on high risk or ready to eat foods.</li> <li>Physical contamination such as foreign bodies.</li> <li>Chemical contamination including taint.</li> <li>Allergen contamination where products are kept in close contact with each other.</li> </ul>
CONTROLS	<ul> <li>Hot high risk/hot ready to eat food must be held at or above 63°C.</li> <li>Pre-heat hot holding equipment including Bain Marie's, soup kettles and hot cupboards.</li> <li>Ensure that a probe thermometer is used to monitor temperatures, which is designated for use with ready to eat products only and is sanitised before use.</li> <li>Units with no hot holding and hot service equipment may hold/display food at less than +63°C for one period of up to two hours only.</li> <li>Protect food from contamination by using lids, covers or sneeze screens</li> <li>Ensure separation of ready to eat food from raw foods. Ensure meals are displayed to prevent cross-contamination with allergens.</li> <li>Protect ready to eat foods from potential contamination from raw or unwashed fruit and vegetable displays.</li> <li>Food being displayed hot should not be topped up. A clean container and utensil must be used when replenishing foods.</li> </ul>
CRITICAL LIMITS	• Display hot food at +63°C or above.
MONITORING	<ul> <li>Check and record temperature of one meat, fish, dairy, pulses, pasta or rice dish being hot held every 90 minutes per servery counter.</li> <li>Where foods are hot held on display for service for less than 90 minutes, the service temperature does not need to be taken and recorded.</li> <li>Record temperature monitoring within the <i>Cooking and Service Temperatures: Hold Temp °C</i> section on the <b>Daily Due Diligence</b> form.</li> </ul>
CORRECTIVE ACTION	<ul> <li>High-risk foods which have been on display must be discarded at the end of service.</li> <li>Contaminated food and food that is not held above 63°C must be discarded and recorded in the <i>Cooking and Service Temperatures: Corrective Action</i> section on <b>Daily Due Diligence</b> form.</li> <li>Retrain staff where necessary and record on their <b>Training Record Cards</b>.</li> <li>Request maintenance for defective equipment (refer to the Equipment section 2.3.2).</li> </ul>

## HOT HOLDING

Food must be thoroughly cooked and be placed in the hot hold immediately and be kept above 63°C.

For reheated foods, you must also refer to section 3.4.5. Foods may never be reheated more than once.

### HOT HOLD DEFENSE

Where high-risk hot food is not kept above 63°C, it may be kept for one period of no more than 2 hours at a lower temperature. At the end of this time, the food must be immediately disposed of.

### **BUFFETS AND HOSPITALITY**

Food produced for buffets and hospitality is usually high protein food that readily supports bacterial growth. The food may be consumed sometime after the food was left on display/sold.

It is important to follow the below points:

- Keep food hot (above +63°C) or cold (below +8°C) until immediately before it is displayed for sale.
- Record the delivery to service point temperature in the Hospitality Service Temperatures section of the Daily Due Diligence form. Record the delivery time.
- Display a courtesy information notice beside the buffet or hospitality advising consumers as to when the food should be eaten.

"For reasons of food safety, it is advised that all hot food should be eaten within 2 hours of service. Thank you."

- Leave allergen information with the buffet/hospitality, and record in the **CaterSafe Record Book**.
- Any unused high-risk food that has not been refrigerated while on display for a buffet or hospitality must be discarded if not sold or consumed.
- See also Transport section 3.4.6.

3.4.2 SERVE HOT	
HAZARD	<ul> <li>Microbiological Contamination by or growth of food poisoning bacteria, other pathogenic micro-organisms or development of toxins on high risk or ready to eat foods.</li> <li>Physical contamination such as foreign bodies.</li> <li>Chemical contamination including taint.</li> <li>Allergen: cross contamination of foods that are on display by utensils or foods touching each other.</li> </ul>
CONTROLS	<ul> <li>Hot High Risk and ready to eat food must be served at or above 63°C.</li> <li>Ensure that a probe thermometer is designated for use with ready to eat (cooked) products only.</li> <li>Provide appropriate serving utensils and separate serving utensils for each food item to minimise hand contact and to prevent cross contamination (with allergens).</li> <li>Observe personal hygiene rules, particularly on hand washing.</li> <li>The allergen content of foods to be documented.</li> <li>As far as possible, protect food by covering and by the use of sneeze screens, etc.</li> <li>Do not spray chemicals when serving food.</li> </ul>
CRITICAL LIMITS	• Serve high-risk food at 63°C or higher.
MONITORING	<ul> <li>Check counters for obvious signs of cross-usage of serving utensils.</li> <li>Temperature monitoring should be recorded in the <i>Cooking and Service Temperatures; Service Temp</i> section on the <b>Daily Due Diligence</b> form.</li> </ul>
CORRECTIVE ACTION	<ul> <li>If before service, food temperature is below the critical limit, reheat food immediately, if not previously reheated. Record corrective actions in the <i>Cooking and Service Temperatures: Corrective Action</i> section on the <b>Daily Due Diligence</b> form.</li> <li>High-risk foods which have been on display must be discarded at the end of the service.</li> <li>Contaminated food must be discarded.</li> <li>Retrain staff where necessary, record on their <b>Training Record Cards</b>.</li> </ul>

3.4.3 DISPLAY AND SERVICE OF COLD FOOD		
HAZARD	<ul> <li>Microbiological Contamination by or growth of food poisoning bacteria, other pathogenic micro-organisms or development of toxins on high risk or ready to eat foods.</li> <li>Physical contamination such as foreign bodies</li> <li>Chemical contamination including taint</li> <li>Allergen: cross contamination of foods that are on display by utensils or foods touching each other</li> </ul>	
CONTROLS	<ul> <li>Cold High Risk (Ready to Eat) food must be served at or below +8°C. Provision of tongs or similar to minimise contact with high risk or ready to eat foods.</li> <li>Food provided above +8°C must be limited to one single period of no more than 4 hours on display.</li> <li>Ensure that a probe thermometer is used to monitor temperatures, which is designated for use with ready to eat products only and is sanitised before use.</li> <li>Protect food from contamination by using lids, covers or sneeze screens.</li> <li>Ensure separation of ready to eat food from raw foods.</li> <li>Topping up of foods on display to be avoided.</li> <li>Protect ready to eat foods from potential contamination from raw or - unwashed fruit and vegetable displays.</li> <li>Chemicals not to be sprayed or used near food that is on display.</li> <li>The allergen content of foods to be documented.</li> </ul>	
CRITICAL LIMITS	<ul> <li>Display/Serve high-risk cold food at or below +8°C</li> <li>Food above 8°C must be displayed for a maximum of 4 hours.</li> </ul>	
MONITORING	<ul> <li>Check and record temperature of one high-risk food, i.e. meat, fish, dairy, pulses, pasta or rice dish per server counter every 90 minutes.</li> <li>Where service lasts for less than 90 minutes, cold food temperatures do not need to be taken and recorded.</li> <li>Record checks in the <i>Cooking and Service Temperatures: Hold Temp °C</i> section on the <b>Daily Due Diligence</b> form.</li> </ul>	
CORRECTIVE ACTION	<ul> <li>At the end of service period, discard food not maintained at or below +8°C.</li> <li>If held above 8°C, cold high-risk foods must be discarded after four hours, and this must be recorded in the <i>Cooking and Service Temperatures: Hold Temp °C</i> section on the <b>Daily Due Diligence</b> form.</li> <li>At the end of the service period, discard food exposed to the risk of contamination.</li> <li>Replace cross-used serving utensils with clean ones.</li> <li>Inform supervisor if controls cannot be met.</li> </ul>	

## PACKED LUNCHES

Guidelines for units producing packed lunches:

Providing packed lunches for excursions presents increased risk of food poisoning because the food may not be treated correctly after it has been issued. Temperature control may not be maintained, and it may not be possible to guarantee satisfactory standards of personal hygiene while the food is eaten e.g. children may not have washed their hands before eating.

Packed lunches present the following hazards:

- Growth of bacteria
- Introduction of foreign material
- Cross contamination
  - o Between raw and cooked foods
  - From food contact surfaces
  - o From equipment and hands
  - o Between halal and non-halal
  - From allergens
- Contamination by cleaning materials
- Use of out of date food

#### What you must do at unit level:

- 1. Employees preparing ready to eat or cooked food must adhere to the Personal Hygiene Standards outlined in this document, for example, they must wash their hands before handling the food or whenever the need arises during production.
- Check use by or best before dates of ingredients before the food is used to ensure the date has not expired. Discard any food which is not suitable for use or where the shelf life has expired.
- 3. Carry out the preparation of ready to eat and cooked food as near to the issue or collection time as possible.
- 4. Pre-chill canned meats, fish or pulses overnight to aid temperature control.
- 5. Any ready to eat or cooked food, which is not prepared immediately before service, should be returned to the refrigerator until required.
- Clean and sanitise work surfaces/cutting boards before use and at the end of production. Use the correct cleaning chemicals and disposable wiping cloths (as per cleaning section of this document).
- 7. Prepare high-risk items, e.g. sandwiches in a separate part of the kitchen wherever possible.
- If there is insufficient space in the kitchen to achieve full segregation of raw and cooked food, prepare cooked and ready to eat foods before you prepare raw food wherever possible. Clean and sanitise all food contact surfaces and equipment before preparing raw and cooked foods.
- 9. Examine food while it is being prepared for the presence of foreign material. If you find anything to remove it or discard

the food, depending on the type of foreign material you have found.

- 10. Transport high-risk food such as sandwiches or pork pies in insulated containers. These must be capable of maintaining food below 8°C up to the time of consumption. Transport other wrapped foods (which do not require refrigeration) in clean and lidded containers.
- 11. If you cannot guarantee temperature control of packed meals, sandwich fillings should be limited to cheese, jam, marmite, cheese spread or other pre-packed ambient stable spreads.

3.4.4 COOLING		
HAZARD	<ul> <li>Microbiological Growth of food poisoning bacteria, other pathogenic micro- organisms or development of toxins. Cross contamination of cooling foods, development of toxins during slow cooling process.</li> <li>Physical contamination such as foreign bodies.</li> <li>Chemical contamination including taint.</li> <li>Allergen contamination through close contact with other foods.</li> </ul>	
CONTROLS	<ul> <li>Food must be cooled as quickly as possible, ideally by using a blast chiller where provided.</li> </ul>	
	<ul> <li>Cooling without a Blast Chiller</li> <li>Ensure the area chosen for cooling ready to eat foods will not result in cross contamination</li> <li>Allow to cool at room temperature for a maximum of 90 minutes before refrigerating.</li> <li>Refrigerate warm food as soon as possible without adversely affecting other food in storage or the refrigerator performance.</li> <li>Cool only small quantities of food at room temperature, taking measures to promote cooling e.g. Removing hot food from cooking to chilled containers.</li> <li>Break down large volumes into small amounts. Joints &amp; Poultry maximum 2.5 kg; sauces &amp; casseroles maximum of depth 50mm.</li> <li>Place food on racks to allow air circulation</li> <li>Immerse food containers in clean cold water or ice.</li> <li>Use within shelf life of 72 hours of production.</li> </ul>	
CRITICAL LIMITS	<ul> <li>Without a blast chiller:</li> <li>Cool at ambient for no more than 90 minutes following cooking to achieve a temperature of 25°C or below, and then refrigerate to reduce temperature to 8°C.</li> <li>With a blast chiller:</li> <li>Cool to 8°C or less within 90 minutes from the end of cooking.</li> <li>Check all foods are refrigerated within 90 minutes.</li> <li>Monitoring to be recorded at the start and the end of cooling with the <i>Cooling Temperatures</i> section of the Daily Due Diligence form.</li> <li>Visual checks.</li> <li>Line manager to record their monitoring on the Weekly Due Diligence form.</li> <li>Internal audits.</li> <li>High risk or ready to eat food which is cooled too slowly (i.e. left at ambient for longer than 90 minutes) will have to be discarded immediately because of the risk of toxin development or multiplication of pathogens to unacceptable levels.</li> <li>Record in the Cooling Temperatures Corrective Action section on the Daily Due Diligence form and retrain staff where necessary, recording on their Training Record Cards.</li> </ul>	
MONITORING		
CORRECTIVE ACTION		

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3.4.5 REHEATING	
HAZARD	<ul> <li>Microbiological Contamination by or growth of food poisoning bacteria, other pathogenic micro-organisms or toxins on high risk or ready to eat foods.</li> <li>Physical contamination such as foreign bodies.</li> <li>Chemical contamination including taint.</li> </ul>
CONTROLS	<ul> <li>Food must be thoroughly reheated to at least 82°C throughout the food.</li> <li>Preheat ovens and grills before reheating.</li> <li>Serve reheated food immediately, unless it is going straight into hot holding.</li> <li>Follow manufacturers' instructions where applicable.</li> <li>Serve reheated foods immediately.</li> <li>Never reheat foods more than once.</li> </ul>
CRITICAL LIMITS	<ul> <li>Core temperature of 82°C (Company Decision taken to match the higher Scottish Standard – July 2017)</li> </ul>
MONITORING	<ul> <li>Check and record core temperature of all reheated foods on completion of reheating in <i>Cooking and Service Temperatures</i> section on the <b>Daily Due Diligence</b> form.</li> <li>Mark food as Reheated using (R) next to the item name.</li> <li>Check several batches if batch cooking employed.</li> </ul>
CORRECTIVE ACTION	<ul> <li>Continue to reheat until +82°C is achieved.</li> <li>Request maintenance for defective equipment, e.g. cooking equipment. Record in the <i>Equipment Faults</i> section on the <b>Daily Due Diligence</b> form.</li> <li>Contaminated food must be discarded and recorded in the CaterSafe record book and retrain staff where necessary, recording on their <b>Training Record Cards</b>.</li> </ul>

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3.4.6 TRANSPORT	
HAZARD	<ul> <li>Microbiological including growth of food poisoning bacteria, other pathogenic micro-organisms or toxins.</li> <li>Physical contamination such as foreign bodies.</li> <li>Chemical contamination including taint.</li> <li>Allergen contamination from close contact with other foods.</li> </ul>
CONTROLS	<ul> <li>Hot food to be transported at a temperature of +75°C (at the point of packing) to minimise heat loss during transportation.</li> <li>Cold food must be packed at 8°C or less.</li> <li>Suitable insulated and sanitised containers or boxes must be used when food is taken from one unit to another.</li> <li>Hot high-risk food which is for an event or hospitality should have an accompanying notice stating that it be consumed within 2 hours once the temperature is below 63°C. This information should also be brought to the attention of the meeting organiser.</li> <li>Protect food from contamination during transit by:         <ul> <li>Transporting in suitable containers</li> <li>Covering or wrapping food</li> <li>Transporting in a clean vehicle</li> </ul> </li> <li>Allergen reports being provided from production kitchen to satellite kitchen or service point.</li> </ul>
CRITICAL LIMITS	<ul> <li>Temperatures of 63°C or above should be recorded on receipt.</li> <li>Cold high-risk food to be received at a temperature of 8°C or less.</li> </ul>
MONITORING	• Temperature monitoring to be recorded in <i>Transported Meals</i> section on the <b>Daily Due Diligence</b> form.
CORRECTIVE ACTION	<ul> <li>The food received outside of the appropriate temperature controls should be rejected, and the supplying kitchen immediately contacted.</li> <li>If the food temperature is incorrect, this should be reported to the Operations/ Account Manager.</li> </ul>

4. ADDITIONAL GUIDANCE (RAD-PP-01f v1)

## 4.1 SECTION A – ALLERGIES

An allergy is the response of the body's immune system to normally harmless substances, such as pollens and foods. While in most people these substances, also known as allergens, pose no problem, in allergic individuals, their immune system identifies them as a threat and produces an inappropriate response. This reaction can be in extreme cases fatal but can cause the sudden onset of the following symptoms: breathlessness, swelling, hives, nausea, vomiting, and abdominal discomfort. It is believed that one child in around 100 now suffers from an allergic reaction to food.

### ALLERGIC REACTION

What to do if things go wrong:



DO NOT MOVE THEM.

RING 999 AND ASK FOR AN AMBULANCE WITH A PARAMEDIC STRAIGHT AWAY.

EXPLAIN THAT YOUR CUSTOMER COULD HAVE ANAPHYLAXIS ("ANNA-FILL-AXIS").

SEND SOMEONE OUTSIDE TO WAIT FOR THE AMBULANCE; MAKE SURE A MEMBER OF THE CATERING TEAM REMAINS WITH THE CUSTOMER UNTIL HELP ARRIVES.

### ALLERGENS

From December 2014, new EU Food Information for Consumer Regulations came into effect, which made it a legal requirement for food businesses to provide allergy information on food sold unpackaged, for example, in catering units such as restaurants, bistros, canteens, dining halls and deli bars. The customer must be provided with information on the ingredients and dishes which may contain allergens.

All Individual Allergen Information should kept for 3 months.

## COMMUNICATION TO CUSTOMER

To comply with the law, we must ensure that one of the following methods of communicating allergen information to customers is followed:

- Allergen information may be written on a menu or a menu board (so that the customer does not have to ask for the information);
- The customer may be signposted to where they can find or obtain written information about dishes containing allergens (e.g. in a folder); or
- The customer may be signposted to obtain allergen information verbally from a member of staff.
- At all times the allergen information must be accurate, and all colleagues must be trained to know what to do to ensure a consistent approach.

You must complete the Individual **Allergen Record** form where information on allergens has not been prepared for you on the Caternet system.

### FOURTEEN ALLERGENS

Currently, 14 allergens must be identified when they are used as ingredients in food. These allergens and common foods associated with them are shown in the table below.

Allergen	Example foods	
Celery	Meat products, yeast extract, some ketchup, stocks	
Cereals containing Gluten	Wheat, rye, barley, Kamut, Spelt and oats Check for their presence in bread, pasta, cakes, meat products, sauces, stock cubes, products dusted with flour	
Crustaceans	Prawns, lobster, scampi, shrimp paste	
Eggs	Cakes, meat products, mayonnaise, pasta, quiche, foods brushed with egg	
Fish	Fish sauces, stock cubes, Worcestershire sauce	
Lupin	Some bread, pastries and pasta	
Milk	Butter, cheese, yoghurt, margarine, and products glazed with milk	
Molluscs	Mussels, whelks, squid, cockles, land snails, oyster sauce, and fish stews	
Mustard	Curries, salad dressings, mayonnaise	
Nuts	Bread, biscuits, desserts, ice cream, marzipan	
Peanuts	Satay sauce, biscuits, cakes, curries	
Sesame	Sprinkled on bread, humus	
Soya	Ice cream, sauces, vegetarian products, tofu	
Sulphur Dioxide	Raisins, dried apricots, prunes, some soft drinks, vegetable bouillon	



This list is not exhaustive; also, some individuals may be allergic to different foods e.g. kiwi, strawberries, onions and tomatoes.

## COOKING FROM SCRATCH

If you cook a dish from scratch, then you will know what ingredients go into it. You must also consider what you use for the following:

- To cook the dish
- To thicken a sauce, e.g. flour may be used which will introduce wheat
- As a topping or garnish, e.g. margarine or butter used on a jacket potato may introduce milk to the dish; flour used on fish to batter may introduce wheat;
- As a salad dressing
- To glaze or wash an item, for example, be aware that egg washes, milk glazes and greasing of bake wear will also affect the allergen content of foods. You will also need to identify the presence of egg (egg wash) and milk (milk glaze) if you use either of these methods. Greasing of bake wear may introduce milk from margarine or soya from cooking oil.

Remember that ingredients within a recipe may change and you may forget to modify a menu, or in some cases, bought in products may be substituted.

If you mislead a customer with a food label, you may be committing a criminal offence. Information supplied to the customer by the food service team, on labels and menu descriptions must be clear, concise and accurate.

## ORDERING AND STORING

- 1. Keep ingredients in original containers wherever possible;
- 2. If food is decanted, you must accurately and legibly relabel it to include allergen content, batch codes and use-by dates;
- 3. Check deliveries to ensure that the product delivered is the product that you ordered.
- Check that the food delivered is the same brand that you normally use. Different brands may have different ingredients;
- 5. Check whether your supplier has given information about any changes in the ingredients of the foods delivered;
- 6. Always store foods separately in closed containers; small amounts of food which can cause allergic reaction could enter

other food products through improperly sealed containers or during transit from storage area to the food preparation area

## PREPARING, COOKING AND CLEANING

То	To prevent cross contamination of meals (with allergens from other sources)		
1	You must sanitise surfaces. This avoids the risk of cross contamination by a trace of an allergen contaminating a food preparation surface, for example, if you slice celery on a green board, you must then wash and disinfect the green board and knife before using them to chop other salad items.		
2	You must make sure that employees wash their hands with hot water and soap before they begin preparation.		
3	You must also avoid touching other food types until you have finished preparing.		
4	When you are preparing a meal that does not contain a certain food ensure that you change the cooking oil, for example, if food is cooked in oil that has been used to cook prawns this could cause a reaction in someone who is allergic to shellfish.		
5	Employees must never use alternative ingredients in preparation unless approved by the person who consulted the customer.		

## SERVING FOOD

- 1. Never place foods that can cause allergic reactions next to other foods, e.g. tuna mayonnaise should not be placed next to sliced cucumber in a deli bar.
- Provide separate serving utensils to prevent cross contamination. Please note that there is no guarantee that customers will not move these utensils. They should be checked regularly and replaced where there are signs of cross-usage.

## CLEANING TO PREVENT CROSS CONTAMINATION

All of the following surfaces must be cleaned using hot water and the approved sanitiser:

- Worktops
- Chopping boards
- Utensils used for serving & stirring
- Serving crockery & tableware
- Food mixers
- Bowls and Pans
- Storage Container

## 4.2 SECTION B – FOOD BOURNE DISEASES

## E. COLI 0157

E. coli 0157 if consumed, even at very low doses, can lead to death or serious and untreatable illnesses. Even after recovery, some individuals are left with permanent kidney or brain damage. Vulnerable groups include young children and the elderly. E. coli 0157 outbreaks occurred in Scotland in 1996 and Wales in 2005; these outbreaks resulted in the deaths of some affected individuals and can be attributed to cross-contamination during food handling.

## E. COLI 0157

These include raw meat particularly beef and lamb, fresh produce such as fruit and vegetables which are not supplied as ready to eat, untreated water supplies and raw unpasteurised milk.

## CONTROL OF E. COLI 0157

Control is achieved through the prevention of cross contamination (stopping the spread of harmful bacteria from foods, surfaces, hands, and equipment to other foods).

Key control measures:

- The separation between raw and ready to eat foods:
  - Separate work areas for raw and ready to eat foods 0 during storage and preparation; 0
    - Follow the colour coding system in place in the unit;
- Where space is limited, reduce the need for preparation by buying in the pre-prepared version of the product e.g. washed potatoes:
- Do not use the same probe for raw and ready to eat foods; mark and designate the probes for raw and ready to eat;
- Effective cleaning and disinfection procedures:
  - Use the approved sanitiser which will meet the 0 appropriate standards (BS: EN 1276) and ensure that staff are trained in contact times and use as per 2.3.3;
- Good personal hygiene practices, including effective

- hand washing. After washing hands, turn off taps with a paper towel:
- Effective management controls and training;
- Wash salad and fruit that is to be sold as ready to eat under clean running water to remove visible dirt. Always clean and disinfect the sink and surrounding area afterwards;
- Where possible, designate cleaning materials for use in raw preparation areas and ready to eat areas.
- Where reusable cloths are used, they must be washed in such a way as to destroy E. coli 0157, i.e. on a hot wash cycle as per 2.3.3:
- Where using refillable cleaning spray bottles, these must be rinsed and dried between uses. Where possible, allow bottles and triggers to go through the dishwasher as per 2.3.3;
- Ground or minced meat products such as burgers or sausages must be thoroughly cooked. They should never be served rare or pink.

N.B. Raw egg is not considered as a potential source of E. coli 0157 contamination, but the equipment used to prepare foods containing raw egg must still be thoroughly cleaned and disinfected after use.

## **NOROVIRUS**

Norovirus, also known as the winter vomiting bug, is the UK's most common cause of infectious intestinal disease, causing projectile vomiting and diarrhoea. It is more common in winter because of the cold and damp conditions but can be caught at any time of the year. Norovirus is highly infectious and spreads person to person but can also be spread through the consumption of contaminated drink and food.

Outbreaks of norovirus in settings such as nurseries, schools and care homes are common because the virus once transferred can survive on soft surfaces (such as curtains, bedding and upholstery) for up to 14 days.

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## CONTROL MEASURES FOR NOROVIRUS

1.	Personal Hygiene	
•	Good hand hygiene remains a priority. Hands must be thoroughly washed and dried to remove dirt and debris that may contain virus particles. Hand gels must not replace hand washing and drying, but they can be used as an additional control measure.	
2.	Cleaning	
• • • •	In outbreak situations, cleaning and disinfection of hand and food contact surfaces should be carried out at an increased frequency. Using a Chlorine based solution the preferred concentration is 0.1% sodium Hypochlorite (1000 parts per million available Chlorine) or other disinfectant such as bleach or Milton provided by our current approved suppliers. Ensure that cleaning schedules are adhered to, and sanitisers are used by manufacturer's instructions. A thirty- second contact time must be applied. Increase frequency of cleaning and disinfection of hand and food contact surfaces in a client facing areas. Liaise with Client to ensure that all areas of dining are being cleaned and disinfected. Catering staff are not to clean up any bodily fluids. During the outbreak, it is advisable to use disposable cleaning cloths.	
3.	Exclusion from Work	
•	Members of the team with suspected norovirus should not return to work until at least 48 hours after the conclusion of those symptoms. Members of the team who have knowingly been in contact with family members who have had these symptoms should be excluded from work for 48 hours as a precautionary measure. Norovirus can be spread via the breath of an infected person (they can breathe out small particles that contain the virus) and symptoms typically take one to two days to appear after infection. Complete a Food Handlers <b>Fitness to Work</b> Form.	
4.	Food Handling	
•	Buffets or the provision of foods in areas where customers serve themselves should be avoided during outbreaks. Follow CaterSafe Preparation (section 3.3.1) and Cooking (section 3.3.3) and other food safety controls.	
•	Buffets or the provision of foods in areas where customers serve themselves should be avoided during outbreaks. Follow CaterSafe Preparation (section 3.3.1) and Cooking (section 3.3.3) and other food safety controls. Seek Advice	

## SALMONELLA

Salmonella enteritidis is found in poultry and eggs. Rodents can also carry salmonella in their gut and transfer it around the kitchen on their feet.

Salmonella food poisoning is a serious illness. It can be fatal to customers who are already vulnerable, for example, the young, elderly or immuno-compromised. Its onset time (the period between eating the contaminated food and feeling ill) is between 12-36 hours and includes symptoms of vomiting, abdominal pain, diarrhoea and fever.

## CONTROL OF SALMONELLA

- Our purchasing requirements for eggs are that they are free range, British and are stamped to show that they are Class A. The stamp should show the following:
  - "UK 123": where 1 indicates a free range, 2 indicates the country of origin and 3 relates to the farm of production.
- On delivery, check that the best before date is marked and acceptable;
- Wherever possible, store eggs under refrigeration. If this is not possible, eggs must be stored in a cool, dry place below 20°C;
- If eggs are stored in the same refrigerator as raw meats and cooked foods, ensure that they are always:
  - Below any cooked/ready to eat foods, but
  - $\circ\;$  Above raw meats to avoid the risk of contamination.
- Do not use cracked or broken eggs;

- Dispose of broken eggs and eggshells immediately. Do not keep in the same tray as unbroken eggs;
- Discard egg containers/cartons after use;
- Sanitise surfaces, utensils, etc. after contact with raw eggs and shells;
- Eggs and egg dishes served to a high-risk, vulnerable group must be thoroughly cooked to a minimum temperature of 75°C. For fried, poached or boiled eggs served to a vulnerable group, cook until the white and yolk are solid;
- Pasteurised egg products should be used in dishes where the eggs are not going to be cooked or are only going to be lightly cooked;
- Do not serve "soft eggs" to customers who fall into the highrisk, vulnerable group such as young children, the sick, pregnant women, or the elderly.

## **LISTERIOSIS**

Listeriosis is a rare infection caused by bacteria called listeria. It usually goes away on its own but can cause serious problems if you're pregnant or have a weak immune system. Recently, it has been responsible for a number of deaths.

Radish are reiterating the FSA advice to cook all frozen vegetables, including sweetcorn before eating unless the packaging states the product is ready to eat. This includes frozen vegetables which are added to smoothie's, salads and dips.

Frozen sweetcorn has been identified as the likely source of an ongoing Listeriosis outbreak across Europe. Food businesses are urged to follow manufacturer's instructions when preparing frozen vegetables and to cook all frozen vegetables that are not identified as ready to eat. Particular care is required when catering for individuals with weakened immune systems, pregnant women and infants.

## HOW TO AVOID LISTERIOSIS

There are some simple things you can do to reduce your risk of getting listeriosis:

#### Do

- Wash your hands regularly with soap and water
- Wash fruit and vegetables before eating them
- Store ready-to-eat foods as recommended by the manufacturer
- Make sure all hot food is steaming hot all the way through

#### <u>Don't</u>

• Eat food after its use-by date, even if it looks and smells normal

#### Symptoms of Listeriosis

In most people, listeriosis has no symptoms or only causes mild symptoms for a few days, such as:

• A high temperature of 38C or above

- Aches and pains
- o Chills
- Feeling sick or vomiting
- o Diarrhoea

If you have these symptoms, you can usually look after yourself at home. Ask for an urgent GP appointment if:

- You think you have listeriosis and you have a condition that weakens your immune system (like diabetes)
- You think you have listeriosis and you're having treatment that weakens your immune system (like chemotherapy)
- You think your baby might have listeriosis

If it's not treated, severe listeriosis can cause serious infections like meningitis in babies and people with a weak immune system. Remember: Unless the packaging states otherwise, cook all frozen vegetable thoroughly

## SUSPECTED FOOD POISONING AND FOREIGN BODY ALLEGATIONS

Provided that our food safety management system is followed, the probability of a complaint relating to food safety is remote. Ensuring that complaints are handled correctly and efficiently helps to demonstrate our professionalism and competence.

In the unfortunate event of an allegation of suspected food poisoning, of a foreign body found in food, or of an illness relating to food allergy or a special diet

complaint, comprehensive detail should be gathered from the customer by the Unit Supervisor or Manager. This is to enable an investigation to be carried out quickly and professionally.

The unit manager or supervisor should complete the Food Safety Complaint Form as soon as possible. An apology can be made that we are sorry to hear that an incident has occurred, but under no circumstances can an admission of liability be made. All complaints will be investigated, and any information that is provided by the customer will be treated confidentially and reviewed by the QHSE department. The customer and our Client will be kept informed of any findings.

The customer's name, address, and telephone number should be noted. The food which has been implicated should be established and reasons why this food is suspected. Checks should be made as to whether a GP or Environmental Health Department has been consulted.

In the case of a suspected food poisoning, remaining food from implicated meals should be retained where possible because it may be required for further analysis. Food should be wrapped in a clean food wrap, labelled "not for use" and stored in a freezer to stop the bacterial activity. The QHSE Department will advise if the food is required for analysis. In the case of an alleged foreign body, a request should be made to the customer that we retain the foreign body as part of our investigation.

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## 4.3 SECTION C – HALAL

We will make catering provision for the diverse cultural and religious backgrounds of our customers as necessary. Accordingly, where we are requested to offer a halal meat option, we will produce two meat dishes; one of which will be halal and the other will be made with UK Farm Assured Meat.

## WHAT IS HALAL?

In Arabic, "halal" means permissible or lawful. For meat to be halal, an animal (including poultry) has to be slaughtered in a ritual manner known as Zibah or Zabihah.

The following must be in place:

- Animals should be alive before slaughter;
- A Muslim should perform the slaughter;
- Any flowing blood from the carcass should be completely drained;
- Pork is haram (forbidden), and slaughter should not take place within the vicinity of any pigs.

Halal suppliers will be able to provide a certificate from an appropriate certifying body, which guarantees to the consumer that nothing in the food has any forbidden components. We maintain a record of these halal certificates centrally, and our suppliers are required to provide certification annually showing their continued compliance.

Haram (forbidden) food is:

- Meat from swine
- Pork based products and by products
- Animals improperly slaughtered or already dead before slaughtering is due to take place
- Most carnivorous animals, birds of prey and land animals without external ears (i.e. Snakes, reptiles, worms, insects, etc.)
- Blood and blood by products
- Animals not slaughtered according to Islamic Law
- Foods contaminated with any of the above products
- Alcoholic drinks

## HALAL SERVICE

Before providing a halal service at any unit, relevant confirmation from the client and key stakeholders must be provided to us. This confirmation must express their intent to introduce halal at the service offering and other key service details, including halal to be introduced and choice. We will work with the client to ensure that any areas of concern are considered in the decision-making process.

## HALAL KITCHEN SPECIFICATIONS

Where a dual service (i.e. non-halal and halal) is approved, we will need to ensure that the unit can confirm to the kitchen specification that is required by both the Imam and the client. To preserve the integrity of the Halal food, we will put in place the appropriate measures to ensure that the halal food:

- has not come into direct contact with non-halal food
- has not been prepared, processed, transported or stored using any appliance or equipment that was not free from anything unlawful according to Islamic Law.

## HALAL MINIMUM REQUIREMENTS

When preparing halal meals, these rules must be followed at all times:

	Purchasing	Only products from nominated suppliers can be used. Products must be labelled and identified as halal produce with the correct labelling. They must be in sealed bags or storage containers.
	Storage	Non-halal products should be stored at the point of delivery in a separate, clearly labelled and lidded containers. Separate areas should be designated and marked in dry, chilled and frozen storage for halal foods.
	Equipment	All large equipment, e.g. steamers or deep fat fryers should be cleaned and disinfected between uses. Separate light equipment and utensils should be purchased and used to prepare halal foods. This equipment should be labelled to prevent cross contamination from occurring.
	Cooking	When cooking, keep halal food items separate from non-halal. Separate pots, pans, utensils, and crockery must be used. Steamers and ovens must not have both halal and non-halal products, cooking in it at the same time. The oil in fryers must not be used to cook both non-halal and halal products, e.g. chips cooked in oil used to cook halal products cannot be offered on the non-halal menu. Before taking the temperatures of any Halal food products thoroughly clean and disinfect the probes used to monitor the temperature of these halal products.
	Sandwiches and Salads	Keep halal and non-halal products separate. Only work with one filling at a time and refrigerate separately from halal products if non-halal. Ensure that you use the correct colour utensils and chopping boards in the correct designated area when preparing halal and non-halal sandwiches.
	Food Packaging	Keep packaging for halal products separate to non-halal to prevent contamination.
	Service	Labelling must clearly identify halal and non halal products. Ensure that countertop signage is available for customers, which clearly identifies the halal and non
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	halal dishes available on the service counters. Ensure that separate serving dishes are available for halal and non halal foods.
Training	Employees must receive training on the preparation of halal and non- halal foods where they are employed within a dual use kitchen. This must be recorded on their training record cards. Agency staff must receive a briefing before commencing work within a kitchen, which undertakes halal preparation. A record of this briefing should be made on the <b>QHSE Agency</b> <b>Induction</b> Form.

## HALAL INCIDENTS

Should a complaint or enquiry be received which you cannot answer, you must:

- 1) Inform the customer that you will contact your line manager for the requested information;
- a) The Catering Manager should contact their Operations Manager should they be unable to provide the information;

b) If the issue relates to a supplier, My Purchasing Partner must be contacted by the Catering Manager who will contact the supplier and obtain the necessary information.

## 4.4 SECTION D - RECORDS

## CALIBRATION AND CLEANING OF TEMPERATURE PROBES

Label all temperature probes on site. Ensure that a separate probe is kept for use with cooked and ready to eat foods.

All temperature probes must be cleaned with disinfecting probe wipes before use. The needle of probes can be a vehicle for the transfer of food poisoning bacteria from a source to food. These must never be wiped with a tea- towel, oven cloth or on an apron because these items can contaminate the needle.

It is essential to check the accuracy of temperature probes on a monthly basis. This action ensures that any temperature monitoring that is undertaken is reliable and will be indicative of the temperature conditions at the site.

Ensure that as part of this process, the temperature probe, including the cover/case unit is cleaned and disinfected.

There should two probes available on site;

RAW -	RED
COOKED -	YELLOW

## WATER/ICE TEST (W)

- 1. Insert the probe into a saucepan of boiling water; take care not to scald yourself. Hold the probe in the water until the readout steadies. The temperature probe should register 100°C.
- Insert the probe into a beaker of crushed ice or cold water with ice cubes. The probe should register 0°C.

## **TOLERANCE LEVELS**

Tolerance levels are the limits which define whether a probe thermometer is acceptable regarding accuracy. Acceptable readings are +/- 1°C. If the reading falls outside of this tolerance level, the probe must be replaced.

#### RECORDS

Records should be maintained monthly of this calibration in the **CaterSafe Record Book**. All corrective actions should also be recorded, including probe thermometer replacement and repair. It is also essential to label probe thermometers on the site so that records can be matched to probe.

### BATTERY REPLACEMENT

Please ensure spare probe batteries are retained on site at all times to be used for battery replacement.

## LABELLING

Labelling of foods is essential to ensure that food is used within the appropriate shelf life. It means that older food is used first; spoilage of food is prevented; and ensures that food is safe to eat. Most food products from manufacturers are labelled to indicate the shelf life. Whole fresh fruit and vegetables, flour, confectionary and bread intended to be used within 24 hours, vinegar, salt, sugar and some alcoholic and soft drinks do not have to be labelled with a shelf life by the manufacturer. It is an offence to sell or possess for sale any foodstuff with an expired "use by" date.

High-risk foods have a short shelf life, usually are stored under refrigeration and will have a use by date. It is illegal to alter this date, to use or to sell food after the expiry of this date.

Low-risk foods, which do not support the growth of food poisoning bacteria, are given a best before date. Food will be at its best condition up to this date.

It is our policy to dispose of all foods if their expiry date is reached, irrespective of whether this date is a use by or a best before date. All foods should be date code checked daily.

The shelf life of a manufactured bought in product may be altered when the packaging is opened.

## PURCHASED IN FOODS

#### Packaged dry foods

As long as good storage conditions are maintained, e.g. dry, cool and well-ventilated stock rooms, then opening the packaging of these foods does not usually affect the shelf life. The manufacturer's label should always be checked, and this label should be retained if these foods are decanted into containers. Where possible original packaging must be retained so that allergen content may be checked as required.

#### Canned ambient stable products

When canned goods and specially wrapped and sealed ambient products are opened, follow the manufacturer's shelf life instructions. If there are no instructions, then you must treat similarly to chilled foods and apply the following control measures:

- Transfer to a sealed container;
- Label with a shelf life date of 72 hours/three days (including date of opening);
- Store in a refrigerator, operating by our food safety management system controls (Section 3.3.2).
- You must retain original packaging label so that allergen information may be checked.

### Chilled purchased foods

Sliced cooked meats, pies, sandwich fillings, raw meat and bacon must be labelled with a shelf life, not exceeding 72 hours once they have been opened unless the manufacturer indicates otherwise e.g. "once opened use within two days". Original packaging or labelling must be retained.

### Freezing purchased foods

Freeze in small quantities only and do not refreeze previously frozen foods. Only to freeze those products where the manufacturer's label indicates that the product is suitable for freezing. This is usually indicated by the following statement on the label "Suitable for freezing. Freeze on day of purchase and use within --- days/ weeks". The applied shelf life should be a maximum of two months from the date of freezing unless the manufacturer's information indicates otherwise.

## FOODS PREPARED, FROZEN OR CHILLED ON-SITE IN-HOUSE LABELLING

#### In house labelling

Where food is made on site, for example, sandwiches, jellies, or sauces, they should be labelled with a date of production and use by date. Food that has been prepared in the morning, intended for service that day and held covered and under refrigeration until it is required for service, need not be labelled. However, if there is unused food at the end of the day, and it can safely be used for service the next day, then a label must be applied with the date of production and a disposal date.

#### In house food labels

w		ALLERGEN		
Product Name:				
Date Opened:	This Item Contains The Foll	This Item Contains The Following Allergens:		
	📃 🛛 Lupin 🛛	Nuts - circle all contained in dish (almonds,		
Frozen Date:	C Eggs	hazelouts, walnuts, cashew, pecan, brazil, oistachio, macadamia/Dueensland)		
	D Peanuts (	Soy Beans (e.o. edamame, miso, tofu)		
Defrost Date:	Sesame C	Molluscs (e.g. clams, snails, mussels, whelks, outlets & struid)		
Use By Date:	D Mustard E	Crustaceans (prawns, crabs, langoustine,		
	Cereals Containing Gluten	Sulphites & Sulphur Dioxide (e.g. preservative		
Your Name:	(wheat, rye, spelt, oats, kamut)	food found in some dried fruit and wines)		

**Date Opened:** Complete with the date the item is being labelled and produced. This date MUST BE FILLED IN.

**Frozen Date:** Complete with date frozen. Even if frozen same day as produced.

**Defrost Date:** Date the item is defrosted. Do not erase any other dates on label as this gives you traceability.

**Your Name:** Please fill in with the name of the individual who produced the food.

This item contains the following allergens: Fill in as appropriate.

A shelf life of two month only must be applied, unless given express permission by either QHSE or Development Team to freeze for longer periods.

#### Chilled food produced in the unit

This food includes all high-risk foods such as cooked meats, prepared salads, dairy-based dishes, sauces, prepared meat, poultry and fish dishes, cooked pasta and cooked rice. Store in sealed containers or wrap securely and label with a date code of a maximum of 72 hours (including the day of production).

#### Sandwiches and filled rolls

Apply a shelf life of 48 hours (2 days) including the day of production.

### FOOD SAFETY INSPECTIONS

As part of the food safety inspection, the Environmental Health Officer will check the following:

- The condition of the structure of the unit, for example, cleanliness, physical condition, layout and ventilation;
- The standard of food hygiene, for example, temperature control, personal hygiene and practices of food handlers;
- The management of food safety by the business;
- Supporting documentation will be examined, including temperature record books, the Food Safety Management System and training certificates.

In England, Wales, and Northern Ireland, following an Environmental Health inspection, you will be issued with a food hygiene rating between 0 and 5. In Wales, it is mandatory that you display the food hygiene rating, and this requirement may come into force in England and Northern Ireland shortly.

At the bottom of the food hygiene rating scale is "0", which means that urgent improvement is required. At the top of the scale is the rating of "5", which means that food hygiene standards have been found to be excellent. It is our company's belief that we should be able to achieve the highest ratings of food hygiene.

Before the enforcement officer leaves the site, make a note of all the issues that have been found and communicate these to your line manager, using the **Visit by Enforcement Officers** Form. If a follow-up letter or report is received, you must send a copy to:

The Quality team at Churchill Service Solutions,

Unit 1, Cold harbour Lane, Harpenden, AL5 4UN or via Quality@churchillservices.com

## CATERSAFE

All visits by enforcement officers, including those where samples are taken, or complaints are investigated, should be reported to the QHSE Department, using **Visit by Enforcement Officers** Form.

The EHO visit process should be followed.

### AUDITING

By the requirements of our internal management system, units will be audited at regular intervals to ensure satisfactory adherence to our management system requirements. These audits will be undertaken either by operational management or by our QHSE team.

The objective of these audits is to ensure continual improvement of the management systems. These may take the form of a service quality checklist or QHSE audit.

Additionally, every unit will undertake weekly checks and monthly checks on food safety and health and safety standards. The Weekly Check and Monthly HSE Record forms are maintained in the **CaterSafe Record Book**. Where necessary, findings will be escalated by the Unit Manager/ Supervisor to their line manager.

#### ENFORCEMENT OFFICERS

Our food business is regulated by a number of enforcement bodies including Trading Standards and Environmental Health. Enforcement Officers have "powers of entry" which means that they have the right to enter at all reasonable times to check legal compliance. They also have wide legal powers which allow them to seize or sample foods, require improvements, prohibit the use of food or equipment, or even to close food businesses. When dealing with Enforcement Officers, it is essential that you are helpful, truthful and polite at all times.

ENVIRONMENTAL HEALTH OFFICERS/ PRACTITIONERS (EHO'S) MAY ASK TO SEE YOUR HACCP. REFER THEM TO THE RADISH CATERSAFE SYSTEM WHICH IS OUR FOOD SAFETY MANAGEMENT SYSTEM BASED ON THE PRINCIPLES OF HACCP.

## HYGIENE IMPROVEMENT OR EMERGENCY PROHIBITION NOTICES

Hygiene Improvement Notices are formal legal notices which require a business to make specified improvements within a set timescale (no less than 14 days). These are used where there is no imminent risk to food safety, but there are contraventions of the law, such as defective structure, or an item of equipment needs repair or replacement. Hygiene Emergency Prohibition Notices are serious formal notices which require a business to immediately Immediately contact your line manager and the QHSE Department if the Enforcement Officer has served or is going to serve a Hygiene Improvement Notice or Hygiene Emergency Prohibition Notice.

## 4.5 SECTION E – MISCELLANEOUS

### ICE - STORAGE AND HANDLING

Ice must be made from water that is safe to drink and that it must be made, handled and stored under conditions which protect it from all contamination such as bacteria, dirt and foreign bodies. Food poisoning bacteria that could cause illness in the consumer can easily contaminate ice. It is important that measures are taken to reduce the risk of contamination so that the ice served to customers is safe.

### **ICE MACHINES**

- Must be in good working order and easy to clean;
- Must be sited in a clean, cool room away from sources of contamination;
- The manufacturer's instructions on the use of the machine must be followed, and it should be serviced regularly;
- Should be included on the weekly cleaning schedule;
- Ensure the machine is cleaned inside and outside including the drip tray;
- Ensure the door is kept closed to prevent objects dropping into the ice;
- Check door seals are in good order;
- Never store other foods in the machine.

### **REMOVING ICE FROM THE MACHINE**

- Use a plastic/metal scoop and keep the scoop in a sanitising solution, which should be changed frequently;
- Do not use a glass to remove ice because the glass could shatter in the ice;
- Do not use your hands to scoop ice because this will contaminate the ice with bacteria;
- Do not keep the scoop in the ice as bacteria on the handle could be transferred to the ice.

### ICE BUCKETS

- Preferably should be insulated; the lid must be kept in place to prevent contamination and to prevent thawing of the ice.
- They should be maintained in good condition and be cleaned and sanitised inside and out daily.
- Do not top up the ice bucket with fresh ice; empty the bucket and refill.

### <u>GLASS</u>

Contamination of food with any foreign body, but particularly from glass as a result of glass breakages in food handling areas can make food unsafe to eat and can also lead to prosecution of the food business operator. In order to minimise the risk of this occurring, we aim to minimise the amount of glass used in our operations.

The following guidelines should be followed:

- Where possible, the use of glass should be avoided in food handling and service areas.
- Glass should be replaced where possible with plastic and other suitable materials.
- Infrequently used glass items will be placed into storage until required.
- Glass items will be checked regularly for chips, cracks and other damage.
- The inside of glass bowls, dishes, etc. will be checked for chips and fragments of glass before preparing or serving food in them.
- Lightbulbs and fluorescent light tubes should be shatterproof, sleeved or protected by a shade or diffuser to prevent contamination if they break. Where they are not, we will discuss this with our Client.
- We will keep food covered as far as is practicable.

### **GLASS BREAKAGE ACTIONS**

When glass does break, the following actions will be taken:

- Clear all broken glass immediately;
- Dispose of it carefully by wrapping it in paper and placing it in a box for disposal in the correct waste receptacle;
- Check the surrounding area and all equipment for glass fragments;
- Dispose of any food near the breakage;
- Report actions to your supervisor and record the glass breakage *Equipment Faults* in the **Daily Due Diligence** form.
- Report any incidents by phone following the incident reporting procedure.

### WATER SUPPLIES

It is a legal requirement that all food businesses have a supply of hot and cold running water in the kitchen and any WC facilities used by food handlers. Water is essential for cleaning of equipment, surfaces, and for maintaining good standards of personal hygiene.

Where there is disruption to water supply, contact must be made with the Operations Manager and the QHSE Department immediately for advice. Disruption must be recorded in the **CaterSafe Record Book** and the subsequent actions that have been taken to ensure the safety of food.

## FAILURE OR INTERRUPTION OF WATER SUPPLY

#### Total Failure of Water Supply

Immediately contact your Operations Manager and the QHSE Department for advice. It will be necessary to close the unit until the water supply has been successfully reinstated.

Where issued you must follow the advice from the water company regarding the use and disinfection/treatment of any piped mains water.

#### Failure of Cold-Water Supply

The following measures may be used for short-term interruptions (short term is one service period in 24 hours) to supply only.

Stored water may be available for a short period. Tasks which are critical to ensuring the continued safety of food must be supplied with water, for example, hand washing. To conserve water, first, use up all clean crockery and cutlery, and then switch to disposables.

Pre-packed ready to eat foods only may be sold. Fresh foods may not be prepared where cold running water is not available.

The following items of equipment may need to be switched off:

- Vending machines that use water directly from the mains e.g. coffee machines
- Soft drinks dispensing machines
- Ice making machines

Once water supply has been reinstated, you will need to clean and sanitise these machines following the

manufacturer's instructions before they are put back into use. Do not switch these machines back in until the water company has confirmed that the water is safe to use.

Hand and food contact surfaces must be sanitised. There must be enough stored water available during trading to ensure that satisfactory cleaning techniques can be used.

#### Failure of Hot Water Supply

Where repair measures to reinstate hot water supply cannot be carried out immediately, the following temporary measures may be taken provided there are sufficient water supplies to ensure cleaning can be carried out effectively and hygiene and safety standards are not compromised. Temporary measures here mean interruptions of no longer than 24 hours. The client will be notified about cessation of service by the Operations Manager.

#### Equipment Cleaning

Where there is a cold feed dishwasher on site, this may be used to clean and disinfect equipment which can fit into the machine including crockery, cutlery and other utensils. Where there is no dishwasher on the site or equipment will not fit into the dishwasher, water should be heated in mobile water boilers or hot water urns and decanted into the relevant sink. Sinks should be topped up with the appropriate mix of hot and cold water to ensure that the items can be submerged. A risk assessment must be undertaken and implemented where this activity occurs.

Where there are no urns or mobile water boilers on site, water may be heated on the stove to provide a supply of hot water to the sink. Water should be heated to no more than 49°C on the stove and should be transferred in a pan on a trolley to the sink. The pan should not be more than 2/3rd's full, and care must be taken when transferring hot liquids.

Always use two people to lift large pans and ensure any spillages are dealt with promptly. Ensure that a risk assessment for this activity is completed and employees are aware of the dangers of scalding when using this process. Equipment should be sterilised in the sterilising/rinsing sink. Where there is no sterilising sink or dishwasher on site, disposable cutlery and crockery must be used.

#### Personal Hygiene

Lidded flasks or jugs of hot water (of no more than 49°C) should be placed by every wash hand basin. A plug and cold water must also be supplied for mixing. The antibacterial gel should also be used as an additional hand cleaning measure.

### Surface Disinfection

Cleaning buckets should be filled with a mix of hot water supplied by urns, kettles or stove top heating and cold water. Sanitiser should be used as per cleaning schedule.

CAUTION: BE AWARE OF THE SCALDING RISK WHEN MOVING HOT WATER AROUND THE UNIT. ALWAYS TRANSPORT IN SEALED OR LIDDED CONTAINERS. NEVER OVERFILL CONTAINERS. USE TROLLEYS WHERE POSSIBLE. REVIEW RISK ASSESSMENTS AND INSTRUCTIONS GIVEN TO STAFF.

### WASTAGE

It is understood that there will be a need to waste food because it can be difficult to plan production against fluctuating customer numbers. It is part of our policy to also dispose of all food once its shelf life has elapsed.

Wastage of food should be recorded using the appropriate form: Wastage Sheet

The recording of the wastage of food is essential to assist in the planning of meals and ordering of stock, to control food waste for environmental and financial reasons, and to see what works well within your catering unit.

These forms should be kept for six months on site and available for inspection at any time.

5. ASSOCIATED DOCUMENTS (RAD-PP-01g v1)

	Document Title	Reference Number
1	Quality Policy	CG-P-30
2	Health Safety Policy	CG-P-20
3	Environmental Policy	CG-P-19
4	Energy Management Policy	CG-P-60
5	Catersafe Record Book	RAD-M-01
6	Catersafe Policy	RAD-PP-01
7	Fitness to Work Questionnaire	RAD-F-12
8	Electrical Equipment Visual Inspection	CG-F-48
9	CaterSafe Commitments	RAD-F-11
10	Food Safety Policy	RAD-PP-01a
11	CaterSafe Review Form	RAD-F-29
12	Daily Due Diligence Forms	RAD-F-02a & RAD-F-02b
13	Weekly Due Diligence Form	RAD-F-04
14	Equipment Faults Form	RAD-F-05
15	Cleaning Schedules	RAD-F-03 – RAD-F-03d
16	Staff Training Record Card	RAD-F-31
17	Return to Work Interview Form	CG-F-330
18	Food Safety Complaint Form	RAD-F-16
19	Supplier Complaint Form	RAD-F-37
20	QHSE Agency Induction	RAD-F-38
21	Visit by Enforcement Officers Form	RAD-F-18
22	EHO visit process	RAD-PF-11
23	Wastage Sheet	RAD-F-20
24	Individual Allergen Record Form	RAD-F-26

6. APPLICABLE LEGISLATION (RAD-PP-01h v1)

# CATERSAFE

## APPLICABLE LEGISLATION

The main legislation applicable to this policy includes:

- Regulation (EC) 178/2002; General Food Law
- Regulation (EC) 852/2004 on the Hygiene of Foodstuffs
- Food Safety Act 1990 (as amended)
- The Food Safety and Hygiene (England) Regulations 2013
- Food Information Regulations 2014 (FIR)