

WE/03: Services

1.0 Introduction

- 1.1 The suitable provision of services is fundamental to the hygienic and effective operation of any food business.
- 1.2 Services would normally include gas, electricity, water supply, drainage, lighting and ventilation.

2.0 Gas

- 2.1 Gas pipes should be mounted clear of the floor and not too close to other piping that would hinder ease of cleaning.
- 2.2 Where possible flexible hoses should be used to facilitate movement of equipment, thus facilitating ease of cleaning.
- 2.3 All gas appliances will be subject to a regular programme of cleaning in order to remove dirt, debris and/or carbon, which may give rise to contamination of food.
- 2.4 All gas appliances shall be included in a 'Planned Preventative Maintenance' programme undertaken by a competent 'Gas Safe' engineer to ensure that such equipment is fit for purpose and does not present a risk of contamination to food.

3.0 Electricity

- 3.1 Provision should be made for regular maintenance, repair and cleaning operations.
- 3.2 Controls should be located clear of equipment to prevent becoming dirty and wet from cleaning operations.
- 3.3 Electrical wiring must be protected with waterproof conduits and switches should be waterproof, especially in food production areas.
- 3.4 All electrical appliances will be subject to a regular programme of cleaning in order to remove dirt, debris and/or carbon, which may give rise to contamination of food.
- 3.5 All electrical appliances shall be included in a 'Planned Preventative Maintenance' programme undertaken by a competent electrical engineer to ensure that such equipment is fit for purpose and does not present a risk of contamination to food.

4.0 Water supply

- 4.1 All cold water used for food, cleaning equipment and surfaces or for personal hygiene must be 'potable' and shall be mains fed.
- 4.2 Hot water should be discharged at a temperature of 60°C.
- 4.3 In hard-water areas hot water supplies should be softened, otherwise scale build-up will cause cleaning and operational problems and add significantly to the usage of detergent. The regular maintenance of water softeners and filters is essential to prevent contamination of water.
- 4.4 Water used for the production of ice must be of 'potable' quality. For further information on the production of ice. Refer to **Section 2 - OS/16: Production, storage and service of ice.**

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- 4.5 Where 'non-potable' water (not of drinking quality) is used in the business, for example for steam production, refrigeration and other similar purposes, it must circulate in a separate, identified system and must not connect with, or be able to get into, the systems for 'potable' (drinking quality) water.
- 4.6 If recycled water is used in processing or as an ingredient, it must not present a risk of contamination.
- 4.7 Steam that is used directly in contact with food must not contain any substance that presents a hazard to health or is likely to contaminate the food.
- 4.8 If foods are heated in hermetically sealed containers (containers that are specially sealed to be airtight), the water used to cool the containers after heat treatment **must not** be a source of contamination for the food.

5.0 Drainage

- 5.1 Food production areas should have an efficient drainage system, which must be kept clean and well maintained.
- 5.2 High-volume food production areas must have adequate drainage to allow for the effective cleaning of food rooms. Drainage channels to floors must be kept clean.
- 5.3 The cleaning and flushing of drainage systems on a regular basis should prevent solidification of grease and any blockage forming.
- 5.4 If fitted, grease traps should be emptied on a regular basis, as contents may be foul-smelling. Unpleasant grease traps should be positioned outside food rooms.
- 5.5 Equipment such as potato peelers and dishwashers, if connected directly to the drainage system, should be trapped to prevent waste pipes acting as vents for sewers.

6.0 Ventilation

- 6.1 Suitable and sufficient ventilation shall be provided in food production areas to produce a satisfactory, safe working environment and also to reduce humidity and temperature that may well assist in the rapid growth of bacteria.
- 6.2 Ambient temperatures should normally be below 25°C.
- 6.3 Ventilation should be capable of removing steam emitted from appliances such as cookers, steamers, boilers etc.
- 6.4 Filters fitted to extraction hoods and ducting must be cleaned at regular intervals to reduce the build-up of grease and dust, and prevent the risk of fire and maintain efficiency.
- 6.5 Ventilation systems with filters should not be operated with the filters missing or damaged as this can lead to a dangerous build-up of grease in the ducting
- 6.6 Where windows and doors may be utilised for natural ventilation direct from the external environment then these must be adequately protected with an appropriate fly screen or plastic strips.

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7.0 Lighting

- 7.1 Suitable and sufficient lighting must be provided throughout food premises, this includes; storerooms, corridors and stairs so that employees are able to see hazards and undertake jobs correctly.
- 7.2 Diffusers should be fitted to lighting to reduce glare and prevent contamination of products in the event of breakage.
- 7.3 Diffusers to lighting should be kept clean and maintained in good repair so as not to present a risk of contamination.

8.0 Reporting of defects

- 8.1 The timely reporting of defects to services should ensure a quick resolve for any issue that may affect the ability to produce safe food.
- 8.2 Defects should be reported through 'Estates Service Desk'
- **Phone:** +44 (0)24 765 75100
 - **Email:** Estates.Servicedesk@warwick.ac.uk
 - **Out of hours:** +44 (0)24 765 22083
- 8.3 Where defects have not been resolved within an acceptable timeframe then managers must follow-up with 'Estates Service Desk' to facilitate closeout.

Version	Date of issue	Author	Endorsed by
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