SECTION 2 - OPERATIONAL STANDARDS

OS/01: Purchasing of food

1.0 Introduction

1.1 All foods must be purchased from an 'Approved' supplier. A copy of the University's 'Approved' supplier list may be found on the Finance web-page by clicking the appropriate link.

1.2 If a department intends to use a company for the supply of foodstuffs which is not included on the 'Approved' suppliers list then the Head of Department must follow the appropriate 'Procurement' procedures as set out on the Finance web-page.

2.0 Procedure

2.1 Where a new food supplier is to be taken on then the departmental head must first enter into discussion with Procurement (CCSG) before instigating any 'take-on' process.

2.2 Prior to selecting and engaging a food supplier that is not on the 'Approved' supplier list the departmental head must ascertain whether or not it is reputable.

2.3 In all instances a 'Supplier Questionnaire' will sent to potential food suppliers by Procurement (CCSG)

2.4 The supply of 'high' and/or 'low' risk products will dictate the means of ascertaining suitability, as will the food supplier's current score as awarded under the National Food Hygiene Rating scheme.

2.5 Should the rating of a food supplier's business (as described in 2.4) be lower than that of the outlet wishing to procure food then there must be a strong case put forward for instigating the 'take-on' process.

2.6 For the supply of 'high-risk' products the:

- undertaking of a physical inspection of the premises and audit of appropriate documentation …… will be deemed appropriate

2.7 For the supply of 'low-risk' products the:

- submission of a supplier questionnaire may suffice.

2.8 If a supplier is 'exempt' from the National Food Hygiene Rating scheme, for whatever reason (e.g. manufacturer/packer) this would then warrant all actions as listed in 2.6

2.9 A copy of the 'Supplier Inspection/Audit Checklist' can be obtained from the appropriate Health & Safety Adviser (CCSG) upon request.

2.10 If deemed necessary the Health & Safety Adviser (CCSG) will be able to assist in the undertaking of any such inspection/audit.

2.11 Those responsible for undertaking an inspection/audit of a potential food supplier must complete all sections of the checklist wherever appropriate and gain sufficient evidence to ensure the supplier is complying with its legal obligations in respect to both food safety and the control of allergenic ingredients. Failure to do so may result in the supplier not being considered for the supply of goods or may cause a delay in the 'take-on' process.

SECTION 2 - OPERATIONAL STANDARDS

2.12 In the event that a manager undertakes an inspection/audit of a potential food supplier then a copy of the checklist must be forwarded to the Health & Safety Adviser (CCSG) for evaluation and endorsement for placement on to the 'Approved' supplier list.

2.13 If the company meets the required standards set out in the inspection/questionnaire criteria it may be regarded as 'Approved' for the supply of food, from a food safety perspective.

2.14 If the company does not meet the required standards set out in the inspection/ questionnaire or falls short of appropriate legislative requirements then the company **will not** be regarded as 'Approved' and therefore will not be considered for the supply of food.

Version	Date of issue	Author	Endorsed by
V3	June 2019	Graham Day; Health & Safety Adviser	Graham Hakes; Senior Health & Safety Adviser

SECTION 3: TEMPERATURE MONITORING

TM/03: Receipt of food (control sheet)

Unit:		Week-ending:	

Date	Received from	Food item	Temp	Initials

In accordance with the University of Warwick's *Food Safety Management System* all foods upon receipt must be at the appropriate legally required temperature:

1) Chilled food at 8°C or below **2)** Frozen food at -15°C to -18°C **3)** Hot food at 63°C or above

NB: in the event that foods received do not comply with the above temperatures then they must be rejected at point of delivery. Any action taken to bring 'critical-limits' back under control must be recorded on ***Control Sheet TM/14***

Signed-off by:		Date:	

Version	Date of issue	Author	Endorsed by
V3	June 2019	Graham Day; Health & Safety Adviser	Graham Hakes; Senior Health & Safety Adviser

SECTION 2 - OPERATIONAL STANDARDS

OS/02: Receipt of food

1.0 Delivery checks

1.1 All products must be examined upon receipt of a delivery, any goods not meeting food safety requirements should be rejected at point of delivery.

1.2 Any food item that carries an expired or an inadequate shelf life must be returned to the supplier, at point of delivery or isolated from stock ready to be picked up by the supplier.

1.3 Upon delivery of goods the following checks must be undertaken, wherever applicable:

- shelf life of foods: 'use-by' and 'best before' dates;
- temperature of food: chilled and frozen;
- integrity of packaging: bags, boxes, cartons, glass etc.;
- quality and freshness: sensory checks;
- temperature of vehicle: if appropriate;
- condition of vehicle: appropriate for job, in good repair, clean; and
- delivery personnel: cleanliness and appropriateness of uniform

1.4 Sample temperatures must be recorded on the appropriate control sheet. Refer to ***TM/03: Receipt of food.***

2.0 Fruit, vegetables and salad items

2.1 On delivery, visual checks can be carried out by using the natural senses, for example smell, sight, touch etc. for evidence of:

- damage, over-ripeness or discoloured produce;
- spoilage and/or mould; and
- insect and/or rodent damage.

2.2 Produce that does not meet food safety requirements must be rejected at the point of delivery.

3.0 Dried, bottled and canned goods

3.1 Physical defects in a product that warrant returning to the supplier are as follows:

- dented, rusty, leaking or blown cans;
- cracked bottles or jars;
- damaged inner packaging e.g. split bags, torn boxes:
- no labels;
- evidence of mould; and
- evidence of insect or rodent damage;

3.2 Products carrying a 'use-by or 'best-before' date must be checked to ensure that dates have not expired and that there is an adequate shelf life intact to enable the product to be sold or used under normal operating conditions.

3.3 Any food item that carries an expired date or does not have an adequate shelf life must be returned to the supplier, at point of delivery.

4.0 Frozen foods

4.1 The legal requirement for the delivery of frozen foods is -18°C; however a tolerance of -15°C is permissible at point of delivery.

4.2 The temperature of frozen foods must be checked at the point of delivery by using either an in-between pack probe and/or digital laser probe; however the latter will only provide a surface temperature.

4.3 Where appropriate a printed temperature record shall be obtained directly from the delivery vehicle and subsequently recorded on to the appropriate control sheet.

4.4 If food has started to defrost or appears to have defrosted at some point prior to receipt it must be rejected at point of delivery.

4.5 Frozen foods must be placed into frozen storage within 15 minutes upon receipt.

5.0 Chilled foods

5.1 All chilled food must be delivered at 8°C; however some manufacturers/ suppliers may indicate that certain foods need to be stored < 8°C to ensure product safety.

5.2 Chilled foods to which temperature control legislation applies must be checked at the point of delivery by using either a hand-held food probe and/or digital laser probe, the latter will only provide a surface temperature.

5.3 If applicable a printed temperature record maybe obtained directly from the delivery vehicle and subsequently recorded on the appropriate control sheet.

5.4 In the event that chilled foods do not comply with the above-mentioned requirements then they must be rejected at point of delivery.

5.5 Chilled foods must be placed into the appropriate storage with immediate effect and in any event within 15 minutes upon receipt.

6.0 Hot food

6.1 The legal temperature requirement for the delivery of hot food is > 63°C.

6.2 Hot food must be effectively covered, contained and kept separate to raw food.

7.0 Food allergens

7.1 Allergenic ingredients must not give rise to cross-contact with other foods and where appropriate, must be delivered separate to other foods.

7.2 Where there is contact from and/or spillage of allergenic ingredients and it is reasonable to believe that other foods have been affected then the affected food must be rejected at point of delivery. Refer to ***FA/03: Control of allergenic ingredients.***

SECTION 2 - OPERATIONAL STANDARDS

8.0 Rejection of goods

8.1 In the event that food/goods do not comply with food safety requirements at the point of delivery they must be rejected.

8.2 In the event that goods do not comply with food safety requirements after delivery they must be clearly identified and effectively isolated, ready for return to the supplier.

8.3 Goods awaiting return must not be reintroduced into current stock levels or the food chain.

8.4 Where a food supplier repeatedly fails to meet the requirements of this procedure then this must be taken forward to Procurement (CCSG).

8.5 Where a food supplier is not meeting its legal obligations in respect to food safety then this must be reported to the appropriate Health &Safety Adviser (CCSG).

Version	Date of issue	Author	Endorsed by
V3	June 2019	Graham Day; Health & Safety Adviser	Graham Hakes; Senior Health & Safety Adviser

SECTION 5 - TEMPERATURE MONITORING

TM/01: Temperature Monitoring

1.0 Introduction

1.1 'Due-diligence' is a defence provided under the Food Safety Act 1990, it is not a mandatory requirement of food business operators; however it will be a defence for the person charged to prove that he took all reasonable precautions and exercised all due diligence to avoid the commission of the offence by himself or by a person under his control.

1.2 'Due-diligence' involves a business establishing a system, to ensure that the storage, production and cooking of food is carried out effectively, checking that it works and recording the results of such checks. It does not matter how the results are recorded providing the records that are kept, permit the system to be verifiable and withstand examination in court.

2.0 Using digital food probes

2.1 Sample temperatures must be taken at the 'core' of the product and once the digital display has stabilised this would normally indicate the correct temperature.

2.2 Probes must be cleaned and sanitised, with an appropriate sanitising wipe between each sample temperature to eliminate the risk of cross-contamination of other foods. If there are no sanitising wipes readily available the metal piece of the probe must be washed in clean, hot soapy water, rinsed and then disinfected in hot water at >82ºC for 30 seconds.

2.3 The casing must be cleaned and sanitised on a regular basis to reduce the risk of cross-contamination, if a protective rubber boot is fitted then this must be removed, cleaned and sanitised separately.

2.4 Where the Monika system of temperature recording has been implemented food handlers will adhere to the manufacturers working guidelines but in the same instance observe the procedure mentioned in this section.

3.0 Deliveries of food

3.1 Probes, if used for accepting raw and cooked products must be effectively cleaned and disinfected in between sample recordings.

3.2 It would be deemed 'best practice' if separate food probes were used for the sampling of temperatures for raw and cooked foods.

3.3 When accepting frozen deliveries an infra-red probe may be used. Please note that these types of probes only take a surface temperature.

3.4 If on taking a sample surface temperature of frozen food and the reading is > -15ºC then the product must be rejected.

4.0 Final cooking and reheating temperatures

4.1 The temperature of foods on completion of cooking/reheating must be taken at the core of the product. Refer to **OS/06: Cooking of food.**

5.0 Temperature monitoring of appliances

5.1 Temperature recordings of refrigerators, chilled cabinets, freezers and walk-in appliances must be checked at least twice a day, for example at the start of the morning shift and end of day.

SECTION 5 - TEMPERATURE MONITORING

5.2 Temperature recordings will be taken by reading either the integral temperature display, independent thermometer, or by a fixed recording device whichever may be the case.

5.3 Temperatures must be recorded on the appropriate control sheet with any adverse temperature readings reported with immediate effect to the line-manager

6.0 Refrigerators and temperature abuse

6.1 Refrigerators, walk-in chillers and chilled cabinets should operate between the parameters of 1°C and 5°C.

6.2 In the event of an adverse temperature reading a sample temperature of food must be taken.

6.3 This could take the form of a block of margarine, lard etc. that has been stored in the appliance but which must be appropriately labelled for temperature probing purposes only

6.4 In the event that a safe temperature reading cannot be obtained the person responsible for taking temperatures must report this to their line-manager.

6.5 In the event that the temperature of food has risen higher than 8ºC but not above 12 ºC for a period of less than 2 hours then food should be transferred to an alternative unit which is capable of maintaining a safe temperature of < 8ºC and/or consumed within 12 hours or otherwise discarded.

6.6 In the event that the temperature of food has risen above 12ºC then all 'high-risk' food must be discarded with immediate effect.

7.0 Freezers and temperature abuse

7.1 Freezers must operate at - 18°C or below; however in the event of an adverse temperature reading a sample temperature of food must be taken.

7.2 In the event that a safe temperature reading cannot be obtained the person responsible for taking temperatures must report the matter to their immediate manager.

7.3 In the event the air temperature within a freezer is > -12ºC, the manager must report the fault in accordance with the "reporting of faulty equipment" procedure.

7.4 In the event that food has defrosted a decision must be taken as to whether the affected food needs to be discarded or can be used without compromising the health and welfare of consumers. The latter will depend on the temperature of the food and the length of time it has been exposed to temperature abuse.

7.5 Dependant on the time needed to rectify the fault, the door must either be kept closed and only opened if absolutely necessary or the food should be transferred to an alternative freezer capable of maintaining a constant temperature of -18ºC.

8.0 Display of hot and chilled food

8.1 The temperature of hot and chilled food must be taken at the core of the product and recorded on the appropriate temperature control sheet.

9.0 Temperature records

9.1 Appropriate procedures for the monitoring and recording of temperatures must be implemented, maintained and managed.

SECTION 5 - TEMPERATURE MONITORING

9.2 The recording and monitoring of temperatures must be applied to the following appliances:

- refrigerators, walk-in chillers & chilled cabinets;
- freezers; and
- hot & chilled storage/display cabinets.

9.3 The recording and monitoring of temperatures must be applied to the following food processes:

- receipt;
- chilled & frozen storage;
- chilled & hot display;
- cooking & reheating;
- cooling;
- blast chilling & blast freezing; and during
- transportation.

9.4 Food handlers must ensure that temperatures are taken and recorded on a twice-daily basis.

9.5 Managers must ensure that temperatures are taken and recorded on a daily basis, collated and verified on a weekly basis.

9.6 Temperature records will normally be kept for a minimum of 3-months; however where food has been 'blast-frozen' these must be kept for 9-months'

9.7 Comprehensive temperature records shall be made readily available at all times for inspection by the Health & Safety Adviser or Environmental Health Officer as part of any food safety inspection or investigation.

Version	Date of issue	Author	Endorsed by
V3	June 2019	Graham Day; Health & Safety Adviser	Graham Hakes; Senior Health & Safety Adviser

OS/17: Dating and labelling of food

1.0 Introduction

1.1 When calculating the shelf life of food that has been decanted from its aseptic packaging or that of a ready-to-eat dish a 'use-by' date will be the only type of date label accepted in order to secure the safety of food items. 'Use-by' dates must not compromise the health and wellbeing of consumers.

1.2 It will be a criminal offence to sell, or have in possession for sale, food that has passed its 'use-by' date.

2.0 Chilled perishable food (bought-in)

2.1 The shelf life set by the manufacturer/supplier is only valid whilst food is stored in the aseptic packaging and at the correct storage temperature.

2.2 Once opened, a new 'use-by' date must be calculated and affixed. This can be done by observing the manufacturers'/suppliers' storage guidelines on the packaging.

2.3 If the manufacturers'/suppliers' storage guidelines are not readily available an appropriate shelf life must be calculated and clearly affixed.

2.4 If there is no evidence of the manufacturers'/suppliers' storage guidelines then advice shall be sought from the company in question.

2.5 Any such product must be used before the manufacturers'/suppliers' shelf life has expired.

3.0 Frozen food (bought-in)

3.1 The shelf life set by the manufacturer/supplier is only valid whilst the food is stored in the original, un-opened, aseptic packaging and stored at the correct storage temperature.

3.2 Once decanted from the freezer a 'defrost' and further 'use-by' date must be calculated and affixed. The latter can be calculated by observing the manufacturers'/suppliers' storage guidelines.

3.3 If there is no evidence of the manufacturers'/suppliers' storage guidelines then advice should be sought from the company in question.

3.4 Any such product must be used before the manufacturers'/suppliers' shelf life has expired.

4.0 Compound salads (prepared at unit-level)

4.1 Once completed, dates of 'production' and 'use-by' must be calculated and affixed.

4.2 Compound salads containing 'high-risk' food items would normally attract a 72 hour shelf life, however could be lengthened if proven that the health and wellbeing of consumers would not be compromised.

4.3 Composite ingredients used in the assembly of such salads must have an adequate shelf life and which must not expire before the 'use-by' date of the completed compound salad.

5.0 Ready-to-eat dishes (prepared at unit-level)

5.1 Once completed, the food handler must calculate and affix dates of 'production' and 'use-by'.

5.2 Dishes containing 'high-risk' food items would normally attract a 48 hour shelf life, however could be extended if proven that the health and wellbeing of consumers is not to be compromised.

5.3 The shelf life of any composite ingredient used must not expire before the 'use-by' date of the completed ready-to-eat dish.

6.0 Bottled sauces, pickles and condiments

6.1 Once opened, such items must show a date of 'opening' and a 'use-by' date, the latter can be calculated by observing the manufacturers' storage guidelines.

6.2 If there is no evidence of the manufacturers'/suppliers' storage guidelines then advice should be sought from the company in question.

6.3 Any such product must be used before the manufacturers'/suppliers' shelf life has expired.

7.0 Date labelling system

7.1 It will be the responsibility of the manager to identify, document, implement and maintain an appropriate system for date labelling within respective outlets.

7.2 It will be the responsibility of the manager to make all staff under their control aware of the date labelling system in operation.

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SECTION 5 - TEMPERATURE MONITORING

TM/04: Storage of food (control sheet)

Unit		Week-ending		Verified by		Date	

Appliance	Monday		Tuesday		Wednesday		Thursday		Friday		Saturday		Sunday	
	AM	PM	AM	PM	AM	PM	AM	PM	AM	PM	AM	PM	AM	PM
Appliances' checked for out-of-date food e.g. PM														
Operatives initials														

In accordance with the University of Warwick's *Food Safety Management System* foods must be stored at the appropriate legally required temperatures.

1) Refrigerators & cabinets between 1°C and 5°C. 2) Chilled perishable food < 8°C. 3) Freezers at -18°C.

NB: where appliances and foods do not comply with the above temperatures this must be reported to a supervisor with immediate effect who must then take the appropriate action taken to bring the safety of food back under control. Any action taken to bring 'critical-limits' back under control must be recorded on ***Control Sheet TM/14***

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SECTION 5 - TEMPERATURE MONITORING

TM/02: Food temperature probes

1.0 Procurement of food temperature probes

1.1 Where manual temperature recordings of food are to be taken an appropriate digital food probe must be procured through a nominated supplier. Such probes must be accompanied by a valid certificate of calibration.

1.2 Where the MONIKA system is in place then it will be the responsibility of the appropriate manager to ensure that food probes are functioning correctly and if not are then replaced in a timely manner.

2.0 Calibration and testing of digital food probes

2.1 Food probes must hold a valid certificate of calibration at all times and any such certificate should be retained in this section of the food safety manual.

2.2 Food probes must be taken through an in-house check every two weeks check in order to maintain confidence in achieving accurate readings. This can be undertaken by placing the probe into:

- ice at 0°C and boiling water at 100°C.

…… readings must be recorded on the appropriate control sheet. Refer to ***TM/15: Calibration of food probes.***

2.3 An upward or downward deviance of 0.5ºC would normally show that the probe is not effectively calibrated and therefore it should either be recalibrated or replaced with immediate effect. In the event a probe is in need of calibration or replacement the manager must provide a substitute probe in order to ensure continuity of temperature monitoring.

3.0 MONIKA monitoring system

3.1 Where the Monika system of temperature recording has been implemented food handlers will adhere to the manufacturers working guidelines but in the same instance observe the procedures mentioned in this section where applicable.

4.0 Managers responsibility, to ensure that;

4.1 All food handlers have been effectively trained in the use, cleaning and disinfection of food probes.

4.2 A working probe and bacterial probe wipes are readily available in the unit at all times.

5.0 Food handlers' responsibility, to ensure that;

5.1 They have received training in the use, cleaning and disinfection of food probes.

5.2 Temperatures are taken correctly and recorded in compliance with the local procedure.

5.3 Food probes are used and handled in an appropriate manner to ensure optimum life expectancy.

5.4 Defects to probes are reported to the line-manager in a timely manner.

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SECTION 2 - OPERATIONAL STANDARDS

OS/03: Storage of food

1.0 Introduction

1.1 Storage facilities must offer protection against contamination, deterioration and damage.

1.2 Contamination may well be attributed to micro-organisms, chemicals, physical objects and/or pest infestation. Cross-contact may occur where allergenic ingredients are stored with other foods.

1.3 Deterioration may occur if food spoilage organisms are allowed to grow thereby causing chemical changes within the food.

1.4 Damage may be caused by the ingress of food pests or through incorrect storage.

1.5 To ensure that foods are stored safely the working temperatures of refrigerators, freezers etc. must be monitored on a regular basis and subsequently recorded on the appropriate control sheet. Refer to ***TM/04: Storage of food.***

2.0 Chilled storage of food

2.1 The legal requirement for the storage of chilled foods is 8°C, however some manufacturers/ suppliers may indicate that certain foods need to be stored at a lower temperature in order to ensure product safety, in this event the temperature must be identified and adhered to.

2.2 Raw and cooked foods must be kept apart to eliminate the risk of cross-contamination.

2.3 Raw meat, poultry and wet fish must be stored in containers and effectively covered to prevent spillage and the risk of drips.

2.4 If raw and cooked foods are stored in the same appliance then 'high-risk' cooked foods must always be stored above raw foods.

2.5 Food must be protected from contamination and therefore must be covered at all times.

2.6 All food must be dated, labelled and in-date.

2.7 Regular checks must be undertaken to identify the shelf-life of foods. Any food that has passed its 'use-by' date must be discarded.

3.0 Frozen storage of food

3.1 The legal temperature requirement for the storage of frozen foods is -18°C.

3.2 Raw and cooked foods must be kept apart during storage in order to reduce the risk of cross-contamination.

3.3 In the event that raw and cooked foods are stored in the same appliance then cooked foods must always be stored above raw foods.

3.4 Frozen foods must be protected from contamination throughout storage and therefore must be effectively wrapped at all times.

3.5 All food must be dated, labelled and in-date.

3.6 Regular checks must be undertaken to identify the shelf-life of foods. Any food that has passed its 'best-before' date must highlighted and the appropriate action taken.

SECTION 2 - OPERATIONAL STANDARDS

4.0 Dry storage of food

4.1 Upon storage of dry goods, the storage area must be;

- well ventilated;
- cool & dry;
- well lit; and
- clean & tidy.

4.2 All open foods must be stored off the floor, a minimum height of 18 inches would be regarded as good practice, in order to reduce the risk of contamination, pest infestation and to aid cleaning of the immediate surrounding floor area.

4.3 Once opened, all part-used packs of food must be effectively resealed or decanted into a clean airtight container with a lid.

4.4 On decanting of such foods they must be clearly labelled and an appropriate shelf life (e.g. 'best-before' date) must be calculated and affixed.

5.0 Fresh fruit and vegetables

5.1 It is regarded as 'best practice' to decant fresh fruit and vegetables into clean and hygienic food-safe containers.

5.2 Fruit and vegetables must be checked on a regular basis to identify deterioration in quality of which must subsequently be discarded.

6.0 Stock rotation

6.1 Effective stock rotation ensures that food is not wasted and therefore maximises profit and reduces customer complaints

6.2 The fundamental principle of stock rotation is 'First In, First Out' (FIFO)

6.3 Stock rotation of food involves the use of food with the earlier 'use-by' or 'best-before' dates first.

6.4 When placing food into storage dates must be checked

6.5 Upon delivery those foods with the longer shelf lives must be placed to the back of the shelf and those with the shorter shelf life must be brought to the front of the shelf.

6.6 Always decant food with the shortest shelf life from storage first.

6.7 Remove any out-of-date stock from storage

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SECTION 2 - OPERATIONAL STANDARDS

OS/05: Preparation of food

1.0 Introduction

1.1 Cross-contamination is defined as the "transference of harmful bacteria from a source to a high-risk food". During the preparation of food if control measures are inadequate there is the potential for cross-contamination, whether it is direct or indirect.

1.2 Direct cross-contamination occurs when harmful bacteria are transferred from a 'source' to a high-risk food. Examples of 'sources' are:

- raw foods (meat, poultry, vegetables, fruit and eggs);
- humans (food handlers & non-food handlers);
- food pests (animals);
- contaminated water, air, dust & dirt.

1.3 Indirect cross-contamination occurs when harmful bacteria are transferred from a 'source' to a high-risk food via a 'vehicle of infection'. Some examples of 'vehicles of infection' are:

- hands;
- cleaning cloths;
- chopping boards, work surfaces and knives;
- door handles (refrigerators, freezers); and
- taps (hand basins, sinks).

2.0 Prevention of cross-contamination

2.1 To eliminate the risk of cross-contamination the effective separation of raw and cooked foods must be implemented throughout all stages of food preparation. Where adequate workspace allows such preparation must take place in designated areas, using the correct colour-coded equipment.

2.2 Where workspace does not allow for total segregation of raw and cooked foods, but using the correct colour-coded equipment an effective cleaning and disinfection regime must be implemented, managed and recorded at regular intervals.

2.3 Where food is to be tasted this must be carried out using a clean spoon, spoons must be replaced or cleaned effectively before food is tasted again.

2.4 The handling of ready-to-eat foods must be kept to a minimum to prevent contamination from dirty and/or unwashed hands.

3.0 Washing of foodstuffs

3.1 All salad items, fresh spices, non-peel-able fruit and vegetables, especially if they are to be eaten raw must be washed effectively in clean, cold potable water, prior to preparation. However where the appropriate environmental health authority requires that such items are washed and sanitised with an appropriate sanitising solution then this must be carried out.

SECTION 2 - OPERATIONAL STANDARDS

4.0 Colour-coded chopping boards and knives* (where applicable*)

4.1 To eliminate the risk of cross-contamination a system for the use of colour-coded chopping boards must be implemented.

4.2 The following colour-coded system for chopping boards and knives has been identified as the adopted practice within food preparation areas:

- red - raw meat;
- blue - raw fish;
- yellow - cooked meats & cooked fish;
- green - washed salad items;
- brown - vegetables; and
- white - bread and dairy products.

4.3 Chopping boards and knives must be cleaned and disinfected after each and every use.

4.4 Where chefs' personal knives are used these must always be appropriate to the task in hand, kept in a good state of repair, cleaned and disinfected after each and every use.

4.5 Receptacles' used for the storage of knives must always be kept clean and tidy.

5.0 Fabrication of surfaces and equipment

5.1 All equipment and food preparation surfaces that come into contact with food must be in a good state of repair, clean and of food-grade quality.

5.2 Equipment and food preparation surfaces may be classed as food-grade quality if they are free from crevices, cracks or corners in which dust and food debris may accumulate, impervious to water and can be cleaned and disinfected effectively.

6.0 Cleanliness of food preparation surfaces

6.1 All hand-contact and food-contact surfaces must be included in the daily cleaning schedule.

6.2 Surfaces must be cleaned prior to and after use with the appropriate sanitiser.

6.3 When sanitising equipment and surfaces extra care and attention must be paid to any awkward areas that may harbour dirt and bacteria, for example:

- vacuum packing machines;
- slicing machine blades;
- can opener blade; and
- under ledges to preparation tables and equipment.

7.0 Personal hygiene

7.1 Food handlers must observe and follow all requirements of the relevant procedures on hand washing, personal hygiene and reporting of illness whilst taking food handling duties. Refer to ***Section 7*** - ***Fitness to Work.***

8.0 Polypropylene gloves

8.1 If polypropylene gloves are worn they must be changed at regular intervals and must not be deemed as a substitution for the regular and effective washing of hands.

8.2 Gloves must be changed in between tasks, upon which hands must be washed.

9.0 Time and temperature limitations

9.1 Food must not be prepared too far in advance as this may give rise to growth of micro-organisms, therefore should be prepared as near to service time as possible.

9.2 Food must not be kept in the temperature 'Danger Zone' (5°C - 63°C) for extended periods of time as this may promote the growth of micro-organisms.

9.3 Food must be prepared as quickly as possible and then refrigerated or cooked. Where a large volume of food needs to be prepared prior to cooking then the preparation of small batches of food should be considered with the remainder stored in a temperature controlled environment until required.

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SECTION 4 - FOOD ALLERGENS

FA/02: Common food allergens

1.0 Introduction

1.1 Whilst almost any food protein can give rise to an allergic reaction in some people, the most common allergenic ingredients as set out in Commission Directive 2007/68 Annex IIIa (amending Annex IIIa to Directive 2000/13/EC) are addressed within the following guidance.

1.2 Of the fourteen identified common food allergens within the European Community from here on examples of foods and derivatives known to contain such allergens or which could potentially contain allergens are listed within each section. Examples of foods listed are by no means exhaustive.

2.0 Cereal containing gluten

2.1 Cereals can cause food allergy, although not common. Coeliac disease (autoimmune disease) or intolerance to gluten is a reaction to the protein gluten found in cereals such as; wheat, barley and rye and hybridised strains. Oats contain a protein of a similar structure which can also cause problems.

2.2 As from 1st January 2012 certain foods are no longer able to be labelled as 'gluten-free'. The new ruling allows for two claims in order to describe foods suitable for persons with an intolerance of gluten. Claims apply to food where gluten is knowingly an ingredient or present as a result of cross-contamination, such claims are as follows.

2.3 **'gluten-free'**- for foods **containing no more than 20ppm**

- are specially made for someone with gluten intolerance, by using an ingredient that has been treated to reduce its gluten content (such as bread made with gluten-reduced flour);
- and/or have a gluten-containing ingredient substituted with one that does not contain gluten (such as pasta made from rice instead of wheat); and
- are everyday foods that meet the gluten limit even though they are not specifically made for this purpose (such as a soup made only from vegetables).

2.4 **'very low gluten'**- such foods **must not contain greater than 100ppm**

- only for foods that are specifically prepared for people with a gluten intolerance. They may contain between 21 and 100 parts of gluten in a million and contain an ingredient that has been specially processed to reduce its gluten content. They may also contain substitute ingredients.

2.5 Where ready-to-eat products have been brought-in and they comply with claims made in 2.3 'gluten-free' and 2.4 'very low gluten' then they may be sold as so providing the aseptic packaging has not been breached and there has been no potential for cross-contact with gluten.

2.6 If food does not comply with such claims it must not be described as 'gluten-free' or 'very low gluten'

2.7 Where products have been brought-in and they comply with claims made in 2.3 'gluten-free' and 2.4 'very low gluten'; however they are to be opened and used in the preparation of other meals and potentially exposed to cross-contact with gluten then those claims will become invalid.

2.8 Products identified in 2.7 when used in the preparation of other meals, upon completion and are ready for service may be labelled as **'no-gluten containing ingredients'**, to let customers know that the food does not contain any such ingredients

2.9 Meals labelled as 'no-gluten containing ingredients' must have been prepared under such conditions that either eliminate or reduce the risk of cross-contact with gluten.

3.0 Wheat, barley & rye (gluten-containing grains)

3.1 The following cereals are known to contain **gluten**:

3.2 **Wheat** and products thereof, for example:

Bran	Bulgar	Cereal binder	Couscous
Wheat flour	Spelt flour	Kamut flour	Wheat germ

3.3 **Barley** and products thereof;

Pearl barley	Malt extract	Maltose	Malt vinegar
Beer	Fructan	Soups	Caramel colouring

3.4 **Rye** and products thereof, for example:

Rye bread	Pumpernickel	Crisp bread	Rye flour
Rye beer	Kvass		

3.5 Except:

Wheat-based glucose syrups including dextrose
Wheat-based maltodextrins
Glucose syrups based on barley
Cereals used in distillates/ethyl alcohol of agricultural origin for spirit/alcoholic beverages

4.0 Oats

4.1 Oats contain **avenin**, which is a protein similar to gluten; nevertheless, research has shown that most people with coeliac disease can tolerate gluten-free oats.

4.2 However, problems may occur if oats are produced in the same location as wheat, barley and rye, as the oats can become contaminated with these other grains

4.3 **Oats** and products thereof, for example:

Oatmeal	Oatcakes	Porridge	Muesli
Flapjacks	Breakfast cereals		

5.0 Corn - not an allergen

5.1 Corn is a type of grain, but from a different branch of the family than the gluten grains such as; wheat, barley, rye and oat. Corn contains a substance known as 'corn gluten', which is not the same type of gluten.

5.2 Corn in most forms is usually is gluten-free, but not always. A predisposed person may show an allergic reaction towards corn and its by-products; however, corn is **not** a common food allergen.

SECTION 4 - FOOD ALLERGENS

6.0 **Milk** and products thereof (including lactose), for example:

6.1 Cow's milk allergy is the most common food allergy in young children and babies under one year of age. Symptoms are often mild, however can cause anaphylactic reactions in some individuals. The milk from goats and sheep both contain lactose and therefore are not suitable as a substitute for cow's milk.

Milk - all types	Butter	Cheese - all varieties	Cream - all varieties
Fromage frais	Yoghurt	Crème fraiche	Ice cream

6.2 Except:

Where used in distillates /ethyl alcohol of agricultural origin for spirit/alcoholic beverages

7.0 **Egg** and products thereof, for example:

7.1 Egg allergy is common in young children, however approximately 50% tend to grow out of this allergy as they get older. Many cases of egg allergy tend to be mild and are associated with eczema.

Eggs - all varieties	Egg white/yolk	Dried egg	Lecithin
Ovoglobulin	Albumin	Vitellinin	

8.0 **Fish** and products thereof, for example:

8.1 Allergy to fish is more common in adults than in children, but can be severe, and frequently causes anaphylaxis. No fish is safe for those people who show allergic reactions towards fish. Very allergic people may even react to the smell and cooking vapours of fish.

Fish all species	Fish sauce	Fish paste	Fish extracts
Crab sticks	Worcester Sauce	Omega-3 rich oils	

9.0 **Crustaceans** and products thereof, for example:

9.1 Crustaceans are one of two sub-groups of shellfish, the other being molluscs (see 10.0). Shellfish are biologically different to fish and are classed as 'aquatic invertebrates'.

9.2 This type of allergy is fairly common; however is rare in young children and not usually seen until the teenage years or adulthood, this may be a reflection that shellfish does not normally from part of the diet throughout the early years. People who are sensitive can react to different types of crustacean.

Shrimps	Prawns	Lobster	Langoustine
Crayfish	Scampi	Shrimp paste	Crab

10.0 **Molluscs** and products thereof, for example:

10.1 There is a sharp legal distinction because Annex IIa of the new EU labelling directive makes the listing of crustaceans and crustacean products on labels mandatory but does not currently specify labelling molluscs.

10.2 There is a clear biological difference between molluscs and crustaceans but some limited cross-reactivity has been reported. Cross-reactions are found between molluscs especially within the same class, for example; bivalves, cephalopods or gastropods

Bivalves	*Cephalopods*	*Gastropods*
Cockles	Squid	Abalone
Mussels	Octopus	Winkles
Scallops	Cuttlefish	Whelks
Oysters		Snails (terrestrial)
Clams		

11.0 **Peanuts** and products thereof, for example:

11.1 Peanuts are classed as a 'legume' and are related botanically to foods such as peas, beans and lentils. They are a common cause of allergy, affecting 1-2% of the UK population and can cause severe, anaphylactic reactions and are the most common cause of fatal food allergy. A significant proportion of people with a peanut allergy also react to tree nuts. There is an increase in the allergenicity of peanuts once they are exposed to heat treatment, especially roasting.

Arachis oil	Berr nuts	Cacahuete	Goober nuts/peas
Groundnuts	Mandalona nuts	Monkey Nut	Satay sauce

12.0 **Nuts** and products thereof, for example:

12.1 Tree nuts are a common cause of food allergy and are capable of producing anaphylactic reactions in susceptible individuals. Multiple nut sensitivities are frequent, as well as cross-reactivity with peanuts. People rarely grow out of a nut allergy.

Almond	Brazil nut	Cashew nut	Hazelnut
Pecan nut	Macadamia	Walnut	Nut butters/oils
Marzipan (almond)	Frangipane (almond)	Praline (hazelnut)	

13.0 **Soya** and products thereof, for example:

13.1 Soya allergy is more prevalent in young children but quite often grow out of soya allergy by 2 years of age.

Lecithin (E322)	Soya beans	Soya flour
Soya proteins	Soy sauce	Soya tofu / Bean-curd
Edamame beans	Textured soya protein	Soya infant formula

14.0 **Lupin** and products thereof, for example:

14.1 It is believed that Lupin cross reacts with peanuts, hence anyone suffering with a peanut allergy should avoid eating Lupin. Lupin flour may be mixed with baker's flour as a baking enhancer and may be found in cake and pasta products produced Europe.

Lupin flour / Lupine	Lupin beans / seed	Pastry cases / goods
Waffles	Pancakes / Crepes	Pizza

15.0 **Sesame seeds** and products thereof:

15.1 Allergy to sesame is on the increase within the UK and can cause severe reactions, including anaphylaxis. There may be some allergenic cross-reactivity between nuts and seeds

Arnjoli / Halva	Benniseed/benne	Cingili/gingelly
Furikake seasoning	Gomashio seasoning	Teel/till
Hummus / Tahini	Sesame oil	Sesame paste

16.0 **Celery** and products thereof, for example:

16.1 Celery (including celeriac) is a common cause of oral allergy syndrome amongst adults in mainland Europe, where celeriac is also common. Symptoms range from mild to severe anaphylaxis

Celery powder	Celery seeds	Celeriac powder
Soup	Vegetable stock	

17.0 **Mustard** and products thereof, for example:

17.1 Mustard allergy is not common in the United Kingdom

Mustard paste / powder	Mustard flour / leaves	Soups
Meat products	Salad dressings	Marinades
Sauces	Curries	

18.0 **Sulphur dioxide & sulphites**

18.1 Sulphur dioxide is sometimes used as a preservative for dried fruits owing to its antimicrobial properties and is sometimes referred to as E220, when used in this way it maintains the colourful appearance of fruit and prevents rotting.

18.2 Sulphite is a chemical and may be present in a natural state in certain foods, but is generally added as a preservative and/or enhancer. Problems can occur when it acts as a 'chemical irritant 'or due to 'hypersensitivity'. People who are intolerant towards natural sulphites should also avoid added sulphites (E221-228).

Preservative	Example
E220 Sulphur dioxide	Broad range of acidic foods
E221 Sodium sulphite	Egg yolk & products thereof, bread, caramel
E222 Sodium bisulphite	Pickles, fruit juice, dairy products
E223 Sodium metabisulphite	Bakery & potato products
E224 Potassium metabisulphite	Pickled onions, wine, preserved fruits, shellfish
E225 Potassium sulphite	Beer
E226 Calcium sulphite	Cider, sugar, fruit juice
E227 Calcium hydrogen sulphite	Beer
E228 Potassium hydrogen sulphite	Acid preserved fruits, wine

OS/06: Cooking of food

1.0 Introduction

1.1 Inadequate cooking can present a serious risk to food safety. Raw meat, poultry, eggs and raw vegetables must be treated as potentially being contaminated with food poisoning (pathogenic) bacteria, and therefore it is essential that these foods are thoroughly cooked. The critical stage of cooking is designed to eliminate or reduce the amounts of bacteria and toxins on or within such foods. Refer to ***CCP/01: Cooking of food.***

1.2 The fundamental objective is to cook food immediately prior to service, wherever possible. The amount of food to be cooked must be controlled to reduce, so far as is reasonably practicable the need for reheating, chilling or freezing down.

1.3 As an integral part of the Hazard Analysis system the monitoring of final 'cooking' temperatures must be recorded to ensure that food is safe to eat and as supportive evidence in the event of a defence of 'due-diligence'.

1.4 All joints of meat and poultry must be thoroughly defrosted prior to cooking, using method/s as identified in the appropriate procedure. Refer to ***OS/04: Defrosting of food.***

2.0 Joints of meat - bone in (beef and lamb)

2.1 Exceptions for achieving a general core temperature of 75°C for 30-seconds are for the cooking of whole cuts of beef or lamb that are intended for service in a rare or medium state. Such joints of meat must be solid.

3.0 Joints of meat - boned & rolled, minced products

3.1 Joints of meat that have been boned and rolled as well as processed items such as; sausages, burgers, meat loaf and pâté have been through a process where contamination is taken from the surface area into the centre of the product. Such products must be cooked to a core temperature of 75°C for 30-seconds.

4.0 Casseroles, stews and pie fillings (containing meat or poultry)

4.1 Where minced or diced meat/poultry is used as an ingredient for a dish it must be cooked to a core temperature of 75°C for 30-seconds due to the fact that mincing and dicing will distribute contamination throughout the product.

5.0 Steaks & cutlets

5.1 When cooked pink or undercooked e.g. blue, rare and medium-rare this would normally not present a risk of harm upon consumption as any bacteria present on the surface of the meat would be destroyed during the cooking process.

6.0 Joints and cuts of poultry (whole carcase, boned and rolled)

6.1 Chicken, turkey and other poultry products are more likely to have contamination within the meat muscle and cavity.

6.2 Whole carcase, boned & rolled joints and cuts of poultry must achieve a core temperature of 75°C for 30-seconds. Joints and cuts of poultry must not be cooked rare with the exception of duck breast (game), if so requested by the customer.

6.3 Whole chicken, turkey etc. must not be cooked with stuffing inside the body cavity as this will hinder the effective cooking and destruction of pathogenic bacteria within the carcase. Stuffing should be cooked separately.

7.0 Fish entrees

7.1 Where fish is sautéed, grilled, steamed, baked etc. the final cooking temperature would not normally reach 75°C as this would ultimately affect the quality of the finished product.

7.2 The food handler must be confident that the time and temperature combination used for the cooking of any such fish will not compromise the health & wellbeing of those consuming the end product.

8.0 General cooking of foods

8.1 Foods can be cooked by using the following time/temperature combinations, for example:

- 80°C for 6 seconds;
- 75°C for 30 seconds;
- 70°C for 2 minutes; or
- 65°C for 10 minutes.

8.2 Using a specific time/temperature combination for cooking a particular food must not compromise the health & well-being of the end-consumer.

9.0 Temperature monitoring

9.1 Recordings must be taken at the centre of a solid joint of meat or the deep muscle of breast and leg of poultry.

9.2 The cooking temperature of food must be monitored using an appropriate probe thermometer.

9.3 On completion of cooking, the core temperature must be recorded on the appropriate control sheet. Refer to ***TM/05: Cooking of food.***

10.0 Acrylamide in food

10.1 Acrylamide is a chemical that can form in certain foods during the cooking process especially when high temperatures are applied, such as frying, roasting, and baking. Sugars and amino acids that are naturally present in foods form to produce acrylamides. It does not come from food packaging or the environment.

10.2 For further information on acrylamide in food. Refer to ***FH/01: Acrylamide in food***.

SECTION 5 - TEMPERATURE MONITORING

TM/05: Cooking of food (control sheet)

Unit:		**Week-ending:**	
Verified by:		**Date:**	

Date	Dish/ Product	Temp	Time	Initials

In accordance with the University of Warwick's *Food Safety Management System* all foods upon completion of cooking shall attain a 'core' temperature of 75°C (for 30 seconds), unless an appropriate time/temperature combination has been sanctioned, and of which shall not present a risk to the health and well-being of the end consumer. Any action taken to bring 'critical-limits' back under control must be recorded on ***Control Sheet TM/14.***

NB: ensure the temperature probe is cleaned and disinfected after each and every use

Version	Date of issue	Author	Endorsed by
V3	June 2019	Graham Day; Health & Safety Adviser	Graham Hakes; Senior Health & Safety Adviser

OS/10: Holding and display of hot food

1.0 Introduction

1.1 Upon completion of cooking if food is to be held hot whether it be in temporary storage awaiting service or on display on a heated then it must be held at a temperature that will prevent the multiplication of pathogenic bacteria and subsequent formation of toxins.

1.2 Hot food that is to be held and/or displayed must be maintained at the minimum legal temperature of >63°C.

2.0 Display of hot food

2.1 In the event that the temperature of food falls below 63°C for a continuous period of 2 hours then it must be discarded.

2.2 A 'core' temperature of food must be taken once it has been placed on display for service and then at hourly intervals with records documented on the appropriate control sheet. Refer to ***TM/08: Display of hot food.***

2.3 Wherever practicable food must be covered in order to help maintain safer, higher storage temperatures and to minimise the risk of both bacterial and physical contamination.

2.4 In the event that the turnover of hot-food is rapid it would not normally be expected to take sample temperatures owing to the minimal amount of time and subsequent lack of temperature abuse it may be subject to whilst on display. However such food must have been probed prior to display in order to show due-diligence.

2.5 Where food has been cooked, chilled and subsequently reheated for the purpose of hot display then upon return to the kitchen the senior chef on duty will ensure that it is discarded and not re-used.

2.6 Food may only be chilled-down if there is documented evidence to show that food has been stored > 63°C prior to and throughout display, and if it has not been reheated before.

2.7 The manager or authorised person who is responsible for the service delivery of food must ensure that the safety and quality of food is not compromised.

Version	Date of issue	Author	Endorsed by
V3	June 2019	Graham Day; Health & Safety Adviser	Graham Hakes; Senior Health & Safety Adviser

SECTION 5: TEMPERATURE MONITORING

TM/08: Display of hot food (control sheet)

Unit:		**Week-ending:**	
Verified by:		**Date:**	

Date	Dish/ Product	Appliance	Temp	Time	Initials

In accordance with the University of Warwick's *Food Safety Management System* a core temperature of > 63°C or below must be attained whilst food is held on hot display. In the event of 5°C but no > 12°C then a '2½ hour' ruling may be applied, after which all 'high-risk' food must be discarded. Any action taken to bring 'critical-limits' back under control must be recorded on ***Control Sheet TM/14.***

NB: ensure the temperature probe is cleaned and disinfected after each and every use.

Version	Date of issue	Author	Endorsed by
V3	June 2019	Graham Day; Health & Safety Adviser	Graham Hakes; Senior Health & Safety Adviser

OS/07: Cooling of food

1.0 Introduction

1.1 Dishes and products containing diced or minced meat, cooked rolled joints, rice and pasta may contain pathogenic spore-forming bacteria. Such bacteria have the capability to survive the initial cooking process, and if present within food that is exposed to a prolonged period of cooling, will grow and subsequently release a harmful toxin into the food. Prolonged cooling at ambient temperatures has been identified as a contributory factor in food poisoning.

1.2 As an integral part of the Hazard Analysis system the monitoring of the 'cooling' process should be recorded to ensure that safe food is produced. Monitoring will also highlight how long food takes to cool and remains within the danger-zone.

1.3 All food must be cooled to an acceptable temperature prior to being placed into chilled storage in order to maintain the internal temperature of the chilled appliance. Any upward deviation in the internal temperature of a chilled appliance may well compromise the safe storage of food.

2.0 Cooling procedures

2.1 On completion of cooking one of many procedures may be adopted to accelerate the cooling process:

- liquid and semi-liquid foods should be decanted to a maximum depth of 2½inches/ 64mm;
- cooked meat joints and poultry should be removed from the cooking vessel and placed into a clean container. Adequate space between joints should allow for effective airflow;
- it shall be regarded as 'best practice' for joints of meat prior to being cooked being reduced in size e.g. 6lbs/2.7kilos;
- the base of containers can be supported off the work surface in order to allow the passage of air beneath;
- appropriate containers of hot food may be immersed in a sink of cold water and stirred on a regular basis;
- cooling of food must take place in the coolest part of the kitchen, wherever possible must be covered and in an area where there is no raw meat, poultry, fish or vegetables;
- the cooling of food must not take place adjacent to open doors or windows, as this may give rise to contamination from airborne bacteria, dust and/or insect pests; or
- a blast-chiller may be used to accelerate the cooling process; however time and temperatures must be recorded on the appropriate control sheet. Refer to ***TM/09: Blast chilling of food.***

2.2 Food items cooled at room temperature must be refrigerated within 90 minutes on completion of cooking and 'best-practice' would involve effective monitoring.

3.0 Cooling of large joints and hams

3.1 Research undertaken into the safe cooling practices recommends that:

Uncured meats e.g. roast; pork, beef, lamb etc.

Cooling times (hrs.)	Best practice	Maximum
- to 50°C	1-hour	2½-hours
- from 50°C to 12°C	6-hours	6-hours
- from12°C to 5°C	1-hour	1½-hours
Total time to 5°C	**8-hours**	**10-hours**

Cured meats e.g. hams

Cooling times (hrs.)	Best practice	Maximum
- to 50°C	1¼-hour	3¼-hours
- from 50°C to 12°C	7½-hours	7½-hours
- from12°C to 5°C	1¼-hour	1¾-hours
Total time to 5°C	**10-hours**	**12½-hours**

3.2 The above information has been extracted from information published by the Campden and Chorleywood Food Research association and would refer to Review Nº8 (Glaze J, Shaw R and Archer J (1998). "The Identification and Prevention of Hazards Associated with Slow Cooling of Hams and Other Large Cooked Meat and Meat Products" for more detailed information.

3.3 Cooling times and temperatures must be monitored and recorded on the appropriate control sheet.

4.0 Foods cooled prior to blast-chilling/freezing

4.1 In any event the cooling down period must not exceed 30-minutes.

4.2 For the 30-minute cooling down period any of the afore-mentioned methods in the previous section may be used.

4.3 It would be regarded as 'best practice' for joints of meat to be reduced in size e.g. 6lbs/2.7kilos, thereby aiding cooling and subsequent rapid chilling/freezing. Refer to ***TM/09: Blast chilling of food.***

Version	Date of issue	Author	Endorsed by
V3	June 2019	Graham Day; Health & Safety Adviser	Graham Hakes; Senior Health & Safety Adviser

OS/12: Blast chilling of food

1.0 Introduction

1.1 Blast-chilling is an effective procedure for the rapid cooling of food with a subsequent storage temperature range of 1°C and 5°C being effectively implemented and managed.

1.2 The storage and shelf-life of blast chilled food must not exceed 72 hours.

2.0 Procedure

2.1 Wet dishes such as; casseroles, pies, lasagne etc. must be kept to a maximum depth of 64mm/2½ inches to allow for effective chilling.

2.2 In any event the process of blast chilling must commence within 30 minutes upon completion of cooking.

2.3 Food must reach a core temperature of 3**°**C within 90 minutes of the chilling process commencing. **NB:** therefore in total the blast-chilling cycle must not take longer than 2 hours.

2.4 If whole cooked joints of meat/poultry are to be blast-chilled then the core temperature must be reduced to 10°C or below within 2 hours on commencement of the chilling process, for example the process must take no longer than 2½ hours, including the 30 minute resting period.

2.5 Where it is not practicable to chill joints of meat/poultry to 3°C within 90 minutes, one of two alternative methods can be put into operation:

- slice hot, immediately after cooking and transfer the slices into the blast-chiller within 30 minutes of the joints leaving the oven. **NB:** this method may give rise to dehydration of the product during the chilling process.
- immediately after the cooking process, chill the joints down to 10°C, this must be done within 2 hours of removal from the oven. Once this temperature has been reached the joints should be sliced in a temperature- controlled environment, on a clean slicer and transferred to the blast-chiller without delay.

2.6 If cooked joints are left over from a carvery service these must be cooled within 30 minutes on completion of service and blast-chilled using one of the above-mentioned procedures.

2.7 On completion of blast-chilling, all foods must be effectively covered, appropriately labelled and dated. A 'use-by' date of no more than 72 hours must be affixed; this will include the day of production/chilling and consumption.

2.8 The food must be placed immediately into a refrigerator capable of maintaining a constant temperature of 1°C to 5°C.

2.9 Throughout the blast-chilling process times and temperatures must be recorded in full, using the appropriate control sheet. Refer to ***TM/09: Blast chilling of food.***

Version	Date of issue	Author	Endorsed by
V3	June 2019	Graham Day; Health & Safety Adviser	Graham Hakes; Senior Health & Safety Adviser

SECTION 5 - TEMPERATURE MONITORING

TM/09: Blast chilling of food (control sheet)

Unit:		Week-ending:		Verified by:		Date:	

				Commencement			After 90-minutes			Storage		
Date	Raw/Cooked	Menu item	Qty.	Time	Temp	Initials	Time	Temp	Initials	Time	Temp	Initials

In accordance with the University of Warwick's *Food Safety Management System* foods that are blast-chilled must reach a core temperature of 3°C within 90 minutes of the blast-chill cycle commencing. On completion of the blast-chilling process food must be wrapped, dated and stored in a refrigerator capable of maintaining a temperature of 1°C to 5°C. Any action taken to bring 'critical-limits' back under control must be recorded on ***Control Sheet TM/14.***

Version	Date of issue	Author	Endorsed by
V3	June 2019	Graham Day; Health & Safety Adviser	Graham Hakes; Senior Health & Safety Adviser

OS/13: Blast freezing food

1.0 Introduction

1.1 Blast-freezing is based on the full cooking of food followed by rapid freezing with a subsequent storage temperature no greater than -18°C being effectively implemented and managed.

2.0 Procedure for dishes cooked on-site

2.1 Wet products such as; casseroles, pies, lasagne etc. must be decanted to a maximum depth of 64mm/2½ inches to ensure rapid freezing of products.

2.2 The freezing process must commence within 30 minutes on completion of the cooking process.

2.3 Food must reach a core temperature of -5°C within 90 minutes upon commencement of the freezing process. From the cooker until the food reaches -5°C must take no longer than 2 hours.

2.4 When freezing joints of meat/poultry the size should be kept to a minimum. It is considered 'best practice' to keep the size to a minimum e.g. no larger than 2.5 kilos/6lbs in weight to facilitate rapid cooling.

2.5 Where it is not practicable to freeze joints of meat/poultry to -5°C within 90 minutes, one alternative method can be put into operation:

- slice hot, immediately after cooking, then transfer the slices into the blast-freezer within 30 minutes of the joints leaving the oven. **NB:** this method may give rise to dehydration of the product during the chilling process.

2.6 A subsequent temperature of -18°C must be achieved as rapidly as possible.

2.7 On completion of freezing, all foods must be effectively wrapped

2.8 Both a 'freeze' and 'best-before' date must be calculated and affixed to each product. The 'best-before' date must not exceed 9 months from the date of freezing.

2.9 Food must be placed immediately into a freezer capable of maintaining a stable temperature of -18°C.

2.10 Throughout the freezing process times and temperatures must be recorded on the appropriate control sheet, of which shall be retained for a total of 13 weeks after the product has been consumed. Refer to ***TM/10: Blast freezing of food***.

2.11 On decanting products from the freezer the 'best-before' date will be rendered invalid.

2.12 On decanting products from the freezer a 'defrost' date must be affixed with a 'use-by' date, the latter must not exceed 3-days on decanting from the freezer.

3.0 Procedure for raw products

3.1 It is not deemed 'best practice' to blast freeze these types of foods. Excessive blast freezing of these types of foods would highlight an issue with the ordering system and/or stock rotation.

3.2 The blast-freeze cycle must take place before the suppliers' 'use-by' date expires. Foods with less than a three-day shelf life left must not be blast frozen, as this will ultimately have an effect on the length of shelf life in place, once decanted from the freezer.

3.3 The suppliers 'use-by' date must be left intact, legible and visible during the blast-freeze cycle and subsequent frozen storage.

3.4 On completion of the blast-freeze cycle a 'freeze' date and a 'best-before' date must be calculated and affixed, the latter must not exceed 9-months and will only be valid whilst the food is held in frozen storage.

3.5 On decanting such products from the freezer the 'best-before' date will be rendered invalid.

3.6 On decanting such products from the freezer a 'defrost' date must be affixed along with a 'use-by' date, the latter must be calculated taking in to consideration the shelf life left when the product was initially frozen down.

3.7 The 'use-by' date must not exceed the period of time between the suppliers' original 'use-by' date and the date of 'freezing'.

Version	Date of issue	Author	Endorsed by
V3	30th June 2019	Graham Day; Health & Safety Adviser	Graham Hakes; Senior Health & Safety Adviser

SECTION 5 - TEMPERATURE MONITORING

TM/10: Blast freezing of food (control sheet)

Unit:		Week-ending:		Verified by:		Date:	

				Commencement			After 90-minutes			Storage		
Date	**Raw/cooked**	**Menu item**	**Qty.**	**Time**	**Temp**	**Initials**	**Time**	**Temp**	**Initials**	**Time**	**Temp**	**Initials**

In accordance with the University of Warwick's *Food Safety Management System* foods that are blast-frozen must reach a core temperature of -5°C within 90 minutes of the blast-freeze cycle commencing with a subsequent storage temperature of -18°C. On completion of the blast-freeze process food must be wrapped, dated and stored in a freezer capable of maintaining a temperature of - 18°C. Any action taken to bring 'critical-limits' back under control must be recorded on ***Control Sheet TM/14.***

Version	Date of issue	Author	Endorsed by
V3	June 2019	Graham Day; Health & Safety Adviser	Graham Hakes; Senior Health & Safety Adviser

OS/09: Reheating of food

1.0 Introduction

1.1 Inadequate reheating of food can present a serious risk to food safety. The critical stage of reheating is designed to eliminate or reduce the amounts of bacteria and toxins that may not have been completely destroyed by the initial cooking process.

1.2 The fundamental objective is to reheat food immediately prior to service, wherever possible.

1.3 As an integral part of the Hazard Analysis system the monitoring of 'reheating' temperatures must be recorded on the appropriate control sheet. Refer to ***TM/06: Reheating of food.***

2.0 Reheating of pre-cooked foods

2.1 The reheating temperatures of food must be monitored using the appropriate probe thermometer. Refer to ***TM/01: Temperature Monitoring and Recording.***

2.2 Where food has previously been frozen the product must be thoroughly defrosted prior to reheating.

2.3 Where 'wet' dishes are to be reheated then the maximum depth of food must be no greater than 64mm/2½ inches.

2.4 The process of reheating must be carried out rapidly to ensure the destruction of potential microorganisms, with food being stirred during the process to prevent 'cold-spots' and to ensure thorough distribution of effective cooking temperatures.

2.5 A core temperature of 75°C for 30-seconds must be achieved when reheating food to ensure that food is safe to eat.

2.6 Food must only be reheated once only with any left-overs being discarded.

3.0 The use of microwave ovens

3.1 If reheating pre-packed foods the manufacturers reheating guidelines must be observed and practiced at all times.

3.2 Where manufacturers reheating guidelines stipulate a specific cooking time along with a specific microwave output then this must be followed, however where:

- the microwave to be used has an output greater than that stipulated on the reheating instructions then the cooking time can be shortened; and
- where the microwave to be used has an output less than that stipulated on the reheating instructions then the cooking time must be extended.

3.3 In any event a suitable time/temperature combination must be calculated to ensure that the process of reheating achieves 75°C for 30-seconds.

3.4 Microwaves must only be used for small volumes of food so as to ensure thorough reheating of products.

SECTION 5: TEMPERATURE MONITORING

TM/06: Reheating of food (control sheet)

Unit:		**Week-ending:**	
Verified by:		**Date:**	

Day & date	Dish/ Product	Temp	Time	Initials

In accordance with the University of Warwick's *Food Safety Management System* all foods upon completion of reheating shall attain a 'core' temperature of 75°C (for 30 seconds). Food must only be reheated once. Any action taken to bring 'critical-limits' back under control must be recorded on ***Control Sheet TM/14.***

NB: ensure the temperature probe is cleaned and disinfected after each and every use

SECTION 2 - OPERATIONAL STANDARDS

OS/11: Service of food

1.0 Introduction

1.1 Control measures must be in place during the service of food to reduce the risk of physical contamination and/or cross-contamination that is likely to render the food unfit for human consumption, injurious to health or contaminated in such a way that it would be unreasonable to expect it to be consumed in that state

1.2 Regular checks of utensils, crockery, glassware, equipment etc. should be carried out to identify any damage which could give rise to physical contamination of foods and subsequent customer complaints. Any damaged items must be removed from use and duly discarded.

2.0 Utensils used for the service of food

2.1 Service utensils must:

- be appropriate, in a good state of repair and clean at all times;
- designated for specific dishes e.g. meat, fish, vegetarian and dishes that contain allergenic ingredients; and
- and colour-coded.

3.0 Receptacles used for the service of food

3.1 Receptacles must:

- be appropriate, for example; ceramic, glass, plastic, stainless steel, or other food-safe material;
- be clean and in a good state of repair; and
- have suitable lids to protect food during off-peak periods, from temperature abuse and extraneous contamination.

4.0 Crockery for food

4.1 To ensure the customer receives their meal at an optimum temperature, crockery should be appropriately stored prior to use.

4.2 Crockery used for hot food should be stored in a lowerator and should be hot, for example:

- dinner plates, soup dishes and bowls for hot sweets.

4.3 The following items of crockery should be stored at an ambient temperature:

- side plates for bread rolls, plates for cold ready-to-eat foods and salad items and bowls for cold desserts.

5.0 Service of food

5.1 Contaminated hands are instrumental in the transference of pathogens to food and must not be underestimated and therefore any ‘ready-to-eat’ or ‘high-risk’ food should not over-handled whether with the unprotected hand or whilst wearing protective gloves.

5.2 For the production of toast it is deemed acceptable to handle bread; however hands must be clean.

5.3 When serving food such as jacket potatoes these must be picked up and held with the appropriate tongs whilst being cut to accommodate fillings.

5.4 When decanting food to dinner plates and other such crockery the food handlers' thumb and fingers must not encroach over the outer rim of the plate

6.0 Protective gloves

6.1 If protective gloves are dirty and in a bad state of repair they may be instrumental in the microbiological and physical contamination of foodstuffs

6.2 If used, cotton gloves must be clean and in a good state of repair at all times and food handlers must change dirty and damaged gloves on a regular basis

6.3 The handling of toast, jacket potatoes and other such foods is not acceptable whilst food handlers are wearing cotton service gloves.

Version	Date of issue	Author	Endorsed by
V3	June 2019	Graham Day; Health & Safety Adviser	Graham Hakes; Senior Health & Safety Adviser

OS/14: Transportation of food

1.0 Introduction

1.1 This procedure relates to any vehicle used for the transportation of food and also containers such as; trolleys, bags, boxes, trays and crates.

2.0 Vehicles

2.1 Vehicles used for transporting 'high-risk' food must be fully enclosed and capable of being effectively cleaned and disinfected.

2.2 Vehicles used for the transportation of 'high-risk' foods requiring chilled temperatures must be capable of maintaining those temperatures.

2.3 Vehicles must be cleaned and disinfected in line with the daily cleaning schedule.

2.4 Vehicles must be kept in a good state of repair to aid effective cleaning and disinfection, and reduce the risk of contamination.

3.0 Containers for transport

3.1 Containers must be appropriate and fit for purpose and should be constructed of food-grade material in order that do not give rise to contamination and that they may be readily cleaned and disinfected.

3.3 Containers used for transporting food must be cleaned and disinfected on a regular basis and must not be used for other substances e.g. chemicals.

4.0 Transportation of food

4.1 All food must be effectively wrapped and protected from extraneous contamination prior to and during transportation.

4.2 Raw and cooked foods may be transported at the same time; however provision must be made for the effective separation of products to prevent cross-contamination.

4.3 In the event that 'high-risk' food may have become contaminated from contact with raw food it must be discarded.

4.4 Non-foodstuffs, for example; chemicals may be transported at the same time as foodstuffs; however provision must be made for the effective separation of products to prevent contamination.

5.0 Temperature control

5.1 During transportation the following temperatures must be maintained:

- chilled 'high-risk' food at < 8°C;
- frozen food at -1 °C to -18°C; and
- hot food at > 63°C.

5.2 Where applicable, prior to transportation and upon receipt of chilled/frozen/hot food it will be the responsibility of the senior chef on duty or authorised person to ensure that the time and temperature of food is taken and recorded. Refer to ***TM/11: Transportation of food.***

5.3 The method of maintaining legal temperature requirements will be dependent on the duration of the journey and how often the vehicle/container is to be opened during that journey.

5.4 In the event that buffet items during distribution cannot be maintained at < 8°C owing to conditions beyond control then a 2½ -hour rule will be applied, which must include the transportation and ambient display of food. After this time has lapsed such food must be discarded.

5.5 Where the control of temperature is dependent upon the insulation only, it is imperative that food is either cooled or reheated effectively prior to dispatch.

6.0 Food allergens

6.1 Where there is potential for cross-contact allergenic ingredients must be kept separate to other foods.

6.2 Where dishes have been brought in or made on-site and are deemed to be 'free from' a specific food allergen then they must be protected from unintentional cross-contact from extraneous sources.

6.3 Where there is reason to believe foods may have been in contact with allergenic ingredients then it must be discarded.

Version	Date of issue	Author	Endorsed by
V3	30th June 2019	Graham Day; Health & Safety Adviser	Graham Hakes; Senior Health & Safety Adviser

SECTION 5: TEMPERATURE MONITORING

TM/11: Transportation of food (control sheet)

Vehicle Registration:		**Week-ending:**	
Verified by:		**Date:**	

Date	Start of shift	Temp	Mid-point of shift	Temp	End of shift	Temp	Drivers Initials
Monday							
Tuesday							
Wednesday							
Thursday							
Friday							
Saturday							
Sunday							

In accordance with the University of Warwick's *Food Safety Management System* foods must be transported and delivered at the appropriate legally required temperatures.

1) Chilled food at 8°C or below **2)** Frozen food at -15°C to -18°C **3)** Hot food at 63°C or above

The temperature of the vehicle must be taken throughout the daily delivery process, for example:

4) At the start of the shift **5)** Mid-point of the shift **6)** At the end of the shift

NB: in the event that foods are not transported and/or delivered in compliance with the above temperatures then they must be returned to the location of origin. Any action taken to bring 'critical-limits' back under control must be recorded on ***Control Sheet TM/14***

SECTION 2 - OPERATIONAL STANDARDS

OS/08: Display of chilled food

1.0 Introduction

1.1 Prior to display 'high-risk' food must have been either been received and/or stored at 8°C or below.

1.2 Display cabinets must operate between 1°C to 5°C and be capable of maintaining a constant 'core' temperature of food at or < 8°C, and temperature records must be able to confirm this.

2.0 Display of chilled food

2.1 Wherever practicable food should be covered to help maintain safer, lower storage temperatures and to minimise the risk of contamination.

2.2 Display cabinets must not be over-stocked so as to allow for effective air-flow around products, and wherever possible products should sit flat on chilled surfaces to enable effective conduction of lower temperatures.

2.3 Regular sample temperatures should be taken of food and recorded on the appropriate control sheet; 'best-practice' would normally involve sample temperatures being taken at regular intervals throughout the working day. Refer to ***TM/07: Display of chilled food.***

2.4 Where pre-packaged food e.g. sandwiches, salads etc. cannot be probed without the need for wastage then a block of margarine may be stored in the appliance for the purpose of probing. The margarine must be appropriately labelled 'For temperature probing purposes only'.

2.5 Where a block of margarine is to be used then it would be deemed 'best-practice' to move it between shelves on a regular basis, as this will provide an overall picture of how the appliance is working.

2.6 In the event that food cannot be stored <8°C but no higher than 12°C then a 4 hour rule must be applied and managed, whereby 'high-risk' foods are discarded after being held > 8°C for a period of 4 hours. Food must not be re-used.

2.7 Where chilled foods have been on display and there is documented proof showing that they have been safely stored at <8°C then they may be displayed one more time under the same chilled conditions, for example the next service. The manager must identify and label food to that effect.

2.8 Any foods being re-used as identified in 2.7 must be stored in a refrigerator capable of maintaining a 'core' temperature of <8°C in between service.

2.9 At the end of each service any food that is visibly contaminated with other foods that are not normally included as ingredients must be discarded.

2.10 The manager or authorised person who is responsible for the service delivery of food must ensure that the safety and quality of food is not compromised.

Version	Date of issue	Author	Endorsed by
V3	June 2019	Graham Day; Health & Safety Adviser	Graham Hakes; Senior Health & Safety Adviser

SECTION 5 - TEMPERATURE MONITORING

TM/07: Display of chilled food (control sheet)

Unit:		**Week-ending:**	
Verified by:		**Date:**	

Date	Dish/ Product	Appliance	Temp	Time	Initials

In accordance with the University of Warwick's *Food Safety Management System* a core temperature of 8°C or below must be attained whilst food is held on chilled display. In the event an appliance cannot maintain a display temperature of 5°C but no > 12°C then a '2½ hour' ruling may be applied, after which all 'high-risk' food must be discarded. Any action taken to bring 'critical-limits' back under control must be recorded on ***Control Sheet TM/14.***

NB: ensure the temperature probe is cleaned and disinfected after each and every use

SECTION 4 - FOOD ALLERGENS

FA/01: Food allergy and anaphylaxis

1.0 Introduction

1.1 Tree-nut and peanut allergy are frequently severe and for that reason has received widespread publicity. Minute amounts of nuts and peanuts can cause allergic reactions.

1.2 When deciding whether a food is safe or not for a predisposed person, the information a business provides to its customers, including food labels, menu descriptions and information provided by service staff, must be considered.

1.3 Almost any food can cause an allergic reaction; however there are certain foods that are responsible for the majority of food allergies.

1.4 Approximately 10 people die each year as a direct result of a food allergy

2.0 What is food allergy?

2.1 A *food allergen*; is a food or ingredient which can cause an allergic reaction in predisposed persons.

2.2 An *allergic reaction* is a "response from the body's immune system when it mistakenly treats proteins found in a specific food as a threat which is not necessarily harmful in itself, but results in a reaction that causes symptoms and disease in a predisposed person, which in turn can cause inconvenience, or a great deal of misery".

2.3 *Anaphylaxis* is a severe allergic reaction, that being the extreme end of the allergic spectrum. The whole body is affected, very often within minutes of exposure to a food allergen but can sometimes it may take hours.

3.0 Common symptoms of allergic reaction

3.1 Any or all of the following listed symptoms may manifest themselves during an allergic reaction:

- generalised flushing of the skin, rash, itching or hives;
- swelling of the throat and tongue;
- difficulty in swallowing or speaking;
- difficulty in breathing due to severe asthma;
- abdominal cramps, nausea and vomiting;
- onset of weakness/faint (drop in blood pressure);
- sense of impending doom; and/or
- collapse and unconsciousness.

4.0 Emergency action

4.1 If a person has an allergic reaction and becomes ill, it may be likely that person or someone with them will state that they are suffering an allergic reaction. They may use the *word 'anaphylaxis'* (pronounced Ana-fill-axis).

4.2 Immediately ask someone to ring 22222 (024765) stating that you believe a person is suffering from *'anaphylaxis'.*

4.3 If the ambulance has not arrived and the patient is becoming unwell ask customers if there is a Doctor in the area.

4.4 The affected person may well have an 'Epipen' however this is designed for self-administration by that individual. It is a drug which is only safe to be used by the sufferer when they can recognise for themselves the symptoms of anaphylaxis. In the event that they are too ill to do this or are unconscious they will require a paramedic as soon as possible.

4.5 If the person is conscious place them in a position where they are comfortable and able to breathe easily until the ambulance arrives; however if they are feeling faint, they should be laid flat with their legs elevated, if possible.

4.6 If the person is unconscious, you should place them in the recovery position their side, supported by one leg and one arm, with the head tilted back and the chin lifted.

4.7 Please note that severe reactions can take place within a few minutes and in very extreme cases where prompt treatment is not sought - can be fatal. Immediate action is vital.

5.0 Major food allergens

5.1 The following list of foods and ingredients have been identified as being responsible for commonly causing allergic reaction in predisposed persons:

Tree nuts	Peanuts (legume)	Cereal (gluten)	Fish (all species)
Crustaceans (shellfish)	Molluscs	Egg (all varieties)	Milk
Soya	Sesame	Celery & celeriac	Mustard
Lupin	Sulphur dioxide & sulphites		

5.2 It is also widely recognised that certain people may show an allergic reaction to ingredients other than those listed above. It is important to realise that the afore-mentioned list is by no means exclusive. Refer to ***FA/02: Common food allergens***

Version	Date of issue	Author	Endorsed by
V3	June 2019	Graham Day; Health & Safety Adviser	Graham Hakes; Senior Health & Safety Adviser

FA/10: Food intolerance

1.0 Food intolerance

1.1 Food intolerance does not involve the immune system. Reactions may be triggered by an inability to digest a particular food and although not usually immediately life threatening can be a debilitating and distressing condition.

1.2 Symptoms are not usually immediate, however can be unpleasant and severe in some cases, and can affect long-term health.

1.3 Some people can tolerate a reasonable amount of the food, but if they eat too much (or too often) they get symptoms because their body cannot tolerate unlimited amounts and when the offending food/s are eaten on a regular basis each reaction effectively runs into the next one, thereby leading to the development of chronic, almost continual symptoms.

1.4 There are many foods that people can be intolerant to, however the most common are; milk & lactose, gluten & wheat, preservatives, naturally occurring compounds such as caffeine etc.

2.0 Symptoms of food intolerance

2.1 Food intolerance is much more common than food allergy, with the onset of symptoms tending to be slower and of which may be delayed by many hours after eating the offending food/s.

2.2 The range of symptoms is much broader than that of food allergy and of which can be general and non-specific, to mention but a few:

- abdominal pain/aches/pains
- asthma/wheezing
- bloating/constipation
- chronic fatigue/lethargy
- irritable bowel syndrome
- headaches/migraine
- nausea
- eczema/rashes/urticaria/skin problems
- rhinitis/sinusitis

2.3 Food intolerance may be attributed to several different causative agents.

3.0 Enzyme effects

3.1 Most foods require some enzyme activity in their digestion, however when the body cannot produce enough of a particular enzyme required to break down natural substances within food this is when intolerance occurs.

3.2 When these enzymes are either missing or in short supply, then eating the offending food/s can cause symptoms because part of the content of the food cannot be digested effectively.

3.3 In the case of 'lactose intolerance', the body lacks the enzyme *lactase* that breaks down lactose (milk sugar) into smaller sugars ready for absorption from the gut. Lactose is too large to be absorbed across the wall of the gut undigested.

SECTION 4 - FOOD ALLERGENS

4.0 Pharmacological

4.1 Certain foods contain naturally occurring chemicals that have an effect on the body, such as caffeine in coffee, tea and chocolate or amines in certain cheeses.

4.2 Some people seem to be more affected than others by these natural substances in the food, causing symptoms which would not occur in other people unless they ate far larger quantities of the food.

5.0 Naturally occurring toxins in food

5.1 Several foods contain naturally occurring substances that can exert a toxic effect causing symptoms of vomiting and diarrhoea. For example if kidney beans or chick peas are undercooked, there may be *'aflatoxins'* which cause these symptoms; however if cooked effectively the toxins are destroyed and therefore not present

6.0 Histamine in foods

6.1 Histamine naturally occurs in some foods, for example certain fish that is not fresh and has not been stored correctly maybe prone to develop a build-up of histamine in their flesh as they age.

6.2 In particular people, naturally occurring histamine within food may cause symptoms once the food has been eaten, typically; rashes, stomach pain, diarrhoea and vomiting.

7.0 Salicylates in foods

7.1 Salicylates are organic acids used in syntheses as a plant hormone and are found in several foods, and of which a person's tolerance level may vary; however most people are able to eat foods containing salicylates with no adverse effects.

7.2 People who are 'salicylate-intolerant' will get better if they eat a diet of low and moderate salicylate foods and avoid those that contain high-levels. Salicylates can be found in unripe fruit and vegetables, such as; blackberries, kiwi fruit, peppers, almonds, chestnuts, mushrooms etc.

8.0 Additives in foods

8.1 A broad range of both natural and artificially made additives are used in colouring, preserving and processing foods. Symptoms in certain people may be provoked by a hypersensitivity to these food additives.

Version	Date of issue	Author	Endorsed by
V3	3June 2019	Graham Day; Health & Safety Adviser	Graham Hakes; Senior Health & Safety Adviser

FA/11: Common food intolerances

1.0 Introduction

1.1 Most foods require some enzyme activity in their digestion, however when the body cannot produce enough of a particular enzyme required to break down natural substances within food this is when intolerance occurs. When these enzymes are either missing or in short supply, then eating the offending food/s can cause symptoms because part of the content of the food cannot be digested effectively.

1.2 Food intolerance is much more common than food allergy, with the onset of symptoms tending to be slower and of which may be delayed by many hours after eating the offending food/s.

1.3 With food intolerance, some people can tolerate a reasonable amount of the food, but if they eat too much (or too often) they get symptoms because their body cannot tolerate unlimited amounts. When the offending food/s are eaten on a regular basis each reaction effectively runs into the next one, thereby leading to the development of chronic, almost continual symptoms.

1.4 The following guidance outlines the most commonly reported intolerances, however any food can

2.0 Dairy intolerance

2.1 Milk may need to be avoided because of an intolerance to either the *protein* element of milk or because of the *lactose* (milk sugar) is not tolerated. If a predisposed person does not know which they are intolerant of then they should avoid cows' milk altogether and other animal milks such as; sheep, goat and buffalo.

2.2 With a lactose intolerance, for example, the body lacks the enzyme lactase that breaks lactose down into smaller sugars ready for absorption from the gut. Lactose is too large to be absorbed across the gut wall undigested, and its presence in the gut causes gut spasm, pain, bloating, diarrhoea and 'failure to thrive'.

2.3 It is not just milk that should be avoided but also dairy products and foods made with milk and products thereof, for example:

Milk powder (all types)	Milk drinks & shakes	Butter	Margarine
Low-fat spread	Cheese (all types)	Cream	Sour cream
Ice-cream	Yoghurt	Fromage frais	Crème fraiche
Quark	Casein/caseinates	Sodium caseinates	Hydrolysed casein
Milk solids	Non-fat milk	Whey	Lactose

NB: unless foods specifically state free from 'milk'

2.4 Any food may potentially contain milk so it is imperative that the full ingredients' listing is read for all manufactured products.

2.5 The following list shows examples of processed foods, which may contain milk:

Breakfast cereal	Soups	Baby foods	Processed meats
Pizza	Sauces & gravies	Bread, rolls etc.	Pancakes & batters
Ready meals	Puddings & custard	Cakes	Biscuits
Crackers	Chocolate	Confectionery	Crisps

Flavoured nuts	Tortillas	Bakery items	Butchers products
Delicatessen items			

3.0 Wheat & gluten intolerance

3.1 Wheat intolerance differs from coeliac disease, the latter being a lifelong intolerance to *gliaden*, part of the gluten proteins. Those persons with a wheat intolerance will experience adverse symptoms from eating 'gluten-free' products, as the remaining components of the wheat will have an effect on them. They may not be able to eat rye, barley and oats, which are part of the wheat family.

3.2 The following foods contain or potentially contain wheat and therefore persons with such an intolerance will need to avoid, unless such food is specifically labelled as being free-from 'wheat':

3.3 ***Bread and baked products***, such as;

Bread (all types)	Pitta	Crumpets	Breakfast muffins
Tortillas & tacos	Biscuits & cookies	Cakes & muffins	Pies, tarts & flans
Pastry goods	Crackers & croutons	Packet snacks	Breadsticks & rusks
Yorkshire pudding	Pizza		

3.4 ***Breakfast cereals,*** most cereals will contain some wheat

3.5 ***Flour and pasta,*** all of these will contain wheat unless they specifically state free from 'wheat'

3.6 ***Meat and fish***, such as;

Sausages/Burgers	Salami	Continental sausage	Processed meat
Meat & fish pastes	Scotch eggs	Pate	Breaded/battered fish

3.7 ***Vegetable products***, such as:

Vegetable pate	Soups (all types)	Breaded vegetables	Coated onion rings
Tinned beans			

3.8 ***Sauces and condiments***, such as:

Gravies	Sauces	Table sauces	Stuffing mix
Casserole mixes	Stock cubes & pastes	Mustard	Baking powder
Some mixed spices			

3.9 ***Desserts,*** such as:

Puddings	Pastries	Pies, flans & tarts	Doughnuts
Waffles & batters	Crepes & pancakes		

3.10 ***Beverages,*** such as:

Malted milk	Hot chocolate	Beer & lager	Many wines
Most spirits			

3.11 ***Confectionery***, such as:

Liquorice	Chocolate (all types)	Other sweets	

SECTION 4 - FOOD ALLERGENS

4.0 Alcohol intolerance

4.1 Symptoms may be a direct result of ingesting alcohol, or to the food on which the drink is based, for example, grapes in wine or grain in whisky, however symptoms can also be caused by other substances (component parts) of the alcohol

4.2 Alcohol increases the penetrability of the gut, which allows more food molecules into the body, which may explain the reactions of mildly food sensitive people who may not react to the food alone, but only when it is combined with alcohol.

4.3 Most frequently, the likely cause of a reaction is not the alcohol itself but the chemicals used to give the drink its flavour, aroma and body. Some of the substances known to cause a reaction are:

Histamine	Yeast	Sulphites	Sulphur dioxide
Additives			

5.0 Yeast intolerance

5.1 The following foods should be avoided as they may contain yeast:

Wine	Beer & cider	Stock cubes & gravies	Sauerkraut
Bovril, oxo & marmite	Yeast extracts	Pickles	Jam-open long time
Mayonnaise	Chutneys	Salad dressings	Soy sauce & miso
Ripe fruit & vegetables	Dried fruit	Malt	Quorn
Buttermilk	Sour cream	Synthetic cream	MSG
Yoghurt	Tofu	Ripe cheese	Hydrolysed protein
Citric acid			

Version	Date of issue	Author	Endorsed by
V3	June 2019	Graham Day; Health & Safety Adviser	Graham Hakes; Senior Health & Safety Adviser

SECTION 5 - TEMPERATURE MONITORING

TM/12: Calibration of food temperature probes (control sheet)

Unit:		Period-ending:	

Verified by:		Date:	

Date	Serial No:	0°C	100°C	Signed off by

In accordance with the University of Warwick's *Food Safety Management System* food temperature probes must be tested every two weeks for accuracy.

Food probes must be placed into ice (0°C) and boiling water (100°C) and left until the LCD stabilises. If a reading deviates either way by more than 0.5°C this must be reported to a supervisor. Any action taken as a result of probes not meeting the required temperatures must be recorded on ***Control Sheet TM/14***

OS/04: Defrosting of food

1.0 Introduction

1.1 If food is not thoroughly thawed prior to cooking, then ice is most likely to be present at the centre and subsequently heat from the cooking process will be used to melt the ice and not to raise the core temperature above that required in order to destroy pathogenic bacteria that may be present.

2.0 Defrosting

2.1 Large joints of meat, poultry and other large items of food must be thoroughly defrosted prior to cooking and wherever appropriate the manufacturers'/suppliers' instructions must be followed.

2.2 It is deemed 'best practice' to place raw meat and poultry into a container with a lid to reduce the risk of blood and liquid spillage and subsequent cross-contamination of other foods.

2.3 When defrosted in a refrigerator raw food must be placed on the lower shelf and never above cooked foods. Raw food must always be kept separate from cooked foods during the defrosting procedure.

2.4 Wherever possible defrosting must take place in a refrigerator or other appropriate temperature controlled environment e.g. between 1°C - 5°C.

2.5 Small items of frozen food, for example; prawns, fish portions, frozen vegetables etc. may be defrosted under cold, running water, however time and ambient temperature exposure during this procedure must be kept to a minimum.

2.6 The use of micro-wave ovens for defrosting is not endorsed.

3.0 Dating and labelling of food during the defrosting process

3.1 On decanting products from a freezer any manufacturers/suppliers 'use-by' and 'best-before' dates will be rendered invalid.

3.2 When defrosting products a 'defrost' date must be affixed along with a new 'use-by' date, the latter must be calculated taking into account either:

- the manufacturers/suppliers stated shelf life upon defrosting; or
- whatever shelf life was intact when frozen-down on-site.

3.3 The new 'use-by' date must not exceed the time between the suppliers' original 'use-by' date and the date of 'freezing'.

Version	Date of issue	Author	Endorsed by
V3	June 2019	Graham Day; Health & Safety Adviser	Graham Hakes; Senior Health & Safety Adviser

SECTION 6 - HYGIENE STANDARDS

HS/01: Cleaning and disinfection

1.0 Introduction

1.1 Cleaning is a fundamental principle for ensuring high standards of food hygiene and is an integral part of any profitable business and will ensure compliance with relevant legislation. Effective and regular cleaning and disinfection will:

- remove extraneous matter conducive to bacterial growth;
- reduce the risk of food poisoning and food spoilage;
- promote a favourable image to customers and potential customers;
- remove materials that may provide pests with harbourage and food;
- reduce the risk of foreign objects contaminating food and subsequent customer complaints;
- ensure a safe and pleasant working environment, which will promote effective working; and
- prevent damage to or reduction in, the efficiency of equipment.

2.0 Storage of chemicals

2.1 Ineffective storage procedures can give rise to the contamination of food stuffs.

2.2 It will be both the manager's and food handlers' responsibility to ensure that chemicals are:

- stored in accordance with manufacturers' storage guidelines;
- stored away from food areas; and
- not stored in unmarked containers.

3.0 Use of chemicals

3.1 Ineffective use of chemicals can give rise to the contamination of food stuffs.

3.2 It will be the food handlers' responsibility to ensure that they:

- follow the manufacturers' handling and dosage instructions;
- make up fresh solutions on a regular basis;
- decant chemicals into an appropriate and clearly marked container;
- do not mix chemicals, as they may produce poisonous gases and/or explosions; and
- either remove or effectively cover food before cleaning in the immediate area.

4.0 Cleaning procedures

4.1 Irrespective of the type of soiling or circumstances, cleaning and disinfection can be broken down into six basic stages:

- pre-clean; the removal of loose debris, by way of wiping, scraping, pre-rinsing or pre-soaking;
- main clean; application of detergent and loosening of the main body of dirt;
- intermediate rinse; removal of loosened dirt and detergent residues;

- disinfection; elimination of micro-organisms to a safe level;
- final rinse; removal of disinfectant residues, if applicable; and
- drying; removal of final rinse water and storage to prevent contamination (this can be carried out by air-drying, by using disposable towels or clean dry cloth)

4.2 Where light soiling is evident, the pre-clean can be combined with the main clean.

5.0 Food-contact surfaces

5.1 A food-contact surface is any item of equipment that comes into contact with food during any stage of the food preparation chain and where the presence of micro-organisms may well have an adverse effect on the safety or quality of food being handled.

5.2 The following items are examples of food-contact surfaces and therefore need to be cleaned and disinfected on a regular basis and in line with the departmental cleaning schedule:

- preparation tables;
- chopping boards;
- food processing machinery;
- slicing machines;
- vacuum packing machines; and
- knives.

5.3 The above-mentioned list of food-contact surfaces is by no means exhaustive and it will be the responsibility of the manager to identify other such items.

6.0 Hand-contact surfaces

6.1 A hand-contact surface is any item of equipment that comes into contact with operatives' hands during any stage of the food preparation chain and where the presence of micro-organisms may well have an adverse effect on the safety or quality of food being handled.

6.2 The following items are examples of hand-contact surfaces and therefore need to be cleaned and disinfected on a regular basis and in line with the departmental cleaning schedule:

- taps to wash hand basins and sinks;
- refrigerator and freezer door handles; and
- knife handles.

6.3 The above-mentioned list of hand-contact surfaces is by no means exhaustive and it will be the responsibility of the manager to identify other such items

7.0 Other surfaces

7.1 Disinfection is not an all-embracing process which is applicable to all surfaces. Disinfection should only be applied to those surfaces where the presence of micro-organisms, at levels found, would ultimately have an effect on the safety and quality of food handled.

7.2 Disinfection may take place if deemed appropriate. Surfaces other than food/hand-contact surfaces, examples shown below, must be cleaned on a regular basis and in line with the departmental cleaning schedule. :

- floors;
- walls;
- ceilings; and
- doors.

7.3 Staff should be encouraged to adopt the "*clean as you go"* train of thought. Spillage should be cleaned up as and when it occurs.

8.0 Double-sink method

8.1 This washing-up procedure is recommended when there are no suitable dishwashing machines available.

8.2 It will be the operatives' responsibility to:

- remove; heavy/loose soil by scraping and rinsing in cold water;
- place; items in the first sink in a solution of detergent at 53°C to 55°C, scrub with a suitable brush and/or wipe with a clean cloth to loosen dirt residues;
- re-immerse; in the first sink to wash off loosened dirt;
- place; items in second sink in order to rinse off chemical residues;
- leave; for an adequate amount of time at a high enough temperature to ensure rapid drying; and
- remove; items and allow to drain and evaporate dry on a clean, disinfected surface.

8.3 The washing of equipment must take place in designated sinks and must not be carried out in sinks that are used for the washing of foodstuffs, as this will present a realistic threat of food becoming contaminated with chemical residues.

Version	Date of issue	Author	Endorsed by
V3	June 2019	Graham Day; Health & Safety Adviser	Graham Hakes; Senior Health & Safety Adviser

SECTION 7 - FITNESS TO WORK

FW/06: Hand wash facilities and effective washing of hands

1.0 Introduction

1.1 Unwashed hands are vehicles of infection, therefore effective hand washing is a fundamental principle of both personal and food hygiene, and must be carried out on a regular basis to reduce the numbers of transient pathogenic bacteria, which can give rise to contamination of food.

2.0 Provision of hand wash facilities

2.1 To secure legislative compliance the following must be made readily available at all times:

- hot (guide to compliance provided at 45°C) and cold running water;
- anti-bacterial soap;
- appropriate drying facilities e.g. paper towel dispenser;

2.2 The following shall be provided to promote the regular and effective washing of hands:

- adequate number of wash hand basins in appropriate locations;
- signage at all wash hand basins e.g. 'now wash your hands please';
- unrestricted access to wash hand basins;
- foot operated waste bins within the immediate proximity; and

2.3 It is the responsibility of all grades of staff to report and/or resolve any shortfalls in the provision of the afore-mentioned facilities.

2.4 Taps are 'hand-contact' items, hence are vehicles for the transfer of bacteria and for this reason must be cleaned and disinfected on a regular basis.

3.0 Hand washing

3.1 Managers' have a responsibility to ensure that:

- they lead by example in the practice of hand washing;
- all staff are inducted in the ways and means of effective hand washing; and
- staff are supervised and motivated to follow the correct procedure for hand washing.

3.2 All food handlers must wash their hands on a regular basis and in any event:

- before commencing work;
- after handling raw foods such as; meat, poultry, eggs, fruit and vegetables;
- in between food handling tasks;
- after handling refuse;
- after handling cleaning chemicals;
- after coughing, sneezing and /or blowing their nose;
- after taking a lunch break;

- after visiting the toilet;
- after touching hair, face or other parts of the body; and
- after smoking.

NB: The afore-mentioned list of requirements is by no means exhaustive and food handlers must exercise discretion at all times.

4.0 Hand sanitiser gel

4.1 The use of a hand sanitiser gel must not be used as an alternative for hand-washing.

4.2 Prior to applying a hand sanitiser gel the hands should have been washed with hot water & soap, rinsed and thoroughly dried.

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HS/03: Use of dishwashers

1.0 Introduction

1.1 The effective cleaning and disinfection of equipment at every stage of food production is paramount if the risk of contamination is to be reduced.

1.2 There must be a 'planned preventative maintenance' programme in place to ensure that the dishwasher works effectively and is fit-for-purpose.

2.0 Use of dish washers

2.1 Dishwashers are also an effective means of disinfection for small items of equipment.

2.2 Dishwashers can be used for items such as; removable parts of slicing machines, vacuum-packing machines, polypropylene chopping boards and other small items of equipment that may well come into contact with raw and high-risk foods.

2.3 It will be both the responsibility of the manager and operatives to ensure that:

- dish washers are maintained in a good working condition and kept in a clean state of repair
- operating temperatures of dishwashers are closely monitored and recorded, for example:
  - wash cycle (49°C to 60°C) and rinse cycle (82°C to 88°C)
- or in any event in line with the manufacturer's operating guidelines

3.0 General procedure for using a dishwasher

3.1 Prior to use a 'start-up' check must be implemented to identify whether or not the previous 'close-down' cleaning procedure was effective, any issues should be reported to the manager

3.2 Operatives must follow the appropriate procedures at all times, for example:

- remove; excess food into waste bin, if necessary pre-soak or spray items, unless the machine is fitted with a pre-wash cycle
- place; items into the rack/tray in an orderly fashion ensuring they do not overlap
- items; pass through the wash cycle of hot detergent solution
- items; pass through the rinse cycle, with the injection of rinse aid
- dishwashing cycles; are completed and items can be retrieved from the dishwasher
- allow; cleaned items to drain and evaporate

3.3 At the end of the session the dishwasher must be cleaned in line with the manufacturer's 'operating manual' and departmental 'close-down' procedure.

3.4 Dishwashers must always be used in accordance with the manufacturer's operating guidelines and any defects reported to management in a timely manner.

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SECTION 6 - HYGIENE STANDARDS

HS/04: Cleaning schedules

1.0 Introduction

1.1 These are the communication link between managers and operatives and are fundamental in ensuring that equipment and premises are cleaned effectively, and if necessary, disinfected. It will be the manager's responsibility to ensure that an appropriate cleaning schedule and cleaning checklist are implemented and maintained within their areas of control.

2.0 Cleaning schedules

2.1 Cleaning schedules should include the following information:

- task; what is to be cleaned e.g. floor, walls etc.
- frequency; when it is to be cleaned e.g. daily, weekly
- method; how it is to be cleaned
- standard; to what level of cleanliness is expected
- chemicals/equipment; what is needed for the task e.g. correct chemical, bucket etc.
- personal protective equipment; what operative must wear e.g. gloves, goggles etc.
- safety precautions; to be taken e.g. 'wet-floor' signage, isolation of electricity
- who; carries out cleaning task e.g. porter, chef etc.

2.2 An up-to-date copy of the cleaning schedule should be displayed in each food area and subsequently used in order to organise cleaning tasks.

2.3 A cleaning checklist must be made readily available in order that operatives can sign or insert their initials once tasks have been undertaken.

2.4 It will be the responsibility of food handlers to complete checklists on completion of delegated cleaning tasks.

3.0 Due diligence records

3.1 Cleaning schedules and checklists can be used as supportive evidence in a due-diligence claim and therefore must be kept and made readily available for inspection by interested parties.

3.2 It will be the manager's responsibility to ensure that cleaning checklists are:

- completed and collated on a weekly basis;
- signed-off and verified by the manager themselves;
- made readily available at all times for inspection as part of an audit; and
- retained at unit-level for a minimum of 13 weeks.

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HS/02: Hazards arising from cleaning

1.0 Associated hazards

1.1 Cleaning is intended to either eliminate hazards or reduce them to a safe level, however ineffective or negligent cleaning may well result in hazards arising.

1.2 Microbiological contamination of food and surfaces may well be as a result of:

- cleaning from raw to high-risk areas;
- using cleaning equipment that is already contaminated, for example brushes and cloths;
- using an inappropriate chemical;
- using a chemical at the wrong dilution;
- dust created from sweeping and dry cleaning; and
- aerosols created from pressure washing and floor scrubbing.

1.3 Multiplication of micro-organisms may well be as a result of:

- ineffective cleaning and disinfection and at the wrong frequency; and
- failure to remove physical debris effectively.

1.4 Survival of micro-organisms may occur when:

- inadequate cleaning of surfaces has taken place prior to disinfection; and
- the type, concentration or contact time of a disinfectant is inadequate.

1.5 Chemical contamination can be a direct result of:

- using the wrong chemicals, which produce tainting of food and surfaces;
- using chemicals at the wrong concentration;
- ineffective rinsing off of chemicals;
- decanting and storing chemicals in bottles and food containers; and
- storing chemicals in food areas.

1.6 Physical contamination of food can be as a direct result of using:

- inappropriate, worn and/or defective cleaning equipment;
- inappropriate cleaning substances, for example abrasives;
- defective personal protective clothing and equipment, especially split rubber gloves; and
- failure to remove food debris, waste and spent packaging material.

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SECTION 6 - HYGIENE STANDARDS

HS/05: Control and disposal of refuse

1.0 Storage of refuse within food premises

1.1 Waste bins used for the temporary storage of refuse in food areas shall be:

- constructed of durable plastic;
- must have tight fitting lids;
- must be fitted with a foot-operated pedal; and
- must be readily cleanable.

1.2 All waste bins must have a black bin liner in place prior to refuse being deposited in them.

1.3 Waste bins must not be placed directly next to food preparation surfaces as this may heighten the risk of cross-contamination.

2.0 Removal of refuse from food premises

2.1 Refuse must be removed from food areas on a regular basis throughout the working day and at the end each shift in order to reduce the risk of odours and the potential to attract pests

2.2 On removal of bin liners from waste bins they must be tied securely in order to prevent spillage, leakage, scavenging by persons or infestation from insects, rodents or birds.

2.3 If leakage occurs in transit to the external refuse storage area then this must be cleaned with immediate effect. Spilt waste, if not attended to will attract food pests and present a slip-hazard.

3.0 Storage of refuse in external areas

3.1 Refuse awaiting collection must be stored securely e.g. in a compactor or refuse bin with a lid.

3.2 Storage areas and the immediate environment around compactors must be kept clean and tidy at all times in order to reduce the risk of unwanted odours and pest infestation.

3.3 Any pest sighting must be reported with immediate effect to the manager responsible for the area.

4.0 Disposal of refuse

4.1 Refuse must only be collected and disposed of by a licensed contractor.

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SECTION 7 - FITNESS TO WORK

FW/04: Infection reporting requirements for food handlers

Important note: This document must be signed by the food-handler upon recruitment, prior to undertaking food handling duties for the first time and at regular intervals of 12 months thereon. A copy of which shall be retained at unit-level

***Regulation (EC) No 852/2004, Chapter VIII - Personal Hygiene,** requires that; "no person suffering from, or to being a carrier of a disease likely to be transmitted through food or afflicted, for example with infected wounds, skin infections, sores or diarrhoea is to be permitted to handle food or enter any food-handling area in any capacity if there is any likelihood of direct or indirect contamination" and "any person so affected and employed in a food business and who is likely to come into contact with food is to report immediately the illness or symptoms and if possible their causes, to the food business operator".

***Food Handlers *Fitness to Work* Regulatory Guidance and Best Practice Advice for Food Business Operators**, requires that; food handlers following a period of sickness involving vomiting and/or diarrhoea will only be allowed to resume food-handling duties once:

- there has been no vomiting for a period of 48 hours once any treatment has ceased;
- the bowel habit has returned to normal for a period of 48 hours either spontaneously or on cessation of treatment with anti-diarrhoeal drugs; and
- good hygiene practice, particularly effective hand washing is observed in all circumstances

To ensure the safety of food is not compromised food handlers shall:

- notify their line-manager with immediate effect if they show symptoms of vomiting and/or diarrhoea whilst at work;
- not attempt to enter a food preparation area or undertake food handling duties; and
- leave the premises immediately.

Food handlers shall inform their line-manager that they are fit to resume food-handling duties following:

- a bout of vomiting and/or diarrhoea and that they have been symptom-free for a period of 48 hours;
- after a holiday or a trip abroad during which they suffered with a bout of vomiting and/or diarrhoea; or
- if a direct family member or close contact is suffering from a bout of vomiting and/or diarrhoea.

The following illnesses and conditions must also be reported without delay:

- skin rash and septic skin lesions (boils, infected cuts, styes etc. however small);
- discharge from ears, eyes, nose or mouth; and
- acute coughs and colds.

Food handlers that fail to comply with these requirements will be committing an offence under the above-mentioned *legislation/*regulatory guidance of which will be deemed a serious matter and may be dealt with under the formal disciplinary procedure.

I have read and fully understand my legal obligation to report any of the afore-mentioned.

Name:	**Signature:**
Area of work:	**Date:**

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SECTION 7: FITNESS TO WORK

FW/05: Personal hygiene

1.0 Introduction

1.1 Food handlers have a legal and moral responsibility to ensure pathogenic organisms responsible for food poisoning are not introduced into the internal food chain, by failure to observe fundamental principles of good personal hygiene.

1.2 Food handlers shall be in good health and must exercise hygienic habits to prevent the direct or indirect cross-contamination of food.

2.0 Definitions

2.1 ***Food handler (legal definition);*** 'any person involved in a food business that handles or prepares food whether open or packaged. Food also includes ice and drink'.

2.2 For the purpose of in-house food safety procedures and the distinction between different posts across the food businesses the following sub-definitions are to be used:

- ***Food production staff;*** 'those food handlers that handle, prepare, cook and serve open food; and
- ***Food service staff;*** 'those food handlers that make beverages, serve pre-packed food and/or wait on tables/serve at banquets.

3.0 Hand washing

3.1 Hands are one of the main reasons as to why microorganisms can be transferred to food, and therefore the direct handling of food must be kept to a minimum.

3.2 Hands shall be clean at all times in order to reduce the risk of transient pathogenic bacteria being transferred to foodstuffs. For more information on refer to procedure **FW/06: Hand washing.**

4.0 Nails

4.1 Long and dirty nails are a reservoir for the potential physical and bacterial contamination of food, therefore nails must be short so that they can be effectively cleaned at all times.

4.2 ***Food production & food service staff*** are not permitted to wear false nails, nail varnish or similar applications as this may give rise to the contamination of food by way of chipping and/or falling into food.

5.0 Hair

5.1 Hair falls out of the scalp on a constant basis, along with dandruff, which can give rise to the contamination of food. Owing to the fact that the scalp is a source of *Staphylococcus aureus,* control measures shall be in place to prevent any such contamination of foods.

5.2 Hair must be clean and tidy at all times, and must be washed after having it cut to prevent physical contamination of food.

5.3 Hair must not be combed or adjusted in food rooms.

5.4 ***Food production staff*** shall:

- wear the appropriate head gear as provided by the food business;
- ensure that long hair is tied back and completely contained within head gear;
- not wear hair grips, clips or slides as these may well fall into food.

5.5 ***Food service staff*** may be exempt from wearing head gear; however this will be at the discretion of the local manager who must ensure hair does not present a risk of physical contamination, however;

- a risk assessment shall be carried out at unit-level to determine the risk factor and control measures required to eliminate/reduce any such risk.

6.0 Nose, mouth and ears

6.1 These body parts can present a realistic threat of contamination from *Staphylococci* and *Streptococci* bacteria as approximately 40% of adults carry *Staphylococcus aureus* in their nose, mouth and ears.

6.2 To prevent the transfer of harmful bacteria food handlers must avoid the following habits/actions:

- spitting;
- picking or scratching the nose/ears;
- touching hair, face, ears, eyes or other parts of the body;
- licking fingers or using dirty spoons whilst tasting food;
- blowing into bags in which food may be placed;
- biting finger nails; and
- eating or drinking in food preparation areas.

6.3 If sneezing and/or coughing is unavoidable then food handlers must turn away from the activity in-hand and cover their nose/mouth with a disposable tissue. The tissue must be disposed of in an appropriate manner and the food handler must wash their hands before starting the task again.

7.0 Protective clothing for food handlers

7.1 Protective clothing is primarily worn to protect the food from the food handler, not for the protection of personal clothes and for this reason, all staff must be aware of the importance in doing so.

7.2 Managers' must ensure that ***food production staff***:

- are provided with an adequate supply of clean protective clothing;
- that protective clothing is washable, light coloured and without external pockets;
- that the correct protective clothing is worn at all times whilst handling and preparing food;
- must not travel to work in protective clothing;
- that they do not wear personal clothing during working hours; and
- adequate facilities for the storage of personal clothing are made readily available.

7.3 ***Food production staff*** must ensure that protective clothing is:

- clean at all times;

- changed as and when deemed necessary;
- in good repair, no loose buttons and with any defects being reported to their line manager;
- not worn outside where it is exposed to environmental elements; and
- completely covers ordinary clothing

7.4 Where protective clothing is not provided ***food service staff*** must ensure that that personal clothing is:

- clean at all times;
- in good repair, no loose buttons or loose fibres;
- is not contaminated with extraneous matter such as pet hairs; and
- it will be at the discretion of the line manager whether clothing is deemed appropriate for work activities.

8.0 Jewellery and watches

8.1 Jewellery and watches harbour dirt and bacteria, furthermore, small pieces of metal and stones may give rise to physical contamination of food which could result in food-related complaints.

8.2 ***Food production staff*** and ***food service staff*** are permitted to wear a plain wedding band only and must not wear the following items:

- ornamental rings or rings with stones;
- earrings of any description;
- bracelets or brooches;
- visible body piercings';
- sweatbands/charity wristbands; or
- other ornamental accessories

8.3 ***Food production staff*** are not permitted to wear watches owing to the fact that they are not readily cleanable and the length of contact time with food heightens the risk of contamination.

8.4 ***Food handlers*** inclined to wear copper, stainless steel bracelets and other similar objects that profess to have "healing" qualities must first consult with their line manager.

8.5 Medic Alert ® bracelets will be allowed to be worn as these are used as an emergency identification system for people with hidden conditions e.g. anaphylaxis. The ***food handler*** will be responsible for ensuring such bracelets are clean at all times and do not give rise to contamination.

8.6 Where a food handler opts to wear an item of jewellery or accessory on the grounds of religion or belief they should advise their manager.

8.7 Where food handlers' have requested to wear any of the items as set out above, the local manager must take each individual case on its own merit and if deemed necessary will refer that member of staff to the Occupational Health Department, who in turn may ask for medical evidence to support the request to wear any such bracelet.

SECTION 7: FITNESS TO WORK

9.0 Appropriate dressings

9.1 It is a legal requirement that ***food handlers*** cover cuts and wounds (on hands or other exposed parts of the body) with an appropriate waterproof plaster as it will prevent blood and bacteria from contaminating food.

9.2 Waterproof dressings must be made available at all times and must be of a noticeable colour, for example; blue in order to make them more identifiable, should they fall into food.

9.3 Cuts on hands may require additional protection from waterproof fingerstalls or gloves.

9.4 Gauze dressings and fabric plasters, which are not waterproof, must not be worn by ***food handlers*** whilst working in food areas.

10.0 Smoking

10.1 Smoking promotes a 'hand to mouth' action whereby fingers potentially become contaminated with bacteria, subsequently food and food/hand-contact surfaces may also become contaminated. Smoking also presents a realistic threat of ash and spent cigarettes physically contaminating food.

10.2 Smoking in rooms where food is stored, handled, prepared and served or whilst handling food is prohibited. Smoking is prohibited in all food areas and vehicles used for the transport of food.

10.3 Food handlers who wish to smoke whilst on duty must observe local procedures as set by the department.

10.4 On returning to a food area after smoking all food handlers must wash their hands before starting work.

11.0 Personal items

11.1 Personal items used outside of the working environment must not to be brought into food preparation areas, as they pose a risk of contamination.

11.2 The following items are deemed to be personal items; however, the list is by no means exhaustive:

- papers, magazines and books;
- packets of cigarettes, lighters and other tobacco related materials;
- sweets and chewing gum;
- medicines, headache tablets or prescriptive drugs; and
- personal mobile phones and audio devices must not be used in food preparation areas.

11.3 Personal mobile phones and audio devices are not readily cleanable and hence a vehicle for the transfer of bacteria.

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SECTION 7 - FITNESS TO WORK

FW/02: Reporting of vomiting and/or diarrhoea

1.0 Introduction

1.1 Any food handler, other employee and/or visitor suffering from symptoms of any illness or condition likely to directly or indirectly be transmitted through food or to give rise to food poisoning or food-borne illness must be **excluded** from food handling duties and/or from entering food handling areas.

2.0 Managers' responsibilities for *Food handlers*

2.1 Upon recruitment and on an annual basis thereafter must complete and sign-off a copy of ***FW04: Infection reporting requirements for food handlers,*** the copy of which must be kept at unit-level.

2.2 Upon notification and/or showing symptoms of diarrhoea and/or vomiting food handlers must be excluded from food handling duties and denied access to food handling areas with immediate effect and until symptom-free for a minimum period of 48 hours.

2.3 Where a direct family member or close personal contact of a food handler is showing symptoms of diarrhoea and/or vomiting that they are instructed on the need for high standards of personal hygiene and effective hand washing whilst at work.

2.4 With reference to (2.3) food handlers are expected to undertake normal food-handling duties whilst they themselves do not show any such symptoms. However, if symptoms do manifest themselves then the food handler must be excluded from food handling and food handling areas with immediate effect.

2.5 Those food handlers who have disregard for the requirements of this procedure and/or their legal obligations under the appropriate food safety legislation are taken through the departmental disciplinary procedure.

3.0 Managers' responsibilities for non-food handlers

3.1 Maintenance staff and contractors prior to entering food premises and/or attempting to undertake duties, and on an annual basis from thereon must have completed the appropriate form. Refer to ***FW/07: Maintenance staff and contractors in food preparation areas***.

3.2 All visitors and non-catering staff prior to entering food premises and/or attempting to undertake duties must complete the appropriate form. Refer to ***FW/08: Visitors questionnaire***.

3.3 All non-food handlers that are infectious or potentially infectious must be excluded from food handling areas.

4.0 Food handler's responsibilities

4.1 Food handlers are legally obliged to advise their manager if they know or suspect they are suffering from, or are a carrier of, a food-borne illness, for example, if they have diarrhoea and/or vomiting or because of close contact with a confirmed case.

4.2 If suffering from symptoms of diarrhoea and/or vomiting must report with immediate effect to their line manager and then leave the premise straight away.

4.3 If symptoms of diarrhoea and/or vomiting develop during their working hours must inform their line manager with immediate effect and then leave the food premise straight away.

4.4 If they have shown symptoms of diarrhoea and/or vomiting whilst being in a foreign country or developing them on their return must report it to their line manager and under no circumstances must they attempt to undertake food-handling duties.

4.5 If a food handler undertakes food-handling duties knowing that they are showing symptoms of diarrhoea and/or vomiting they will be committing an offence under current EU food safety legislation.

4.6 Prior to 'return-to-work' following illness which included vomiting and/or diarrhoea a food handler must be symptom-free for a minimum of 48 hours.

4.7 If an affected person has visited a General Practitioner due to ongoing and persistent vomiting and/or diarrhoea then that food handler must not attempt to undertake food-handling duties until formal confirmation has been received from the doctor that they are fit to return to work.

5.0 Assessment

5.1 Upon notification that a food handler is in contact with a direct family member/s or close personal contact/s who are showing symptoms of vomiting and/or diarrhoea it will be the responsibility of the immediate line manager to formally assess the situation.

5.2 The assessment must identify any risk involved in any of the working procedures normally undertaken by the food handler (this would normally include; good hygiene practice and the regular and effective washing of hands).

4.3 If the assessment identifies a risk that cannot be controlled then the food handler must be excluded from food-handling duties and given appropriate safe alternative duties until those family members/close contacts have been symptom-free for 48 hours.

6.0 Requirements for return to work

6.1 Requirements for return to work following illness due to gastro-intestinal infection will be as set out in the publication **Food Handlers *Fitness to Work* Regulatory Guidance and Best Practice Advice for Food Business Operators.**

6.2 Food handlers are allowed to resume food-handling duties once:

a) there has been no vomiting for 48 hours once any treatment has ceased

b) the bowel habit has returned to normal for 48 hours either spontaneously or on cessation of treatment of anti-diarrhoeal drugs *(e.g. if the last symptom ended at 5pm on Monday evening then the food handler can safely return to work at 5pm on Wednesday evening)*

c) good hygiene practice, particularly hand washing is observed in all circumstances

6.3 If on returning to work following a period of absence, having suffered from vomiting and/or diarrhoea the food handler must notify their line manager that they are fit to resume work.

7.0 Return to work interview

7.1 Following a period of absence involving diarrhoea and/or vomiting all food handlers must attend a 'return-to-work' interview with their line manager and in any event prior to engaging in food-handling activities.

SECTION 7 - FITNESS TO WORK

8.0 When the cause of infection is known

8.1 If a food handler has been diagnosed by a General Practitioner with an infection listed in this section then procedures and guidance in this document can normally be applied:

- *Salmonella* (excluding *Salmonella* Typhi and *Salmonella* Paratyphi A, B or C)
- *Campylobacter*
- *Vibrio* (excluding *Vibrio* cholera O1 and O139)
- *Yersinia*
- *Bacillus*
- *Staphylococcus aureus*
- *Clostridium perfringens*
- Protozoa (e.g. *Cryptosporidium*, *Giarda lamblia*) with the exception of *Entamoeba hystolitica*
- *Shigella sonnei* (but not *Shigella dysenteriae*, *flexneri* and *boydii*)
- Worms (excluding Threadworm and *Taenia solium*)

8.2 If a food handler is diagnosed by a General Practitioner with an infection listed from hereon then alternative action may well be required.

8.3 *Salmonella* Typhi and *Salmonella* Paratyphi A, B or C (Enteric fever); must be excluded from work and referred to a medical professional. Investigation and management of the case must be referred to the local authority, health professionals and the Health Protection Agency. Confirmed cases can be excluded for three months or more.

8.4 Verocytotoxin-producing *Escherichia coli* (*E. coli 0157*); confirmed cases must remain excluded until medical clearance is obtained. Clearance for work normally involves two consecutive, negative, faecal samples submitted, with the second sample taken 48 hours after the symptoms have stopped naturally. Anyone who has household contact with someone infected with *E. coli* O157 must inform their manager. They must be excluded from any work that involves direct handling or serving open ready to eat foods until microbiological clearance is obtained in the same way.

8.4 *Entamoeba histolytica* (Amoebic dysentery); in addition to the normal 48 hour exclusion, food handlers must seek medical clearance. Clearance for work normally involves a single negative stool sample taken one week after the end of treatment

8.5 Threadworm; exclude from direct handling and serving of open ready-to-eat foods until infected person is treated.

8.6 *Taenia solium;* exclude from direct handling and serving of open ready-to-eat foods. Clearance for work would normally require two negative stool tests at 1 and 2 weeks post treatment. Exclude from all food handling duties and areas also if managers are not confident in their personal hygiene practices.

8.7 *Vibrio cholerae* O1 and O139; in addition to the normal 48 hour exclusion, people handling and serving open ready to eat foods. Clearance for work normally involves two consecutive negative stool samples taken at intervals of at least 24 hours.

SECTION 7 - FITNESS TO WORK

9.0 Non-infective gastrointestinal disorders

9.1 Diarrhoea and/or vomiting is not only caused by infection but can be the result of:

- morning sickness during pregnancy;
- side effects of medicines and medical treatment;
- inflammation of the bowel including disorders such as, diverticulitis, Crohn's disease, ulcerative colitis or Irritable Bowel Syndrome;
- malabsorption syndromes such as, coeliac disease and cystic fibrosis; and
- dietary indiscretion, for example the consumption of excess alcohol and/or spicy food

NB: the afore-mentioned conditions are not necessarily a barrier to exclusion even though they may result in diarrhoea; however, the regular and effective washing of hands must be practiced.

9.2 Food handlers' who do suffer with such ailments must be made aware of the importance in seeking medical advice and informing their manager if any change from their normal bowel habit occurs, as this must be assumed to be infectious until proven otherwise.

9.3 If there is an element of doubt managers must err on the side of caution and exclude affected persons until evidence shows that it is safe for them to return.

Version	Date of issue	Author	Endorsed by
V03	30th June 2019	Graham Day; Health & Safety Adviser	Graham Hakes; Senior Health & Safety Adviser

SECTION 7 - FITNESS TO WORK

FW/01: Gastro-intestinal illness in food handlers

1.0 Introduction

1.1 Food that has become contaminated with food poisoning bacteria and viruses may well cause illness. Food can become contaminated by food handlers who are suffering from certain infections, or who are carrying the micro-organisms in or on their person without showing any symptoms of infection.

1.2 Any food handler, other employee and/or visitor suffering from symptoms of any such illness or condition likely to directly or indirectly be transmitted through food or to give rise to food poisoning or food-borne illness must be excluded from food handling duties and/or entering *food handling areas.

A *food handling area for the purpose of this procedural guidance includes:

- kitchens and food production areas;
- food stores;
- pot-wash areas;
- restaurant and dining areas;
- food service counters and till areas; and
- wet bars (alcohol).

2.0 Symptoms of gastro-intestinal infection

2.1 The most common symptoms of gastro-intestinal infection are:

- diarrhoea and/or vomiting;
- stomach cramps;
- nausea; or
- fever.

2.2 Diarrhoea is a common condition within the community and for this reason; it is complicated to define in order to exclude all normal variations of bowel habit. Diarrhoea would normally imply a change in someone's normal bowel habit with loose or liquid stools passed more frequently.

2.3 Three or more loose stools within any given 24hr period could well be an indication that it is of an infectious nature, but this can vary. If not followed by other symptoms or further bouts of diarrhoea then it is not likely to be infectious

3.0 Bacterial infection

3.1 If a food-handler is affected the bacteria live and multiply within the gut and are excreted in faeces and/or vomit.

3.2 The possibility of bacteria spreading is at its greatest when an infected person shows symptoms of diarrhoea and/or vomiting as bacteria and loose or liquid stools are more likely to contaminate hands.

3.3 Food-handlers may have infections but show no symptoms, this may be a result of being a long-term carrier, having a mild infection or because they are in the early stages of an illness and symptoms are not yet apparent. For this reason, the regular and effective washing of hands is paramount in reducing the numbers of potential bacteria/viruses on hands. Refer to ***FW/06: Hand wash facilities and effective hand washing***.

4.0 Viral infection

4.1 Viruses can spread via contaminated hands and some can spread through the air, especially if an infected person vomits. This characteristic is often what causes large-scale outbreaks of viral infection within enclosed environments.

4.2 Viruses can be transmitted through 'ready-to-eat' food and spread in much the same way as bacteria and with similar effects.

4.3 Viruses do not have the capability to multiply on food itself but may use food itself as a vehicle for infection. They are capable of surviving on food for long periods of time, however in general, effective cooking of foods easily destroys viruses.

5.0 Reporting of vomiting and/or diarrhoea

5.1 Managers and food handlers must comply with the requirements of the appropriate procedure. Refer to ***FW/02: Reporting of vomiting and/or diarrhoea.***

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SECTION 7 - FITNESS TO WORK

FW/03: Reporting of infectious illness

1.0 Introduction

1.1 In addition to the reporting of vomiting and/or diarrhoea food handlers must also report other medical conditions such as; infected wounds, skin infections, sores, boils & styes; discharge from the ears, eyes, nose & mouth; acute coughs and colds.

1.2 Other medical conditions such as; eczema, dermatitis and psoriasis of the hands and/or forearms need to be reported. Certain skin conditions may be related to work activities, a reaction to a food allergy or substance.

2.0 Managers' responsibilities for Food handlers

2.1 Upon recruitment and on an annual basis thereafter must complete and sign-off a copy of ***FW04: Infection reporting requirements for food handlers,*** the copy of which must be kept at unit-level.

3.0 Cuts, boils, septic spots and skin infections

3.1 Damaged skin or sores caused by injury or disease, for example boils and septic cuts, may become infected with a bacterium such as *Staphylococcus aureus,* which has the potential to cause food poisoning.

3.2 Symptoms of infection may include scaling, weeping or discharge from lesions. Where such lesions cannot effectively be covered then the person must be excluded from any work likely to lead to the contamination of food.

3.3 It may be acceptable to continue working as long as injured and infected areas are effectively covered.

3.4 Lesions that are infected but are not exposed such as; the back or legs, are not a bar to working as a food handler.

3.5 Clean wounds must be effectively covered with a waterproof dressing and of a noticeable colour i.e. blue, but there would be no need to discontinue food handling tasks.

3.6 The covering of dressings on hands with a rubber glove, fingerstall or similar may be considered as additional protection.

3.7 The need for meticulous hand hygiene must be emphasised at all times.

4.0 Infections of the eyes, ears and mouth

4.1 Food handlers whose eyes, ears, mouth or gums are weeping or discharging must be excluded from food handling tasks until they no longer present a risk of contamination to food and equipment.

5.0 Acute coughs and colds

5.1 Food handlers suffering from acute coughs and colds can be responsible for spreading droplet infection for a considerable distance, owing to the fact that 40% of adults carry the bacterium *Staphylococcus aureus* in their eyes, ears, nose and mouth.

5.2 Food handlers suffering from acute coughs and colds are not allowed to handle and/or prepare 'open' food.

SECTION 7 - FITNESS TO WORK

6.0 Staff showing symptoms of reportable illness

6.1 When a member of staff reports to their manager that they are showing symptoms of a reportable illness the decision of whether to totally exclude the food handler from food handling tasks or whether to find *safe alternative work will be at the discretion of the manager.

*Safe alternative work would normally mean; work that does not involve direct contact with open food, surfaces or equipment in areas where open food is stored or processed.

6.2 If a manager is uncertain as to the suitability of a food handler showing symptoms of reportable illnesses, to work within any food area, advice may be sought from:

- the appropriate Health & Safety Adviser; or
- an Occupational Health Adviser in Safety & Occupational Health Services

7.0 Referral of staff with on-going symptoms

7.1 When a member of staff shows recurring symptoms of any of the afore-mentioned illnesses, it will be at the discretion of the manager to refer that food handler to the Occupational Health Department at the University of Warwick via the appropriate HR Advisor for the department.

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SECTION 8 - DUE DILIGENCE

DD/08: Pest control and reporting

1.0 Introduction

1.1 Food pests are a direct cause of many statutory closures of food businesses and are a major contributory factor for a large volume of food complaints. Pest infestation features prominently in many prosecutions and is responsible for a significant amount of food surrendered. Food premises with serious infestations present a significant danger to the health of customers and therefore could well be subjected to closure under the Food Safety Act 1990.

1.2 Food pests are a source of pathogenic bacteria (harmful) and therefore effective pest control is considered to be a prerequisite to the food safety management system.

1.3 The quick and effective reporting of a pest sighting will:

- prevent the spread of disease;
- prevent wastage of food;
- prevent damage to equipment and structural aspects of the premises;
- avoid the loss of business, profit and staff; and
- assist in compliance with the appropriate legislation.

2.0 Campus & Commercial Services Group

2.1 CCSG shall engage the services of a reputable pest control contractor and the businesses in conjunction with the pest control contractor shall ensure at all times that 'suitable' and 'sufficient' numbers of:

- mouse bait stations are appropriately placed in food areas and that they are maintained/ checked in-line with the prescribed number of scheduled visits e.g. every 6 weeks;
- external rodent bait stations are appropriately placed around the immediate perimeter of all food areas and that they are maintained/checked in-line with the prescribed number of scheduled visits e.g. every 6 weeks; and
- electronic ultra-violet fly-killers are installed, maintained, checked and cleaned on a regular basis within all food premises.

3.0 Pest Control Contractor responsibilities

3.1 The nominated pest control contractor in line with the agreed contract specifications shall:

- locate, monitor and replace bait boxes as and when deemed necessary;
- on arriving on site the technician shall report to the unit manager or other authorised person;
- undertake routine inspections of all food areas;
- check and maintain ultra-violet fly-killers as and when deemed necessary;
- attend to 'call outs' and carry out follow-up visits as and when required;

- complete a post inspection report after each routine inspection, ultra-violet fly-killer check and or emergency call-out; and
- advise local managers on housekeeping and pest-proofing issues in respective areas.

4.0 Food handlers' responsibilities

4.1 To ensure high standards of housekeeping are maintained to reduce the risk of pest infestation.

4.2 To clean up spillage, effectively clean behind and underneath equipment, facilitate the correct storage of waste both inside food preparation/bar and external waste areas.

4.3 To report with immediate effect any sighting of a food pest to a line-manager.

5.0 Managers' responsibilities

5.1 To ensure that members of staff are aware of the importance in the reporting of pest sightings.

5.2 To ensure that where doors and windows open directly on to an external environment and where the intention is to leave them open that they are adequately protected against the ingress of pests, for example; fly-screens, plastic curtains.

5.3 To ensure appropriate proofing, for example; rubber strips or brushes are affixed where there is potential for pests to gain access under doors, around pipes and similar.

5.4 To access any post inspection report and action any recommendations put forward by the pest control contractor during routine inspections, call-outs and/or ultra-violet fly-killer checks.

6.0 Heads of Departments responsibilities

6.1 To ensure that the appropriate resources are made readily available to enable compliance with any statutory obligations with respect to pest control and to action any recommendations put forward by the pest control contractor.

6.2 To ensure that both managers and food handlers fully understand the importance of the need for effective pest control and timely reporting of any infestation.

7.0 Common food pests

7.1 Food pests commonly found in the food industry may well include:

- rodents
- insects
- birds

7.2 The presence of any animal, insect or bird in a food area must be reported with immediate effect.

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SECTION 8 - DUE DILIGENCE

DD/01: Customer feedback

1.0 Introduction

1.1 The customer feedback procedure has been designed to aid the effective reporting of food that does not meet safety or quality standards, irrespective of whether it has been discovered during preparation, service or as a direct result of customer feedback.

1.2 This procedure shall be implemented when food has been identified as being affected by one or more of the following:

- physical contamination e.g. glass, string, wood, metal, plastic, cigarette ends, plasters, stones, insects, rodent droppings, bodily fluids etc.
- chemical contamination - for example; cleaning agents, pesticides, transfer of metals from cooking vessels to food, perfume, aftershave etc.
- bacterial contamination - where ready-to-eat foods may have come into direct contact with raw foods such as; meat, poultry, fish and vegetables and there is reason to believe that such food has become contaminated with either blood, juices and/or soil.
- unfit food - for example; food that is decomposed, discoloured, slimy, mouldy, smells off or food that is out-of-date.

1.3 All customer complaints shall be handled in an appropriate and timely manner to prevent a recurrence or further customer dissatisfaction.

1.4 On receipt of a complaint the manager should not accept liability in any way, but should reassure the customer that a full investigation will take place and that any findings will be communicated to the customer.

2.0 Action to be taken following a customer complaint

2.1 This procedure must be used in respect to dishes produced on-site and products bought in.

2.2 Upon receipt of a customer complaint the recipient should gather as much information as possible, using the form ***DD/02: Customer feedback report - food safety***.

2.3 Any affected food shall be retrieved along with the contaminant, if appropriate; such food must be labelled and isolated in readiness for further investigation.

2.4 The person dealing with the complaint must inform their immediate line-manager.

2.5 The appropriate manager must decide whether or not the issue presents a serious threat to other customers, if there is potential for further complaints then the affected food must be withdrawn from use and/or sale, labelled, isolated and secured in readiness for further investigation.

2.6 The manager shall endeavour to identify both the 'immediate' and 'root' cause of the complaint and communicate any findings to the complainant.

2.7 Any food-related complaint must also be reported on-line using the SHE Assure reporting system.

2.8 As a result of any such complaints the manager and/or appropriate Health & Safety Adviser may be requested to undertake a full investigation.

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SECTION 8 - DUE DILIGENCE

SECTION 9 - WORK ENVIRONMENT

WE/04: Disruption to water supply

1.0 Introduction

1.1 In the event of a disruption to the water supply this will impact on the ability of a food outlet to function in a safe manner.

1.2 Where appropriate the unit manager must decide whether or not to continue operating and/or trading until the water supply has been reinstated and there has been an 'all clear' given by Estates to use the water supply once more.

1.3 Legislation requires that there shall be an adequate supply of potable (drinkable) water, which is to be used whenever necessary to ensure that foodstuffs are not contaminated.

2.0 Disruption to normal water supply (no prior warning)

2.1 Where there is disruption to the water supply without a warning the manager must assess whether or not the business can continue to operate safely.

2.2 If the business cannot operate in a safe manner then the manager must take the decision to suspend any work activities involved in the business that are at risk until the water supply has been reinstated and the 'all-clear' has been given to use it once again.

2.3 If the business is to continue operating/trading during any disruption then the following is to be considered and controlled:

2.3.1 How long will the loss of water last for?

2.3.2 Can the business operate safely without compromising the health and well-being of customers?

2.3.3 Is potable water readily available for the cleaning and disinfection of preparation tables, equipment & utensils?

2.3.4 Is potable water readily available for cooking?

2.3.5 Are suitable hand washing facilities readily available to allow for effective washing of food-handlers hands, both within food premises and/or toilet facilities?

2.3.6 Can the business operate safely without compromising the health and well-being of customers and employees?

2.3.7 Can the business operate within legal requirements?

2.4 Upon reinstatement of the water supply, however, there is a possibility that it has become contaminated then it must not be used until the 'all-clear' has been given by the Estates team.

3.0 Disruption to normal water supply (with warning)

3.1 Where there is a warning to the disruption of the potable water supply managers may be able to accommodate the normal business needs if adequate provisions are made, prior to the water being switched off.

3.2 If the business intends to operate/trade during disruption then it must fulfil all its legal duties in respect to food hygiene legislation and therefore must consider and control subject areas as identified in 2.3.1 - 2.3.7.

3.3 Where potable water is stored then it must not be allowed to become contaminated, which in itself could give rise to contamination of the food chain, equipment, surfaces and ultimately effect the health and well-being of people.

4.0 Communication of disruption to normal water supply

4.1 Any disruption to the water supply, with or without prior warning must be communicated to the appropriate:

- Head of Department;
- Health & Safety Department; and
- Any other affected parties.

5.0 Ice making machines

5.1 In the event of potential contamination of the water supply the ice-making machine must be switched off and any ice discarded.

5.2 Ice machines should display a notice to the effect that the appliance is 'out of order'.

5.3 Where there is potential for contamination machines they must be flushed and sanitised by the appropriate contractor before being put back into service.

6.0 Water fountains

6.1 Water fountains are not to be used during any such disruption to the water supply.

6.2 Any such water fountains should display a notice to the effect that the appliance is 'out of order'.

6.3 where there is potential for contamination of water fountains then they must be sanitised and flushed by the appropriate contractor before being put back into service.

7.0 Reinstating the water supply

7.1 Upon reinstatement of the water supply and after Estates have given the 'all clear', then a designated person should open all taps until the water runs clear.

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SECTION 10 - FOOD SAFETY INSPECTIONS

FSI/02: Local Authority Inspections

1.0 Responsibility of the local authority

1.1 Local authorities are required to maintain a register of all food businesses in its area, and implement a rolling program to ensure that all food businesses are inspected on a regular basis. Local authorities have a legal duty to carry out food safety inspections of food premises, such inspections are normally undertaken by a Food Safety Officer (FSO) working for the appropriate Environmental Health Department.

2.0 The National Food Hygiene Rating Scheme

2.1 The Food Hygiene Rating Scheme is a national six tier "scores on the doors" scheme which has been adopted by both Coventry City & Warwick District Councils as from 1st April 2012.

2.2 Each food outlet will be given a hygiene rating following a planned inspection by a FSO from the appropriate authority. Food outlets will be awarded one of six ratings, for example on a scale of '0' at the bottom, which means that urgent improvement is required, to '5' at the top, which means that the business has 'very good' standards of hygiene and is complying with legislative requirements.

2.3 The hygiene rating awarded will depend on standards of food hygiene at the time of the inspection, as follows:

- how hygienically food is handled: for example preparation, cooking, cooling, storage and control measures in place to prevent contamination of food;
- the condition of the premises; this includes the structure, cleanliness, layout, lighting, ventilation, equipment and other facilities; and
- confidence in management; how food safety is managed and what records are in place to ensure that food is safe.

3.0 Food safety inspections

3.1 Frequency of inspection will depend upon a number of factors that consider the potential risk to consumers. The higher the risk, the more frequently a food premise will be inspected.

3.2 The responsibility for ensuring the safety of food lies with the local manager of the food outlet.

3.3 The local manager of a food outlet that has been inspected should inform their immediate line-manager and/or General Commercial Manager and the Health & Safety Adviser; Health & Safety Services at the earliest possible convenience.

3.4 Wherever possible local managers must co-operate with FSOs' and should accommodate any requests for inspection of documentation such as; due-diligence records, food safety manual, hazard analysis.

3.5 After an inspection the following information will be sent out by the appropriate local authority:

- a post-inspection report; and
- a window sticker both of which will reflect the hygiene rating awarded.

3.6 Upon receipt of the post-inspection report the local manager must respond to each observation raised by way of identifying appropriate action to be taken for both the short-term and long-term resolve.

3.7 The local manager will ensure that the sticker are displayed in a prominent location within the food outlet in order that prospective customers can make an informed choice.

4.0 Right to appeal

4.1 If the local manager believes that the hygiene rating is incorrect or unfair in as much that it does not reflect the hygiene standards found at the time of the inspection then they have the 'right to appeal'.

4.2 If the local manager wishes to exercise their 'right to appeal' then they should communicate this to the FH&SO in a timely manner, who in turn will justify whether or not it is appropriate to exercise that right.

4.3 If the 'right to appeal' is justified then the manager should put forward valid reasons as to why the 'right to appeal' should be lodged, the appropriate form will then be completed ready for submission.

4.4 Any such 'appeal' must be submitted to the leading officer acting on behalf of the appropriate local authority within 14 days (including weekends and bank holidays) from the date of receipt of the notification letter of any hygiene rating.

4.5 The appeal will be considered by the appropriate authority and a reply will be given within 7 days. The hygiene rating will not be posted on www.food.gov.uk/ratings until a resolve has been reached.

5.0 Right to reply

5.1 If there has been an improvement in hygiene standards since the initial inspection, or if there were unusual circumstances at the time of the inspection the local manager can explain so to customers, if they so wish.

5.2 If the local manager wishes to exercise their 'right to reply' they should communicate this to the FH&SO, who in turn will justify whether or not it is appropriate to exercise that right

5.3 If the 'right to reply' is justified then the FH&SO and the local manager will complete the appropriate form which will then be submitted to the local authority and it will be published with the hygiene rating at www.food.gov.uk/ratings.

6.0 Right to request a re-visit

6.1 If a local manager implements improvements to hygiene standards then they will have the right to 'request a re-visit'.

6.2 Any local manager wishing to exercise their right to 'request a revisit' should communicate this to the FH&SO, who in turn will justify whether or not it is appropriate to exercise that right.

6.3 If the right to 'request a re-visit' is justified the local manager will be asked to complete the appropriate form as provided in ***DD/12: Request for a revisit following a Local Authority inspection*** and must provide supportive evidence of improvements made such as; photographs, documented evidence etc. Upon receipt of satisfactory evidence the form will be and submitted along with evidence to the leading officer to the appropriate authority.

6.4 If the local authority considers that sufficient evidence has been provided that required improvements have been made and provided that a 'three month' standstill period has passed since the date of the statutory inspection, then the local authority will make an unannounced visit within three months of the end of the three month 'standstill' period.

6.5 After the re-visit a new hygiene rating will be given based on the level of compliance that is found at the time of the re-visit ratings; however managers should be aware that ratings could go up, down or remain the same.

6.6 Only one request to re-visit can be made per each planned statutory inspection.

7.0 Appropriate authorities

7.1 The following authorities are responsible for carrying out inspections at the listed sites;

Coventry City Council

- Warwick Conference Park & Events (main campus)
- Warwick Retail (main campus)
- Arden

Warwick District Council

- Radcliffe
- Scarman
- The Slate
- Café WBS
- Sports Hub

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SECTION 2 - OPERATIONAL STANDARDS

OS/16: Production, storage and service of ice

1.0 Introduction

1.1 Water used for the production of ice is classified as a foodstuff and by law, this water must be sourced from a supply that is potable (fit to drink).

1.2 Inadequate servicing, maintenance and cleaning of ice-machines are factors that contribute towards to the production of poor quality ice, due to the presence and build-up of bacteria.

1.3 Contamination can also be due to the unnecessary handling by staff and customers and by bad practices such as not ensuring that ice is covered during storage and service.

2.0 Location of the ice machine

2.1 The machine must only be connected to a main water supply e.g. drinking water from a rising main.

2.2 The machine must be located in an area that is free from dust, dirt or any other sources of contamination such as cleaning chemicals.

3.0 Servicing of the machine

3.1 The machine must be serviced on a twice-yearly basis as per the refrigeration contract.

3.2 The machine must be cleared of any ice prior to the service being carried out.

3.3 A full clean of the external surfaces and ice-storage compartment must be undertaken after any such service.

4.0 Cleaning and disinfection

4.1 The machine shall be cleaned and disinfected in accordance with the cleaning schedule for ice machines. A copy of the cleaning schedule should be located as near to the ice machine as possible. Refer to ***HS/06: Ice machine cleaning procedure.***

4.2 Prior to cleaning and/or disinfection being undertaken ice must be discarded.

4.3 On completion of cleaning the checklist should be completed. Refer to ***HS/07: Ice machine checklist.***

5.0 Storage of ice

5.1 During storage ice must be protected from bacterial, physical and chemical contamination.

5.2 Ice must only be stored for a maximum of 2-weeks.

5.3 Ice scoops must not be stored in the ice itself as this can only give rise to bacterial contamination from hand-contact points.

5.4 Bottles of beer, wine etc. must not be stored in the ice storage compartment as this may give rise to bacterial contamination and physical contamination from glass particles.

SECTION 2 - OPERATIONAL STANDARDS

6.0 Decanting of ice

6.1 Utensils such as; tongs, scoops and ice buckets must be washed and disinfected at the end of every shift, and in any event at least twice a day.

6.2 Scoops used for decanting ice from the ice making machine must be kept in a solution of D10 at the appropriate dosage, which must be changed on a daily basis.

6.3 The hand-contact parts of utensils must not be allowed to come into contact with ice itself.

6.4 Ice must not be scooped or transferred by hand, by using a glass, ice bucket or similar.

7.0 Service of ice

7.1 During service ice buckets must be kept behind the service counter where customers do not present a risk of contamination.

7.2 Once ice has started to melt it must be discarded.

7.3 Ice must not reused

7.4 Any remaining ice at the end of the shift must be discarded. Ice must not be re-frozen.

8.0 Ice buckets

8.1 Ice buckets and tongs must be in a good sate of repair and clean at all times.

8.2 Ice buckets should be well insulated and be provided with a lid which should be replaced after use.

8.3 When not in use store ice buckets upside-down to reduce the risk of 'pooling' in the bucket itself, reduce the risk of physical contamination of the bucket itself and allow the bucket to dry..

8.4 Ice buckets must not be used as a substitute for cleaning buckets or for soaking small items of equipment in.

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SECTION 6 - HYGIENE STANDARDS

HS/06: Ice machine cleaning procedure

Chemicals to be used	Solution
General clean; Suma star D2 – all purpose cleaner	5ml per 750 ml water (spray bottle)
Disinfection; Suma Bac conc - D10	10ml per 750 ml water (spray bottle)

Equipment needed
Clean cloths, scourer optional, tork roll

Personal Protective Equipment	Safety measures
 Use gloves resistant to alkalis	 Isolate power supply -

Method

External surfaces (daily)

- Wipe over all external surfaces with a clean, damp cloth (solution of D2 or D10), removing any dust and spillage. Pay particular attention to hand-contact surfaces such as the door handle.

Ice storage compartment (every 2-weeks)

- Isolate electricity supply to the ice machine.
- Ice cubes must be removed and must be discarded
- Spray D2 all-purpose cleaner on to internal surfaces and using a clean, damp cloth/scourer remove any stubborn deposits and/or mould growth.
- Rinse all internal surfaces thoroughly with clean water.
- Spray D10 sanitiser on to internal surfaces and leave for the recommended contact time.
- Using clean, damp cloth wipe all surfaces clean and rinse with clean water and allow to air dry.
- Close the ice storage compartment door and switch the machine back on.

Ice production mechanism (every 6-months)

- This must only be done by an authorised contractor, in line with the manufacturer's guidelines.
- On completion of the above, a complete clean of the ice storage compartment must be undertaken

Ice scoop

- Store ice scoop in fresh solution of D10 (appropriate dosage) in between each use.
- At the end of each shift the solution of D10 must be discarded and the ice scoop must be sanitised.
- A fresh solution of D10 must be made up each day

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SECTION 6 - HYGIENE STANDARDS

HS/07: Ice machine cleaning checklist

Month ending	

Outlet	

Date	External surfaces cleaned	D10 solution changed	Initials
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			
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22			
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24			
25			
26			
27			
28			
29			
30			
31			

Ice compartment (every 2 weeks)	
Date	
Initials	

Ice compartment (every 2 weeks)	
Date	
Initials	

Machine mechanism (every 6 months)	
Date	
Contractor	

Comments

Verified by:	

Date:	

Version	Date of issue	Author	Endorsed by
V3	June 2019	Graham Day; Health & Safety Adviser	Graham Hakes; Senior Health & Safety Adviser

OS/15: Cooking with barbeques

1.0 Delivery

1.1 Food shall be transported to the outdoor venue in a safe and hygienic manner, therefore a number of issues will need to be considered.

1.2 Deliveries must take place as near to the cooking time as reasonably practicable.

1.3 Vehicles must be fit for purpose, in as much that they must be clean and not present a risk of contamination to food. Refer to ***OS/14: Transportation of food.***

1.4 Food must be protected from contamination at all times e.g. raw/cooked foods and any of the major food allergens and products thereof shall be kept separate. Food shall be covered at all times, whilst containers must be clean and capable of protecting food.

2.0 Storage of food

2.1 There must be adequate provision of appropriate storage facilities to protect food and maintain safe temperatures.

2.2 Raw and cooked foods must be kept separate and there is a need to protect food from the risk of contamination and pest infestation.

2.3 Storage conditions must be appropriate to the product and food must be stored at least 18 inches off the ground and covered at all times.

3.0 Temperature control of food

3.1 To safeguard against the possible growth of pathogenic bacteria effective temperature control is paramount.

3.2 Ready-to-eat high-risk foods must be kept either hot (> 63°C) or cold (8°C or below) e.g.

- meat and poultry and products thereof;
- dairy produce;
- egg produce;
- shellfish; and
- rice and farinaceous dishes

3.3 Where food is prepared in advance it must be prepared as near as possible to the commencement of the event and stored at the appropriate temperature.

3.4 Food probes must be readily available and clean, in order to monitor temperatures. After each use the probe must be cleaned and disinfected with an anti-bacterial wipe.

4.0 Cooking of food

4.1 All food prior to cooking must be thoroughly defrosted.

4.2 All food items must attain a final core cooking temperature of 75°C for 30-seconds.

4.3 On completion of cooking random temperature probing of food must be undertaken and documented on the appropriate control sheet. Refer to ***TM/05: Cooking of food.***

4.4 Wherever possible tongs and utensils must be used for handling food.

4.5 Separate cooking utensils must be used for; raw and cooked foods; vegetarian and non-vegetarian food items; allergenic and non-allergenic foods and foods that do and do not contain any of the common food allergens

5.0 Personal Hygiene

5.1 To prevent the contamination of foodstuffs food handlers must exercise the highest standards of personal hygiene.

5.2 The correct hand washing facilities must be provided, for example soap, hot water at 45°C and appropriate drying facilities.

5.3 Hand washing must take place in accordance with the appropriate procedure. Refer to ***FW/06: Hand washing.***

5.4 If the provision of hand wash facilities is not feasible, then anti-bacterial hand wipes must be used in order to disinfect hands.

5.5 Food handlers must adopt high standards of personal hygiene in accordance with the appropriate procedure. Refer to ***FW/05: Personal Hygiene.***

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V3	June 2019	Graham Day; Health & Safety Adviser	Graham Hakes; Senior Health & Safety Adviser

OS/18: Vacuum packing of food

1.0 Introduction

1.1 The process of vacuum packing food removes air and prevents its return by way of an airtight seal surrounding the food within the packaging material itself.

1.2 Vacuum packing is a recognised method of increasing the shelf life of food by limiting the growth of food spoilage bacteria, however under certain circumstances non-proteolytic *Clostridium botulinum* may well grow in the absence of oxygen

1.3 Non-proteolytic *Clostridium botulinum* is a spore-forming bacterium and has the capacity to grow and produce a harmful toxin (most potent biological toxin known) at temperatures of above 3°C.

1.4 Inappropriate use of vacuum packing machines can present the risk of cross-contamination to 'ready-to-eat' foods which will compromise the health and wellbeing of consumers. For this reason rigid procedures must be identified, implemented and managed at all times, by all users.

2.0 Shelf life of vacuum packed food

2.1 The maximum shelf life given to any such food to be held in a chilled state must not exceed 5-days, owing to the fact that the following control measures cannot be applied and/or proven:

- heat treatment e.g. time/temperature combination of 90°C for 10-minutes;
- pH of 5 or less;
- minimum salt level of 3.5%; and
- water activity of 0.97 or less.

2.2 The shelf life of food must not be extended past that of the manufacturers'/suppliers' 'use-by' and/or 'best-before' date.

2.3 If food is to be frozen then a shelf life of 2 months must be identified and applied.

3.0 Vacuum packing machine and packaging

3.1 Where both raw and cooked foods are vacuum-packed on the same premises then there must be two separate machines in order to eliminate the risk of cross-contamination.

3.2 Vacuum packing machines used for raw foods must be located in an area where its use does not give rise to the potential contamination of cooked food, equipment and work surfaces.

3.3 Vacuum packing machines used for cooked foods must be located in an area where other processes, for example handling of raw foods would not give rise to the potential contamination of 'cooked' food and/or the machine itself.

3.4 Prior to using the vacuum packing machine it must be clean and in a good state of repair.

3.5 Packaging must be compatible with the machine and must be stored in a way that it cannot be contaminated by raw meats and/or poultry.

4.0 Vacuum packing of cooked foods

4.1 Cooked foods must be vacuum packed in a designated machine which shall be used for cooked foods only. Such machines must be easily identified by way of appropriate signage.

4.2 Cooked foods must be packed as soon as possible after cooling has been completed.

4.3 Packaging must not be overfilled and allowed to spill out into the machine.

5.0 Vacuum packing of raw foods

5.1 Raw foods must be vacuum packed in a designated machine which shall be used for raw foods only. Such machines must be easily identified by way of appropriate signage.

5.2 Raw foods wherever possible must be devoid of excess blood which could give rise to spillage.

5.2 Packaging must not be overfilled and allowed to spill out into the machine or onto the outside of packaging.

6.0 Dating and labelling of foods

6.1 All foods on completion of packing must clearly show the following dates, wherever applicable:

- date of 'cooking';
- date of 'vacuum packing';
- departmental 'use-by' date; and
- manufacturers'/suppliers' dates.

7.0 Storage of vacuum packed foods

7.1 If food is to be placed into chilled storage it must be stored below 8°C.

7.3 If food is to be frozen then it must be stored at -18°C or below.

8.0 Cleaning and disinfection of machines

8.1 Vacuum packing machines must be cleaned and disinfected effectively after each use.

8.2 The correct cleaning and disinfection procedure must be adhered to at all times, a copy of which must be displayed adjacent to the machine. Refer to ***HS/08: Vac-pack cleaning procedure.***

8.3 A record of cleaning and disinfection must be kept on the appropriate checklist, a copy of which must be displayed adjacent to the machine. Refer to ***HS/09: Vac-pack cleaning checklist.***

8.4 The appropriate D10 sanitiser must be located adjacent to each machine.

8.5 Cloths and equipment used for the purpose of cleaning and disinfection must be clean and not give rise to contamination of the machine itself.

Version	Date of issue	Author	Endorsed by
V3	June 2019	Graham Day; Health & Safety Adviser	Graham Hakes; Senior Health & Safety Adviser

SECTION 6 - HYGIENE STANDARDS

HS/08: Vac-pack machine cleaning procedure

Chemicals to be used	Solution
Pre-clean; Suma star D1	1 - 2ml per 1litre hand warm water
Disinfection; Suma Bac conc - D10	10ml per 750 ml water (spray bottle)

Equipment needed
Clean cloths, scourer optional, tork roll

Personal Protective Equipment	Safety measures
 Use gloves resistant to alkalis	 Isolate power supply - remove plug

Method

Poly-propylene boards

- Remove boards and carry out pre-clean; remove spillage from both sides of the boards, rinse with clean water.
- Spray both sides with D10 solution, leave for appropriate contact time, rinse with clean water, allow to dry; alternatively.
- Pass boards through dish washer to facilitate e effective cleaning and disinfection.

Heater element

- Remove the heater element; carry out pre-clean, wipe with clean damp cloth.
- Spray with D10 solution, leave for appropriate contact time, wipe with clean damp cloth, allow to dry.

Internal well and lid

- Carry out pre-clean; remove spillage, ensure corners are cleaned effectively, rinse with clean water. Spray all surfaces with D10 solution, leave for appropriate contact time, rinse with clean water, allow to dry.
- Reassemble the machine.

External surfaces

- Close the lid, spray D10 solution on to clean, damp cloth and wipe over all surfaces including buttons on control panel, leave for appropriate contact time, wipe over with clean damp cloth.
- For heavy spillage carry out pre-clean, ensure cloths are wrung out well before carrying out cleaning. Do not allow water to enter buttons on control panel.

To eliminate the risk of cross-contamination this machine must be cleaned/disinfected after each use

Version	Date of issue	Author	Endorsed by
V3	June 2019	Graham Day; Health & Safety Adviser	Graham Hakes; Senior Health & Safety Adviser

SECTION 6 - HYGIENE STANDARDS

HS/09 - Vac-pack machine cleaning checklist

Appliance	Raw / Cooked

Month ending	

Date	Initials

Date	Initials

Verified by:	

Date	

Version	Date of issue	Author	Endorsed by
V3	June 2019	Graham Day; Health & Safety Adviser	Graham Hakes; Senior Health & Safety Adviser

OS/19: Ambient buffets

1.0 Transport of ambient buffet items

1.1 All food must be transported in line with the appropriate food safety procedure. Refer to ***OS/14: Transportation of food.***

1.2 Ambient buffets intended for consumption off-campus must be transported in a 'chilled' vehicle.

1.3 Ambient buffets intended for consumption on-campus will be transported in a designated food & drink vehicle available at that time.

1.4 Where chilled 'high-risk' buffet items are being transported in un-chilled vehicles and a 'core' food temperature of < 8°C cannot be maintained then a 2½ -hour rule will be applied, which must include the transportation and ambient display of food. After this time has lapsed such food must be discarded.

2.0 Ambient buffet set-up

2.1 Edible buffet items should be placed on to the table once crockery etc. has been placed down.

2.2 Buffet items should remain covered until service commences.

2.3 Wherever possible special dietary requirements should be kept separate from the main buffet and in any event must be appropriately labelled so.

2.4 In the event the buffet is not staffed during service then the person responsible for setting-up must complete an information card which will identify a 'safe-time' in which the buffet can be eaten to ensure safety and quality of the food and which should not compromise the health and well-being of the customer.

2.5 The 'safe-time' must be calculated from when chilled 'high-risk' foods were first exposed to temperature abuse e.g. > 8°C. The 'safe-time' must not exceed 2½ hours:

- if 'high-risk' items have been transported in a chilled vehicle and a 'core' temperature of < 8°C has been maintained then the 'safe-time' would commence on decanting from that vehicle.
- if 'high-risk' items have been transported in an un-chilled vehicle then the 'safe-time' would commence from the start of distribution.

2.6 In the event that the buffet is staffed throughout the service it will not be necessary to complete an information card; however staff must be aware of the 'safe-time' as identified in 2.5.

3.0 Clear-down of ambient buffets

3.1 On clearing down ambient buffets all 'high-risk' food items must be placed into black bin liners in readiness for discarding. All black bags should be decanted in to the appropriate compactor; however this must only be done by someone who has been appropriately trained in the use of compactors.

3.2 The following buffet items are deemed to be 'high-risk'; however the list is by no means exhaustive

- sandwiches (packed/unpacked);
- salad pots;
- compound salads;

- meat/poultry & by-products;
- fish & by-products;
- cakes and products containing fresh cream;
- yoghurts; and
- prepared fresh fruit pots.

3.3 Whole fruit may be left at the request of the customer.

3.4 Buffet items deemed as 'low-risk' can be returned if the integrity of the original aseptic packaging has not been broken; for example:

- wrapped cakes and muffins;
- crisps;
- confectionery ;
- bottled minerals; and
- whole, peelable fruit that can be re-washed.

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V3	June 2019	Graham Day; Health & Safety Adviser	Graham Hakes; Senior Health & Safety Adviser

OS/20: Hot buffets

1.0 Transport of hot buffet items

1.1 Hot food must be transported in line with the appropriate food safety procedure. Refer to ***OS/14: Transportation of food.***

1.2 Hot food prior to distribution must have attained a 'core' temperature of > 63°C and must be transported in either a thermally insulated box or a 'plug-in' hot box.

2.0 Hot buffet set-up

2.1 The accepted methods for keeping food hot are as follows:

- containers placed on electronically controlled hotplates (KPOT);
- thermal plates heated up, transported in a thermally insulated box, and which stay hot for approximately 90 minutes; and
- chaffing dishes - only on 'staffed' events

2.2 A 'core' temperature of food must be taken when placed on service and then at hourly intervals with records documented on the appropriate control sheet. Refer to ***TM/08: Display of hot food.***

2.3 Where hot buffets are not staffed the person setting up the buffet must complete an information card which will identify a 'safe-time' in which the buffet can be eaten to ensure safety and quality of the food, and which should not compromise the health and well-being of the customer.

2.4 Whilst on display hot food must be held at a 'core' temperature > 63°C.

3.0 Clear-down of hot buffets

3.1 All hot food must be returned to the kitchen for the appropriate action to be taken.

3.2 For events that are not staffed then all food must be discarded upon return to the kitchen.

3.3 Where food has been cooked, chilled and then reheated for the purpose of a hot buffet then upon return to the kitchen the senior chef on duty will ensure that it is discarded and not re-used.

3.4 Where food has been freshly cooked for the purpose of a hot buffet, that is to be staffed, and it has been maintained > 63°C, then upon return to the kitchen the senior chef on duty may blast-chill food for the purpose of re-use (once only). Refer to ***OS/12: Blast chilling food***.

3.5 Food may only be chilled if there is documented evidence to show that food has been stored > 63°C prior to and throughout the event, and if it has not been reheated before.

3.6 It is recognised that where some events finish late, levels of staffing and immediate access to a compactor do not allow for food being discarded. In this situation the vehicle must be made secure overnight and the following morning it will be the responsibility of the Delivered food & drink supervisor to ensure that **all food** is discarded.

3.7 The manager on duty or authorised person who is responsible for the service delivery of food must ensure that the safety and quality of food is not compromised.

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OS/21: Sous vide cooking

1.0 Introduction

1.1 A method of cooking in vacuum sealed pouches at lower temperatures for longer periods of time, however can present significant potential food safety risks and therefore must be adequately controlled.

1.2 Raw food is placed into pouches, sealed in a vacuum and subsequently food is cooked using precisely controlled heated methods, which maintains the integrity of ingredients and therefore produces foods with enhanced flavours.

2.0 Important aspects of sous vide cooking

2.1 Vacuum packing creates an anaerobic (oxygen-free) environment and for this reason high standards of food safety and food hygiene must be maintained to prevent the presence and growth of pathogenic bacteria such as; *Clostridium botulinum, Listeria monocytogenes, Salmonella spp.* etc.

2.2 Food cooked at low temperatures for extended periods of time may cause pathogenic bacteria to multiply rapidly, especially when exposed to temperatures within the 'danger zone' (5°C - 63°C), thus presenting a risk to the end consumer.

2.3 Once food has been cooked it must either be served immediately or chilled down rapidly and stored appropriately.

3.0 Equipment

3.1 Specialist equipment must be used, including vacuum packer, water bath, pouches and digital food thermometer.

3.2 All equipment must be clean, maintained in good working order and calibrated on a regular basis, where appropriate.

4.0 Pre-requisite to sous vide cooking

4.1 Prior to undertaking sous-vide cooking a flow chart must be completed which must identify all aspects of the time/temperature cooking combination, any processes applied to the dish and the purchasing specification. Refer to ***HAZ/05: Sous vide flowchart.***

4.2 Time/temperature cooking combinations must not compromise the health and well-being of the end consumer. Campden BRI advises that a core temperature of not less than 60°C for 45 minutes should be used for foods cooked under vacuum conditions.

4.3 Where there is a need to cook products to ensure the destruction of *Listeria monocytogenes, Salmonella, Ecoli 0157* or other vegetative pathogens then the food business operator will need to prove that the cooking process will enable food to reach a 'core' temperature for the recommended time to ensure the food is safe to consume. Such temperatures would be:

- 60°C for 45 minutes;
- 65°C for 10 minutes;
- 70°C for 2 minutes;
- 75°C for 30 seconds; or
- 80°C for 6 seconds

4.4 If high-risk dishes are not going to achieve the lowest minimum 'core' temperature or equivalent as listed above the food business operator must verify safe methods. This could be achieved by having foods microbiologically tested.

4.5 A cooking trial must be undertaken for each specific dish to ensure that the time/temperature combination along with any processes applied do not render the food unsafe to eat.

4.6 Once it has been identified that a specific dish is safe to eat then there must be no deviation from the time/temperature combination, processes applied and the purchase specification.

5.0 The work area

5.1 Ensure that any sources of extraneous contamination (bacterial and physical) have been removed

5.2 Ensure that the work surface has been sanitised and remove any chemicals that may give rise to contamination.

6.0 Ingredients

6.1 Only high quality fresh ingredients should be used for this type of cooking as any off-flavours due to spoilage may be amplified.

6.2 Using fresh ingredients will assure a lower food spoilage bacteria count on commencement of chilled storage and ultimately the finished product will enjoy a longer refrigerated shelf life.

6.3 It is safer to use solid, not minced or punctured, pieces of meat, poultry, and fish. When food is punctured it becomes critical that, not only the surface, but the core of the food attains the correct time/temperature combination to allow for pasteurisation.

6.4 Prior to use all food must be stored in line with appropriate food safety procedures and at a temperature that does not exceed 3°C.

7.0 Preparation and cooking of food

7.1 All preparation and pre-cooking of food must be carried out in accordance with the appropriate food safety procedures. Refer ***OS/05: Preparation of food*** and ***OS/06: Cooking of food.***

8.0 Sealing food pouches

8.1 Food must be decanted into a clean, appropriate food pouch and sealed in line with the appropriate procedure. Refer to ***OS/18: Vac-packing of food.***

9.0 Storage of filled, sealed food pouches

9.1 All filled food pouches must be identified with a 'production' and 'use-by' date.

9.2 All sealed food pouches which are to be held in chilled storage must be stored at a temperature no higher than 3°C and must not have a shelf-life longer than 72 hours.

9.3 All sealed food pouches which are to be held in frozen storage must be frozen down to a temperature of -18°C by the quickest possible means and maintained at that temperature for the duration of storage, the latter of which must not exceed 2 months.

10.0 Cooking of food

10.1 Pre-set the water bath thermostat to the correct cooking temperature. It would be deemed 'best-practice' to set the thermostat 2.5 degrees higher than the required target temperature in order to achieve the correct 'core' temperature.

10.2 Once the required temperature has been attained place the sealed food pouch into the water bath. Do not overload the water bath with food pouches as this can lead to uneven cooking. Food must be completely submerged during the cooking process.

10.3 If a food pouch balloons and floats to the surface it may well indicate a failed seal, the temperature is too hot and steam has formed within the pouch, or there may be a pinhole. In the event this happens the pouch must be discarded as the adequate transference of heat and effective pasteurisation can be brought into question.

10.4 Any leakage into the water bath should be addressed with immediate effect and the water changed.

10.5 Regular monitoring must be carried out to ensure that the correct water bath temperature and final core cooking temperature of the food are maintained. Time/temperature combinations are based on the temperature of food at the centre which is critical to food safety.

10.6 Time/temperature combinations and replenishing of the water at the end of each and every service must be documented on the appropriate control sheet. Refer to ***TM/13: Sous vide cooking.***

10.7 On completion of cooking the core temperature of the food must be taken. There may be a need to rest and/or sear cooked meats/poultry in order to get a good finish and texture prior to service.

11.0 Post-cook chilling

11.1 If food is not to be consumed with immediate effect then there will be a need to chill it rapidly, this can be done by immersing food pouches into an ice bath e.g. ½ ice and ½ cold water.

11.2 Subsequent chilled/frozen storage must be in line with **Section 9** of this food safety procedure.

Version	Date of issue	Author	Endorsed by
V3	June 2019	Graham Day; Health & Safety Adviser	Graham Hakes; Senior Health & Safety Adviser

SECTION 2 - OPERATIONAL STANDARDS

SECTION 5 -5 TEMPERATURE MONITORING

TM/13 - Sous vide cooking (control sheet)

Unit:		**Week-ending:**	
Verified by:		**Date:**	

Water-bath		
Time:	**Pre-heat setting:**	**Time attained:**
Time:	**Digital display:**	**Water temperature:**
Water agitator working: Yes / No	**Water bath emptied, cleaned & disinfected:** Yes / No	

Dish	Time	Temp	Initials

In accordance with the University of Warwick's *Food Safety Management System* all foods upon completion of sous-vide cooking shall attain a suitable 'core' temperature. Any action taken to bring 'critical-limits' back under control must be recorded on ***Control Sheet TM/14***

NB: ensure the temperature probe is cleaned and disinfected after each and every use

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