



**The
Highland
Council**
Comhairle na
Gaidhealtachd

SERVING The Highland Community

**GUIDANCE NOTES ON FOOD
SAFETY**

The Highland Council, Corporate Services,

Health & Safety Team

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1 Introduction

- 1.1 Every year thousands of people suffer from food-borne illness, usually involving severe diarrhoea, vomiting and stomach cramps, as a result of eating or drinking contaminated or poisonous food. Many attacks go unreported and it is estimated that one person in fifty will be affected annually. Some of these especially the very young, the elderly or the infirm will die as a result.
- 1.2 The three categories of people mentioned above are very relevant in that the Highland Council provides catering services to these high risk client groups in both Education and Social Work Services.
- 1.3 The following guidance has therefore been produced to assist in compliance with current Food Safety Legislation and to minimise the risk of food poisoning occurring in any of the Highland Council food production premises.

2 Legal Requirements

- 2.1 The Food Safety Act 1990 is the most important Act relating to the sale of food for human consumption. It contains comprehensive provisions for securing food safety and applies to all Highland Council Catering establishments.
- 2.2 Acts and regulations applicable to the food industry are concerned with:-
 - 2.2.1 The production or sale of injurious, unsafe, unfit or substandard food;
 - 2.2.2 The contamination of food;
 - 2.2.3 The hygiene of food premises, equipment and personnel;
 - 2.2.4 Hygiene practices including temperature control and treatment;
 - 2.2.5 The control of food poisoning and food-borne diseases;
 - 2.2.6 The composition and labelling of food
- 2.3 It is an offence to render food injurious to health or to sell/provide food which fails to comply with the food safety requirements by reason of it being injurious to health, unfit, or so contaminated that it would be unreasonable to use it for human consumption.
- 2.4 Due Diligence is the principle defence under the Food Safety Act 1990. All Highland Council staff and any persons/business contracted to provide food for Highland Council establishments will take all reasonable precautions and exercise all due diligence to avoid committing any food hygiene offence.
- 2.5 Taking reasonable precautions involves setting up a system of procedures and controls, having regard to the likely risks, and due diligence requires the systems to be operated properly. Written records will be essential and should include reference to specifications, training, testing, cleaning schedules and codes of practice.

3 *Health Screening for food handlers*

3.1 Pre-recruitment action

- 3.2 Health interview to be carried out by interviewer, (Manager/Supervisor) at the time of recruitment interview for full and part-time food handlers, using the questionnaire contained in Appendix 1.
- 3.3 This questionnaire is specifically designed to be completed in the presence of a designated Manager or Supervisor, and contains questions directed towards the identification of good general health and not persistent “silent carrier” excretors of illness spread by food.
- 3.4 The questions are answered by giving a YES?NO response and do not expose the applicant to the potential of disclosing pertinent confidential health or medical details.
- 3.5 Such an interview ensures that the candidate understands the questions being asked, and allows the interviewer Manager/Supervisor to make an assessment of the overall appearance and cleanliness of the prospective food handler.
- 3.6 Advice from the Occupational Health Adviser need only be sought if positive answers on the recruitment questionnaire indicate the need for a more detailed examination, or if the interviewer considers it necessary to do so.
- 3.7 This “referral” of a prospective food handler to the Occupational Adviser or Council Medical Adviser is effected by obtaining a more detailed history from the candidate using a confidential comprehensive health questionnaire and assessment see attached as per Appendix 1.

The Manager would not have access to this more detailed information but the Occupation Health Adviser would confirm whether or not there are any subsequent concerns.

3.8 *Preventive action*

- 3.9 Food handlers may have little understanding of the risks of bacterial and microbial contamination of food and how they contribute to avoiding them. Particular attention should be given to the importance of personal hygiene, the risk of contamination and the need to report illness immediately they are ill.
- 3.10 To assist the Highland Council compliance with requirements of relevant food safety legislation, all existing food handlers must be requested to sign an agreement which reinforces their statutory duty to report infections in accordance with Appendix 2.
- 3.11 Food handlers suffering from gastric problems as a result of foreign travel, should be encouraged to inform their supervisor before returning to food handling duties. Advice should then be sought from the Occupational Health Adviser.

4 Food Hygiene Supervision, Instruction & Training

4.1 For the purpose of the guidance a “Food Handler” is any person who handles or prepares food whether open (unwrapped) or packaged, (Food includes drink and ice).

4.2 Levels of Training

4.3 There are three stages of training to be considered.

STAGE 1: “THE ESSENTIALS OF FOOD HYGIENE”

In order to comply with the Regulations, a food handler must receive written or oral instruction in “The Essentials of Food Hygiene”, an outline of which is given below.

The Essentials of Food Hygiene

- 1) Keep yourself clean and wear clean clothing.
- 2) Wash your hands thoroughly: before starting work and after each break, before handling food, waste or raw foods, and after using the toilet or blowing your nose.
- 3) Before starting work, you must inform your supervisor if you have any skin, nose, throat, stomach or bowel trouble or infected wound. If you do not do this, you are breaking the law.
- 4) Cover cuts and sores with a waterproof, high-visibility dressing.
- 5) Avoid unnecessary handling of food.
- 6) Never smoke, eat or drink in a food room, or cough/sneeze over food.
- 7) Anything you see which is wrong should be reported to your supervisor.
- 8) Food should not be prepared too far in advance of service.
- 9) Perishable food should either be kept refrigerated or piping hot.
- 10) It is imperative that the preparation of raw and cooked food are kept strictly separate.
- 11) Reheated food must get piping hot: 82° minimum.
- 12) All equipment and surfaces should be kept clean.
- 13) Follow any food safety instructions either on food packaging or from your supervisor.

Managers of all Highland Council premises in which food is prepared must therefore ensure that all food handlers receive the above information.

STAGE 2: “HYGIENE AWARENESS INSTRUCTION”

The following is an outline of “Hygiene Awareness Instruction”, which aims to enable the employee to develop a knowledge of the basic principles of food hygiene. The topics covered should be appropriate to the job of the individual, and may include some or all of the following.

- 1) The organisation’s policy, i.e. how priority is given to food hygiene.
- 2) Germs and the potential to cause illness.
- 3) Personal health and hygiene, i.e. smoking, illness reporting, etc.
- 4) Cross-contamination, how it is caused, and how to prevent it.
- 5) Food storage.
- 6) Waste disposal, cleaning and disinfection.
- 7) Foreign body contamination.
- 8) Awareness of pests.

9) Any control or monitoring points which have been identified.

All food handlers must receive this stage of training, preferably at induction, but at least within four weeks of starting employment. Part-time employees should be trained within eight weeks. The duration and depth of training will depend on the particular individual's job, and the risk involved. This level of training should be provided by the food handler's line manager.

STAGE 3: "FORMAL TRAINING"

Formal training at two levels is described below.

Level 1

The overall aim is to develop a level of understanding of the basic principles of food hygiene. The course would last approximately six hours and the content is outlined below:

- 1) Food poisoning micro-organisms, and their types and sources.
- 2) Simple microbiology, eg toxins, spores, growth and death.
- 3) Premises and equipment.
- 4) Common food hazards.
- 5) Personal hygiene.
- 6) Preventing food contamination.
- 7) Food poisoning – its symptoms and causes.
- 8) Cleaning and disinfection.
- 9) Legal obligations.
- 10) Pest control.
- 11) Effective temperature control of food, eg storage, thawing, reheating and cooking.

All food handlers must be trained to Level 1 of the Formal Training. This should take place within three months of employment, or as soon as possible thereafter. The training could be provided in-house (which would satisfy the legal requirement provided that it is of an appropriate standard) or by one of the following organisations:

- a) The Chartered Institute of Environmental Health (CIEH)
- b) The Royal Institute of Public Health and Hygiene (RIPHH)
- c) The Royal Society of Health (RSH)
- d) The Royal Environmental Health Institute of Scotland (REHIS)
- e) Society of Food Hygiene Technology (SOFHT)

Level 2

An advanced level of training is necessary in establishments where clients are considered to be high risk e.g. very young or elderly. It is recommended therefore that establishments providing catering facilities for such groups ensure that at least one member of staff e.g. Senior Cook, Supervisor or Unit Manager is trained to the REHIS Intermediate Food Hygiene Certificate standard or equivalent.

HACCP (Hazard Analysis Critical Control Point)

It is recommended that all Highland Council food premises have at least one member of staff trained in the principals of HACCP and Assured Safe Catering.

Training Arrangements/Availability Contacts

REHIS (Royal Environmental Health Institute of Scotland)

REHIS Elementary Food Hygiene Certificate

Contact: Highland Council's Health and Safety Team
Highland Council's Training and Development Team
Local colleges
Other training organisations

REHIS Intermediate Food Hygiene Certificate

Contact: Local colleges
Other training organisations

HACCP – Day Awareness Courses

Contact: Highland Council's Health and Safety Team
Highland Council's Commercial Operations Department
Local colleges
Other training organisations

5 Guidance on Personal Hygiene

The personal hygiene of all persons engaged in catering is a fundamental factor in reducing the risk of food poisoning and maintaining high standards.

The Food Safety (General Food Hygiene) Regulations 1995 and the Food Safety (Temperature Control) Regulations 1995 give food handlers direct responsibility in relation to hygiene and the prevention of contamination.

An integral part of the induction training of all food handlers must be in personal hygiene. A high standard should be demanded and food handlers should be encouraged to bath or shower regularly and to wear clean, protective clothing and footwear.

Hands and Skin

- 1 As the hands are in direct contact with food, they are the main route for transferring food poisoning bacteria. Hands must be kept clean at all times and food handlers must wash their hands regularly throughout the working day and especially:-
 - a) After visiting the toilet
 - b) On entering the food room and before handling any food or equipment
 - c) In between handling raw and cooked food
 - d) After combing or touching hair
 - e) After eating, smoking, coughing or blowing the nose
 - f) After handling waste food or refuse and refuse bins
 - g) After handling cleaning materials
- 2 The wearing of nail varnish is not permitted and finger nails must be kept short and clean. False finger nails are not permitted.
- 3 No jewellery is to be worn in food preparation rooms apart from plain gold wedding bands and sleeper earrings.

Handwashing

- 1 Hands should be washed under hot running water with soap or a suitable bactericide.
- 2 Food preparation or equipment sinks should not be used for handwashing
- 3 Hands should be dried using air driers, roller towels or, preferably disposable paper towels.

Clothing

- 1 All staff entering a food room/kitchen must wear the proper appropriate protective clothing before starting work.
- 2 Protective clothing must be removed before leaving the premises or changing duties within the premises and stored in the facilities provided
- 3 Protective clothing should be made available for visitors to food premises, ie contractors, inspectors and Council officials etc

- 4 Kitchen staff must wear clean and washable overclothing, preferably light-coloured without external pockets. Protective garments should be appropriate for the work being carried out and should completely cover ordinary clothing. If short sleeved overalls are worn, only clean forearms must be visible.
- 5 Staff must be aware that protective clothing in the food industry is to protect the food from risk of contamination and not to protect their own clothes.
- 6 In order to comply with Health and Safety legislation, suitable footwear should be worn to prevent slipping and to protect the feet. Sandals and open-toed shoes are not permitted.

Hair and Headdress

- 1 Catering staff must wear suitable head coverings which completely cover the hair
- 2 Long hair must be kept off the shoulder and confined within a hair net
- 3 Combing of hair and adjustment of head covering should only take place in cloakrooms and should not be carried out whilst wearing protective clothing
- 4 Beards and moustaches are permissible, however they must be neatly trimmed (short) and clean.

Cuts, Boils, Septic Spots and Skin infections

- 1 Catering staff with boils and septic cuts must be excluded from food handling, as such lesions contain *Staphylococcus aureus* food poisoning bacteria.
- 2 Uninfected wounds must be completely protected by a conspicuously coloured (blue) waterproof dressing.
- 3 Cuts to fingers may require further protection such as fingerstools.

Jewellery and Perfume

- 1 Food Handlers must not wear earrings watches, jewelled rings or brooches which harbour dirt and bacteria. Furthermore, stones and small pieces of metal may end up in the food causing physical contamination and injury.
- 2 Strong smelling perfume or aftershave must not be worn.

Practices

- 1 Bad habits are not easily broken and if they are exhibited by a food handler and present a risk of contaminating food, careful and conscientious control is required.
- 2 **Common bad habits include:-**
 - a) Wetting fingers to open bags and pick up sheets of paper
 - b) Picking and wiping the nose

- c) Scratching the head or other parts of the body and spots
- d) Tasting food with fingers or unwashed utensils
- e) Coughing and sneezing into hands and handling food without first washing
- f) Using a food sink for hand washing
- g) Handling the inner surfaces of crockery or glasses
- h) Chewing gum, eating food or sweets in food rooms other than dining rooms
- i) Nailbiting

3 Managers/supervisors must ensure that staff are not only familiar with the dos and don'ts of food hygiene, but that they are always observed.

SMOKING

The Highland Council operates a No Smoking policy in Council buildings, however food handlers who take smoke breaks outside the premises must ensure that they wash their hands thoroughly before resuming work.

6 Food Safety, General Guidance

6.1 Bacterial Hazards

Uncontrolled bacterial contamination of food can lead to very serious consequences, ranging from spoilage of the food to food poisoning of customers. Obviously control of bacterial hazards is of prime importance.

Many raw ingredients i.e. meat, poultry, fish, vegetables, eggs, are contaminated naturally with harmful bacteria. Careful handling and treatment of these foods is essential to avoid hazards to customers.

Bacterial hazards may be controlled in the following ways.

- Only purchasing raw ingredients from reputable hygienic approved suppliers.
- Checking that perishable foods are delivered at a safe temperature and placed into refrigerated storage at a suitable temperature, i.e. below 5°C, as soon as possible.
- Keeping such foods as cold as possible to stop the growth of bacteria.
- Thorough cooking of all foods. High temperature will reduce bacteria to acceptable levels.
- Sear the outside surfaces of red meat prior to cooking as most bacteria will be on the outer layers.
- Ensure that cooking heats the food sufficiently with heat penetrating right to the centre, i.e. above 75°C. Especially important for rolled meat joints, poultry and reformed meats, e.g. sausages, burgers etc. as bacteria will be present throughout these foods.
- Avoid cross-contamination of the food after cooking to avoid re-contaminating with harmful bacteria (see 6.4 Cross-contamination).
- Either keep food very hot (above 63°C) or cool as quickly as possible (within 90 minutes) and transfer to a refrigerator following cooking. This prevents any surviving bacteria or spores multiplying to dangerous levels again.
- Handle high risk foods i.e. ready to eat foods such as cooked meats, quiches, etc., with extra care. Keep at the correct temperature throughout and store and handle hygienically.

6.2 Physical Hazards

These hazards are associated with foreign objects and matter which may get into the food and should not be found there. Foreign bodies can enter food at virtually any point in the catering process. Typical examples include glass, dirt, insects, metal, broken bits of equipment, etc.

Physical hazards can be controlled in the following ways:

- Only purchasing foods from reputable hygienic approved suppliers.

- Checking food upon delivery for damage to packaging, cross contamination, spillage, etc.
- Preventing glass or packaging materials being brought into areas where open food is handled and prepared.
- Storing all containers, pots, pans, crockery, etc., either covered or inverted and away from obvious sources of contamination.
- Keeping foods covered at all times during storage and as much as possible during preparation and service.
- Staying vigilant at all times during food preparation, handling and service to spot any foreign objects in equipment or the food itself.

6.3 Chemical Hazards

The most common source of chemical contamination of food is through the cleaning chemicals we ourselves use to keep our kitchens clean. Extra care is due when using cleaning chemicals, however if simple precautions are followed the risk is minimised.

Chemical hazards may be controlled in the following ways.

- Only use approved chemicals in the kitchen. Never be tempted to buy “corner shop” products, borrow from another unit if necessary.
- Keep cleaning chemical stocks as low as possible to avoid storage problems.
- Always store chemicals away from food, equipment or ingredient stores. In a locked separate cupboard is ideal.
- Never place chemicals into unmarked bottles, always use the containers or dispensers supplied by our suppliers.
- Ensure that all surfaces, equipment and utensils are cleaned using cleaning chemicals according to manufacturer’s instructions.
- Thoroughly rinse all surfaces, equipment and utensils following use of cleaning chemicals with clean fresh water. Change the rinse water regularly.
- Mop up any spillages of cleaning chemicals immediately and thoroughly rinse the affected area with clean water.

6.4 Cross Contamination

Cross-contamination is a common term for the way in which harmful bacteria found on raw foods are passed on to humans. Constant vigilance is required to prevent lapses which can lead to food poisoning, however, cross contamination can be prevented by a few common sense rules.

Cross contamination can be caused and prevented in the following ways:

DIRECT CROSS-CONTAMINATION

From one type of food directly to another. Raw meat, fish, poultry, eggs and vegetables are the foods most likely to carry harmful bacteria and therefore to act as sources for cross-contamination.

A likely site for direct cross-contamination is the refrigerator or chill room. Cooked or prepared foods should never be stored below raw foods and ideally should not be stored in the same area. Cross contamination in the refrigerator may be controlled in the following ways:

- Keeping raw foods covered with a suitable wrapping;
- Storage in a deep pan to prevent spillage of juices; and
- Storage below cooked or prepared foods.

Even simply storing raw and cooked foods next to each other can lead to contamination. Care must be taken in the kitchen to ensure that such items are correctly and adequately separated.

INDIRECT CROSS-CONTAMINATION

Indirect cross-contamination can occur via insects (flies/cockroaches) but most commonly occurs via knives, chopping boards or other pieces of kitchen equipment, or on the fingers of staff who prepare the food. The following guidelines should be observed to control cross contamination by this route.

- Separate preparation areas or equipment should be used to prepare different types of food products. The same areas, surfaces or equipment should not be used for raw foods and cooked items or salads. If this is not possible then the area and equipment must be thoroughly sanitised between preparing different foods.
- Colour coding of plastic knife handles and plastic chopping boards should be used to differentiate those used for raw and cooked items.
- Regular handwashing by food handlers must be ensured to minimise the risk of transfer of bacteria on the fingers. (See Sec 5)
- Wash hand basins in kitchens should never be used for the preparation of food items or for the washing of equipment, e.g. knives or chopping boards.
- Take care when using slicing machines for raw and cooked foods. Food slicers can act as important vehicles of cross-contamination, particularly as they are difficult and time-consuming to clean and sanitise.
- Always clean and sanitise surfaces, equipment, etc., after every use, especially after preparing raw foods.
- Any food which is to be eaten raw (such as salad) or which has been cooked and is subsequently to be eaten cold, must be assumed to be at risk of being contaminated and should be treated with extra care.

6.5 Temperature Control

Effective temperature control is vital to ensure that bacterial hazards associated with food are suitably controlled. Keeping food at the right temperature, either hot or cold either kills harmful bacteria or prevents them multiplying.

Temperature control is one of the most important factors used to prevent food poisoning. Remember the Danger Zone, between 5°C and 63°C.

Safe temperature control can be achieved in the following ways:

- Check the temperature of deliveries of chilled and frozen foods. If above 8°C for chilled or -12°C for frozen, reject.
- Check and record the operation of refrigeration equipment i.e. chills, fridges and freezers, on a regular basis i.e. daily at least. Fridges should hold food at less than 5°C, while freezers should hold food at less than -18°C.
- If refrigeration is not maintaining food at this temperature, report for repair.
- Keep the door of the refrigeration equipment closed as much as possible and if required defrost on a regular basis to aid efficiency.
- Check that the doors of refrigeration equipment fit well and that the door seals are intact, in good condition and clean.
- Defrost frozen food in a suitable refrigerator.
- Ensure hot food is thoroughly cooked, quickly raised to a temperature of greater than 75°C in the middle. Check the final cooking temperature and record.
- Make sure that hot food is kept hot prior to service i.e. above 63°C. Check the holding temperature and record.
- Always serve hot food above 63°C. Check the service temperature and record.
- Avoid cooling foods unless equipped with a blast chill unit. If foods have to be cooled observe the following advice:
 - Cook the food thoroughly.
 - Choose a suitable area, cool and well ventilated.
 - Place liquids in shallow, wide containers and portion solid foods.
 - Keep the food covered.
 - Cool as quickly as possible, within 90 minutes, then place in a refrigerator.
- If re-heating foods, raise rapidly to above 82°C. Check and record the final re-heating temperature.
- If serving cold foods, always store in the refrigerator until the last minute. Serve in a refrigerated display or cold well, below 5°C or within 90 minutes from removal from the fridge. Check the service temperature or time and record.

6.6 Stock Control

Efficient and hygienic stock control of foods in the dry store, freezer and fridge or chill room is essential to ensure that ingredients are safe and of acceptable quality.

By observing the following guidance, safe stock control can be ensured.

- Only order as much food as can be safely stored i.e. do not order more perishable food than can be reasonably stored under refrigeration.
- Order foods on a “just in time” basis. This minimises the amount of stock to be controlled and also increases profitability.
- Check deliveries for condition, shelf life, temperature (no more than 8°C for chilled or -12°C for frozen) and signs of pest infestation (see 6.8 Pest Control).
- If foods are removed from their original packaging always mark the new container with the food’s “use-by” or “best before” date.
- If freezing foods prepared in the kitchen, always label the bag with the date of freezing. Do not store for longer than three months.
- Store and use foods so that they are used on a “first in, first out” basis.
- Store raw foods so that there is no risk of cross contamination occurring (see 6.4 Cross-contamination).
- Ensure that all storage areas and equipment are kept scrupulously clean and tidy. Clean up spillages immediately.
- Once opened, transfer foods to a suitable container i.e. impervious with a close fitting lid, for storage.
- Check stock regularly i.e. daily/weekly for signs of pest infestation (see 6.8 Pest Control).
- Check the date code of foods on a regular basis. Any foods beyond their “use by” or “best before” dates must be removed and disposed of.
- Aim to store perishable foods for as short a time as possible.
- Store all foods up off the floor and away from walls.

6.7 Cleaning

As we all know, cleaning is an essential duty. It removes dirt and kills harmful bacteria to ensure that anything which comes into contact with food is safe. It is also important to prevent the chance of pest problems, improve staff morale, promote hygiene awareness, give a good impression to customers and most importantly comply with the law.

A planned, systematic approach to cleaning is important and this can be achieved in the following ways:

- Follow the advice “clean as you go” wherever possible, it makes life much easier. Spillages should also be mopped up as soon as they occur.
- Equipment such as chopping boards, work surfaces, can openers, etc., should be cleaned after every use so that they are clean and safe to use when next required.
- Pans, utensils, cutlery and crockery, etc., must also be cleaned after every use either by using a dishwasher or manually by washing in hot water using bactericidal detergent and rinsing in clean hot water or a steriliser.
- Other pieces of equipment, areas of structure and other areas require to be cleaned on a daily or weekly basis.
- To guarantee systematic and effective cleaning, draw up a cleaning rota to ensure that all cleaning tasks are attended to. This allows an organised approach and also can be used to check that members of staff are cleaning effectively. The instructions and form shown in 8.3 should be used.
- Periodic cleaning such as in-depth cleaning of dry goods areas and in-service day cleaning can be organised at the catering manager’s discretion.
- Instruct all relevant staff on their cleaning duties and responsibilities as per the cleaning rota.
- Follow the dosage instructions, methods and safety instructions for each cleaning chemical outlined on the kitchen hygiene system chart to effectively and safely carry out each cleaning task.
- Remember out of the way areas such as beneath equipment, undersides of tables and refrigerator seals, etc. Include these areas on the cleaning rota if necessary.
- Check the standard of cleaning throughout the kitchen on a weekly basis and record on the Food Safety Checklist as per instructions shown in 8.2. If an area is not cleaned to the required standard, the cleaning rota should indicate who was responsible for that task. The matter can be taken up with the individual concerned.

6.8 Pest Control

Food pests can cause disease, waste food, damage buildings and lead to prosecution. Therefore it is essential that they are adequately controlled. Pests can take the form of rodents e.g. rats and mice, insects e.g. flies, cockroaches, ants, beetles, etc. and even birds.

Infestation by pests can be prevented and the production of safe food can be ensured if the following guidance is followed.

- Instruct all staff to be aware of pest infestations, be constantly vigilant and to report any signs to their manager or supervisor.
- The catering manager or person in charge of the unit, should check thoroughly for pests on a weekly basis and record this check on the weekly Food Safety Checklist. (see Appendix 4)

- Signs of pest infestation include; live or dead bodies of pests, droppings, webbing from moths and spiders, damage e.g. gnaw marks, holes, spillages next to stored foods, unusual smells e.g. almonds, footprints or tail marks, rodent smears on walls or skirtings and losses of small amounts of foods.
- If a pest problem is suspected, contact Protective Services immediately. It is better to be safe than sorry. They will arrange for a pest control operator to visit as soon as possible.
- If the infestation is serious and contamination of food is likely, stop preparing food and contact your line manager. Alternative arrangements may have to be made.
- To prevent infestation by pests, follow these precautions:
 - keep premises scrupulously clean
 - remember out of the way areas e.g. below equipment
 - clear up spillages immediately,
 - ensure good stock control practices (see 6.6 Stock Control)
 - check disposables, disused equipment regularly to disturb pests
 - ensure waste is disposed of in suitable bins with close fitting lids
 - ensure the area surrounding the kitchen is kept clean and tidy including outside areas
 - report any building defects which may allow pests access e.g. gaps below doors, broken air bricks, etc.
 - keep open windows covered with suitable fly-screens.
- If a pest control contractor has visited the kitchen, check that any treatment does not pose a risk to food and that suitable treatment information has been left on site, e.g. COSHH sheets.

6.9 Purchasing Procedures

Safe, good quality and wholesome ingredients and foods are required to ensure the safe service of foods. To achieve this food, suppliers must meet strict specifications and satisfy the purchasing departments selection process.

To help this process and also help ensure safe food production, the following guidelines should be followed.

- Only purchase food from approved suppliers. There is no control of food bought from the “corner shop”.
- Take a systematic, planned approach to food buying (see section 6.6 Stock Control).
- If foods are found to be unacceptable for whatever reason, i.e. spoilage or poor service or quality, make the supplier aware of the problem tactfully and then follow up by filling in the appropriate supplier complaint form. Remember if you do not let anybody know about a problem nothing can be done. Contact the Purchasing Officer and Health and Safety Team.

- If a more serious problem occurs do not hesitate to let the purchasing department know. Remember that it may not only be individual units that are involved and that fast and effective reporting of problems is essential so that they can be suitably tackled.

6.10 Use of a Probe Thermometer

A probe thermometer, which should be available in all units, is an essential piece of equipment, as it allows food and storage temperatures to be measured. This is vital for ensuring safe food production. The thermometers supplied for use are straightforward, easy to use and easy to care for.

INSTRUCTIONS FOR USE

- Fit the probe to the thermometer carefully.
- Ensure the probe is clean and sterilised prior to use, either by wiping with a sterile probe wipe or washing in bactericidal detergent and rinsing by dipping the metal portion into boiling water (sterilising sink).
- Insert the probe into the centre of the food to be measured, let the reading stabilise, the correct temperature will be shown after a short delay.
- Surface temperatures of foods and the temperatures of sealed packs e.g. vacuum packs can be measured by ensuring that the length of the probe makes good contact with the food surface or placing the probe between packs.
- Measure refrigeration equipment temperatures first thing in the morning by placing the probe into a cup of water placed in the refrigerator overnight. Freezer temperatures can be taken by placing the probe between packs of food. **DO NOT LEAVE THE THERMOMETER IN THE FREEZER.**
- Record the measured temperatures immediately on the Daily Temperature Chart.
- Clean and sterilise the probe using a sterile probe wipe after each use.
- Check the accuracy of the thermometer at least once a week by placing the needle in boiling water - the display should read 100°C.

CARE INSTRUCTIONS

- Follow manufacturer's instruction.
- The thermometer and probe can be wiped clean after use. **DO NOT SUBMERGE IN LIQUID.**
- The thermometer will be damaged by rough treatment. **DO NOT DROP OR THROW AROUND.**
- The probe and the plug connection between the probe and the thermometer is most fragile. **DO NOT** (1) force the plug into its socket (2) withdraw the probe by pulling the cable - use the handle (3) disconnect the probe by pulling the cable (4) wrap the cable round the thermometer (5) lift the thermometer by the probe (6) use the probe for other things.

TO CHANGE THE BATTERY

1. Use PP3, MN1604 or equivalent type batteries. Always keep a spare.
 2. Unscrew the battery cover from the back of the thermometer.
 3. Connect the new battery to the battery lead.
 4. Place the battery and lead into battery compartment, on top of the insulation pad, replace cover and screw down.
- Any defect to the thermometer should be reported to your line manager who will arrange for it to be repaired or replaced.

6.11 Food Incident Procedures

This system is designed to prevent food incidents occurring, if things go wrong however we must be prepared to deal with the situation. Food incidents can take one of a number of forms, the important thing to remember is not to panic as this only confuses the issue.

A food incident can involve food poisoning, a problem with ingredients or a customer complaint. Here is how to deal with each of these situations.

FOOD POISONING INCIDENTS

- Don't panic
- Inform the following people as soon as possible:
 1. Line Manager – Head Teacher, Health & Safety Team
 2. The Highland Council, Head of Environmental Health Department
During Office Hours Tel. No:- 01463 702517
Out of Hours Tel. No:- Emergency Planning - 01463-713479
 3. Your line manager and Area Co-ordinator.
 4. Head of Catering Operations for your service.
- Try to gather the following information as this will help in the investigation.
 1. The names, addresses and telephone numbers of all members of staff who have worked in the kitchen over the last five days.
 2. A list of all food suppliers.
 3. Menus supplied over the last five days.
 4. If possible who has been affected.

REMEMBER CO-OPERATION WITH THE INVESTIGATION IS THE ONLY WAY THE ORGANISATION CAN CLEAR ITS NAME.

INGREDIENT INCIDENTS

- This type of incident may involve problems such as foreign objects, pest infestation or spoilage of ingredients.
- Keep the food as it may be required for investigation. Be careful that other foods will not be put at risk.

- Contact the Health & Safety Team and Purchasing Officer and Commercial Operations Area Supervisor/Catering Manager.
- Inform Protective Services' Area office as they may wish to investigate the incident.

CUSTOMER COMPLAINTS

- This type of incident may involve a customer who has found something in their meal or who complains that it may taste unusual etc.
- Inform the following people of the complaint.
 1. Your line manager.
 2. The Area Catering Supervisor.
 3. Area Service Manager
- These complaints must be dealt with very carefully, remember our reputation is at stake.
- Apologise to the customer politely and assure them that the cause of the complaint will be investigated. Ask for the customer's name, address and telephone number so that they can be informed of the result of the investigation. Offer a free replacement meal of their choice to the customer.
- All complaints must be investigated.

7 Food Safety Hazard Information

This section details the critical control points which are relevant for each of the food groups we produce. Each food group is examined in great detail and any possible hazards, for example growth of harmful bacteria, foreign objects, chemical taint etc. are identified. Controls for each of the hazards are then detailed whether it be temperature control, various visual checks or controlling time of service etc. to ensure that the foods produced are safe. The action to be taken if the control measures are not met are then identified and finally the monitoring records which must be completed are defined.

The information is presented for each food group we produce for each stage in the catering process in a logical sequence through to when the food is consumed by the customer. For each food group the critical control points or steps which **MUST** be followed to ensure safe food production are highlighted. The actions detailed in these sections must be followed at all times. Where a stage in the catering process is not highlighted as a critical control point this does not mean that control is not necessary, the measures detailed should be regarded as good practice and should also be followed at all times to ensure safe quality food products.

The Catering Manager and relevant staff in each unit should make themselves familiar with the controls of this section and refer to it on a regular basis. It should, however, be noted for ease of use that many of the controls contain similarities which are only slight variations on current practice.

Following the service of foods to the customer it should be noted that all food groups have disposal of over production in common.

The food groups which are included in this section comprise:

Poultry Dishes	Rice and Pasta Dishes
Bakery Products	Salads and Fruit
Cooked Food (Pre-Prepared)	Sandwiches and Filled Rolls
Ready to Serve Foods	Sauces
Frozen Foods	Soups
Egg Dishes	Vegetables
Fish Dishes	Beverages
Meat Dishes	Transported Foods
Milk and Dairy Products	

7.1 Poultry Dishes

General Information: SOURCE OF HARMFUL BACTERIA WHEN RAW, CAN CAUSE CROSS-CONTAMINATION DURING STORAGE AND PREPARATION, THOROUGH COOKING IS ESSENTIAL. HIGH RISK ONCE COOKED, MUST BE KEPT VERY HOT OR VERY COLD AT ALL TIMES.

CATERING STAGE	HAZARDS	CONTROLS	ACTION	MONITORING
Ordering	Over ordering Poor quality	Efficient stock control. Only use specified supplier.		Checklist
Receipt	Bacterial growth Foreign objects Damaged product Short shelf life	Check temperature should be less than 8°C. Minimise time outwith fridge. Check for foreign object. Check for damaged packaging. Check use by date.	Reject	Record delivery temperature. Make supplier complaint. Retain copy. Checklist
Storage	Bacterial growth Cross contamination direct Foreign objects	Store in fridge below 5°C Store below or separate from other foods. Keep covered	Report for repair Instruction to staff	Record storage temperature daily Checklist
Preparation	Bacterial growth Cross contamination direct and indirect Chemical taint Foreign objects Spoiled foods	Keep in fridge till needed. Use separate area/equipment or time than other foods and clean equipment. Monitor staff hygiene. Use well rinsed equipment. Check equipment and food. Check for quality.	Instruction to staff Throw out	Supervision by Catering Manager Checklist Staff training
Cooking	Survival of bacteria	Check core temperature above 75°C and juices running clear	Continue cooking	Record cooking temperature.
Hot Hold	Bacterial growth Foreign objects	Hold above 63°C Keep covered.	Adjust/Report for repair	Record holding temperature
Hot Serve	Bacterial growth Cross contamination indirect Foreign objects	Serve above 63°C. Use clean well rinsed equipment. Monitor staff hygiene. Keep covered as much as possible. Supervise customers	Report for repair Instruction to staff	Record service temperature Checklist Staff training records

SEE OVER ALSO

FOOD CONSUMED

7.1 Poultry Dishes cont.

CATERING STAGE	HAZARDS	CONTROLS	ACTION	MONITORING
Cooling	Bacterial growth Cross contamination. Indirect Foreign objects	Choose a suitable area, cool and well ventilated. Place food in shallow wide containers. Cool as quickly as possible within 90 mins. Then place in fridge. Keep away from raw foods. Keep covered.	Instruction to staff	Checklist Supervision by catering manager. Staff Training records
Cold Holding	Bacterial growth Foreign objects	Store in fridge below 5°C. Use within 24 hours of cooking. Keep covered.	Report for repair Throw out	Record fridge temperature daily
Cold Service	Bacterial growth Cross contamination. Indirect Foreign objects	Serve below 5°C or within 90 mins from removal from fridge. Use clean well rinsed equipment. Monitor staff hygiene. Keep covered as much as possible. Supervise customers.	Adjust/report for repair. Throw out Instruction to staff	Record service temperature or time Checklist Staff training records

FOOD CONSUMED

7.2 Bakery Products

General Information: INCLUDES CAKES ETC. PRODUCED ON SITE. MAIN HAZARD AT STORAGE STAGE. ANY HAZARDS FROM RAW INGREDIENTS E.G. EGGS ADDRESSED BY LONG COOKING TIMES ETC.

CATERING STAGE	HAZARDS	CONTROLS	ACTION	MONITORING
Ordering	Over ordering Poor quality	Efficient stock control. Only use specified suppliers.		Checklist
Receipt	Foreign objects Damaged products Pest damage Short shelf life	Check for foreign object. Check for damaged packaging. Check for signs of pests. Check use by/best before date.	Reject Reject Reject Reject if too short	Make supplier complaint. Retain copy. Checklist
Storage	Spoilage Foreign objects Pest damage Chemical taint Storage too long	Store in cool dry well ventilated area. Once opened transfer to suitable container or bin with close fitting lid. Check for signs of pests. Efficient stock control Store chemicals in separate area. Check use by/best before dates.	Report to Client Instruction to staff Report Throw out	Checklist Record Staff training records
Preparation	Cross contamination indirect Foreign objects Chemical taint	Use separate area/equipment or time than other foods and clean equipment. Monitor staff hygiene. Check equipment and food. Use well rinsed equipment Ensure sufficient cooking time.	Instruction to staff	Supervision by Catering Manager Checklist Staff training
Cooking	Survival of bacteria		Continue cooking	Supervision by Catering Manager
Cooling	Cross contamination direct Foreign objects	Keep away from raw foods. Keep covered.	Instruction to staff	Supervision by Catering Manager
Cold Hold	Cross contamination direct Spoilage Pest damage Foreign objects	Keep away from raw foods Store for no more than 24 hours. Check for signs of pests. Keep covered in suitable container.	Instruction to staff. Throw out Report	Supervision by Catering Manager Checklist
Cold Serve	Cross Contamination indirect Foreign objects	Use clean well rinsed equipment. Monitor staff hygiene. Keep covered or wrap individually. Supervise customers.	Instruction to staff	Checklist Staff training records

FOOD CONSUMED

7.3 Cooked Food (Pre-prepared)

General Information: E.G. PIES, BRIDIES, SAUSAGE ROLLS, QUICHES, ETC. WILL BE COOKED ALREADY SO MUST BE RE-HEATED TO HIGHER TEMPERATURE FOR HOT SERVICE. CAN PRESENT HAZARD ALONG WITH STORAGE, HOT HOLDING AND SERVICE.

CATERING STAGE	HAZARDS	CONTROLS	ACTION	MONITORING
Ordering	Over ordering Poor quality Bacterial growth	Efficient stock control. Only use specified suppliers. Minimise the time without refrigeration.	Instruction to staff	Checklist
Receipt	Spoilage Damaged products Foreign objects	Check for quality and condition. Check for damaged packaging. Check for foreign object.	Reject Reject Reject	Make supplier complaint. Retain copy. Checklist
Storage	Bacterial growth Cross contamination direct. Foreign objects Spoilage	Store in fridge below 5°C. Store for no longer than 24 hours Store above or separate from raw foods. Keep covered. Check for signs of spoilage.	Report for repair Throw out Instruction to staff Throw out	Record storage temperature daily. Checklist Staff training records
Preparation	Bacterial growth Foreign objects Cross contamination indirect. Chemical taint	Keep in fridge till needed. Check equipment and food. Use clean equipment and monitor staff hygiene. Use well rinsed equipment	Instruction to staff	Supervision by Catering Manager Checklist Staff training records
Cooking	Survival of bacteria	Check core temperature above 82°C	Continue cooking	Record cooking temperature.
Hold Hot	Bacterial growth Foreign object	Hold above 63°C. Keep covered	Adjust/report repair	Record holding temperature
Hot Serve	Bacterial growth Cross contamination indirect. Foreign object.	Serve above 63°C. Use clean well-rinsed equipment. Monitor staff hygiene. Keep covered as much as possible. Supervise customers.	Report for repair Instruction to staff	Record service temperature Checklist Staff training

FOOD CONSUMED

7.4 Ready to Serve Foods

General Information: E.G. CAKES, QUICHES, COOKED MEATS, PREPARED SALADS ETC. HIGH RISK FOODS WILL NOT BE COOKED AGAIN. HIGH QUALITY FROM SUPPLIER ESSENTIAL. RECEIPT STORAGE, PREPARATION AND SERVICE CONTROL ALL VITAL.

CATERING STAGE	HAZARDS	CONTROLS	ACTION	MONITORING
Ordering	Over ordering Poor quality	Efficient stock control. Only use specified suppliers.		Checklist
Receipt	Bacterial growth Spoilage Foreign objects Short shelf life	Check temperature should be less than 8°C. Minimise time outwith fridge. Check for quality and condition. Check for foreign objects Check use by date.	Reject Reject Reject Reject if too short	Record delivery temperature Make supplier complaint Retain copy Checklist
Storage	Bacterial growth Cross contamination direct. Foreign objects Storage too long	Store in fridge below 5°C. Store above or separate from raw foods. Keep covered at all times Check use by dates	Report for repair Instruction to staff Throw out	Record storage temperature daily. Checklist Staff training records
Preparation	Bacterial growth Cross contamination indirect. Spoilage Foreign objects Chemical taint	Keep in fridge till needed. Use separate area/equipment or time than raw foods and clean equipment. Monitor staff hygiene. Check for quality and condition. Check equipment and food. Use well rinsed equipment.	Instruction to staff Throw out	Supervision by Catering Manager Checklist Staff training records
Cold Serve	Bacterial growth Cross contamination indirect. Foreign object.	Serve below 5°C or within 90 minutes from removal from fridge. Use clean well rinsed equipment. Monitor staff hygiene. Keep covered as much as possible. Supervise customers	Adjust/report for repair Throw out Instruction to staff	Record service temperature & time Checklist Staff training

FOOD CONSUMED

7.5 Frozen foods

General Information: SAFETY AND QUALITY MAY BE AFFECTED IF DELIVERED PARTIALLY THAWED. THAWING BEFORE COOKING CAN BE HAZARDOUS IF NOT CAREFULLY CONTROLLED. OTHER HAZARDS SIMILAR TO THOSE FOR OTHER FOODS.

CATERING STAGE	HAZARDS	CONTROLS	ACTION	MONITORING
Ordering	Over ordering Poor quality	Efficient stock control. Only use specified suppliers.		Checklist
Receipt	Bacterial growth Damaged product Short shelf life	Minimise time outwith freezer. Check temperature must be less than -12°C. Check damage to packaging. Check best before date.	Reject Reject Reject if less than 3 months.	Record delivery temperature Make supplier complaint Retain copy Checklist
Storage	Rancidity Freezer burn Foreign objects Cross contamination direct. Storage too long Freezer breakdown	Store in freezer below -18°C. Keep all foods tightly wrapped Keep all foods tightly wrapped Store raw foods separately in freezer. Check best before dates Label decanted foods. Store no longer than 3 months Cook food immediately if still frozen. Do not use if defrosted.	Report for repair Instruction to staff Inform Area Manager	Record storage temperature. Checklist Staff training records Record actions
Preparation	Bacterial growth Insufficient defrosting Cross Contamination direct.	Defrost in fridge below 5°C. Allow enough time up to 48 hrs. Check for proper defrosting - pliable, no ice, temp above -1°C. Place in deep container. Place below other foods in fridge. Check core temperature above 75°C	Allow more time Instruction to staff	Record fridge temperature Supervision by catering manager Checklist
Cooking	Survival of bacteria		Continue cooking	Record cooking temperature
Hot Hold	Bacterial growth Foreign objects	Hold above 63°C Keep covered	Adjust/report for repairs.	Record holding temperature
Hot Service	Bacterial growth Cross contamination indirect Foreign objects	Serve above 63°C Use clean well rinsed equipment. Monitor staff hygiene. Keep covered as much as possible. Supervise customers.	Report for repair Instruction to staff	Record service temperature Checklist Staff training records.

FOOD CONSUMED

7.5 Frozen Foods cont.

CATERING STAGE	HAZARDS	CONTROLS	ACTION	MONITORING
Cooling	Bacterial growth Cross contamination. Indirect Foreign objects	Choose a suitable area, cool and well ventilated. Place food in shallow wide containers. Cool as quickly as possible within 90 mins. Then place in fridge. Keep away from raw foods. Keep covered.	Instruction to staff	Supervision by catering manager. Staff Training records
Cold Hold	Bacterial growth Foreign objects	Store in fridge below 5°C. Use within 24 hours of cooking. Keep covered.	Report for repair Throw out	Record fridge temperature daily Checklist
Cold Service	Bacterial growth Cross contamination. Indirect Foreign objects	Serve below 5°C or within 90 mins from removal from fridge. Use clean well rinsed equipment. Monitor staff hygiene. Keep covered as much as possible. Supervise customers.	Adjust/report for repair. Throw out Instruction to staff	Record service temp or time Checklist Staff training records

FOOD CONSUMED

7.6 Egg Dishes

General Information: SOURCE OF HARMFUL BACTERIA WHEN RAW IN SHELL AND PARTIALLY COOKED. CROSS-CONTAMINATION PROBLEM WHEN HANDLING. THROUGH COOKING ESSENTIAL. THE ELDERLY AND VERY YOUNG ARE NOT TO BE SERVED DISHES CONTAINING SHELL EGGS.

CATERING STAGE	HAZARDS	CONTROLS	ACTION	MONITORING
Ordering	Over ordering Poor quality	Efficient stock control. Only use specified supplier.		Checklist
Receipt	Damaged or dirty eggs Short shelf life	Check for cracked and dirty eggs. Check use-by-date	Reject Reject if less than 14 days.	Make supplier complaint Retain copy Checklist
Storage	Bacterial growth Chemical taint Pest damage Storing too long	Store in fridge below 5°C or cool dry well vented area. Store chemicals in separate area. Check for signs of pests. Check use-by-date.	Report for repair Report Throw out	Record storage temperature daily if applicable. Checklist Staff training records
Preparation	Bacterial growth Cross contamination. Direct and indirect Chemical taint Foreign objects Damage	Keep in fridge till needed. Use separate area/equipment on time than other foods and clean equipment. Monitor staff hygiene. Use well rinsed equipment. Check equipment and food. Check for damaged eggs.	Instruction to staff. Throw out.	Supervision by Catering Manager Checklist Staff training records
Cooking	Survival of bacteria	Check core temperature above 75°C or egg set thoroughly.	Continue cooking	Record cooking temperature
Hot Hold	Bacterial growth Foreign objects	Hold above 63°C Keep covered.	Adjust/Report for repair	Record holding temperature
Hot Serve	Bacterial growth Cross contamination indirect Foreign objects	Serve above 63°C. Use clean well rinsed equipment. Monitor staff hygiene. Keep covered as much as possible. Supervise customers	Report for repair Instruction to staff	Record service temperature checklist Staff training records

SEE OVER
ALSO

FOOD CONSUMED

7.6 Egg Dishes cont.

CATERING STAGE	HAZARDS	CONTROLS	ACTION	MONITORING
Cooling	Bacterial growth Cross contamination. Indirect Foreign objects	Choose a suitable area, cool and well ventilated. Place food in shallow wide containers. Cool as quickly as possible within 90 mins. Then place in fridge. Keep away from raw foods. Keep covered.	Instruction to staff	Supervision by catering manager. Staff Training records
Cold Hold	Bacterial growth Foreign objects	Store in fridge below 5°C. Use within 24 hours of cooking. Keep covered.	Report for repair Throw out	Record fridge temperature daily
Cold Service	Bacterial growth Cross contamination. Indirect Foreign objects	Serve below 5°C or within 90 mins from removal from fridge. Use clean well rinsed equipment. Monitor staff hygiene. Keep covered as much as possible. Supervise customers.	Report for repair Throw out Instruction to staff	Record service temp or time Checklist Staff training records

FOOD CONSUMED

7.6 Fish Dishes

General Information: RAW FISH IS A HARMFUL SOURCE OF CROSS CONTAMINATION DURING STORAGE AND PREPARATION. THOROUGH COOKING ESSENTIAL. HIGH RISK ONCE COOKED AND MUST BE KEPT VERY HOT OR COLD AT ALL TIMES.

CATERING STAGE	HAZARDS	CONTROLS	ACTION	MONITORING
Ordering	Over ordering Poor quality	Efficient stock control. Only use specified supplier.		Checklist
Receipt	Bacterial growth Foreign object Damaged products Short shelf life	Check temperature should be less than -12°C frozen, 5°C fresh. Check for foreign objects. Check for damaged packaging. Check best before date for frozen.	Reject Reject Reject Reject if less than 3 months	Record delivery temperature Make supplier complaint Retain copy Checklist
Storage	Bacterial growth Cross contamination direct Foreign objects Storage too long Freezer break down	Store in freezer below -18°C or fridge below 5°C. Store below or separate from other foods. Keep covered. Check best before date. See S3.4 frozen foods	Report for repair Instruction to staff Throw out	Check storage temperature daily Checklist
Preparation	Bacterial growth Cross contamination direct and indirect Chemical taint Foreign objects Spoiled food	Keep in fridge or freezer until needed. Use separate area/equipment or time than other foods and clean equipment. Monitor staff hygiene. Use well rinsed equipment. Check equipment and food. Check for quality	Instruction to staff. Throw out	Supervision by Catering Manager Checklist
Cooking	Survival of bacteria	Check core temperature above 75°C	Continue cooking	Record cooking temperature
Hot Hold	Bacterial growth Foreign objects	Hold above 63°C Keep covered. Serve above 63°C.	Adjust/Report for repair	Record holding temperature
Hot Serve	Bacterial growth Cross contamination indirect Foreign objects	Use clean well rinsed equipment. Monitor staff hygiene. Keep covered as much as possible. Supervise customers	Report for repair Instruction to staff	Record service temperature Checklist Staff training records

SEE OVER
ALSO

FOOD CONSUMED

7.7 Fish Dishes cont.

CATERING STAGE	HAZARDS	CONTROLS	ACTION	MONITORING
Cold Hold	Bacterial growth Foreign objects	Store in fridge below 5°C. Use within 24 hours of defrost. Keep covered.	Report for repair Throw out	Record fridge temperature daily
Cold Service	Bacterial growth Cross contamination. Indirect Foreign objects	Serve below 5°C or within 90 mins from removal from fridge. Use clean well rinsed equipment. Monitor staff hygiene. Keep covered as much as possible. Supervise customers.	Adjust/report for repair. Throw out Instruction to staff	Record service temp or time Checklist Staff training records

FOOD CONSUMED

7.8 Meat Dishes

General Information: RAW MEAT IS A SOURCE OF HARMFUL BACTERIA. SOURCE OF CROSS CONTAMINATION DURING STORAGE AND PREPARATION. THOROUGH COOKING ESSENTIAL. HIGH RISK ONCE COOKED AND MUST BE KEPT VERY HOT OR COLD AT ALL TIMES.

CATERING STAGE	HAZARDS	CONTROLS	ACTION	MONITORING
Ordering	Over ordering Poor quality	Efficient stock control. Only use specified supplier.		Checklist
Receipt	Bacterial growth Foreign objects Damaged product Short shelf life	Check temperature should be less than 8°C. Minimise time outwith fridge. Check for foreign objects. Check for damage to packaging Check use by date.	Reject Reject Reject Reject if too short	Record delivery temperature Make supplier complaint Retain copy Checklist
Storage	Bacterial growth Cross contamination direct Foreign objects	Store in fridge below 5°C. Store below or separate from other foods. Keep covered	Report for repair Instruction to staff	Record storage temperature daily Checklist
Preparation	Bacterial growth Cross contamination direct and indirect Chemical taint Foreign objects Spoiled food	Keep in fridge till needed. Use separate area/equipment or time than other foods and clean equipment. Monitor staff hygiene. Use well rinsed equipment. Check equipment and food. Check for quality.	Instruction to staff Throw out	Supervision by Catering Manager Checklist Staff training
Cooking	Survival of bacteria	Check core temperature above 75°C	Continue cooking	Record cooking temperature
Hot Hold	Bacterial growth Foreign objects	Hold above 63°C Keep covered.	Adjust/Report for repair	Record holding temperature
Hot Serve	Bacterial growth Cross contamination indirect Foreign objects	Serve above 63°C. Use clean well rinsed equipment. Monitor staff hygiene. Keep covered as much as possible. Supervise customers	Report for repair Instruction to staff	Record service temperature checklist Staff training records

SEE OVER
ALSO

FOOD CONSUMED

7.8 Meat Dishes cont.

CATERING STAGE	HAZARDS	CONTROLS	ACTION	MONITORING
Cooling	Bacterial growth Cross contamination. Indirect Foreign objects	Choose a suitable area, cool and well ventilated. Place food in shallow wide containers. Cool as quickly as possible within 90 mins. Then place in fridge. Keep away from raw foods. Keep covered.	Instruction to staff	Supervision by catering manager. Staff Training records
Cold Hold	Bacterial growth Foreign objects	Store in fridge below 5°C. Use within 24 hours of cooking. Keep covered.	Report for repair Throw out	Record fridge temperature daily
Cold Service	Bacterial growth Cross contamination. Indirect Foreign objects	Serve below 5°C or within 90 mins from removal from fridge. Use clean well rinsed equipment. Monitor staff hygiene. Keep covered as much as possible. Supervise customers.	Adjust/report for repair Throw out Instruction to staff	Record service temp or time Checklist Staff training records

FOOD CONSUMED

7.9 Milk and Dairy Products

General Information: E.G. MILK, BUTTER, CHEESE, YOGHURT ETC. HIGH RISK FOODS GENERALLY, WILL USUALLY BE PASTEURISED THEREFORE SAFE, HOWEVER, CROSS-CONTAMINATION POSSIBLE AND REFRIGERATION ESSENTIAL.

CATERING STAGE	HAZARDS	CONTROLS	ACTION	MONITORING
Ordering	Over ordering Poor quality	Efficient stock control. Only use specified supplier.		Checklist
Receipt	Bacterial growth Foreign objects Damage product Short shelf life	Minimise time outwith fridge. Check for foreign object. Check for damage to packaging. Check use by/best before date.	Contact supplier Reject Reject Reject if too short	Make supplier complaint Retain copy Checklist
Storage	Bacterial growth Cross Contamination direct. Foreign objects Storage too long Spoilage	Store in fridge below 5°C. Store above or separate from raw foods. Keep covered. Check use by/best before date. Check for signs of spoilage	Report for repair Instruction to staff Throw out Throw out	Record storage temperature daily Checklist Staff training records
Preparation	Bacteria present Cross contamination. Direct and indirect Chemical taint Foreign objects	Keep in fridge till needed. Use separate area/equipment or time from raw foods and clean equipment. Monitor staff hygiene. Use well rinsed equipment. check equipment and food	Instruction to staff	Supervision by Catering Manager Checklist Staff training records
Cooking	Survival of bacteria	Check core temperature above 75°C.	Continue cooking	Record cooking temperature
Hot Hold	Bacterial growth Foreign objects	Hold above 63°C Keep covered.	Adjust/Report for repair	Record holding temperature
Hot Serve	Bacterial growth Cross contamination indirect Foreign objects	Serve above 63°C. Use clean well rinsed equipment. Monitor staff hygiene. Keep covered as much as possible. Supervise customers	Report for repair Instruction to staff	Record service temperature checklist Staff training records

SEE OVER
ALSO

FOOD CONSUMED

7.9 Milk and Dairy Products cont.

CATERING STAGE	HAZARDS	CONTROLS	ACTION	MONITORING
Cold Holding	Bacterial growth Foreign objects	Store in fridge below 5°C. Use within 24 hours of cooking. Keep covered.	Report for repair Throw out	Record fridge temperature daily
Cold Service	Bacterial growth Cross contamination. Indirect Foreign objects	Serve below 5°C or within 90 mins from removal from fridge. Use clean well rinsed equipment. Monitor staff hygiene. Keep covered as much as possible. Supervise customers.	Adjust/report for repair Throw out Instruction to staff	Record service temperature or time Checklist Staff training records

FOOD CONSUMED

7.10 Rice and Pasta Dishes

General Information: E.G. RISOTTO'S, PASTA DISHES, RICE & PAST SALADS ETC. RAW FOOD CAN BE CONTAMINATED WITH HARMFUL BACTERIA WHICH CAN SURVIVE THE COOKING PROCESS. ONCE COOKED, KEEP EITHER PIPING HOT OR COLD TO AVOID HAZARD.

CATERING STAGE	HAZARDS	CONTROLS	ACTION	MONITORING
Ordering	Over ordering Poor quality	Efficient stock control. Only use specified supplier.		Checklist
Receipt	Pest damage Foreign objects Damaged products Short shelf life	Check for signs of pests. Check for foreign objects Check for damaged packaging. Check best before date.	Reject Reject Reject Reject of too short	Make supplier complaint Retain copy Checklist
Storage	Spoilage Foreign objects Pest damage Chemical taint Storage too long	Store in cool, dry, well ventilated area. Once opened transfer to suitable container or bin with close fitting lid. Check for signs of pests. Store chemicals in separate area. Check best before date.	Report to client Instruction to staff Report Throw out	Checklist
Preparation	Cross contamination. Direct and indirect Chemical taint Foreign objects	Use separate area, equipment or time than other foods and clean equipment. Monitor staff hygiene. Use well rinsed equipment. Check equipment and food.	Instruction to staff	Supervision by Catering Manager Checklist Staff training records
Cooking	Survival of bacteria	Check for thorough cooking	Continue cooking	Supervision by catering manager
Hot Hold	Bacterial growth Foreign objects	Hold above 63°C Keep covered.	Adjust/Report for repair	Record holding temperature
Hot Serve	Bacterial growth Cross contamination indirect Foreign objects	Serve above 63°C. Use clean well rinsed equipment. Monitor staff hygiene. Keep covered as much as possible. Supervise customers	Report for repair Instruction to staff	Record service temperature Checklist Staff training records

SEE OVER
ALSO

FOOD CONSUMED

7.10 Rice and Pasta Dishes cont.

CATERING STAGE	HAZARDS	CONTROLS	ACTION	MONITORING
Cooling	Bacterial growth Cross contamination indirect foreign objects	Choose a suitable area, cool and well ventilated. Place in shallow, wide containers. Cool as quickly as possible within 90 minutes then place in fridge. Keep away from raw foods Keep covered	Instruction to staff	Supervision by catering manager Staff training records
Cold Hold	Bacterial growth Foreign objects	Store in fridge below 5°C. Use within 24 hours of cooking. Keep covered.	Report for repair Throw out	Record fridge temperature daily
Cold Service	Bacterial growth Cross contamination. Indirect Foreign objects	Serve below 5°C or within 90 mins from removal from fridge. Use clean well rinsed equipment. Monitor staff hygiene. Keep covered as much as possible. Supervise customers.	Adjust/report for repair Throw out Instruction to staff	Record service temperature or time Checklist Staff training records

FOOD CONSUMED

7.11 Salads and Fruit

General Information: WILL BE EATEN COLD. CAN BE CONTAMINATED WITH INSECTS, FOREIGN OBJECTS, HARMFUL BACTERIA OR CHEMICALS. THOROUGH VISUAL CHECKS AND WASHING ESSENTIAL

CATERING STAGE	HAZARDS	CONTROLS	ACTION	MONITORING
Ordering	Over ordering Poor quality	Efficient stock control. Only use specified supplier.		Checklist
Receipt	Spoilage and damage. Foreign objects Pests	Check for quality and condition Check for foreign objects. Check for signs of pests	Reject Reject Reject	Make supplier complaint Retain copy Checklist
Storage	Spoilage Cross Contamination. Direct Chemical taint. Pest damage	Store in cool, clean, dry well ventilated area or fridge. Check regularly for spoilage. Store above or separate from raw foods. Store chemicals in separate area. Check for signs of pests.	Report to Client Instruction to staff Report	Checklist Staff training records
Preparation	Bacteria present Foreign objects Chemical taint Cross contamination. Direct and indirect Spoiled food Pest damage	Wash thoroughly in clean water. Check equipment and food. Use well rinsed equipment. Use separate area/equipment or time from raw foods. Monitor staff hygiene. Check for quality. Check for signs of pests.	Re-wash Instruction to staff Throw out Report	Supervision by Catering Manager Checklist Staff training records
Cold Serve	Cross contamination. Indirect Foreign objects	Use clean well rinsed equipment. Monitor staff hygiene. Keep covered as much as possible. Supervise customers.	Instruction to staff	Checklist Staff training records

FOOD CONSUMED

7.12 Sandwiches and Filled Rolls

General Information: ASSUME FILLINGS MADE IN ACCORDANCE WITH SYSTEM. REST OF ANALYSIS REFERS TO BREAD PRODUCTS. CAN BE HIGH RISK, PREPARATION, STORAGE TIMES AND TEMPERATURES AND SERVICE OF GREAT IMPORTANCE.

CATERING STAGE	HAZARDS	CONTROLS	ACTION	MONITORING
Ordering	Over ordering Poor quality	Efficient stock control. Only use specified supplier.		Checklist
Receipt	Foreign objects Damaged products Pest damage	Check for foreign objects. Check for damage. Check for signs of pests	Reject Reject Reject	Checklist
Storage	Spoilage Foreign objects Chemical taint Pest damage	Store in cool, clean, dry well ventilated area. Store for no more than 48 hrs. Keep covered. Store chemicals in separate area. Check for signs of pests.	Instruction to staff. Throw out Report	Checklist Staff training records Record
Preparation	Bacterial growth Cross contamination. Direct and indirect Foreign objects Chemical taint	Keep fillings in fridge till needed. Use separate area/equipment or time than raw foods and clean equipment. Monitor staff hygiene. Check equipment and food. Use well rinsed equipment.	Instruction to staff	Supervision by Catering Manager Checklist Staff training records
Cold Hold	Bacterial growth Foreign objects	Store in fridge below 5°C. Use within 24 hours of preparation If not possible prepare immediately before service. Keep covered or in container	Report for repair Throw out Instruction to staff	Record fridge temperature daily
Cold Serve	Bacterial growth Cross contamination. Indirect	Serve below 5°C or within 90 mins from removal from fridge. Serve individually wrapped	Report for repair Throw out Instruction to staff	Record service temp or time Checklist Staff training records

FOOD CONSUMED

7.13 Sauces

General Information: CAN BE SERVED HOT OR COLD. CAN BE A HAZARD DUE TO INGREDIENTS. ONCE PREPARED MUST BE HELD EITHER PIPING HOT OR COLD UNTIL NEEDED.

CATERING STAGE	HAZARDS	CONTROLS	ACTION	MONITORING
ORDERING } RECEIPT } STORAGE }	AS FOR OTHER INGREDIENTS OF THE SAUCE			
Preparation	Bacterial growth Chemical taint Foreign objects Cross contamination. indirect	Keep in fridge till needed. Use well rinsed equipment. Check equipment and food. Use clean equipment and monitor staff hygiene.	Instruction to staff	Checklist Staff training records
Cooking	Survival of bacteria	Check temperature is above 75°C	Continue cooking	Record cooking temperature
Hot Hold	Bacterial growth Foreign objects	Hold above 63°C Keep covered	Adjust/report for repair	Record holding temperature
Hot Serve	Bacterial growth Cross contamination indirect Foreign objects	Serve above 63°C Use clean well rinsed equipment. Monitor staff hygiene. Keep covered as much as possible. Supervise customers.	Report for repair Instruction to staff	Record service temp Checklist Staff training records
Cooling	Bacterial growth Cross contamination indirect Foreign objects	Choose a suitable area, cool and well ventilated. Place in shallow wide containers. Cool as quickly as possible within 90 min. then place in fridge. Keep away from raw foods. Keep covered	Instruction to staff	Supervision by catering manager Staff training records
Cold Hold	Bacterial growth Foreign objects	Store in fridge below 5°C Use within 24 hours of cooking. Keep covered.	Report for repair Throw out	Record fridge temperature daily
Cold Serve	Bacterial growth Cross contamination indirect Foreign objects	Serve below 5°C or within 90 mins. from removal from fridge. Use clean well rinsed equipment. Monitor staff hygiene. Keep covered as much as possible. Supervise customers.	Adjust/report for repair Throw out Instruction to staff	Record service temperature or time Checklist Staff training records

FOOD CONSUMED

7.14 Soups

General Information: EITHER HOME-MADE OR PACKET TYPE. HOME-MADE SOUPS WILL CONTAIN MEAT STOCK, VEGETABLES, RICE, PASTA, ETC. HAZARDS IDENTIFIED IN OTHER ASSESSMENT. FOCUS ON PACKET TYPE SOUPS.

CATERING STAGE	HAZARDS	CONTROLS	ACTION	MONITORING
Ordering	Over ordering Poor quality	Efficient stock control. Only use specified supplier.		Checklist
Receipt	Damaged products Pest damage Short shelf life	Check for damaged packaging Check for signs of pests. Check best before date.	Reject Reject Reject if too short	Make supplier complaint Retain copy checklist
Storage	Foreign objects Spoilage Pest damage Chemical taint Storage too long	Once open transfer to suitable container with close fitting lid. Store in dry well vented area. check for signs of pests. Store chemicals in separate area. Check best before dates.	Instruction to staff. Report Throw Out	Checklist Record Staff training records
Preparation	Chemical taint Foreign objects	Use clean, well rinsed equipment. Check equipment and food.	Instruction to staff	Checklist Staff training records
Cooking		Check manufacturers instructions		
Hot Hold	Bacterial growth Foreign objects	Hold above 63°C. Keep covered.	Adjust/report for repair	Record holding temperature
Hot Service	Bacterial growth Cross contamination indirect Foreign objects	Serve just above 63°C. Use well rinsed equipment. Monitor staff hygiene. Keep covered as much as possible Supervise customers.	Report for repair Instruction to staff	Record service temperature Checklist Staff training records

FOOD CONSUMED

7.14 Vegetables

General Information: CAN BE SERVED RAW OR COOKED. CONTAMINATED WITH HARMFUL BACTERIA FROM SOIL, FOREIGN OBJECTS, INSECTS ETC. THOROUGH WASHING/PEELING AND SEPARATION ESSENTIAL.

CATERING STAGE	HAZARDS	CONTROLS	ACTION	MONITORING
Ordering	Over ordering Poor quality	Efficient stock control. Only use specified supplier.		Checklist
Receipt	Spoilage and damage. Foreign objects Pests	Check for quality and condition Check for foreign objects. Check for signs of pests	Reject Reject Reject if found	Make supplier complaint Retain copy Checklist
Storage	Spoilage Cross Contamination. Direct Chemical taint. Pest damage	Store in cool, clean, dry well ventilated area. Check regularly for spoilage. Store above or separate from raw foods. Store chemicals in separate area. Check for signs of pests.	Report to Client Throw out Instruction to staff Report	Checklist Staff training records
Preparation	Bacteria present Foreign objects Chemical taint Cross contamination. Direct and indirect Spoiled food Pest damage	Wash or peel thoroughly. Rinse in clean water. Check equipment and food. Use well rinsed equipment. Use separate area/equipment or time from raw foods. Monitor staff hygiene. Check for quality. Check for signs of pests.	Re-wash/peel Instruction to staff Throw out Report	Supervision by Catering Manager Checklist Staff training
Cooking	No hazard			
Hot Hold	Bacterial growth Foreign objects	Hold above 63°C Keep covered.	Adjust/Report for repair	Record holding temperature
Hot Serve	Bacterial growth Cross contamination indirect Foreign objects	Serve above 63°C. Use clean well rinsed equipment. Monitor staff hygiene. Keep covered as much as possible. Supervise customers	Report for repair Instruction to staff	Record service temperature checklist Staff training records

SEE OVER
ALSO

FOOD CONSUMED

7.15 Vegetables cont.

CATERING STAGE	HAZARDS	CONTROLS	ACTION	MONITORING
Cooling	Bacterial growth Cross contamination. Indirect Foreign objects	Choose a suitable area, cool and well ventilated. Place food in shallow wide containers. Cool as quickly as possible within 90 mins. Then place in fridge. Keep away from raw foods. Keep covered.	Instruction to staff	Supervision by catering manager. Staff Training records
Cold Holding	Bacterial growth Foreign objects	Store in fridge below 5°C. Use within 24 hours of cooking. Keep covered.	Report for repair Throw out	Record fridge temperature daily
Cold Service	Bacterial growth Cross contamination. Indirect Foreign objects	Serve below 5°C or within 90 mins from removal from fridge. Use clean well rinsed equipment. Monitor staff hygiene. Keep covered as much as possible. Supervise customers.	Report for repair Throw out Instruction to staff	Record service temp or time Checklist Staff training records

FOOD CONSUMED

7.16 Beverages

General Information: E.G. CANS OF SOFT DRINKS, TEA, COFFEE, MILK SHAKES. LOW RISK PRODUCTS, CROSS CONTAMINATION OF PRODUCTS AND PACKAGING POSSIBLE BUT UNLIKELY.

CATERING STAGE	HAZARDS	CONTROLS	ACTION	MONITORING
Ordering	Over-ordering	Efficient stock control		Checklist
Receipt	Damaged products. Short shelf life.	Check for damage to packaging. Check best before date.	Reject. Reject if too short.	Make supplier complaint. Retain copy checklist
Storage	Cross-contamination direct. Storing too long	Store off ground in suitable area away from raw food prep. areas. Check best before dates.	Instruction to staff Throw out.	Checklist
Service	No hazard			

FOOD CONSUMED

7.17 Transported Foods

General Information: EITHER HOT OR COLD/AMBIENT FOODS. HOT FOOD MUST ARRIVE AT DESTINATION ABOVE 63°C. COLD FOOD MUST COME STRAIGHT FROM FRIDGE AND BE SERVED WITHIN 90 MINS.

CATERING STAGE	HAZARDS	CONTROLS	ACTION	MONITORING
ASSUME ALL FOODS HAVE BEEN PREPARED SAFELY IN ACCORDANCE WITH REQUIREMENTS OF FOOD SAFETY SYSTEM.				
Despatch From Production Kitchen	Bacterial growth Chemical taint Cross contamination indirect Foreign objects	Check hot food above 75°C. Cold food straight from fridge below 5°C before despatch. Heat hot food containers before filling. Place in insulated box and close immediately. Use well rinsed equipment. Use clean equipment. Monitor staff hygiene. Check equipment and food.	Continue heating Instruction to staff	Record hot food temperatures and fridge temperature Checklist Staff training records
Transportation	Bacterial growth Foreign objects Chemical taint	As short a journey time as possible. Direct route. Check all foods covered. Check vehicle is suitable. Check nothing else transport e.g. chemicals	Report to Area Manager	Supervision by Catering Manager/staff
Receipt At Satellite Kitchen	Bacterial growth Foreign objects	Check hot food above 63°C, cold food below 8°C. Place directly into hot cupboard, fridge or keep in insulated box. Serve as quickly as possible. Keep covered at all times.	Report to prod. kitchen. Instruction to staff.	Record receipt temperature.
ASSUME ALL FOODS THEN HELD AND SERVED IN ACCORDANCE WITH REQUIREMENTS OF FOOD SAFETY SYSTEM.				

Note 1 Meals on wheels vehicles must be maintained in clean and tidy condition.

Note 2 No pets allowed in vehicles carrying meals.

Note 3 Meals must not be removed from insulated containers until point of drop off.

Note 4 Offer instruction to clients re cooling and reheat

7.18 CONTINUATION HAZARDOUS SHEET FOR UNLISTED PRODUCTS

PRODUCT				
STEPS	HAZARDS	CONTROLS AND TARGETS	MONITOR	ACTION
1 DELIVERY				
2. TRANSFER TO CHILL				
3. CHILL STORE				
4. PREPARATION FOR COOKING				
5. COOK CCP1				
6. PORTION CCP2				
7. HOT DISPLAY CCP3				
8. COOL IF UNSOLD CCP4				
9. CHILL STORE CCP5				
10. COLD DISPLAY CCP6				

SIGNED:----- DATE:-----

8 *Records*

8.1 Daily Monitoring Sheet

The Daily Monitoring Sheet (see Appendix 3) is the most important aspect of the food safety system. It must be filled in accurately at all times as recording these temperatures is now a legal requirement. If this form is not completed on an ongoing basis the food safety system fails and you and/or the organisation could be prosecuted.

The form has been designed to be as simple and easy to use as possible in an attempt to keep your job as straightforward as possible. You are not expected to hover over foods checking temperatures every couple of minutes. A number of vital checks have been identified and will soon become second nature.

Some more in depth information about the form is indicated below:

- The same form, see examples overleaf, should be filled in by all units on a daily basis. If there is not enough space on the form for all foods prepared, simply move on to an additional form.
- The form is laid out so that it follows the catering process in a logical way, it starts at deliveries and storage and goes right through to service of food to the customer.
- Each section should be completed in the following manner:
Deliveries Chilled and Frozen:- take a temperature reading from each delivery of chilled or frozen food. You are not expected to check every item only a representative amount of each delivery.

Storage Chilled and Frozen:- take a temperature reading of each piece of refrigeration equipment, as shown, at least twice a day. If you have more refrigeration equipment, for example a blast chiller, use the space provided to record its daily temperature.

Import Meals Cold:- to be completed at satellite kitchens immediately upon delivery of each cold food as shown. If there are more cold items than those shown, simply use the space in the Deliveries Chilled and Frozen Section.

Cooking/Import Meals Hot:- production kitchens should use this section to record the final cooking temperatures of the menu items as shown. If other foods are cooked, for example fried fish, cooked if other menu items have sold out then its final cooking temperature should be noted in the blank boxes.

Importing kitchens obviously do not cook therefore they should use this section to record the receipt temperatures of the hot foods they receive as shown. The blank boxes can be used to note vegetable temperatures.

Hot Hold:- take the temperature of each piece of hot holding equipment when they are being used as shown. Only check a representative sample of the foods to show the equipment is maintaining the correct temperature.

Hot Service:- note the temperature of all hot foods, as shown, immediately before, during and just after service if applicable. There is space for additional menu items, for example an extra soup, if required.

Cold Service:- if equipped with a refrigerated counter, cold well, etc., note the temperature of cold foods served as shown. If you don't have this type of equipment take the food straight from the fridge or insulated box and note the start and finish time of service. This section can also be used to monitor buffets, etc.

Export Meals Hot and Cold:- to be completed by the export kitchen for all hot and cold foods as shown just before they are transported.

Wash Up/Sterilizer:- to be noted at least once a week.

- When the temperature reading is taken the person making the check should note their initials in the box next to the temp. box. It is best if the person responsible for the food at each stage takes the temperature, for example the cook should note the cooking temperature, etc. This is so the system can be easily monitored by the Catering Manager.
- The correct temperatures and times at each stage for each food are shown on the Daily Monitoring Sheet (Appendix 3). If these temperatures or items are not met the action taken, for example, reported fridge, etc., should be noted in the comments column.
- As an example, the following menu has been recorded on the Daily Temperature Chart for both a production and satellite kitchen, see over.

Starters:	Mushroom Soup, Fruit
Main Courses:	Gammon & Pineapple, Fried Haddock Vegetable Quiche Baked Potato with Cheese Tuna Past Salad
Snacks:	Fish Beanies, Bridie
Vegetables:	Mashed Potato, Beans, Carrots
Sweets:	Hot Crispy Cake, Jelly & Fruit
- At the end of each day the chart should then be filed in a safe convenient place.
- At least four weeks of temperature charts should be kept at all times so that they can be checked by your Area Manager. A sample of each week's records for a period of three months should also be kept.
- The daily monitoring sheet is the most important aspect of the food safety system. It must be filled in accurately at all times as recording these temperatures is now a legal requirement. If this form is not completed on an ongoing basis the food safety system fails and you and/or the organisation could be prosecuted.

8.2 Food Safety Checklist

The Food Safety Checklist, see Appendix 4, should be completed on a weekly basis. Its purpose is to act as a reminder to check various matters, to provide a record that formal checks are being made and also to record that problems have been noted and reported to the appropriate person. The checklist acts as a form of insurance for you to prove that you have taken action.

- The checklist should be completed by the Catering Manager or person in charge of the unit, it need not be completed on one specific day, as long as it is completed throughout the week.
- The name of the unit, who the checklist is being completed by and the date commencing of the week the checklist relates to should be filled in at the top.
- The checklist should be completed by answering each of the individual questions in the various sections either yes or no. If the answer is yes, no more is required. Take care to actively check each of the questions in detail. If the answer is no, note what the problem is in the comments action column.

e.g. Wall tiles broken.
Behind chest freezer dirty.

Then add what action you have taken to deal with the problem.

e.g. Reported to Property & Architectural Services - date.
Cleaned - date.

If the problem is not dealt with by the person you have reported to, re-report until something is done.

- See Appendix 4 for an example of a completed Food Safety Checklist.
- Once the checklist has been completed, file it in the records section of the Food Safety System Manual. Keep a minimum of four weekly checklists on file at all times. If a problem remains outstanding however, keep a record of when the problem was first reported and transfer it to the next week's checklist.
- If a problem is not attended to e.g. a structural maintenance problem is ignored by Property & Architectural Services inform your Area Manager of the problem.
- If asked do not hesitate to show completed checklists to Environmental Health Officers as they demonstrate how well managed your kitchen is.

8.3 Cleaning Rota

The cleaning rota is an important part of the food safety system and must be completed for every unit. It is simple, easy to use and guarantees that all members of staff know exactly what their duties are.

A Cleaning Rota form should be used to detail cleaning operations in all kitchens, see examples Appendix 5.

The Catering Manager should identify the cleaning duties relevant to their kitchen and structure them in terms of time throughout the day.

The duties should also be fairly distributed between employees.

The duties can then be rotated to provide a variety of tasks to individual employees.

Don't forget weekly cleaning duties, which should also be included in the chart with the day of the week the task is to be completed shown alongside.

If, for example, in a large kitchen there is not enough space on the form or there are more than six employees simply complete an additional form.

Any special cleaning duties, for example, in service cleaning should be scheduled in the Special Duties Section.

The Comments section can be used to remind employees of areas where special care is needed or which are easily forgotten.

The cleaning rota must be displayed prominently on the kitchen wall.

Use the cleaning rota to check that all areas are being cleaned to an acceptable standard when completing the Food Safety Checklist.

9 *Food Safety Responsibilities*

9.1 DIRECTORS OF SERVICES WITH RESPONSIBILITY FOR CATERING ARRANGEMENTS

The Director of the Service has ultimate responsibility for effective implementation, control, monitoring, maintenance and review of the food safety policy system within their organisation.

9.2 OPERATIONS MANAGER, CATERING, COMMERCIAL OPERATIONS

The Operations Manager is responsible for communicating the requirements of the food safety policy and system to all catering staff and ensuring that its details are carried out in full. The Operations Manager will be assisted in this duty by his/her assistant.

9.2 AREA SERVICE MANAGERS

All Area Service Managers are responsible for implementing, controlling and maintaining the food safety policy and system in all units under their care within the bounds of their respective geographical areas.

9.3 AREA SUPERVISORS (COMMERCIAL OPERATIONS)

All Area Supervisors are responsible for the full implementation, control and maintenance of the food safety policy and system in all units under their care within their geographical areas.

- Area Supervisors will ensure that all relevant staff are given full and effective training in the food safety policy and system to allow effective implementation.
- They will ensure that all necessary records are kept in each unit and provide each unit with spare blank documentation as necessary.
- Area Supervisors will ensure that all guidance issued by the organisation and recommendations given by enforcement officers are acted upon as soon as possible.
- It is the responsibility of Area Supervisors to ensure that competent staff, able to operate the food safety system, are employed in all units.

9.4 CATERING MANAGERS

All Managers of catering establishments have the full hands on responsibility for implementation, control and maintenance of the food safety policy and system within their own units and any satellite units under their control.

- They will ensure effective communication of the requirements of the system, training of all relevant staff, supervision of the system and the standards it prescribes.
- They will ensure that an updated copy of the food safety policy and system is available in each unit and that the system is displayed prominently in each unit.

- They will ensure that all necessary records pertaining to the system are maintained on the relevant premises and are available for inspection at all reasonable times.
- They will co-operate fully with enforcement officers and monitoring personnel in a friendly and open manner and act upon any advice they may offer.
- They will arrange for the implementation of any subsequent updates or additions to the system as soon as they are received.
- They shall arrange for the disciplining of any staff who do not co-operate with the operation of the food safety system.

9.5 CATERING STAFF

All catering staff are responsible for co-operating fully with the operation of the food safety system and doing everything within their power to ensure safe food is served to the customer.

CONFIDENTIAL RECRUITMENT QUESTIONNAIRE

Please answer the following questions:-

NAME:-----(M r, Mrs, Miss, Ms)

ADDRESS:-----

DOB:-----

Job Applied for:-----Location:-----

Please answer **Yes/No** (place a tick in appropriate box)

	YES	NO
1. Do you or have you ever suffered:		
Fits or blackouts since age 5 years?		
Any nervous disorder?		
Typhoid fever?		
Paratyphoid fever?		
Recurring skin trouble affecting your hands, arms or face?		
Recurring ear infections?		
Recurring disabilities affecting your back, neck or limbs, affecting your standing, walking or lifting?		
2. Have you had an illness, injury or operation within the last year causing you to be absent from work or school for 2 weeks or more?		
3. Have you attended hospital as an out-patient, or attended your Doctor for a course of treatment. (tablets, injections or physiotherapy etc) which lasted for more than four weeks?		
4. At present are you suffering from:-		
A discharging ear?		
Boils, styes or any septic skin areas?		
A cough or phlegm?		
Stomach or bowel disorder, eg recurring diarrhoea, colitis, ulcer etc?		
Skin trouble affecting your hands, arms and face?		
Any other condition likely to require treatment or time off work in the next year?		

I declare that the answers to these questions are to the best of my knowledge, accurate. I further acknowledge that failure to disclose information could lead to termination of my employment. I understand that I may be required to see the Occupational Health Adviser at a later date.

Signed _____ Date: _____

Recruiting Manager's signature _____

FOOD HANDLERS' AGREEMENT TO REPORT INFECTION

Employee Name:-----

I understand that I am legally obliged to report any of the conditions below to my employer and not to do so would be an offence under the Food Safety Act 1990 and the Food Safety (General Food Hygiene) Regulations 1995

I agree to report to my Manager/Supervisor

- 1 If I suffer an illness involving:-
 - Vomiting
 - Diarrhoea
 - Skin rash
 - Septic skin lesions (boils, infected cuts etc, however small
 - Discharge of ear, eye, nose or any other site

- 2 After returning to and before commencing work following an illness involving any of the above conditions.

- 3 After returning from a holiday abroad during which I was unwell with vomiting and/or diarrhoea which lasted for more than 2 days.

- 4 If another member of my household is unwell with diarrhoea and/or vomiting lasting over 2 days.

NB – NON REPORTING OR UNTRUTHFUL REPORTING OF ANY OF THE

ABOVE MAY RESULT IN DISCIPLINARY ACTION.

ASSURED SAFE CATERING – DAILY MONITORING SHEET DATE:

STEP 1	Rough Details of Food Delivered	Supplier	Within Temperature Parameters Freezer Min-10°C Max Refrigerated 8°C Max				Date Codes & Condition		Details of Rejects/Returns
			YES	NO	YES	NO	SAT	U/S	
Delivery									Initials

STEP 1 Only very rough details required eg Pies etc – The Meat Pie Co. All failures to meet temperature parameters, out of date food etc should be recorded.

STEP 2	Refrigerators 0 to +5°		Freezers Minus 18 to Minus 30°C		Dry Store		Veg Store		Detail Failures & Action Taken	
	SAT	U/S	SAT	U/S	SAT	U/S	SAT	U/S		
Storage										Initials

STEP 2 This would normally be completed by chef or his Assistant. Anything outwith temperature parameters should be noted as unsatisfactory. It is important to detail all failures and action taken whether it be a fridge which is too hot or uncovered containers in the dry store. Store raw and cooked foods separately wherever possible. If not, then remember – cooked foods above raw foods “covered”.

ASSURED SAFE CATERING – DAILY MONITORING SHEET DATE:

STEP 3	Defrosting – Are correct methods being used?				Regular Chef checks on Staff, Equipment and Cleanliness				Chef's Initials	Occasional Management checks on Chef, Staff, Equipment and Cleanliness				Initials
Preparation	Yes		No		SAT		U/S			SAT		U/S		

STEP 3 Very much a subjective assessment. Day to day control is chef's responsibility, but management have overall responsibility.

STEP 4	Temperatures of all High Risk Foods Taken (Core Temperatures)												Action taken in Event of Failure	
Cooking	Min Core Temp 75°C	Breakfast				Lunch				Dinner				
		SAT		U/S		SAT		U/S		SAT		U/S		

STEP 4 Chef or his assistant should complete. The importance of ensuring a sufficient core temperature cannot be over-emphasised.

STEP 5 Cooling	Ensure Food is cooked as rapidly as possible	Method of Cooling	Chefs Regular Checks					Occasional Management Checks				
			Initial					Initial				

STEP 5 Different premises may have different methods of cooling. These should be recorded and regular checks made.

Cont.

ASSURED SAFE CATERING – DAILY MONITORING SHEET DATE:

STEP 6 Hot Holding	All hot food to be kept at 63°C	Breakfast				Lunch				Dinner				Failure to meet temperature – dispose of food
		SAT		U/S		SAT		U/S		SAT		U/S		

STEP 6 It is a statutory requirement that hot food should be kept at 63°C or above. Bain Mariés, hot cabinets etc should be regularly checked by probing food.

STEP 7 Reheating	Minimum Reheat Temperature 82°C	SAT		U/S		Action Taken in event of Failure
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STEP 7 The reheat temperature of 82° is also a statutory requirement and applies to all reheated food.

Step 8 Service	Do not plate/prepare food too far in advance	Cold foods – serve soon after removal from refrigeration	Hot food – serve promptly	Cold display Max 8°C	SAT ()	U/S ()
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STEP 8 This is a general guidance section. The temperature of cold displays should be taken regularly.

FOOD SAFETY CHECKLIST

Unit: Week Commencing:

Completed By:

RECEIPT AND STORAGE	YES/NO DATE	COMMENT/ACTION	STRUCTURAL MAINTENANCE	YES/NO DATE	COMMENTS/ACTION
1. Are goods stored correctly on arrival. 2. Is stock rotation satisfactory. No out of date food found 3. Are all food storage areas clean and in good repair. 4. Are the delivery temperatures of chilled foods checked and recorded?			1. Are walls, floors, ceilings, fixtures and fittings in good condition.. 2. Is ventilation working effectively and clean.		
CLEANING			EQUIPMENT MAINTENANCE		
1. Are all cleaning chemicals needed available. 2. Is cleaning equipment available and in good condition. 3. Is cleaning being effective in all areas. 4. Are cleaning chemicals stored separate from food.			1. Is all equipment working effectively and in good repair.		
			PEST CONTROL		
			1. Are all areas free from signs of infestation.		
			WASTE DISPOSAL		
PERSONAL HYGIENE			1. Is refuse disposed of correctly both internal and external.		
1. Are uniforms clean and well maintained. 2. Are staff following all hygiene rules. 3. Are any staff suffering from illnesses. 4. Is the first aid box well stocked e.g. blue plasters 5. Are wash hand basins used only for hand washing and have soap, nailbrush and paper towels.			WELFARE FACILITIES		
			1. Are all staff areas clean and tidy 2. Is staff outdoor clothing stored outwith the food room.		
			OTHER CONTROLS		
			1. Are all training records up to date. 2. Are temperature records complete and filed properly. 3. Are all food samples available. 4. Is the probe thermometer working and accurate.		
OTHER COMMENTS:					

EXAMPLE CLEANING ROTA

DUTIES	10-11	11-12	12-1	1-2	2-3	3-4		COMMENTS
(1)	Clean fridges (weekly- Mon)	Veg. prep. Machine	Spot clean dining room floor	Clean steamer	Clean service counter. Clean cookers	Clean bins Take out rubbish		
(2)	Walls and tiles (Wed)			Dishwash	Clean dining tables	Kitchen floor		
(3)	Pot and pan racks (Fri)			Dishwash	Clean slicer. Clean dishwash area. Fryer (Fri)			
(4)					Transport containers. Clean toilet & staff room.	Clean bin area		
(5)								
(6)								
<u>NOTES:</u>	<u>SPECIAL DUTIES:</u>							

