

**FOOD SAFETY GURU LTD (FSG) in Primary  
Authority Assured Partnership with**



Food Safety Guru is part of the Resolution FM Limited Group

**H A C C P**  
**Policies & Procedures**

**Hazard**  
**Analysis**  
**Critical**  
**Control**  
**Points**

## CONTENTS

<b>Section</b>	<b>Subject</b>
1	Food Safety Policy
2	HACCP Introduction
3	Food Delivery Policy
4	Date Labelling Policy
5	Temperature Control Policy
6	Food Storage Policy
7	Food Preparation Policy
8	Allergen Management
9	Cleaning Policy
10	Training Policy
11	Personal Hygiene & Handwashing
12	Health of Employee
13	Alleged Food Poisoning
14	Waste Management/Recycling Policy
15	Pest Control Policy
16	Foreign Body Contamination Control Policy
17	Structure

## 1 FOOD SAFETY POLICY

This organisation is committed to producing and supplying food that is safe and meets all legal requirements. We undertake that all foods are produced to a high standard of safety in accordance with good hygiene practice and the principles of HACCP.

We comply with the requirements of the Food Safety Act 1990, the regulations made under that act, all other relevant legislation, Codes of Practice, Industry Guides and other approved guidance. We expect all our food suppliers and contractors to do the same.

The company wholly accepts its legal duty to comply with the European Union Commission Regulation (EC) No 852/2004 Article 5. This will help us meet the requirement of Assimilated European Union Commission Regulation (EC) No 852/2004 Article 4; and the Food Safety and Hygiene (England) Regulations 2013, and for businesses in Wales, The Food Hygiene (Wales) Act 2006, The Food Hygiene Rating (Wales) Act 2013 and Scotland, the Food Hygiene (Scotland) Regulations 2006.

A HACCP system is in place to monitor and maintain food safety and quality. Personnel are trained to enable them to use this system effectively along with all procedures and good working practices laid down. We commit to provide adequate and appropriate resources (i.e. premises, facilities, equipment, protective clothing, staff, supervision, information, instruction and training) to assist in the implementation of the above.

Our main aim is to operate the business with all due diligence and this is a top priority.

It is the policy of this organisation to ensure that its operations are carried out such that the health and safety of staff is not jeopardised in any way. To prevent possible hazards, risk assessments have been carried out and appropriate controls and training procedures put into place, which are subject to regular reviews.

All employees are expected to work in a way that neither their own safety, nor that of others is compromised. All staff working in a food handling area shall maintain a high degree of personal cleanliness and shall wear suitable, clean and appropriate protective clothing. Neglect that causes, or potentially causes, harm will result in disciplinary action. It is part of every employee's duty to report any issues or potential risks.

This policy will be reviewed annually or when material changes occur that require revision.

## 2 INTRODUCTION

The HACCP policy will help us meet our legal requirements under the European Union Commission Regulation (EC) No 852/2004 Article 5. This will help us meet the requirement of Assimilated European Union Commission Regulation (EC) No 852/2004 Article 4; and the Food Safety and Hygiene (England) Regulations 2013, The Food Hygiene (Wales) Act 2006, The Food Hygiene Rating (Wales) Act 2013 and the Food Hygiene (Scotland) Regulations 2006.

**Note:**        *Article 4 relates to food hygiene*  
                  *Article 5 relates to the requirement to have a HACCP system*

The HACCP policy covers all critical control points where an action specific to that part of the process is needed to minimise the risks of microbiological, physical or chemical contamination.

The scope of this HACCP plan is as follows –

- Supplier Approval
- Product Purchasing
- Delivery & Transportation
- Storage
- Preparation
- Preparation – Vacuum Packing Information
- Allergen Management
- Cooking & Chilling
- Service & Holding
- Staff Training & Records
- Cleaning & COSHH (Control of Substances Hazardous to Health)
- Pest Control & Contract
- Structure

## 3 FOOD DELIVERY POLICY

### NOTES: (Specific hazards/dangers):

- Acceptance of contaminated, spoiled or damaged products leads to the risk of food poisoning and/or contamination of existing stock

**Purchasing:** Set up an approved supplier list. Only food from approved suppliers can be accepted.

### WHAT TO DO

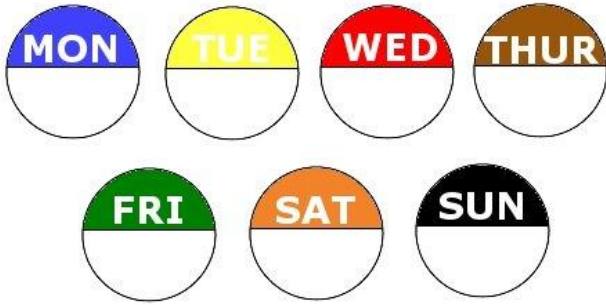
Upon arrival the following checks must be made:

- **Packaging:** All packaging must be clean, dry and free from damage or signs of infestation; Check vacuum package is not blown; no dented tins – or reject
- **Labelling:** All goods must be clearly date marked to ensure adequate shelf life. Manufactured products must be labelled with full ingredients list with allergens emphasised e.g. italics, BOLD, highlighted etc.
- **Invoices:** All invoices/delivery notes must be checked and discrepancies and rejections are to be reported immediately to Manager.
- **Weight:** Where appropriate, items that are brought by weight must be checked.
- **Time:** All fresh/frozen deliveries to be processed and stored within 30 minutes, prioritise temperature sensitive/high risk products.
- **Temperatures:** If goods are frozen or chilled the exterior temperature must be recorded (by infrared laser thermometer). For chilled goods the temperature must be less than **8°C (ideally less than 5°C or in accordance with manufacturers label instructions)**; for frozen goods the item must be frozen **hard -18°C** - not thawed or semi thawed; Reject **if warmer than -13°C**;
- **Delivery Vehicles:** The cleanliness and temperature of delivery vehicles must be checked on a regular basis.
- **Recording:** Record the temperature of chilled/frozen deliveries on your Daily Log
- **Storage:** After all goods have been accepted all temperature sensitive goods must be put away first in accordance to the **Storage Policy**

**ANY REJECTED GOODS MUST BE RECORDED, REPORTED & ISOLATED AND LABELLED BEFORE RETURN**

## 4 DATE LABELLING POLICY

ENSURE ALL FOODS IN STORAGE ARE DATE LABELLED



ALLERGEN	
Product Name: _____	
Date Opened: _____	<b>This Item Contains The Following Allergens:</b> <input type="checkbox"/> Lupin <input type="checkbox"/> Eggs <input type="checkbox"/> Fish <input type="checkbox"/> Peanuts <input type="checkbox"/> Sesame <input type="checkbox"/> Milk <input type="checkbox"/> Mustard <input type="checkbox"/> Celery (and celeriac) <input type="checkbox"/> Cereals Containing Gluten (wheat, rye, spelt, oats, kamut)
Frozen Date: _____	
Defrost Date: _____	
Use By Date: _____	
Your Name: _____	
<input type="checkbox"/> Nuts - circle all contained in dish (almonds, hazelnuts, walnuts, cashew, pecan, brazil, pistachio, macadamia/Queensland) <input type="checkbox"/> Soy Beans (e.g. edamame, miso, tofu) <input type="checkbox"/> Molluscs (e.g. clams, snails, mussels, whelks, oysters & squid) <input type="checkbox"/> Crustaceans (prawns, crabs, langoustine, lobster & crayfish) <input type="checkbox"/> Sulphites & Sulphur Dioxide (e.g. preservative food found in some dried fruit and wines)	

**Fresh Food – 3 Day Shelf Life (date of production/cooking plus 2)**

**Use Coloured Day Dots or a label stating the use by date**

If using day dots the coloured dot is the **USE BY** day.

For example – you cook a dish on Monday use a Day Dot for Wednesday – Date of prep plus 2

If using an Allergen Label for foods prepared on site, ensure all allergens in the dish are noted accurately

Item _____	Intls: _____	DM
Date _____	Time _____	AM PM
Use By _____	Time _____	AM PM

**Foods with a USE BY day longer than 3 days use a HACCP label or Date Label on the packaging**

This includes foods with high acidity, sugar or salt (pickles, jams, sauces etc).

Follow manufacturers instruction for use by date of packaged ingredients/sauces

- Homemade oils or sauces made with uncooked fresh ingredients (ie garlic or herbs) – 7 days shelf life
- Homemade pickles/chutneys – 10 days shelf life or 3 months with pH <4.5 (ask us for Chutney Procedures if you make Homemade chutney)
- Foods frozen on site – 3 months shelf life (\*\*Three star freezers only. 1 month shelf life for \*\*Two star freezers)
- Foods which you vacuum pack – 10 day shelf life

## DATE LABELLING POLICY continued

### Fresh Foods Prepared on Site

- Fresh foods prepared or cooked on site have a 3 day shelf life – day of prep plus 2
- Label with a Coloured Day Dot – Coloured day is the **USE BY DATE**

### Foods Frozen on Site

- Use a HACCP label with a 3 month date life (\*\*Three star freezers only. 1 month shelf life for \*\*Two star freezers)
- Information on the label should include – Product description, date of freezing and use by date
- When removing from freezer, attach a day dot to identify the defrosted use by date (3 day rule)

### Manufactured Packaged Foods

- All packaged foods are labelled with the manufacturers best before or use by dates. Whilst the food remains unopened, adhere to the manufacturers date.
- Once a pack is opened follow the manufacturers guidelines as it will state “Use within x days of opening”. If there are no instructions for the product once opened, give it a 3 day shelf life.
- For dry goods such as flour – follow manufacturers best before date. Decant into airtight containers or keep bag sealed. Spices, keep in original jars but if purchased in a packet, decant into an airtight container and label with original manufacturers best before date.

Unopened pre-packed foods must be labelled by manufacturer (product description, storage requirements and use by/best before dates) so no need for further labelling until product is opened

## 5 TEMPERATURE CONTROL POLICY

**Specific hazards/dangers:** Risk of passing contaminated products to consumers through the growth/survival of pathogens caused by the inadequate heating/chilling/freezing of food stuffs

### PARAMETERS

<b>Fridges</b>	To operate between 0° to 5°C with a max temp of 8°C. Always check instructions on product labels in case the product needs to be stored at a lower temperature. Record temperatures twice daily on Daily Log (start & end of day).
<b>Freezers</b>	To operate at -18°C or colder. Record temperatures twice daily (start and end of day).
<b>Core Cooking Temp (high risk foods)</b>	Minimum of 75°C for 30 seconds (record on Daily Log)
<b>Cooling</b>	Target temperature <8°C within 90 minutes. Use a blast chiller or ice bath/ice packs. Decant foods into cold containers & smaller quantities if possible, chill single layer, stir sauces and slice meats if applicable. Take the food to the lowest possible temperature to enable refrigeration after a max of 90 minutes of cooling. Record Cooling temps on Daily Log
<b>Hot Hold</b>	> 63°C If temperature drops below 63°C it can be reheated once to above 75°C – If hot holding for more than an hour, record the temperatures hourly in your Daily Log. If hot holding temperature drops below 63c and is not being reheated it must be disposed of after 2 hours
<b>Transport</b>	In food safe containers - Cold food < 8°C and hot food > 63°C
<b>Re heat</b>	> 75°C for a minimum of 30 seconds (record on Daily Log) (Scotland 82°C)
<b>Ambient</b>	Cold foods which are not kept under temperature control (ie. Buffets or ambient display counters) can be displayed for a maximum of 4 hours. Foods displayed for less than 2 hours can be placed back in fridge (only once) but if it has been out over 2 hours (max of 4 hours) then, any food left over must be disposed of.

### Deliveries

Use laser probe: (see calibration below).

Open chilled/frozen case/box, scan laser beam on the contents (bags, packs etc.).

If product is thinly packaged (some fresh goods, meat etc.) scan exterior of item.

### Storage

Ensure that temperatures of refrigeration units are read and temperatures recorded twice daily.

Service equipment regularly

### Probes

Use Infrared scanner thermometer to take temperature of deliveries and all cold/raw foods to avoid any potential for cross contamination

Use probe thermometer to check the core temperature of cooked foods. Always clean probe with a probe wipe before and after use.

### Calibration

Calibrate probe weekly. To calibrate probe, insert into (or for scanner, scan):

**Boiling water:** Record 100°C +/- (+/- 1°)

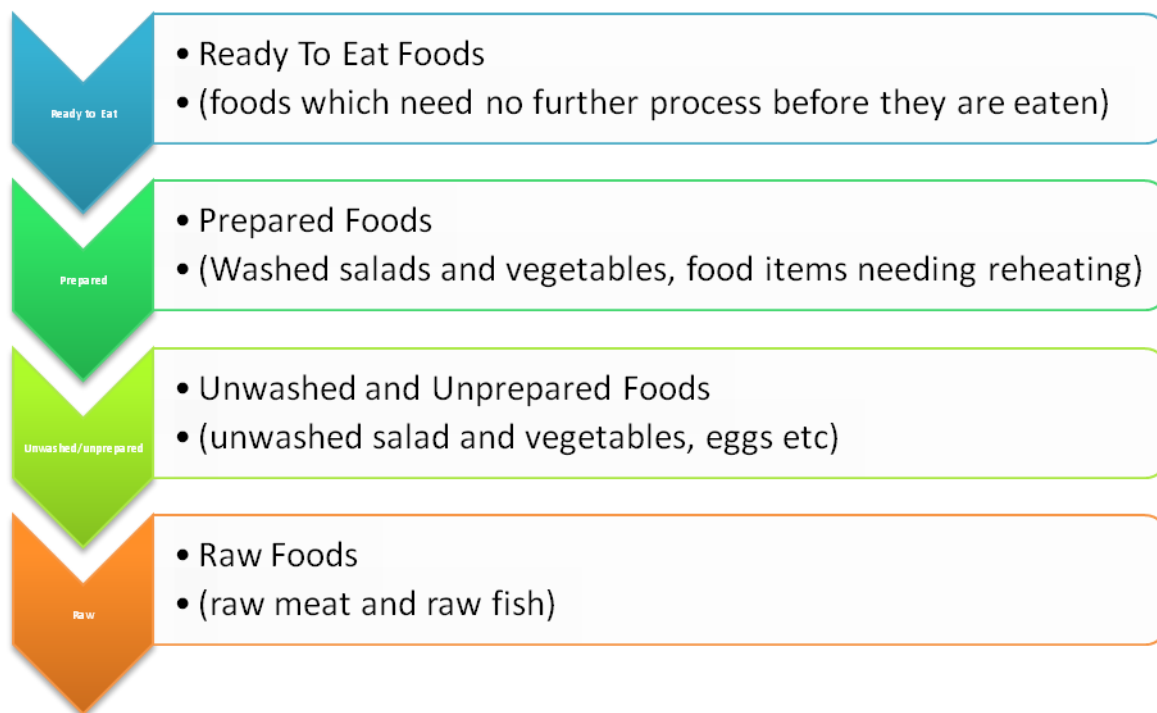
**Bowl of melting ice:** Record 0°C (+/- 1°)

If calibration temperature is incorrect (more or less than +/- 1°), replace batteries and retest. If test is still not correct temperature, replace probe/scanner.

## 6 FOOD STORAGE POLICY

- All goods delivered must comply with the guidelines laid out in the *HACCP Food Delivery Procedure*
- Store ready to eat away foods separate from raw ingredients to avoid any cross contamination. Plan your storage to avoid any contamination of raw or unwashed foods with ready to eat foods. Please note this includes ensuring dirty or unwashed fruit and vegetables do not contaminate washed and ready to eat fruit and veg.
- Keep items containing allergens separate from other foods to avoid cross contamination ie, keep nuts separate. Keep opened ingredients in lidded containers or sealed bags to avoid spillages.

Follow the guidelines in the Storage Hierarchy below in all your food storage areas –



- Chilled goods to be kept at an optimum temperature of less than 5°C with a max temp of 8°C; If possible we recommend a separate fridge for both raw meat and raw fish. These fridges can then be programmed to run at a lower temperature than your normal fridge (ideally <4°C for raw meat and fish). Always check instructions on product labels in case the product needs to be stored at a lower temperature.
- Frozen goods to be at an optimum temperature of -18°C or colder
- When freezing food on site place the food in a plastic lidded container, use freezer bags or freezer grade cling film. If using cling film, wrap the item carefully to avoid freezer burn.
- When thawing/defrosting foods defrost under controlled conditions in a fridge
- Food must always be stored above floor level
- All goods to be kept covered;

## 6. FOOD STORAGE POLICY (continued)

- Opened cans/tins must be decanted into food safe containers
- All goods are to be within use by date and/or labelled according to the *Date Labelling Procedure* – see 4. Anything out of date must be reported and disposed of.
- All raw meats and fish to be kept on lowest shelf of fridge or separate meat or fish fridge.
- Keep raw eggs on lowest shelf in fridge away from strong odours (separate from raw meat)
- Cooked meats **MUST** be stored separately from raw meat or on a higher shelf;
- All goods to be kept packaged and carefully rotated 'first in, first out'. (FIFO)
  - Store washed and prepared vegetables/salads above unwashed/unprepared vegetables/salads
- If goods are unpacked, any cardboard or wood outer boxes must be immediately placed outside of the hygiene controlled zone for disposal; decant goods into hygienic containers. Plastic lidded containers are best for use in fridges.
- All temperatures are to be monitored and recorded using the *Temperature Control Policy* – see 5
- Storage areas must be kept clean and tidy at all times. Goods must never be placed on the floor. Remember to sweep under storage racks.
- All areas must be regularly checked for signs of pest activity and kept secure against pest infiltration ie. insecticutors, fly screens; close doors/windows/ repair holes promptly

## 7. FOOD PREPARATION POLICY

The following procedures will enable you to reduce the likelihood, control and manage any possible cross contamination from E.coli 0157 and other foodborne bacteria such as Campylobacter, Salmonella and other bacteria and E.coli strains.

1. Time and Temperature – minimize the time foods may be in the temperature danger zone (between 8°C to 63°C). Leaving food out too long at room temperature can cause bacteria (such as *Staphylococcus aureus*, *Salmonella*, *Escherichia coli* 0157:H7, and *Campylobacter*) to grow to dangerous levels that can cause illness. Bacteria grow most rapidly in the range of temperatures between 8°C and 63°C, doubling in number in as little as 20 minutes. This range of temperatures is often called the "**Danger Zone**." Once you have prepared the food, either cook or refrigerate as soon as possible.
1. Identify separate work areas in your kitchen to segregate preparation of raw from ready to eat items. If this is not possible, due to the size or configuration of your kitchen, plan your work to avoid any cross contamination. For example, prepare your raw foods at different time of day to your ready to eat foods on a clean table away from any other foods. When preparing large quantities of raw poultry/meat you should wear a disposable apron. After raw food preparation, clean and sanitise your equipment, hands and the work area following a 2 stage cleaning process. Ensure when raw / unwashed food handling, items stored above or below the worktop can become contaminated or potentially become a source of contamination. Items for ready to eat food use must be not stored here.
2. During food preparation and service times, use Blue Roll and a Food Safe Sanitiser following a **two step process** to clean and sanitise in your kitchen. Cloths can cause cross contamination spreading bacteria or allergens from one surface to another. At the end of the day when all food is put away and there is no risk of cross contamination, cloths and scourers can be used for more heavy duty cleaning of the kitchen.
3. **Cleaning of worktops is a 2-stage process** –
  - a) Firstly spray surface with sanitiser and wipe with blue roll to clean. Rinse
  - b) Spray surface again with sanitiser, leave for the contact time and wipe with clean blue roll.  
*We recommend using a sanitiser that does not require a rinse stage. However, follow sanitiser manufacturer's instructions and rinse if directed.*

Ensure your Food Safe Sanitiser complies with BS EN 1276 or BS EN 13697 (this classification signifies that the sanitiser will kill E. coli and other bacteria within a specified time frame). We recommend using a sanitiser with a contact time of 30 seconds for ease of use.

4. When thawing/defrosting foods, defrost under controlled conditions in a fridge.
5. Wash dirty vegetables and fruit separately from clean preparation and ensure you sanitise the sink and equipment after the process.
6. If you have multiple sinks designate one for washing up and the other for food prep. If you only have one sink, clean and sanitise the sink (following the 2 step cleaning procedure) and wash all salad, fruit and veg before service using a colander, so the foods do not touch the sink surface. The sink can then be used for washing up.

## 7. FOOD PREPARATION POLICY (continued).

7. If fruit and vegetables are labelled as ready to eat, there is no need to rewash. All other fruit and veg needs to be washed before preparation
8. **Do not** wash poultry or meat to avoid cross contamination of bacteria
9. Prepare foods/dishes for a customer with an allergy separate from other foods to avoid cross contamination. Use separate boards and utensils and always wash hands between tasks.
10. Egg Guidance - Although FSA Guidance allows service of raw Lion Marked eggs (Lion Marked eggs as these are sourced from hens vaccinated against Salmonella), to vulnerable groups (young children, the elderly, pregnant women) or those with a compromised immune system, there is always an element of risk. An alternative option is to use pasteurised egg for any dishes where the eggs remain raw.
11. Ensure your staff observe good hygiene including washing hands on entering the kitchen and after a change in activity. Always have antibacterial soap (recommend the hand soap has disinfectant properties conforming to BS EN 1499), warm water and blue roll/paper towels for drying hands available at all handwash basins. If taps are hand operated, turn taps off using blue roll after washing hands. Make sure your handwash basins are included in your daily kitchen cleaning including taps.
12. Use the correct colour coded chopping boards for the task you are undertaking. Standard usage is:

Raw Meat
Raw Fish
Cooked Meats
Salads and Fruits
Vegetables
Dairy Products
Designated for one specific use by site OR Gluten Free

13. High risk foods (including chicken and turkey) must be cooked to a minimum of 75°C for 30 seconds. Reheat foods to a minimum of 75°C (Scotland 82°C). Meat that is solid muscle that can be served rare such as beef steaks, lamb/venison steaks/loin etc, must be seared on the outside to kill off any bacteria on the outside surface of the meat. If slow cooking a joint of beef at a lower temperature it must be fully seared first.
14. When cooking starchy foods cook to a golden yellow/brown colour only. Do not overcook to a dark brown colour as this produces a harmful chemical called Acrylamide that is hazardous to health. Acrylamide is a chemical substance that can be formed on starchy foods when cooking at high temperatures. There is evidence to suggest that acrylamide has the potential to be carcinogenic. Acrylamide is produced when overcooking/browning/burning starchy foods such as potatoes and bread products.
15. Complex pieces of equipment – slicers, vacuum packers, mincers, mixers, blenders etc., must be designated and labelled for either **raw** OR **ready to eat** foods.

## 7. FOOD PREPARATION POLICY (continued).

**If Vacuum Packing - Vacuum Packing Information & Procedures** (if cooking using Sous Vide, please also see separate Sous Vide Policy and Procedures)

Vacuum-packing is a way of extending the shelf-life of food products without affecting the quality. It is a very good way of preventing food spoilage, but it can create conditions which may lead to growth of anaerobic bacteria (bacteria that grow better without oxygen), such as Clostridium botulinum. This organism can multiply and produce toxin at temperatures as low as 3°C. The toxin produced is heat-stable which means it will not be removed by normal cooking. Poisoning from Clostridium botulinum toxin is fatal in 20-50% of cases, with early diagnosis and treatment essential to survival. It is imperative, therefore, that this organism is controlled by correct use, storage temperatures and the application of, and adherence to, an appropriate use-by date.

**Separate** vacuum packing machines need to be used for ready to eat and for raw foods. Label the machine as for “Raw” or “Ready to Eat”

Trained staff only permitted to vacuum pack foods. Train in accordance to manufacturers user instructions

Strict hygiene procedures must be followed when vac packing foods. Kitchen hygiene and cleanliness is vital to avoid any cross contamination during the vacuum packing process. Staff must be wearing clean uniform, wash hands and adhere to strict hygiene standards.

Vacuum bags are kept in sealed containers to avoid any contamination.

The food being vac packed must be in date and treated carefully to avoid any cross contamination.

Foods to be vacuum packed must be subjected to stringent temperature control. Raw meats and fish need to be stored at 5°C or less prior to being vacuum packed.

Vacuum packed foods must be date labelled immediately with item description, date of vac packing, use by date (max 10 days from packing for chilled items)

Vacuum packed items to be stored immediately under temperature control – Chilled less than 5°C or frozen less than -18°C (frozen items can be stored for a maximum of 3 months)

Blown or damaged vacuum packed products must be disposed of.

### USING THE VACUUM PACKING MACHINE

- Ensure the machine is clean
- Plug in, use machine in accordance with points above
- Unplug
- Clean machine thoroughly after each use and sanitise (including lid)
- Ensure bags are stored in sealed container to avoid cross contamination and store bags for “ready to eat use” and “raw use” separately

## 8 ALLERGEN MANAGEMENT

We are required by law to provide allergen information for all dishes. The regulations cover the 14 most common allergens.

The 14 allergens are –

1. Celery and celeriac
2. Cereals containing gluten – (wheat, rye, barley, oats, spelt or kamut)
3. Crustaceans (such as prawns, crabs and lobsters)
4. Egg
5. Fish
6. Lupin (seeds and flour used in Europe for pastries and breads)
7. Milk
8. Molluscs – (such as mussels, oysters, squid, clams and scallops)
9. Mustard
10. Nuts and nut oil (such as almonds, hazelnuts, walnuts, brazil nuts, cashews, pecans, pistachios and macadamia nuts)
11. Peanuts
12. Sesame
13. Soya
14. Sulphur dioxide and sulphites

Many allergens are hidden where you would least expect them to be. It is essential that you are familiar with the constituents of **EVERY** ingredient (eg Worcester sauce usually contains anchovies (fish), many gravy mixes contain milk, celery and gluten). Examine the ingredients list on the packaging carefully or check with your supplier.

### Deliveries

Remember to double check foods which are delivered as substitute products as they may not have the same ingredients as your usual product. Change the allergen matrix if needed and inform all staff of any changes.

### Buffets

Allergen management for buffets is always a challenge. Add a note to your booking form asking for information on any allergies for any persons attending. Place an easy to read sign on or near the buffet table requesting people with an allergy or food intolerance to ask a member of your team for information on the allergens contained in the foods. Also note on the sign the buffet food may not be suitable for those with food allergies as due to potential cross contamination on the buffet table. Provide written details of allergens for each item on a menu or allergen matrix.

## 8 ALLERGEN MANAGEMENT (continued)

1. It is strongly recommended that you have written evidence of allergens in your dishes for verification purposes. You cannot rely on verbal advice only. The allergen information can be written directly onto your menus or on an Allergen Matrix which should be available to your customers, ideally without them needing to ask (ie. displayed on wall, menu, etc).

### Allergen Matrix

Dish	Celery	Cereals (Containing Gluten) - Note which cereal	Crustacean	Eggs	Fish	Lupin	Milk	Molluscs	Mustard	Nuts - Note which nuts	Peanuts	Sesame seeds	Soya	Sulphur dioxide

2. Allergen information for groups of allergens must state the specific ingredient.
  - **Tree Nuts** (such as almonds, hazelnuts, walnuts, brazil nuts, cashews, pecans, pistachios and macadamia nuts)
  - **Cereals** containing gluten (such as wheat, rye, barley)

For example, Chicken Tikka Masala (Contains: **milk, nuts (almond)**).  
This enables your customers to make a more informed choice.
3. If a manufacturer states “May Contain” on the packaging, you must also state “May Contain” on your menu/allergen matrix. Also note any potential contamination that may occur through the preparation or cooking process. For example...
  - Food cooked in a fryer, what other products are cooked in that fryer that may contaminate the food? If halloumi is cooked in the fryer, other products cooked in the same fryer may be contaminated with milk. If fish and scampi are cooked in the fryer, other products cooked in the same fryer may be contaminated with fish and crustaceans.

You can either note that the dishes as ‘may contain’ these ingredients OR you can note \*Cooked in a fryer with items containing gluten, fish, crustacean, mollusc, milk

4. Place a sign where it is visible to your customers (or on the menu) advising them where to find allergen information and that, if they have any food allergies/intolerances they should inform a member of staff. **Written allergen information** to ideally be available to customers **without them having to ask**.
  - This can be provided in a format to best suit your business, e.g. on menus, an allergen booklet, QR Code (an alternative viewing method must be available) or on a displayed allergen matrix.

## 8 ALLERGEN MANAGEMENT (continued)

- If it is not possible to display this information, a sign or a message on the menu must be clearly visible 'We have a menu with allergen information, please speak to staff who will be happy to provide it'
- Food businesses who may need to change their menu or allergen information regularly may wish to make this information available upon request in a separate document so they can more easily update it and control the information.

### Online Orders

- Allergen information should be either on the menu or should ideally be no more than 'one click away' with a clear message or link
- If your business cannot provide accurate allergen information online you should ask consumers whether allergen information is required before taking the order so it can be provided verbally
- Written allergen information should also be provided upon delivery so the consumer can review it before eating the food. This could be a sticker on food containers or a menu with allergen information. Where customisations have been made, this should also be indicated.

### Pre Ordered Parties/large group booking

- Allergen information should be requested at time of booking.
- Allergen information should also be discussed on the day, before food is served, in case any ingredients or requirements have changed.

5. **Staff Training** – Back and Front of House Staff to be trained in Allergen Awareness, in-house Allergen Management Procedures and are briefed on the ingredients in your dishes (or can quickly check). This includes cooking processes, eg. potential cross contamination in the fryers, the oil that food is cooked in (sesame/nut oil etc), marinades, dressings and sauces.

6. **Kitchen** – It is important to prevent cross contamination when preparing foods that can cause allergic reactions. Prepare foods/dishes for people with an allergy separate from other foods to avoid cross contamination.

- Check ALL ingredients and allergen information on packaged goods/sauces/spices
- Use a clean knife, board and utensils
- Wash hands before preparing food
- Clean and sanitise work surfaces using blue roll and sanitiser (2 stage cleaning)
- Use a separate spread for gluten free food (just one breadcrumb can make a person allergic to gluten sick)
- Do not cross contaminate ingredients (ie. separate batter for halloumi (milk), fish and onion rings etc).
- Take into consideration any potential contamination during preparation or cooking procedures

## 8 ALLERGEN MANAGEMENT (continued)

### How allergen information can be effectively managed between customer and staff

Consumer is able to access written allergen information (hard copy or digitally) without them having to ask. This can be provided on menus or an allergen matrix clearly displayed.



Customer is aware of allergen ingredients including any 'may contain' or potential cross contamination in the kitchen.



Customer is able to make an informed choice about what to eat.



When taking an order, staff ask the customer if they have any allergy requirements.



Customer places order and the allergy requirements are noted on the order.



Front of house team also verbally confirm this with the kitchen.



Kitchen takes every precaution to double check ingredients and to avoid cross contamination.



Kitchen identifies the meal with allergen requirements to front of house staff (verbally or use of flag/sign).



Front of house team to announce the meal with allergy requirement when serving the meal to the customer.

## Natasha's Law

**Natasha's Law** requires all **pre-packaged foods prepared on site** to be labelled with a full list of ingredients highlighting any of the 14 main allergens that are present in the ingredients.

Please note that the pre packaged foods include any item that you prepare on site, package up and display on a shelf or chiller. This includes items such as sandwiches, salads, pasta pots, baguettes, cakes etc.

Here is the list of Information required on any food item you package on site –

- **Name of the Food** – This must be an accurate description of what the product is made from, eg Cheese and Chutney Sandwich
- **Use By Date** – State the use by date as date/month
- **Full list of ingredients** – This includes listing all ingredients contained in the finished product in descending order of weight. So, in the Cheese & Chutney Sandwich example, you would need to list all the ingredients contained in the sandwich – bread, chutney, cheese, spread and any other foods you add. Be careful to include all ingredients that may have been added to your finished product – for example chicken marinated in buttermilk will contain **milk**.
- **Identification of any of the 14 main allergens**. This should be emphasised in bold, italics, highlighted etc, as follows – **flour** (gluten), **prawns** (crustaceans), **tahini** (sesame), **Cheese** (milk) etc., so it is clear which ingredient is the allergen.
- **Nutritional Value** – this is not currently a requirement however it may become so in the future. If the labelling system you plan to use includes the ability to detail the nutritional information on the label, it may be a good idea to add this now rather than revisiting it at a later date.

### **Products that do not require labelling.**

- Toasties/paninis etc that are premade ready for toasting but not packaged but are then put in a takeaway bag when cooked do not require a label.
- Sandwiches that are made to order do not require full labelling
- Items that are not pre packaged and foods that you have on display (ie. Sausage Roll or Cakes) that are displayed unpackaged
- Any part packaged foods – food stored in an open takeaway pot, fries in an open bag/carton

## 8 ALLERGEN MANAGEMENT (continued)

**ANAPHYLAXIS** is a severe allergic reaction at the extreme end of the allergic spectrum, affecting the entire body, and can occur within minutes of exposure. The main causes are attributed to the 14 main allergens listed in the Allergen regulations.

### How to recognise an anaphylaxis reaction

#### Early symptoms include

- Itchy, urticarial rash anywhere on the body (raised itchy rash that suddenly appears)
- Runny nose and watery eyes
- Nausea and vomiting
- Dizziness

#### Danger signs include

- Swelling of the lips, tongue and throat
- Cough, wheeze, tightness of chest or shortness of breath
- Sudden collapse or unconscious

#### For severe symptoms, follow the emergency procedure below:

- Call an ambulance
- Monitor the person's condition carefully
- If the person's EpiPen device is available, it can be administered into the thigh muscle (through clothing if necessary) by the person themselves or trained personnel
- Ensure person does go to hospital even if the initial treatment has reduced the severity of the reaction.

## 9 CLEANING POLICY COSHH = Control of Substances Hazardous to Health

### During food preparation or service - Use 2 stage cleaning with sanitiser & blue roll

Food Safe Sanitiser should comply with BS EN 1276 or BS EN 13697 with a contact time of less than 5 minutes (**we recommend using a sanitiser with a 30 second contact time**).

1. Spray surface with sanitiser and wipe with blue roll to clean. Rinse
2. Spray again with sanitiser, wait for the contact time to sanitise then dry with clean blue roll.

*We recommend using a sanitiser that does not require a rinse stage. However, follow sanitiser manufacturer's instructions and rinse if directed.*

### HAZARDS

1. Food waste and dirt may accumulate and attract pests;
2. Bacteria will multiply to high levels on dirty surfaces;
3. Cross contamination of allergens
4. Dirty equipment or surfaces can cause accidents and cross contamination;
5. Chemical contamination of food;

### CHEMICALS

2. Only approved food grade chemicals should be used at correct dilution;
3. All kitchen and cleaning staff should be COSHH trained before using any chemical;
4. COSHH data sheets should be up to date and available to staff
5. Chemicals not to be decanted from original containers unless clearly labelled;
6. Chemicals and cleaning equipment should be stored away from food;
7. The Food Safe Sanitiser should comply with BS EN 1276 or BS EN 13697 with a contact time of less than 5 minutes (ideally 30 seconds)

### PROCEDURES

- "Clean as you go" procedures should operate;
- During food preparation or service - Use 2 stage cleaning with sanitiser and blue roll –
  - Spray surface with sanitiser and wipe with blue roll to clean.
  - Spray again with sanitiser, wait for contact time to sanitise, then dry with blue roll.

*We recommend using a sanitiser that does not require a rinse stage. However, follow sanitiser manufacturer's instructions and rinse if directed.*
- Hot soapy water with cloths and scourers can be used for deep cleaning when there is no food being prepared in the kitchen. Finish worksurfaces with sanitiser and blue roll.
- Ensure your Kitchen Cleaning schedule is followed and completed
- Train staff in cleaning procedures for all pieces of equipment
- Food and hand contact surfaces should be sanitised frequently throughout the day
- All cleaning equipment should be kept clean, sanitised and in good repair;
- Ensure any dishwashers are operating at correct temperature and chemicals checked daily; Wash between 49°C - 60°C, then rinse above 82°C
- If you do not have a dishwasher, a two sink system (hot soapy water & hot rinse) should be used wherever possible; Otherwise wash in hot soapy water then rinse in hot water
- All crockery and equipment must be kept clean and free from food residues;

## 10 TRAINING POLICY

### HAZARD

Food handlers can be a major source of food poisoning organisms, which can be transferred to food.

Without knowledge of food safety procedures and a safe system of work, the risk of contamination is high.

### PROCEDURES

All staff must be trained and regularly updated

1. All new employees to complete an induction training including toilet and locker room location, dress code policy, essentials of Food Hygiene, Hand Washing, COSHH training before handling food or using chemicals. Staff must not use any hazardous equipment without relevant training. This is vital when employing young persons or children (below the age of 18).
2. Temporary/Agency workers will complete an induction.
3. Employees must receive on-the-job training including:
  - Specific hazards, risk, preventative and control measures relating to their job;
  - Food Hygiene; Food Handlers must hold a minimum of level 2 Food Hygiene certificate
  - Allergen Awareness
  - Knowledge and skills of the job;
  - Chemical/COSHH use;
4. Refresher training will be given to employees based on identified personal needs and regularly updated as required.
  - Recommend Food Hygiene Level 2 to be retaken every three years
  - New equipment or procedures;
  - Yearly procedure refresher training;
  - Promotion, changing responsibilities and staff development;
  - New legislation.

## 11 PERSONAL HYGIENE & HANDWASHING

*Before starting work, everyone must receive written or verbal instruction in the Essentials of Food Hygiene.*

Personal belongings, outdoor clothing, etc. must be kept out of food rooms and stored in the staff facilities provided.

### Personal Appearance

- Food handlers must present for work in a clean state – hair, clothing and body. A high standard of personal cleanliness is required, with particular attention to the hands and hair.
- Fingernails must be short and clean.
- Nail varnish and false nails must not be worn.
- Jewellery should be kept to a minimum with sleeper-type earrings and plain finger rings.
- Long hair must be tied back or enclosed within a hat or hair net.
- Long beards must be covered with a beard net

### Protective Clothing

- Protective clothing such as apron or other protective uniform must be worn by all food handlers and fulfil the following :
  - Be clean and in good repair
  - Be washable or disposable
- Staff handling high-risk food must not travel to and from work wearing their protective clothing. This should be kept at work so that all clothes changing takes place on site.
- Plastic, disposable gloves are acceptable for certain high-risk food handling activities, but must not be regarded as a “second skin”. The following disciplines should be observed:
  - Hands must be washed and dried before gloves are put on
  - Gloves must only be used for one particular task
  - On completion of the task, the gloves should be discarded and hands washed again
- Strong, closed toe, “sensible” shoes with slip-resistant soles should be worn to protect against slipping, hot spillages, etc. Where required by the management, specialist safety or slip-resistant footwear must be provided and worn.
- The direct handling of high-risk food should be avoided whenever possible. Implements such as tongs and spoons should be readily available.
- Other bad habits to be avoided include:
  - Tasting food by dipping fingers or reusing an unwashed spoon
  - Scratching or touching hair
  - Coughing/sneezing over food
  - Taking breaks in food rooms
  - Washing hands in a food or equipment sink
  - Sitting on food preparation surfaces

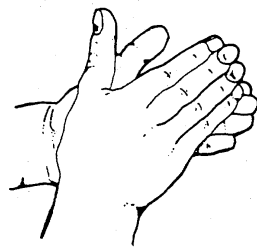
## HANDWASHING

Hands are to be washed in wash hand basins provided only for this purpose and no other. Each basin must have a supply of hot and cold running water, liquid soap and disposable towels.

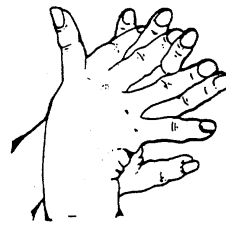
Hands should be washed frequently but, in particular, on the following occasions:

- Before starting work AND after any break
- After visiting the WC
- After handling raw food (meat, fish, pastry, eggs, vegetables)
- After handling dirty equipment (including money)
- After handling delivery packaging
- After handling refuse
- After cleaning surfaces or equipment

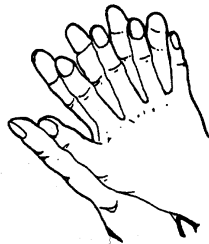
**For effective hand washing  
Wet your hands and apply soap.**



1. Palm to palm



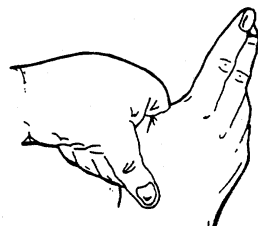
2. Right palm over left dorsum and left palm over right dorsum



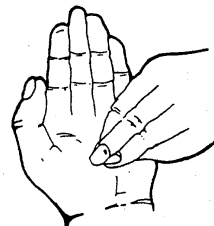
3. Palm to palm fingers interlaced



4. Backs of fingers to opposing palms with fingers interlocked



5. Rotational rubbing of right thumb clasped in left palm and vice versa



6. Rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa

Rinse and dry well with paper towel – turn hand operated taps off using blue roll

## 12 HEALTH OF EMPLOYEE

### HAZARD

Food handlers can be a carrier of food poisoning organisms which can be transferred to food.

This is more likely to happen if the employee is suffering from ill health.

### PROCEDURES

Food handlers should report if suffering from any of the following -

- Diarrhoea;
- Vomiting;
- Gastro-enteritis;
- Skin Infection;
- Any septic condition such as cuts; boils; etc.
- Any discharge from ears; nose; or eyes;
- Any illness such as typhoid or dysentery;
- Anyone at home is suffering from diarrhoea or vomiting;

In the event of illnesses with vomiting and diarrhoea, the member of staff will be excluded from work until they have been clear of symptoms for **48 hours**.

A fully stocked First Aid Kit should be available within the kitchen area, which must include a supply of blue waterproof dressings.

All cuts, abrasions and burns must be covered with a blue waterproof dressing.

## 13 ALLEGED FOOD POISONING

If any customer or member of staff alleges that they have suffered from food poisoning as a result of consuming food was prepared at this food establishment the Manager will make a full investigation. Use the Food Incident Form stored in your digital system. The following information is required:

1. Person's name and details;
2. Symptoms shown and duration;
3. What the person ate and drank on your premises.
4. What have they eaten over the past 48 hours
5. Has anyone else had the same symptoms;
6. Have any other persons eaten the same food; How many portions of this food did you use on the same day?

### **A full investigation must be completed by the Site Manager**

A full inspection of all food areas should be undertaken by the Manager looking at the following areas:

1. Personal Hygiene in the kitchen;
2. Possible Contamination – Kitchen procedures;
3. Temperature Control Records – Core Cooking Temperatures, Cooling Times and Temperatures, Fridge/Freezer Temperatures.
4. Cleaning – Records and visual inspection
5. Pest Control;

All reports are to be passed to the Manager who will instigate any required action, discuss with the team at Food Safety Guru who will also advise if necessary to contact the local Environmental Health Department.

## 14 WASTE MANAGEMENT/RECYCLING POLICY

Kitchen bins should be maintained in a clean condition, emptied and sanitised at minimum daily.

Kitchen bins must be open or pedal operated to avoid touching the bin lid.

All food waste should be removed from food preparation areas on a regular basis to avoid a build-up of food waste/rubbish.

All boxes should be crushed and removed to the rubbish collection area as quickly as possible

External bin lids should be closed at all times after loading, to prevent infestation from insects, birds and rodents. Refuse must be collected on a regular basis by approved contractors, ensuring no refuse overflows from designated bins.

Waste oil should be removed from site and recycled via a designated Waste Oil Disposal Company on a regular basis therefore not allowing for a build up of waste oil.

The refuse area should be kept swept, clean, tidy and free of food and other debris at all times.

Wherever possible, a system of recycling should be in place.

Only licensed Waste Contractors to be used.

## 15 PEST CONTROL POLICY

A Pest Control Contract is in place with regular visits (in accordance with Pest Management Contract). They inspect and protect your premises from any pest infestation visiting on a regular basis.

Doors and windows located in food rooms that open direct to the outside should be fitted with fly screening.

Electric fly killers need to be located throughout the premises and regularly emptied and serviced to ensure no accumulation of insects. These should never be installed over a food preparation area.

Storage, cleaning and waste procedures ensure that due diligence is carried out in eliminating the possibility of any contamination of pests in or on the food preparation areas.

Staff must be aware of the signs of potential pest infestation and encouraged to notify suspicious signs to the Manager.

Any treatment for pests must only be carried out by the contracted pest control operator.

Records of each pest contractor visit are to be recorded in the Pest Control File.

### In the event of pests on site – Monitor daily

- Inform Manager
- Call out Pest Control Contractor
- Call Food Safety Guru for advice – 020 8050 6330
  
- **If in kitchen –**
  - Remove all droppings
  - Clean and sanitise area
  - Pest control will fill gaps or take remedial actions
  - Dispose of any contaminated or potentially contaminated foods
  - Clean and sanitise all worktops before starting work
  - No food to be left out overnight
  - All crockery and cutlery to be covered and pots stored lip side down. Cover mixer bowls etc
  
- **If in dining area –**
  - Check all areas, remove droppings
  - Clean and sanitise tables
  - Clean cutlery (do not leave cutlery on tables if pest activity).
  - At the end of the night, do not leave any food out (inc bar fruit), do not lay tables, keep cutlery, crockery, cruets and glasses covered.

## 16 FOREIGN BODY CONTAMINATION CONTROL PROCEDURES

### HAZARDS

Food can become contaminated with foreign bodies e.g. hair, dirt, food debris, pests, etc.

### CONTROLS

- Eliminate foreign body contamination risks with detailed policies and procedures as set out below
- Regularly clean and maintain work surfaces and equipment
- No glass in the kitchen

### POLICY & PROCEDURES

- Protective clothing must be worn by all food handlers
- Long hair should be tied back and a net/hat should be worn
- Staff that handle high-risk food must not travel to and from work wearing their protective clothing, they must change on site.
- Ensure a neat and tidy working environment.
- Rubber bands are not permitted in food preparation areas
- Wood packaging should be prohibited from the kitchen
- If using large plastic bags for food storage – use blue food grade plastic bags
- Drawing pins or staples should not be used to put up notices in the kitchen area.
- Metal from cans or damaged equipment can contaminate food. Notify manager of any damaged or corroded equipment. Check canned food when opened to ensure no fragments have fallen into the contents
- Inform manager if you are using plasters and discard any product which becomes contaminated by a plaster. Only blue waterproof plasters permitted.
- No cracked or chipped crockery or equipment should be used in the kitchen
- Limited jewellery to be worn in the kitchen with the exception of a plain wedding band
- Delivery personnel should not enter food preparation area
- Maintenance must be carried out outside of food preparation times wherever possible.

### In the event of an issue

- Any issues must be reported to the Kitchen Manager, the food segregated/disposed of and a Food Incident form must be completed in your digital system detailing the incident and what remedial actions have been taken to reduce the likelihood of the issue being repeated

## 17 STRUCTURE

Floors must be in a sound condition, free from obstruction, spillage and be kept clean and dry.

Doors and windows should be intact and in a clean and sound condition.

Fly screens should be fitted to doors and windows opening direct to the outside.

Ceilings should be in a sound and clean condition.

Walls should be in a sound and clean condition and be easily washable.

Extractor hood filters and ducting must be free from grease deposits and accessible for cleaning and maintenance purposes.

Ventilation ducts to be degreased by a professional contractor at least annually. Keep this cleaning certificate on file