



Action Plan

Complete then sign each of the Sections below once youhave worked through the Sections. Details of what to do can be found in each Section:

1. INTRODUCTION	INTRODUCTION read
Contains guidance on the HACCP terms used in this manual	Date
	Signed
2. FLOW DIAGRAM	FLOW DIAGRAM completed
Provides guidance and a template for you to draw your own Flow Diagram	Date
	Signed
3. HACCP CHARTS	HACCP CHARTS identified
Shows you what could go wrong at each process step and what you need to do about it. Guidance and	Date
examples are provided for you to consider in relation to your business	Signed
4. HOUSE RULES	ALL HOUSE RULES written
Contains guidance and templates to help you write your own House Rules building in your day-to-day	Date
safe working practices	Signed
5. RECORDS	5. RECORDS selected and in use
Contains guidance and templates for you to use to link in with all the other sections	Date

'CookSafe' is designed to assist catering businesses understand and implement a HACCP based system. By reading this manual and following the instructions, you will be able to develop HACCP based procedures which will fit your needs.

What is HACCP? The letters HACCP stand for "Hazard Analysis and Critical Control Point"

HACCP is a widely accepted food safety management system, which can easily be adapted to suit all sizes and types of food businesses. The main aim of HACCP is to focus attention on critical points in the operation and to take measures to ensure that problems do not occur.

Everyone involved in the food industry is aware of the importance of good food hygiene practices and of the need to handle food in a safe, clean environment.

How this manual can help you

'CookSafe' is split into 5 sections as follows:

- 1. Introduction Section contains guidance on the HACCP terms used in this manual
- 2. Flow Diagram Section provides guidance and a template for you to draw your own Flow Diagram
- 3. HACCP Charts Section shows you what could go wrong at each process step and what you need to do about it. Guidance and examples are provided for you to consider in relation to your business
- **4. House Rules Section** contains guidance and templates to help you write your own House Rules building on your day-to-day safe working practices
- **5. Records Section**—contains guidance and templates for you to use to link in with all the other sections

This manual contains essential information on HACCP principles as well as guidance on a range of other food safety issues. There is also an Action Plan for you to record the progress you have made, as you work through the 5 sections mentioned above.

WHAT YOU NEED TO DO

It is recommended that you work through this manual in the order it has been laid out. However, the sections of this manual link into each other and you can work through them in the order that suits you.

Remember to record your progress on the Action Plan

Scope of the manual

This manual is designed to be suitable for use in the majority of catering businesses. You will need to adapt the sections to suit the way that your business operates. Guidance is given in each section on how to do this.

If you find that you have additional process steps or require different records, this manual is easily adapted to fit in with the system you use or one you design to suit your particular business. 'Cook**Safe**' is designed to build upon your existing good practices, that is, the safe working practices that you already use as part of your daily routine.

This manual has been based on the best information available at the time. Revisions and updates will be issued periodically.

The information in your copy should accurately reflect all of the operations carried out within your business. In particular, your House Rules should be written in a manner which can be readily understood by all of your food handling staff.

Legal Responsibilities

This manual contains general advice only and this guidance is based on the Food Standards Agency's present understanding of the applicable law but it will be for the courts to provide a definitive interpretation of that law. This guidance is not a substitute for the text of relevant legislation which will continue to apply and it will remain the duty of food business proprietors to comply with that legislation.

In the event of any apparent conflict between the guidance contained in this manual and the relevant legislation, you should seek your own legal advice on the application of this guidance manual in relation to your own circumstances.

EXPLANATION OF HACCP

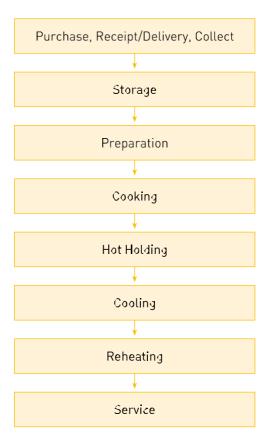
This manual uses a number of terms which may not be familiar to you. These are explained below:

Process Steps

To understand HACCP based procedures, you should think of your catering operation as a sequence of process steps.

The first step is the purchase of food – and the last step is serving it to your customers.

The following simplified diagram shows the process steps which may be involved in a typical catering business:



This is a simplified diagram and may not show all of your process steps or the order in which they usually occur in your business.



'CookSafe' provides you with a template for drawing your own Flow Diagram (refer to the Flow Diagram Section of this manual).

Hazards

A``Hazard'' is anything which may cause harm to your customers through eating your food.

A HACCP based approach to food safety requires you to identify all of the hazards at each process step in your catering business, this is called "hazard analysis". It is at this point that you need to think about what could go wrong in your business and then come up with measures that will prevent or control these hazards.

There are three types of hazard:

- Microbiological
- Chemical
- Physical

Microbiological hazards include food poisoning bacteria such as *Salmonella*, *E. coli 0157* and *Bacillus Cereus* which are hazardous because they can:-

- Survive inadequate cooking, if already present in food, for example, Salmonella in chicken
- Multiply to harmful levels in food given the right conditions, for example, poor temperature control during storage, handling or hot holding
- Spread from raw foods such as meat, poultry and unwashed vegetables to ready-to-eat foods either directly or via food handlers, work surfaces and equipment – this is known as "cross contamination"

Other microbiological hazards such as certain bacteria, yeasts and moulds may lead to food spoilage.

Chemical hazards may already be present on certain foods in the form of pesticides or insecticides. Chemical hazards may also arise from incorrect storage and the misuse of chemicals used in food premises such as cleaning chemicals and rodent baits.

Physical hazards include contamination by materials such as glass, plastic, wood, metal, hair and contamination caused by pests.

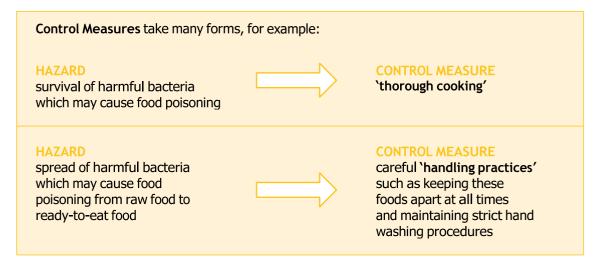


'Cook**Safe'** identifies the hazards which are most likely to be found at each step in your business (refer to the HACCP Charts Section of this manual).

Control Measures

Once you have identified your process steps and the hazards likely to occur, you must find ways of preventing or controlling these hazards.

The measures which you decide upon must make all of the hazards safe – these measures are known as "Control Measures".





'CookSafe' provides guidance on the Control Measures which are likely to apply to your business (refer to the HACCP Charts Section of this manual).



You can then decide on your Control Measures and list these in the House Rules Sections (refer to the House Rules Section of this manual).

Critical Control Points (CCPs)

A HACCP based approach to food safety helps you to focus attention on the issues that are **critical** to food safety.

Critical Control Points (CCPs) are the stages of your process where the hazards must be controlled for the food to be safe to eat.

All hazards at Critical Control Points (CCPs) must be eliminated or reduced to a safe level by a suitable Control Measure.

Critical Control Point (CCP) example 1: Cooling rice

If rice is cooled too slowly, it could give your customer food poisoning. In this example, 'cooling' is a Critical Control Point (CCP).

Critical Control Point (CCP) example 2: Cooking a burger from raw

If the burger is undercooked, any harmful bacteria present in the meat will not be destroyed and the surviving bacteria could give your customer food poisoning. In this example, "cooking" is a Critical Control Point (CCP).



'Cook**Safe'** focuses on the Critical Control Points (CCPs) which are most likely to occur within a typical catering business (refer to the HACCP Charts Section of this manual).

Critical Limits

Critical Limits are specified safety limits which your Control Measures at Critical Control Points (CCPs) mustachieve.

Critical Limit example 1: Cross Contamination Prevention

If one of your methods of preventing cross contamination is the use of differently coloured chopping boards and knives for different foods, then your "Critical Limit" in this case is for staff to: "always use the coloured chopping boards and knives correctly".

Critical Limit example 2: Temperature Control

If food is to be kept chilled and you have decided that the temperature of the refrigerator must be no higher than 5° C, then " 5° C" is the "Critical Limit".

NOTE: In your Temperature Control House Rules, you will set your Critical Limits.

Monitoring

A HACCP based approach to food safety requires that all Control Measures at Critical Control Points (CCPs) must be monitored.

A Monitoring example: Checking the temperature of a refrigerator to ensure it is within its Critical Limit.

In this instance, the Control Measure (to prevent bacterial growth) would be temperature control. If the Critical Limit has been set at 5°C, the purpose of Monitoring in this example would be to check that the Critical Limit of 5°C has been met.

NOTE: In your Temperature Control House Rules, you will establish your monitoring and its frequency.

Monitoring methods may vary according to your own Control Measures and Critical Limits.

Certain Control Measures may have Critical Limits which cannot be easily measured in the way that temperatures can.

For example, the correct use of differently coloured equipment for different purposes is one way of providing the Control Measure for Hazards such as cross contamination. In this case, the most effective Monitoring would be: "supervision of staff to ensure that they follow the Cross Contamination Prevention House Rules".

NOTE: In your Cross Contamination Prevention House Rules you will describe your Control Measures.



'Cook**Safe'** provides you with **HACCP Charts** which suggest the kind of Monitoring that may be carried out by you. However, you will be expected to decide on the type of Monitoring that is appropriate in your business (refer to the **HACCP Charts** Section of this manual).

Records

A requirement of a HACCP based system is that Monitoring is recorded at a frequency that reflects the nature and size of your business. This may be achieved by completing the relevant parts of the Recording Forms which can be found in the 'Records' Section of this manual. Alternatively, you may wish to record your Monitoring in other ways, for instance, by drawing up your own forms, recording electronically or by the use of a diary. In such cases you should ensure that your record keeping arrangements are sufficient for the size and nature of your business.



'Cook**Safe'** provides you with a range of Recording Forms, which may be used by your business (refer to the **Records** Section of this manual).

Monitoring which only involves supervision may simply require a supervisor or manager's signature to confirm that the actions have been carried out. HACCP Records must be retained for an appropriate period of time to enable you to demonstrate that your system is working effectively. Your Enforcement Officer can give guidance on this timeframe.

Corrective Action

If you monitor a Control Measure and find that it has failed to meet its Critical Limit, you must act to make the food safe or to prevent it being used. This is known as a "Corrective Action".

Corrective Actions follow on from the Monitoring process and must be recorded.

Corrective Action example 1: Temperature Control

If your refrigerator temperature Critical Limit is 5°C but your Monitoring check finds that the refrigerator is running at 12°C, then your Corrective Action could be: "call the Maintenance Engineer and consider if the food is safe to use".

Corrective Action example 2: Cross Contamination Prevention

Your Cross Contamination Critical Limit is to "keep raw foods and ready-to-eat foods separate". However, when carrying out your Monitoring check you see a cheesecake on a raw food chopping board in the Raw Food Area of your kitchen. Your Corrective Action should be: "Dispose of the cheesecake (the person doing so should wash their hands afterwards) and investigate the breakdown in procedures. Retrain the relevant staff members on the correct procedure".

NOTE: Your Corrective Actions will be written into your records.

Corrective actions have two functions:

- to deal with the food in question either by making it safe or by stopping its use
- to prevent the problem happening again by considering the cause of the failure of the Control Measure and taking appropriate action



'Cook**Safe'** provides suggestions on the types of Corrective Actions that may be appropriate in your business (refer to the HACCP Charts Section of this manual).

Verification

Verification involves taking an overview of your HACCP based system to ensure it is working. Verification also involves establishing that your procedures are effective in controlling hazards and checking to see that your procedures are being applied in practice.

Verification examples:

- Checking that the Control Measures at CCPs are being consistently applied
- Checking that the appropriate Corrective Actions have been taken
- Checking that Monitoring Records are consistent and accurate
- Checking that your procedures are still relevant and up to date

(refer to the Review Record in the Records Section)

Verification actions undertaken must be recorded.



When you check and sign off the records found in 'CookSafe' you will be carrying out "Verification" (refer to the Records Section of this manual).

Documentation

A HACCP based system must have appropriate documentation to demonstrate it is working effectively.

Documentation to support your HACCP based procedures must include details of your intentions in all the key areas mentioned throughout this Section.

'Cook**Safe'** supplies you with templates for all of the documentation required to produce a HACCP based system.

A HACCP based system is a food safety management system which, if used correctly, can help to ensure safe food production.

It is essential that your business is committed to operating the system in full otherwise the benefits will be reduced and food safety compromised.

A certain amount of food safety knowledge is required by the operators of the business prior to implementing the HACCP based system.

ONCE YOU HAVE READ THIS SECTION, REMEMBER TO SIGN AND DATE THE INTRODUCTION SECTION OF THE ACTION PLAN.

Glossary of other terms

The HACCP terms have already been described in this Section. This page provides a glossary of other terms used in `CookSafe'.

ACTION PLAN	The documented record of actions to be completed by the person using this guidance manual in order to devise a HACCP based food safety managementsystem.
ALLERGY	An overly aggressive response by the body's immune system to foods that non-sufferers would find harmless.
AMBIENT TEMPERATURE	The temperature of the surrounding environment - commonly used to mean room temperature.
BACTERIA	Groups of single cell living organisms. Some are known to cause food poisoning or food spoilage.
'BEST BEFORE' DATE	The date marked on the label of a food up to and including the date that the food can reasonably be expected to remain in optimum condition if properly stored.
CLEANING	The physical removal of food debris, visible dirt and food particles from surfaces, equipment, and fittings using hot water and a detergent.
CORE TEMPERATURE	The temperature at the centre or thickest part of a piece of food.
CONTACTTIME	The period of time that a disinfectant should be in contact with a surface to achieve disinfection.
CONTAMINATION	The introduction to, or occurrence in, foods of any harmful substance which may compromise the safety or wholesomeness of those foods.
CROSS CONTAMINATION	The transfer of harmful bacteria from contaminated food to uncontaminated food either by direct or indirect contact.
DETERGENT	A cleansing substance (which does not have disinfectant properties) made from chemical compounds and used for general cleaning.
DISINFECTANT	A substance capable of destroying harmful bacteria, when applied to a visibly clean surface, at a specified concentration and contact time.
DISINFECTION	The application, following general cleaning, of a disinfectant or treatment to facilitate the removal of harmful bacteria from surfaces or equipment.
DUAL-USE	The use of any equipment, for both raw foods and also for ready-to-eat foods.

HARMFUL BACTERIA	Bacteria capable of causing illness through contamination of food.
HIGH RISK FOOD	Usually considered as food that supports the multiplication of harmful bacteria and is intended for consumption without any further treatment, such as cooking, which would destroy such organisms. High risk food is usually high in protein, requires refrigeration and must be kept separate from raw food.
PHYSICAL SEPARATION	Where certain parts of the premises and certain equipment and utensils are used exclusively and permanently for raw foods (including raw meats/vegetables).
RAW FOOD AREA	An area of the kitchen which is permanently reserved for the handling of raw foods only.
RAW FOODS	Raw meat and any raw foods such as unwashed vegetables that are a potential source of harmful bacteria.
RAW MEAT	Beef, pork, lamb, chicken, turkey, game and also includes mince, burgers and sausages.
READY-TO-EAT FOOD	Food which may not require further cooking or reheating prior to consumption.
SANITISER/ BACTERICIDAL DETERGENT	A substance that combines detergent and disinfectant in a single product.
SPORES	Certain kinds of bacteria are capable of entering a resting phase during which they are very resistant to high temperatures and other adverse conditions. Bacteria in this phase are known as spores. If conditions are right, spores will 'germinate' or start to grow.
TOXINS	Toxins are poisons produced by bacteria capable of causing food poisoning.
'USE BY' DATE	A date mark required on microbiologically-perishable pre-packed food after which its consumption could present a risk of food poisoning.
VISIBLY CLEAN	Free from any visible grease or film and solid matter.



2. FLOW DIAGRAM

Provides guidance and a template for you to draw your own Flow Diagram

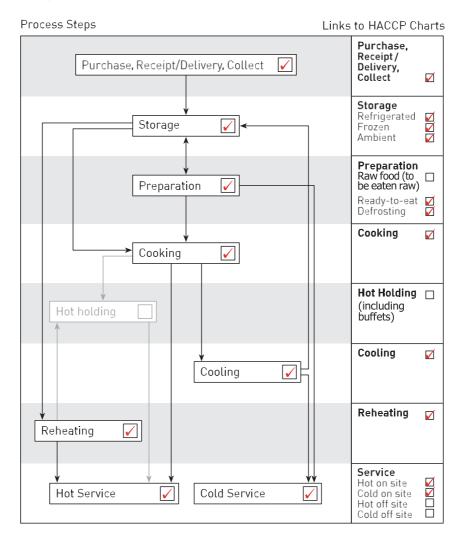
FLOW DIAGRAM

A Flow Diagram can help you to identify all of the process steps in your business, from 'purchase of food' through to 'service to your customers'. By creating a Flow Diagram of your catering operation, you will be able to break your processes down into component parts – called process steps. This section offers guidance, provides an example and a template which will help you produce your own Flow Diagram.

For example, if your business carries out the following process steps:

- Purchase
- Storage refrigerated/frozen/ambient
- Preparation ready-to-eat/defrosting
- Cooking
- Cooling
- Reheating
- · Service hot and cold on site

Your Flow Diagram may look like this:



WHAT YOU NEED TO DO NOW

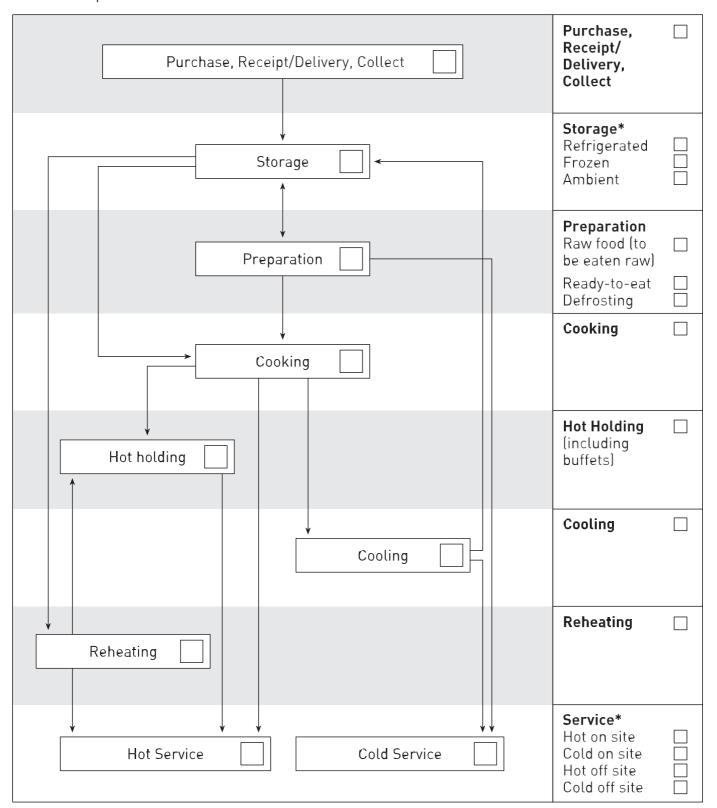
- 1. Start at the top of the Flow Diagram template and look at each process step, deciding whether it applies in your business. If you do carry out a process step, tick that process step box and follow the arrow to the next box, which usually sits below. Repeat this process all the way down through the Flow Diagram until you get to Service.
- 2. When you tick a process step box to confirm that you carry out this process, read along to the right hand side of the page and tick the HACCP Chart link box.
- 3. At some process steps you will need to make a further choice, e.g. 'Refrigerated Storage' and/or 'Frozen Storage' and/or 'Ambient Storage'. You will be able to use this column to show you which HACCP Charts will be relevant to your business. (refer to the HACCP Charts Section of this manual)

ONCE YOU HAVE DRAWN UP YOUR FLOW DIAGRAM, REMEMBER TO UPDATE THE FLOW DIAGRAM SECTION OF THE ACTION PLAN.

Important - You should be certain that your Flow Diagram accurately reflects every process step and covers all the food used in your business.

FLOW DIAGRAM (template for completion)

Process Steps Links to HACCP Charts



*STORAGE

AMBIENT - storage at room temperature

*SERVICE

ON SITE - hot and cold food served in restaurants and takeaways

OFF SITE - hot or cold food served in other locations such as home delivery and outside catering

What are HACCP Charts?

HACCP charts help you to identify the issues that are key to food safety, what can go wrong and what you must do to prevent it happening. The information contained in the HACCP Charts is an important part of your HACCP based system. Some people may find it difficult to set out the information required, therefore 'CookSafe' provides you with completed HACCP Charts covering the issues found in almost all catering businesses.

The HACCP Charts are laid out in a standard way for each process step found in a typical catering business. For example, the first process step will almost certainly involve the purchase of food.

The HACCP Charts in this manual deal only with hazards that appear at Critical Control Points (CCPs) within the catering process.

For example:

Refrigerated Delivery of Cooked/Ready-to-eat Food IS a Critical Control Point

...because if ready-to-eat food is already contaminated with harmful bacteria which could multiply, then no later step will destroy them.

However,

Refrigerated Delivery of Raw Chicken Still to be Cooked IS NOT a Critical Control Point

...because although raw chicken may be contaminated by harmful bacteria, the bacteria will usually be destroyed later on – by adequate cooking.

Note – Cooking raw chicken is a Critical Control Point.



(Refer to the Introduction Section of this manual for further guidance on Critical Control Points (CCPs))

Therefore, the first HACCP Chart is based on the first process step, 'Purchase, Receipt/Delivery, Collect' of food and is designed to cover your operation whether you have food delivered to you or if you collect food from a supplier or a cash and carry.

A HACCP Chart in 'CookSafe' looks like this:-

PURCHASE, RECEIPT/DELIVERY, COLLECT

HAZARD(S) ATCCP(S)* What can gowrong?	CONTROL MEASURES AND CRITICAL LIMITS* What action has to be taken to effectively reduce or get rid of the hazard? What are the critical limits?	MONITORING AND RECORDING* How are the control measures checked and recorded?	CORRECTIVE ACTION* What should be done if the control measure fails and/or the critical limits are not met?
Presence and Growth of Harmful Bacteria Cooked/Ready-to-eat foods where food is either delivered to the premises or collected by the food business	Accept deliveries from a reputable supplier at a temperature that will discourage the growth of harmful bacteria Food collected must be transported in a way that will ensure that the temperature on arrival	Monitor temperature of food on delivery Monitor temperature of food on arrival	 Decide if food should be rejected or is safe to use Review supplier Dispose of unsafefood Review collection practices or methods of transportation
	will comply with your specified House Rules Make sure that all food is within its 'use by' date	Visual check on `use by' dates	Reject food beyond `use by' date and review supplier
	What you need to do: Keep to your Temperature Control House Rules Keep to your Stock Control House Rules	What you need to do: Complete Delivery Record Complete Delivery Record	What you need to do: Refer to your Temperature Control and Stock Control House Rules

^{*}Guidance on these terms can be found in the Introduction Section of this manual

Which HACCP Charts are relevant to you?

You will need to work through the Flow Diagram section of this manual before you can identify the HACCP charts relevant to your catering business. If you have ticked a process step on the right hand side of your Flow Diagram, then that specific process step must occur in your business. Therefore, a HACCP Chart for that same step will be relevant to you.

The HACCP Charts you identify as being relevant, must be **exactly** the same as the process steps selected in the right hand side of your Flow Diagram.

What about the HACCP Charts that are not relevant?

If you have decided that any of the HACCP Charts have no relevance to your business, then these should be removed from this manual. It may, however, be wise to retain these in a safe place in case they become relevant in the future.

WHAT YOU NEED TO DO NOW

- 1. Having worked through the Flow Diagram section of this manual, you will now have identified all the process steps in your business. There is a HACCP Chart in this section for each process step. Remove any HACCP Charts, which are not relevant to your business.
- 2. Read the contents of each remaining HACCP Chart, which will indicate which House Rules apply at each process step. To make this task easier, Link Boxes have been provided at the bottom of each HACCP Chart indicating the House Rules relevant to each process step.

For Example, the Link Box on the 'Purchase, Receipt/Delivery, Collect' HACCP Chart includes the following:



House Rules References

Training, Cleaning, Temperature Control, Cross Contamination Prevention and Stock Control

- 3. The House Rules relevant to 'Purchase, Receipt/Delivery, Collect' are therefore, Training, Cleaning, Temperature Control, Cross Contamination Prevention and Stock Control. In the House Rules Section of the manual, you will find that there will be a sub-section for each of these subjects. In each of these sub-sections you will be given guidance and then be asked to write your House Rules to indicate how you manage each of these subjects in your business.
- 4. Now use the HACCP Charts to decide upon the records which are relevant to your business. Remember that if you have recording forms/records already drawn up for your business, check to make sure that they cover the same areas that are included in the example forms which can be found in the Records Section of this manual.
- 5. Consider the Corrective Actions listed in the HACCP Charts for each process step and check to see if they are appropriate for your business. You may wish to customise the HACCP Charts by adding in other Corrective Actions, which are appropriate to your business.
- 6. If you carry out a process step in your business not covered in the HACCP Charts, a HACCP Chart template can be found at the end of this section for your use.

ONCE YOU HAVE IDENTIFIED AND READ ALL THE HACCP CHARTS THAT ARE RELEVANT TO YOUR BUSINESS, REMEMBER TO COMPLETE AND SIGN THE HACCP CHART SECTION OF THE ACTION PLAN.

PURCHASE, RECEIPT/DELIVERY, COLLECT

HAZARD(S) ATCCP(S) What can gowrong?	CONTROL MEASURES AND CRITICAL LIMITS What action has to be taken to effectively reduce or get rid of the hazard? What are the critical limits?	MONITORING AND RECORDING How are the control measures checked and recorded?	CORRECTIVE ACTION What should be done if the control measure fails and/or the critical limits are not met?
Presence and Growth of Harmful Bacteria Cooked/ready-to-eat foods - where food is either delivered to the	Accept deliveries from a reputable supplier at a temperature that will discourage the growth of harmful bacteria	Monitor temperature of food on delivery	 Decide if food should be rejected or is safe to use Review supplier
premises or collected by the food business	Food collected must be transported in a way that will ensure that the temperature on arrival will comply with your specified House Rules	Monitor temperature of food on arrival	 Dispose of unsafe food Review collection practices or methods of transportation
	Make sure that all food is within its 'use by' date	Visual check on 'use by' dates	Rejectfoodbeyond `use by' date and review supplier
	What you need to do:	What you need to do:	What you need to do:
	Keep to your Temperature Control House Rules	Complete Delivery Record	Refer to your Temperature Control and Stock Control
	Keep to your Stock Control House Rules	Complete Delivery Record	House Rules
Cross Contamination From raw to cooked/	Keep raw and cooked/ ready-to-eat foods separate	Observe and supervise separation practices	Reject food which may be contaminated
ready-to-eat foods	Use safe handling practices	Observe and supervise handling practices	Review delivery methodsReview staff training
	What you need to do:	What you need to do:	What you need to do:
	Keep to your Cross Contamination Prevention House Rules	Complete Weekly Record	Refer to your Training and Cross Contamination Prevention House Rules
Other Contamination e.g. from vehicle, equipment	(Delivery/Collection) Make sure that delivery/ collection vehicle is clean	Observe cleanliness of delivery vehicle/visual checks and supervision of collection practices	Reject food which may be contaminated Review supplier
	Make sure that food is protected and/or covered	Observe that food is protected	Review staff training
	What you need to do:	What you need to do:	What you need to do:
	Keep to your Cleaning House Rules	Complete Cleaning Schedule	Refer to your Training , Cleaning and Stock Control
	Keep to your Stock Control House Rules	Complete Delivery Record	House Rules



House Rules References

Training, Cleaning, Temperature Control, Cross Contamination Prevention and Stock Control

REFRIGERATED STORAGE

HAZARD(S) ATCCP(S) What can gowrong?	CONTROL MEASURES AND CRITICAL LIMITS What action has to be taken to effectively reduce or get rid of the hazard? What are the critical limits?	MONITORING AND RECORDING How are the control measures checked and recorded?	CORRECTIVE ACTION What should be done if the control measure fails and/or critical limits are not met?
Growth of Harmful Bacteria Cooked/ready-to-eat foods	Store food at a temperature that will discourage the growth of harmful bacteria Make sure that all food is within its appropriate use by date	Check refrigerator/chill temperature Visual check on 'use by' dates	 Recheck temperature and consider if food is safe to use. Dispose of food if necessary Service Engineer to check/repair equipment Dispose of food beyond 'use by' dates
	What you need to do: Keep to your Temperature Control House Rules Keep to your Stock Control House Rules	What you need to do: Complete Cold Food Record Complete Weekly Record	What you need to do: Refer to your Temperature Control and Stock Control House Rules
Cross Contamination From raw to cooked/ready-to-eat foods	Keep raw and cooked/ready- to-eat foods separate Use safe handling practices	Observe and supervise separation practices Observe and supervise safe handling practices	 Dispose of food which may be contaminated Review staff training
	What you need to do: Keep to your Cross Contamination Prevention House Rules	What you need to do: Complete Weekly Record	What you need to do: Refer to your Training and Cross Contamination Prevention House Rules
Other Contamination eg. from equipment	Keep the refrigerator/ chill clean Make sure that food is protected and/or covered	Observe and supervise cleaning of refrigerator/chill Observe and supervise protection of food	 Dispose of food which may be contaminated Review staff training
	What you need to do: Keep to your Cleaning House Rules Keep to your Stock Control House Rules	What you need to do: Complete Cleaning Schedule Complete Weekly Record	What you need to do: Refer to your Cleaning and Stock Control House Rules



House Rules References

Training, Cleaning, Temperature Control, Cross Contamination Prevention and Stock Control

FROZEN STORAGE

HAZARD(S) ATCCP(S) What can gowrong? Growth of Harmful Bacteria Cooked/ready-to-eat foods	CONTROL MEASURES AND CRITICAL LIMITS What action has to be taken to effectively reduce or get ridof the hazard? What are the critical limits? Store food at your specified House Rule temperature to discourage the growth of harmful bacteria	MONITORING AND RECORDING How are the control measures checked and recorded? Monitor freezer function	CORRECTIVE ACTION What should be done if the control measure fails and/or critical limits are not met? • Recheck temperature and consider if food is safe to use. Dispose of food if necessary • Service Engineer to check/repair equipment
	What you need to do: Keep to your Temperature Control House Rules	What you need to do: Complete Cold Food Record	What you need to do: Refer to your Temperature Control House Rules
Cross Contamination From raw to cooked/ready-to-eat foods	Keep raw and cooked/ready- to-eat foods separate	Observe and supervise separation practices	 Dispose of food which may be contaminated Review staff training
	What you need to do: Keep to your Cross Contamination Prevention House Rules	What you need to do: Complete Weekly Record	What you need to do: Refer to your Training and Cross Contamination Prevention House Rules
Other Contamination eg. from equipment	Keep the freezer clean Make sure that food is protected and/or covered	Observe and supervise cleaning Observe and supervise protection of food	Dispose of food which may be contaminated
	What you need to do: Keep to your Cleaning House Rules Keep to your Stock Control House Rules	What you need to do: Complete Cleaning Schedule Complete Weekly Record	What you need to do: Refer to your Cleaning and Stock Control House Rules



House Rules References

Training, Cleaning, Temperature Control, Cross Contamination Prevention and Stock Control

AMBIENT STORAGE (storage at room temperature)

HAZARD(S) ATCCP(S) What can gowrong?	CONTROL MEASURES AND CRITICAL LIMITS What action has to be taken to effectively reduce or get rid of the hazard? What are the critical limits?	MONITORING AND RECORDING How are the control measures checked and recorded?	CORRECTIVE ACTION What should be done if the control measure fails and/ or critical limits are not met?
Contamination e.g. from packaging, equipment, premises	Keep storage areas clean Make sure that food is protected and/or covered	Observe and supervise cleaning Observe and supervise protection of food	 Dispose of food which may be contaminated Review staff training
	What you need to do: Keep to your Cleaning House Rules Keep to your Stock Control House Rules	What you need to do: Complete Cleaning Schedule Complete Weekly Record	What you need to do: Refer to your Training, Cleaning and Stock Control House Rules
Other Contamination e.g. from pests	Implement pest control measures Prevent pests coming into your premises	Observe and check the store for signs of pests Observe and check food and packaging for signs of pests Observe the condition of the premises	 Dispose of food which may be contaminated by pests Contact Pest Control Contractor Carry out repairs to premises
	What you need to do: Keep to your Pest Control House Rules Keep to your Maintenance House Rules	What you need to do: Complete Weekly Record Complete Weekly Record	What you need to do: Refer to your Pest Control and Maintenance House Rules



House Rules References Training, Cleaning, Pest Control, Maintenance and Stock Control

PREPARATION - RAW FOOD TO BE EATEN RAW (such as meat/fish/shellfish)

HAZARD(S) ATCCP(S) What can gowrong?	CONTROL MEASURES AND CRITICAL LIMITS What action has to be taken to effectively reduce or get rid of the hazard? What are the critical limits?	MONITORING AND RECORDING How are the control measures checked and recorded?	CORRECTIVE ACTION What should be done if the control measure fails and/ or critical limits are not met?
Presence and Growth of Harmful Bacteria	Minimise the time food is out of the refrigerator/chill	Observe and supervise preparation of food	 Consider if the food is safe to use Dispose of unsafe food Review staff training
	What you need to do: Keep to your Temperature Control House Rules	What you need to do: Complete Weekly Record	What you need to do: Refer to your Training and Temperature Control House Rules
Cross Contamination to other ready-to-eat foods	Keep raw food apart from the ready-to-eat foods Keep raw food, to be eaten raw, apart from other raw food which will later be cooked Use safe handling practices	Observe and supervise separation practices Observe and supervise separation practices Observe and supervise handling practices	 Dispose of ready-to-eat food which may be contaminated Consider if the raw food is safe to use Review staff training
	What you need to do: Keep to your Cross Contamination Prevention House Rules	What you need to do: Complete Weekly Record	What you need to do: Refer to your Training and Cross Contamination Prevention House Rules



House Rules References

Training, Temperature Control and Cross Contamination Prevention

This manual is intended to cover most catering operations, however, we acknowledge the existence of speciality products, including food such as raw meat, fish and shellfish that will be eaten raw. General guidance is provided below, but you are advised to obtain specialist advice as necessary.

RAW MEAT, FISH AND SHELLFISH - This process step refers to foods such as oysters, beef carpaccio, fish in sushi and sashimi which are eaten raw and therefore require to be handled as carefully as ready-to-eat foods. Additionally, these foods present a contamination risk to other ready-to-eat foods.

These foods require to be stored and handled separately from both conventional raw foods such as raw meat and other ready-to-eat foods. The service of raw and partially cooked foods presents a hazard, which cannot always be fully controlled.

LIVE SHELLFISH - Only buy seafood from reputable suppliers.

PREPARATION COOKED/READY-TO-EAT FOOD (including salad preparation)

HAZARD(S) ATCCP(S) What can gowrong?	CONTROL MEASURES AND CRITICAL LIMITS What action has to be taken to effectively reduce or get rid of the hazard? What are the critical limits?	MONITORING AND RECORDING How are the control measures checked and recorded?	CORRECTIVE ACTION What should be done if the control measure fails and/ or critical limits are not met?
Growth of Harmful Bacteria Cooked/ready-to-eat foods	Minimise the time food is out of therefrigerator/chill What you need to do: Keep to your Temperature Control House Rules	Observe and supervise preparation practices What you need to do: Complete Weekly Record	Consider if the food is safe to use Dispose of unsafe food What you need to do: Refer to your Temperature Control House Rules
Cross Contamination From raw to cooked/ ready-to-eat foods	Keep raw and cooked/ready- to-eat foods separate Use safe handling practices Wash salad ingredients What you need to do: Keep to your Cross Contamination	Observe and supervise separation practices Observe and supervise handling practices Observe and supervise salad washing practices What you need to do: Complete Weekly Record	 Dispose of food which may be contaminated Review practices Review staff training What you need to do: Refer to your Training and Cross Contamination
Other Contamination e.g. from equipment	Use good personal hygiene practices Make sure that equipment and utensils are clean Make sure that equipment and utensils are in a good state of repair	Observe and supervise personal hygiene practices Observe and supervise cleaning Observe and supervise the condition of equipment and utensils	Dispose of food which may be contaminated Dispose of defective equipment/utensils Review staff training
	What you need to do: Keep to your Personal Hygiene House Rules Keep to your Cleaning House Rules Keep to your Maintenance House Rules	What you need to do: Complete Weekly Record Complete Cleaning Schedule Complete Weekly Record	What you need to do: Refer to your Personal Hygiene, Cleaning and Maintenance House Rules



House Rules References

Training, Personal Hygiene, Cleaning, Temperature Control, Cross Contamination Prevention and Maintenance.

PREPARATION - DEFROSTING FOOD

HAZARD(S) ATCCP(S) What can gowrong?	CONTROL MEASURES AND CRITICAL LIMITS What action has to be taken to effectively reduce or get rid of the hazard? What are the critical limits?	MONITORING AND RECORDING How are the control measures checked and recorded?	CORRECTIVE ACTION What should be done if the control measure fails and/or critical limits are not met?
Growth of Harmful Bacteria Cooked/ready-to-eat foods	Defrost in a refrigerator/chill or cool area which complies with your specified House Rules	Check refrigerator/chill isbetween your specified limits Observe and supervise the time that the food is at room temperature	 Adjust refrigerator setting and consider if the food is safe to use once defrosted Dispose of unsafe food
	What you need to do: Keep to your Temperature Control House Rules	What you need to do: Complete Weekly Record	What you need to do: Refer to your Temperature Control House Rules
Cross Contamination From raw to cooked/ ready-to-eat foods	Keep raw and cooked/ ready-to-eat foods separate Use safe handling practices	Observe and supervise separation practices Observe and supervise handling practices	Dispose of cooked/ ready-to-eat food which may be contaminated Review staff training
	What you need to do: Keep to your Cross Contamination Prevention House Rules	What you need to do: Complete Weekly Record	What you need to do: Refer to your Training and Cross Contamination Prevention House Rules
Other Contamination e.g. from equipment	Keep surfaces and equipment clean Prevent pests coming into your premises Make sure that food is protected and/or covered	Observe and supervise cleaning Observe the condition of the premises Observe and supervise protection of food	 Dispose of cooked/ ready-to-eat food which may be contaminated Carry out premises repairs Contact Pest Control Contractor Review staff training
	What you need to do: Keep to your Cleaning House Rules Keep to your Pest Control House Rules Keep to your Stock Control House Rules	What you need to do: Complete Cleaning Schedule Complete Weekly Record Complete Weekly Record	What you need to do: Refer to your Training, Cleaning, Pest Control and Stock Control House Rules



House Rules References

Training, Cleaning, Temperature Control, Cross Contamination Prevention, Pest Control and Stock Control

COOKING

HAZARD(S) ATCCP(S) What can gowrong?	CONTROL MEASURES AND CRITICAL LIMITS What action has to be taken to effectively reduce or get rid of the hazard? What are the critical limits?	MONITORING AND RECORDING How are the control measures checked and recorded?	CORRECTIVE ACTION What should be done if the control measure fails and/ or critical limits are not met?
Survival of Harmful Bacteria	Cook the food to a temperature that will destroy harmful bacteria Refer to NOTE 1 below	Checkthatthe specified cooking temperature is reached OR Refer to NOTE 2 below	 Continue cooking until your specified temperature is reached Service Engineer to check/repair equipment Review staff training
	What you need to do: Keep to your Temperature Control House Rules	What you need to do: Complete Hot Temperature Record	What you need to do: Refer to your Training and Temperature Control House Rules



NOTE 1 - Cooking food until the CORE TEMPERATURE is 75 °C or above will ensure that harmful bacteria are destroyed.

However, it should be noted that lower cooking temperatures are acceptable provided that the CORE TEMPERATURE is maintained for a specified period of time as follows:

- 60°C for a minimum of 45 minutes
- 65°C for a minimum of 10 minutes
- 70°C for a minimum of 2 minutes

NOTE 2 - It may not be practical to check the core temperature with a thermometer every time food is cooked. An alternative method of monitoring may include:

Following an established cooking practice (time/temperature formula) and always adhering to the same cooking conditions. (refer to Temperature Control House Rules of this manual)

ADVICE ON EGGS - Eggs can carry harmful bacteria inside and on their shells. For this reason, eggs need to be handled carefully. Caterers cooking for vulnerable people are advised to use pasteurised eggs for all dishes that will be eaten raw or lightly cooked.

HOT HOLDING (including buffets)

HAZARD(S) ATCCP(S) What can gowrong?	CONTROL MEASURES AND CRITICAL LIMITS What action has to be taken to effectively reduce or get rid of the hazard? What are the critical limits?	MONITORING AND RECORDING How are the control measures checked and recorded?	What should be done if the control measure fails and / or critical limits are not met?
Growth of Harmful Bacteria Cooked/ready-to-eat foods	Hot hold food at a temperature that will discourage the growth of harmful bacteria	Check that specified hot holding temperature is maintained OR Followan 'Established Hot Holding Practice' (TIME/TEMPERATURE FORMULA) with occasional temperature checks (refer to your Temperature Control House Rules for guidance)	 Consider if food is safe to use Dispose of food if necessary Service Engineer to check/repair equipment
	What you need to do:	What you need to do:	What you need to do:
	Keep to your Temperature Control House Rules	Complete Hot Holding Record	Refer to your Temperature Control
			House Rules
Other Contamination e.g. from equipment, food handlers and customers	Make sure equipment and utensils are clean Make sure that food is protected as far as practicable, e.g. sneeze guards and/or covers	Observe and supervise cleaning Observe and supervise protection of food	
e.g. from equipment, food	utensils are clean Make sure that food is protected as far as practicable, e.g. sneeze	cleaning Observe and supervise	Dispose of food which may be contaminated Review suitability of equipment



COOLING

HAZARD(S) ATCCP(S) What can gowrong?	CONTROL MEASURES AND CRITICAL LIMITS What action has to be taken to effectively reduce or get rid of the hazard? What are the critical limits?	MONITORING AND RECORDING How are the control measures checked and recorded?	CORRECTIVE ACTION What should be done if the control measure fails and/ or critical limits are not met?
Growth of Harmful Bacteria/Surviving Spores Cooked/ready-to-eat foods	Cool hot food which has just been cooked as quickly as possible	Check and record cooling times and final temperature OR Follow an 'Established Cooling Practice' (TIME/TEMPERATUREFORMULA) with occasional temperature checks (refer to your Temperature Control House Rules for guidance)	 Consider if the food is safe to use Dispose of unsafe food Revise cooling procedure
	What you need to do: Keep to your Temperature Control House Rules	What you need to do: Complete Hot Temperature Record	What you need to do: Refer to your Temperature Control House Rules
Cross Contamination From raw to cooked/ ready-to-eat foods	Keep raw and cooked/ready to-eat foods separate Use safe handling practices	Observe and supervise separation practices Observe and supervise handling practices	 Dispose of food which may be contaminated Review staff training
	What you need to do: Keep to your Cross Contamination Prevention House Rules	What you need to do: Complete Weekly Record	What you need to do: Refer to your Training and Cross Contamination Prevention House Rules
Other Contamination e.g. from equipment, pests	Keep surfaces and equipment clean Prevent pests coming into your premises Make sure that food is protected and/or covered	Observe and supervise cleaning Observe the condition of the premises Observe and supervise protection of food	Dispose of food which may be contaminated Contact Pest Control Contractor Carry out premises repairs Review staff training
	What you need to do: Keep to your Cleaning House Rules Keep to your Pest Control House Rules Keep to your Stock Control House Rules	What you need to do: Complete Cleaning Schedule Complete Weekly Record Complete Weekly Record	What you need to do: Refer to your Training, Cleaning, Pest Controland Stock Control House Rules



House Rules References

Training, Cleaning, Temperature Control, Cross Contamination Prevention, Pest Control and Stock Control

REHEATING

HAZARD(S) ATCCP(S) What can gowrong?	CONTROL MEASURES AND CRITICAL LIMITS What action has to be taken to effectively reduce or get rid of the hazard? What are the critical limits?	MONITORING AND RECORDING How are the control measures checked and recorded?	CORRECTIVE ACTION What should be done if the control measure fails and / or critical limits are not met?
Survival of Harmful Bacteria Cooked/ready-to-eat foods	Reheat food to a temperature that will discourage the growth of harmful bacteria	Check that specified reheating temperature is reached OR Follow an 'Established Reheating Practice' (TIME/TEMPERATURE FORMULA) with occasional temperature checks (refer to your Temperature Control House Rules for guidance)	 Continue heating until yourspecified reheating temperature isreached Review staff training
	What you need to do: Keep to your Temperature Control House Rules	What you need to do: Complete Hot Temperature Record	What you need to do: Refer to your Training and Temperature Control House Rules

TO BE NOTED - IT IS RECOMMENDED THAT THE FINISHED DISH IS NOT REHEATED MORE THAN ONCE



SERVICE - HOT ON SITE SERVICE TO CUSTOMER (food served in restaurants and takeaways)

HAZARD(S) ATCCP(S) What can gowrong?	CONTROL MEASURES AND CRITICAL LIMITS What action has to be taken to effectively reduce or get rid of the hazard? What are the critical limits?	MONITORING AND RECORDING How are the control measures checked and recorded?	CORRECTIVE ACTION What should be done if the control measure fails and/ or critical limits are not met?
Growth of Harmful Bacteria Cooked/ready-to-eat foods	Serve food immediately	Observe and supervise serving practices	 Consider if the food is safe to use Dispose of unsafe food
	What you need to do: Keep to your Temperature Control House Rules	What you need to do: Complete Hot Temperature Record	What you need to do: Refer to your Temperature Control House Rules
Other Contamination e.g. from equipment, food handlers	Use good personal hygiene practices Make sure equipment and utensils are clean Make sure that food is protected and/or covered	Observe and supervise personal hygiene practices Observe and supervise cleaning Observe and supervise protection of food	 Dispose of food which may be contaminated Review staff training
	What you need to do: Keep to your Personal Hygiene House Rules Keep to your Cleaning House Rules Keep to your Stock Control House Rules	What you need to do: Complete Weekly Record Complete Cleaning Schedule Complete Weekly Record	What you need to do: Refer to your Training, Personal Hygiene, Cleaning and Stock Control House Rules



House Rules References Training, Personal Hygiene, Cleaning, Temperature Control and Stock Control

SERVICE - COLD ON SITE SERVICE TO CUSTOMER (food served in restaurants and takeaways)

HAZARD(S) ATCCP(S) What can gowrong?	CONTROL MEASURES AND CRITICAL LIMITS What action has to be taken to effectively reduce or get rid of the hazard? What are the critical limits?	MONITORING AND RECORDING How are the control measures checked and recorded?	CORRECTIVE ACTION What should be done if the control measure fails and/ or critical limits are not met?
Growth of Harmful Bacteria Cooked/ready-to-eat foods	Serve food immediately after preparation OR Serve food directly from the chilled storage	Observe and supervise serving practices Observe and supervise serving practices	 Consider if the food is safe to use Dispose of unsafe food
	What you need to do: Keep to your Temperature Control House Rules	What you need to do: Complete Cold Food Record	What you need to do: Refer to your Temperature Control House Rules
Other Contamination e.g. from equipment, food handlers	Use good personal hygiene practices Make sure equipment and utensils areclean Make sure that food is protected and/or covered	Observe and supervise personal hygiene practices Observe and supervise cleaning Observe and supervise protection of food	 Dispose of food which may be contaminated Review staff training
	What you need to do: Keep to your Personal Hygiene House Rules Keep to your Cleaning House Rules Keep to your Stock Control House Rules	What you need to do: Complete Weekly Record Complete Cleaning Schedule Complete Weekly Record	What you need to do: Refer to your Training, Personal Hygiene, Cleaning and Stock Control House Rules



House Rules References Training, Personal Hygiene, Cleaning, Temperature Control and Stock Control

SERVICE - HOT OFF SITE SERVICE TO CUSTOMER

(food served in other locations such as home delivery and outside catering)

HAZARD(S) AT CCP(S) What can go wrong?	CONTROL MEASURES AND CRITICAL LIMITS What action has to be taken to effectively reduce or get rid of the hazard? What are the critical limits?	MONITORING AND RECORDING How are the control measures checked and recorded?	CORRECTIVE ACTION What should be done if the control measure fails and /or critical limits are not met?
Growth of Harmful Bacteria Cooked/ready- to-eat foods/ home delivery/ buffet	Make sure that food is despatched at a suitable temperature AND/ Make sure that food arrives on site at a suitable temperature OR Transport food and reheat to a suitably high temperature OR Transport food and hothold at a suitable temperature UR Transport food and hothold at a suitable temperature until service The above temperatures need to be sufficient to discourage the growth of harmful bacteria.	Check temperature of food prior to despatch OR Check temperature of food on arrival OR Check that your specified reheating temperature is reached AND/OR Check that your specified hot holding temperature is maintained	If the food is below your specified temperature on despatch reheat to a suitably high temperature If the food is below your specified temperature on arrival, consider if food is safe to use If the food is below your specified temperature, reheat to a suitable temperature Consider if food is safe to use
	What you need to do: Keep to your Temperature Control House Rules	What you need to do: Complete Off Site Temperature Record	What you need to do: Refer to your Temperature Control House Rules
Other Contamination e.g. from vehicle, equipment, customers	Use good personal hygiene practices Keep delivery vehicle and contact equipment clean Make sure that food is protected and/or covered What you need to do: Keep to your Personal Hygiene	Observe and supervise personal hygiene practices Observe and supervise the cleanliness of the vehicle and delivery containers Observe and supervise protection of food What you need to do: Complete Weekly Record	 Dispose of food which may be contaminated Review staff training What you need to do: Refer to your Training,
	House Rules Keep to your Cleaning House Rules Keep to your Stock Control House Rules	Complete Cleaning Schedule Complete Weekly Record	Personal Hygiene, Cleaning and Stock Control House Rules



House Rules References

Training, Personal Hygiene, Cleaning, Temperature Control and Stock Control

SERVICE - COLD OFF SITE SERVICE TO CUSTOMER

(food served in other locations such as home delivery and outside catering)

HAZARD(S) ATCCP(S) What can gowrong?	CONTROL MEASURES AND CRITICAL LIMITS What action has to be taken to effectively reduce or get rid of the hazard? What are the critical limits?	MONITORING AND RECORDING How are the control measures checked and recorded?	CORRECTIVE ACTION What should be done if the control measure fails and/ or critical limits are not met?
Growth of Harmful Bacteria Cooked/ready-to-eat foods	Transport and store food until service at a suitably low temperature that will discourage the growth of harmful bacteria	Check temperature of food on arrival/delivery Make sure that food is served as quickly as possible or refrigerate until needed	 Consider if the food is safe to eat Dispose of unsafe food Revise transportation/ delivery arrangements
	What you need to do: Keep to your Temperature Control House Rules	What you need to do: Complete Off Site Temperature Record	What you need to do: Refer to your Temperature Control House Rules
Other Contamination e.g. from vehicle, equipment and customers	Use good personal hygiene practices Keep delivery vehicle and contact equipment clean Make sure that food is protected and/or covered	Observe and supervise personal hygiene practices Observe and supervise cleanliness of delivery vehicle and equipment Observe and supervise protection of food	 Dispose of food which may be contaminated Review staff training
	What you need to do: Keep to your Personal Hygiene House Rules Keep to your Cleaning House Rules Keep to your Stock Control House Rules	What you need to do: Keep to Weekly Record Complete Cleaning Schedule Keep to Weekly Record	What you need to do: Refer to your Training, Personal Hygiene, Cleaning and Stock Control House Rules



House Rules References

Training, Personal Hygiene, Cleaning, Temperature Control and Stock Control

HACCP CHART FOR:

HAZARD(S) AT CCP(S)	CONTROL MEASURES AND CRITICAL LIMITS	MONITORING AND RECORDING How are the control measures	CORRECTIVE ACTION
What can go wrong?	What action has to be taken to effectively reduce or get rid of the hazard?	checked and recorded?	What should be done if the control measure fails and /or critical limits are not met?
	What are the critical limits?		
Presence/ Growth/ Survival of Harmful			
Bacteria			55
	What you need to do: Keep to your	What you need to do: Complete	What you need to do: Refer to your
	HOUSE RULES	(INDICATE RECORD FORM)	HOUSE RULE
Cross Contamination			
	What you need to do: Keep to your	What you need to do: Complete	What you need to do: Refer to your
	HOUSE RULES	(INDICATE RECORD FORM)	HOUSE RULE
Other Contamination			
	What you need to do: Keep to your	What you need to do: Complete	What you need to do: Refer to your
		(INDICATE RECORD FORM)	HOUSE RULE



TRAINING HOUSE RULES

Why is training important?

Training is important because the instruction and training of all food handlers is an essential activity in any food business if your staff are to learn how they can contribute to food safety.

This sub-section will provide you with guidance that will be relevant to your business. Once you have read this sub-section you will be asked to draw up Training House Rules, writing down the intentions you have in the management and running of the training part of your HACCP based system. A blank training record is also included to assist you keep track of your staff training. If you already have training records in use, which cover the same points as the example record found at the end of this sub-section, there is no need to change what you are currently doing.

Your Enforcement Officer will be able to offer you advice, quidance and support in setting up a HACCP based system appropriate to the type of business you run. The Officer will also be able to offer advice on training requirements for food handling staff.

Your business may also choose to provide its own instruction or in-house training, which could, for example, be based on past experience or on quidance materials ('CookSafe' is an example of one of these) or self study/E-Learning. It is important to note that the Regulations do not require attendance on external training courses.

What type of training is needed?

Not all staff will need the same level of instruction, training or supervision. It will depend on the work that they carry out and the type of food they handle, their work experience and the training they have received in the past. On the next page are recommendations for you to consider in relation to training your staff.

New Staff Training Including Induction

Before starting work for the first time, it is good practice that all food handling staff should have received either written or verbal instruction on 'The Essentials of Food Hygiene' to make them aware of food hygiene (more details on this training are given below). New staff will also need instruction suited to the type of work that they will be asked to carry out in your business.

The Essentials of Food Hygiene

(For all food handlers at induction or as soon as possible after starting work)

This training is expected to cover personal hygiene, especially the importance of hand washing, reporting illness and the safe handling of food.

Hygiene Awareness Instruction

(For all food handlers/managers/supervisors at induction or as soon as possible after starting work)

This training is expected to build on 'The Essentials of Food Hygiene' training and develop knowledge of the basic principles of food hygiene. The topics covered will help advise your food handling staff on how to carry out the duties expected of them hygienically and may include the following subjects:

- the importance of good food hygiene practices
- food poisoning and symptoms
- routes, sources and prevention of contamination and cross contamination
- HACCP principles
- personal hygiene and reporting illness
- cleaning and disinfection
- temperature control
- pest control and maintenance of the premises
- stock control, food storage/protection and waste control

Relevant guidance on these issues noted above can be found in the House Rules sub-sections that follow on from this one. This information can be used by you to give your staff training on how these subjects are to be managed in your business.

In addition, it is good practice to train all your staff (food handling and service staff) in allergy awareness (refer to the Cross Contamination Prevention House Rules Section of this manual)

Supervision

All staff must be properly supervised. In a one-person business, supervision will not be possible. In this case, the person working in the business must have sufficient training and knowledge to work unsupervised.

Retraining

When a failure has occurred in any of the areas of your HACCP based system, the staff involved must be retrained and/or given new instructions to carry out their duties safely. Keeping a record of retraining (often one of the corrective actions) is part of building up your HACCP documentation and helps you to demonstrate that your system is working effectively. This manual has been designed in 5 key sections to make it easier to train or retrain your staff in one or even in all of the sections, at the pace that suits you.

Refresher Training

It is vital that your staff do not forget what they have learned and continue to put their training into practice. There are many ways for you to check that this is happening. This can be done at staff meetings or during one-to-one coaching/training sessions. Keeping a record of refresher training will become part of your HACCP documentation and help you to demonstrate that your system is working effectively.

Vocational Courses

Food hygiene training does not have to be conducted as a separate exercise. Many vocational courses will include food hygiene training e.g. National Vocational Qualifications (NVQ), or Scottish Vocational Qualifications (SVQ). Food handlers do not have to take additional hygiene training if their vocational course has provided appropriate training.

Formal Food Hygiene Training Courses

Basic - This course is usually for food handlers and will provide an introduction to food hygiene. It will normally last for 1 day and is usually delivered off the job in an accredited training centre. A formal certificate will be awarded on the successful completion of an exam. It is recommended that staff handling high risk food undertake this training, ideally within 3 months of starting work (subject to training course availability).

Intermediate - This course is usually for managers/supervisors with food handling staff responsibilities and will normally last for 2-3 days. This course covers food hygiene in more detail and the principles of HACCP. This course is usually delivered off the job in an accredited training centre and a formal certificate will be awarded on successful completion of an exam.

Advanced - This course is usually for managers/supervisors with food handling staff responsibilities and will normally last for 5 days. It provides greater depth in food hygiene, food poisoning, microbiology and HACCP based systems. This course is usually delivered off the job in an accredited training centre and a formal certificate will be awarded on successful completion of an exam.

Your Enforcement Officer will be able to advise you on the courses most suitable for you and your staff and details of the nearest available courses.

HACCP Based Training

This manual is designed for you to draw up your own HACCP based system and can be used by you to train your staff. Your Enforcement Officer can give you advice, assistance and support in the introduction of a HACCP based system and advice on HACCP based training.

Your staff should receive training on your HACCP based system. The level of training they require will depend on their roles/duties for example:

Staff handling Low Risk Food (waiting staff, food service bar staff)

Will require to have an awareness of the system at induction or as soon as possible after starting work. These staff may have responsibility to control and monitor Critical Control Points (CCPs). (refer to the Introduction Section of this manual for further guidance on Critical Control Points (CCPs))

Staff handling High Risk Food (cooks, chefs, catering supervisors, kitchen assistants)

Will require a working knowledge and an understanding of the practical application of the HACCP based system at induction or as soon as possible after starting work. They will need to understand the hazards, the controls, which corrective actions to carry out, which procedures to document and have evidence to demonstrate that the procedures are being followed.

Managers or supervisors

Will also require to have a working knowledge and an understanding of the practical application of the HACCP based system (in relation to their duties) as soon as possible after starting work.

Managers/supervisors will need to manage or supervise food handling staff to ensure that they understand the hazards, the controls, which procedures to document and have evidence to demonstrate that the procedures are being followed.

The manager/supervisor will have a role to check that the procedures have been followed, verify that the system is working and checking that corrective actions and reviews have been carried out.

In a one-person business, management/ supervision will not be possible. In this case, the person working in the business must have sufficient training and knowledge of the HACCP based system. This includes, knowledge of the hazards, controls, corrective actions, review process and the supporting documentation. This person must also be able to demonstrate that the procedures are being followed.

WHAT YOU NEED TO DO NOW

To effectively manage the Training part of your HACCP based system and using the information in this sub-section for guidance, go to the next page and write a list of House Rules covering the training for you and your staff.

Here is an example of how you could write your House Rules:

	Training House Rules Describe: • Control Measures and Critical Limits (where applicable) • Monitoring including frequency
New Staff Training including Induction	 All Food Handling Staff Induction during first day of work The Essentials of Food Hygiene and Hygiene Awareness Instruction to be carried out at induction or as soon as possible after starting work HACCP based system training appropriate to their duties Staff Handling Low Risk Food

Monitoring

Once you have completed your House Rules for Training, you must then monitor their use. Keep a record of the monitoring you carry out. This can be done by using the Weekly Record. (refer to the **Records** Section in this manual)

Corrective Action

If you find that your Training House Rules are not being followed you must make a record of the problem you have identified and the action you have taken to correct it (usually retraining). This information can also be entered in the Weekly Record.

It is required that all records of monitoring and any corrective action(s) taken be kept for an appropriate period of time to demonstrate that your HACCP based system is working effectively.

Action Plan

Once you have completed all your House Rules, remember to update your Action Plan.

The Training House Rules are an essential component of your HACCP based system and must be kept up to date at all times. Your House Rules need to be written to accurately reflect how you run your business and be readily understood by all of your food handling staff.

Note - When you have written all your House Rules to reflect how you run your catering business, you can then also use this information to assist in training your food handling staff in your HACCP basedsystem.

TRAINING HOUSE RULES

Enter a statement of your Training House Rules in the table below:

	Training House Rules Describe: • Control Measures and Critical Limits (where appl • Monitoring including frequency	icable)
New Staff Training including Induction		
Supervision of Staff		
Retraining		
Refresher Training		
Vocational and Formal Training		
Staff Handling Low Risk Food Training		
Staff Handling High Risk Food Training		
Manager/Supervisor Training		
HACCP Based Training		
Monitoring/checking and any other records appropriate to the Training House Rules	Weekly Record	
Other Training		
Signed	Position in the business	Date

The Training House Rules are an essential component of your HACCP based system and must be kept up to date at all times.

EXAMPLE OF AN INDIVIDUAL EMPLOYEE TRAINING RECORD

Name of Employee					
Job Title	Superviso	or			
Date employment commenced	mployment commenced Date employment ended				
	Date trainingdue	Trainingcarried	Employee		

	Date trainingdue	Training carried out and by whom	Employee confirmation
New Staff Training including Induction			
Supervisory Training (if appropriate)			
Retraining			
Refresher Training			
Vocational and Formal Training Training appropriate to duties i.e. low risk, high risk or manager/supervisor.			
HACCP Based Training appropriate to duties, which may be based on the CookSafe House Rules as follows:			
Other Training (eg. Allergy Awareness)			

Records of training and copies of training certificates are recommended to be kept for the duration of employment.

The completed training record is an essential component of your HACCP based system and must be kept up to date at all times.



PERSONAL HYGIENE HOUSE RULES

Why is personal hygiene important?

People working in your business can contaminate food or spread contamination from raw to ready-to-eat foods. These risks can be controlled by good personal hygiene practices – especially making sure that hands and protective clothing are clean.

What needs to be considered?

Hand Washing

Hand washing is vital and should be carried out thoroughly to prevent spread of contamination. An **Effective Hand Washing Technique** must be used and can be found later in this section. In particular, hands must be washed at the following times:

- before starting work
- before handling food
- after using the toilet
- after handling raw food and raw food packaging
- after touching bins or handling waste
- after every break
- after eating and drinking
- after cleaning
- and after blowing your nose.

Hand Contact

Try to always minimise direct hand contact with raw food by the use of tongs, utensils and the safe use of disposable gloves. Ensure that clean hands do not become contaminated by touching hand contact surfaces such as light switches, door handles, cash registers, telephones and pens.

Before disposable gloves can be used in your business, you need to consider that disposable gloves can become a source of contamination and it is vitally important that you consider if gloves can be used safely in your business. The following points should be noted:

- hands should always be washed thoroughly before putting gloves on
- gloves must be disposed of if they are damaged
- gloves must be changed if they are in contact with items such as money and must not then be used to handle ready-to-eat foods.

Note: Disposable gloves should <u>never</u> be <u>used</u> as an alternative to hand washing.

Liquid Hand Wash meeting the BS EN 1499 Standard (with disinfectant properties) is recommended for extra protection against cross contamination. Information on this Standard is found on the product label or by contacting the supplier or manufacturer.

Hygienic Hand Rubs meeting the BS EN 1500 standard can provide an additional level of protection against cross contamination and are recommended <u>after</u> hand washing where there is an increased risk of cross contamination, e.g. when raw foods have been handled prior to hand washing. It should be noted that hygienic hand rubs should <u>never</u> be used as a replacement for hand washing.

Note: To further reduce contamination by hand contact, consideration should be given to installing non-hand operable taps.

Effective Hand Washing Technique

Food handlers must be trained and verified as competent in an effective hand washing technique. This is particularly important where there is a risk of cross contamination between raw and ready-to-eat foods.

The following steps should always be included:

Wet your hands thoroughly and apply liquid soap*			
	Rub Steps		
	1.	Rub palm to palm to make a lather.	
ME.	2.	Rub the palm of one hand along the back of the other hand and along the fingers. Then repeat with the other hand.	
	3.	Rub palm to palm with fingers interlaced.	
	4.	Rub the backs of the fingers with the opposite palm with the fingers interlocked. Then repeat with the other hand.	
	5.	Clasp and rotate the thumb in the palm of the opposite hand. Then repeat with the other hand.	
	6.	Rub backwards and forwards over the palm with clasped fingers. Then repeat with the other hand.	

Rinse off the soap with clean water and dry your hands hygienically with a single use towel*.

To ensure washed hands do not come into contact with the taps, use a clean single use towel to turn the taps off.

Please Note: If after washing, your hands are not visibly clean, then the **Hand Washing Technique** has not been effective and should be repeated.

^{*}These materials are recommended as part of the generic Cook**Safe** approach. Operators may use alternative materials provided they will produce equivalent hygienic outcomes.

Personal Cleanliness

- Hair should be tied back and preferably covered
- Food handlers should not sneeze or cough over food
- Cuts and sores should be covered with a waterproof (preferably highly visible) dressing
- Jewellery should be kept to a minimum when preparing and handling food.

Protective Clothing

- All staff working in the food preparation area should wear suitable, clean protective clothing, which should be changed and laundered regularly at a suitably high temperature, in order to protect the food you are preparing
- If protective clothing becomes contaminated from handling raw food it must be changed before handling ready-to-eat food. The use of disposable plastic aprons is recommended when carrying out any activities where raw foods are being handled and where there is a high risk of protective clothing being contaminated by raw foods
- Hand washing should take place after removing contaminated clothing and before putting on clean protective clothing. Rules on the safe use of protective clothing must be written in the House Rule at the end of this sub-section.

Reporting Illness/Exclusion

There is a requirement to report illness that may present a hazard to food safety and to exclude people from food handling duties where there is any likelihood of causing contamination of food.

Food handlers suffering from any of the complaints listed on the 'Return to Work Questionnaire', found at the end of this sub-section, must be excluded from food handling until they have fully recovered.

It is good practice to encourage staff to also report if anyone in their household is suffering from diarrhoea, stomach upset or vomiting. The law puts the responsibility on employers to satisfy themselves that no food handler poses a risk to food safety.

Exclusion/return to work after illness

It is recommended that staff should not return to work until they have been free of gastro-intestinal symptoms (vomiting/diarrhoea) for 48 hours. Staff who have been taking anti-diarrhoeal medication should not return to work until they have been symptom-free for at least 48 hours after stopping use of the medication.

Certain infections including dysentery, *E. coli O157*, typhoid and paratyphoid require formal exclusion and then medical clearance before returning to food handling duties. A 'Return to Work Questionnaire' can be found at the end of this sub-section.

Please note that some individuals may have medical conditions that cause changes to bowel habits which are not associated with a risk of infection. In such cases, only a change in bowel habit associated with a possible infection should be considered significant.

WHAT YOU NEED TO DO NOW

To effectively manage the Personal Hygiene part of your HACCP based system and using the information in this sub-section for guidance, go to the next page and write a list of House Rules covering Personal Hygiene for your business.

Here is an example of how you could write your House Rules:

Describe:	Control Measures and Critical Control Limits (where applicable) Monitoring and frequency
Training in Effective Hand Washing	 All staff working in the food preparation area will be fully trained and verified as competent in an Effective Hand Washing Technique, see training records Hands must be washed before starting work and at the following times: before handling food after using the toilet after handling raw food and raw food packaging after touching bins or handling waste after every break after eating and drinking after cleaning and after blowing your nose. Single use towels are to be used for drying hands and to turn the taps off An adequate supply of towels and liquid soap will always be available After handling raw foods, wash hands and for extra protection use hygienic hand rubs Monitoring will be ongoing by supervisory visual check.

Monitoring

Once you have completed your House Rules for Personal Hygiene, you must then monitor their use. Keep a record of the monitoring you carry out. This can be done by using the **Weekly Record** (refer to the **Records** Section in this manual).

Corrective Action

You must ensure that Personal Hygiene House Rules are implemented at all times. If you observe that a member of staff has not washed their hands when they should, make sure they wash them straight away and if there is a possibility that ready-to-eat food has become contaminated, throw it away. Emphasise how important it is to wash hands when working with food and retrain the member of staff. Increase staff supervision until you are satisfied that the staff member's hand washing procedures are effective. Make a record of the problem you have identified and the action you have taken to correct it in the **Weekly Record**.

The training given in Personal Hygiene should be recorded on the training record. An example of a training record can be found in the **Training House Rules** sub-section of this manual.

It is required that all records of monitoring and any corrective action(s) taken be kept for an appropriate period of time, to demonstrate that your HACCP based system is working effectively.

Action Plan

Once you have completed all your House Rules, remember to update your Action Plan.

The Personal Hygiene House Rules are an essential component of your HACCP based system and must be kept up to date at all times. Your House Rules need to be written to accurately reflect how you run your business and be readily understood by all of your food handling staff.

PERSONAL HYGIENE HOUSE RULES

Enter a statement of your Personal Hygiene House Rules in the table below:

Describe	Control Measures and Critical Control Limits (where applicable)
	Monitoring and frequency
Rules on: Effective Hand Washing Technique (including how you will minimise hand contact)	
Personal Cleanliness	
ProtectiveClothing	
Rules on: • Reporting illness	
Rules on : • Exclusion/return to Work	
Monitoring/Checking and any other appropriate records used by your business	Weekly Record

The Personal Hygiene House Rules are an essential component of your HACCP based system and must be kept up to date at all times.

RETURN TO WORK QUESTIONNAIRE

Name: Date of Return:				
Please answer the following questions:				
During your absence from work, did you suffer				
from any of the following: Please tick and date when the symptoms ceased	Yes	No	Date that t symptoms	
(a) Diarrhoea?				
(b) Vomiting?				
(c) Discharge from gums/mouth, ears or eyes?				
(d) A sore throat with fever?				
(e) A recurring bowel disorder?				
(f) A recurring skin ailment?				
(g) Any other ailment that may present a risk to food safety?				
T 2 (To be completed by the Manager/Supervisor) If the answer to all of the above questions was 'No', the person modulies. (Complete and sign below)	nay be permitte	ed to retu	urn to food ha	indling
If the answer to all of the above questions was 'No', the person m	rson should not excluded, meders with lesions	: be allow dical adv s on exp	wed to handle vice states that osed skin (ha	food at they nds, neck
If the answer to all of the above questions was 'No', the person moduties. (Complete and sign below) However, if the answer to any of the questions was 'Yes', the person modulity they have been free of symptoms for 48 hours or, if formally can return to their duties. Alternatively, in the case of food handled or scalp) that are actively weeping or discharging, they must be expressed.	rson should not excluded, med ers with lesions excluded from	: be allow dical adv s on exp work unt	wed to handle vice states tha osed skin (ha til the lesions	food at they nds, neck have
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Effective Hand Washing Technique

Food handlers must be trained and verified as competent in an effective hand washing technique. This is particularly important where there is a risk of cross contamination between raw and ready-to-eat foods.

The following steps should always be included:

Wet your hands thoroughly and apply liquid soap*

Rub Steps



Rub palm to palm to make a lather.



Rub the palm of one hand along the back of the other hand and along the fingers. Then repeat with the other hand.



Rub palm to palm with fingers interlaced.









Rub the backs of the fingers with the opposite palm with the fingers interlocked. Then repeat with the other hand.



Clasp and rotate the thumb in the palm of the opposite hand.
Then repeat with the other hand.



Rub backwards and forwards over the palm with clasped fingers.

Then repeat with the other hand.







Rinse off the soap with clean water and dry your hands hygienically with a single use towel*.

To ensure washed hands do not come into contact with the taps, use a clean single use towel to turn the taps off.

Please Note: If after washing, your hands are not visibly clean, then the **Hand Washing Technique** has not been effective and should be repeated.

*These materials are recommended as part of the generic Cook**Safe** approach. Operators may use alternative materials provided they will produce equivalent hygienic outcomes.





RELEVANT HACCP CHARTS: Purchase, Storage, Preparation, Cooling, Service

CLEANING HOUSE RULES

What is the difference between Cleaning and Disinfection?

Cleaning is the process of physical removal of food debris, visible dirt and food particles from surfaces, equipment and fittings using hot water and detergent. Cleaning on its own will not remove all bacteria.

Disinfection is the process of killing bacteria and viruses following general cleaning. Any disinfectant used must be applied to a **visibly clean surface** and be of the following standard: BS EN 1276 or BS EN 13697.

Note: Check the label of your existing products to see if they meet the **BS EN** standard. You may wish to contact your enforcement officer for a list of companies in your area that supply suitable cleaning and disinfection products.

Why do we need to Clean and Disinfect?

Cleaning and disinfection are vitally important for a number of reasons:

- To prevent food poisoning proper cleaning and disinfection will facilitate the removal of harmful bacteria from surfaces and equipment and will help to reduce the risk of cross contamination
- To remove physical materials which may contaminate food or attract pests.

What needs to be Cleaned and Disinfected?

All equipment and areas within food premises require to be kept clean. However, **you** must decide when disinfection is necessary. Cook**Safe** provides guidance on how to control cross contamination within your business by means of disinfection. The application of this guidance will also enable you to maintain adequate general hygiene. **Please note** disinfection will always be necessary as part of your cross contamination controls.

You should also clean and disinfect sinks, washbasins, taps and any other items that are liable to come in contact with food either directly or indirectly.

Equipment and surfaces which come into contact with raw foods should be disinfected, for example, chopping boards, utensils, food storage containers and pots.

Items that come into contact with food indirectly by hand contact should be disinfected as necessary, for example, light switches, taps, fridge door handles, sinks and wash hand basins.

Identify all food areas and equipment used in your business and list them in your Cleaning Schedule. An example of a Cleaning Schedule is provided later in this sub-section.

Food waste containers, refuse waste bins and all waste storage areas should also be cleaned as appropriate.

SEPARATION OF EQUIPMENT DURING CLEANING AND DISINFECTION

Dishwasher

Equipment and utensils used only for raw food and those used only for ready-to-eat food can be cleaned and disinfected together in a dishwasher, where there is evidence that the dishwasher can achieve an appropriate level of heat disinfection. The dishwasher must be used and maintained in accordance with manufacturer's instructions.

Twinsink

Equipment and utensils used for only raw food must be cleaned and disinfected separately from equipment and utensils used for only ready-to-eat food when using a twinsink.

CLEANING AND DISINFECTION KEY POINTS

Cleaning chemicals:

Cleaning chemicals should be stored away from the food preparation areas and should not contaminate food.

Cleaning materials and equipment:

- **Separate materials and equipment** must be used for cleaning and disinfecting raw food handling areas, from cleaning materials and equipment used in the rest of the kitchen.
- **Colour Coding** of cleaning materials is recommended as this provides visual confirmation of effective cross-contamination controls.
- **Dishcloths** must be kept clean and should be laundered at a suitably high temperature.
- **Single-use cloths** provide a reliable way of ensuring cleaning and disinfection does not present cross contamination risks and can be used on hand contact surfaces such as light switches, door handles and telephones to prevent spread of contamination.

Cloths, scouring pads and sponges which are re-used for on-going cleaning, must not become a source of contamination. It is recommended that cloths are stored in a disinfectant solution between uses and rinsed under hot water after each use before being returned to the disinfectant. To ensure the disinfectant remains effective at all times, the solution strength must be used in accordance with the manufacturer's instructions. Please remember that frequent use and heavy soiling will require more frequent changes of the solution.

What methods should be used to Clean and Disinfect?

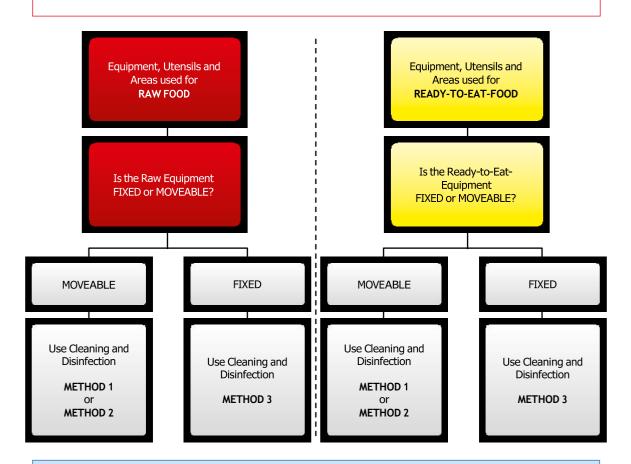
The 3 main methods for cleaning and disinfection are: Dishwasher, Twin Sink and Clean and Disinfect in Place and are described in the table below.

Method Type	Procedure	Additional Notes
Method 1 - Dishwasher HEAT	A dishwasher must be used and maintained in accordance with manufacturer's instructions.	This is the only acceptable method for cleaning and disinfecting equipment and utensils used for only raw food and equipment and utensils used for only ready-to-eat foods together. Note 1: There must be evidence that the dishwasher is capable of providing adequate heat disinfection.
Method 2 - Twin Sink CHEMICAL	 Pre clean – remove leftover food and residues Main clean – wash in the sink with clean hot water and the correct amount of detergent Rinse – if required Disinfect in the sink with clean water and an appropriate food safe disinfectant, for the required contact time Second Rinse (if required) in the sink with clean hot water Dry – ideally air dry or use single-use drying cloths. 	When using twin sinks, all equipment and utensils used for ready-to-eat foods must be washed separately from those used for raw foods. Note 2: Check the label of the product for dilution, contact time and to see if a rinse step is required. Note 3: The sink must always be disinfected after use with raw food equipment and utensils and/or before being used for any other purpose.
Method 3 Clean and Disinfect in Place CHEMICAL	 Pre-clean – remove loose debris Main Clean – clean the surface using hot water and the correct amount of detergent Disinfect – treat with a food safe disinfectant spray Dry – ideally, air dry. 	This method is usually used on work surfaces, wash hand basins, taps and door handles, where equipment and surfaces cannot be sink washed. It also requires careful choice of disinfectant, usually in a spray form with residual disinfection properties. Note 4: Check the label of the product for dilution, contact time and to see if a rinse step is required.

How do I decide the method I should use to Clean and Disinfect?

A diagram has been provided below to help you to decide what and how to clean and disinfect in your food business.

IMPORTANT Before cleaning and disinfecting equipment, utensils and areas, you must consider their use. In other words, are they used for raw food or for ready-to-eat food at any time?



Note: Equipment and utensils used for raw foods must be cleaned and disinfected **separately** from those used for ready-to-eat food. The only exception to this is where a dishwasher is used (as described in the table on the preceding page).

The terms *detergent* and *disinfectant* are defined as:

Detergent: a cleaning substance (which does not have disinfectant properties) made from chemical compounds and used for general cleaning.

Disinfectant: a substance capable of destroying harmful bacteria, when applied to a visibly clean surface, at a specified concentration and contact time. Note: any disinfectant used as a control against cross contamination must be of the BS EN 1276 or BS EN 13697 standard.

WHAT YOU NEED TO DO NOW

A Cleaning Schedule lists the items of equipment in use within the business and the frequency and method of cleaning and disinfection required. Cleaning Schedules are usually written in the form of a table. Using the information in this sub-section for guidance and any other information you currently have, develop a Cleaning Scheduleto reflect how you manage the Cleaning in your business.

Here is an example of how you could write a Cleaning Schedule.

Items, areas to be cleaned and examples	Frequency of Cleaning	Method of Cleaning	Chemical, Dilution and Contact Time
Moveable equipment, utensils that come into contact with food, e.g. all chopping boards, tongs/ spatulas serving spoons, trays, containers	After each use	Method 1 Dishwasher ONLY	Heat disinfection – dishwasher used and maintained as per manufacturer's instructions
Non-food contact items/ equipment, e.g. work surfaces, wash hand basin, taps, door handles	As and when required	Method 3 Clean and Disinfect in Place	 Pre-clean – remove loose debris Main Clean – clean the surface using hot water and xxxx detergent dilution of 1:xx,- Note: rinse not required in this example, Disinfect with the premixed food safe disinfectant spray xxxx of BS EN 1276 standard- Note: rinse not required in this example Air Dru

 ${\it Please \, note} \ \hbox{It is essential that the correct dilution of chemicals is used for the recommended contact time. Always refer to the manufacturer's instructions}$

Monitoring and Corrective Action

You must ensure that Cleaning House Rules are implemented at all times. If a breakdown in controls is detected and a potential risk of cross contamination exists, it must be considered a serious incident and your corrective action would be to dispose of the food; clean and disinfect the surfaces and equipment; retrain staff; record the problem and action taken to ensure it is not repeated in the Weekly Record and Training House Rules.

All records of monitoring and the corrective action taken should be kept for an appropriate period of time, to demonstrate that your system is working effectively.

Training

It is critical that all relevant staff are trained and verified as competent in your cleaning procedures that form part of your Cleaning House Rules. This includes training on the correct disinfection techniques including correct dilution and application of chemicals, before working unsupervised. This training should be recorded in your **Training House Rules**.

Action Plan

Once you have completed all your House Rules, remember to update the Action Plan.

The Cleaning Schedule is an essential component of your HACCP based system and must be kept up to date at all times. Your Cleaning Schedule needs to be written to reflect how you manage the cleaning in your business and be readily understood by all of your food

CLEANING SCHEDULE

Start Date:	

Items, areas to be cleaned and examples	Frequency of Cleaning	Method of Cleaning	Chemical, Dilution and Contact Time
Moveable equipment, utensils:			
all chopping boards,			
• tongs/ spatulas			
serving spoons			
• trays			
• containers			
Non-food contact items/ equipment			
work surfaces			
wash hand basin			
• taps			
door handles			
Refrigerator/chill and Freezer			
Oven and microwave oven			
Dry storage area			
Floors			
Extraction Fans			
Food waste containers and refuse waste bins/area			
Cloths and work clothes			



TEMPERATURE CONTROL HOUSE RULES

Why is Temperature Control important?

Temperature control is important because harmful bacteria are a hazard present in many of the foods handled in catering businesses. They also tend to multiply rapidly at room temperature. As bacteria are invisible to the naked eye and cannot be physically removed from food, all we can do is control their numbers. There are, however, two main ways in which temperature can be used to achieve this:

- 1. We can destroy harmful bacteria, or reduce their numbers, by cooking or reheating and
 - 2. We can control their growth by keeping food hot or cold

How can temperatures be used to keep food safe?

In catering operations, the following practices are recommended to keep food safe.

Refrigeration	A food temperature of 8°C or below is effective in controlling the multiplication of most bacteria in perishable food. It is recommended practice to operate refrigerators and chills at 5°C or below.
Freezing	Freezing of food at temperatures of -18 $^{\circ}$ C or below will prevent bacteria multiplying.
Cooking	Temperatures of 75°C or above are effective in destroying almost all types of bacteria. However, cooking temperatures below this level are also effective provided that the food is held at these temperatures for a suitable time period. (refer to the Cooking HACCP chart)
Hot holding	$Temperatures above 63 ^{\circ}\text{Cwillcontrolthemultiplicationofbacteriainhotfood.}$
Cooling	Food should be cooled as quickly as possible and then refrigerated. This will limit the growth of any bacteria or germination of spores that may be present.
Reheating	All food that has previously been heated and is to be re-heated, must be raised to a temperature of 82°C, which will ensure that food has been reheated to a safe and, in some cases, legally required temperature. Using a suitable time/temperature combination will also ensure that food has been reheated safely should higher temperatures be detrimental to the quality of the food, for example reaching a core temperature of 70°C for 2 minutes.

How are these temperatures used to keep food safe?

HACCP based food safety procedures require the business to set Critical Limits.

For example, you may decide that you will cook meat dishes to 75°C or above. Similarly, you may decide that your refrigerator should operate at 5°C or below. These temperatures would then be the Critical Limits for Cooking and Refrigerated Storage respectively.

The table above gives Critical Limits that may be appropriate for your business. You may, however, find that there are other temperatures or methods, which are more suitable for you. The Critical Limits that you choose must be sufficient to ensure that the food you produce is safe. For further advice, you should contact your Enforcement Officer.

How can Temperature Control Measures and Critical Limits be described?

The table below lists the process steps found in most catering businesses and provides suggestions on how to use the information contained in the table on the previous page. Consider your own catering procedures and then describe your Temperature Control procedures as well as the Critical Limits that apply to you:

PROCESS STEP	TEMPERATURE CONTROL MEASURE/CRITICAL LIMIT
PURCHASE/ DELIVERY/ RECEIPT/ COLLECTION	 Transport/accept chilled food at your specified temperature for example 5 °C or below Transport/accept frozen food at your specified temperature for example -18 °C or below
STORAGE	 Store chilled food at your specified temperature for example 5 °C or below Store frozen food at your specified temperature for example -18 °C or below
PREPARATION	 Keep cooked/ready-to-eat food within the chill or refrigerator until it is required, then prepare/handle without delay Thoroughly defrost all frozen foods in a chill, refrigerator or cool area Thoroughly defrost all frozen foods prior to cooking (unless specified otherwise by the food manufacturer)
COOKING	 When cooking poultry, rolled meat joints, stews, casseroles, minced meats and meat products, ensure the centre reaches a suitably high temperature for example 75°C or above Whole cuts of beef and lamb which have not been rolled or skewered and are to be served pink or rare, may not need to reach this temperature but should be properly cooked at a suitably high temperature Similarly, steaks cooked "rare" need not be cooked to this temperature but you should ensure that the external surface has been cooked at a suitably high temperature to kill any bacteria on the surface of the meat
HOTHOLDING	 All foods which are to be held hot prior to serving must be kept at above 63 °C. These foods should be placed in appropriate equipment, for example a pre-heated bain-marie/hot cabinet, as soon as possible after reheating or cooking
COOLING	 Hot food should be cooled as quickly as possible and then refrigerated If possible, cool food in small portions or in shallow containers Avoid placing "hot" food in refrigerators
REHEATING	 Reheat food thoroughly until the core temperature is not less than 82°C. This is not required if the food would be spoiled by reheating to this level Alternate time/temperature combinations can be used for reheating in these circumstances, for example 70°C for 2 minutes Reheat the finished dish only once
SERVICE AND DELIVERY TO CUSTOMERS	 Chilled foods being served cold should be kept under refrigeration at your specified temperature for example 5 °C or below prior to service Foods being served hot must be kept hot at above 63 °C Chilled food being delivered cold should be held at your specified temperature for example 5 °C or below Food being delivered hot should be held at above 63 °C

How can you tell that your Critical Limit Temperatures are being achieved?

When using HACCP based procedures, you are required to check that your Critical Limits are being met. This is referred to as Monitoring. The most reliable method of monitoring temperatures is by the use of a suitable thermometer – a procedure often referred to as **Probing**. However, it is not always necessary or appropriate to use a thermometer. In such cases, other methods may be more practical. (refer to Cold and Hot Temperature Monitoring Without using a Thermometer paragraph below)

At the end of this sub-section, you will be asked to draw up your House Rules for Temperature Control. These House Rules should include the Critical Limits for each process step and the Monitoring procedures you will follow.

Temperature Monitoring using a Thermometer

In many cases, the temperature of food can be checked using a probe thermometer. Ideally, a hand-held digital thermometer should be used when probing foods and checking air temperatures. This may be supplemented by additional "in-place" thermometers which may be located in refrigerators, chills, cold displays and freezers. Thermometers should be kept clean at all times. Probe thermometers should be sanitised/disinfected before/after each use. Under no circumstances should a mercury in glass thermometer be used as it would present a contamination risk if it breaks.

It is important that you regularly check that the probe thermometer you are using is working correctly.



In the **Records** Section of this manual, there is a 'Monthly Probe Thermometer Check' for you to record the checks you carry out on your probe thermometer.

Cold Temperature Monitoring

- Always check the temperature of the warmest part of the chill
- Avoid checking the temperature of refrigerators, chills, cold displays or freezers immediately after the door/lid has been open for any significant period of time or during a defrost cycle
- Displays built into refrigerators, chills, cold displays and freezers indicate the air temperature within the appliance. These can be useful for day-to-day monitoring but should be checked regularly with a digital thermometer as a back-up check.
- Avoid puncturing the packaging of wrapped food when checking temperatures. In this case, temperatures should be taken from between the packs

IMPORTANT! You must determine the frequency of cold temperature monitoring in your House Rules. For example:

- It is advisable to check all refrigerator, chill, cold display and freezer temperatures at the start of the working day
- It is also advisable to check all refrigerator, chill and cold display temperatures at some other part of the day

Hot Temperature Monitoring

- The temperature of a food may vary throughout, especially during cooling and heating, therefore large pieces of meat or poultry should be probed at the thickest part. Alternatively, in the case of stews, soups and other 'liquid' foods served hot, it is essential that food is stirred to ensure adequate distribution of heat before probing
- Temperatures of foods being 'Hot Held' in a bain-marie or displayed at a buffet are best measured by probing the foods

IMPORTANT! You must determine the frequency of hot temperature monitoring in your House Rules, For example:

- When cooking food such as stews, soups, curry, sauces served hot and whole chickens, you may decide to probe the product at regular intervals during the cooking process to ensure the food is being properly cooked
- When hot holding batches of food, you may set a maximum time limit on the display of the product combined with regular monitoring of the temperature dial (if appropriate) on the equipment. In this case, you would use the temperature probe as a back-up check
- When cooling food you could set a time limit on the cooling period and check that the product is capable of being refrigerated by that time

Cold and Hot Temperature Monitoring - Without using a Thermometer

Certain foods may not require to be probed every time they are cooked, cooled or reheated. This may be because there are other ways of ensuring that the Critical Limit has been achieved.

For example:

- When cooking items like stir fry, it may be sufficient to make a visual check that it is thoroughly cooked
- When cooking or reheating individual portions on a repeated, identical basis, it may be sufficient to simply repeat the exact procedure on every occasion
- When checking that a freezer is functioning properly, it may be sufficient to make sure that the contents are still obviously frozen and that there is no visible evidence of defrosting

IMPORTANT! You must determine your methods of temperature monitoring in your **House Rules**

- Whatever temperature control method is being used, it is essential that the critical limit is achieved on every occasion. However, this does not mean that every item of food which is being held cold, cooked, reheated or hot held needs to be monitored using a probe thermometer on every occasion
- It will, however, be essential that occasional checks are made with a probe thermometer. Also, even if you don't probe a food, you will still be required to monitor some aspect of the procedure, such as the visual appearance of the food or the cooking time. A predetermined appearance or cooking time should be used in such instances
- Certain foods present no risk when undercooked, for example, most vegetables. The cooking temperature of such foods need not be monitored
- Your methods of temperature monitoring will be dependent on the knowledge and understanding of your food handlers together with the effectiveness and efficiency of your work equipment

You are provided with a number of forms that can be used to record temperature monitoring but it is your decision which records are appropriate for your business.

Temperature checks can be recorded on any of the following record forms:

- Delivery Record
- 5. Off Site Temperature Record
- 2. Cold Food Record
- 6. All-In-One Record (used as an alternative to records 1 5)
- 3. Hot Temperature Record
- 7. Weekly Record
- 4. Hot Holding Record

These record examples can be found in the **Records** section of this manual.

Temperature Monitoring Summary

- You must ensure that the Temperature Control Critical Limits you set for all high risk foods held in your kitchen are regularly monitored
- One method of monitoring Temperature Control is by using a clean probe thermometer. While this method may be suitable and appropriate for many foods, you are not expected to probe every high risk food item prepared in your business
- Not all monitoring requires to be recorded. You are not expected to write down every temperature check you make
- Your Temperature Control records must demonstrate your commitment to effective temperature control in your business. Without records, it is impossible to show that you understand the need for good temperature control. Too much record keeping is difficult to maintain and can be frustrating to complete
- You must decide what is the appropriate level of record keeping to reflect your business activities
- If you require further assistance, you should contact your Enforcement Officer

WHAT YOU NEED TO DO NOW

How to draw up your Temperature Control House Rules

- Consider what you do 'CookSafe' requires that you consider the various Temperature Control procedures that are followed in your business
- Write them down in the table Write down the Temperature Control measures that are applied at each process step. A table, which can be used for this purpose may be found at the end of this sub-section. Remember to include a Critical Limit for each process step
- Refer to the guidance at the start of this sub-section You may refer back to the table at the start of this sub-section for quidance on suitable Critical Limits. Alternatively, you may wish to specify other temperatures which are more appropriate for your business
- Write down how you will monitor Temperature Control State the monitoring procedure you intend to use to ensure your Critical Limit has been achieved. Remember to state clearly the frequency of monitoring and describe how this monitoring will be recorded

Here is an example of how you could write your House Rules:

Process Step	Temperature Control Measure and Critical Limits	Monitoring Method, Frequency and Records used
Cooking	 Poultry, rolled meat joints, stews, casseroles, minced meats and meat products - heat the centre to 75°C or above Whole cuts of meat, which have not been rolled or skewered may not needto reach this temperature Steaks cooked "rare" need not be cooked to this temperature. Ensure that the external surface has been cooked to a suitably high temperature 	 All poultry, rolled meat joints, stews, casseroles, minced meats and meat products probed at the end of the cooking process Whole cuts of beef and lamb, which are to be served pink or rare, need not be probed Visual checks on rare steaks All of the above should be recorded on 'Hot Temperature Record' or the 'All-in-One Record'

Monitoring

Once you have completed your House Rules for Temperature Control, you must then monitor their use. Keep a record of the monitoring you carry out. This can be done using the **Delivery Record**, Cold Food Record, Hot Temperature Record, Hot Holding Record, Off Site Temperature Record or alternatively the All-in-One Record and the Weekly Record. (refer to the Records Section of this manual)

Corrective Action

If you find that your Temperature Control House Rules are not being followed you must make a record of the problem you have identified and the action you have taken to correct it. This information can be entered in the Weekly Record.

The training given in Temperature Control should be recorded on the training record. An example of a training record can be found in the Training House Rules sub-section of this manual.

It is required that all records of monitoring, at a frequency decided by you, and any corrective action(s) taken be kept for an appropriate period of time to demonstrate that your HACCP based system is working effectively.

Action Plan

Once you have completed all your House Rules, remember to update your Action Plan.

The Temperature Control House Rules are an essential component of your HACCP based system and must be kept up to date at all times. Your House Rules need to be written to accurately reflect how you run your business and be readily understood by your food handling staff.

TEMPERATURE CONTROL HOUSE RULES

Enter a statement of your **Temperature Control House Rules** in the table below:

Process Step	Temperature Control Measure and Critical Limits	Monitoring Method, Frequency and Record(s) used
Purchase, Delivery/Receipt		
Delivery/Receipt , Collect		
Storage		
Preparation		
0.11		
Cooking		

Signed	Position in the business	Date
Customers		
Service and Delivery to		
Reheating		
Cooling		
(including buffets)		
Hot Holding (including buffets)		

The Temperature Control House Rules are an essential component of your HACCP based system and must be kept up to date at all times.



RELEVANT HACCP CHARTS: Purchase, Storage, Preparation, Cooling

CROSS CONTAMINATION PREVENTION HOUSE RULES

What is Cross Contamination?

Cross contamination occurs when harmful bacteria are transferred from contaminated food to uncontaminated food.

How does Cross Contamination occur?

- **By Direct Cross Contamination** contact between raw food and ready-to-eat food during transport, storage or preparation
- **By Indirect Cross Contamination** spread of bacteria from raw food to ready-to-eat food via food handlers, equipment or surfaces. For example, indirect cross contamination can occur via refrigerator door handles, knives, chopping boards, work surfaces, chefs' cloths or cleaning cloths.

Why is it important to prevent Cross Contamination?

Cross contamination has frequently been found to be the cause of food poisoning outbreaks. Bacteria in contaminated food are not visible to the naked eye and do not cause noticeable food spoilage or affect taste, smell or texture.

Importantly, ready-to-eat food must be protected from cross contamination at all times. This is because there are no further controls to protect your customers from the risk of food poisoning, once contamination has taken place.

The risk of *E. coli O157* cross contamination must be considered and controlled in any food business where both raw foods and ready-to-eat foods are handled. Major *E. coli O157* outbreaks occurred in Scotland in 1996 and Wales in 2005 and were attributed to poor food handling practices which led to cross contamination.

E. coli 0157 is a particularly dangerous organism because:

- it can lead to serious untreatable illness and even death
- it is reported to have a very low infective dose (less than 100 bacteria can cause illness)
- it has the ability to survive refrigeration, freezing and environments which have a low pH or reduced water activity.

These Cook**Safe** procedures will also help control cross contamination risks from other food poisoning bacteria such as Campylobacter and Salmonella.

Which foods provide the main sources of Cross Contamination?

The following raw foods or ingredients present a potential source of cross contamination and should be handled with care:

- Raw meat such as beef, pork, lamb, chicken, turkey and game
- Other raw foods such as fish, shellfish and eggs
- **Vegetables and fruit** that have **not** been labelled as ready-to-eat and especially vegetables that are visibly dirty. Please see the table below for further information on fruit and vegetables.

In addition, water supplied to food businesses must be fit for human consumption.

Fruit and vegetables Not Ready-to-Eat	Fruitand vegetables Ready-
Examples: Visibly dirty vegetables: e.g. potatoes, leeks, carrots, some types of cabbage and lettuce. Fruit, vegetables and salad not labelled as ready-to-eat: e.g. apples, tomatoes, lettuce, white cabbage, herbs, spinach and watercress.	Examples: Pre-packed fruit, vegetables and salad which are labelled as ready-to-eat. Fruit, vegetables and salad which have been washed and prepared on the premises.
Risk Visibly dirty vegetables present a likely source of <i>E. coli O157</i> contamination. Fruit and vegetables not labelled ready-to-eat. It must be assumed from the way these foods are grown or handled after harvest, that <i>E. coli O157</i> may be present, even if there is no visible evidence of contamination by dirt.	Pre-packed fruit, vegetables and salad labelled as ready-to-eat have been subjected to controlled procedures and do not present a risk to health. Fruit, vegetables and salad which have been prepared on the premises need to be protected from contamination – especially if they are to be eaten raw.
Washing These foods must be washed in running water (and if necessary peeled) prior to consumption or further processing. If these foods are to be eaten raw, after they are washed (and if necessary peeled) treat them as ready-to-eat.	Washing These foods require no further washing.
Storage Store separate from ready-to-eat fruit and vegetables.	Storage Store as ready-to-eat.

You should decide if certain foods are to be treated as raw or ready-to-eat, this will be dependent on the final use.

How can I prevent Cross Contamination from occurring in my business?

Think SAFE. Use the acronym SAFE to help you think about how you can separate raw and ready-to-eat foods and prevent cross contamination. SAFE stands for Staff, Areas, Food and Equipment and should be considered at each step in your process. Further information is available in the BEST PRACTICE table, found later in this sub section.

Staff	 Consider having separate staff for different tasks. If this is not possible, restrict staff movement between raw and ready-to-eat areas. Ensure Personal Hygiene House Rules are followed at all times.
Areas	 Introduce Physical Separation by setting up a Raw Food Area with its own identifiable equipment and utensils (preferably colour coded).
Food	Always keep raw food separate from ready-to-eat food.
Equipment	 Always use separate equipment and utensils for raw foods. It is particularly dangerous to use complex equipment, such as vacuum packing machines, slicers or mincers for both raw and ready-to-eat foods (dual use of equipment).

How can I apply SAFE thinking to my business?

Stage 1 – Think about the raw food coming into your business.

- · Who handles it?
- Where is it received?
- · Where is it stored?
- Where is it prepared?
- Is it kept separate from ready-to-eat food?
- What equipment and utensils does it come into contact with?

Stage 2 – Introduce Permanent Physical Separation

Staff	Limit raw food handling to specific staff members.
Areas	Designate a Permanent Raw Food Area where only raw food is handled.
Food	Always keep raw food separate from ready-to-eat food.
Equipment	Ensure that the equipment and utensils designated for the raw food area are identifiable. Colour coding is the most effective way to achieve this.

Stage 3 – Train all staff to think SAFE

What if I can't manage to introduce Permanent Physical Separation in my business?

Permanent Physical Separation of Staff, Areas, Food and Equipment is the safest way of preventing cross contamination. However, if you are unable to fully implement **Permanent Separation**, you should consider **Temporary Separation** measures. These measures may be applied to **Staff** or **Areas**, singly or in combination, but will not be appropriate for **Food** and **Equipment**. For example you may allow staff to handle raw and then ready-to-eat foods with controls, but still have a **Permanent Raw Food Area**.

Staff	Restrict raw food handling to specific staff at specific times and make sure that the Personal Hygiene House Rules are followed at all times.
Areas	Identify a Temporary Raw Food Area for preparing raw food.
	The Temporary Raw Food Area should only be used for raw food at prearranged times.
	Never allow any food to come into direct contact with the work surfaces in your Temporary Raw Food Area – e.g. always use chopping boards.
	This area may then be used for handling ready-to-eat foods – but only after careful cleaning and disinfection (refer to the Cleaning House Rules for further information).
Food	Always keep raw food separate from ready-to-eat food.
Equipment	The dual use of equipment for both raw food and then for ready-to-eat food is dangerous. Separate equipment is the only safe option.

IMPORTANT

The safety of Temporary Separation measures can only be relied upon if cleaning and disinfection practices and regular, rigorous hand-washing are strictly adhered to at all times. If you find it difficult to introduce either Permanent or Temporary Separation to your operation you should consider the following options:

- Check to see if additional space can be found elsewhere in the premises or consider changing your existing layout to improve **Physical Separation**
- Reduce raw food handling by ordering prepared meats such as sliced steaks, diced meats, boneless chicken and prepared vegetables
- Reduce raw food handling by purchasing pre-cooked meats and pre-washed ready-to-use vegetables
- Review your menu in order to reduce the raw foods being brought into your premises
- Simplify your menu to reduce raw food handling at peak times
- Scale down your operation in order to enable safe handling of foods.

Contact your Enforcement Officer for advice and guidance

The table on the next page looks at each process step and shows you how to introduce Physical Separation in the BEST PRACTICE column. If you are unable to do this the GOOD PRACTICE column gives you alternative options. Try to have the majority of your procedures following BEST PRACTICE.

GUIDANCE ON INTRODUCING CROSS CONTAMINATION CONTROLS (Think SAFE. TRY TO HAVE MOST OF YOUR PROCEDURES FOLLOWING BEST PRACTICE)

Process Step	BEST PRACTICE	GOOD PRACTICE where Best Practice is not feasible
Delivery	 Arrange for raw foods to be delivered separately from ready-to-eat foods Where possible, use the delivery vehicle thermograph to monitor temperatures Designate a member of staff to handle raw foods only Identify a Permanent Raw Food Area to receive and, where necessary, unwrap raw foods. Then take raw food directly to the raw food storage and dispose of wrapping materials safely. 	 Ensure raw foods are adequately wrapped, packaged and stored separately from ready-to-eat foods in the vehicle Where raw meat is being temperature probed on delivery, use a colour coded raw food probe Designate certain staff to handle raw food deliveries and ensure they adhere to Personal Hygiene House Rules before handling ready-to-eat food Identify a Temporary Raw Food Area where raw foods will be taken on arrival and, where necessary, unwrapped. Clean and disinfect the area thoroughly before being used again for ready-to-eat foods. Remember: Raw and ready-to-eat foods must never be in direct contact with temporary work areas including worktops. Cutting boards and/or containers must be used.

Process Step	BEST PRACTICE	GOOD PRACTICE where Best Practice is not feasible
Storage	 Designate a separate raw meat refrigerator/chill, freezer and use separate colour coded or otherwise identifiable lidded containers Designate separate readyto-eat food refrigerator/chill Designate a separate storage area for unwashed, raw vegetables and fruit, which is away from visibly dirty vegetables, e.g. do not store salad foods with dirty potatoes. 	 If a refrigerator/chill or freezer is of a sufficient size, it can be used to store raw meat and ready-to-eat food at the same time. The raw meat must be placed in a designated permanent, identifiable and physically separate area. Remember: In shared storage, raw foods must be stored on the bottom shelves and always below ready-to-eat foods In shared storage unwashed raw vegetables and fruit must be stored separately from ready-to-eat foods. Remember: When using shared storage there will be a greater requirement for hand washing and cleaning/disinfection to prevent cross contamination between raw and ready- to-eat foods The outside surfaces of food containers must be disinfected before being placed in shared storage. Always use separate colour-coded (or otherwise identifiable) lidded containers for raw foods. Remember: It is not acceptable to use a container for raw food and then re-use it for ready-to-eat food.
Note 1: Once	vegetables are washed (and if neces	ssary peeled) they can be stored as

Note 1: Once vegetables are washed (and if necessary peeled) they can be stored as ready-to-eat.

Note 2: Unless the label states that the product is ready-to-eat, you must assume that it will require to be washed (and if necessary peeled) prior to consumption.

Process Step	BEST PRACTICE	GOOD PRACTICE where Best Practice is not feasible
Preparation	 Designate a Permanent Raw Food Area within your kitchen: All raw food must be handled in this area Only raw food must be handled in this area Defrost raw food in the raw food refrigerator Designate separate staff for handling raw food only Note: Unless the label states that the product is ready-to- eat, you must assume that it will require to be washed (and if necessary peeled) prior to consumption. Designate a permanent sink for raw food preparation Use separate colour coded/easily identifiable equipment and utensils for handling raw foods, e.g. knives, tongs, chopping boards, spoons, storage containers and cling film. 	 Identify a Temporary Raw Food Area and ensure that the area is cleaned and disinfected before being used for ready-to-eat foods. Remember: No food can be in direct contact with temporary work areas including worktops at any time. Cutting boards and/or containers must be used. Restrict raw food-handling to certain staff at certain times of day. Arrange the workflow to minimise staff alternating between raw and ready-to-eat food handling. Ensure strict hand washing procedures are in place. (refer to your Personal Hygiene House Rules) When using the same sink for food preparation and cleaning and disinfection, ensure the sink is cleaned and disinfected between each use. It is not acceptable to have any equipment, utensils, containers or chopping boards used for both raw and ready-to-eat foods. Remember robust measures must be in place to prevent accidental use of equipment used for raw foods being subsequently used for ready-to-eat food.

Additional Guidance on Cooking and Cooling

• Organise staff, workspace and flow of foods to ensure total separation between raw and readyto-eat foods during cooking and cooling

Note: Bean sprouts not labelled ready-to-eat will require thorough cooking before consumption.

- Never cool food in the raw food area
- Utensils used for handling raw food at the start of the cooking process e.g. ladles, spoons, and spatulas should be used in such a way that there is no risk of cross contamination between raw food and ready-to-eat food
- A probe thermometer used for monitoring cooking temperatures must be identifiable for use for ready-to-eat food only.

WHAT YOU NEED TO DO NOW

To effectively manage the Cross Contamination Prevention part of your HACCP based system and using the information for guidance, go to the end of this sub section and write a list of House Rules covering Cross Contamination Prevention.

Here is an example of how you could write your House Rules:

Describe:	 Control Measures and Critical Limits (where applicable) Monitoring including frequency
Storage	Refrigerated Storage Raw meat is always stored in dedicated containers with red lids in the separate raw food refrigerator.
	Ready-to-eat food is always stored in the separate ready-to-eat refrigerator.
	Fruit and vegetables not labelled as ready-to-eat are stored on the bottom shelf of the ready-to-eat refrigerator in separate identifiable boxes. These foods will be washed (and if necessary peeled) before being treated as ready-to eat.
	Visibly dirty potatoes stored in a container in the dry goods store away from all other foods.
	Shared Frozen Storage Ready-to-eat food is stored on the top shelf.
	Raw meat is stored in containers with red lids, below the ready-to eat shelf.

Monitoring

Research evidence has shown that cross contamination is very difficult to control in a catering environment. The easiest and most reliable way to prevent cross contamination is through **Physical Separation**. Much of the monitoring of cross contamination prevention will rely on visual checking. This can be made easier by using colour coded/identifiable equipment and disposable plastic aprons for raw food handling. Once you have completed your House Rules for Cross Contamination Prevention, you must then monitor their use. Keep a record of the monitoring using the **Weekly Record**.

Corrective Action

You must ensure that cross contamination controls are implemented at all times. If for example you see that ready-to-eat food is being prepared in the **Permanent Raw Food Area**, it is considered a serious incident and your corrective action would be to dispose of the food; clean and disinfect the surfaces and equipment; retrain staff; record the problem and action taken to ensure it is not repeated in the **Weekly Record and Training House Rules**.

All records of monitoring and corrective action taken should be kept for an appropriate period of time to demonstrate that your system is working effectively.

Action Plan

Once you have completed all your House Rules, remember to update your Action Plan.

The Cross Contamination Prevention House Rules are an essential component of your HACCP based system and must be kept up to date at all times. Your House Rules need to be written to accurately reflect how you run your business and be readily understood by all of your food handling employees.

CROSS CONTAMINATION PREVENTION HOUSE RULES

Think SAFE Enter a statement of your Cross Contamination Prevention House Rules in the table below:

Describe:	Control Measures and Critical Limits (where applicable)Monitoring including frequency
Delivery	
Storage	
Including where any defrosting is carried out	
Preparation	
Cooking/Cooling	
Monitoring/checking and any other appropriate records used by your business	
Signed	Position in the business

The Cross Contamination Prevention House Rules are an essential component of your HACCP based system and must be kept up to date at all times.



RELEVANT HACCP CHARTS: Storage, Preparation, Cooling

PEST CONTROL HOUSE RULES

Why is Pest Control important?

Pest control is important because pests can carry harmful bacteria that can contaminate foods and cause illness. These harmful bacteria can be passed to the food by contact with their hair, faeces and urine. Pests can also cause serious damage to the structure and fabric of food premises.

What are Pests?

Generally speaking, pests are animals, birds or insects that contaminate food either directly or indirectly.

Theyinclude:

- Rodents, for example, rats and mice
- Insects, for example, flies, cockroaches, beetles, ants, wasps, bees and various insects that can be found in stored products
- Birds, for example, pigeons, crows, seagulls, starlings and sparrows

What needs to be considered?

Pest Proofing of the Premises

The building must be in good condition and repair in order to restrict pest access and prevent potential breeding sites. This can be done by :

- Using wire mesh screens to pest proof air vents
- Sealing holes, and other places where pests can gain access
- Keeping the floors, walls, roof, doors and window openings in a good state of repair with no gaps or spaces
- Fitting drain covers to prevent pests gaining access

Insect Screens

- Windows opening directly into food preparation areas must be fitted with screens capable of resisting common flying insects (ideally apertures should be of 2mm² or less)
- Screens must be removable to allow for cleaning
- Kitchen doors which open to the outside air and which are opened for lengthy periods must also be suitably screened using a close-fitting insect-proof screen door

Electronic Fly-Killing Devices

 Flying insects can be destroyed using an electronic fly-killing device. Manufacturers will give advice on the location, cleaning and maintenance of this type of equipment. The maintenance records of this equipment will become part of your HACCP based system documentation.

Good Housekeeping

- Inspect stock on delivery to make sure that there are no visible signs of damage by pests
- Premises and refuse stores must be managed in such a way as to enable them to be kept clean, and protected against access by pests (refer to Waste Control and Maintenance House Rules in thismanual)
- Foods which are awaiting preparation or are being defrosted or are cooling should remain covered
- Food waste should be placed in containers with suitably fitted lids and removed frequently from food handling areas where it is produced (refer to Waste Control House Rules in this manual)
- Food should be stored off the floor and away from walls
- Food should, where possible, be stored in rodent-proof containers
- Vegetation around the outside of the premises should be kept to a minimum

Pest Control Contractor

- Some businesses may decide to employ a pest control company to monitor the premises on a regular basis
- A pest control contract should include checking for the presence of all pests, monitor the pest proofing of the premises and the eradication of any infestations found
- A reputable pest control company should provide advice on housekeeping and storage arrangements to prevent access by pests
- The contractor should be able to provide a 24 hour emergency cover and should provide a written report after each visit. It is recommended that any pest contractor report is kept as part of your HACCP based system documentation

Checking and Inspection

- All areas of the food premises should be checked regularly for signs of pests such as rodent droppings, smear marks, insect egg cases and dead insects
- Staff should be made aware of the signs of pests and what action they must take should they discover pests or signs of pests
- Management must take immediate and appropriate action to control any infestation of pests identified on their premises
- Foods should be checked for the presence of pests, for example, insects within cereals/grains

WHAT YOU NEED TO DO NOW

To effectively manage the Pest Control part of your HACCP based system and using the information in this sub-section for guidance, go to the next page and write a list of House Rules covering Pest Control for your business.

Here is an example of how you could write your House Rules:

	Pest Control House Rules Describe: • Control Measures and Critical Limits (where applicable) • Monitoring including frequency
Pest Proofing of the Premises	Weekly walk round of premises and check visually: - Wire mesh screens - Air vents - External doors and windows - Drain covers

Monitoring

Once you have completed your House Rules for Pest Control, you must then monitor their use. Keep a record of the monitoring you carry out. This can be done by using the **Weekly Record** (refer to the **Records** Section in this manual).

Corrective Action

If you find that your Pest Control House Rules are not being followed you must make a record of the problem identified and the action you have taken to correct it (this is known as a corrective action). This information can also be entered in the **Weekly Record**.

The training given in Pest Control should be recorded on the training record. An example of a training record can be found in the **Training House Rules** sub-section of this manual.

It is required that all records of pest control monitoring, including equipment maintenance, pest control contractor reports and corrective actions taken, be kept for an appropriate period of time, to demonstrate that your HACCP based system is working effectively.

Action Plan

Once you have completed all your House Rules, remember to update your Action Plan.

The Pest Control House Rules are an essential component of your HACCP based system and must be kept up to date at all times. Your House Rules need to be written to accurately reflect how you run your business and be readily understood by all of your food handling staff.

PEST CONTROL HOUSE RULES

Enter a statement of your **Pest Control House Rules** in the table below:

	Pest Control House Rules Describe: • Control Measures and Critical Limits (where applica • Monitoring including frequency	ble)
Pest Proofing of the premises		
Insect Screens		
Electronic Fly-Killing Devices		
Good Housekeeping		
Pest Control Contractor		
Checking and Inspection		
Monitoring/checking and any other appropriate records used by your business	Weekly Record	
Signed	Position in the business	Date

The Pest Control House Rules are an essential component of your HACCP based system and must be kept up to date at all times.



WASTE CONTROL HOUSE RULES

Why is waste control important?

Waste control is important because the storage and disposal of waste needs to be controlled carefully since waste presents a risk of physical contamination to food and may attract pests. Additionally, food that is damaged, out of date or rotting may present a risk of microbiological cross contamination from harmful bacteria.

How can waste be controlled?

Waste can be regarded as any item of food, ingredients, packaging materials or even soiled cleaning cloths which are not suitable for further use and which are intended to be discarded.

The following issues need to be considered when controlling waste:

Waste in Food Rooms

- Food waste should be placed in containers with suitably fitted lids and removed frequently from food handling areas where it is produced
- Sufficient containers should be provided and placed conveniently where the waste occurs. Containers must be of an appropriate construction, kept in sound condition, and be easy to clean and disinfect

Food Waste Awaiting Collection

- Refuse containers used for the storage of waste awaiting collection should have a suitably fitted lid and be made of a durable material which is easy to clean and disinfect
- Other waste such as cardboard and paper need not be placed in a sealed container but must be kept separate from food and must be stored in such a way as to not pose a risk of contamination to food
- Refuse stores must be designed and managed in such a way as to enable them to be kept clean, and protected against access by pests. Refuse stores should, ideally, be located away from food storage and handling areas and must not give rise to the risk of contamination of food or drinkingwater
- Food waste and other waste must be removed frequently from the food handling areas. Outdoor storage should be sited away from the main delivery entrance and must be kept clean and free from pests (refer to the **Pest Control House Rules** in this manual)

Sanitary Waste & Waste Disposal Units

• Sanitary waste and waste disposal units should to be dealt with by competent personnel who are responsible for their correct disposal. All disposal units should be regularly cleaned to prevent offensive odours

WHAT YOU NEED TO DO NOW

To effectively manage the Waste Control part of your HACCP based system and using the information in this sub-section for quidance, go to the next page and write a list of House Rules covering Waste Control for your business.

Here is an example of how you could write your House Rules:

	Waste Control House Rules Describe: • Control Measures and Critical Limits (where applicable) • Monitoring including frequency
Waste in Food Rooms	 Food waste will be removed frequently from food handling areas Waste containers will be cleaned and disinfected at the end of each working day External doors and windows

Monitoring

Food waste containers, refuse waste bins and all waste storage areas should be inspected and the outcomes of the inspection recorded on your Cleaning Schedule.

Once you have completed your House Rules for Waste Control, you must then monitor their use. Keep a record of the monitoring you carry out. This can be done by using the Weekly Record. (refer to the **Records** Section in this manual)

Corrective Action

If you find that your Waste Control House Rules are not being followed, you must make a record of the problem you have identified and the action you have taken to correct it. This information can also be entered in the Weekly Record.

The training given in Waste Control should be recorded on the training record. An example of a training record can be found in the **Training House Rules** sub-section of this manual.

It is required that all records of monitoring and any corrective action(s) taken be kept for an appropriate period of time, to demonstrate that your HACCP based system is working effectively.

Action Plan

Once you have completed all your House Rules, remember to update your Action Plan.

The Waste Control House Rules are an essential component of your HACCP based system and must be kept up to date at all times. Your House Rules need to be written to accurately reflect how you run your business and be readily understood by all of your food handling staff.

WASTE CONTROL HOUSE RULES

Enter a statement of your Waste Control House Rules in the table below:

	Waste Control House Rules Describe: • Control Measures and Critical Limits (where applicable) • Monitoring including frequency	
Waste in Food Rooms		
Food Waste Awaiting Collection		
Sanitary Waste/Waste Disposal Units		
Monitoring/checking and any other appropriate records used by your business	Weekly Record	
Signed	Position in the business	Date

The Waste Control House Rules are an essential component of your HACCP based system and must be kept up to date at all times.



MAINTENANCE HOUSE RULES

Why is Maintenance of the premises, equipment and utensils important?

Maintenance is important because lack of adequate maintenance of the structure of the premises, equipment and utensils can result in the following:

- Pests may enter the premises and defective drains may also permit access (refer to the Pest **Control House Rules** in this manual)
- Cleaning can become more difficult and may result in a build up of food debris (refer to the Cleaning House Rules in this manual)
- Crockery, cutlery and containers may become badly worn, broken or unable to be effectively cleaned and disinfected
- Some utensils and equipment such as glassware may present a risk of physical contamination when cracked or broken
- Defective and poorly maintained equipment, fixtures and fittings can result in the physical contamination of food
- Defective or poorly maintained equipment, such as refrigerators, freezers and cooking equipment could result in inadequate temperature control, which could, for example, in the case of cooking equipment, cause the failure to cook or reheat food to the correct temperature

What needs to be maintained?

Premises Structure

- All internal surfaces must be smooth, impervious, easy to clean and in a good state of repair
- To prevent the entry of pests, the floors, walls, roof, doors and window openings must be kept in a good state of repair with no gaps or spaces (refer to the Pest Control House Rules in this manual)
- Maintaining the structure in good repair makes it easier to effectively clean the premises (refer to the Cleaning House Rules in this manual)
- Ceilings in food preparation areas must be maintained to permit effective cleaning (refer to the Cleaning House Rules in this manual)
- Drains should be kept free of leaks and blockages

Equipment

- All food contact surfaces, utensils and equipment must be maintained in good condition to enable effective cleaning and disinfection, and to prevent the build up of debris
- Broken or defective light bulbs, tubes and fittings should be replaced promptly
- Certain equipment may require to be serviced at regular intervals, for example, cooking equipment, refrigerators and freezers, dishwashers and ventilation systems/ducting. It is recommended that records of servicing be kept as part of your HACCP based system documentation.

WHAT YOU NEED TO DO NOW

To effectively manage the Maintenance part of your HACCP based system and using the information in this sub-section for guidance, go to the next page and write a list of House Rules covering Maintenance in your business.

Here is an example of how you could write your House Rules:

	Maintenance House Rules Describe: • Control Measures and Critical Limits (where applicable) • Monitoring including frequency
Premises Structure	- Weekly walk around both the interior and exterior of the premises to check the structure is in a good state of repair

Monitoring

Once you have completed your House Rules for Maintenance, you must then monitor their use. Keep a record of the monitoring you carry out. This can be done by using the Weekly Record (refer to the **Records** Section in this manual).

Corrective Action

If you find that your Maintenance House Rules are not being followed, you must make a record of the problem identified and the action you have taken to correct it. This information can also be entered in the Weekly Record.

The training given in Maintenance should be recorded on the training record. An example of a training record can be found in the Training House Rules sub-section of this manual.

It is required that all records of monitoring and any corrective action(s) taken and equipment servicing be kept for an appropriate period of time, to demonstrate that your HACCP based system is working effectively.

Action Plan

Once you have completed all your House Rules, remember to update your Action Plan.

The Maintenance House Rules are an essential component of your HACCP based system and must be kept up to date at all times. Your House Rules need to be written to accurately reflect how you run your business and be readily understood by all of your food handling staff.

MAINTENANCE HOUSE RULES

Enter a statement of your Maintenance House Rules in the table below:

	MaintenanceHouseRules Describe: • Control Measures and Critical Limits (where ap • Monitoring including frequency	pplicable)
Delivery Vehicles		
Premises Structure: • General • Walls • Floor • Ceiling • Drains		
Light Fittings/Covers		
Work Surfaces		
Equipment/Utensils (list main items of equipment)		
Ventilation System, Canopy, Grease Filters		
Monitoring/checking or any other appropriate records used by your business	Weekly Record	
Signed	Position in the business	Date

The Maintenance House Rules are an essential component of your HACCP based system and must be kept up to date at all times.

STOCK CONTROL HOUSE RULES

Why is Stock Control important?

Stock control is important because if high risk food is kept too long, even under favourable conditions, harmful bacteria may multiply. Additionally, even foods with a longer shelf life, whether dried, canned or frozen, may deteriorate if they are kept for too long. Food which is being stored may also become contaminated by food handlers, pests and the catering environment.

What is Stock Control?

Stock control is a term used to describe the measures taken to ensure that food is not kept beyond its shelf life. In this manual, it also refers to measures taken to prevent certain types of contamination especially during storage, defrosting, hot holding, service and transportation.

What Stock Control measures could be used?

- Incoming food should not be accepted if its packaging is seriously damaged exposing the product to the risk of contamination or if the food is obviously contaminated
- Incoming food must not be accepted if its 'use by' date has expired
- In terms of good practice, you may also wish to consider rejecting stock beyond its 'best before' date
- Stored food must not be used if its 'use by' date has expired
- High risk food which has been removed from its packaging should be re-labelled with a new suitable 'use by' date, based on manufacturer's instructions
- High risk foods prepared on the premises and then stored for later use should be labelled with an appropriate 'use by' date
- Stock should be rotated on a first-in-first-out basis and damaged stock removed from the main storage area
- Dried food should be stored in large waterproof containers and should not be topped up with new stock. Ensure that the existing food is used first
- Keep food that can cause allergic reaction separate from other foods. It is vital not to lose the product description and traceability following unpacking, decanting and storage. (refer to the **Cross Contamination Prevention House Rules**)

What food protection measures can be used?

- Food being stored, defrosted, held hot, displayed or transported must be protected from contamination. This may be achieved by the use of suitable containers or packaging
- Food on display should be protected as far as practicable, for example, by the use of sneeze guards and/or covers

WHAT YOU NEED TO DO NOW

To effectively manage the Stock Control part of your HACCP based system, using the information in this sub-section for guidance, go to the next page and write a list of House Rules covering Stock Control for your business.

Here is an example of how you could write your House Rules:

Stock Control House Rules Describe: • Control Measures and Critical Limits (where applicable) • Monitoring including frequency	
Delivery of Food	For every delivery - visual checks: - Check 'use by' dates - Check 'best before' dates - Check the packaging for signs of damage Check product for signs of contamination

Monitoring

Once you have completed your House Rules for Stock Control, you must then monitor their use. Keep a record of the monitoring you carry out. This can be done by using the Weekly Record (refer to Records Section in this manual).

Corrective Action

If you find that your Stock Control House Rules are not being followed, you must make a record of the problem you have identified and the action you have taken to correct it. This information can also be entered in the Weekly Record.

The training given in Stock Control should be recorded on the training record. An example of a training record can be found in the Training House Rules sub-section of this manual.

It is required that all records of monitoring and any corrective action(s) taken be kept for an appropriate period of time, to demonstrate that your HACCP based system is working effectively.

Action Plan

Once you have completed all your House Rules, remember to update your Action Plan.

The Stock Control House Rules are an essential component of your HACCP based system and must be kept up to date at all times. Your House Rules need to be written to accurately reflect how you run your business and be readily understood by all of your food handling staff.

STOCK CONTROL HOUSE RULES

Enter a statement of your Stock Control House Rules in the table below:

	Stock Control House Rules Describe: • Control Measures and Critical Limits (where applic • Monitoring including frequency	cable)
Delivery of Food Including: • `Use by' Dates • `Best before' Dates • Physical Condition		
Storage Including: • 'Use by' Dates • 'Best before' Dates • Protection of Food		
Stock rotation Including: Decanted Food First-in-first-out Damaged Stock		
Labelling of bought-in High Risk Foods which have been removed from their original packaging		
Labelling of High Risk Foods prepared on the premises		
Protection of Food Including: Defrosting Hot Holding Service/Delivery		
Monitoring/checking and any other appropriate records used by your business	Weekly Record	
Signed	Position in the business	Date

The Stock Control House Rules are an essential component of your HACCP based system and must be kept up to date at all times.

ALLERGEN MANAGEMENT HOUSE RULES

What is an Allergen?

A food allergy is when the body's immune system reacts unusually to specific foods. The food that the body reacts to is known as the allergen. Most allergic reactions to food are mild, but some can be very serious and in some cases **fatal**. The only way people can deal with a food allergy is to avoid the foods that make them ill.

Customers may have an allergy to <u>any</u> type of food. To ensure you can provide safe food and drinks you must have the correct controls in place to identify ingredients, produce safe food and communicate this information to your customers.

There are 14 major allergens which need to be mentioned (either on a label or through provided information such as menus) when they are used as ingredients in food. Under current legislation on the provision of food information to consumers (Retained Regulation (EU) No. 1169/2011) and Food Information (Scotland) Regulations 2014, the **duty is on food business owners** to ensure that all mandatory allergen information (relating to the 14 allergens) is accurate, available and easily accessible to the consumer.



Inbhe Bìdh Alba

14 INGREDIENTS LINKED TO ALLERGIES AND INTOLERANCES

There are 14 major allergens which need to be mentioned (either on a label or through provided information such as menus) when they are used as ingredients in food. Here are the allergens, and some examples of foods they may be found in



CEREALS CONTAINING GLUTEN

Wheat (all varieties including spelt, Khorasan etc.), rye, barley and oats are cereals that contain gluten. These cereals can also be found in foods containing flour, such as batter, breadcrumbs, bread, cakes, couscous, processed meat products, pasta, pastry, sauces, soups, fried foods which are dusted with flour, some brands of baking powder etc.



EGGS

Egg includes eggs from all birds including hen, duck, quail etc. Eggs can also be found in foods such as cakes, some meat products, mayonnaise, mousses, pasta, quiche, sauces, pastries or foods brushed or glazed with egg etc.



MUSTARD

Mustard, mustard powder and mustard seeds are included in this category. Mustard can also be found in breads, curries, marinades, meat products, salad dressings, sauces and soups etc.



SESAME SEEDS

Sesame seeds are often found on hamburger buns and in salads. They are also found in breads and breadsticks, hummus, sesame oil, tahini etc.



TREE NUTS

Tree nuts refer to nuts which grow on trees, namely - almonds, hazelnuts, walnuts, cashews, pecan nuts, brazil nuts, pistachio nuts, macadamia (or Queensland) nuts. Tree nuts are also found in many foods including breads, biscuits, crackers, desserts, nut butters, nut powders (often used in Asian curries), stir-fried dishes, ice cream, marzipan (almond paste), nut oils, sauces etc.



CRUSTACEANS

Crustaceans include crabs, lobster, prawns and scampi. They may also be found in shrimp sauce, shrimp paste (commonly used in Thai and south-east Asian food), shellfish stock, paella, fish soups such as bisques and bouillabaisse etc.



SULPHUR DIOXIDE AND SULPHITES

Sulphur dioxide and sulphites are often used as a preservative in dried fruits such as raisins, dried apricots, prunes etc. They can also be found in meat products, prawns, vegetables, soft drinks, wine and beer, etc.



CELERY

Celery includes celery stalks, leaves, seeds and the root called celeriac. Celery is also found in celery salt, salads, some meat products, soups, stock cubes etc.



MTI k

Milk includes milk from all animals including cows, sheep, goats etc. Butter, cheese, cream, milk powders and yoghurt are derived from milk. Milk can also be found used in a variety of foods including foods brushed or glazed with milk, and in powdered soups and sauces etc.



SOYBEANS

Soybeans also called soya, is found in tofu/bean curd, edamame beans, miso paste, textured soya protein, soya flour or lecithin E322 (if made from soya). Soya is a staple ingredient in oriental food. It can also be found

in desserts, ice cream, meat products, sauces, vegetarian products etc.



PEANUTS

Peanuts are legumes and grow underground, which is why they are sometimes called groundnuts. Peanuts are often used as an ingredient in biscuits, cakes, curries, desserts, and sauces (such as satay sauce). They are also found

in groundnut oil, peanut flour and peanut butter etc.



ETCL

Fish includes all species of finned fish, fish oils and caviar. Fish is also found in condiments such as fish sauce, Worcestershire sauce, salad dressings (e.g. Caesar salad), stock cubes etc.



MOLLUSCS

Molluscs include mussels, oysters, scallops, escargot (snails), octopus and squid including its ink. They may also be found in oyster sauce, paella, fish soups etc.



LUPIN

Lupin flour and seeds can be used in some types of bread, pastries, pasta etc.

What is a Food Intolerance?

Food intolerances are more common and are caused by the body being unable to digest certain substances e.g. lactose. They are not the same as food allergies, as most do not involve the immune system.

Food intolerances can make someone feel very ill and affect their long-term health. You will usually feel the symptoms of a food intolerance slower than a food allergy, and sometimes it may not be felt until a few hours after you have eaten the food. Symptoms can last for hours, even into the next day.

Why is it important to manage allergens?

You as a food business operator have a legal responsibility to produce safe food, provide allergen information and follow labelling rules to ensure the food and drinks you produce do not cause harm to the consumer.

This means that food business operators must:

- provide allergen information to the consumer for both prepacked and non-prepacked food and drink
 - Note:- drink includes all drinks that are sold from the premises e.g. smoothies, juices, cocktails, etc.
- handle and manage food and drink allergens effectively during preparation.

Food businesses must make sure that their staff are trained in allergens and are familiar and competent in the businesses procedures and practices to ensure the safe management of allergens in all areas of the business.

Low Gluten & Gluten Free

If you intend to produce any gluten free products you must consider the following:-

Current legislation has set levels of gluten for foods that claim to be either 'gluten-free' or 'very low gluten'. These levels are:

- 'gluten-free' 20 mg/kg of gluten.
- 'very low gluten' 100 mg/kg of gluten. However, only foods with cereal ingredients that have been specially processed to remove the gluten may make a 'very low gluten' claim.

These regulations apply to all foods – pre-packed or sold loose, such as in health food stores or in catering establishments.

Food Businesses can only use the phrase 'gluten-free' if they can demonstrate that, when tested, their product is 20 parts or less of gluten per million. They will also be required to demonstrate that any products claiming to be 'very low gluten' comply to the legislation.

Producing foods with no deliberate gluten-containing ingredients which are produced in areas where there is a high risk of gluten cross-contamination, cannot be labelled as 'gluten-free' or 'very low gluten'.

For example, within a small bakery/domestic kitchen using flour that contains gluten it would be very difficult to produce gluten free products due to the possible contamination by flour dust in the air.

How can I comply with allergen requirements?

To comply with allergen food law, food businesses must have a good understanding of their ingredients, processes and products in order to correctly identify and manage allergens. This will help food businesses train staff and communicate with their customers.

Allergen management can easily be done in four steps:

- 1. Identify allergens in your business
- 2. Manage allergen risk
- 3. Train your staff
- 4. Communicate with customers

Below are free tools available to support food businesses with allergen management;

Online Allergen Training

To help you and your staff with allergen awareness consider incorporating this training into your staff training programme. It has been developed by Food Standards Scotland to help bring greater awareness about allergens in manufacturing and catering settings.

MenuCal

MenuCal is a free to use online tool that is designed to help food businesses comply with legal requirements to manage and record allergen information. The free tool can also be used to calculate the amount of energy found within the foods you are producing. MenuCal helps you comply with the law by helping you to identify, manage and communicate allergen information for food and drink on your menu.

STEP 1: IDENTIFY ALLERGENS IN YOUR BUSINESS

As a food business you have a basic legal responsibility to have a food safety management system based upon the HACCP (hazard analysis and critical control points) Principles. This CookSafe document forms part of your Food Safety Management System. Food allergens must be considered as a hazard in the food and drinks that you produce, therefore they should be a key consideration in your Food Safety Management System.

Remember, allergens are a hazard in all areas of your business not just the kitchen. Drinks that you make at the bar (coffees, teas, cocktails etc) can all contain allergens and should be considered in your Food Safety Management System.

Identifying Allergens in your Food and Drinks

Buying and Receiving Foods & Drinks

- When buying ingredients, foods and drinks, the supplier must provide you with all necessary
 ingredient and allergen information. Where foods are not labelled it should be provided in the
 accompanying paperwork.
- When you receive deliveries, the foods you have received should match what you ordered.
 Check if there have been any substitutions or any different brands included. Different brands of products may have different ingredients and therefore different allergens. This is also true for other suppliers, as their products may contain different ingredients and allergens.
- Any substitution or change in ingredients must be recorded with ingredient and allergen information reviewed and updated accordingly.
- It is good practice to check the condition of the packaging of any goods you receive. This way you can ensure that none of the packaging is damaged which could potentially contaminate foods with other allergens.

Standard Recipes

- The easiest way for you to identify allergens within your business is to create and follow standard recipes. If you use a standard recipe the food will be made with the same brand and/or allergens every time you or your staff make it.
- By following standard recipes you can easily identify the allergens used within a dish and provide correct and consistent information including any 'may contain' information that is included on the labels of the foods you use
- If you use non-standard recipes (daily/weekly specials) you should have a system in place to
 ensure that you can identify all ingredients and any allergens within the dish/product and
 communicate this to your staff and customers
- Here is a <u>standard recipe template</u> which may be helpful with recording recipes, or alternatively <u>the Menucal tool</u> can be used to record recipes and manage allergen information.

STEP 2: MANAGE ALLERGEN RISKS

How do I manage the allergen risk?

This can be done by adapting the following guidance for your business.

Deliveries and Labels

- When receiving ingredients, foods and drinks the supplier must provide you with all necessary
 ingredient and allergen information. Where foods are not labelled it should be provided in the
 accompanying paper work.
- Check that the food delivered matches your order if it does not match, check the ingredient list and allergen information of the replacement product then update your records when you start using the new ingredient.
- You should not accept a delivery unless you are fully confident you have all the required correct information.
- Make sure that you keep all receipts and invoices for a reasonable period of time to ensure traceability. By having this system in place if there is an issue with a product it should be easily identified and traced.
- Check that packaging is not damaged to ensure there has been no cross contamination.
- It is good practice to have a frequent review of regularly used ingredients, foods and drinks for ingredient and recipe changes. – any changes should be documented and recorded

Standard Recipes

- Following standardised recipes for foods and drinks ensures that all dishes produced are essentially the same every time.
- When a non-standard recipes (e.g. daily/weekly specials) is used there should be a system in place to ensure that all ingredients and any allergens are identified and recorded.
- if you choose a new brand or a new supplier, you must check to see if these changes contain additional or different allergens than previous brands or suppliers you used. ensure you have a method for logging the end of one batch and the start of a new batch with the new ingredient
- Where there are substitutions made as a result of low stock or special requests, food businesses should have a system in place to record and communicate changes to all staff and relevant customers.
- It is good practice to have a frequent reviews of your recipes.

<u>Storage</u>

- Food businesses must have procedures in place for safely storing food, particularly allergen containing foods and drinks to minimise cross contamination – this includes within chilled and frozen storage
- Foods that contain allergens in powdered form such as milk powder or flour should be stored in air-tight containers.
- Where foods are decanted into containers, ensure the containers are clearly labelled with exactly what food they contain as well as any ingredients and any allergens.

Cross-Contamination

- Allergens can easily pass from one food to another or from surfaces/equipment to food. This can
 occur when foods are prepared on the same surfaces or when allergen free foods are prepared
 close to allergen containing dishes (e.g. flour dust, splashing).
- Where possible, allergen free dishes could be produced at the start of a shift
- Thoroughly clean all equipment, utensils and worktops before preparing allergen-free food, or use separate equipment.
- Handling foods Always wash your hands thoroughly before preparing allergen-free food.
- After preparing an allergen-free meal, keep it covered, keep it labelled and deliver it separately to the customer.
- Put in place steps to prevent cross contamination between foods that contain allergens and those foods that do not. Remember! Minute traces of foods which contain allergens can get into other foods and cause a reaction.

Cleaning and Disinfection

- Be aware that any allergen residues are enough to cause an allergic reaction. Allergen residues
 can be found anywhere that has had contact with allergens as well as anywhere dust, crumbs and
 food may accumulate.
- You must ensure that you carry out effective cleaning and disinfection practices on equipment and surfaces.
- Surfaces can be cleaned using the 2 stage clean and disinfection (<u>See Cleaning House Rule</u>)
 method.
- Utensils can be cleaned in the same way or with a dishwasher capable of providing adequate disinfection (See Cleaning House Rule).

- Larger complex pieces of equipment may have to be broken down to be cleaned and disinfected.
 Whereas some other equipment may not be able to be cleaned to the same extent e.g. vacuum packer, deep fat fryer, slicers etc. there must be procedures in place for managing allergens e.g. separate allergen-designated equipment.
- Before preparation of any allergen free foods and drinks, the surface, any utensils and equipment must be cleaned and disinfected.

Specific Rules for the Preparation of Food & Drinks for an allergy sufferer

Whenever preparing or serving food for an allergy sufferer always:

- Where possible use a separate work surface/ area to prepare allergen free food or drink. Where
 this is not possible ensure through cleaning and disinfection of preparation area and equipment is
 practical.
- Clean and disinfect the work surfaces before and after preparing foods.
- Clean and disinfect equipment and utensils before preparing any allergen free dishes.
- Not all equipment can be properly cleaned, e.g. deep fat fryers, vacuum packers etc. These types
 of equipment cannot be used for both allergen free foods and allergen containing foods.
- Wash your hands thoroughly. Where gloves are used, ensure that these are changed before preparing an allergen free order.
- Do not cook allergen free food in oil in which you have cooked other foods.
- Do not remove allergenic ingredients, such as nuts, from a prepared dish and call it allergy-free because residues of the allergenic ingredient may remain in the dish and may still cause a reaction.
- When displaying food and drinks in buffets or display cabinets, always lay them out in a way that will minimise the risk of allergen-free food being contaminated with ingredients from another dish and provide separate serving utensils.
- Consider garnishes & accompaniments. do these contain allergens that need to be considered? e.g. swirl of crème fraiche on soup, croutons, garnishes on cocktails, toppings on desserts etc.

Take Away and Delivery

- When receiving any orders via the phone, it is good practice to ensure that the member of staff asks if the customer has any allergies
- If you use online menus/ordering you should signpost that customers should make you aware of any allergies.

OFFICIAL

HOUSE RULES ALLERGEN MANAGEMENT

- You must ensure that your online menus are frequently reviewed and kept up to date.
- It is good practice that food being delivered that is allergen free should be labelled as such and should be packaged separately and away from any foods that contain the allergen, ideally in its own bag to avoid cross contamination.
- Food Business Operators selling non-prepacked food (this includes prepacked for direct sale food) through distance selling (e.g. such as food businesses which offer purchase through telephone/ internet) must ensure that mandatory allergen information is available to the consumer (for free):
 - before the purchase is concluded; and
 - at the moment of delivery.

STEP 3: Training your Staff

All staff should get basic training in food allergen management before they first start work and receive regular refresher training. All training carried out should be accurately documented and recorded. All staff should be trained to handle any customer allergen queries and understand the potential severity of not handling allergens and allergen information correctly.

Make sure that all staff understand that they should never guess whether or not an allergen is present in a food. They should ask someone who knows. **Always be honest with the customer. If you do not know, admit it!**

In order to help you with training your members of staff and understanding allergens, you can visit the following Allergen Training Tool.

Below are some points to consider when developing training for staff members:-

<u>Management</u>	<u>Kitchen</u>	Front of House	Takeaway/ Delivery
Check all allergen paperwork and	Ensure there is knowledge	Have knowledge and awareness of	When receiving any orders via the
documents for accuracy	and awareness on allergen	allergen risks and control	phone, you should ensure that the
	risks, controls and the		member of staff asks if the customer
	importance of standard		has any allergies
	recipes		
Manage knowledge and awareness	Create standard recipes to	Trained to respond to allergen queries	Never guess as to the ingredients in a
of allergen risks and controls	ensure all kitchen staff are	from customers	dish
	aware of what allergens are		
	contained in what dishes		
Make sure that all staff members are	Responsible for cleaning and	Know that they must inform other	If you use online menus etc, you
trained on allergen risks and controls	disinfection within the	relevant staff members of any	should signpost that customers should
	kitchen	customers who suffer from allergies	make you aware of any allergies
Ensure that staff consider what	Create any allergen free	Where orders are made online, staff	Food being delivered that is allergen
foods of personal use that they may	dishes requested	should additionally inform the kitchen	free should be labelled as such and
bring onto the premises especially		about the allergen free order	should be packaged separately and
before handling allergen free foods			away from any foods that contain the
e.g gluten containing bread, peanut			allergen, ideally in its own bag to
bars			avoid cross contamination
	Have procedures in place to	Never guess as to the ingredients in a	All foods produced must contain
	ensure all staff are informed of	dish	correct labelling (where applicable).
	any last minute recipe		
	changes		
	5955		

STEP 4 Communicating with your Customers

Let your customers know that you would be happy to discuss their requirements with them. For example, highlighting on the menu or chalkboard that customers should ask staff for further information if they have any concerns about allergens. You should also display a poster that explains to customers to raise it with staff if they have an allergy i.e. 'if you have a food allergy please inform a member of staff'

Where possible, design your menu to ensure names and descriptions of dishes reflect potential allergenic ingredients, for example, "strawberry mousse with almond shortbread" or "satay sauce made with peanuts" or Marinades e.g chicken marinaded in buttermilk.

Communication with Customers

- Time of booking ask if any members of the party have any allergies if yes take a note of this and ensure that upon arrival all staff members are reminded.
- Taking orders ask if any members of the party have any allergies.
- Taking orders If you are asked any queries about a dish do not guess the answer but talk so someone who does know the answer such as a manager or chef to find out allergenic ingredients.
- Delivery to table ensure that the allergen free dish is taken to the table separately &
 make sure you wash your hands if you have handled other plates or foods.
- Staff communication tell all staff when a customer has an allergy, this includes any change of shift staff. If you are asked any queries do not guess the answer but talk to someone who does know the answer such as a manager or chef to find out allergenic ingredients.
- Buffets where customers can help themselves and there is no opportunity for discussion with staff each of the foods in the buffet should be labelled to show any allergenic ingredients with separate utensils to decant the foods.

How to provide allergen information;

There are a number of ways in which allergen information can be provided to your customers. How you provide allergen information will be determined by the way in which you provide your customers with food and drinks e.g. packages, non-prepacked or prepacked for direct sale.

Different allergen labelling rules apply depending on how the food is provided.

HOUSE RULES ALLERGEN MANAGEMENT

Method of food	Packaged Food and Drinks	Non - Prepacked food and Drinks	Prepacked for Direct Sale	Distance Selling
provision	DITINS	1000 and Dinks	Sale	
Definition	Any product put into	Non-prepacked food	Foods prepared and	Distance selling or food sold by means of distance
	packaging before being	and drinks is	packaged before sale to	communication.
	placed on sale.	unpackaged food.	the final consumer by the	
		Often described as foods	same food business:-	This is any means which, without the simultaneous
	Packaged before sale (to	sold loose.		physical presence of the supplier and the consumer,
	final consumer or to mass		- on the same food	may be used for the conclusion of a contract
	caterers), where there is no		premises	between those parties.
	opportunity for direct		- on the same site	
	communication between		- on other premises owned	
	producer and customer, and		by the same food business	
	the contents cannot be		e.g. market stall, mobile	
	altered without opening or		vehicle.	
	changing the packaging.			
			Sandwiches prepared and	
Example	Most pre-packed foods sold	In a retail environment	then placed into packaging	Takeaway food, such as pizzas, ordered over the
	in supermarkets will fall	this would apply to any	by the food business, before	telephone.
	under this definition, such	foods which are sold	the consumer selects them,	
	as tinned food, ready-made	loose from a	and sold from the same	Food purchased online via a supermarket website or
	meals or frozen food	delicatessen counter; for	premises.	other online marketplace.
	products.	example, cold meats,	Frade museum dans d	
		cheeses, quiches, pies	Foods prepared and	
		and dips, fresh pizza, fish, salad bars, bread	packaged by the same operator and then taken to	
		sold in bakery shops etc.	their market stall to sell.	
		Sold in bakery shops etc.	their market stall to sell.	
		In a catering	Foods prepared and packed	
		environment this would	by an operator in a central	
		apply to foods ready for	premises and then sold to	
		consumption such as	consumers from mobile	
		meals served in a	shops or stalls operated by	
		restaurant, café or	the same business.	
		purchased from a		
		takeaway.		
Labelling	Allergens should be	Provide allergen	Allergens should be	For prepacked foods sold via distance means,
requirements	emphasised (highlighted,	information in a manner	emphasised (highlighted,	mandatory food information set out in Article 9(1) of
	bold, underline etc)	that suits the business	bold, underline etc) within	FIC (apart from the durability date) must be
	throughout the ingredient	format e.g. tags or	the text of the ingredients	available before the purchase is concluded and with
	list	tickets, chalk boards,	list .	no additional costs. All mandatory information must
		menus, labels.		be provided at the moment of delivery to the
	These need to be in line		These need to be in line	consumer.
	with the legal requirements	These need to be in line	with the legal requirements	
	that apply to naming foods	with the legal	that apply to naming foods	For food sold non-prepacked, including prepacked
	and listing ingredients.	requirements that apply	and listing ingredients.	for direct sale, allergen information should be made
		to naming foods.		available by the FBO before the purchase is
	Link to full labelling Guide		Link to PPDS Guidance	concluded, and be made available at point of
				delivery (e.g. via a menu, sticker).

May Contain Statements

The use of precautionary allergen labelling to communicate the risk of the unintentional presence of an allergen (e.g. milk, egg, peanuts, almonds) in a food product due to the allergen entering the product accidentally, or through cross contamination, can be done on a voluntary basis. Such statements include 'produced in a kitchen which uses...' or 'may contain' or 'not suitable for...'. These statements should only be used after a meaningful risk assessment has been performed by your business and there is considered to be a significant and real risk to the food allergic or food intolerant consumer and cross contamination cannot be avoided or discounted. If you choose to use voluntary labelling it must not mislead the consumer, must not be ambiguous or confusing, and where appropriate be based upon scientific data.

These statements should not be used as a substitute for good hygiene and safety practices. The use of precautionary allergen labelling when there is not a real risk could be considered to be misleading food information. Undertaking a risk assessment should help you identify risks that you can remove, perhaps by identifying and preventing opportunities for cross contamination to occur.

Managing an allergic reaction emergency

It may never be something you encounter but you and all staff should be prepared in case there is a customer who has a severe allergic reaction or suffers from anaphylaxis. You do not need to be an expert if this situation happens but you can act and make a difference.

When an allergic reaction starts it can worsen very quickly therefore quick reactions are important. If possible staff should have first aid training that incorporates what to do in an allergic reaction situation.

Allergic Reaction - What to do?1

Anaphylaxis - Illnesses & conditions | NHS inform

Allergic Reaction: - Internal Process Review

If a member of the public takes an allergic reaction to your food you must carry out a review of your allergen procedures. This will include:

- Reviewing how you identify allergens
- Review how you manage allergens
- Review how staff are trained in allergen management
- Review communication methods between staff member and customers

If the food is still available, it is good practice to seal, label and store it in case an external investigation is carried out e.g. Environmental Health

It is good practice to record any such incidents to allow you to identify issues in your procedures.

WHAT YOU NEED TO DO NOW

To effectively manage allergens in your food business, carefully read the information in part 1 and part 2 below, then go to the next two pages and Allergen Management House Rules and Menucal Template.

PART 1: Recording and Presentation of Allergens

Refer to the <u>allergen information</u> and then you can create standard recipes so that you can identify all allergens within the foods and drinks you both buy and sell.

PART 2: Allergen management house rules

Refer to the guidance provided in **Steps 2, 3 and 4 on the previous pages**, then go to the end of this section and write a list of House Rules covering allergen management for your business.

Here is an example of how you could write your house rules:

	Allergen Management House Rules Describe: • Control Measures and Critical Limits • Monitoring including frequency
Communicating with your customers	 Each menu item name and description should reflect potential allergenic ingredients Communicate any recipe changes to all staff

Monitoring

Once you have completed your House Rules for Allergen Management, you must then monitor them in use. Keep a record of the monitoring that you carry out. This can be done by using the **Weekly Record.**

Corrective Action

If you find that your Allergen Management House Rules are not being followed, you must make a record of the problem you have identified and the action you have taken to correct it. This information can also be entered in the **Weekly Record**.

Training given in Allergen Management should be recorded on the training record. An example of a training record can be found in the **Training House Rules** sub-section of this manual.

Action Plan

Once you have completed all your House Rules, remember to update your Action Plan.

The Allergen Management House Rules are an essential component of your HACCP based system and

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HOUSE RULES ALLERGEN MANAGEMENT

must be kept up to date at all times. Your House Rules need to be written to accurately reflect how you run your business and be readily understood by all food handling staff.

Allergen Management House Rules

Enter a statement of your Allergen Management House Rules in the table below :

	Allergen Management House Rules Describe: • Control Measures and Critical Limits • Monitoring including frequency
Standard Recipes & recording of information	
Incoming Deliveries and labels	
Storage and avoiding cross contamination	
Preparing dishes	
Serving Dishes	
Staff Training	
Communicating with your customers	
Outgoing Deliveries	
What to do in the event of an emergency	
Monitoring/checking and any other appropriate records used by your business	Weekly Record
Sianed	
Date	

The Allergen Management House Rules are an essential component of your HACCP based system and must be kept up to date at all times

Recipe Template

Recipe Title:

Recipe Name:		Servings per Recipe:			
Ingredient – Detail all ingredients used including herbs & any sauces or garnishes	Brand Name	Allergens	May Contain Allergens	Quantity Weight / Volume	Notes
			_		

Name of Food	
INGREDIENTS:	

ALLERGEN IDENTIFICATION TABLE

Write a list of the food used in your business which contains these allergens:

Allergen	Foods used which contain this allergen
Cereals containing Gluten e.g. wheat, rye, barley, oats	
Celery and Celeriac e.g. stalks, seeds and leaves	
Eggs	
Fish, Crustaceans and Molluscs e.g. all fish, prawns, lobster, crab, clams, langoustines, mussels, oysters	
Milk	
Mustard	
Peanuts	
Other Nuts e.g. walnuts, cashews, pecan, Brazil, pistachio, macadamia, Queensland nuts	
Sesame Seeds	
Soya e.g. flour, tofu or beancurd, textured soya protein, soy sauce, edamame beans.	
Sulphur Dioxide and Sulphites	
Lupin Seeds and Flour	

ALLERGEN MANAGEMENT HOUSE RULES

Enter a statement of your Allergen Management House Rules in the table below:

	Allergen Management House Rules Describe: • Control Measures and Critical Limits • Monitoring including frequency	
Deliveries and labels		
Storage and avoiding cross contamination		
Preparing dishes		
Staff Training		
Communicating with your customers		
What to do in the event of an emergency		
Monitoring/checking and any other appropriate records used by your business	Weekly Record	
Signed	Position in the business	Date

The Allergen Management House Rules are an essential component of your HACCP based system and must be kept up to date at all times.



WHAT IS ACRYLAMIDE?

It is important not to over-cook certain foods. Over-cooking or burning certain foods means that these foods can be higher in acrylamide.

Acrylamide is a chemical that is formed naturally when some foods; containing asparagine (an amino acid) and sugars; are cooked at high temperatures (above 120°C) such as by frying, roasting, baking, grilling and toasting.

Legislation is in place to reduce acrylamide levels in food, as it is a probable carcinogen in humans.

What foods?

If you cook the following types of foods, you should put in place practical steps to reduce acrylamide.						
Potato products such as chips, French fries, other deep cut (deepfried) and sliced potato crisps, including potatoes that are deep fried and finished in the oven.	Bread products such as loaves, bread rolls and baguettes, toast and toasted sandwiches.	Sweet bakery products such as cookies, biscuits, scones, gingerbread, wafers, crumpets.	Savoury bakery products such as crackers, crisp bread, breadsticks.	Fried products such as doughnuts, fried bread, battered products.		

The tables below advise on what to do when **purchasing**, **receipting** and **storing** these types of products.

Safety point	Why?	Tick if you do this
When buying raw potatoes ask your supplier for advice on the best variety to use for the type of cooking you are doing.	Certain potato varieties are lower in asparagine (an amino acid) and natural sugars and using these will help to keep acrylamide levels lower.	
Store raw, unpeeled potatoes that are going to be fried, baked or roasted in a cool, dark place, above 6°C. Do not store in the fridge.	Potatoes stored in the fridge can form more sugars, which can mean higher levels of acrylamide when the food is cooked.	
When buying products from a supplier tell them you will not accept over-cooked or burnt products.	Check deliveries and reject products that are over-cooked or burnt as these could have higher levels of acrylamide.	

The tables below advise on what to do when preparing these types of products.

Safety point	Why?	Tick if you do this
Cut foods, such as potatoes, to similar sizes.	This will help all foods to cook more evenly and help reduce acrylamide formation.	
	chips, or cut potatoes that are going to be d sugars and help to keep acrylamide levels low	
Soak (for 30-120 mins) in cold water after cu Rinse with clean water and drain.	utting.	
Or - Soak for a few minutes in warm water. Rinse with clean water and drain.		
Or - Blanch potatoes before cooking.		
Where possible, and when the preparation this step:	process allows, when making bread or dougl	n products follow
Extend the yeast fermentation time.		This will help to keep acrylamide levels lower in the finished product.



The tables below advise on what to do when cooking these types of products.

Cook foods to a *golden yellow*, *or lighter colour*. Manufacturers will have designed cooking methods best suited to their products.

Safety point	Why?	Tick if you do this
Follow manufacturers' cooking instructions as appropriate.	The manufacturer has tried and tested cooking methods specifically for its products.	
Deep-fry potato products, such as chips and French fries to a golden yellow, or lighter colour. The oil temperature for cooking should ideally be below 175°C.	Cooking to a golden yellow, or lighter colour, and deep-frying at lower temperatures will keep acrylamide levels low.	
When deep-frying take care not to over-fill baskets. Fill the basket only half way.	This will help the foods to cook more evenly and help reduced acrylamide formation.	
Keep cooking oil quality at its best by skimming often to remove crumbs and food particles left in the oil.	This will prevent crumbs and food particles left in the oil from over-cooking; preserving the oil quality and keeping acrylamide levels low.	
Filter, change oils and clean cooking equipment as often as needed or as recommended by suppliers.	Reusing old, dirty oil and cooking equipment will increase the levels of acrylamide in deepfried foods.	
When baking bread and sweet or savoury bakery products cook to a golden yellow, or lighter colour. Use the lowest oven temperature possible for the food.	Baking foods at lower oven temperature to a golden yellow, or lighter colour will reduce acrylamide levels.	
When cooking foods such as toast and toasted sandwiches do not over-toast or burn.	Cooking bread to a golden colour, or lighter, will help to keep acrylamide levels lower.	
Where possible, set a timer to mark the cooking time. This could be built-in or you can use a separate timer.	This will remind you to cook foods for the right time and help keep acrylamide levels low.	

Colour charts

Some suppliers have produced colour charts to show what colour is the best for certain foods to keep acrylamide levels low. You can ask if your supplier has these available. You do not have to use colour charts, but they can be useful for training your staff.

Colour charts for fries can be found <u>here</u> and for rolls <u>here</u>.

What to do if things go wrong?	How to stop this happening?
Dispose of foods that are over-cooked or burnt.	 Review your cooking method. Lower the cooking temperature or use different equipment. Train staff again on this safe method. Improve staff supervision. Repair or replace equipment that is broken or defective. Write down what went wrong and what you did about it in your diary.



RECORDS

When using 'CookSafe', it is essential that the outcomes of your monitoring procedures are recorded at a frequency that reflects the nature and size of your catering business. Similarly, when monitoring reveals that your procedures, laid out in your House Rules, have not been followed, your corrective actions must also be recorded. Recording helps you to keep an accurate check on food safety procedures within your business and enables you to demonstrate to others that you are controlling hazards in an effective manner.

Which records must be kept?

HACCP based procedures require that you record the following:

- Monitoring checks you decide on these as you draw up your House Rules
- Verification checks these management checks are already included on the 'CookSafe' Recording Forms
- Review of your HACCP based system guidance on when to review can be found in the Review Record at the end of this Section

What paperwork is needed?

Your monitoring checks may be recorded by using one or a combination of the following methods:

- 1. By using the Recording Forms provided in 'CookSafe'.
- 2. By using Recording Forms which have been drawn up or adapted by yourself, either in paper copy or electronically. These must contain the equivalent information as the 'Cook**Safe**' Recording Forms.

Which of the Recording Forms provided by 'CookSafe' should be used?

The Records provided in this manual, if correctly used, will help you to meet and support the requirements of a HACCP based system and demonstrate it is working effectively.

When following 'CookSafe', the following Monitoring Records are provided and can be used:

MonitoringRecord	Purpose
Delivery Record	To record the monitoring of incoming deliveries
Cold Food Record	To record the monitoring of the refrigerator, chill, cold display units and the function of your freezer/s
Hot Temperature Record	To record cooking, cooling and reheating temperatures
Hot Holding Record	To record hot holding temperatures
Off Site Temperature Record	To record hot and cold food temperatures for food served in other locations such as home delivery and outside catering
Note - In many businesses, the All-in-O	ne Record can be used as an alternative to all of the above records.
Cleaning Schedule	To record cleaning (this record can be found in the Cleaning House Rules section)
Weekly Record	To record weekly management checks on all your House Rules and Records
Monthly Probe Thermometer Check	To record monthly checks on thermometer(s)
Review	To record six monthly checks on your HACCP based procedures and to record any interim checks

The above records must be kept for a reasonable period of time in order to demonstrate that your system is working effectively. For further information and advice, you should contact your Enforcement Officer.

You decide how many food items you will probe or check per delivery

Date	Supplier/Food Items	Date Code	Temp	Corrective Action	Initials

	Critical Limit	Notes	Corrective Action Examples:
Chilled Food			Reject food
Frozen Food			Review supplier
Raw/Cooked/ Ready-to-eat foods			Review staff training
Condition of food and date coding			•
Allergy Awareness: Does the food dorder and are you aware of the com			
Corrective Actions (if applicable):			

Have the corrective actions been carried out?		Date checked by Manager/Supervisor	Initials
Yes / No / Not Applicable (delete as applicable)			

COLD FOOD RECORD The 'All-in-One' is an alternative to this record

MONTH:	
--------	--

Temp	Temperature of Refrigerator/Chill/Cold Display - RECOMMENDED TWICE PER DAY Function/Temperature of Freezer - RECOMMENDED ONCE PER DAY											
UNIT												
DATE	AM	PM	AM	PM	AM	PM	AM	PM	AM	PM	Corrective Actions Initi	Initials
1st												
2nd												
3rd												
4th												
5th												
6th												
7th												
8th												
9th												
10th												
11th												
12th												
13th												
14th												
15th												
16th												
17th												
18th												
19th												
20th												
21st												
22nd												
23rd												
24th												
25th												
26th												
27th												
28th												
29th												
30th												
31st												

	Critical Limit	Notes	Corrective Action Examples:
Refrigerator(s)			Recheck temperature
Chill(s)			Consider if food is safe to use
J(e)			Dispose of food which may be contaminated
Cold Display(s)			Review staff training
Freezer(s)			Call the engineer

CookSafe Food Safety Assurance System

HOT TEMPERATURE RECORD You decide how many food items you check per day. The 'All-in-One' is an alternative to this record

			COOKING		COO	LING	REHEATING	CORRECTIVE ACTION	
Date	Food Items	Time Started Cooking	Time Finished Cooking	Core Temp	Time Started Cooling	Time Finished Cooling	Core Temperature	ActionTaken	Initials

	Critical Limit	Notes	Corrective Action Example:
Cooking			 Continue cooking until your specified temperature is achieved Consider if food is safe to use/dispose of food which may be contaminated
Cooling			 Consider if food is safe to use/dispose of food which may be contaminated Revise cooling procedure/review staff training
Reheating			 Continue reheating until your specified temperature is achieved Review staff training

Have the corrective actions been carried out?						
Yes / No / Not Applicable	(delete as applicable)					

Date checked by Manager/Supervisor					
	_				

Initials

HOT HOLDING RECORD

You decide how many food items you check per day. The 'All-in-One' is an alternative to this record.

Date	Food Items	Core Temp	Time of check	Comments / Corrective Action	Initials

	Critical Limit	Notes	Corrective Action Examples:
Hot Hold Food			Consider if the food is safe to use/Dispose of food which may be contaminated

OFF SITE TEMPERATURE RECORD

You decide how many food items you check per day. The 'All-in-One' is an alternative to this record.

Date	Food Items	Core Temp	Time of check	Comments / Corrective Action	Initials

	Critical Limit	Notes	(Corrective Action Examples:
Hot Food			•	Consider if the food is safe to use/Dispose of food which may be contaminated
Cold Food			•	•

Have the corrective actions been carried out?	Date checked by Manager/Supervisor	Initials
Yes / No / Not Applicable (delete as applicable)		

ALL-IN-ONE RECORD page 1 of 2

To be completed daily and used as an alternative to the individual records: 'Delivery Record', 'Cold Food Record', Hot Temperature Record', 'Hot Holding Record' and 'Off Site Temperature Record'

DATE:								
DELIVERIES - You decide how many for	od items sho	ould be prol	oed in each	delivery				
Supplier's name								
Details of food items								
Van condition Cleanliness Separation of Raw and Cooked/Ready-to-eat food								
Food temperature Critical Limit - Chilled: Critical Limit - Frozen:								
Food condition • Packaging/Contamination								
Within date codes • 'Use-by' or 'Best-before'								
Corrective Actions Reject Food Review supplier Review staff training								
Allergy Awareness • Does the food delivered match the or Corrective Actions (if applicable):	rder and are	you aware	of the com	position of th	ne food?	Yes	No _	
COLD FOODRECORD								
Refrigerators/Chill/Cold Display • Critical Limit	Uı	nit	ι	Jnit	U	nit	Ur	nit
Temperature checks (Recommended twice daily)	АМ	PM	AM	PM	AM	PM	АМ	PM
Freezers • Critical Limit	Unit		Unit		U	nit	Unit	
Function checks (Recommended once daily)								
Corrective Actions Recheck Temperature Consider if food safe to use Review staff training								

RECORDS RECORDS

ALL-IN-ONE RECORD page 2 of 2

HOT TEMPERATURE RECORD - You do	etermine the m	onitoring frequ	uency in you	r Temperature	Control House	Rules					
Write Your Critical Limit for Cooking he	re:										
Write Your Critical Limit for Cooling her	e:										
Write Your Critical Limit for Reheating I	nere :										
	COOKING COOLING REHEATIN										
FoodItem	Time Started Cooking	Time Finished Cooking	Core Tem p	Time Started Coolin	Time Finished Cooling	Core Temperatur e					
Corrective Actions:				Notes:		•					
Cooking: Continue cooking until your specified Consider if food is safe to use/dispose Cooling: Consider if food is safe to use/dispose Revise cooling procedure/review stafe Reheating: Continue reheating until your specified Review staff training											
HOT HOLDING RECORD AND/OR OFF You determine the monitoring frequency				5							
Write Your Critical Limit for Hot Holding	and/or Off Sit	e Temperatur	es:								
Foo	d Item			Co	re Temp	Time of Check					
Corrective Actions: Consider if food is safe to use	Notes:			•							
Manager/Proprietor's Signature					Date						

Remember to also complete the $\mbox{\bf Weekly Record}$ each week

WEEKLY RECORD

The following ongoing checks should be carried out by the Manager or Proprietor during each working week and should be carried out by all businesses using 'CookSafe'.

WEEK	COMMENCING:	

TRAINING Have the House Rules been followed?	YES	NO	N/A
New Staff training including Induction Rules			
Formal Training/Retraining Rules			
Other Training			
PERSONAL HYGIENE Have the House Rules been followed?	YES	NO	N/A
Hand Washing Rules			
Personal Cleanliness Rules			
Protective Clothing Rules			
Illness/Exclusion/Return to Work Rules			
CLEANING Have the House Rules been followed?	YES	NO	N/A
All specified equipment and areas cleaned as per cleaning schedule			
Cleaning Chemicals Rules to include contact time, application and dilution			
CROSS CONTAMINATION PREVENTION Have the House Rules been followed?	YES	NO	N/A
Rules on Delivery			
RulesonStorage			
RulesonPreparation			
Cooking and Cooling			
PEST CONTROL Have the House Rules been followed?	YES	NO	N/A
PestProofing, InsectScreens/Fly-killing Devices Rules			
Good Housekeeping Rules			
WASTE CONTROL Have the House Rules been followed?	YES	NO	N/A
Waste in Food Rooms and Waste Collection Rules			
MAINTENANCE Have the House Rules been followed?	YES	NO	N/A
Premises Structure Rules			
Equipment Rules			
STOCK CONTROL Have the House Rules been followed?	YES	NO	N/A
Rules on stock control measures			
TEMPERATURE CONTROL Have the House Rules been followed?	YES	NO	N/A
Rules on Temperature Control			
RECORDS	YES	NO	N/A
Have all necessary Temperature Checks been recorded using the correct recording form/s?			

If the answer to any of the above questions is "NO" then enter the corrective action details in the table below

HOUSE RULES DEVIATIONS OBSERVED	CORRECTIVE ACTIONS TAKEN

Manager/	Proprieto:	r's Sig	gnature		D	ate	e	
----------	------------	---------	---------	--	---	-----	---	--

MONTHLY PROBE THERMOMETER CHECK

Probe thermometer recording details

Month						
Readin g in Iced Water						
Reading in Boiling Water						
Checked by						

- The readings in iced water should be -1 °C to +1 °C, if outside this range the unit should be replaced or returned to the manufacturer to be recalibrated.
- The reading in boiling water should be between 99 °C and 101 °C, if outside this range the unit should be replaced or returned to the manufacturer to be recalibrated.

Date and Details of Yearly Calibration	Date of next Yearly Calibration	
---	------------------------------------	--

N.B. The electronic display unit should be checked at least once per year. Manufacturers may offer a calibration service.

REVIEW

It is essential that your HACCP based procedures are kept up to date. A review of your system must be carried out on a regular basis, ideally every six months or if any of the circumstances covered in the table below arise.

Use the table as a checklist of circumstances which may lead to a change or addition to your HACCP based system and record the changes you have made.

Date of Bordon	
Date of Review	

EXAMPLES	Applicable? yes or no	If YES, what changes are needed to your HACCP based procedures?	Summary of changes made, date and initials
Introduction of any new dish with substantially different process			
Introduction of new equipment/supplier or delivery methods			
Changes to premises layout			
Changes to House Rules			
A Local Authority inspection where deficiencies were noted			
New information available on hazards and risks			
Cleaning Chemical Changes			
Staff Changes			
Customer Complaint			
Six Monthly Review (if applicable)			
Other factors not mentioned above (detail)			