



# FOOD HYGIENE TRAINING WORKBOOK



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## DOCUMENT CONTROL

Change and review history:

Date	Reviewed by	Amended Y/N	Change description and reason for change

## TRAINING

All staff engaged in any food handling, service or cleaning will require some degree of food hygiene training.

Each employee will receive training detailed below, dependent upon their particular job role:

- ▶ [Food Safety Essentials Moodle and Food Allergen Essentials Moodle](#)
- ▶ Food Hygiene Training Workbook and Food Hygiene Training Record
- ▶ Refresher training, as and when required
- ▶ For those in higher level roles: Employees who undertake considerable food preparation at work will require full training (CIEH Level 2 or equivalent). In addition to this, we also offer CIEH Level 3 training

See the table below for the training requirements of each specific role:

Area/ Job role	Food Safety Moodle	Allergen Moodle	Food Hygiene Workbook and Training Record*	Sections of Food Hygiene Training Record**	Notes – other training
<b>Warwick Conferences:</b>					
Head of Food	X on induction or every 3 years	X on induction or every 3 years	X on induction	All Steps	Level 4 food safety or equivalent
Head Chef	X on induction or every 3 years	X on induction or every 3 years	X on induction	All Steps	Level 4 food safety or equivalent
Sous Chef	X on induction or every 3 years	X on induction or every 3 years	X on induction	All Steps	Level 3 immediate food safety cert or 2 foundation food hygiene cert or equivalent
Chef De Partie	X on induction or every 3 years	X on induction or every 3 years	X on induction	All Steps	Level 2 foundation food hygiene cert or equivalent
Junior Chef de Partie	X on induction or every 3 years	X on induction or every 3 years	X on induction	All Steps	Level 2 foundation food hygiene cert or equivalent
Kitchen Assistant	X on induction or every 3 years	X on induction or every 3 years	X on induction	Steps 2, 3, 4 and 5	
Kitchen porter	X on induction or every 3 years	X on induction or every 3 years	X on induction	Steps 2 and 3	
Night porter	X on induction or every 3 years	X on induction or every 3 years	X on induction	Steps 3, 4, 5, 8 and 9	
Food and Beverage service staff (inc managers) Inc Warwick Food and drink	X on induction or every 3 years	X on induction or every 3 years	X on induction	Steps 6 - 9	Manager L5+ Level 3 F&B assistant 1b to 4 Level 2 foundation food hygiene cert or equivalent
<b>Retail:</b>					
Store Operations Manager	X on induction or every 3 years	X on induction or every 3 years	X on induction	All Steps	Level 4 food safety or equivalent
Deputy Store Manager	X on induction or every 3 years	X on induction or every 3 years	X on induction	All Steps	Level 3 immediate food safety cert or equivalent
Store Supervisor / Duty Manager	X on induction or every 3 years	X on induction or every 3 years	X on induction	All Steps	Level 3 immediate food safety cert or equivalent
Section Supervisor / Team Leader	X on induction or every 3 years	X on induction or every 3 years	X on induction	All Steps	Level 2 foundation food hygiene cert or equivalent
Retail Assistant	X on induction or every 3 years	X on induction or every 3 years	X on induction	All Steps	
<b>Cafes, Bars &amp; Restaurants:</b>					
Food Development Manager	X on induction or every 3 years	X on induction or every 3 years	X on induction	All Steps	Level 4 food safety or equivalent
Retail Operations Manager	X on induction or every 3 years	X on induction or every 3 years	X on induction	All Steps	Level 4 food safety or equivalent
Unit Manager	X on induction or every 3 years	X on induction or every 3 years	X on induction	All Steps	Level 3 immediate food safety cert or equivalent
Assistant Unit Manager	X on induction or every 3 years	X on induction or every 3 years	X on induction	All Steps	Level 3 immediate food safety cert or equivalent
Team Leader	X on induction or every 3 years	X on induction or every 3 years	X on induction	All Steps	Level 2 foundation food hygiene cert or equivalent
Catering Assistant	X on induction or every 3 years	X on induction or every 3 years	X on induction	All Steps	

\* To be completed and signed off within 3 months (in line with a 12-week probation)

\*\* To be completed specifically for scenarios/observations sections

### Induction Programme

Induction training will be carried out as soon as possible after an employee commences employment. The objective of the training is to ensure that new employees are familiar with all the fundamental aspects of food safety, which relate to their employment.

All employees will be made aware of the Universities commitment to food safety and the existence of the policy and associated records.

Training will cover safe working practices, equipment, reporting faults and maintenance procedures.

High standards of personal hygiene are essential so as to lessen the risk of illness borne through food. It is the responsibility of management to ensure that personal hygiene is addressed in a proactive manner. It must not be taken for granted that personal hygiene is common sense and that it will be practised habitually by all food handlers.

For procedures relating to reporting of illness reference should be made to the section of food safety manual - [Fitness to work](#)



## Section 1 Steps to Food Safety

### 'The food journey'

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- Step 1 - Purchase and Suppliers
- Step 2 - Receipt of Food
- Step 3 - Storage - ambient, chilled, frozen
- Step 4 - Food Preparation
- Step 5 - Cooking
- Step 6 - Hot Holding
- Step 7 - Cooling and Freezing
- Step 8 - Reheating
- Step 9 - Food Service (hot and cold)
- Step 10 - Transportation of hot and cold food

## STEP 1 - PURCHASE AND SUPPLIERS

### What you need to do

Most food suppliers have been chosen via our catering and procurement team, based on quality, safety, menus and supply timings.

If a department intends to use a company for the supply of foodstuffs which is not included on the 'Approved' suppliers list, then the Head of Department must follow the appropriate 'Procurement' procedures as set out by Finance. Refer to [OS/01: Purchasing of food](#) for further information.

1. Most supplies are purchased through national and local contracts which have had compliance checks carried out on them. Occasional products may be purchased from local suppliers such as from a branch of a national major food retailing supermarket. High risk products such as meats and certain ready to eat food e.g. ham must not be purchased from approved contractors
2. Do not sign any legal contracts

### What to do if things go wrong

1. Report problems with suppliers to your line manager who will then speak to your Health and Safety Adviser

### Prove it

- ▶ A copy of the University's ["Approved" supplier list](#) can be found on the Finance webpage

### Safe methods you need to consider at this part in the journey:

- ▶ Food Allergens: Allergen Control
- ▶ Fitness to work - Personal Hygiene and illness

### Safety Point

Suppliers that have been checked will meet appropriate food safety standards, meaning they can trace food in their food supply and have good food safety systems in place

### Why?

Food that is not purchased from an approved supplier may **not** be to the quality or safety required

### Safety Point

Hazard Analysis Critical Control Point (HACCP) is a food safety management system. It is form of risk assessment that identifies hazards and the likelihood of the hazard occurring

### Why?

HACCP is conducted at each stage of the food journey to ensure food processes at the University are conducted in a safe manner

## STEP 2 - RECEIPT OF FOOD

### What you need to do

When you receive food from suppliers or outside caterers

1. Wash your hands before handling any deliveries
2. Ensure you use a clean calibrated thermometer (disinfected food probe wipes can be used to clean the probe before use)
3. Take the 'Receipt of food' control sheet with you to record details including time and temperature [TM/03:Receipt of food](#) (control sheet)
4. Check the date codes ('use by' and 'best before') to ensure there is enough time for use of the products
5. Check the condition and quality of the products
6. Check that the ingredients (for example on ready made products such as bread) match the standard product ingredient list for allergens
7. Ask the driver for a printout and/or randomly test the temperature of products (between packs)
8. Move chilled, frozen and hot foods to the correct storage area as soon as possible
9. Wash your hands after handling deliveries

### What to do if things go wrong

1. Reject delivery of foods which do not meet the criteria
2. Report any problems to your line manager
3. Re-train staff

### Prove it

- ▶ [TM/03: Receipt of food \(control sheet\)](#)
- ▶ Staff Training Record

### Guidance

Opening doors at delivery may raise the air temperature of the vehicle but not the food.

Vehicle temperatures should be in the range of 0°C to 8°C for refrigerated foods and ideally -18°C or below for frozen foods.

Hot food should be received at temperatures ideally above 63°C.

For more information refer to [OS/02: Receipt of food](#).

#### Safe methods you need to consider at this part in the journey:

- ▶ Temperature Monitoring
- ▶ Fitness to work - Personal Hygiene and illness

### Safety Point

Check the outer packaging to ensure it is clean. Remove outer packaging if damaged or dirty

### Why?

It prevents dirt and bacteria spreading to other products

### Safety Point

Ensure raw meat deliveries are kept separate from other foods

### Why?

This helps to prevent harmful bacteria, such as E coli, spreading to other foods

### Safety Point

Check the ingredient labels of ready to eat foods received against allergen information

### Why?

To ensure we know the allergens in foods are managed correctly and is prepared correctly

## STEP 3 - STORAGE (Chilled and Frozen)

### What you need to do

1. Keep fridges and freezers clean paying particular attention to contact points (door handles and seals) and ensure authorised cleaning chemicals are used
2. Refrigerators should be operating between 0°C to 8°C ideally at a temperature of 4°C. Freezers should be operating at -18°C or below
3. Take temperatures at least twice a day: refer to [TM/01: Temperature Monitoring](#) for full information - ideally check first thing in the morning and last thing in the evening
4. Where manual temperature recordings of food are to be taken an appropriate digital food probe must be procured through a nominated supplier. Such probes must be accompanied by a valid certificate of calibration. Some areas may use a probe thermometer, others may have a MONIKA system in place - it will be the responsibility of the line manager to ensure that food probes are functioning correctly and if not, they are then replaced in a timely manner
5. Check refrigerator temperatures, using a calibrated probe for example in between packs or in a block of margarine, lard etc kept for this purpose only and appropriately labelled. In some business units this is dealt with using the MONIKA system
6. Remove outer packaging if dirty or damaged, but keep food covered
7. Date label the contents of food when opened or removed from their original packaging and decanted into another container. Taking any durability labelling on the product e.g. 'use by date' or once opened information. This is usually day plus 2 or 3 days depending on the product [OS/17: Dating and labelling of food](#)
8. Once decanted from the freezer a 'defrost' date and further 'use-by' date must be calculated for the product (this is usually day of defrost plus 2)
9. Separate raw and cooked, or ready to eat food. Store raw meats and other raw foods at low level, if they are kept in the same storage facility
10. Check 'use by' dates and labels regularly
11. Report any problems to your line manager

### What to do if things go wrong

1. Discard out of date food immediately or food that has been opened and stored for more than the recommended timescales
2. Discard any ready to eat food that has been contaminated by raw food
3. Take remedial action if air temperatures are not within the range allowed (0°C to 8°C chilled food and -18°C and below for frozen food)
4. Move food to other cabinets, if possible and alter the temperature control dial to select a different temperature; report fridge and freezer defects, to your line manager who will contact an approved refrigeration engineer, with a request for repair or replacement
5. Re-train staff

### Prove it

- ▶ [TM/04: Storage of food \(control sheet\)](#)
- ▶ Staff Training Record

### Guidance on fridge temperature recording

Fridge temperatures will vary considerably if the door is regularly opened and closed. The important temperature to record is the temperature of the food. Refer to [TM/02: Food temperature probes](#)

#### Safe methods you need to consider at this part in the journey:

- ▶ Temperature Monitoring
- ▶ Fitness to work - Personal Hygiene and illness

### Safety Point

Certain foods need to be kept chilled or frozen to keep them safe (0°C to 8°C ideally 4°C for chilled food -18°C and below for frozen food)

### Why?

If not, harmful bacteria can grow

### Safety Point

Keep raw food away from cooked and ready to eat foods

### Why?

These can be contaminated by bacteria, such as E coli, from raw food and they will not be cooked again to kill the bacteria

### Safety Point

It is important to keep records up to date at all times using temperature monitoring sheets or the MONIKA system

### Why?

You must have evidence that you have carried out the checks and training. Environmental Health Officers will want to see these records and so will our internal food safety inspector

## STORAGE (Ambient)

### What you need to do

1. Keep food stores and containers clean and in good condition and dispose of any broken or damaged items
2. Refer to [OS/03: Storage of food](#) for full information
3. Ensure you check food stock when it is delivered for evidence of pests or pest damage e.g. insects, mice
4. Keep food off the floor - minimum 15cm
5. Put new stock behind old stock to ensure good stock rotation - remember first in, first out; to ensure older stock products are used up first
6. Follow manufacturer's instructions on how to store foods once they have been opened
7. Keep opened packets of dry food in sealed containers
8. High turnover products such as cereals and flour just need a name label. Check the ingredients against the product specification
9. Check regularly for out-of-date items and dispose of any as required
10. Report any problems to your line manager

### What to do if things go wrong

1. Dispose of out-of-date stock
2. Throw away any cans that have "blown"
3. If you see signs of pests, report to your line manager so they can contact the pest control contractor by making a request to [Estates helpdesk](#)
4. Report any problems to your line manager
5. Re-train staff

### Prove it

- ▶ Staff training record

### Safety Point

Check stock regularly and throw away any food that is past its "use by date" or "best before date" or damaged

### Why?

Food past its date or damaged packaging (for example blown cans) may not be safe to eat

### Safety Point

Check all areas regularly for evidence of pests

### Why?

Food can be damaged and contaminated by pests and will be unsafe to eat

## STORAGE DURABILITY

**'Use by'** - You will see "use by" dates on food that goes off quickly, such as fish, meat products and ready prepared salads. Don't use any food or drink after the end of the "use by" date on the label even if it looks and smells fine.

For the use by date to be a valid guide you must follow the correct storage instructions, such as "keep refrigerated". If you don't follow these instructions the food will spoil more quickly and there is a risk of the growth of food poisoning bacteria.

If a food can be frozen, its life may be extended beyond the "use by" date but make sure that you follow any instructions on the pack, such as "freeze on the day of purchase" or "cook from frozen" or "defrost thoroughly before use and use within 24 hours".

Once a food with a "use by" date has been opened, you also need to follow any instructions, such as "eat within 3 days of opening".

For ready to eat products produced or purchased such as sauces, salads etc. labels should indicate:

- ▶ Allergens
- ▶ The name of the product
- ▶ Date produced
- ▶ Use by date

Remember if the "use by" date is tomorrow, you must use the food by the end of tomorrow, even if the label says, "eat within a week of opening" and you have only opened the food today.

**'Best before'** - "Best before" dates appear on a wide range of frozen, dried, tinned and other foods.

Except in the case of eggs, "best before" dates are about quality and not safety. When the date is past it doesn't mean that the food will be harmful, but it might have begun to lose its texture or flavour.

For food purchased with 'best before' dates and placed into another container such as lentils or flour; labels should indicate:

- ▶ The name of the product
- ▶ Date opened
- ▶ 'Best before' date

### Safety Point

Don't use food after its "use by" date

### Why?

Food past its date may not be safe to eat

### Safety Point

You can eat food after their "best before" date

### Why?

The "best before" date is about food quality rather than food safety

### Safety Point

Don't eat eggs after their "best before" date

### Why?

Eggs can harbour harmful bacteria like Salmonella, and these can multiply to harmful levels if kept after this date

## STEP 4 - FOOD PREPARATION

### What you need to do

1. Wash your hands
2. Protective overalls **must** be worn. It is **good practice** to use disposable aprons when handling or preparing raw products. When the same staff handle raw and ready to eat food alternately (for example during cooking) there is no need to change protective clothing for different activities, but care must be taken to ensure that clothing does not become contaminated, or pose a risk of cross-contamination otherwise it will need to be changed.
3. Sanitise all food preparation surfaces and equipment before use
4. Do not leave foods out of the fridge for longer than necessary
5. For full information refer to [OS/05: Preparation of food](#)
6. Be aware of hazards that need to be prevented, eliminated or reduced to acceptable levels, these include:
  - ▶ **Physical:** Any foreign material that was unintentionally introduced to food (Examples include glass, a drawing pin, dust, stones from an earring)
  - ▶ **Microbiological:** Food contaminated by microorganisms found in the air, food, water, soil, animals and the human body (Examples include bacteria, viruses and moulds)
  - ▶ **Chemical:** Any chemical contamination present in food that could be harmful (Examples include cleaning agents, metals and pesticides)
  - ▶ **Allergens:** Food containing ingredients that can cause an immediate allergic reaction in a susceptible person (Examples include nuts, wheat and sesame seeds)
7. Remember to keep raw foods away from cooked or ready to eat foods. Raw meats and vegetables should be prepared in a separate area to where cooked and ready to eat foods are prepared or served
8. Do not wash raw meats
9. Wash fruits and vegetables before use and clean down after
10. Refer to [FA/02: Common food allergens](#)
11. Ensure that when preparing food containing allergens, clear separation is maintained in terms of equipment and work surfaces
12. Use colour coded equipment where possible
13. Return prepared food to the fridge if it is not to be cooked immediately or if it is to be served cold later
14. Cover and label all food that is placed in the fridge
15. Report any problems to your line manager

### What to do if things go wrong

1. Discard any foods that are contaminated by raw foods
2. Re-train staff

### Prove it

- ▶ Staff Training Record

#### Safe methods you need to consider at this part in the journey:

- ▶ Cleaning standards
- ▶ Food Allergens: Allergen Control
- ▶ Fitness to work - Personal Hygiene and illness

### Safety Point

Be aware of food safety hazards:

- ▶ Physical
- ▶ Microbiological
- ▶ Chemical
- ▶ Allergens

### Why?

Hazards can contaminate food and cause food to be unsafe

### Safety Point

Always avoid 'cross-contamination'

### Why?

'Cross- contamination' is the transfer of harmful bacteria from a 'source' to a 'high-risk' food.

### Safety Point

Use different equipment and utensils for each task - colour coded if possible

### Why?

Harmful bacteria can be spread to other food by equipment

### Safety Point

Follow good handwashing techniques after handling raw meat or vegetables

### Why?

To ensure bacteria on the meat or vegetables cannot be transferred to ready to eat foods

### Safety Point

Raw foods should be stored away from ready to eat food. They should be stored on the bottom shelf in dry storage areas or if in refrigerators on the bottom shelf

### Why?

This is to ensure cross-contamination of ready to eat foods does not occur

## STEP 5 - COOKING

### What you need to do

1. Refer to [OS/06: Cooking of food](#) and follow the manufacturer's instructions on prepared foods
2. Ensure all frozen food is thoroughly defrosted before cooking if required
3. Cook food as soon as possible after preparation
4. Do not cook too early or leave cooked food (meat, fish or dairy) standing at room temperature
5. Check the centre of the food with a probe at the end of the cooking time (80°C for 6 seconds, 75°C for 30 seconds, 70°C for 2 minutes or 65°C for 10 minutes)
6. Visually check meats to ensure that juices run clear, and they are thoroughly cooked
7. Check that large pieces of meat, burgers and sausages are all hot throughout with no pink patches in the centre
8. Do not serve food that does not reach the correct temperature
9. Report all problems to your line manager

### What to do if things go wrong

1. Do not serve food that does not reach the correct temperature
2. Discard and serve an alternative
3. Re-train staff

### Prove it

- ▶ Staff Training Record
- ▶ [TM/05: Cooking of food \(control sheet\)](#)

#### Safe methods you need to consider at this part in the journey:

- ▶ Cleaning standards
- ▶ Food Allergens: Allergen Control
- ▶ Temperature Monitoring
- ▶ Fitness to work - Personal Hygiene and illness

### Safety Point

It is essential to cook food properly. Allow sufficient time

### Why?

To kill harmful bacteria

### Safety Point

Stir casseroles, gravies and soups during cooking. Make meat pies shallow and wide instead of deep

### Why?

This ensures that heat is distributed evenly throughout the food and will kill harmful bacteria

### Safety Point

Keep raw food away from food that is cooking

### Why?

Bacteria can spread to partly cooked food making it unsafe to eat

## STEP 6 - HOT HOLDING

### What you need to do

4. Occasionally we do hot hold food if delivered hot or prepared early
5. Refer to [OS/10: Holding and display of hot food](#) for full information
6. Preheat hot cupboards ready for use and check temperatures before use and record – minimum 63°C
7. In the event that the temperature of food falls below 63°C for a continuous period of 2 hours then it must be discarded
8. Record temperatures using the [TM/08: Display of hot food \(control sheet\)](#)
9. Keep food covered
10. Do not keep food in a hot cupboard for more than 1 hour as it will dry out too much
11. Report any problems to your line manager
12. Check temperature of food again before service

### What to do if things go wrong

13. Report any defects with hot cupboards to your line manager who will report it to an approved contractor for repair
14. Re-train staff

### Prove it

- ▶ Staff Training Record
- ▶ [TM/08: Display of hot food \(control sheet\)](#)

### Guidance

If the hot cupboard does not have a built-in thermometer, a free-standing oven thermometer can be placed inside to take a reading

### Safety Point

It is important to keep hot food hot until serving

### Why?

To prevent bacteria from growing.

## STEP 7 - COOLING AND FREEZING

### Cooling - What you need to do

*Food that is cooked to be served cold later*

1. Occasionally we do cool and then freeze certain foods such as cakes or food prepared for allergy needs
2. Refer to [OS/07: Cooling of food](#) for full information
3. Ensure a calibrated and disinfected probe thermometer is available
4. Reduce the size of food to be cooled by dividing it into smaller portions or use shallow trays this will help it to cool quicker
5. Cover and place in cooler area of the kitchen or food store. If the room temperature is high this method should not be used
6. Stir food regularly while it is chilling down; stirring helps food chill more evenly
7. Record temperatures
8. Label the food with contents, preparation date and use by date
9. Report any problems to your line manager

### What to do if things go wrong

1. Discard food if the temperature does not reach the required temperature within set timescales, the cooling down period must not exceed 30-minutes
2. Re-train staff

### Prove it

- ▶ Staff Training Record

### Guidance

**Blast chilling** is an effective procedure for the rapid cooling of food with a subsequent storage temperature range of 1°C and 5°C being effectively implemented and managed. Refer to [OS/12: Blast chilling of food](#). Throughout the process times and temperatures must be recorded in full, using the appropriate control sheet [TM/09: Blast chilling of food \(control sheet\)](#)

#### Safe methods you need to consider at this part in the journey:

- ▶ Cleaning standards
- ▶ Temperature Monitoring

### Safety Point

Divide food into smaller portions and put it in containers or freezer bags before freezing. Cool and freeze food within at least 90 minutes

### Why?

Smaller portions will freeze (and defrost) more quickly. The centre of larger portions takes longer to freeze, allowing harmful bacteria to grow

## Freezing - What you need to do

1. Occasionally we freeze certain foods such as cakes or food prepared for allergy needs
2. Freeze single portions or batches
3. **Only freeze with agreement from Head / Senior chef**
4. Cool food as directed in the cooling method, then freeze within timescales set
5. Wrap and label with contents, preparation date and calculate a use by date usually 3 months post preparation
6. Check items in the freezer weekly
7. Report any problems to your line manager

## What to do if things go wrong

1. Do not freeze food if the cooled temperature is not reached within 90 minutes. Reject if this is not achieved
2. Discard items 1 month old or more
3. Re-train staff

## Prove it

- ▶ Staff Training Record

## Guidance

There may on occasions the requirement to freeze small quantities of food for special diets. **Blast-freezing** is based on the full cooking of food followed by rapid freezing with a subsequent storage temperature no greater than -18°C being effectively implemented and managed. Refer to [OS/13: Blast freezing food](#) times and temperatures must be recorded, using [TM/10: Blast freezing of food \(control sheet\)](#)

### Safe methods you need to consider at this part in the journey:

- ▶ Cleaning standards
- ▶ Temperature Monitoring

## Safety Point

Freeze hot food as soon as it has been properly chilled down

## Why?

The longer you wait before freezing food, the greater the chance of harmful bacteria growing

## STEP 8 - REHEATING

### What you need to do

Refer to [OS/09: Reheating of food](#)

1. Do not reheat rice or any food which has not been cooked, cooled or stored correctly
2. Use the quickest method of re heating i.e. microwave
3. Ensure the whole product is thoroughly cooked:
  - ▶ Stir liquids before temperature probing to ensure even cooking
  - ▶ Carry out visual checks of the product to ensure it is cooked
  - ▶ Probe temperature after reheating using a clean disinfected probe in several places in the product, record the temperature using [TM/06: Reheating of food \(control sheet\)](#)
4. Serve immediately and do not hold reheated food for a period of time
5. Do not reheat food more than once
6. Discard any left-over reheated food
7. Report any problems to your line manager

### What to do if things go wrong

1. Heat further if temperature is not achieved
2. Discard food that does not reach temperature
3. Re-train staff

### Prove it

- ▶ Staff Training Record
- ▶ [TM/06: Reheating of food \(control sheet\)](#)

#### Safe methods you need to consider at this part in the journey:

- ▶ Cleaning standards
- ▶ Temperature Monitoring

### Safety Point

It is important to reheat food properly

### Why?

To kill harmful bacteria that may have grown since the food was cooked or cooled

### Safety Point

Do not reheat rice

### Why?

Rice can contain spores from a harmful bacterium called *Bacillus cereus*. If cooked rice is left at room temperature, these can multiply again. Reheating does not kill the poison produced by the bacteria creating a risk of food poisoning

## STEP 9 - FOOD SERVICE (HOT AND COLD)

### What you need to do

1. Wash your hands
2. Refer to [OS/11: Service of food](#)
3. Keep food covered. All food leaving the kitchen must be covered where being transported to areas away from the immediate kitchen area
4. Hot food products should be served as soon as possible after cooking
5. Discard food if out of temperature
6. Cold food products should not be at room temperature for service for longer than necessary and come into rooms after hot food is served
7. Discard any left-over food at the end of service and recycle into the food waste container. Do not keep left-over food
8. Any food which is prepared to be served cold should be covered, labelled with contents and date and stored in the fridge until service time

### What to do if things go wrong

1. Do not serve any cooked or ready to eat food that has been in contact with raw food
2. Do not serve any hot food that has not reached the correct temperature
3. Re-Re-train staff

### Prove it

- ▶ Staff Training Record

#### Safe methods you need to consider at this part in the journey:

- ▶ Cleaning standards
- ▶ Food Allergens: Allergen Control
- ▶ Temperature Monitoring

### Safety Point

Food needs to be covered as soon as possible after cooking or preparation

### Why?

To prevent cross contamination or physical contamination

### Safety Point

Food should be served as soon as possible

### Why?

It prevents a time delay that will allow bacteria to grow

## STEP 10 - TRANSPORTATION OF HOT AND COLD FOOD

### What you need to do

Transportation of Hot Foods:

1. Refer to [OS/14: Transportation of food](#)
2. Return food containers to the hot cupboard or oven if there is any delay in packing. Any food with temperatures below 75°C must be quickly re-heated to at least 75°C
3. Monitor and record food temperatures before packing into boxes
4. Keep food covered. All food leaving the kitchen must be covered
5. Distribution and delivery must be achieved within 60 minutes from completion of the cooking process. Consumption of hot food to be achieved within 2 hours of completion of the cooking process
6. After production the kitchen should record the time and temperature on dispatch, and the record should accompany the food to the place of delivery
7. Temperature and time of arrival of hot foods to be recorded by receiving kitchen staff on receipt Refer to [TM/11: Transportation of food \(control sheet\)](#)
8. Kitchen staff to transfer hot food to pre-heated hot cupboards on receipt of delivery (if available) or serve immediately
9. Discard any left-over food at the end of service and recycle into the food waste container. Do not keep left-over food

Transportation of Chilled Foods:

1. Any food which is prepared to be served cold should be covered, labelled with contents and date
2. Food should only be taken out of refrigerated storage just before packing and all food to be transported using insulated containers, which have been chilled before use
3. Monitor and record food temperatures before packing into boxes
4. Distribution and delivery should be achieved within 2 hours from completion of the packing process
5. Temperature and time of arrival of cold foods is to be recorded by the receiving kitchen staff on receipt and they should then transfer cold food to refrigerators or serve immediately

Discard any left-over food at the end of service and recycle into the food waste container. Do not keep left-over food

1. Consider options for the display of chilled food items refer to [OS/08: Display of chilled food](#) and record any temperatures on the [TM/07: Display of Chilled Food - Control Sheet](#)
2. Refer to [OS/08: Display of chilled food](#) for full information

### What to do if things go wrong

1. Discard food that is not received within 60 minutes and use alternative food provisions
2. Foods below 63°C must be reheated before service to at least 75°C for 30 seconds
3. Any food which has been below 63°C consume within 2 hrs from the initial time temperature recording
4. If the air temperature of the cool box is above 8°C probe at least 2 food types. If food is below 8°C refrigerate immediately if above 8°C reject
5. Re-train staff

### Prove it

- ▶ Staff Training Record
- ▶ [TM/11: Transportation of food \(control sheet\)](#)

#### Safe methods you need to consider at this part in the journey:

- ▶ Cleaning standards
- ▶ Temperature Monitoring

### Safety Point

Temperatures of food need to be record after packing/delivery and once delivered to site

### Why?

This helps us prove that temperature of food being delivered is maintained at a safe level

### Safety Point

Food should be served as soon as possible after delivery

### Why?

It prevents a time delay that will allow bacteria to grow

### Safety Point

You should place hot foods:

- ▶ in pre-heated containers
- ▶ into boxes quickly in an efficient manner
- ▶ tightly to reduce heat loss to air space
- ▶ use appropriately sized tins and containers

### Why?

To keep the food warm and safe



# Safe Methods

- Food Allergens: Allergen Control
- Temperature Monitoring
- Cleaning standards
- Fitness to work - Personal Hygiene and illness

## Additional info

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- Product Recall
- Ecoli and similar food poisoning organisms
- Kitchen Access
- Work Equipment
- Incident reporting
- Inspections by Environmental Health Officers



## ALLERGEN CONTROL - WORK METHOD AND RULES

Food allergy is caused when the body mistakenly makes an antibody to fight off a specific food.

The next time that food is eaten it triggers an immune system response which results in the release of histamine and other substances in the body which can cause various symptoms.

Allergic reactions usually happen quickly within a few minutes of exposure to an allergen (see appendix 1 for the 14 most common types of allergens).

They can cause:

- ▶ Sneezing
- ▶ Runny or blocked nose
- ▶ Red, itchy, watery eyes
- ▶ Wheezing and coughing
- ▶ A red, itchy rash
- ▶ Worsening of asthma or eczema symptoms



Most allergic reactions are mild, but occasionally a severe reaction called anaphylaxis or anaphylactic shock can occur. This is a medical emergency and needs urgent treatment.

Safety Points and Rules	Why?
If someone asks if a dish contains a certain food, check all the ingredients in the dish (and what they contain), as well as what you use to cook the dish, thicken a sauce and to make a garnish or salad dressing. Always follow menu preparation guidance and information.	If someone has a severe allergy, they can react to even a tiny amount of the food they are sensitive to.
Keep an up-to-date ingredients list of ready to eat foods purchased from our suppliers and check this regularly against the label of the packaging to see if anything has changed. Always check the label for allergens on retail purchases.	This is so you can check what is in them.
When you have been asked to prepare a dish that does contain an allergen food, make sure work surfaces and equipment have been thoroughly cleaned first. Make sure staff wash their hands thoroughly before preparing the dish.	This is to prevent small amounts of the food that a person is allergic to getting into the dish accidentally.
Ensure detailed information on the name or description of dishes is given on the menu that contains one of the prescribed allergens.	This provides customers with food allergy information to help to spot dishes contain certain foods.

### What you need to do

1. Make sure you keep the ingredient information provided by our supplier for all ready-made products and staff know to check it against packaging.
2. Follow menu guidance and preparation information - ensure allergen information is displayed on the menus.
3. Make sure all your staff understand how important it is to check all the contents of a dish if asked by a customer who has a food allergy.
4. Ensure that before a food dish for someone with a food allergy is prepared, staff are cleaning effectively first and using clean equipment.
5. Note: Food intolerance does not involve the immune system. Reactions may be triggered by an inability to digest a particular food and although not usually immediately life threatening can be a debilitating and distressing condition. Symptoms are not usually immediate, however can be unpleasant and severe in some cases, and can affect long-term health.

## What to do if things go wrong

---

1. Do not serve any food which you believe may have become contaminated with allergens to a customer who is allergic to them
2. Ensure you follow first aid procedures if needed for anyone with an allergic reaction
3. Log any incident
4. Re-train staff

## Prove it

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- ▶ Complete allergen record sheets
- ▶ Staff Training Record - [Allergen Training Moodle](#)

## Reference documents:

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[FA/01: Food allergy and anaphylaxis](#)

[FA/10: Food intolerance](#)

[FA/11: Common food intolerances](#)

## Appendix 1: 14 common types of allergens

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## TEMPERATURE MONITORING - WORK METHOD AND RULES

### Refrigerators and Cold Receipt:

Legally 0°C to +8°C - Optimum range of 0°C to +4°C - critical limit 12°C, see appendix 1

*Action to be taken if the temperature is above 8°C during your day or shift*

1. Check the operating temperature using a thermometer
2. Move food to another fridge if possible or keep doors closed, which will hold the temperature for a short time
3. In the event that the temperature of food has risen higher than 8°C but not above 12°C for a period of less than 2 hours then food should be transferred to an alternative unit which is capable of maintaining a safe temperature of < 8°C and/or consumed within 12 hours or otherwise discarded
4. If problems continue, inform your line manager so they can contact the Estates department for repair or replacement

*Action to be taken if the temperature is below 0°C (so much colder)*

1. Adjust the temperature setting and check again after 2 hours
2. Conduct visual checks on the food as colder temperatures may result in food freezing which may affect the quality and appearance of the food
3. If the problem continues, inform your line manager to log for repair

### Frozen Food

Acceptable range is -18°C to -24°C - see appendix 1  
Critical Limit -15°C

*Action to take if temperature is above -18°C*

1. Check the operating temperature using a thermometer inserted between food packs
2. If the temperature is between -18°C, then the food should be kept within the unit and the operating temperature should be adjusted. KEEP THE DOOR CLOSED
3. Food that is still frozen can be moved to an alternative freezer if available
4. Check the temperature again after 2 hours. If the temperature has recovered continue to check throughout your shift
5. If the problem continues, inform your line manager to log for repair
6. No partially defrosted food should ever be re-frozen

*Action to take if the temperature is colder than -24°C*

1. Adjust the freezer unit setting to ensure the storage temperature is within acceptable temperature range
2. If problem continues, inform your line manager to log for repair

**NOTE:** Storage temperatures colder than - 24°C do not represent a food safety risk but can affect the quality of food. The efficiency of the unit may be affected and can lead to increased defrosting routines.



## Defrosting of Food

Safety Points and Rules	Why?
Food should be thoroughly defrosted before cooking, unless manufacturer's guidance tells you to cook from frozen	If food is still frozen or partly frozen it will take longer to cook and the centre may not reach a temperature high enough to kill bacteria
Keep foods that are defrosting in the fridge in a covered container below ready to eat foods	Defrosting food liquids can contain harmful bacteria that can contaminate other foods

1. Refer to [OS/04: Defrosting of food](#) and follow manufacturer's instructions on frozen foods
2. On the whole ready to eat food should **not** be frozen. If the need arises for example for certain special dietary requirement foods such a vegetarian food or gluten free food, then this should be defrosted in sealed containers in the fridge and used within timescales set. Date and label food with a discard date
3. Where required, defrost frozen meat at the bottom of the fridge in a container and use within 24 hours. Date and label food with a discard date
4. Keep defrosting foods in a covered container to prevent any liquid dripping onto other foods
5. Check food is completely defrosted before cooking
6. Report any problems to your line manager

## What to do if things go wrong

1. Re-train staff

## Prove it

- ▶ Staff Training Record

### Safe methods you need to consider at this part in the journey:

- ▶ Cleaning standards
- ▶ Food Allergens: Allergen Control
- ▶ Temperature Monitoring
- ▶ Fitness to work - Personal Hygiene and illness

## Temperature Control - Cooking, Hot Holding, Hot Delivery/Receipt - Work Method and Rules

The centre of cooked food should be reaching at least 75°C for 30 seconds  
Hot food being delivered should be held at 63°C and above

*Action to be taken if the temperature is below 75°C or 82°C when probing food being cooked*

1. Carrying on cooking food until this temperature is reached, making sure the food is visually checked
2. Reject food if temperature cannot be reached

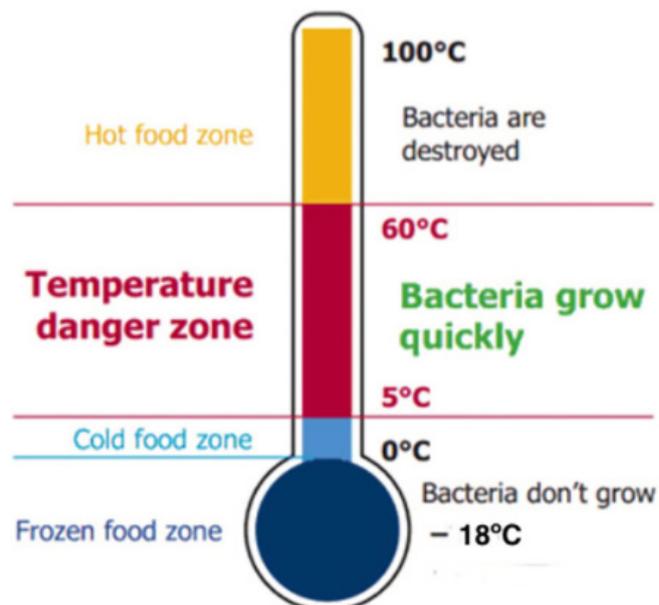
*Action to be taken if the temperature is below 63°C for food being hot held or delivered*

1. Preheat hot cupboards ready for use. Check temperatures before use and record - minimum 63°C
2. In the event that the temperature of food falls below 63°C for a continuous period of 2 hours then it must be discarded

## Reporting Procedure

Report all incidents to your line manager

*Appendix 1: Temperature ranges diagram*



## TEMPERATURE PROBES - WORK METHOD AND RULES

Safety Points and Rules	Why?
It is essential to know when a probe is working correctly	So that you can rely on the readings
It is important to keep the probe clean	It can spread dirt and harmful bacteria to the food you are testing

### What you need to do

1. Sample temperatures must be taken at the 'core' of the product and once the digital display has stabilised this would normally indicate the correct temperature
2. Probes must be cleaned and sanitised, with an appropriate sanitising wipe between each sample temperature to eliminate the risk of cross-contamination of other foods.
3. The casing must be cleaned and sanitised on a regular basis to reduce the risk of cross contamination, if a protective rubber boot is fitted then this must be removed, cleaned and sanitised separately
4. Where the Monika system of temperature recording has been implemented food handlers will adhere to the manufacturers working guidelines but in the same instance observe the procedure mentioned in this section
5. Do not leave your probe inside a fridge or on a hot surface
6. In some areas calibration keys may be used; these keys allow the user to check the thermometer is accurate - your line manager will brief you if you need to use these
7. Store safely to prevent damage
8. Replace the battery when low and keep spare batteries



### What to do if things go wrong

1. If the reading is outside the range replace the probe
2. Re-train staff

### Prove it

- ▶ Complete the temperature records
- ▶ Staff Training Record

### Guidance

A simple way to check the probe and calibrate it is to put it into iced water or boiling water

- ▶ The reading in iced water should be between  $-1^{\circ}\text{C}$  and  $+1^{\circ}\text{C}$
- ▶ The reading in boiled water should be between  $99^{\circ}\text{C}$  and  $101^{\circ}\text{C}$

It is advisable to have at least one extra probe as a spare so that you are never without an instrument

Use the [TM/12: Calibration of Probes - Control Sheet](#) to record calibration.

## CLEANING STANDARDS - WORK METHOD AND RULES

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

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



Refer to [HS/01: Cleaning and disinfection](#) for full information.

Safety Points and Rules	Why?
It is important that all catering staff keep their work areas clean and tidy at all times. A "clean as you go" procedure should be applied. Effective cleaning is essential. Use disposable clothes and dispose of after use / shift	To get rid of harmful bacteria and stop them spreading.
Regularly wash/wipe and disinfect all items that people touch regularly, such as work surfaces, taps, door handles, fridge and freezer handles, switches etc. Only use authorised chemicals to do this	Keeping these clean will prevent dirt and bacteria being spread to people's hands and then to food
Pay attention to equipment with moving parts and ensure you have been trained on the specific piece of equipment before dismantling any parts	Equipment can be difficult to clean but it is important to stop bacteria and dirt building up
Wash as many items through a dishwasher as possible if they are dishwasher proof. Dishwashers can achieve temperatures in excess of 82°C	Dishwashers operate at high temperatures, so it is a good way to clean, disinfect and kill bacteria
Cover food or move it away from areas that are being cleaned	To prevent dirt, bacteria or cleaning chemicals getting into food
If you have any equipment or areas that are difficult to access for cleaning, report this to your line manager	You are still responsible to make sure these are cleaned but some help may be required to reduce risk of accidents and for cleaning to be effective
Sanitiser should be used in the cleaning process	Sanitiser is a chemical used for removing visible dirt, food particles and killing bacteria to an acceptable level
Only approved sanitiser should be used in the cleaning process	Our sanitiser complies with guidelines and is effective in killing E-coli
Ensure cleaning is carried out thoroughly using authorised chemicals, made at the appropriate dilution and applied for the appropriate contact time as per manufacturer's instruction	To ensure that work surfaces are sanitised effectively to prevent the cross-contamination of equipment and/ or ready to eat foods

## What you need to do

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1. Wash hands before cleaning and apply any Personal Protective Equipment (PPE) required for cleaning
2. Ensure good handwashing techniques are followed, full information can be found within the guidance [FW/06: Hand wash facilities and effective washing of hands.](#)
3. Cleaning and disinfection of preparation surface should follow a 6-stage process:
  - Firstly, remove visible dirt and food particles using a disposable cloth
  - **Pre-clean**; the removal of loose debris, by way of wiping, scraping, pre-rinsing or pre-soaking
  - **Main clean**; application of detergent and loosening of the main body of dirt
  - **Intermediate rinse**; removal of loosened dirt and detergent residues
  - **Disinfection**; elimination of micro-organisms to a safe level; apply the disinfectant sanitiser following the instruction for the correct contact time according to the manufacturer's instructions. Wipe down with a disposable cloth once the contact time has expired
  - **Final rinse**; removal of disinfectant residues, if applicable; and
  - **Drying**; removal of final rinse water and storage to prevent contamination (this can be carried out by air-drying, by using disposable towels or clean dry cloth)
  - Where light soiling is evident, the pre-clean can be combined with the main clean
4. Make sure that you have a good supply of authorised cleaning materials available for use and they are diluted if applicable correctly
5. Equipment and utensils that have come into contact with raw food should be disinfected in the dishwasher Refer to [HS/03: Use of dishwashers](#) for full information.
6. These achieve temperature of 82°C on rinse; as verified with the manufacturer and should be serviced regularly
7. Follow the areas cleaning schedule  
Cleaning schedules should be followed and recorded accordingly, refer to [HS/04: Cleaning schedules](#) for more information.
8. Store cleaning chemicals correctly
9. Wash hands after cleaning
10. Check that everywhere is clean and tidy when you leave the kitchen area
11. Remove refuse as necessary
12. Report any problems to your line manager

## What to do if things go wrong

---

1. If you find any item in your kitchen is not clean, wash and disinfect it
2. Review the cleaning schedule
3. Discard any food that has come into contact with cleaning chemicals
4. If the dishwasher fails, inform your line manager who will log the equipment for repair. In the interim period clean and disinfect a sink and use this for the washing of items
5. Re-train staff

## Prove it

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- ▶ Cleaning schedules
- ▶ Staff Training Record

## Reference documents:

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- ▶ [HS/02: Hazards arising from cleaning](#)
- ▶ [HS/05: Control and disposal of refuse](#)

## FITNESS TO WORK (PERSONAL HYGIENE AND ILLNESS) - WORK METHOD AND RULES

Food handlers have a legal and moral responsibility to ensure pathogenic organisms responsible for food poisoning are not introduced into the internal food chain, by failure to observe fundamental principles of good personal hygiene. Food handlers shall be in good health and must exercise hygienic habits to prevent the

**direct** (Direct cross-contamination; occurs when bacteria are transferred direct to a 'high-risk' food from a 'source') or

**indirect** (Indirect cross-contamination; occurs when bacteria are transferred from a 'source' to a 'high-risk' food via a 'vehicle of infection') cross-contamination of food



	Safety Points and Rules	Why?
<b>Hands</b>	<p><b>All staff must thoroughly wash their hands:</b></p> <ul style="list-style-type: none"> <li>▶ When entering the kitchen and before handling food</li> <li>▶ After - using the toilet; handling raw meat, poultry and eggs; handling waste and after cleaning; handling the hair, touching the mouth or nose; touching a cut or a dressing; eating before touching ready to eat food</li> </ul> <p>Do not use hand wash basins for any other purpose but to wash your hands. Always use recognised handwashing techniques. Follow the guidance on handwashing techniques; see appendix 1</p> <p>Cover cuts and wounds on hands or other exposed parts of the body with an appropriate waterproof dressing. Cuts on hands may require additional protection in the form of waterproof fingerstalls or gloves</p>	<p>Hands are the main cause of transferring harmful bacteria to food.</p> <p>Hand washing is one of the best ways to prevent bacteria from spreading.</p> <p>Dirt and harmful bacteria can easily be spread from hands to food, work surfaces and equipment</p> <p>Covering cuts or wounds will prevent blood and bacteria from contaminating food. The waterproof dressing should be of a noticeable colour e.g. blue in order to make it more identifiable if it should fall into food</p>
<b>Nails</b>	<p>Fingernails should be short and clean with no nail polish or false or gel nails to be worn</p> <p>Do not taste food with fingers, instead use a clean spoon</p>	<p>Both can contaminate food. Nail polish can mask dirt under nails and polish can chip. False nails can fall into food</p> <p>Hands are the main cause of transferring harmful bacteria to food</p>
<b>Gloves</b>	<p>When gloves are used for cleaning, they must be changed regularly. They should not be shared with other members of staff</p> <p>When gloves are used for handling food, hands must be washed before putting on the gloves and after taking them off</p> <p>Gloves must be changed between tasks</p>	<p>Cross contamination can occur if gloves are not clean and if they are shared</p> <p>Gloves can be contaminated by dirty hands when they are being put on. Similarly, hands can be contaminated by the outside of the gloves when they are removed</p> <p>Cross contamination can occur spreading bacteria from food to food and from surface to surface</p>

<b>Hair</b>	<p>Hair should be kept clean. Medium and long hair should be tied back, and a hat worn when preparing food</p> <p>Do not comb, brush or re-arrange hair in a food room</p>	This prevents hair contaminating food
<b>Jewellery and personal items</b>	<p>All jewellery must be removed</p> <p>One plain ring will be allowed</p> <p>Visible piercings that cannot be removed will need to be covered with a blue waterproof dressing</p> <p>Personal items used outside of the working environment examples include sweets, personal mobile phones and audio devices. These items must not to be brought into food preparation areas, as they pose a risk of contamination</p>	Jewellery and personal items can harbour and spread dirt and bacteria to food. It also presents a physical contamination risk
<b>Illness</b>	<p>Illness, especially vomiting and diarrhoea symptoms, must be reported to your line Manager immediately</p> <p>Staff suffering from vomiting and diarrhoea should not return to work until they have not had any symptoms for 48 hours</p> <p>In addition to the reporting of vomiting and/or diarrhoea food handlers must also report other medical conditions such as infected wounds, skin infections, sores, boils and styes; discharge from the ears, eyes, nose and mouth; acute coughs and colds</p>	<p>Anyone suffering from these symptoms can carry harmful bacteria on their hands which can be passed on to food, equipment and surfaces. Harmful bacteria can still be carried for 48 hours after symptoms have stopped</p> <p>Please consult your doctor for further advice</p> <p>Bacteria can be transferred contaminating food</p>
<b>Habits</b>	<p>Staff should not eat or smoke in food preparation rooms</p> <p>Staff should also avoid touching their face and nose or coughing and sneezing near food</p> <p>Smoking is prohibited around food and on returning to a food area after smoking in a designated area all food handlers must wash their hands before starting work</p>	Bad habits present a risk of cross contamination to food
<b>Uniform</b>	<p>All staff must wear clean personal protective equipment (PPE) at all times. It should be kept in good condition</p> <p>PPE can include aprons, gloves, hats etc. No external personal clothing is to be worn. Protective clothing should not be worn outside the premises (e.g. travelling to and from work)</p> <p>Remove protective clothing when taking short breaks or visiting the toilet</p> <p>Additional clean protective over-clothing should be available for other staff to use when entering the food rooms and when serving food</p> <p>Shoes must be clean and strong and completely cover the feet. No open shoes should be worn</p> <p>Ideally work clothes should be light in colour and have long sleeves</p>	<p>Wearing PPE will reduce the risk of cross contamination</p> <p>Clothes can bring dirt and bacteria into food preparation areas</p> <p>This is to reduce contamination</p> <p>This is to offer some protection against spillages and reduces the risk of slips and falls</p> <p>They show dirt and therefore encourage regular replacement with a clean uniform. This reduces physical contamination and offers some protection to the wearer</p>

## What you need to do

1. Follow all the safety points and rules and report any illness or problems with hygiene practices to your line manager
2. Fill in 'FW/04: Infection reporting requirements for food handlers' on your induction
3. Complete a 'return-to-work' interview on return from illness to ensure you are free from symptom particular with sickness and diarrhoea

## What to do if things go wrong

1. If staff are unfit for work, they must be removed from food handling duties and sent home
2. Dispose of any unwrapped food which they may have handled
3. Re-train staff and record the training

## Prove it

- ▶ Re-train staff and complete the Staff Training Record
- ▶ Check the 'return to work' interview

## Reference documents

[FW/05: Personal hygiene](#)

[FW/02: Reporting of vomiting and/or diarrhoea](#)

[FW/04: Infection reporting requirements for food handlers](#)

[FW/01: Gastro-intestinal Illness in Food Handlers](#)

[FW/03: Reporting of infectious illness](#)

## Appendix 1: Hand Washing Technique

### Washing hands effectively

#### Step 1:

Wet your hands thoroughly under warm running water and squirt liquid soap onto your palm.



#### Step 2:

Rub your hands together palm to palm to make a lather.



#### Step 3:

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



#### Step 4:

Put your palms together with fingers interlocked and rub in between each of the fingers thoroughly.



#### Step 5:

Rub around your thumbs on each hand and then rub the fingertips of each hand against your palms.



#### Step 6:

Rinse off the soap with clean water and dry your hands thoroughly on a disposable towel. Turn off the tap with the towel and then throw the towel away.



## ADDITIONAL INFORMATION

### Product Recall - Work Method and Rules

Safety Points and Rules	Why?
Sometimes food is recalled for food safety or other reasons. We must ensure recalled products are either sent back to the suppliers or disposed of	Manufacturers and/or distributors may initiate a recall at any time to fulfil their responsibility to protect public health from products that present a risk of injury or gross deception or are otherwise defective

### What you need to do

1. Guidance and instructions will be issued at the time of the recall
2. Ensure the guidance and instructions issued are followed and all food effected is removed
3. Re-train staff

### What to do if things go wrong

1. Inform your line manager if you become aware of food that is subject to recall being used in the production of food
2. Dispose of any food any affected food immediately
3. Re-train staff

## ADDITIONAL INFORMATION

### E coli and similar food poisoning organisms and how we control them

Safety Points and Rules	Why?
Do not wash raw meats or disposable packaging used for meats	Bacteria on the meat can be splashed around sinks and preparation surfaces contaminating other areas and foods. Cooking will kill any harmful bacteria on the meat
Use separate preparation areas and sinks for raw foods and ready to eat foods (where possible)	To prevent harmful bacteria, such as E coli, on raw meat and vegetables, contaminating surfaces where the contamination may be passed to ready to eat foods

#### ► General

There is a risk of cross contamination from any harmful bacteria on raw foods being passed onto ready to eat foods. E coli 0157 have been identified as being particularly important and the Government has introduced guidelines that we are expected to comply with and will be measured against in our steps to prevent food poisoning (<https://www.food.gov.uk>).

#### ► Preparation

If raw meat preparation is required a separate working area for the handling, storage, and preparation of raw foods, including meat if not pre-prepared, and raw vegetables should be made available, you should label these areas for raw meat only.

Where this cannot be done due to space, a suitable barrier, such as a chopping board or a container, can be used on the surface.

Worktops must be thoroughly cleaned and disinfected after the area has been used to prepare/handle raw foods before it can be used for ready to eat foods.

Raw meat should not be washed under any circumstances.

## ADDITIONAL INFORMATION

### Kitchen Access - Work Method and Rules

Safety Points and Rules	Why?
Limit the amount of people who have access to the kitchen	To reduce the risk of bacterial and physical contamination

### What you need to do

Ensure that:

1. Anyone entering the kitchen must wash their hands before touching any food or equipment
2. All staff must leave the area clean and tidy
3. Clean all areas after any maintenance work
4. Report any problems to your line manager

### What to do if things go wrong

1. Discard any food that has been contaminated whilst maintenance has been carried out
2. Re-train staff

### Outside visitors or contractors:

1. Establish the nature of the visit (e.g. meter reading, repairs etc.)
2. Ensure that there are no spillages or obstacles that could cause accident or injury to the visitor
3. If possible, arrange for visiting times when food is not being prepared
4. Contractors should work in a clean and safe manner and all areas should be cleaned when work is finished

### Prove it

- ▶ Visitors have to sign in or accompany staff members

## ADDITIONAL INFORMATION

### Work Environment - Work Methods and Rules

Safety Points and Rules	Why?
<b>Do not use:</b> Damaged or broken equipment Glass or wooden equipment Paperclips, staples and drawing pins in kitchen areas	Loose parts, splinters of glass, wood or metal can fall into the food and maybe difficult to detect
Keep areas clean and tidy to control pests, if you do see any signs of a pest report them	This is to stop insects and rodent droppings contaminating surfaces and food, as well as spreading bacteria
Clean and clear as you go Throw away packaging as soon as you remove it	Keeping surfaces clean and clear will help prevent objects getting into food

### What you need to do

1. Follow the safety points and rules listed above
2. Report any problems to your line manager

### What to do if things go wrong

1. If you know that chemicals, packaging, pests, or any other object has got into food, dispose of it
2. Review the storage of chemicals
3. Take immediate action on any signs of pests and review pest control arrangements
4. If you find objects in food that has been delivered, reject the delivery if possible and report the incident to your line manager
5. Report broken or defective equipment to your line manager
6. Re-train staff

### Prove it

- ▶ Pest control log or log online with the pest control contractor
- ▶ Staff Training Record

### Reference documents:

- ▶ [DD/08: Pest control and reporting](#)

## ADDITIONAL INFORMATION

### Incident Reporting - Work Method and Rules

Safety Points and Rules	Why?
Report any incidents that could affect food safety	It is important; by reporting incidents corrective action can be taken to stop the incident happening again and developing further

### What you need to do

Report the following incidents to your line manager immediately:

- 1. Food safety related issues
- 1. Customers or Food handlers who are ill e.g. are suffering from vomiting or diarrhoea
- 1. Loss of services water, electricity or gas
- 1. Problems with the temperature or loss of power to fridges or freezers
- 1. Repairs or maintenance issues with equipment or structure
- 1. Customer complaints/feedback to duty / service managers

### What to do if things go wrong

- 1. Report all maintenance and equipment breakdown to your line manager
- 1. Remove/isolate any immediate dangers, i.e. switch all equipment off, close off area
- 1. Remove food from service / store separately any food being referenced
- 1. Re-train staff

### Prove it

- ▶ Complete relevant reports, Incident logs, Assure, DM reports
- ▶ Staff Training Record

### Reference documents:

- ▶ [DD/01: Customer feedback](#)
- ▶ [WE/04: Disruption to water supply](#)

## ADDITIONAL INFORMATION

### Environmental Health Visits and Reporting - Work Method and Rules

- ▶ Local authorities are required to maintain a register of all food businesses in its area and implement a rolling program to ensure that all food businesses are inspected on a regular basis
- ▶ Local authorities have a legal duty to carry out food safety inspections of food premises, such inspections are normally undertaken by a Food Safety Officer (FSO) working for the appropriate Environmental Health Department
- ▶ Local authority officers with legal powers to ensure that food businesses comply with food safety legislation; powers include:
  1. Power of entry at any reasonable time
  2. Power of inspection
  3. Power of removal - food that presents risk to persons e.g. unfit food

If an authorised officer has reasonable grounds for believing that a food business operator is failing to comply with the Hygiene regulations, he/she may by a notice served on that person

They may serve a hygiene emergency prohibition notice. This has the effect of prohibiting the continued use of the equipment or premises or a particular handling process

*In the event of a visit, the following action should be taken:*

1. Ask for identification and contact your line manager immediately
2. Do not refuse entry unless identification is not provided. The Officer has powers of entry at all times that the premises are in use
3. Ask the reason for the visit - routine inspection or complaint (If the visit is about a complaint, ask for as many details of the complaint as possible)
4. The senior person present should accompany the Officer throughout the inspection
5. Take notes of all items raised by the Officer as you go around including conditions found, answers given by staff, etc
6. Be polite and helpful
7. If you need any help, please call your Health and Safety Advisor
8. Log the visit on Assure / provide update to senior manager

### Reference documents:

- ▶ [FSI/02: Local Authority Inspections](#)

## NOTES

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