

## SECTION 9 - WORK ENVIRONMENT

### WE/02: Workflow

#### 1.0 Introduction

1.1 The layout of a food premise must be designed and organised to mitigate the risk of cross-contamination, facilitate effective cleaning & disinfection and be able to be managed with ease.

#### 2.0 Workflow

2.1 There are four separate types of workflow, as follows:

2.2 *Product workflow*: can be sub-divided into 'high-risk' food (ready-to-eat) and 'raw' (contaminated). Clear segregation must be maintained between the two with workflow being unidirectional without the need to backtrack or cross-over.

2.3 *Personnel workflow*: consideration must be given to food handlers to prevent movement between clean and dirty areas and the potential for cross-contamination.

2.4 *Containers, utensils & equipment workflow*: always allow for a clearly defined route for dirty dishes etc. that won't conflict with preparation and service areas. The dish wash area is of paramount importance to the successful running of a food operation. Consideration should be given to providing enough space for the storage of clean items as well.

2.5 *Refuse workflow*: always allow for a clearly defined route for both the temporary storage and removal of rubbish and waste food from the premises that won't impact on the preparation and service areas

#### 3.0 Achieving an acceptable level of workflow

3.1 The existing size and layout of food outlets will dictate to what level of workflow can be achieved.

3.2 When designing new or to be refurbished food areas the workflow must be considered in order to optimise the elimination or reduction of risk of cross-contamination.

3.3 Other topic areas that need to be considered are:

- state of raw materials e.g. prepared or not;
- ready-prepared foods such as bread/pastries used;
- extent of the menu and/or products on offer;
- length of service/opening time;
- scope of operation;
- type of equipment in use;
- type and volume of dishwashing/or are disposables used; and
- functions such as raw food preparation.

Version	Date of issue	Author	Endorsed by
V1	May 2020	Graham Day; Health & Safety Adviser	Graham Hakes; Senior Health & Safety Adviser