As a Manager/Owner of a food business, it is your responsibility to make sure that your business produces safe food. This involves having clean, pest-free premises and making sure that your staff are trained in food hygiene. In addition, new legislation which came into force in January 2006 means that you will need to have a written Food Safety Management System suitable to the size of your business. This should help you focus on potential problems and help you to prevent them.

A written system like this could also form part of a defence for your business should something go wrong in the future.

To assist you with your Food Safety Management System, the Environmental Services Department has produced this handbook. This will take you through the most common food safety hazards and how to control them. Parts of the handbook are left blank for you to fill in, and there are monitoring forms that you can photocopy and fill in. This will be the basis of your Food Safety Management System.

This document must be kept on your premises at all times, as Enforcement Officers will want to see it when they visit. You could ask your Enforcement Officer how long you should keep your records.

Director of Environmental Services
Renfrewshire Council

Contents *pg.*

Introduction

This manual has been designed to help you produce a documented food safety system for your business.

The system will be based on your SAFE METHODS and HOUSE RULES. These sections are marked with a  *. Blank templates are available with guidance to help you complete this. When compiling your House Rules you should consider the questions where, when, how, and where necessary who carries out the tasks.*

The manual can help you prove that you produce safe food. The completed sections however, must be an accurate reflection of what is happening in your business.

It is also important that you constantly review your food safety system and keep the manual up to date.

The manual covers sections which are relevant to most businesses, but you may find some sections do not apply to you. You can ignore these parts. At the end you will find a Progress Sheet which you can fill in as you develop your system.

If you need assistance with any aspect of the manual, contact your Enforcement Officer at:

Renfrewshire Council
Consumer Protection
Environmental Services
Renfrewshire House
Cotton Street
Paisley
PA1 1BR

Tel: 0141 840 3106
Fax: 0141 840 3233
e-mail b-serv.es@renfrewshire.gov.uk

What is Safe Food?

Safe food does not contain anything that could harm the person who eats it. It is YOUR responsibility to ensure that all the food you produce and sell is safe.

There are several different stages in producing most foods commercially, e.g. delivery of ingredients, storage, cooking, cooling, etc. At each of these stages there will be 'hazards' (things that could harm your customers) and 'controls' (ways to prevent things going wrong).

There are three main types of food hazard.

Bacteria (the most common and serious hazard).

Some bacteria can cause food poisoning. Food poisoning can be a very serious illness with severe vomiting, stomach cramps and diarrhoea. It can kill young and elderly people.
Bacteria can cause food poisoning by:-

- *Surviving cooking if foods aren't cooked thoroughly.*
- *Multiplying in food if it is stored at the wrong temperature.*
- *Spreading from raw foods to 'ready to eat foods' directly or indirectly.*

Example Controls:-

- *Cooking foods thoroughly.*
- *Storing food at the correct temperature.*
- *Preventing contamination of ready to eat foods by careful food storage, handling, cleaning and personal hygiene.*

Foreign Bodies *e.g. glass, metal, cigarette ends, stones, plasters, hairs, dead insects, etc. can sometimes get into food. This will result in customer complaints, and your business could be prosecuted. In addition, sharp items like glass or metal could easily injure customers.*

Example Controls:-

- *Check all incoming ingredients and packaging for foreign objects.*
- *Thoroughly clean all areas.*
- *Proper design and maintenance of your premises and equipment.*

Chemicals *e.g. cleaning chemicals, pesticides and other poisons. These can contaminate food. This can cause immediate illness when the person eats the food. Longer term exposure to harmful chemicals can also cause health problems.*

Example Control:-

- *Store all cleaning chemicals/pesticides well away from food.*

As you can see, most food safety controls are common sense.
You should be controlling food hazards from the moment you get a delivery of ingredients to the finished product being served.

Personal Hygiene

All food handlers have a legal and moral responsibility to have high standards of personal hygiene. Simple hygiene mistakes such as not washing hands after touching raw foods, or going to the toilet could cause an outbreak of food poisoning.

New staff must be given personal hygiene training before handling food. Ensure that staff are also aware of rules relevant to their particular duties.

Staff should be given suitable protective clothing, which should be kept clean and laundered regularly. Staff should also report any illnesses to Management.

Make sure that staff with symptoms of food poisoning such as diarrhoea and vomiting don't handle food. They could easily spread bacteria to food and make people ill. If you have a member of staff with these symptoms you must send them home straight away. Staff must not return to work until they have had none of these symptoms for 48hrs.

Staff should also report any skin, nose, and throat problems or if they have any infected wounds.

Regular checks should be carried out by a supervisor to ensure personal hygiene rules are being followed.

Employees should be given copies of the Personal Hygiene Policy. Signed copies should be kept in your Safe Food System folder.

- ***Ensure all staff read and sign a Personal Hygiene Policy such as the one overleaf. This provides evidence that your business instructs all food handlers in personal hygiene.***

Personal Hygiene Policy

All Employees on recruitment should be given copies of the Personal Hygiene Rules for your premises.

Personal Hygiene Rules for Employees

1. Wash and dry your hands often and always after:
- *going to the toilet.*
- *handling raw food.*
- *handling rubbish.*
- *cleaning.*
- *touching your face, especially your nose, mouth and ears.*
- *on entering and re-entering the food room.*
- *after eating, smoking, coughing, sneezing etc.*

*2. If you are suffering from diarrhoea and/or vomiting or if you have any infected skin wounds **you must report to your manager.** You may be asked to leave work until you are well, or you may be given another job that does not involve handling food. If your symptoms last for more than 24 hours you should visit your GP.*

3. Do not eat, chew gum or taste food with unwashed spoons or blow into glasses to polish them.

4. Wear clean protective clothing at the start of each day, including hair covering. Outdoor clothing and personal belongings must not be brought into food rooms. Do not wear protective clothing on the way into work.

5. Keep nails short and clean. Nail varnish must not be worn.

6. Do not wear jewellery or watches apart from plain wedding bands and/or sleeper earrings.

7. Keep cuts and grazes covered with waterproof plasters and avoid touching spots.

8. Do not cough or sneeze over food.

9. Do not wear strong smelling perfume or aftershave.

I have read and understood the above requirements

Employee Signature: *Date:*

Employer/ Manager Signature: *Date:*

Staff Training and Supervision

It is important to train and supervise your staff effectively to make sure they handle food safely. Before staff start to work in your premises for the first time, they should all receive instruction on personal hygiene, especially the importance of hand washing, reporting illness and the safe handling of food. They should also receive instruction on other food safety procedures, and those relevant to their jobs, e.g. how to use a probe thermometer, cleaning methods, cooking methods and avoiding cross contamination.

Ensure all existing staff are trained in food hygiene, and know how your Food Safety System operates. Ensure that there is always a responsible person in charge. You must be able to prove that staff have been trained to a level to allow them to do their job safely.

It is up to Management to decide what level of training their staff need, but as a rule:-

- *The Introduction to Food Hygiene Course is a suitable induction course for staff, or as training for staff who don't handle food as a main part of their job, e.g. non-food handling kitchen porters.*
- *Elementary Food Hygiene Courses are suitable for all food handlers.*
- *Intermediate level courses are geared towards supervisors or staff who work on their own.*
- *Advanced level courses are suitable for managers.*

It is vital that staff do not forget what they have learned, and continue to put their training into practice. Refresher training may be needed, and it is recommended that Elementary Food Hygiene Course Certificates are updated every three to five years.

Food Hygiene Courses are run regularly by Renfrewshire Council. For more information call 0141 840 3161/ 3181.

Courses are also available from:

Reid Kerr College, Renfrew Rd. Paisley	*Tel: 0141 581 2396*
Glasgow Metropolitan College, Glasgow	*Tel: 0141 566 6221*
Cardonald College, Cardonald	*Tel: 0141 272 3395*
John Wheatley College, Glasgow	*Tel: 0141 778 2426*

Keep records of staff and what training they have received on the form overleaf.

Staff Training Record

Name and Position	*Date of employment*	*Induction training date*	*Hygiene training (level & date)*	*Refresher training date*	*Managers Signature*
e.g John Smith Chef	*12.03.06*	*12.03.06*	*Elementary Food Hygiene 28.04.06*	*2011*	*AMB*

Opening and Closing Checks

It is important that you and your staff do certain checks every time you open and close. This helps you to maintain the basic standards to ensure that your business produces food safely. Make sure that you and your staff know the opening and closing checks, and are trained to do them properly.

Opening checks

You should do these checks at the beginning of every day:

- *All equipment (especially fridges, freezers and cookers) is working correctly.*
- *Staff are fit for work and hands are washed before handling food.*
- *All food preparation areas are clean (surfaces, equipment, utensils, floor, etc.)*
- *Plenty of hand washing and cleaning materials (soap, paper towels, etc.) are available.*
- *All food past its 'Use by' date has been thrown out.*

Closing Checks

You should do these checks at the end of every day:

- *No food has been left out.*
- *Bins have been emptied.*
- *Food rooms and equipment are clean.*
- *Raw and cooked foods are stored separately.*
- *All appropriate checks have been done and record sheets completed.*

Overleaf write down any Opening and Closing Checks that you carry out.

✎ *Our Opening and Closing Checks*

Opening Checks
Closing Checks

✎ *On the Daily Record Sheet pg.44, you sign to confirm that these checks have been carried out.*

Temperature Recording

Why check temperatures?

- *To make sure food is cooked properly.*
- *To make sure food is being stored at temperatures that limit the growth of bacteria.*
- *They provide a check that refrigerated equipment is working correctly.*
- *The Food Safety (Temperature Control) Regulations 1995 require that certain foods are kept at safe temperatures.*
- *Temperature control of food is one of the most important ways to prevent food poisoning.*

What types of thermometer are available?

Digital probe thermometers
These are the easiest to use and the most accurate. They can be used with lots of foods but they are not suitable to go in the oven.
How to use:-
Insert the probe. Wait a few seconds until the reading stabilises, then take the reading. Clean the probe thoroughly, and disinfect it before you use it again.

Dial Thermometers
These are usually used in fridges or ovens, and some have a probe attachment for testing the temperature of meat. These are less accurate and harder to read.
How to use:-
Insert the probe and leave it in place for two minutes before taking a reading. Clean the probe thoroughly and disinfect it before you use it again.

Staff who carry out these checks should have been trained on how to use the probe thermometer, how often they are expected to take temperature readings, the target temperature and what to do if the temperature is not reached.

When taking fridge temperatures, it is useful to have a 'food simulant' in the fridge. You could keep a small container of water or jelly which you can probe instead of your food stock. This should be clearly marked to avoid confusion.

It is very important to keep your probe thermometer clean, otherwise it could spread harmful bacteria to the foods you are testing. Clean your probe using hot water and detergent and disinfect using suitable probe wipes. Replace the battery immediately if it is low.

Thermometer Calibration

It is important that the thermometer you are using is accurate. You are relying on it to prove that food you store and prepare reaches safe temperatures, either hot or cold. Your thermometer should be checked monthly.

The temperature readings of your thermometer should be recorded on the table below.

Use the following procedures to carry out your own checks:

Low temperature check
Place tip of thermometer probe into crushed ice and a little cold water, leave for 5 minutes and then measure the reading. (It should be between -1^{o}C and +1^{o}C).

High temperature check
Place tip of thermometer probe into steam being emitted from a boiling kettle and record reading (It should be between 99^{o}C and 101^{o}C).

If you find that your thermometer is faulty, you should return it to the manufacturer or supplier. You should keep a spare thermometer,

Date	*Temperatures Low*	*Temperatures High*	*Signature*	*Action*

Suppliers

The starting point for making food safely is to be confident about the safety of your raw ingredients and any ready made products that you buy in. You should choose your suppliers carefully. Ask yourself the following questions:

- *How long have they been in business?*
- *Do they supply fully referenced invoices?*
- *How quickly do they respond to your concerns?*
- *Do they seem responsible in the way they store, transport and pack their goods?*

You should make it clear what you expect from your supplier, for example shelf life and delivery temperatures of food. If they do not meet your requirements you should consider changing suppliers.

Alternatively,

Self Collection

The best method is to have your 'high risk' ingredients delivered to you by refrigerated transport. You may however have alternative methods such as self collection at a local food shop or Cash and Carry. To ensure the safety of any 'high risk' foods you buy, you will need to keep them at a safe temperature during transport to your premises. You will also need to ensure that foods are transported hygienically.

Use the forms overleaf to list where you get your high risk foods.

Suppliers List

Name, Address and Tel. No. of Supplier	*Foods Supplied*

Our Safe Self Collection Methods.

If you self collect foods from local shops or a Cash 'n' Carry, describe how you do this safely and hygienically.

Deliveries

It is important to check that food delivered to you is in good condition and has been handled safely. To make sure 'high risk' food is safe to eat you need to make sure that:

- *it is within its 'Use by' date.*
- *it has not gone 'off'.*
- *the packaging is not damaged.*
- *it has been kept cold enough.*
- *it is in a good condition.*
- *foods are put away in the fridge as soon as possible.*

You should be checking the following foods when you receive them:

'High Risk' foods

High risk foods are usually high in protein, and can be eaten without further cooking. Bacteria like to grow on them, so they are always stored under refrigerated/frozen conditions. These should be delivered to you chilled or frozen.

Examples of 'High Risk' Foods

- *Cooked meats, cooked fish/shellfish, e.g. prawns, cooked poultry.*
- *Cooked meat products, e.g. sausage rolls, pies, pates, ready made sandwiches.*
- *Mayonnaise based salads, e.g. rice salad, dips, coleslaw.*
- *Cooked egg/egg dishes and products made from eggs, e.g. quiches.*
- *Fresh cream products, e.g. black forest gateaux, pavlova, cream cakes.*
- *Some dairy produce, e.g. soft cheeses, cream.*

Your target temperature for chilled deliveries of high risk foods should be below 5^{o}C but you could allow a tolerance of two or three degrees. For example you may decide that you will reject deliveries if they arrive warmer than 7^{o}C, or simply feel too warm. (Your delivery driver should give you a temperature readout from the van, or write the delivery temperature on your delivery note.) If he is unable to do this you should do a between the packs check with your probe thermometer.

For frozen foods you may decide to reject food if it is warmer than -12^{o}C. Alternatively, you can check to see if frozen food is solid by handling. If it is very hard it will be safe.

Check and record details of food from deliveries on your Daily Record Sheet pg. 44, and note if you rejected the food.

Staff should know what to do if a delivery is at an unacceptable temperature or in a poor condition.

Stock Control - (High Risk Foods)

Effective stock control is an important part of your food safety system. Always do a stock check before placing an order, as too much stock can lead to waste and out of date food. Not having too much stock is best for food safety - and your profits!

All food items in storage should be marked with a shelf life, whether they are stored in the chill or freezer. *You should never use food past its 'Use by' date because it might not be safe to eat. It is also illegal to sell food past its 'Use by' date. Decide what shelf life you are going to give products you make, as a general rule, two days is adequate for most high risk foods if stored correctly.*

- *Check all incoming ingredients for general condition and acceptable dates.*
- *Always use the 'first in, first out' system, so that older stock is always used first.*
- *Transfer the manufacturer's shelf life onto items from which the outer packaging has been removed.*
- *Always put a 'Use by' date on containers of foods that you have prepared in-house.*
- *Transfer the manufacturer's original shelf life onto items which you have frozen then thawed.*
- *Make sure staff are trained in stock control.*

Regularly check all storage areas for out of date food and dispose of it. Use this time to also check that stock areas are clean, dry and pest free, and that fridges and freezers are clean and working efficiently.

✎ *Write your Stock Control House Rules on the next sheet.*

✎ *Our Stock Control House Rules (High Risk Foods)* *Detail below how you ensure that foods are used within a safe period.*

Our House Rules		*What we do if things go wrong*
Incoming Food *Food in Storage* *Labelling of foods prepared on the premises*	*List the foods you make and their max. shelf life.*	*! Remember when things go wrong – Review.*

Storage

Certain foods need to be chilled to keep them safe. It is important that your fridges, freezers and chilled display units are working correctly to keep these foods safe, and slow down bacterial growth.

Recommended temperatures are:
Colder than 5^{o}C for chilled storage.
Colder than -18^{o}C for frozen storage. e.g. -20^{o}C

✎ *Fridge and freezer temperatures should be checked and recorded on your Daily Record Sheet pg. 44.*

If your fridge breaks down, move food immediately to another unit if possible. You may need to dispose of the food if you are not sure how long the fridge has been broken. If in doubt, throw it out.

If your freezer is not working properly you should do the following:-

- *Move food that is still frozen (i.e. hard), to another freezer straight away. If there is no freezer space, defrost it in a fridge and use as normal.*
- *Food that has begun to defrost (i.e. starting to get soft) can be moved to a fridge to continue defrosting. If there is no room in the fridge, use it immediately or throw it out.*
- *Fully defrosted food (i.e. soft and warm) should be thrown out as you will not know how long it has been at room temperature. Never refreeze food.*

Cross Contamination
Make sure that raw and ready to eat foods are stored in separate fridges/freezers if possible. If they are in the same fridge, make sure that the raw products are stored below the ready to eat ones. Ensure all foods stored in fridges/freezers are wrapped/covered to prevent contamination.

Storage of Vegetables
Unwashed vegetables, e.g. potatoes, carrots, etc. are also a potential source of bacteria. E.coli and other harmful bacteria are present in soil. Always wash vegetables thoroughly before use, and store well away from any ready to eat foods.

Storage of Cans
Avoid storing open cans of food in the fridge. Always decant food into a lidded container.

Preparation

Cross Contamination

Raw foods, especially meat and poultry can contain harmful bacteria.
In the case of vegetables, bacteria can be present in soil on the outside surfaces.

Harmful bacteria on these foods can be spread to cooked/ready to eat foods by direct contact or via hands, utensils, cloths, etc. This is called cross contamination.

Cross contamination is one of the most common causes of food poisoning and must be controlled. Safe food handling practices will reduce the chance of transferring harmful bacteria from raw food to other foods.

On the next sheet, list the safe food handling practices that you have made to prevent cross contamination in your business.

e.g.

- *Raw foods kept away from other foods in both fridges and freezers, (even if wrapped).*
- *Disposable cloths used throughout the kitchen.*
- *Separate preparation areas for raw and cooked food.*
- *Colour coded chopping boards used for raw and cooked foods.*
- *Staff always wash their hands after handling raw foods.*
- *Safe disinfection methods for surfaces/equipment used for raw foods.*

Cross Contamination House Rules

List the rules you have made to ensure that ready to eat foods are not contaminated by raw foods at any stage.

Stage	*House Rules*	*What we do if things go wrong*
How we keep raw and cooked foods apart at **Delivery**		
How we keep raw and cooked foods apart during **Storage**		
How we keep raw and cooked foods apart during ***Thawing.***		
How we keep raw and cooked foods apart during ***Preparation.***		
How we keep raw and cooked foods apart during ***Cooling***		

Preparation contd.

Salad Vegetables

Salad items to be eaten raw like lettuce, tomato cucumber etc. should be thoroughly washed before use. If you are serving to vulnerable group ,e.g. you run a Nursing Home or Nursery, it is recommended that salad items are washed and sanitised. You should use a low dose sanitiser tablet or powder which will kill any harmful bacteria. Take care to follow the instructions.

✎ *If you serve salads to vulnerable groups detail your safe salad method here.*

'High Risk' foods

There will be foods which you prepare that don't actually get cooked, e.g. ready to eat foods like sandwiches, filled rolls, salads, cold cooked meat dishes, some desserts. It is vital that these foods do not get contaminated by bacteria as they are not going to be cooked and made safe at a later stage. Keep them away from raw foods at all times.

- *Always store high risk foods in the fridge.*
- *Minimise time at room temperature - once preparation is complete, return foods to the fridge as soon as possible.*
- *Ensure hands are thoroughly washed before touching all foods.*
- *Ensure surfaces and utensils which are in contact with food are disinfected before use.*

Your 'safe methods' for ready to eat foods will be covered in the various other sections of the manual.

Preparation contd.

Buffet Guidance

Buffet food can be involved in outbreaks of food poisoning as it is usually high in protein, ready to eat and may be left for several hours at room temperature. These are ideal conditions for bacteria to multiply.

- *The safest way to display buffet food is to keep the food in specially designed refrigerated or heated display units.*
- *Ideally your cold buffet foods should be kept at 5^{o}C or below, and hot buffet foods should be kept above 63^{o}C.*
- *If cold buffet food is left out at room temperature the time should be strictly controlled. Try and bring food out from the fridge at the last minute, or in stages and ensure that leftovers are removed promptly.*

Hire of your premises for functions

You should think about this carefully for the following reasons:-

- *Your Club/Church would be implicated in any potential food poisoning outbreak.*
- *You have no control over the preparation of this food. Food may have been prepared in domestic kitchens by untrained people.*
- *You may not have sufficient equipment to keep food cool.*

If you have decided to allow this practice, follow the buffet guidance above to ensure that your buffets are as safe as possible.

Also

- *Don't allow the food to arrive in your premises too early.*
- *Keep the food in the coolest possible place, covered.*
- *Ensure food is eaten as quickly as possible, and throw away any leftovers.*

Use of Outside Caterers

If you get outside caterers to bring in food you must ensure that your facilities are adequate. i.e. you have:-

- *Hand washing facilities.*
- *Sufficient storage, preparation, cooking, hot holding and wash-up facilities as required.*

Use the sheet overleaf to write down your Buffet House Rules.

Buffet House Rules (Hot or Cold)

Our Buffet House Rules	*What we do if things go wrong.*
Cold buffets *Hot Buffets*	*Remember when things go wrong – Review.*

Thawing

Improper thawing can cause food poisoning.

- *If food is left to thaw at room temperature for too long a period, harmful bacteria could grow in it.*
- *If food is not sufficiently thawed before cooking it will be cooked on the outside and may be raw in the centre.*

Thawing of high risk foods is ideally carried out in a specially designed thawing cabinet. There are alternative safe methods which may include:-

- *Thawing in the fridge.*
- *Thawing in the microwave at the defrost setting for the correct time.*
- *Thawing some foods under cold running water, e.g. cooked prawns.*

Smaller portions defrost more quickly, so before freezing divide large quantities of food. Take care when thawing raw meat/poultry to prevent any drips, or cross contamination to high risk foods.

Overleaf write down your Thawing House Rules.

Thawing House Rules

Describe below how you safely thaw different items.
What we do if things go wrong.
! Remember when things go wrong – Review

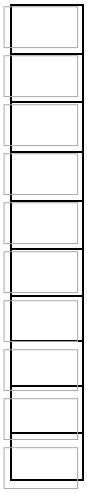
Cooking

This is the most important step in making sure that meat, poultry, fish and eggs are safe to eat, as cooking kills the harmful bacteria. For example, if a chicken dish is not thoroughly cooked to the correct temperature for a sufficient length of time, Salmonella bacteria may survive and cause food poisoning.

You should have safe methods for all your high risk dishes giving quantities, cooking times and temperatures. If you follow this established safe method each time you cook something, then there is less chance of things going wrong.

You should ensure that the following foods are cooked to safe temperatures.

Foods we prepare



- *Stews.*
- *Diced meat/poultry, e.g. curries, kebabs, stir-fries.*
- *Minced meat, e.g. burgers, sausage, shepherd's pie, lasagne.*
- *Whole birds, e.g. chicken, turkey, duck, pigeon, goose.*
- *Soups, sauces and gravies.*
- *Eggs and egg based dishes, e.g. omelettes, quiche.*
- *Fish*
- *Shellfish*
- *Individual cuts of meat, e.g. steaks, chops.*
- *Rolled joints of meat*

Here is some guidance on making sure that the above dishes are safe.

Stews

Cut meat into small, regular sized pieces to ensure even cooking. Stewing is a long, slow cooking process, so make sure that the stew is kept simmering and that it is stirred regularly. At the end of cooking, visually check the largest piece of meat to ensure that it has a soft texture and there are no signs of red or pink meat. If the meat is not cooked thoroughly carry on cooking and recheck.

Diced meat dishes

These require similar controls to stews but may not take as long to cook. Try and ensure that pieces of meat are evenly sized. At the end of cooking, visually check the meat and ensure that it has a soft texture and there are no signs of red or pink meat.

Recommended centre temperature for cooking poultry/stews/burgers/diced meat/ combination dishes/rolled joints/soups sauces and gravies, etc. is above 75^{o}C for 30 seconds or equivalent.

Cooking contd.

Minced meat dishes

Bacteria such as E. coli can be spread through raw minced meat. Follow manufacturer's instructions and ensure that these items are thoroughly cooked. Turn burgers while cooking and check to ensure that the juices are running clear before serving. Make sure that no raw mince comes into contact with ready to eat foods.

For combination dishes like lasagne, follow the same rules and ensure the whole dish is thoroughly heated through before service. If using a microwave ensure that the time and heat setting are sufficient.

Whole birds

Birds can carry Salmonella bacteria on the surface, and in the meat, so poultry must be cooked thoroughly all the way through. When cooking chicken pieces, ensure that there is no pink meat and that any juices are running clear. If you are cooking a whole bird work out a sufficient time/temperature combination to cook it thoroughly, and remember that if you add stuffing cooking will take longer. If you are cooking several birds ensure there is space between them to allow hot air to circulate. When cooking is finished, pierce the thickest part of the leg to ensure that the juices are running clear.

Recommended centre temperature for cooking poultry/stews/burgers/diced meat/combination dishes /rolled joints/soups sauces and gravies etc. is above 75^{o}C for 30 seconds or equivalent.

Soups, sauces and gravies

Always follow the manufacturer's instructions. Keep liquids simmering all the way through while you are cooking it and stir frequently.

Eggs and egg based dishes, e.g. omelettes, quiche

Raw shell eggs can carry Salmonella bacteria inside and on the shells. Make sure that you have a reputable supplier. 'Lion Brand' eggs are much less likely to be contaminated with Salmonella. Do not use eggs after their best before date and store eggs in the fridge until you need to use them.

Keep raw eggs away from other foods and be careful not to splash raw egg onto other foods or surfaces. Disinfect surfaces and wash hands thoroughly after handling raw eggs. Always cook eggs thoroughly, (until yolk is firm) or use pasteurised egg if your customers are vulnerable, i.e. young children or the elderly. Where possible, use pasteurised egg in dishes which are not cooked, e.g. some desserts.

Cooking contd.

If you serve eggs to vulnerable groups, detail your safe egg policy here.

Fish

Ensure that fish and fish products are cooked thoroughly by visual inspection. Check that all the flesh has changed colour and texture.

Shellfish

Always buy shellfish from a reputable supplier to ensure that they have been reared and harvested in hygienic conditions.
Ensure that shellfish are cooked thoroughly, this is most important as they may contain harmful bacteria or toxins. Visually check condition before and after cooking, e.g. ensure mussels are tightly closed before cooking and open after cooking.

Individual cuts of meat, *e.g. steaks, chops and whole joints.*

Harmful bacteria are found on the outside surfaces of cuts of meat so always seal them thoroughly. Lower the heat and carry on cooking until the meat is the desired colour/texture. You should only serve meat rare or medium if it is a whole cut.

Rolled joints of meat

It is essential to cook rolled joints all the way through as contamination may be in the middle of the joint. Work out a sufficient time/temperature combination to ensure thorough cooking. When you have finished cooking insert a skewer into the centre of the joint until the juices run out - the juices should be clear. If there are traces of pink or red in the juices, continue cooking.

Cooling

It is best to cook food and serve it straight away, avoiding the need for cooling. Uncontrolled cooling can cause food poisoning: a few types of bacteria can survive cooking and go on to multiply if food is left for some time in the danger zone e.g. between 63^{o}C and 5^{o}C.

If possible, food that is cooling should be in the danger zone for no more than 90 minutes, (but never put warm foods in the fridge). The best method is to use a blast chiller, but there are other methods.

- *Smaller portions and shallow containers can help cool foods more quickly.*
- *Stir hot liquids to help them cool.*
- *Sit foods on trays of ice.*
- *Some foods can be cooled under cold running water, e.g. rice.*
- *Surplus food will need to be cooled safely too.*

Cooked Rice

*There can be a problem with **cooked rice.** Rice can contain a type of bacteria that can survive boiling. There is no problem if the rice is served immediately or kept hot for a short period, but once the rice cools to room temperature the bacteria can multiply and produce a poison in the rice. This poison is heat resistant and cannot be destroyed even if the rice is reheated thoroughly.*

- *It is important to cool and refrigerate cooked rice as quickly as possible.*
- *Never leave cooked rice out overnight.*
- *Only cook the amount of rice you require.*
- *If in doubt, throw away any leftover rice and make it fresh.*

Reheating and hot holding

It is vital that pre-cooked foods are reheated thoroughly.

Foods being held hot must also stay at safe temperatures. When reheating or hot holding high risk foods you need to ensure that the minimum temperatures below are met to avoid food poisoning.

Legal requirement 82^{o}C or above for reheating foods.
Legal requirement above 63^{o}C for hot-holding foods.

On the following sheets outline YOUR Safe Hot Food Methods for the following food types on your menu. Include quantities, cooking times, cooling, reheating and hot holding procedures if applicable.

Example

Our Safe Hot Food Methods – Stews

e.g. casseroles, steak pie etc. *Include cooking method, cooking temps/times, visual checks, and cooling, reheating and hot holding procedures if applicable.*

Dish	*Safe method*
Steak Pie	*Meat is cut into evenly sized pieces and thoroughly sealed over a high heat for 5 mins. Visually check sealed pieces. Add liquid and simmer for two hours until meat is tender. Check largest piece of meat for texture and to ensure thorough cooking. Place in clean shallow trays and cool as quickly as possible, (In the danger zone for no more than 90 mins).* *Once cooled transferred into clean plastic containers with lids and placed in the fridge.* ***Reheating*** *Placed into pie dish and microwaved on high for 5mins. Stirred and then cooked for a further minute. Check that food is piping hot before service.*

What we do if things go wrong
Continue cooking until food is ready. If food is taking too long to heat up, check equipment.

✎ *Our Safe Hot Food Methods – Stews*

e.g. casseroles, steak pie etc. *Include cooking method, cooking temps/times, visual checks, and cooling, reheating and hot holding procedures if applicable.*

Dish	*Safe method*

✎ *What we do if things go wrong*

✎ *Our Safe Hot Food Methods –Diced meat/poultry.* ***e.g. curries, stir fries etc.*** *Include cooking method, cooking temps/times, visual checks, and cooling, reheating and hot holding procedures if applicable.*

Dish	*Safe method*

✎ *What we do if things go wrong*

✎ *Our Safe Hot Food Methods – Minced meat dishes.* ***e.g. mince, burgers, sausage, pies etc.*** *Include, cooking method, cooking temps/times, visual checks, and cooling, reheating and hot holding procedures if applicable.*

Dish	*Safe method*

✎ *What we do if things go wrong*

Our Safe Hot Food Method - Whole birds. *Include cooking method, cooking temps/times, visual checks, and cooling, reheating and hot holding procedures if applicable.*

Dish	*Safe method*

What we do if things go wrong

Our Safe Hot Food Methods – Soups sauces and gravies. *Include cooking method, cooking temps/times, visual checks, and cooling, reheating and hot holding procedures if applicable.*

Dish	*Safe method*

What we do if things go wrong

Our Safe Hot Food Methods – Eggs and egg dishes. *Include cooking method, cooking temps/times, visual checks, and cooling, reheating and hot holding procedures if applicable.*

Dish	*Safe method*

What we do if things go wrong

Our Safe Hot Food Methods – Fish and fish dishes. *Include cooking method, cooking temps/times, visual checks, and cooling, reheating and hot holding procedures if applicable.*

Dish	*Safe method*

What we do if things go wrong

Our Safe Hot Food Methods – Shellfish.

Include cooking methods, cooking times/temps, visual checks and cooling, reheating and hot holding procedures if applicable.

Dish	*Safe method*

What we do if things go wrong

✎ *Our Safe Hot Food Methods – Individual cuts of meat* ***e.g. steaks, chops etc****. Include cooking method, cooking times/temps, visual checks and cooling, reheating and hot holding procedures if applicable.*

Dish	*Safe method*

✎ *What we do if things go wrong*

Our Safe Hot Food Methods – Rolled joints of meat *Include cooking method, cooking temps/times, visual checks, and cooling, reheating and hot holding procedures if applicable.*

Dish	*Safe method*

What we do if things go wrong

A random check of these foods using the probe thermometer will show that your hot food method is safe. Check a random selection of high risk foods each day. Over the week you should aim to have checked each high risk item on your menu.

- ***Record cooling times and temperatures on your Daily Record Sheet pg. 44.***

- ***Record final cooking temperatures, reheating and hot holding temperatures on your Daily Record Sheet pg. 44.***

Daily Record Sheet

Date_____

Deliveries of High Risk Foods

Food Type	**Chilled goods** (0-7°C higher - reject) Temp. Init.	**Frozen goods** Solid? Init.	*Comments e.g. rejected delivery

Chills/Freezers Chills should be below 5°C Freezers below -18°C

	am	pm	*Comments
Unit	Temp. Init.	Temp. Init.	
1	/	/	
2	/	/	
3	/	/	
4	/	/	
5	/	/	
6	/	/	

Cooking, Hot Holding, Reheating Temperatures

Food	Cooking (at least 75°C)	Reheating (at least 82°C)	Hot holding (above 63°C)	*Comments

Cooling Checks

Food	Start time and temp.	Finish time and temp.
	/	/
	/	/

Our opening/closing checks were carried out today

Manager Check Date / /	*Comments
Signature	*Remember to Review if things go wrong

Deliveries Out

Hot deliveries

If you deliver hot foods to customers off site you must ensure that food is always transported hygienically and kept at a safe temperature, i.e. above 63^{o}C. A way to do this is to use special insulated containers and limit the travelling time.

Cold Deliveries

If you deliver cold foods to customers off site you must ensure that food is always transported hygienically and kept at a safe temperature, i.e. below 5^{o}C
The best way to do this is to use a refrigerated vehicle, although other safe methods are available.

You must decide on and note down the safe methods that work for your business.

Use the next form to note these safe methods down.

Safe Delivery Methods

Our safe delivery methods for hot foods.
Our safe delivery methods for cold foods.
What we do when things go wrong
!Remember to Review

Cleaning

Cleaning in food premises is important for a number of reasons:

- *To prevent food poisoning - proper cleaning and disinfection will reduce harmful bacteria to a safe level on equipment and surfaces. This will help to reduce the risk of cross contamination.*
- *To remove foreign objects which may contaminate food.*

All equipment and areas within food premises must be kept clean. However, food contact surfaces, e.g. chopping boards, work surfaces, crockery, food storage containers, pots and cutlery also require to be 'disinfected.'

To efficiently disinfect items in a sink or food contact surfaces you need to use a 'bactericidal detergent' or 'sanitiser'. Antibacterial products are not effective enough to be used in a food business - look instead for the term 'bactericide.'

You should also clean and disinfect sinks, washbasins, taps, door/fridge handles, light switches and other items which are touched regularly.

Always read the instructions carefully and store cleaning chemicals well away from foodstuffs. Bins and waste storage areas should also be kept clean.

Ideally disposable cloths or paper towels should be used. However if you use non-disposable cloths you must prove that they are not a cross contamination risk.

If you use a dishwasher for cleaning utensils and crockery, it is important to regularly check that it is working correctly. (The clean utensils will feel hot.)

Cleaning Schedule

A cleaning schedule should be drawn up detailing:

- *What is to be cleaned*
- *How it is to be cleaned*
- *How often*
- *Using what equipment/chemical/dilution*
- *Where appropriate who is responsible for cleaning.*

This is a useful management tool, and the visiting Enforcement Officer will usually want to see a written cleaning schedule. Where possible, regular checks should be carried out by a supervisor to make sure that cleaning has been carried out effectively.

✎ ***Use the blank form provided to compile your Cleaning Schedule.***

Example Cleaning Schedule

Equipment or area to be cleaned	***Frequency of cleaning/disinfection***	***Cleaning material/dilution***	***Method of cleaning/disinfection***	***Person responsible for cleaning***
Food contact surfaces e.g. chopping boards, knives, food containers.	***After each use.***	***Bacto detergent - Two capfuls to one bucket.***	***Scrape off deposits of food. Wash thoroughly with hot water and bactericidal detergent. Rinse using hot water. Leave to air dry, or wipe dry with clean disposable paper.***	*Joe Clean*
Hand contact surfaces, e.g. taps on sinks and wash hand basins, light switches, fridge handles.	***Twice daily***	***Spray sanitiser - neat. Contact time 1 minute.***	***Wash thoroughly with hot water. Apply spray sanitiser. Leave for appropriate contact time. Rinse using hot water. Air dry or dry with clean disposable paper.***	

Cleaning Schedule

Equipment or area to be cleaned	Frequency of cleaning/disinfection	Cleaning material/dilution	Method of cleaning/disinfection	Person responsible for cleaning

Physical and Chemical Contamination

It is very important to prevent chemicals and foreign objects such as glass, stones or pests getting into food.

- *Check incoming ingredients for contamination.*
- *Keep unnecessary items out of the kitchen.*
- *Never store cleaning chemicals or pesticides near food. Ideally they should not be stored in the kitchen.*
- *Make sure you control pests effectively.*
- *Keep glass out of food areas.*
- *Ensure that premises and equipment are properly designed and maintained.*
- *'Clean as you go'*
- *Always keep food covered.*
- *Have good standards of personal hygiene.*

If chemicals or foreign objects do get into food you must throw that food away.

To stop it happening again:

- *Review how you use and store chemicals in your business.*
- *Review your pest control arrangements.*
- *Improve staff training.*
- *Improve supervision.*

Use the form overleaf to describe how you prevent foreign objects and chemicals from contaminating food.

Physical and Chemical Contamination House Rules

How we prevent physical and chemical contamination of food:
What we do if things go wrong.

! Remember to Review

Water Supply

It is essential to have a clean and wholesome water supply. Please indicate below the source of your water. e.g. Private treated supply, mains direct to taps or mains tanked supply.

✎ *Our water supply is*

It is important to plan for a problem with your water supply, i.e. an interruption or break in the supply for maintenance. Indicate below how you would deal with this situation.

✎ *We would*

Waste Control

All food businesses produce waste. This can be made up of food, paper, cleaning materials, packaging, etc. It is your duty as the manager/owner to ensure that this waste does not cause any problems. Food waste could contaminate work surfaces. Other waste, like paper, labels, etc. could get into food.

The following rules should apply to waste control.

- *Suitable bins with lids should be placed in accessible places throughout your premises.*
- *There should be a sufficient number of bins.*
- *Bins should be emptied, cleaned and disinfected frequently, especially in food areas. Any bin cleaning should be part of a written cleaning schedule.*
- *If waste is being stored before collection, the storage area should ideally be located away from food storage areas.*
- *Outdoor bin areas should be kept clean to prevent pests, and all waste should be in closed containers.*
- *Waste should be collected by an approved waste contractor who will dispose of it correctly.*

An Enforcement Officer may ask to see the written contract you have made with the contractor.

Pest Control

Rodents and insects can contaminate food. Ideally you should have a contract with a specialist pest control company who will regularly visit your premises. Keep any forms or records that they give you. They will prove that you are checked regularly for signs of pests, and that any infestations are dealt with.

✎ *If you don't have a pest control contract, list the measures that you take to prevent a pest problem on the next sheet.*

All staff must be aware of the signs of pests which could include, rodent droppings and smear marks, live/dead insects or insect egg cases.

If you find an infestation you must act quickly.

- *Consider whether you should close.*
- *Contact a Pest Control Company and your local Environmental Health Department.*
- *Dispose of any food that pests may have come into contact with.*
- *Disinfect any equipment, surfaces or utensils that may have been contaminated.*
- *Prevent pest control chemicals coming into contact with food, packaging, surfaces or equipment.*

Pest Control House Rules

We prevent pests entering the food business by:

Checking and Inspection occurs every:
And involves:
If you find signs of pests remember to Review!

Maintenance

Maintenance is essential to keep equipment working properly and make cleaning easier.

- *Cooking and chilling equipment must be working efficiently to keep food safe.*
- *Repair structural damage, e.g. chipped plaster, broken tiles and light fittings as soon as it happens.*
- *Throw away any utensils, dishes or tableware that are damaged.*
- *Extractor fans and filters should be checked regularly to make sure they are clean and working properly.*

If you think that equipment might not be working properly, you need to do something about it straight away.

- *Check that you are using your equipment properly, e.g. not overloading the fridge.*
- *Look at the manufacturer's instructions.*
- *Contact the manufacturer or your maintenance contractor.*
- *If possible, use alternative equipment until the problem has been corrected.*

It is useful to have a list of your contractors for supervisors and staff. Use the form overleaf.

Contractors Contact Details

Equipment/Pest/Waste	*Contractor name and address*	*Tel No.*

Review

As the person in charge, it is important that you are making regular checks of your workplace to ensure that food is being produced safely. It is your responsibility to make sure that all the guidance given in this pack is being followed. Ensure that you complete all the relevant sections in this manual and complete the Daily Record Sheet.

If you find that things have gone wrong, e.g. a member of the public has complained or you receive a warning letter from your enforcement officer, you will have to make changes to procedures or re-train staff.

Also, if there are changes to your business, for example

- *your menu changes*
- *new staff start*
- *there are any changes to your premises*
- *change in suppliers*
- *change of ingredients*
- *change in customer type, e.g. outside catering for vulnerable groups.*

You must ensure that your Food Safety Management System is still working, and update it as necessary.

Use the next sheet to note down when things change or go wrong, and how you altered your Food Safety System.

Review Sheet

Date	What has changed or gone wrong?	What changes have you made to your system to ensure safe food?

Other House Rules

Progress Sheet

Tick each section as you work through the Safe Food Manual.

This applies to my business	*Procedures*	*Tick if you have completed*
	Personal Hygiene Policy	
	Staff Training Record	
	Opening and Closing Checks	
	Thermometer Calibration	
	Suppliers List	
	Safe Methods for Self Collection	
	Stock Control House Rules	
	Cross Contamination House Rules	
	Safe Salad Preparation	
	Buffet House Rules	
	Safe Thawing Methods	
	Safe Egg Policy	
	Safe Cooking Methods	
	Safe Delivery Methods	
	Cleaning Schedule	
	Physical and Chemical Contamination House Rules	
	Pest Control House Rules	
	Contractors Contact Details	
	Review Section	