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FOOD AND HYGIENE

INTRODUCTION

It is the clear policy of _____ that the conditions under which our employees work and in which our guests are served should be safe and healthy. The Statement of Policy, which follows, demonstrates the commitment of the Company to meet all of its obligations under the relevant Acts of Parliament, Codes of Practice and Regulations. It recognizes that it will only be able to meet these goals through the actions of its employees, who in turn will need to be instructed, directed and motivated to protect both themselves from the effects of poor hygiene practices and any consequent litigation and to protect the health and welfare of our guests at all times.

As with the Company Health and Safety Policy Statement, the Company is committed to maintaining the highest possible standards of Food Hygiene within all of its outlets and will deal with this issue on the fronts of funding, training, audit, Company organization and the effective communication of policies and procedures which will be amended from time-to-time to take into account changes in best practices.

GENERAL STATEMENT OF FOOD HYGIENE POLICY

So far as is reasonably practical the Board of Directors, through its management teams, will ensure that all reasonable precautions will be taken and due diligence will be exercised in all areas of the Company's activities as they are affected by the Food Safety Act 1990 and the Food Hygiene (General) Regulations 1970 / and the Food Safety (General Food Hygiene) Regulations 1995. In short:

a. All statutory obligations under Food Hygiene (General) Regulations 1970 as amended and up-dated by and including the Food Safety Act 1990 and the 1995 Regulations will be fully complied with.

b. Premises, equipment, utilities and all food handling systems will be without any health risk to our employees or guests.

c. Work environments will be encouraged where all employees participate fully in all hygiene training and where there is a free and open attitude amongst staff and management to the common solution of all hygiene problems.

RESPONSIBILITIES

Although the ultimate responsibility for the success of the hygiene policy rests with the Chairman and Chief Executive (e.g. In terms of funding, training policy, etc.), all staff and management have clear parts to play. In the following section of this Code these responsibilities are outlined in broad terms in order to clarify what might be reasonably expected of each level within the organisation.

a. Operations Director/Manager

must ensure the following:

i. To take and act on specialist advice from the Head of Human Resources and Property Director in the areas of hygiene good practice, training and development programmes, etc.

ii. In agreeing all outlet operating budgets and capital expenditure plans ensuring that hygiene standards are not compromised.

iii. To ensure as line managers that, on an on-going basis, all Outlet General Managers are able to and committed to maintaining Company standards as detailed in this Code of Practice within their areas of responsibility.

iv. Full Regional Analyses of all adverse hygiene reports are routinely made available to the Executive Team together with Action Plans.

v. To ensure Audits when issued are completed and returned on time to Head Office.

vi. Hygiene should always be on the Agenda at Regional Management Meetings.

NB: Delegation may be an option open to the Operations Director/Manager in some of the above areas. This will not, however, remove ultimate responsibility as detailed at this level.

b. Outlet General Managers

The following should be ensured:

i. That all requirements as detailed in this Code of Practice are complied with.

ii. That hygiene is always on the Agenda at team meeting.

iii. That any changes - structural or otherwise - which may effect hygiene standards are communicated to all employees as soon as reasonably practicable.

iv. That any potential hazards are communicated to the Business Partner immediately and an appropriate course of action agreed.

v. That all appropriate members of staff receive at least the minimum level of training for Food Handlers as required by the Food Safety Act 1990 (see the Training of Food Handlers) and that records are kept for all annual updated training.

vi. That all contractors' work is monitored for its effect on Food Hygiene.

c. Head Chefs/Heads of Department

Although the ultimate responsibility for the implementation of the Company's Food Hygiene Policy rests with the Outlet General Manager, the day-to-day running of food-handling departments are the responsibilities of the respective Heads of Department (e.g. with the Head Chef responsible for all kitchens and food stores.)

Such responsibilities will include the following:

i. Full and on-going involvement in all instruction of subordinate employees on food hygiene.

No 'unqualified' employees will be allowed to work unless constantly supervised. Such employees must undergo a Basic Course within three months.

ii. Cleaning, personal Hygiene and 'Best Practice' Notices as specified in the 1970 Regulations will be displayed and all rules will be followed as specified therein.

iii. Waste foods will be removed from food areas at regular intervals.

iv. Food will be stored at the recommended temperatures, using suitable equipment and following safe practices.

v. The cleanliness of equipment will be of the highest standard.

vi. Food will be protected from the risk of contamination or cross-contamination.

vii. All food handling staff will wear the correct protective clothing, including hats, and use only blue waterproof dressings when required.

viii. A constant monitor will be made of the structural standards of the Department with a view to maintaining either by personal action, or by immediate recommendation, an environment which is safe and easy-to-clean.

ix. All hazard analysis of critical control points (HACCP) flow charts are to be displayed and all staff are to be actively involved in checking them when dealing with that particular item.

d. Other Staff

All employees have a general duty of care for both themselves and to others under the relevant legislation and may be individually held accountable and prosecuted in certain circumstances. It is, therefore, appropriate to detail the broad responsibilities of all of our employees which are in place prior to taking on additional responsibilities through their office. All employees are expected to:

i. Take care when handling any food product.

ii. Co-operate with superiors to ensure an hygienic environment and follow any guidelines, documents or Company rules in this respect.

iii. Report any hazards to management immediately, taking any possible and permissible corrective action first as appropriate.

iv. Attend all training sessions as reasonably requested.

v. Read all training or general instructional literature as requested and take notice of relevant items on Staff Notice boards when requested to do so.

vi. Comply with all aspects of the 1990 Food Safety Act and 1970 Food Hygiene Regulations Food Safety (General Food Hygiene) Regs. 1995 as detailed below.

vi. Head Chefs and where appropriate 2nd Chefs, must attend the in-house Intermediate Food Hygiene course.

BACTERIA

a. Bacteria are microscopic organisms, which are difficult to classify exactly as either plant or animal. They are to be found in the air, in the soil, in and on living plants and animals; indeed they will live wherever there is organic matter for them to feed upon. Bacteria multiply very rapidly and under suitable conditions their numbers may double at intervals of approximately 20 minutes.

b. The temperatures at which bacteria thrive and multiply most freely are between 5 degrees and 63 degrees Centigrade, but they increase most

rapidly at the temperature of the human body (36.9 degrees Centigrade). Some varieties produce spores (shells) to enable them to survive unfavourable conditions and these are resistant to extremes of temperature over long periods of time.

c. Not all varieties of bacteria are harmful to man; indeed, some types are beneficial or useful (e.g. bacteria within the digestive tract assist with the digestion of food, some produce compounds which enrich the soil and benefit agriculture and others are used in the production of cheeses, in fermentation processes and in the production of antibiotics).

FOOD POISONING

Much food poisoning is caused by bacteria or 'germs', which get into food through careless handling. Not all bacteria are capable of producing disease, but those, which do can cause severe and often fatal illnesses such as typhoid, dysentery, tetanus and tuberculosis. Some varieties produce internally toxins, which are released when they die, while others secrete them during life. Where such bacteria exist within food, which is subsequently eaten, food poisoning will often result. In the latter case, the effect is more immediate producing vomiting and related symptoms, but in the former case the collective number of dead bacteria giving off poisons may have more drastic effects and cause serious illness.

The only way to safeguard against this danger and keep such bacteria under control is to observe the highest possible standard of cleanliness. Elaborate methods of disinfection are not necessary to kill the ordinary bacteria with which we come into contact in everyday life. Soap and water and clean habits will usually suffice. Any reported food poisoning must be immediately reported to the Duty Manager / Outlet General Manager and Operations Director/Manager. See separate section on 'Suspected Food Poisoning - Action to Take'.

CARE OF FOOD

a. Bacteria can be transferred to food in many ways:

   i. from the hands or breath of the handler

   ii. from soiled clothing and kitchen cloths

   iii. from unclean utensils which may harbour germs even though they appear clean to the naked eye

   iv. from flies, rats and dust in the air

b. A kitchen, with its moist, warm atmosphere, offers an ideal environment for bacteria and therefore requires stringent precautions against contamination.

   It is worth remembering that the four essential factors for bacterial growth are:

   i. a food source

   ii. temperature - ideally body temperature

   iii. moisture

   iv. time

   In addition, some types of bacteria need oxygen; others prefer an oxygen free environment.

c. Some of the principal methods of protection against bacterial growth are:

i. **Refrigeration:** This creates an unfavourable environment for bacteria and retards their growth and activity.

ii. **Dehydration:** The success of dehydration is due to the fact that the bacteria thrive best in moisture. For this reason soups, sauces, milk, cream, meat, eggs, fish and products derived from these are all more susceptible to contamination than are such dry items as pastry, biscuits, cake, etc., which, however, are open to attack when they become damp. Dried milk will keep infinitely longer than fresh milk.

iii. Apart from favourable temperatures and a moist environment, other factors influence the growth or destruction of bacteria. in the preservation of some foods, items such as salt, vinegar, oil and sugar are added to kill or retard bacteria, or other methods such as canning, bottling and smoking are used.

iv. Great care must be taken with foods such as cream and cakes or trifles which contain cream; also egg custards, crème caramels, etc., as once made they must not be reheated. This applies also to cold meats, pies, etc., particularly those of which jelly forms a part. Such items should be kept under refrigeration until required for use. Where foods have to be left out on display they should be kept in refrigerated glass cabinets or, failing this, under glass or fly-proof covers.(See Regulations as passed under the Food Safety Act 1990).

OTHER SOURCES OF CONTAMINATION

a. Metal Poisoning

i. Copper cooking utensils are normally lined with either tin or nickel and when the lining wears thin or is allowed to melt through over-heating, the copper can become exposed. In such a case, food cooked in them may be affected by copper poisoning. Kitchen utensils should always be maintained in first-class condition and if such utensils as fish slices and serving spoons show signs of the basic metal appearing through the plating, they should be discarded and replaced. Copper or brass utensils must be kept in a good state of repair.

ii. If food containing acid (e.g. rhubarb) is stored in galvanized containers or in chipped enamel utensils, a reaction may take place which could result in poisoning from either zinc or antimony.

iii. Water which has flowed through lead pipes may be a source of lead poisoning.

b. Chemical Treatment of Foodstuffs

Meat and poultry imported from abroad and fish caught in distant waters are frequently treated with antibiotics to prevent purification and to preserve freshness of taste and appearance, but these antibiotics have no direct ill effects on the consumer (although they may contribute to his/her resistance to them). There has, however, been some anxiety in recent years about the increasing use of hormones for treating livestock, as it is

felt that it might affect humans, but no concrete evidence has yet been produced either to confirm or disprove the suspicion.

c. Kitchen Cloths

Dish cloths, net cloths and oven cloths can also become sources of infection unless they are laundered frequently and great care should be taken not to misuse them, for example, by using a dish-cloth for wiping up something from the floor or even for wiping one's hands.

c. Chopping Boards

Do not use wooden boards use only polystyrene boards, colour coded for individual uses.

KITCHEN PESTS

There are two pests which offer a major risk to food safety; these are the housefly and the rodent.

a. The Housefly

The housefly is closely associated with unhygienic conditions as it breeds in places where rotting food, animal excreta and kitchen refuse are to be found. The newly hatched fly will feed on the waste matter in which the eggs were deposited. It cannot chew its food but has first to moisten it and then suck it up through its proboscis. The fly may then move on to food intended for human consumption for its next meal.

The secretion it mixes with its food also contains many germs, which will be left to multiply rapidly when deposited on food, which again, may be food for human consumption. Flies are prolific breeders and one pair can produce a colony of thousands within a few days.

b. Rodents

Rats and mice destroy large quantities of food and contaminate much of that which they do not eat. They inhabit extremely unhygienic places such as sewers and rubbish dumps and are dangerous carriers of infection as they harbour harmful bacteria in their fur and droppings. Where rats and mice are known to exist, every effort should be made to eradicate them. They can usually be traced by their droppings and by the greasy marks their fur leaves behind. Their means of access can usually be blocked. Favourite points of entry are holes in walls or floors through which heating pipes or plumbing pass. These holes can usually be blocked with cement or strong mesh wire.

If poison is being used, great care should be taken not to contaminate food with it. A specialist company should be used in all cases of infestation.

c. Other Insects

Insects common to kitchens include cockroaches, beetles, steam-flies and silverfish or firebrats; all of these inhabit warm, dark corners and cracks in walls and floors and come out at night when they may contaminate any food they come into contact with.

These pests can all be controlled by the careful and discreet use of insecticides and by cementing up or filling any cracks where they might hide.

HYGIENIC WORKING CONDITIONS

a. Ventilation

Adequate ventilation is of the utmost importance. The correct working temperature and the number of air changes per hour required will vary considerably according to circumstances. Expert advice should be sought. Extractor fans and ventilation ducts should be cleaned at frequent intervals, not only as a matter of hygiene, but also as a fire precaution, as an accumulation of dust and grease can be a dangerous fire hazard.

b. Lighting

Good lighting helps to decrease fatigue and increase efficiency. It is essential if the possibility of accidents occurring is to be reduced and adequate cleanliness in less accessible areas of the kitchen is to be maintained. The minimum amount of lighting in kitchens and preparation rooms should be at least double and the light provided on working surfaces at least two and a half that generally available in restaurants and dining rooms. The legal requirement where preparation is carried out using machinery or knives and where cooking is being carried out, then the lighting level should reach 300 lux (the measurement of luminance).

c. Internal Surfaces

The surface of walls, floors and ceilings are of the utmost importance, not only from the point of view of hygiene, but also in respect of safety and fire resistance. Many new materials have been produced which have some advantages and some disadvantages.

d. Floors

Generally speaking, no material can be found to equal quarry tiles for floor surfaces in kitchens. Although having some disadvantages, they are most often used due to the fact that they are extremely hard-wearing, easily cleaned, resistant to the effects of heat, grease and acids and if properly laid, do not crack.

e. Walls

In kitchens these must be hard-wearing, easily cleaned, smooth and impervious to grease and steam, need little maintenance, be reasonably fire-resistant and be sufficiently open-textured to resist condensation. Glazed ceramic tiles are the best one can get to satisfy these requirements and checks as part of the audit process should be made as to this standard. Any chipped or cracked tiles need replacing. Dirty grouting must be cleaned.

f. Ceilings

These must be smooth, non-flaking and easily cleaned. The most satisfactory surface for this is anti-condensation plaster, which is porous, but impermeable. If painted, the ceiling should be treated with matt emulsion (not gloss) in order to collect the minimum amount of dust and reduce condensation, the possibility of which is bound to be increased if glazed tiles are used as on the walls. Ceiling tiles must not be painted.

THE FOOD SAFETY ACT 1990

INTRODUCTION

The Food Safety Act 1990 is now the main "Enabling Act" under which future Regulations on the subject of food hygiene will be passed. In this respect, it fully replaces the Food Act of 1984. Since the passing of the 1990 Act, the Food Hygiene (General) Regulations 1970 which are re-enacted in the Food Safety legislation have also been amended to take account of the more stringent nature of some sections of the 1990 Act.

The Food Safety Act is intended to impact every stage of the food chain from source to table. For most Companies it will lead to the need for greater spending on training, on equipment and on changes in practices.

The need for legislation has arisen through the heightening of the profile of food hygiene as a public health issue by way of such 'scares' as those involving salmonella in eggs, listeriosis in soft cheeses, bovine spongiform encephalopathy in beef ("Mad Cow Disease"), E-coli bacterial infection of hamburgers and so on.

Although not a major part of the legislation, it is being said that all producers of food for public consumption should be routinely sampling all batches of food produced as well as testing deliveries for microbial count prior to acceptance. The scope of the legislation is enormous, the penalties are tougher than ever before and the main provisions are detailed below. Managers should ensure that they take note of all the main aspects of the law and take all necessary actions in order to comply with all of its provisions.

MAIN PROVISIONS OF THE FOOD SAFETY ACT 1990

The main provisions of the 1990 Act came into effect in January and April 1991, but as Regulations are passed the whole area of food hygiene 'best practice' will change.

In brief, the Act:

a. revises and improves the major offences and includes for the first time an umbrella offence of supplying food that fails to comply with food safety

b. strengthens powers of enforcement, including detention and seizure of food

c. requires training in basic food hygiene for all food handlers

d. allows for further legislation to keep apace of new technological developments

e. requires the registration of all food premises, allows the issue of Improvement Notices and enables premises to be closed down more quickly if public health is at risk.

f. allows Ministers to issue emergency control orders to tackle potentially serious problems

g. enables Environmental Health Officers to issue emergency Prohibition Notices to force caterers to stop using the food premises or equipment immediately and until further notice

NB: The Regulations which will follow under the Act will, in time, replace the 1970 Regulations and are expected to specify in greater detail legal minimum standards in all relevant areas.

OFFENCES

The most serious offences under the Act are as follows:

a. Selling, or possessing for sale, food which does not comply with food safety requirements.

b. Rendering food injurious to health.

c. Selling food which is not of the nature, substance, or quality demanded.

d. Falsely or misleading describing or presenting food. (The use of irradiated food must, for example, be clearly spelt out on the menu).

There are also offences about hygienic conditions and practices which will be set out in Regulations.

EHO'S POWER

a. Environmental Health Officers (EHO) are able to:

   i. enter food premises to investigate possible offences

   ii. inspect food to see if it is safe

   iii. detain suspect food or seize it and ask a Justice of the Peace to condemn it.

b. In addition, EHO's must be given reasonable information and assistance.

c. Before the Food Safety Act, some powers to order the closure of unsanitary food premises already existed and local authorities have a well established system of sending advisory letters to businesses falling short of acceptable standards. The new law gives Enforcement Officers more effective powers to close unsatisfactory premises or require improvements to be made. Powers are detailed below:

   i. If an Officer believes that a food business does not comply with hygiene or food processing regulations, an **Improvement Notice** may be issued. The notice requires the Outlet General Manager to put matters right. It is an **offence to fail to comply** with an Improvement Notice, but it is possible to appeal against its imposition.

   ii. If a business is convicted of a breach of hygiene or processing regulations and the Court feels that public health is at risk, it will impose a **Prohibition Order, which closes all,** or part of the business.

   A Prohibition Order will deal with the use of a process or treatment, the specific use of equipment or premises or the condition of premises or equipment.

   iii. When a business presents an imminent risk of injury to health, Enforcement Officers can serve an **Emergency Prohibition Notice** without prior reference to a Court. The premises, or some specific part of them, are then closed.

   iv. Upon referral (which must follow within 3 days) and if the Court agrees that there is an imminent risk of injury to health, it will make an **Emergency Prohibition Order** and this supersedes the prohibition notice.

Note: The General Manager, or his/her designated deputy, must inform the appropriate Business Partner at the earliest opportunity, of any pending Notice.

d. To get a Prohibition Order lifted, the Outlet General Manager must apply to the enforcement authority for a certificate stating that enough has been done to ensure that the business can operate without risk. The authority must then reach a decision within a fortnight and if agreeable, issue a certificate within a further 3 days. Upon refusal, there is a right to appeal to a Magistrates Court.

DEFENCES

In the past, there were a number of different defences in food law. Under the Food Safety Act, there are just two defences, which apply to the main offences. The **principal** and only one to be discussed in this Code is the defence of **'due diligence'**.

This defence enables a party to be acquitted of an offence if they prove that they 'took all reasonable precautions and exercised all due diligence to avoid committing the offence'. The Courts will decide in each case and will take account of all the facts in that case.

PENALTIES

In individual cases, the level of penalties is for the Courts to decide but, in general, the Food Safety Act has **considerably increased the maximum penalties available to the Courts**.

a. For the most offences, Crown Courts will be able to send offenders to **prison for up to two years** and/or impose **unlimited fines**.

b. Magistrates Courts - or the Sheriff in Scotland - will generally be able to impose a fine of **up to five thousand pounds** per offence and a prison **sentence of up to six months**. For the main offences as described in 3.a. to 3.c. above, the maximum fine a Magistrates Court can set for each offence will be **twenty thousand pounds**. There are also penalties for obstructing an Enforcement Officer.

Regulations made under the Act will set their own level of penalties which will not exceed those above.

REGISTRATION OF FOOD PREMISES

Under the 1990 Act, it is a requirement that all food premises are registered with the local authority. There is no charge made, the main purpose being to provide information about the number and type of food premises in the local authority area and for that authority to be able to target enforcement action effectively.

TRAINING OF FOOD HANDLERS

a. The training of food handlers becomes a legal requirement under the 1995 Food Safety (General Food Hygiene) Regs. The Regulations published in this area has established the training requirements as follows:

Head Chefs & 2nd Chefs (if appropriate) and most other Heads of Department will have attained the Intermediate Food Hygiene Certificate (or above) run in-house. The aim is to ensure that all catering staff have the practical skills and knowledge they need.

b. Acceptable providers of the Basic Level Food Hygiene Training for staff include, amongst others, respective local authorities, the Institution of Environmental Health Officers, the Royal Institute of Public Health and Hygiene and the Outlet and Catering Training Company. The group have their own training team which complies with the requirements.

c. New 'untrained' employees must be supervised at all times. In any event these employees should undergo a Basic Food Hygiene Course within three months of commencement.

d. Refresher training for all employees must take place annually.

FOOD HYGIENE (GENERAL) REGULATIONS 1970

INTRODUCTION

The Food Hygiene (General) Regulations 1970 as amended by the Food Hygiene (Amendment) Regulations 1990 and the 1995 Food Safety (General Food Hygiene) Regulations form the basis of existing recommended good practice within the industry. In time, they will be superseded or further amended by Regulations passed under the 1990 Act. The main areas covered in the Regulations are listed below:

PREMISES

a. Food preparation must not be carried out on any premises, the condition, situation or construction of which exposes food to the risk of contamination.

b. The walls, floors, doors, window, ceilings, woodwork and all other parts of a food room must be kept clean and in good repair and so constructed as to prevent, as far as possible, any risk of infestation from birds, rats, mice, insects or other pests.

c. Food rooms must be adequately lighted and ventilated.

d. Water used in any food premises must be clean and wholesome.

e. No food room shall be used as a sleeping place and subject to any certificate of exemption being issued, no food room which communicates directly with a sleeping place, shall be used for handling open food.

EQUIPMENT

All equipment with which food comes into contact must be kept clean and in such good condition and repair as to:

a. Enable it to be thoroughly cleaned.

b. Prevent, as far as reasonably practicable, any matter being absorbed.

c. Prevent, as far as reasonably practicable, any risk of contamination of the food.

PERSONAL HYGIENE

a. All food handlers, other than food service staff and those engaged only in handling raw vegetables, intoxicating liquor or soft drinks, must wear clean and washable overclothing and anyone who carries meat which is liable to come into contact with the neck or head, must wear a clean and washable neck and head covering.

b. All food handlers must:

   i. Keep themselves clean.

   ii. Keep their clothing or overclothing clean.

   iii. Keep any exposed cut or abrasion covered with a suitable (i.e. blue) waterproof dressing.

iv. Refrain from the use of snuff, tobacco or other smoking mixture in any food room where there is open food.

v. Refrain from spitting.

c. A suitable first aid kit must be provided in every food room in a readily accessible position and must include a sufficient supply of bandages and waterproof dressings.

d. Outdoor or other clothing and footwear must not be kept in any food room where open food is handled except in closed locker accommodation.

e. If a food handler becomes aware that he or she is suffering from, or is a carrier of, typhoid, paratyphoid or other salmonella infection or amoebic or bacillary dysentery or any staphylococcal infection which is likely to cause food poisoning, that individual must inform his/her direct superior who must then notify the appropriate Medical Officer for the area.

FOOD

a. The following foods must be stored at or below 5 degrees Centigrade (this is company policy):

i. soft cheeses

ii. pates

iii. raw and cooked products containing meat, fish, eggs (or their substitutes), cheese, cereals, pulses or vegetables

iv. cooked pies, pasties and sausage rolls - unless intended to be consumed on the day or on the following day after preparation

v. salads, cream cakes and certain dairy desserts

vi. certain meat or fish pastries

vii. smoked or curd fish

viii. cut or sliced smoked or cured meat

ix. sandwiches or rolls containing meat, fish, egg, soft cheese, etc.

b. Alternatively, the foods listed above, where appropriate and where intended to be served HOT, should be **kept at or above 63 degrees Centigrade**.

c. General

i. Depending on the food, it should be either heated or cooled **as quickly as possible**.

ii. The temperature provisions do not apply to certain foods such as bread, biscuits, cakes, chocolate, etc.

CONTAMINATION

a. Food must not be exposed to any risk of contamination and food handlers must ensure that:

i. Until cooked food is kept apart from other food.

ii. Unprotected food is not displayed lower than 18 inches (46cm) from the ground in any forecourt or yard.

b. Food handlers must not:

   i. Carry any food in a container with any article from which there is a risk of contamination.

   ii. Use any container or wrapping material for food which is liable to contaminate the food.

WASHING FACILITIES

a. All food premises must be provided with suitable and sufficient wash-hand basins, which must be conveniently accessible with:

   i. Adequate supplies of hot and cold water.

   ii. Soap or other detergent.

   iii. A nail brush.

   iv. Suitable means of hand drying.

b. Wash-hand basins must be kept clean and in good repair and must not be used for any purpose other than personal washing.

c. All food premises, in which open food is handled, must be provided with suitable and sufficient sinks, which must be kept clean, and in good order and be provided with adequate supplies of hot and cold water.

   Cold water is required where fish, fruit or vegetables are washed or where a bactericidal agent is used when washing drinking vessels or ice cream equipment.

SANITARY CONVENIENCES

a. Every sanitary convenience used in connection with any food premises must be:

   i. Kept clean and in good order.

   ii. So placed that no offensive odours can penetrate into any food room.

b. Every compartment containing a sanitary convenience must be well lighted and ventilated and must be kept clean and in good order.

c. No room, which contains a sanitary convenience, shall be used as a food room, or a room, which communicates directly with a room or other place, which contains a sanitary convenience, shall be used for handling open food.

d. A 'Wash Your Hands' notice must be displayed in a prominent and suitable position near to every sanitary convenience.

WASTE DISPOSAL

Adequate provision must be made at all food premises for the storage and disposal of waste. Refuse or filth of any type must not be allowed to accumulate in any food room.

NOTE: The 1995 Food Safety (General Food Hygiene) Regulations allows for provision for certain foods to be stored below 8 degrees C. This is not being adopted by the company who intend to ensure that all foods requiring refrigeration are kept below 5 degrees Centigrade. The training provision is covered in earlier chapters.

SUSPECTED FOOD POISONING - WHAT ACTION TO TAKE

1. Unfortunately it is not always easy to immediately confirm whether a guest, who reports he/she has food poisoning, is telling the truth. However, we have a duty to all our guests to investigate all reported occurrences, treating them as serious.
2. All complaints about food poisoning must be passed immediately to the Duty Manager. The following information should be requested and recorded:
    a. When did the guest stay or eat in the outlet?
    b. Identify what they had to eat at all meals over the four days, prior to the symptoms starting. (Whilst it is not impossible to have had Food Poisoning Bacteria incubating for more than four days, it is not very common).
    c. What symptoms have they got, what order did they start (i.e., Headache then sickness followed by diarrhoea). When did they first start?
    d. Has anyone else with them, eaten the same food and got symptoms of food poisoning.
    e. Have they informed the doctor? If they have not suggest that they do so and arrange for the doctor to take samples if he considers it is a case of food poisoning, in order for checks to be made by laboratories to identify the cause.
    f. Their name and address and telephone number.

At this stage you will clearly have built up a picture of the guest and hopefully have ascertained whether they wanted a free meal or they are genuinely ill.

3. **Do Not Accept Liability** - after all even if they are genuine they may have contracted it somewhere else.

    At all times show empathy to the guest but remember not to admit liability
4. Advise the guest that you will investigate and telephone them back within twenty-four hours. Remember to do so.
5. Using the Basic Food Hygiene Manual you will be able to get a reasonable idea of what the possible cause might be by checking the symptoms against the time of incubation and what food was consumed. This may also allow you to check, discreetly, with other staff or guests, who may have eaten the same food. Remember you are not an expert. Having identified possible causes it is worth checking if any of the suspect food is still available. If so this should immediately be kept secure and chilled for further investigation should this be necessary. It must not be disposed of and should not be eaten.

6 If you are reasonably sure that you have possibly got a food poisoning case, then you must inform your local Environmental Health Officer at the earliest opportunity. Your Business Partner **MUST** be kept informed at all times, and **BEFORE** you report it to the EHO. It is also advisable to contact the company Health & Safety Consultant prior to communicating with the EHO, in order for you to gain maximum assistance.

7. The following information should then be collated:

a. Temperature checks of the fridges and freezers over the past five days plus an immediate check by someone of authority from outside the kitchen staff (i.e. Quality and Service Manager).

b. A full investigation of precisely what happened to all meals that are possibly suspect, covering such points as:

   i. how prepared?

   ii. how stored?

   iii. how long stored?

   iv. who prepared it?

   v. who served it?

   vi. etc?

c. All discussions, telephone calls etc. are to be recorded accurately in writing and kept.

KITCHEN EQUIPMENT

MICROWAVE OVENS

Microwave Energy

a. Microwave energy causes moisture molecules to agitate, creating frictional heat, just like rubbing your hands together on a cold day.

b. As almost every food contains moisture, microwaves energy in an oven is absorbed quickly to cook, defrost and reheat. The energy is reflected by metal and metallic materials and passes through materials containing no moisture, such as most glasses, crockery, paper and rigid plastics.

The Oven

A microwave oven is a sealed metal box and since microwave energy cannot penetrate metal, the waves are reflected back towards the food, which will absorb them. This makes microwave ovens very efficient in energy use, as none is wasted by heating the sides of the oven or food containers.

The Doors

a. The door to a microwave oven is also made of metal. Most have a reinforced insert so that food inside the oven can be seen. As microwave energy can pass through glass, there is a metal grille inside the glass, which is denser than the microwaves, so that the energy cannot pass through it.

b. For the oven to operate efficiently and for the safety of users, the microwave energy must be kept inside the oven. Microwave oven doors are, therefore, electrically sealed precision units with two and sometimes three interlocking safety switches. These ensure that the energy automatically cuts off the instant the door moves even a fraction. The switch is turned off and the light goes out. The latch or oven door opens and the microwave stops.

Care of Microwave Ovens

Manufacturer's instructions explain how to do this, but the most important points are:

a. Keep the oven cavity; door and seals clean with water and mild detergent.

b. Never use scouring pads, steel wool or other abrasives inside the oven or around the door.

c. Never 'tinker' with a microwave oven yourself.

d. Call an engineer if the oven is damaged and do not use it until it has been checked. Damage can occur if the oven is dropped or badly knocked when moved.

e. Never operate a microwave oven if the door has received obvious damage.

FOOD SLICING MACHINES

Injury

A large number of injuries are caused annually during the operation and cleaning of food slicing machines. Causes of injury include:

a. Inadequate guarding.

b. Removal of guards whilst the machine is running.

c. Using hands to push forward food being sliced.

d. Unsafe ways of cleaning machines.

e. Lack of training in the work and avoiding its dangers.

Gravity Feed Machines

a. Gravity feed machines normally have a power operated knife and a manually operated carriage. On all gravity feed machines the carriage is inclined so that the material being sliced slides under its own weight, towards the knife helped by a 'last slice' device or 'compensator'.

b. These machines should be fitted with a transparent plastic guard extending over part of the feed chute to reduce the risk of the hand or arm touching the knife.

c. To prevent the hand from touching the blade from the delivery side of the machine, the slice thickness should closely follow the contour of the knife's leading edge.

d. A flange or skirt is provided to prevent exposure of part of the knife when the carriage is pushed forward to the full extent. To shield the top and rear of the knife, either a fixed guard flush with the edge of the knife, or an enclosing guard should be fitted. Supervisors of operatives using these machines are responsible for ensuring that a knife enclosing guard is always in position when the knife is in motion.

e. A 'Warning Notice' must always be displayed in a prominent position near the machine. Safety Advisers will supply the notice where needed.

f. Gravity feed machines are designed to carry out slicing without hand pressure either on the product in the carriage or chute, or on the last slice device. Knives should at all times be kept very sharp and the 'last slice' device should always be able to move freely on its slide.

g. Many accidents occur through failure to keep the knives very sharp; operators are then apt to apply pressure to the product with their hands, which easily slip onto the knife.

f. Supervisors must ensure that:

   i. Knives are kept very sharp.

   ii. Faults are promptly rectified.

   iii. The blade cover plate is kept free from distortion.

   iv. Hand pressure is never used on the product being sliced or on the 'last slice' device and the 'last slice' device is maintained so that it moves freely on its slide.

Horizontal Feed Machines

a. Horizontal feed machines have a vertical circular knife, which may be either hand or power operated and a horizontal feed carriage on which the material is advanced mechanically towards the knife. The traditional bacon slicer is a good example of this type.

b. To shield the top and rear of the knife, either a fixed guard flush with the edge of the knife or an enclosing guard should be fitted. A fixed guard wide enough to reduce the risk of the hand or arm touching should be provided in front of the blade.

c. On machines with power-operated knives, where it is necessary to remove an enclosing guard for cleaning purposes, and an additional fixed guard for cleaning has not been fitted, then the enclosed guard should be interlocked so that the machine cannot be run with the guard removed.

d. Some accidents have occurred during the cleaning of these machines when the operator has inadvertently caused the blade to rotate by leaning on the flywheel. To avoid this danger, the blade should be locked by placing a small round bar, as supplied in the machine's tool box, into the hole in the blade adjacent to the centre mounting hole.

e. Where these machines are used, supervisors are responsible for ensuring that a knife enclosing guard (and a fixed guard where fitted) is always in position when the knife is in motion.

f. A 'Warning Notice' must always be displayed in a prominent position near the machine.

Cleaning Machines

a. Cleaning should always be carried out by persons of 18 years of age and over who have been trained and are aware of the dangers, or who are being trained under the continuous supervision while they are gaining experience.

b. Food slicing machines are required to be kept clean. It may be necessary to degrease and clean the cutting blades during working periods and at the end of each period of use, the machine should be thoroughly cleaned and sterilized. This may involve the dismantling and assembling of parts of the machine in accordance with the maker's instructions. **Sufficient time should be allowed** for all these tasks to be carried out effectively and safely.

c. It is essential to ensure that before the machine is cleaned, it is disconnected from the electricity mains by removing the plug from its socket.

d. If the knife has to be cleaned on the machine, the slice thickness device should be set at zero (i.e. flush with the blade, so that the edge is not exposed). The knife should be cleaned whilst it is stationary.

Training

a. The food slicing machines above are prescribed as "Dangerous Machines". No person may work on one of these machines unless he or she has been fully instructed in the hazards to avoid and the precautions to be observed and has received sufficient training in work at the machine or is under

adequate supervision by a person who has thorough knowledge or experience of the machine.

b. Supervisors instructing operators will:

   i. Identify hazards of the slicing machines installed at their place of work and highlight the need for guards.

   ii Show the operator what the hazards are and how they can be avoided by the use of the guards and safe working methods.

   iii. Provide adequate supervision, which may in some circumstances need to be continuous.

   iv Ensure by personal follow-up checks that instructions are being carried out.

c. Many accidents are caused by momentary lapses in attention, the deliberate use of unguarded machines or the 'skylarking' or 'bravado' of employees. By their attitude and example, supervisors can encourage staff to develop safety consciousness and a co-operative spirit in order to prevent accidents.

DEEP FAT FRYERS

Installation/Manufacture

a. All deep fat fryers should be equipped with thermostats arranged to prevent the temperature of cooking oils and fats rising above 205 degrees Centigrade, the maximum recommended temperature to which oils and fats should be heated.

In addition, they should be equipped with automatic cut-outs so arranged as to cut off the heat source in the event of failure of the thermostat.

b. All chimneys or flues used to conduct grease fumes away from the fryers should have adequate accessibility for cleaning.

c. Where it is necessary for extract ducting to pass through walls and floors, the ducting should be equipped with automatic self-closing dampers. This should be checked.

d. Extract ducting should be as short as possible, preferably without bends and it should be vented direct to the open air.

e. Grease filters should have been installed in the extract ducting in a readily accessible position within, or as close to the appliance as possible.

f. Grease traps (sumps) should be provided wherever low-level extract ducting is installed.

g. Frying fumes and flue gases should be conducted through separate ducting laid as far apart as is practicable. All filters must be checked and cleaned on a weekly basis.

h. Extract ducting, grease traps and filters should be cleaned frequently by a specialist company in order to maintain them in a safe and efficient working condition.

i. Supplies of oils and fats should not be replenished whilst the apparatus is still being heated.

j. A notice should be prominently displayed in all premises used for deep fat frying, detailing the action to be taken in the event of a fire.

k. At least one portable fire extinguisher should be sited near to the fryer. The most appropriate types for fighting fat fires are foam extinguishers and glass fibre fire blankets.

l. At least one portable fire extinguisher should be sited near to the fryer. The most appropriate types for fighting fat fires are foam extinguishers and glass fibre fire blankets.

Procedure in the case of Fire involving a Deep Fat Fryer

a. Turn off the electrical or gas supply to the fryer.

b. If a hinged cover or lid is attached to the fryer, without touching it with hands directly, close it and thereby, cut off the oxygen supply to the flames.

c. Pull the fire blanket out of its container. Fold the edges of the blanket over the hands. Hold the blanket up to protect the body and to cover the edge of the fryer.

d. Cover the fire completely with it until all smoke has been extinguished.

BARBECUES

1. The barbecue must be situated in a large, spacious area outdoors to allow any fumes to disperse and to minimize the fire risk to other parts of the outlet.
2. The propane cylinder, if used, should be situated as far as is possible from the barbecue and away from possible interference by guests.
3. The front of the barbecue will become very hot, so it should be located or protected in such a way that no unauthorized person is able to touch it and equally, so that nobody could accidentally fall against it.
4. The barbecue should be arranged so that any wind or air movement is along the length of the cooking area in order to reduce the risk of fumes affecting staff or guests.
5. A suitable portable fire extinguisher should also be available as well as a fire blanket.

NOTE: The nature of the food cooked on barbecue's tends to be high risk, therefore it is essential that it is cooked thoroughly.

DUE DILIGENCE SYSTEM FOR KITCHENS

INTRODUCTION

Having identified the meaning of due diligence in a previous section it is essential that we have a system for enabling procedures, checklists and records to be instigated and kept. The following are the **MINIMUM** standards required to be implemented in all kitchens within the company.

HYGIENE AUDIT

a. This is a structured approach to ensuring that all areas of importance comply with food legislation and that good hygiene practices are addressed.

b. This audit should be carried out monthly and is the responsibility of the Head Chef.

CLEANING SCHEDULE

The cleaning schedule has to be implemented and completed daily and again is the responsibility of the Head Chef.

CUSTOMER COMPLAINT RECORD

In order to monitor complaints from customers in relation to food it is essential that ALL employees are familiar with the above form. With Customer Care the priority, it is not necessary to complete the form in front of the customer. Only the name and address needs to be obtained and the person receiving the complaint can complete all the other parts of the record away from the customer. This record must be kept and brought to the notice of the Head Chef and the Outlet General Manager.

DELIVERY MONITORING

All deliveries of Fresh & Frozen Foods must be checked. This would cover temperature of the van, cleanliness, good storage and other items covered under the Food Safety Act. The Head Chef is responsible for ensuring that this check is completed and records kept for a minimum of six months.

MEDICAL SCREENING

a. Under the Food Hygiene Regulations 1970 it is an offence for any person to handle food if they are suffering from:

   i Food Poisoning, or symptoms.

   ii Close contact with a person suffering from Food Poisoning.

   iii Ear, Nose, and Throat infections.

   iv Reportable disease under the Health and Safety at Work Act(s).

b. In order to reduce any risk it is important that all employees complete a Food Handlers Questionnaire on an annual basis. The Outlet General Manager is responsible for this questionnaire being issued.

PEST CONTROL RECORD

As mentioned in the Food Section pests carry bacteria, especially Salmonella, that can harm food. In order to reduce the risk of pests a Pest Control Record must be kept. This form only needs completing as and when required.

TEMPERATURE MONITORING

a. In order to comply with the Food Safety Act it is necessary for the temperatures of all fridges, freezers to be taken at least three times a day and recorded on the specified log.

b. Each fridge/freezer should have its own thermometer on or inside in order to speed up the recording. If your equipment does not have this method then check the temperature by using a probe. Each thermometer once a week must be checked for accuracy, by using the probe.

c. The times of taking the temperatures should be as follows:

   i. As soon as you start in the morning (6 am) - this gives you a reading that can confirm the normal operating temperature of the equipment.

   ii. At lunch time or an equally busy period in the kitchen. This is to assess the drop/rise in temperature whilst in normal working conditions.

   iii. During the evening.

   The temperatures required to be achieved are:

   Fridges operate at between 1 & 4 degrees C

   Freezers operate at -18 to -24 degrees C

d. The Head Chef is responsible for ensuring that the above checks are recorded and any problems addressed.

HEALTH AND SAFETY TRAINING RECORD

Any training of any nature, by any person must be recorded against that person's record card. The EHO are particularly keen to see that we do train our employees, especially in Food Hygiene.

EQUIPMENT CALIBRATION RECORD

A record should be kept of certain kitchen equipment that it has been independently tested and calibrated.

It is recommended that the following tasks are undertaken at the following times.

Task	Frequency	Last Undertaken
Calibrate Microwave	1 per year	
Calibrate Scales	4 per year	
Calibrate Probes	2 per year	
All Electrical products to be tested and have green labels displayed	1 per year	
Cold Rooms and Fridges organised to Summer / Winter Operation	2 per year	

Warning!

Failure to calibrate the microwave may expose staff to radiation and could lead to prosecution and a severe fine.

If in doubt Do Not Use!.

BEVERAGE

INTRODUCTION

Bars and storage are areas where serious accidents can occur if care is not taken, basic rules not adhered to and tasks carried out in too much hurry. Glasses, barrels, crates, gas bottles and cleansing fluids all have a potential for danger, if not handled correctly. Supervisors must ensure that all staff appreciate the dangers and carry out their work in accordance with safe working practices.

This sheet cannot be exhaustive and cover all areas specific to each outlet but is a guideline for safe practice.

GLASSES

a. Chipped and cracked glasses should be taken out of service immediately they are found. They are a danger to the customer and to staff handling them.

b. When glasses are collected from tables, care must be taken to prevent chipping. Excess numbers ought not to be carried at one time and trays must not be overloaded.

c. Persons washing glasses should routinely inspect them before washing to prevent an injury occurring. Correct measures of cleaning fluids should always be used. Trays on to which the clean glasses are placed must be regularly cleaned and kept free from dirt.

d. Shelves where glasses are stacked behind the counters must be regularly cleaned, as must any plastic sheets, which are placed between the levels of glasses.

BARRELS

Steel barrels slip easily and can fall causing injuries to legs and feet. Great care is required in handling them. They ought not to be stacked when full, but where this cannot be overcome, precautions must be taken to ensure they are checked to prevent movement. Empty barrels ought not to be stacked in areas accessible to children. Heavy Duty gloves must be worn at all times when moving barrels.

CRATES OF BOTTLES

Modern plastic crates stack well on top of crates of similar size and type. The height of stacks, nevertheless, must be limited to that which the bar or cellar staff can reach without steps and they must always be stable. Wooden crates and those which house the base of bottles only should be stacked to a lesser height and then not placed where staff continually pass by.

GAS CYLINDERS

The gas in these bottles is under great pressure. Should the valve become fractured, the cylinder can be projected around an area at great speed and cause considerable injury and damage. The weight of the cylinder merely falling is sufficient to fracture bones in

the legs and feet. To avoid all accidents, all cylinders, whether full or empty, should be secured, normally by retaining straps, in an upright position.

CLEANSING FLUIDS

Cleansing fluids must always be used in accordance with the manufacturer's instructions. The warnings given on containers and the recommended treatments for First Aid in the case of an injury should be noted by all staff. When the fluids are used for pipe cleaning, great care must be exercised when disconnecting the air line from the fluid container. It must be realized that even though the air bottle valve may be turned off, there is still air pressure in the fluid container. This must be released by a pressure valve or by gradually permitting the pressure to fall before coupling is completely disconnected.

FLOORS

Dirty and wet floors frequently cause staff to slip and fall. Floors must be kept clean, void of rubbish and as dry as it is possible to keep them. Warning signs should be displayed when floors are wet.

RUBBISH

Waste paper, cartons, etc. must be regularly cleaned from the area to avoid the risk of fire. The contents of ash trays must be emptied only into a metal container and then placed outside the building. This is especially important at the end of a working period, after which the bar and cellar will be unoccupied.

ELECTRICAL APPARATUS

Electrical appliances and installations must not be overloaded. Repairs and alterations should only be undertaken by competent maintenance staff. Electrical sockets should not be closer than 2m from any sink or wash basin.

PERSONAL PROTECTIVE EQUIPMENT - (PPE)

1. The Personal Protective Equipment at Work Regulations 1992 came into force on 1st January 1993 and were introduced to provide the minimum requirements for the use of personal protective equipment at the workplace.
2. Personal Protective Equipment means all equipment, which is intended to be worn or held by a person at work and which affords protection against one or more risks to Health and Safety. This includes clothing designed to protect against adverse weather conditions.
    a. Protective Clothing is likely to include aprons, gloves, safety footwear and helmets.
    b. Protective Equipment is likely to include eye protectors, safety harnesses, respirators and life jackets.

    N.B. Catering overalls and similar clothing provided to meet the Food Hygiene Regulations are not covered under PPE. However, a reinforced glove provided to a chef to safeguard against injury would count as PPE.
3. Personal Protective Clothing and equipment needed by employees will have been identified during the Risk Assessment (see Management of Health and Safety at Work section). Some of the areas which are likely to require such equipment are:
    a. Employees using certain substances (COSHH) may require rubber gloves and/or eye protection. (i.e. beer pipe cleaning, oven cleaning, pool chemicals etc.).
    b. Kitchen staff handling hot or frozen items may require protective gloves.
    c. Where there is a risk from falling objects - hard hat and/or protective shoes.
4. Employees required to work outdoors - waterproof jackets.
5. Staff required to handle barrels, crates etc.

Further hazards or risks may be identified during the Risk Assessment. Any requests for PPE should be sent through your Business Partner, whilst advice may be obtained from the Head of Human Resources.

VISITS REGISTER

Authority*	Name of Representative	Date	Purpose of Visit	Seen By (Name & Job Title)

Authorities: Police, Fire, Ambulance, Health & Safety Executive, Environmental Health Officer, Insurance, Maintenance Engineers for Emergency Equipment.

