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FOOD HANDLING FLOWCHART

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FOOD SAFETY RISK ASSESSMENT

Critical Control Point	Hazard	Control	Monitoring & Recording
1. Food Purchasing	Microbiological contamination Foreign bodies	Use reputable suppliers. Prioritise according to risk and inspect at periodic intervals against Company Food Supplier Inspection Protocol.	Retain inspection reports (Head Office responsibility). Suppliers to complete and return Action Points in reports within 4 weeks of receipt.
2. Delivery of Chilled & Frozen Foods	Microbiological contamination Foreign bodies	Check temperature using calibrated thermometer. Check cleanliness of vehicle and driver, condition of packaging and coding of products. Debox into clean sanitized plastic trays before immediately placing in fridge or freezer. Do not accept if out of temperature specification, short coded or if vehicle or driver is dirty.	Measure and record temperatures. Keep records for 3 months. Use recording form in company Food Safety Manual. Chilled food not to exceed +5 deg C, frozen food not to exceed -15 deg C.
3. Delivery of Ambient Foods	Microbiological contamination Foreign bodies, infestation	Check cleanliness of vehicle and driver, condition of packaging, date coding, and freedom from infestation. Do not accept short coded items or if vehicle, driver or packaging is dirty. Reject if signs of infestation are found.	Use recording form in company Food Safety Manual. Keep records for 3 months.
4. Storage of Chilled and Frozen Foods	Microbiological contamination Foreign bodies	Keep in fridge or freezer off floor until immediately before required for use. Keep covered and separate cooked and raw items, preferably storing them in separate fridges or freezers. Mark use by code on all items not coded on removal from outer packaging or cartons. Check product temperatures 3 times per day using calibrated thermometer and sanitized probe. Check thermometer accuracy weekly using ice and boiling water method. Keep chilled food at or below +5°C and frozen food at or below -18°C. Rotate stock using shortest coded items first. Provide diffusers to lights. Keep clean.	Record temperatures 3 times a day recording form in company Food Safety Manual. Keep records for 3 months. Visual checks.

Critical Control Point	Hazard	Control	Monitoring & Recording
5. Storage of Ambient Foods	Foreign bodies, infestation	Keep covered. Once opened, infestable items should be stored in clean sealed containers. Provide diffusers to lights. Ro tate stock using shortest coded first. Maintain rodent baiting points and crawling insect traps in storage areas. Provide electronic fly killers as necessary. Keep clean.	Visual Checks.
6. Preparation	Microbiological contamination Microbial growth, Foreign bodies	Limit time at kitchen temperatures, keep covered wherever possible. Use separate equipment and work surfaces for raw and cooked foods including colour coded cutting boards. Follow cleaning / disinfection schedules especially ensuring frequent sanitizing of all food and hand contact surfaces. If food is not going to be eaten or cooked immediately after preparation, return to chilled conditions until required for use. Maintain good standards of personal hygiene. Proof against entry of pests. Provide electronic fly killers where necessary. Where possible use separate sinks for different types of food. Do not wash food in equipment sinks. Hand basins must only be used for hand washing. Unless the manufacturers instructions state otherwise, all frozen items must be defrosted in fridges. Staff induction, ongoing and refresher training.	Visual checks. Implementation of cleaning disinfection schedules. Recording of cleaning standards. Keep records for 3 months, with Staff training records.
7. Cooking	Survival of bacteria, Spores and Toxins	Cook to temperature of at least 75 deg C all through the product. Check temperature using calibrated thermometer and sanitized probe. Limit joints to 6lbs. Do not stuff poultry. Stir liquids frequently. E.g. stock, soups, casseroles.	Record cooking temperatures using food probe retain in Company Food Safety Manual. Retain for 3 months.

Critical Control Point	Hazard	Control	Monitoring & Recording
8. Cooling	Germination of surviving spores, growth of surviving bacteria. Cross contamination and foreign body contamination.	Cool rapidly, ideally using a blast chiller. Measure core temperature after cooling using calibrated thermometer and sanitized probe. If transferring to new containers before cooling, ensure that they are sanitized prior to use. Sanitize blast chiller probe before use. If blast chiller not available keep items covered in cool area and do not leave out for more than 1 1/2 hours. Follow cleaning / disinfection schedules. Maintain good standards of personal hygiene.	Record core temperatures after cooling using form in company Food Safety manual. Retain records for 3 months.
9. Chilled Storage of Cooked, Cooled Items.	Bacterial growth, cross contamination, foreign body contamination.	Store covered in sanitized containers and separate from raw items. Code with preparation date and use by date (day of production plus 72 hours). Discard out of code items. Keep at or below +5 deg C and check temperature 3 times per day using calibrated thermometer and sanitized probe.	Record temperatures 3 times a day. Keep in company Food Safety Manual. Retain records for 3 months.
10. Reheating	Survival of Bacteria and Spores.	Reheat to temperatures of 75 deg C or above. Only reheat once and discard all leftovers of reheated food, including staff meals. Measure reheating temperatures using a calibrated thermometer and sanitized probe.	Record temperatures using form in company Food Safety manual. Retain records for 3 months.
11. Hot Holding and Service	Bacterial growth. Cross contamination. Foreign body contamination.	Hold above 63 deg C and check temperatures at half hourly intervals using calibrated thermometer and sanitized probe. Do not hold for more than 2 hours. Use sanitized equipment. Maintain good standards of personal hygiene.	Record temperatures using form in company Food Safety manual. Retain records for 3 months.
12. Cold Service	Bacterial growth, Cross contamination, Foreign body contamination.	Hold at or below +5 deg C. Use sanitized equipment. Tongs and other service items. Where possible keep covered. Maintain good standards of personal hygiene. Check temperatures at half hourly intervals using calibrated thermometer and sanitized probe. Date code all unsold items and discard when date expired.	Record temperatures 3 times a day. Retain in company Food Safety Manual. Retain records for 3 months

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CCP 2 & CCP 3

DELIVERY CHECKLIST

Date and Time:	Supplier:
Vehicle Registration:	Delivery Person:
Protective Clothing:	Yes / No:
Personal Hygiene - Comments	
Disposable Gloves	Yes / No
Delivery Vehicle	
Temperature Inside:	Temperatures Log:
Condition and Cleanliness	Acceptable / Not Acceptable
Raw and Cooked Segregation	Yes / No / Not Applicable
Core Temperature of Foodstuff:	
Foodstuff:	Temperature:
Foodstuff:	Temperature:
General	
Packaging	Whole / Broken
Presence of Dirt	Yes / No
Presence of Dampness	Yes / No
Presence of Insect/Infestation	Yes / No
Unusual Odours	Yes / No
Blown/Leaking Containers Or Cans	Yes / No
Incompatible Non Food Items	Yes / No
Excessive Ice	Yes / No
Out of Date Items	Yes / No
Vacuum Packs Sealed	Yes / No
Any Items Rejected	Yes / No
Reason	
Delivery Accepted By:	Driver Signature:
Office Use Only	
Kitchen Management:	Senior Management:

CCP 4

ADDITIONAL ADVICE ON TEMPERATURE CONTROLLED STORAGE

Follow the current Government Guidelines regarding the storage of shell eggs:

- Store as for other raw food i.e. away from cooked food.
- Keep at or below +8 deg C until required for use.
- Discard all cracked and broken eggs.
- Shelf life from time of laying to time of use not to exceed 21 days.

THERMOMETER ACCURACY

All of your temperature records may be invalid for due diligence purposes if you do not implement the following:

- Annual calibration checks by a nominated supplier. Copies of current calibration certificates must be maintained.
- Weekly ice and boiling water checks of thermometer accuracy. These must be recorded on the Chilled Storage and Freezer Temperature Record Forms (CCP 4 & CCP 9).

CCP 6

PREVENTION OF CROSS CONTAMINATION

The following preventive measures should be implemented:

- Wherever possible use separate work surfaces for raw and cooked foods and label work surfaces and sinks with an indication of their use.
- Label hand wash basins "Food Hand Washing Only". Ensure that hand basins are only used for hand washing and maintain a supply of liquid bactericidal soap, paper towels and a nail brush at every hand basin.
- Use chlortabs or their equivalent for washing salad vegetables.
- All mop, brush and squeegee handles should be plastic or metal. Wooden handled equipment must not be used in kitchen areas.
- Mops, brushes, buckets etc. used to clean toilets and other "dirty" areas must be dedicated for that purpose and preferably colour coded.
- Use colour coded cutting boards and where possible colour coded knives. Wall charts explaining the coding system should be prominently displayed in all relevant food preparation areas. Store cutting boards in sanitized racks.
- At the end of each working day clean nail brushes either by leaving them to soak in a solution of sanitizer overnight or by passing them through a dishwasher.
- Store raw and cooked foods separately, ideally in separate fridges. If this is not possible, always store cooked food above raw food or on separate sides of the fridge, labelling the shelves "raw food only" and "cooked food only". Remember that shell eggs are raw food.
- Clean and disinfect all food and hand contact surfaces at frequent intervals ensuring that sanitizing chemicals are used at the correct concentrations. Do not forget to include fridge handles, taps and the dispense mechanisms on liquid soap dispensers.
- Where possible use disposable paper for cleaning. If not possible then change cloths frequently and always wash and sanitize them after every use, leaving them to soak in a sanitizer between each use.

Ensure that staff always follow the hand washing rules and wash them:

- On entering the kitchen
- After using the toilet
- After smoking or eating
- In between handling raw cooked food (remember that shell eggs are raw food)
- After cleaning
- After handling waste food or refuse
- After coughing, sneezing or touching the face or hair
- Ensure that all staff understand illness-reporting procedures and exclude cases and carriers of food borne illnesses from work until they have received medical clearance. Exclude staff with septic infections
- Maintain a sufficient supply of blue waterproof dressings in all food areas.

- Handlers of open food must keep their hair covered
- Implement hygiene training in accordance with the company Food Safety manual.

USE OF EGGS

Raw or partly cooked eggs are sometimes implicated in food poisoning outbreaks, especially Salmonella.

You must not make your own mayonnaise. Instead, always buy your mayonnaise from nominated suppliers.

Do not serve any other dishes, which require uncooked or undercooked eggs as part of the recipe. Instead use pasteurised yolk, white or whole egg bought from nominated suppliers.

ADDITIONAL NOTES REGARDING COOK - CHILL OPERATIONS

In addition to the Critical Control Points identified in the general scheme, the following must be ensured:

- Complete separation of raw and cooked products during preparation and after cooking and cooling.
- Scrupulous standards of personal hygiene.
- Rigid implementation of cleaning / sanitizing regimes.
- Routine microbiological examination of finished food products and routine swab testing of equipment and utensils.
- The Government Cook - Chill Guidelines shelf life recommendations are day of production plus 4 days. All products should be labelled accordingly.

WEEKLY CHECKS

Organisms to be Tested For:

Enterobacteriaceae

Area to be Swabbed:

Tank Room / Pan Wash:

Sink

Racking

Utensils

Production Unit

Preparation Table

Preparation Table

Preparation Table

Preparation Table

Sinks

Handles of Chiller

Preparation Table in Fridge

Samples:

A sample of each rice-based or poultry-based	Enteros
to be taken weekly (variable) also any vegetable, salads / coleslaws	Staphs

MONTHLY CHECKS

Area to be Swabbed:

Main Kitchen

Sink

Work Surfaces

Work Surfaces

Cream Machine Nozzle

2nd Kitchen:

Sink

Work Surfaces

Work Surfaces

Cream Machine Nozzle

Samples:

Samples of Cream from Machines in 2nd Kitchen	Enteros
Main Kitchen	Staphs
Steak Bar	
Samples of Ice Cream from Machine in Steak Bar	

Samples from Carvery:

Coleslaw

Mayonnaise

Potato Salad

Samples from Coffee Shop Salad Bar and Main Course Salad Unit:

Rice Salad

Pasta

Vegetable Salad

Coleslaw

Egg Mayonnaise

Cottage Cheese

Cooked Meats

NB: Should some of these samples prove consistently satisfactory (negative counts) then the regime could be reduced as judged necessary.

CRITICAL CONTROL POINTS

Step	Hazard	Action
Purchase	High-risk (ready to eat) food contaminated with food poisoning bacteria or toxins.	Buy from reputable supplier only. Specify maximum temperature at delivery.
Receipt Of Food	High-risk (ready to eat) foods contaminated with food poisoning bacteria or toxins.	Check it looks, smells and feels right. Check the temperature is right.
Storage	Growth of food poisoning bacteria, toxins on high-risk foods. Further contamination.	High-risk foods stored at safe temperatures. Store them wrapped. Label high-risk foods with the correct 'sell by' date. Rotate stock and use by recommended date.
Preparation	Contamination of high-risk foods. Growth of food poisoning bacteria.	Wash your hands before handling food. Limit any exposure to room temperatures during preparation. Prepare with clean equipment, and use this for high-risk food only. Separate cooked foods from raw foods.
Cooking	Survival of food poisoning bacteria	Cook rolled joints, chicken and reformed meats e.g. burgers, so that the thickest part reaches at least 75 deg C. Sear the outside of other solid meat cuts (e.g. joints of beef, steaks) before cooking.
Cooling	Growth of any surviving spores or food poisoning bacteria. Production of poisons by bacteria. Contamination with food poisoning bacteria.	Cool foods as quickly as possible. Don't leave out at room temperatures to cool unless the cooling period is short. Place any stews or rice etc., in shallow trays and cool to chill temperatures quickly.
Hot Holding	Growth of food poisoning Bacteria. Production of poisons by bacteria.	Keep food hot, above 63 deg C.
Reheating	Survival of food poisoning bacteria.	Reheat to above 75 deg C.
Chilled Storage	Growth of food poisoning bacteria.	Keep temperature at right level. Label high risk ready to eat foods with correct date code.
Serving	Growth of Disease Causing bacteria. Production of poisons by bacteria. Contamination.	**Cold Service Foods:** Serve high-risk foods as soon as possible after removing from refrigerated storage to avoid them getting warm. **Hot Foods:** Serve high-risk foods quickly to avoid them cooling down.

HAZARD ANALYSIS CRITICAL CONTROL POINTS - NOTES

HIGH RISK FOODS

These are foods, which are ready to eat i.e. Cooked Meats, Fish, Cooked egg dishes, pre-prepared dairy products, pates.

They support the growth of germs and will not be cooked before serving.

CROSS CONTAMINATION

This is where germs can be moved from one item to another and likely to cause the growth of germs and increase the risk of food poisoning.

Examples are where raw meats touch (directly or indirectly i.e. by a chopping board or knife) cooked meats and the cooked meats are not going to be reheated.

PURCHASE -FRESH FOOD SUPPLIERS

These must be visited by a representative of the company annually. Such visits should check on the cleanliness of both the equipment, premises and employees. The equipment should be well maintained and no sign of pests. Good working practices are what we are looking for. If we have another outlet who has the same supplier then you must send a copy of the report.

What to do if not acceptable: You must decide what the risk is. If it is too poor then you must cease dealing with that company immediately. If acceptable but on the border line then revisit in four weeks time.

Remember you must not put our customers at risk

DELIVERY

CHILLED FOODS

Temperature of van/goods should ideally be 2-8 deg C

Maximum allowed is 12 deg C. DO NOT accept above this without getting confirmation from Head Chef or General Manager

FROZEN FOOD

Temperature ideally between -15 and -24 deg C.

You can accept as low as -10 C after that you must get authority for accepting.

OTHER POINTS

Ensure vehicle inside is clean, no sign of pests, no Cross Contamination.

STORAGE

Foods should be stored within 15 minutes of delivery. They should be correctly labelled with the following information on: Description (if not obvious), Date Frozen (if you have prepared it), Date defrosted (if applicable) and Best By Date. Store correct location in fridge, freezer, dry store or veg store. Avoid cross contamination.

PREPARATION

Frozen: Thorough defrost in fridge. DO NOT leave at room temp or under water to defrost. Check with probe to ensure correct temp (1-4 deg. C.).

All: Do not leave out for more than 30 minutes. Ensure clean boards, utensils and hands in order to avoid Cross Contamination.

COOKING

Ensure core temperature reaches 75 deg C. using a probe. Avoid cool spots in gravy, stew etc. by stirring thoroughly and frequently.

COOLING

Ideally food should be cooled within 90 minutes to below 5 deg. C. The maximum time allowed is 2 hours to get the food cooled to below 8 deg. C. If you cannot reach this obtain clarification from the Manager.

HOT HOLDING

Food must be kept at above 63 deg. C. for no longer than two hours. Use a probe to check the core temperature.

REHEATING

Food should be reheated to a temperature of 82 deg. C. and kept at that heat for ten minutes or longer. It is acceptable to get confectionery products up to 71 deg. C for 30 minutes but any gelatine left over must be disposed of or stored below 5 deg. C.

Notes: Certain foods will spoil if they are heated to the temperatures mentioned above but these are not many. Then you may use discretion or the manufacturers advice to heat up to the required temperature for that particular item i.e. sauces.

TRAINING

No employee may prepare food unless they have attended the Basic Food Hygiene course, unless they are closely supervised. They must attend a course within three months of commencement of work. Ideally all other Food Handlers i.e. restaurant staff should also abide by this policy.

All Head Chefs and 2nd Chefs must attend the Intermediate Food Hygiene course.

PLEASE REMEMBER: IF IN DOUBT - SHOUT

Seek assistance from a Supervisor or Manager.

WHY DO YOU HAVE RISK ASSESSMENTS?

1. Legal Requirement

2. Duty Of Care

3. Company Policy

HOW TO DO RISK ASSESSMENTS

1. Hazard Spotting Exercise

   List every possible hazard in any one area (Ideally by people from other departments)

2. Consult with people who work in that area to ensure you have not missed any hazards.

3. Initial Assessment Form completed

HOW OFTEN SHOULD YOU DO THEM?

Only Once!

But

Review Quarterly

Or

When New Methods Or Procedures Are Introduced.

RISK ASSESSMENT

The Risk Rating is Achieved by Multiplying the Likelihood by The Hazard Severity

Likelihood of Occurrence		Hazard Severity
Not Likely (No Risk)	**1**	Nil (No Risk)
Possible (Low Priority)	**2**	Slight (Minor Injury)
Quite Possible	**3**	Moderate (3 days or more)
Likely	**4**	High (Death)
Very Likely	**5**	Very High (Multiple Deaths)

INITIAL RISK ASSESSMENT

Location: **Date:** **Assessor:**

Potential Hazard	Eliminated Yes/No	Date Eliminated	Likelihood of Occurrence	Hazard Severity	Risk Rating

RISK ASSESSMENT PART 1

Location: **Department:** **Date:**

Persons/Groups at Risk: **Assessor:**

Hazard/Harm Description	Frequency	Severity	Risk Rating
1.			
2.			
3.			
4.			

Factors which will Decrease Risk	Frequency	Severity	Risk Rating
1.			
2.			
3.			
4.			

Any Other Measures Necessary	Frequency	Severity	Risk Rating
1.			
2.			
3.			
4.			

WHAT ASSESSMENTS DO YOU NEED TO CARRY OUT?

1. COSHH (Substances with the potential to cause harm)
2. Hazards - to include all potential hazards including; slips, trips, falls, burns, cuts.
3. Manual Handling - 'the physical effort required to move something' - not necessarily heavy. Individual's capability.
4. Score -
   - What is the likelihood of it happening?
   - If it did what would be the consequences - (the severity)
   - Multiply Likelihood x Severity = Risk Rating
5. Risk Assessment Form completed for any Risk Rating with 8 or more.
6. Reduce Or Eliminate Risk. Identify ways in which the risk can be reduced or eliminated.
7. Advise Persons Concerned about the potential risks.
8. Display Screen Equipment All VDU's, workstation, lighting, etc.
9. What Other Risks:
   - Food poisoning, Fire, Bomb, Terrorism, (Hunt ball, Police conventions etc.)
   - Flood (mains, rivers, sea, burst pipes)
   - Freak Weather - snow, heat, gales (structural damage, contaminated water supply, no gas or electric, failure of sewage facilities).
   - Gas Leaks
   - Robbery, Violence (staff/guests)
   - Pollution - nearby factory, land, septic tank
   - Lift failure
   - Accident to contractors
   - Young Workers, Pregnant Ladies

