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INTRODUCTION

This is a risk assessment to ensure you comply with food safety practices and comply with food safety legislation.

Current food safety legislation requires all food businesses to carry out an analysis of their operations to identify potential hazards and the necessary controls.

This guide is designed to assist you in this task but the responsibilities for the food safety controls and monitoring is yours.

Each common food handling task or issue is split down as follows:

By hazard associated with that task or issue

Controls - the controls that are necessary to minimize any hazard

Policy - the procedure/standard that you are expected to follow.

Food safety legislation also requires that all food handlers are either supervised or trained to handle to a level commensurate with their work activity. In practice this means that everyone who may handle food should be familiar with the relevant sections of the risk assessment as a minimum.

Each unit need only have copies of the sections relevant to their operation. Each employee on that unit should be familiar with the risk assessment document.

RISK ASSESSMENT UNIT DECLARATION

I, ... (*name*) Manager of ..... (*dept*) Department of ..... (*company*) have studied the details of risk assessment and I am satisfied that it identifies all steps in the activities of the food business carried out from this which are critical to ensuring the safety of food, and that adequate safety procedures have been identified, maintained and reviewed.

Signed:

Date:

Review

The risk assessment has been reviewed as follows:

1. Signed: .....
   Date: .....

2. Signed: .....
   Date: .....

3. Signed: .....
   Date: .....

4. Signed: .....
   Date: .....

GLOSSARY

Ambient Temperature	The temperature of the surrounding environment. Commonly used to mean room temperature.
Bacteria	A group of single cell living organisms. Some may spoil food, others may actually cause illness.
Bactericidal Detergent	Detergents used either for hand wash or equipment cleaning that not only remove dirt but also reduce micro-organisms. Their effectiveness is often reduced by heavy soiling and it is preferable to clean then disinfect as a two stage process - (see sanitizer).
Best Before Date	Foods with relatively long shelf lives or which do not cause risk of illness may carry a 'Best Before End of' 'Date Code'. This is advisory not mandatory, therefore it is not an automatic offence to possess such foods beyond their expiry date. It is not good practice to do so however, since if there is a complaint about the food, the fact that it is out of date can be used to prove negligence.
Compliance	Measures that satisfy the legal requirement.
Critical Control Point	Points at which hazards must be controlled to ensure food safety.
Cross Contamination	Any method of transfer of bacteria from raw food infected persons, dirty surfaces, to a high risk food i.e. which will not have further heat treatment. Routes: • by direct contact i.e. stored next to each other • by drip i.e. one is stored above another • by food handlers who handle one and then the other • by equipment or clothes, used first for contaminated food.
Disaffection	Reduction in levels of micro-organisms on food equipment or in food premises, normally by the use of chemicals or heat. Chemical disinfectants used must be suitable for use in food premises.
Due Diligence	The legal defence, available in Section 1 of the 1990 Food Safety Act, that a person took all reasonable precautions and exercised all due diligence to avoid the commission of the offence.
Electric Fly Killers	Equipment to control flies and other flying insects. Insects are attracted by UV lamps and destroyed on a high voltage grid.
Food Borne Infection	Invasion of the body by pathogenic micro-organisms - transmitted by food.
Food Handler	Anyone who handles food and anyone involved in a food business who may directly influence its hygienic preparation.

Food Poisoning	Illness transmitted by food. Caused either by infection or intoxication. Symptoms commonly include diarrhoea and / or vomiting, nausea and stomach pain.
Gastro-Enteritis	Illness of the digestive system. Typically diarrhoea and vomiting.
HACCP	Hazard Analysis Critical Control Point. A management tool that gives a structures approach to identification and control of hazards.
Hazard	Anything that may cause harm to a person who eats the food. It can be of a physical, chemical or microbiological nature.
Hazard Analysis	Identifying hazards, the points at which they could occur and the measures to control them.
High Risk Foods	If food poisoning bacteria are to grow and multiply to potentially dangerous levels they need moisture, warmth and a food source. the ideal medium for their growth is a moist protein food such as meat, fish, milk, or egg products. Such foods are classified as high risk foods if they can be consumed without further cooking e.g. sandwiches, pies, pasties, ice cream, cream cakes, etc.
Low Risk Foods	Raw food or ingredients that are still to be cleaned or processed. Contamination of these foods is low risk because later processing should make it safe. But low risk foods may transfer contamination to ready to eat foods and they should be kept apart. Low risk foods also include many ambient stable foods such as bread, biscuits, cakes (except cream cakes which are a high risk), cereals and so on.
Medical Questionnaire	Form to be completed by new staff giving details of their recent medical history and that of close household contacts. Contact with certain infectious diseases may be transmitted by food handlers through food that they prepare.
Micro-Organisms	Any small living organisms especially bacteria yeast's, moulds and viruses.
Pasteurisation	Heat treatment to kill bacteria cells (but not spores). Most types of food poisoning bacteria do not form spores so pasteurisation will make food safer by killing heat sensitive pathogens.
Pathogen	A micro-organism that can cause illness.
Pest	Animal life unwelcome in food premises. Especially insects, birds, rats, mice and other rodents capable of contaminating food directly or indirectly.
pH	A measure of acidity. the pH scale runs from 1 (acid) to 14 (alkali), with 7 being neutral. Levels of pH below about 4.5 will normally prevent the growth of pathogenic bacteria.
Proofing (Against Pests)	Structure and maintenance of premises, especially doors, windows and the entry point of service pipes, to prevent entry of pests.

Reputable Supplier	All foods sold should be obtained from a reputable supplier, i.e. a well known branded supplier, or from a supplier whose history is well known and whose products have never given rise to rejection or customer compliant. If foods are purchased from unchecked suppliers, you run the risk of being held responsible if those foods are later found to be defective, since you have not taken reasonable precautions to ensure their safety. Many suppliers are now taking advantage of 'accreditation schemes' which go along way towards giving confidence in their products.
Sanitise	Ordinary detergents such as soaps, washing up liquids, etc may be effective at removing dirt but will not kill bacteria. to ensure that food contact and hand contact surfaces are really safe they should be cleaned with disinfectant (which kills bacteria) or a sanitizer which combines cleaning power with the ability to kill bacteria. Look for the words 'sanitizer', 'disinfectant' or 'bactericidal' on the label and use the compound strictly according to the makers instructions.
Shelf Stable	Foods which do not normally suffer microbiological spoilage at room temperature.
Sneeze Screen	Screen, usually glass or another transparent material, fitted to some food display units. May play part in reducing airborne contamination of the food.
Spores	Protective layers are formed by some bacteria and many moulds which are then able to withstand adverse conditions including drying and heat. Some spores can withstand very severe heat treatment such as boiling for 1 hour.
Sterilise	Treatment with heat or chemicals to kill all micro-organisms and viruses. Sterilisation will kill spores.
Toxic / Toxin	Poisonous substance. May be contaminated from external sources for example, chemical spillage, or produced by growth of micro-organisms.
UHT	Ultra Heat Treatment. A high temperature / short time pasteurisation process. Used commonly for dairy products.
Use By Date	Foods with short shelf lives or 'high risk foods' capable of causing illness if they deteriorate will carry 'Use By Date'. This date is mandatory i.e. it is an automatic offence to possess for sale foods beyond their use by date, unless in a container clearly marked for disposal. It is illegal to cover, change or obliterate a use by date. Foods become out of date at midnight on the use by date.
Viruses	Microscopic particles. Some are transmitted by food and may cause illness. Viruses cannot multiply or grow in food, therefore cannot be controlled by temperature alone.
Yeast and Moulds	Microscopic organisms. Some are desirable in food and are important its characteristics, for example, bread fermentation and ripening of cheese. Other may spoil food whilst a few may cause illness.

PURCHASING

HAZARDS

1. High risk foods contaminated with food poisoning bacteria or their toxins.
2. Foreign bodies/pests/chemical contamination.

CONTROLS

1. Raw materials/product specifications.
2. Purchase from nominated and approved suppliers.
3. Specify all high risk foods to be delivered under temperature control.

COMPANY PROCEDURE

1. Order only from approved suppliers as agreed by the Purchasing Department.
2. Approved suppliers to be members of an accreditation scheme or to be visited on risk assessment basis as part of documented audit programme.

MONITORING

1. Monitor complaints and keep records of returns.

DELIVERY AND RECEIPT

HAZARDS

1. High risk food contaminated with food bacteria.
2. Foods contaminated with toxic substances or foreign bodies.
3. Deteriorated or damaged products.
4. Insufficient shelf life.

CONTROLS

1. Purchase and accept foods only from approved supplier.
2. Specify and check delivery temperatures for incoming chill and frozen items.
3. Check and reject any damaged or deteriorated products.
4. Check use by date and best before dates at delivery.
5. Check for signs of infestation or damage by pests.

COMPANY PROCEDURE

1. Only approved suppliers to be used for any food product. All food orders to follow central purchasing process.
2. Delivery temperatures to be checked and recorded by Distribution Centre on all chilled and frozen products. (Delivery temperature control log). Reject chill food above 10 deg C and frozen food above -12 deg C. Check each food type i.e. chill or frozen for each delivery.
3. Delivery vehicles and temperature records to be checked. Log and report unsatisfactory findings to Food Services Manager. (Code check)
4. Adequate shelf life to be remaining at time of delivery.
5. Reject any damaged or deteriorated foods:
   - Discoloured, damaged or wilted vegetables/fruit
   - Rusted, dented or blown cans
   - Any food with torn or damaged packaging
   - Frozen foods which may have thawed and been refrozen

   Always label 'reject' foods and store away from useable food. Inform senior management of reject items.
6. After delivery food must be taken directly to the correct storage area.

INTERNAL DISTRIBUTION

HAZARDS

1. High risk foods contaminated with food poisoning bacteria.
2. Foods contaminated with toxic substances or foreign bodies.
3. Deteriorated or damaged products.
4. Insufficient shelf life.

CONTROLS

1. Check and reject any damaged or deteriorated products.
2. Check use by date and best before dates.
3. Check for signs of infestation or damage by pests.
4. Check temperatures are correct. 5 deg C for chill food, -18 deg C frozen.

COMPANY PROCEDURE

1. Check all products prior to loading of van for:
   - Shelf life
   - Damaged or deteriorated product or packing
   - Evidence of infestation
   - Incorrect temperature
2. Load vans carefully. Separate food and non food items, and ensure damage will not occur during transit.
3. Ensure temperature controlled delivery vehicles are at correct operating temperature prior to loading. Do not leave doors open unnecessarily.

MENU DEVELOPMENT

HAZARDS

1. Survival of food poisoning bacteria, spores, toxins in high risk foods.
2. Multiplication during handling / processing.

CONTROLS

1. Menu to be such that products can be produced safely and consistently.

COMPANY PROCEDURE

1. Individual recipes and procedures to be established to detail how each menu item is to be handled safely and processed.

MONITORING

1. Routine monitoring of efficiency of time/temperature control.
2. Random periodic end product testing.

KITCHEN DRY GOODS STORAGE

HAZARDS

1. Deterioration of goods due to prolonged storage.
2. Deterioration of goods due to heat, light or dampness.
3. Attack by pests, ants, mice, flies etc.
4. Foreign body contamination from other food items or from non food items.
5. Toxic contamination from chemicals etc.

CONTROLS

1. Dispose of food beyond a best before date. Order sensible quantities and maintain lowest possible stock levels.
2. Keep store rooms cool, dry and well maintained.
3. Ensure adequate lighting and cleaning and pest prevention.
4. Store foods away from floor, walls and inspect regularly.
5. Avoid major fluctuations in temperature which can cause condensation.
6. Store non food items separately from food products.

COMPANY PROCEDURE

1. Follow first in first out stock rotation. Place new items behind or below existing stock. Always use the oldest product first.
2. Check weekly or on each new delivery all date codes and report any products beyond their best before date to the Food Services Manager.
3. Never store chemicals over food, with or near to a food contact item e.g. crockery.
4. Store products in their original cases on racking or pallets.
5. Ensure split pallets are used in correct rotation. All cases must be distributed to units before opening new pallets.
6. Personal belongings must not be kept in dry goods store areas.

DRY GOODS STORAGE

HAZARDS

1. Deterioration of goods due to prolonged storage.
2. Deterioration of goods due to heat, light or dampness.
3. Attack by pests, ants, mice, flies etc.
4. Foreign body contamination from other food items or from non food items.
5. Toxic contamination from chemicals etc.

CONTROLS

1. Dispose of food beyond a best before date. Order sensible quantities and maintain lowest possible stock levels.
2. Keep store rooms cool, dry and well maintained.
3. Ensure adequate lighting and cleaning and pest prevention.
4. Store foods away from floor, walls and inspect regularly.
5. Avoid major fluctuations in temperature which can cause condensation.
6. Store non food items separately from food products.

COMPANY PROCEDURE

1. Follow first in first out procedure of stock rotation. Place new items behind or below existing stock. Always use the oldest stock first - refer to dates on containers.
2. Check weekly or on each new delivery all date codes and report any new products beyond their best before date to the Head Chef.
3. Never store chemicals over food, with or near to a food contact item e.g. crockery.
4. Store products in their original cases on racking or pallets.
5. Ensure split pallets are used in correct rotation. All cases must be distributed to units before opening new pallets.
6. Personal belongings must not be kept in dry goods store areas.

CHILLED FOOD STORAGE

HAZARDS

1. Food poisoning bacteria multiplying in high risk foods.
2. Foods start to decompose, deteriorate or go off.
3. Prosecution if specified food stored above 8 deg C
4. Inefficient refrigeration causing high food temperatures or regular breakdowns.
5. Loss of food due to breakdown.
6. Contamination of high risk foods by foreign bodies, food debris or bacteria from other foods e.g. raw meat/vegetables.

CONTROLS

1. Storage of food outside the danger zone - below 5 deg C.
2. Food kept at ambient temperatures for the shortest possible period.
3. Regular checks on the performance of refrigeration equipment.
4. Regular cleaning of refrigerator grills, regular defrosting.
5. Stock rotation and removal of stock at end of use by date when deteriorated before this date.
6. Separation of raw foods products e.g. raw meat from high risk products.
7. Regular and thorough cleaning of refrigeration equipment.
8. Maintenance and servicing of equipment.

COMPANY PROCEDURE

(See also Food and Beverage Dept. Standard Operating Procedure 5)

1. Chilled food deliveries to be put in refrigerators within 15 minutes. Whenever possible remove outer cardboard packaging.
2. Temperatures of refrigeration equipment to be checked and recorded three times daily. (Chill temperature monitoring forms).
3. All refrigeration equipment to maintain food temperatures below 5 deg C. Deviations from this should be reported to the manager and acted upon immediately.
4. Ensure motors, grills etc remain dust and cobweb free to maintain efficiency of the unit. Remember units must be switched off before cleaning.
5. Defrost units (where necessary) regularly to avoid excessive accumulation of ice.
6. Check food stocks daily. Remove and discard any foods which have exceeded their use by date, or which have deteriorated and become wrinkled, dried, discoloured, slimy or mouldy. Food must be 'fit to sell'.
7. Ensure that items are stored properly for proper stock rotation i.e. oldest goods to the front or on top.

8. Store all foods covered with lids, film or foil to prevent contamination. Store all foods off the floor in walk in units.
9. Store high risk food items above and away from raw foods or items which may contaminate them.
10. Do not overload equipment.
11. Deep clean units weekly and food contact surfaces daily.

- **It Is Illegal to Sell or Possess Food Beyond Its Use By Date.**
- **It Is A Legal Offence to Sell Unfit or Contaminated Food.**

CORRECTIVE ACTION

1. Where air temperature is higher than 5 deg C check units again after one hour and if still high probe product temperatures (using antiseptic wipes) to determine whether gauge or readout is faulty.
2. Where product temperatures are above 5 deg C move food to another unit or reject. Call refrigeration engineer.
3. Clearly label all date expired items and reject foods and store separately.

FROZEN FOOD STORAGE

HAZARDS

1. Foods may thaw and then refreeze with loss of quality.
2. Food may also go beyond their best before dates.
3. Packaging may become damaged permitting contamination or product deterioration.
4. Short life frozen foods e.g. ice cream may deteriorate and become unsaleable.

CONTROLS

1. Regular temperature checking.
2. Good stock rotation. Do not hold too much stock.
3. Regular inspection of freezer contents.
4. Cleaning of grills and regular defrosting.

COMPANY PROCEDURE

(See also Food and Beverage Dept. Standard Operating Procedure 5)

1. Store all frozen foods within 15 minutes of delivery.
2. Frozen foods to be held at -18 deg C or below.
3. Temperatures of freezers to be monitored three times daily. Deviations from -18 deg C should be reported to manager and acted upon immediately. (Frozen temperature monitoring form)
4. If food has begun to thaw it should be transferred to refrigeration equipment, thawed and used as fresh.
5. Ensure motors and grilles remain dust and cobweb free to maintain efficiency of unit.
6. Defrost freezers regularly to avoid accumulation of ice.
7. Check contents at least weekly. Remove any foods which have become damaged or have freezer burn, and ensure that a proper rotation is stock maintained.
8. Store all frozen foods properly covered to reduce risk of contamination or freezer burn. Store above floor level in walk in units.
9. Replace damaged seals on freezers, and check regularly that auto defrost systems are working. A large build up of ice in a walk-in type freezer indicates a problem which should be investigated by an engineer.
10. Do not overload equipment.

MONITORING

1. Reject food or move to another unit (chill or frozen) if temperatures are above -12 deg C within one hour of original check. Call engineer.

2. Check freezer for ice build up and defrost if necessary. If no improvement call out engineer.
3. When freezer breakdown occurs food may be used in accordance with chill food procedures if food temperature has not exceeded 10 deg C. Ice cream may not be refrozen.

DEFROSTING

HAZARDS

1. Growth of food poisoning bacteria and toxins.
2. Contamination by foreign bodies and chemicals.
3. Deterioration in product quality.
4. Cross contamination.
5. Food may still be frozen at the centre.

CONTROLS

1. Defrost under chill conditions whenever possible.
2. Maximum life from defrost to be 3 days.
3. Keep raw and cooked foods separate.

COMPANY PROCEDURE

1. Allow sufficient time and plan to defrost in advance of usage.
2. Defrost in chiller running below 5 deg C or microwave (cold running water may be used for specified products but only under the guidance of the Head Chef).
3. Cover all foods and label with the correct date.
4. Operate stock rotation and shelf life guidelines.
5. Use only thoroughly defrosted food.
6. Ensure raw defrosting foods are stored separately or with raw below high risk foods.
7. Only foods clearly marked 'cook from frozen' should be cooked without prior defrosting.
8. Dispose of thawed liquor carefully.

MONITORING

1. Check date codes and discard any date expired foods.
2. Ensure shelf life guidelines are observed.
3. Check before use that food is thoroughly defrosted and soft.
4. Check all defrosting is carried out under temperature control.
5. Where microwaves are used for defrosting ensure guidance is available of time/temperature setting.

OPEN FOOD PREPARATION - PERSONAL HYGIENE

HAZARDS

1. Foods may become contaminated from dirty hands, skin sores or from the nose and mouth.
2. Sufferers of diarrhoea and vomiting may transfer germs on to food.

CONTROLS

1. Minimize direct hand contact with food.
2. Ensure hands are clean before handling food.
3. Provide proper hand washing facilities for food handlers.
4. Food handlers to wash hands frequently.

COMPANY PROCEDURE

(See also Food and Beverage Dept. Standard Operating Procedure 1)

1. Wash basins to be kept clean and free from obstruction. They must be used for hand washing only. Liquid bactericidal soap and hand drying facilities to be provided at each basin. Where colour coding is in operation ensure items are not transferred between areas.
2. Food handlers must wash their hands frequently especially before starting work, after using the w/c, after handling raw foods and after handling refuse.
3. Smoking, eating and drinking is not permitted in any food room or store.
4. All staff must wear their correct uniform and present a neat and tidy appearance. Long hair must be tied back and jewellery is not permitted in food preparation areas. Uniforms must not be worn to travel to and from work.
5. Dirty uniforms must be changed for clean apparel.
6. Food handlers must avoid touching their hair, nose and mouth and demonstrate good personal practices. They must notify their superior of any infectious illness, vomiting, diarrhoea or septic lesions.
7. Staff rooms and w/c facilities must be kept clean and tidy at all times.
8. Cover all cuts with blue waterproof dressings.

MONITORING

1. Check daily wash hand basins are properly stocked with soap and hand drying facilities, and that the first aid kit is stocked.
2. Ensure all staff are wearing clean protective over clothing and permitted jewellery only.

CORRECTIVE ACTION

1. Any food handlers notifying their manager of food poisoning symptoms, infectious disease or specific lesions should be excluded from food handling duties and must not return to such duties without medical clearance. (Return to Work forms to be completed at Medical Centre)

OPEN FOOD PREPARATION - CROSS CONTAMINATION

HAZARDS

1. Foods may become contaminated from dirty hands, skin sores or from the nose and mouth.
2. Cross contamination of high risk foods from other food products e.g. vegetables.

CONTROLS

1. Minimize direct hand contact with food.
2. Eliminate cross contamination risks.
3. Regular cleaning and maintenance of work surfaces and equipment.
4. No raw (shell) eggs to be used in products not subject to thorough cooking.
5. Use separate areas, utensils and equipment for raw and high risk products.

COMPANY PROCEDURE

1. Separate preparation areas and/or times to be used for each operation e.g. raw meats, salad preparation and dessert preparations.
2. Keep raw foods separate from high risk food items at all times e.g. raw meat and vegetables.
3. Clean and sanitise work surfaces and utensils after use.
4. Do not 'top up' or 'refill' food storage containers. Always put new products into new containers.

OPEN FOOD PREPARATION - FOREIGN BODY CONTAMINATION

HAZARDS

1. Food can become contaminated with foreign bodies e.g. hair, dirt, food debris etc.

CONTROLS

1. Eliminate foreign body contamination risks.
2. Regular cleaning and maintenance of work surfaces and equipment.
3. Glass policy to be in operation.

COMPANY PROCEDURE

1. Ensure a neat and tidy working environment. Do not bring any non-food item into food preparation areas.
2. Glass is not permitted in operation areas and stores.
3. Wood should be prohibited as much as possible from the kitchen.
4. Notices should be affixed with drawing pins or staples on kitchen boards and walls.
5. Metal from cans or damaged equipment can contaminate food. Notify the Head Chef of any corroded or damaged equipment. Check canned food when opened to ensure no fragments have fallen into the contents.
6. Inform General Manager if you are using a plaster and discard any product which becomes contaminated by a plaster.
7. No cracked or chipped crockery or equipment should be used in the kitchen or served to the customer.
8. Jewellery can fall into food so this should be kept to a minimum. Only sleeper type earrings and wedding bands should be worn.
9. Do not store bottles in the ice machine / ice buckets. Glass fragments can contaminate the ice.
10. Delivery personnel should not enter any food preparation area. Where this is unavoidable they should not come into contact with food and food contact surfaces.
11. Delivery/take-away packaging must be stored off the floor in a clean dust/dirt free environment. Damaged or dirty cartons must not be used.
12. Maintenance personnel must report to the General Manager before starting work. Clean overalls must be worn. Equipment or tools must not be kept in any food area at anytime.

OPEN FOOD PREPARATION - TEMPERATURE CONTROL

HAZARDS

1. Bacterial growth will occur in foods which are held at ambient temperatures.

CONTROLS

2. Control food preparation practices to minimize the time foods are held at ambient temperatures.
3. No raw (shell) eggs to be used in products not subject to thorough cooking.

COMPANY PROCEDURE

1. Minimize the time that food is held between 5 deg C and 65 deg C. Do not remove large quantities of food from refrigeration.
2. Thaw all frozen foods under refrigeration to minimize bacterial growth.
3. Thoroughly chill and heat all foods prior to use on make tables, display units or salad bar (including daily amounts of canned goods) as appropriate.
4. Do not top up or refill existing containers of food, wash first and clan containers.
5. Do not overload containers. Use small amounts and replace frequently.
6. Do not leave food on make tables, chill display units or at ambient temperatures overnight.
7. Cool hot food quickly - within 1 1/2 hours - prior to refrigeration. Reduce bulk and use blast chill facilities.

SALAD BAR/CHILL DISPLAY

(See also Food and Beverage Dept Standard Operating Procedure 5)

HAZARDS

1. Food poisoning bacteria multiplying in high risk foods.
2. Food starting to decompose, deteriorate or 'go off'.
3. Prosecution risks from inadequate temperature controls.
4. Ineffective refrigeration causing high food temperatures or equipment breakdown.
5. Contamination of high risk foods by foreign bodies, food debris etc.

CONTROLS

1. Hold all foods below 5 deg C.
2. Use only first quality products.
3. Monitor use of salad bar/chill display frequently.
4. Eliminate minimize foreign body contamination risks.
5. Monitor the operating temperature of the salad bar chill display.

COMPANY PROCEDURE

1. Pre-chill the salad bar chill display prior for at least 1 hour.
2. Use only pre-chilled containers and food items.
3. Use only clean dry containers for prepared ingredients.
4. Do not overfill containers. Where service is slow use shallow containers.
5. Never refill containers with new product. Always replace with a new container which has been properly chilled.
6. Replenish containers/food frequently.
7. Monitor and record the temperature of the salad bar/chill display three times daily. (Chill Display Temperature Form)
8. Where it is not holding food to 5 deg C, operate the 4 hour rule.
9. Monitor use of salad bar/chill display. Ensure each item has its own serving utensils.
10. In the event of glass breakage in the vicinity of the salad bar/chill display inform the General Manager/Head Chef immediately.
11. Ensure bulbs (illuminating salad bar/chill display) are covered.
12. Discard any products remaining at end of day.

SANDWICH PREPARATION

HAZARDS

1. Foods may be contaminated from dirty hands, skin sores or from the nose or mouth.
2. Food poisoning bacteria multiplying in high risk foods.
3. Prosecution risks form inadequate temperature controls.
4. Contamination of product by foreign bodies, chemicals etc.

CONTROLS

1. Minimize direct hand contact with food.
2. Ensure hands are clean before handling food.
3. Provide proper hand washing facilities nearby.
4. Food handlers to wash hands frequently.
5. Eliminate cross contamination.
6. Eliminate foreign body contamination risks.
7. Control food preparation practices to minimize time food is held at ambient temperature.

COMPANY PROCEDURE

1. All personnel should observe strict personal hygiene practices.
2. Any food items contaminated by foreign bodies should be reported to Head Chef.

COOKING

HAZARDS

1. Survival of food poisoning bacteria due to inadequate temperatures.
2. Multiplication of any food poisoning bacteria present in warm sub lethal conditions.
3. Food may still be cold or frozen at centre.
4. Physical contamination with foreign bodies.
5. Post process contamination by food poisoning bacteria.

CONTROLS

1. Thorough cleaning.
2. Clean well maintained ovens, cookers, microwaves and utensils.
3. Separation of handling between pre and post cooking.

COMPANY PROCEDURE

1. All hot foods must be cooked to a minimum centre temperature of 75 deg C for 2 minutes or equivalent, except whole cuts of lamb and beef which may be served rare as bacteria is unlikely to be present in the centre. Mince or comminuted products should not be served rare.
2. Preheat all ovens before placing food in them to ensure temperatures are achieved rapidly.
3. Ensure all defrosted items are completely thawed before cooking unless manufacturers instructions permit cooking from frozen.
4. Scheduled weekly cleaning carried out of ovens and all cooking utensils, and pans, microwaves should be cleaned daily or after use.
5. Ensure hand washing between pre and post cook food.
6. Never use a bain marie to heat or cook food.
7. No raw (shell) egg to be used in products not subject to thorough cooking.

MONITORING

1. Check ovens are to temperature prior to use.

CORRECTIVE ACTION

1. Where food is not to centre temperature it should be returned to complete the cooking cycle.

HOT HOLDING

(See also Food and Beverage Dept Standard Operating Procedure 5)

HAZARDS

1. Any bacteria present may multiply if temperatures are sub lethal.
2. Foods may deteriorate during prolonged hot holding.
3. Contamination of foods with bacteria from raw products or foreign bodies.

CONTROLS

1. Heat food thoroughly before placing in hot holding unit.
2. All cooked foods must be held at temperatures in excess of 65 deg C.
3. Monitor foods on hot display for deterioration and foreign body contamination.

COMPANY PROCEDURE

1. Ensure that foods on hot buffets or in bain maries are holding at temperatures between 65 deg C and 75 deg C. (Food Temperature Monitoring Form)
2. Pre-heat all ovens and bain maries to be certain of correct operating temperatures.
3. Never use a bain marie to heat or cook food.
4. Do not 'top up' foods in bain maries or on buffets. Always replenish with new foods in new containers.
5. Monitor the hot holding units to ensure that one set of utensils is used for each menu item. Remove any items which have become contaminated with other dishes.
6. In the event of glass breakage's in the vicinity of the hot holding units, remove all food items immediately and inform the general manager.
7. Discard any food left at end of day.

REHEATING

HAZARDS

1. Survival of food poisoning bacteria and toxins.
2. Physical contamination with foreign bodies.

CONTROLS

1. Food should not be re-heated more than once.
2. Re-heat to above 75 deg C.
3. Re-heat quickly to reach target temperatures.
4. Serve immediately or hot hold.

COMPANY PROCEDURE

1. Do not re-heat food more than once and discard any not used.
2. Ensure minimum temperatures of 75 deg C for 2 minutes achieved.
3. Re-heat as quickly as possible in a pre-heated oven or pan.
4. Re-heated foods should be served immediately or placed on hot hold above 65 deg C.
5. Use correct size and shape dishes for even heat distribution.

MONITORING

1. Routinely check temperature of re-heated food is 75 deg C using sanitised probe.

CORRECTIVE ACTION

1. Discard at end of serve all unsold re-heated food.

USE OF MICROWAVES

HAZARDS

1. Survival of food poisoning bacteria and toxins in raw foods not cooked to lethal temperatures.
2. Any bacteria present may multiply if temperature is sub lethal.
3. Food may still be cold or frozen at the centre.
4. Foods may deteriorate with prolonged microwaving.
5. Cross contamination from raw to high risk foods.

CONTROLS

1. Ensure correct standing time at end of cycle.
2. Microwave oven is of commercial capacity and output.
3. Regular servicing and maintenance and testing.
4. Clear written guidelines on operation of microwave.
5. Clean and sanitised regularly.

COMPANY PROCEDURE

1. Commercial microwave ovens with minimum output of 1Kw should be used.
2. When reheating prepared chilled foods, manufacturers instructions should be followed.
3. Never operate a microwave empty, as this could cause a fire.
4. Food needs to be thoroughly hot with no cold spots and when reheating a centre temperature of 75 deg C should be achieved.
5. Foods must be left for the correct 'hold' time at the end of the cycle to allow the cooking process to complete.
6. No metal objects should be placed in the microwave.
7. Food should be covered and non PVC film used.
8. If used for defrosting, the food must be checked at several locations to ensure it is soft throughout.
9. All contact surfaces should be sanitised at end of each shift.
10. Never reheat processed, chilled or prepared foods which have already been reheated once.
11. Use correct size and shape dishes to dissipate microwave energy.
12. Ensure detailed instructions are available, where microwaves are used to reheat meats, periodically check time/temperature programme is effective.

MONITORING

1. Routine temperature checks of centre temperatures should be carried out through out thickest part of food.
2. Examine food oven weekly to check - if door closes properly - door seals and interior are clean and in good condition - door is locked when closed.
3. Annual maintenance check including testing of efficiency/temperatures should be carried out and recorded.

CORRECTIVE ACTION

1. Where defects are found in operation of microwave it should be removed from service and repaired by qualified engineer.
2. Where food has not achieved 75 deg C it should be reheated until it does.

COOLING

HAZARDS

1. Growth of any surviving food poisoning bacteria and their spores.
2. Production of toxins and bacteria.
3. Contamination by food poisoning bacteria.
4. Physical contamination by foreign bodies/flies/chemicals.

CONTROLS

1. Cool food quickly.
2. Keep food protected from contamination.

COMPANY PROCEDURE

1. Food should be either placed in blast chillers, or a cool area for a maximum of 1 1/2 hours, prior to refrigeration.
2. Food should be cooked on day it is to be eaten wherever possible.
3. Food should be kept covered during cooling unless blast chilling.
4. Portion off bulk food to aid cooling, (sauces).
5. Area used for cooling should be clean, free from cross contamination risks insect proof and in good repair.

MONITORING

1. Periodically probe temperature of food with sanitised probe and, when cool, cover, label and store in cooked food area of chiller.
2. Check food is not left out for longer than 1 1/2 hours at room temperature.

STOCK CONTROL

HAZARDS

1. Food may exceed its use by date or best before date.
2. Food may deteriorate to such an extent as to be not of the quality demanded.
3. Foods may become unsaleable due to discoloration, mould, dehydration or slime.
4. Excessive bacterial growth may lead to food poisoning and unfitness.
5. Pest infestations may go unnoticed.

CONTROLS

1. Operate the first in first out principle.
2. Check food stocks regularly for dates, deterioration in packaging, leaks, pest infestation, quality of product.
3. Discard any foods which have exceeded their use by date or are not of the standard required.
4. Do not over-order, maintain the minimum stock practicable.

COMPANY PROCEDURE

1. Stock items so that the newest items are put underneath or behind existing stock.
2. Check dates daily and discard any food which has exceeded its use by date/day.
3. Check fresh fruit and vegetables daily and discard any discoloured, wilted, mouldy and slimy produce.
4. Ensure old labels on tubs are removed so that there is no danger of double dating.
5. Maximum shelf life of chill product is 3 days. Sell by colour coded day dot to be placed on all products.
6. Use low risk products within manufactured guidelines.
7. Report any food beyond best before date to the Head Chef.

SERVICE

(See also Open Food Preparation)

HAZARDS

1. Contamination by food poisoning bacteria.
2. Physical contamination by foreign bodies and flying insects.
3. Allergic reactions.

CONTROLS

1. Serve quickly to restrict time in danger zone.
2. Clean crockery and cutlery.
3. Flying insect control.
4. Personal hygiene standards of waiting staff.
5. Identify food containing/made from nuts.

COMPANY PROCEDURE

1. Service staff to be trained in personal hygiene and procedures and wear appropriate protective clothing.
2. Serve foods quickly and do not leave ambient temperatures for periods of time.
3. Ensure all utensils are cleaned after use.
4. All cutlery and crockery to be washed and sanitised preferably in a dishwasher.
5. Clearly identify to all waiting staff items containing nuts.

MONITORING

1. At the start of shift, check all waiting staff are observing personal hygiene requirements.
2. Ensure food is not plated up until required by customer.

EVENT AND AMBIENT BUFFETS

HAZARDS

1. Growth of contamination of food poisoning bacteria and their toxins in high risk foods.
2. Deterioration in product quality.
3. Foreign body contamination.

CONTROLS

1. Limit preparation time in advance.
2. Temperature control below 5 deg C or above 65 deg C.
3. Limit time at ambient temperature.
4. Cover food.

COMPANY PROCEDURE

1. Preparation in advance to be limited.
2. All food to remain in chilled storage or hot hold above 65 deg C until required.
3. Limit any display time of high risk foods and replenish frequently (maximum 2 hours).
4. All displayed high risk food remaining at the end of the buffet must be discarded.
5. Food must be protected with lids or covered with cling film until required.
6. Remaining food should not be taken home by customers/employees.
7. Food to be prepared, cooked and stored in accordance with relevant modules of risk assessment.

BARBECUES

HAZARDS

1. Survival of food poisoning bacteria.
2. Cross contamination from raw to cooked foods.
3. Growth of spores and production of toxins if not cooked thoroughly and quickly.
4. Physical contamination from foreign bodies especially pests.

CONTROLS

1. Raw foods must be cooked thoroughly to centre, temperatures of 75 deg C for two minutes.
2. Raw and cooked foods should be kept separate during cooking and service.
3. Separate utensils used for raw and cooked foods.
4. Food should be covered pre and post cooking.
5. Food should be served hot.
6. Food should be kept chilled until just prior to cooking.
7. All meats must be thoroughly defrosted before cooking unless product instructions otherwise.
8. Personal hygiene practices observed.

COMPANY PROCEDURE

1. The barbecue must be hot and ready for use prior to cooking.
2. Meats should be placed away from intense heat so that there is an even penetration of heat (not burnt on outside and raw inside).
3. The thickness and size of item should be taken into account.
4. All foods should be stored covered both before and after cooking.
5. Any uneaten cooked food should be disposed of after two hours and salads after four hours.
6. Food should be cooked to order and served immediately.
7. Marinade used for coating raw meats must be kept separate from and not added to the cooked foods.
8. Separate tongs should be used to handle cooked foods or these should be sanitised between use.
9. Protective clothing should be worn by catering staff and normal personal hygiene rules observed.
10. In absence of convenient wash basins, disposable sanitizer wipes should be used on occasions when hand washing is needed.
11. Clean portable cold boxes should be used where there is no adjacent refrigeration.
12. All crockery and cutlery should be clean and kept in covered containers awaiting use.

13. Any water used must be carried in dedicated food only containers.
14. Any chicken to be cooked should be microwaved or cooked in the oven first and finished off on the barbecue.

MONITORING

1. Ensure all chicken is precooked before barbecuing.
2. Check cool boxes are keeping food cold and food is protected.

CORRECTIVE ACTION

1. Discard all uneaten cooked food after 2 hours.
2. Discard all raw products including salads where temperatures at end of barbecue are above 5 deg C after 4 hours.

BAR AREA/DRINKS/FOOD AREA

HAZARDS

1. Foreign body contamination e.g. glass.
2. Contamination by food poisoning bacteria, yeast and moulds.
3. Chemicals contamination.

CONTROLS

1. Thorough cleaning of crockery glasses, measures, dispense taps and equipment.
2. Correct storage of glasses and crockery.
3. Personal hygiene standards of bar/waiting staff.

COMPANY PROCEDURE

1. Use glass water to clean and disinfect glasses properly. Use dishwater for cups and saucers.
2. Weekly, clean and sanitise internal surfaces of glass washer and jets.
3. Store all glasses inverted to prevent foreign body contamination and check for chips and cracks.
4. Ensure plastic clipper matting is regularly cleaned.
5. Staff must not smoke behind the bar or in drinks/food area.
6. A wash hand basin must be provided, supplied with liquid soap and hand drying facilities.
7. The wash hand basin should be used by staff and only for hand washing, not cleaning, ice, lemons or coffee ground.
8. Any ice buckets must be clean and in good condition.
9. Use metal or plastic scoops for dispensing ice, not glasses.
10. Do not store bottles in ice to be used for customer drinks.
11. Ensure all milk, cream and juices are within their use by dates, discard any out of date products.
12. Refrigerate left over milk, cream and juice at end of each session.

MONITORING

1. Check daily that glass detergent and 'rinse aid' are connected and full and that the filter is clean.
2. Check wash hand basin is fully stocked at the start of each shift.
3. Check the condition of glasses on removal from dishwasher for chips and cracks. Discard damaged glassware.
4. Plastic or metal scoops for ice provided.
5. Check refrigerators daily for cleanliness or out of date product.

6. Check temperature of drinks/food fridges.
7. Where food is prepared and served behind or adjacent to the bar, make the bar counter a non-smoking area.

CLEANING

HAZARDS

1. Food waste/debris may accumulate.
2. Pests and vermin will be attracted to the site.
3. Bacteria will multiply to high levels.
4. Prosecution can result.
5. Customers will not return.
6. Dirty foods and surfaces can cause accidents.

CONTROLS

1. All cleaning operations should appear on a cleaning schedule which details frequency, methods, safety precautions and person responsible.
2. Cleaning should be carried out using proper chemicals at correct dilutions.
3. Food contact and hand contact surfaces should be sanitised.
4. Ensure premises and equipment are maintained in a responsible state of repair.

COMPANY PROCEDURE

(See also Food and Beverage Dept. Standard Operating Procedure 4)

1. Use only approved chemicals and dilutions.
2. Follow all COSHH requirements.
3. Use the clean as you go principle, ensuring that all hand and food contact surfaces are sanitised after use.
4. Cleaning schedules should be utilised for structural cleaning and large equipment such as walk-in fridges, freezers.
5. Do not store chemicals in food areas.
6. Do not store cleaning equipment in food rooms or stores.
7. Maintain cleaning equipment in good condition.
8. Report/action any repairs to the structure of the building or equipment so as to ensure the continued effective cleaning.
9. All chemicals in use must be labelled.
10. Do not decant chemicals from their original containers into unmarked bottles, jars etc.
11. Dishwasher and glass washer rinse temperatures to be monitored twice daily. (Control Record Sheet).

REFUSE STORAGE/DISPOSAL

HAZARDS

1. Food waste and debris will attract pests and vermin.
2. Paper and packaging provides harbourage for pests.
3. Food waste and refuse causes odours and an unpleasant environment.

CONTROLS

1. All internal bins to be kept clean and in good condition.
2. External refuse areas to be kept free from food debris and packaging waste. All bins/skips to have lids.
3. Refuse to be removed frequently.
4. Keep areas around skips clean.

COMPANY PROCEDURE

(See also Food and Beverage Dept. Standard Operating Procedure 3)

1. All internal bins to be lined with polythene sacks and have tight fitting lids fitted at all times.
2. Refuse to be removed frequently from food rooms. Bins must not be allowed to overflow.
3. External refuse bins or skips to have lids.
4. External refuse bins and skips to be emptied frequently. Waste must not be allowed to accumulate.
5. External refuse areas to be kept clean and tidy. They must be cleaned down at least twice weekly.
6. Ensure all waste oil is stored neatly in firmly lidded containers. Do not allow large amounts of waste oil to accumulate. Clean up spillage's immediately.

PEST CONTROL

HAZARDS

1. All pests destroy and contaminate food with bacteria, disease and their droppings.
2. Heavy infestations may result in enforcement action, prosecution or closure by the Local Authority.
3. Rodents will cause structural damage to buildings due to gnawing.
4. Customers will be discouraged by evidence of pests.

CONTROLS

1. Passive pest control: Good housekeeping, regular stock control, reporting of sightings or signs, pest proofing.
2. Active pest controls: Routine visits by contractor, permanent bait stations, UV fly killers, trapping and poisoning environmental surveys.

COMPANY PROCEDURE

1. The pest control record should be available at all times.
2. Buildings to be pest proofed to prevent access to vermin/pests under doors, through windows etc.
3. All sightings or evidence of pests to be reported to the General Manager immediately. (Pest Control report to be completed).
4. UV fly killers to be switched on at all times and maintained in good working order. Defects to be remedied immediately. Catch trays to be emptied regularly(turn off when emptying).
5. Fly screens to door and windows must be in place whenever they are used for ventilation.
6. Rodent baits must not be tampered with.
7. Dispose of any foods which show evidence of infestation or damage by pests and report to the General Manager.

