

3. HOUSE RULES

HOUSEKEEPING

FOR ALL RETAIL BUSINESSES USING RETAILSAFE

The House Rules Section contains 8 sub-sections, each of which covers a different food safety management subject. Once you have completed the Business Selector you will have selected the House Rules relevant to your type of business.

Every House Rule sub-section begins with guidance and then provides advice on how to write your own House Rules.

A template is then provided for you to use when writing your House Rules. Once completed, this should reflect your current safe working practices.

WHAT YOU NEED TO DO

- Read the guidance provided at the beginning of this sub-section
- Draw up your own House Rules describing how you intend to manage housekeeping in your business
- Once you have completed all your House Rules, remember to update your Action Plan

Think about the housekeeping practices that you already have in place. It is possible that you will simply have to write these down to produce your Housekeeping House Rules.

THE HOUSEKEEPING HOUSE RULES ARE AN ESSENTIAL COMPONENT OF YOUR HACCP BASED SYSTEM AND MUST BE KEPT UP TO DATE AT ALL TIMES



This sub-section will give guidance on housekeeping, which covers maintenance / layout, pest control and waste control. At the end of the sub-section you will be asked to write your own House Rules to show how you manage housekeeping in your business.

MAINTENANCE / LAYOUT

What needs to be maintained and what is important regarding layout?

The premises structure and equipment need to be maintained and kept in good order.

HAZARDS (What can go wrong)

The hazards associated with lack of adequate maintenance of the structure of the premises, equipment and utensils can result in the following:

- **Physical Contamination** - Utensils, including containers, which are unable to be effectively cleaned and disinfected may lead to the physical contamination of food.
- **Physical Contamination** - Defective and poorly maintained equipment, food preparation areas, fixtures and fittings may also result in the physical contamination of food e.g. flaking paint falling from the ceiling.

CONTROLS (How you can prevent the hazard)

Avoiding the build-up of dirt and keeping premises and equipment in a good state of repair will minimise physical contamination. Areas to consider are as follows:

Premises structure

- Food preparation areas including all internal surfaces such as walls, floors and ceilings must be smooth, impervious, easy to clean and in a good state of repair.
- Drains should be kept free of leaks and blockages.

Equipment

- All food contact surfaces and equipment must be maintained in good condition to enable effective cleaning and disinfection and to prevent the build up of debris.
- Broken or defective light bulbs, tubes and fittings should be replaced promptly.
- Electronic fly-killing devices should be maintained and defective light bulbs replaced.

Food preparation area

- Premises handling unwrapped high risk foods should have a separate designated food preparation area.

PEST CONTROL

What are Pests?

Generally speaking, pests are animals, birds or insects that contaminate food either directly or indirectly.

HAZARDS (What can go wrong)

The Hazards associated with lack of adequate pest control are:

- **Microbiological Contamination** - Pests can carry harmful bacteria that can contaminate foods and cause illness.
- **Physical Contamination** - The harmful bacteria which pests can carry can also be passed to the food by contact with their hair, faeces and urine. Pests can also cause serious damage to the structure and fabric of food premises.

CONTROLS (How you can prevent the hazard)

Microbiological and physical contamination caused by pests can be controlled by the following:

Pest proofing of the premises

Keeping the building in good condition and repair in order to restrict pest access and prevent potential breeding sites. This can be done by:

- Sealing holes, and fitting drain covers where pests can gain access.
- Keeping the floors, walls, roof, doors and window openings in a good state of repair without gaps or spaces which might permit the entry of pests.

Electronic fly-killing devices

- Flying insects can be destroyed using an electronic fly-killing device. Manufacturers will give advice on the location, cleaning and maintenance of this type of equipment.

Checking and Inspection

- All areas of the food premises should be checked regularly for signs of pests such as rodent droppings, smear marks, insect egg cases and dead insects.
- Staff should be made aware of the signs of pests and what action they must take should they discover pests or signs of pests.
- Management must take immediate and appropriate action to control any infestation of pests identified on their premises.



Some businesses may decide to employ a pest control company. The following issues should be covered:

- checking for the presence of all pests.
- monitoring the pest proofing of the premises and eradication of any infestations found.
- advice on housekeeping and storage arrangements to prevent access by pests.
- 24 hour emergency cover and a written report after each visit.

It is recommended that any pest control contractor report be kept as part of your HACCP based system documentation.

Note: Do not allow pest control baits/chemicals to come into contact with food surfaces, packaging or equipment.

WASTE CONTROL

What is waste?

Waste can be regarded as any item of food, ingredients, packaging materials or even soiled cleaning cloths which are not suitable for further use and which are intended to be discarded.

HAZARDS (What can go wrong)

The hazards associated with lack of adequate waste control are:

- **Microbiological Contamination** - Damaged packaging, out-of-date or rotting food may present a risk of microbiological contamination from harmful bacteria.
- **Physical Contamination** - Waste control is important because the storage and disposal of waste presents a risk of physical contamination to food and may attract pests.

CONTROLS (How you can prevent the hazard)

Microbiological and physical contamination caused by waste can be controlled by the following:

Waste in food rooms

- Food waste should be placed in containers with suitably fitted lids and removed frequently from the food handling areas where it is produced.
- Sufficient containers should be provided and placed conveniently where the waste occurs. Containers must be of an appropriate construction, kept in sound condition, and be easy to clean and disinfect.

Food waste waiting collection

- Refuse stores should, ideally, be located away from food storage and handling areas and must not give rise to the risk of contamination of food.
- Refuse containers used for the storage of waste waiting collection should have suitably fitted lids and be made of a durable material which is easy to clean and disinfect.
- Other waste such as cardboard and paper need not be placed in a sealed container but must be kept separate from food and must be stored in such a way as to not pose a risk of contamination to food.

WHAT YOU NEED TO DO NOW

To effectively manage the housekeeping part of your HACCP based system and using the information in this sub-section for guidance, go to the next page and write a list of House Rules to reflect how you manage the housekeeping in your business.

Here is an example of how you could write your House Rules :

Describe: • Control Measures and Critical Limits (where applicable) • Monitoring including frequency	
Pest proofing of the premises	<i>Weekly walk round of premises and check visually : - The state of repair of the walls, roof, drains, doors, floors and window openings</i>

MONITORING (Checking your Control Measures)

Once you have completed your House Rules for Housekeeping, you must then monitor their use.

RECORDING (Keeping a Record of your Monitoring)

Keep a record of the monitoring you carry out by using the COLD Record or the HOT AND COLD Record (depending on the type of food you produce in your business).

CORRECTIVE ACTION (What to do if things go wrong)

If you find that your Housekeeping House Rules are not being followed you must make a record of the problem identified and the action you have taken to correct it (this is known as a Corrective Action). For example, if you find rodent droppings in your premises, the Corrective Action would be to call a pest control contractor to deal with the problem and retrain staff in pest detection. This information can be entered in either the COLD Record or the HOT AND COLD Record. Further information on these records can be found in the '**Records**' Section of this manual.

It is required that all Records of Housekeeping Monitoring, including pest control contractor reports (if applicable) and Corrective Actions taken, be kept for an appropriate period of time, to demonstrate that your HACCP based system is working effectively.

Action Plan

Once you have completed all your House Rules, remember to update your Action Plan.

The Housekeeping House Rules are an essential component of your HACCP based system and must be kept up to date at all times. Your House Rules need to be written to accurately reflect how you run your business and be readily understood by all of your staff handling food.

HOUSEKEEPING HOUSE RULES

Enter a statement of your **Housekeeping House Rules** in the table below:

Describe: • Control Measures and Critical Limits (where applicable) • Monitoring including frequency	
Maintenance / Layout	
Premises structure	
Equipment	
Food preparation area	
Pest Control	
Pest proofing of premises	
Electronic fly-killing devices	
Checking and inspection	
Pest control contractor (if applicable)	
Waste Control	
Waste in food rooms	
Food waste for collection	
Monitoring/checking and details of the record used by your business	

Your Housekeeping House Rules are an essential component of your HACCP based system and must be kept up to date at all times