

# HOUSE RULES

## PERSONAL HYGIENE AND TRAINING

The House Rules Section contains 6 sub-sections each of which covers a particular subject of food safety management.

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 use when writing the House Rules.

Your House Rules should reflect your current safe working practices on the 6 food safety subject areas covered in this manual.

### 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 personal hygiene and training in your business
- Once you have completed all your House Rules, remember to update your Action Plan

Think about the personal hygiene and training practices that you already have in place. It is possible that you will simply have to write these down to produce your Personal Hygiene and Training House Rules.

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

# HOUSE RULES PERSONAL HYGIENE AND TRAINING

**This sub-section will give guidance on Personal Hygiene and Training. At the end of the sub-section you will be asked to write your own House Rules to show how you manage these subjects in your business.**

## Why is personal hygiene important?

People working in food businesses can contaminate food or spread contamination from raw to ready-to-eat food. The risk is particularly high where ready-to-eat food is handled in a predominantly raw meat environment such as in a butcher's shop. These risks can, however, be controlled by good personal hygiene practices.

## What needs to be considered?

### HAZARDS (What can go wrong)

- **Microbiological Contamination** by food poisoning bacteria can be spread onto food by poor personal hygiene practices such as having dirty hands or dirty clothing.
- **Physical Contamination** can be caused by items such as hair and jewellery falling into the food.

### CONTROLS (How you can prevent or eliminate the hazard)

**Microbiological Contamination can be minimised by the following 4 practices:**

**1. PROTECTING FOOD** Wherever possible avoid direct hand contact with ready-to-eat food. Try to use tongs, utensils or plastic bags/film between your hands and the food. Ensure that clean hands do not become re-contaminated by touching hand contact surfaces such as light switches, door handles, cash registers, telephones or pens. Do not sneeze or cough over food.

**2. WEARING PROTECTIVE CLOTHING** All staff working in food preparation should wear appropriate clean clothing, which should be changed as necessary, for example:

- Before handling ready-to-eat food,
- After major raw meat activities such as de-boning and raw product manufacture,
- When clothing is visibly soiled with raw meat and there is a risk of it coming into contact with ready-to-eat food and surfaces such as counter tops and refrigerated display counters,
- When staff handle raw and ready-to-eat food alternately, for example, during front of shop sales, care should be taken to ensure that clothing does not become contaminated.

**3. USING FIRST AID DRESSINGS** Cuts and sores should be covered with a waterproof (preferably highly visible) dressing.

**4. HAND WASHING** is vital and should be carried out thoroughly to prevent the spread of contamination. An effective Hand Washing Technique is particularly important where there is a risk of cross contamination between raw and ready-to-eat food handling, please refer to the following page for the Butcher**Safe** Hand Washing Technique.

In particular, hands must be washed at the following times:

- before starting work
- before handling ready-to-eat foods
- after using the toilet
- after touching bins or handling waste
- after every break
- after eating and drinking
- after cleaning, and
- after blowing your nose.

**Physical Contamination can be minimised by the following practices:**

- Hair should be tied back
- Jewellery should be kept to a minimum when preparing and handling food.

**What else needs to be considered?**

**Liquid Hand Wash**

Liquid hand wash meeting the BS EN 1499 Standard (with disinfectant properties) is recommended for extra protection against cross contamination. Information on this Standard may be found on the label of relevant products or by contacting the product supplier or manufacturer.







**Hygienic Hand Rubs**

Hygienic hand rubs meeting the BS EN 1500 standard can provide an additional level of protection against cross contamination and are recommended for use after hand washing where there is an increased risk of cross contamination, e.g. when raw foods have been handled prior to hand washing. It should be noted that hygienic hand rubs should never be used as a replacement for hand washing.

**Note:** To further reduce hand contact contamination, it is considered good practice to install non-hand operable taps.

## Effective Hand Washing Technique

The following 6 steps should always be included:

Wet your hands thoroughly and apply liquid soap*		
	Rub Steps	
	1.	Rub palm to palm to make a lather.
	2.	Rub the palm of one hand along the back of the other hand and along the fingers. Then repeat with the other hand.
	3.	Rub palm to palm with fingers interlaced.
	4.	Rub the backs of the fingers with the opposite palm and with the fingers interlocked. Then repeat with the other hand.
	5.	Clasp and rotate the thumb in the palm of the opposite hand. Then repeat with the other hand.
	6.	Rub backwards and forwards over the palm with clasped fingers. Then repeat with the other hand.
<p>Rinse off the soap with clean water and dry your hands hygienically with a single-use towel.</p> <p>To ensure washed hands are not re-contaminated by touching taps, use a clean single-use towel to turn the taps off.</p>		

**Please Note:** If, after washing, your hands are not visibly clean, then your **Hand Washing Technique** has not been effective. Your technique should be re-assessed and your hands washed again more effectively.

\*These materials are recommended as part of the generic Butcher**Safe** approach. You may use alternative materials provided they will produce equivalent hygienic outcomes.

### Information on Reporting Illness/Exclusion and Exclusion/Return to Work

**The law puts the responsibility on employers to be satisfied that no food handler poses a risk to food safety.**

Food handling staff must, by law, report illness that may present a risk to food safety to the owner or manager of the business. In particular, they must ensure that they report any skin, nose, throat, stomach or bowel trouble or if they have any infected wounds. Staff should also report if they have had close personal contact with anyone suffering from any of these conditions.

It is good practice to encourage staff to also report if someone in their household is suffering from diarrhoea, stomach upset or vomiting.

Food handling staff suffering from any of the complaints listed on the **Return to Work Questionnaire** found at the end of this sub section must be excluded from handling food until they have fully recovered.

### Exclusion/Return to Work after illness

- Staff should not return to work until they have been free of vomiting/diarrhoea for 48 hours.
- Staff taking anti-diarrhoeal medication should not return to work until they have been symptom-free for at least 48 hours after stopping the use of the medication.
- Certain infections including dysentery, *E.coli* O157, typhoid and paratyphoid require formal exclusion and then medical clearance before returning to food handling duties.

## TRAINING

### Why is training important?

Food safety awareness is a legal requirement unless staff are being closely supervised and instructed. This is important because staff must understand their role in ensuring safe food.

#### The Law

The Law does not require attendance on external training courses. **If you have suitably skilled staff available you may choose to provide your own in-house training, which could be based on past experience or on guidance materials (such as 'ButcherSafe') or on self-study or e-learning.**

### What type of training is needed?

You may like to consider the following information in relation to your business.

#### HACCP based training

**This manual is designed for you to draw up your own HACCP based system and if you have staff it can also be used by you to train them.** The level of training required will depend on the work carried out, the type of food handled, work experience and the training received in the past, for example:

**Staff preparing and/or handling high risk food:** will require a working knowledge and an understanding of the practical application of the HACCP based system at induction or as soon as possible after starting work. They will need to understand the hazards, Controls and which Corrective Actions to carry out and the evidence required to demonstrate that the procedures are being followed.

**Managers or supervisors:** will also require appropriate training and experience of the practical application of the HACCP based system as soon as possible after starting work. They will need to ensure that the food handling staff they manage or supervise understand the hazards and Controls. Managers or supervisors must check that Corrective Actions have been carried out, procedures followed and evidence is documented.

#### Retraining

When a failure has occurred in any area of your HACCP based system, retraining is often one of the Corrective Actions. This will form part of your HACCP documentation and help to demonstrate that your system is working effectively.

#### Training in a one-person business

All staff must be properly supervised. However in a one-person business, supervision is not possible. In this case, the person working in the business must have sufficient training and knowledge to work unsupervised and to demonstrate that appropriate procedures have been followed.

#### Formal Food Hygiene Training Course information

**Elementary or Level 2 training** is usually for food handlers and provides an introduction to food hygiene. It will normally last for 1 day.

**Intermediate or Level 3 training** is usually for managers/supervisors of food handling staff and covers food hygiene in more detail and the principles of HACCP. It will normally last for 3 days.

A certificate will be awarded for both of these courses, on successful completion of an exam.

There are also specific meat hygiene HACCP courses available.

**Your Enforcement Officer will be able to offer you advice and guidance on training appropriate for your business**

## WHAT YOU NEED TO DO NOW

To effectively manage the Personal Hygiene and Training part of your HACCP based system and using the information in this sub-section for guidance, go to the next page and write your House Rules.

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

	Describe:	
	<ul style="list-style-type: none"> <li>Control Measures and Critical Limits (where applicable)</li> <li>Monitoring including frequency</li> </ul>	
Hand washing	<i>All staff working in the food preparation area will be fully trained and verified as competent in an Effective Hand Washing Technique.</i> <i>Hands must be washed at the following times:</i>	
	<ul style="list-style-type: none"> <li><i>- before starting work</i></li> <li><i>- before handling ready-to-eat foods</i></li> <li><i>- after using the toilet</i></li> <li><i>- after touching bins or handling waste</i></li> </ul>	<ul style="list-style-type: none"> <li><i>- after every break</i></li> <li><i>- after eating and drinking</i></li> <li><i>- after cleaning, and</i></li> <li><i>- after blowing your nose.</i></li> </ul>

## Monitoring and Recording

You must carry out suitable monitoring to ensure that your **Personal Hygiene and Training House Rules** are implemented at all times and keep appropriate records to demonstrate this. Any failure to adhere to your House Rules should be considered to be **a very serious matter** and must trigger prompt Corrective Action to prevent the supply of unsafe food.

### **CORRECTIVE ACTION** (What to do if things go wrong)

Corrective Action should be predetermined and written into your House Rules. Examples include:

- Dispose of the ready-to-eat food.
- Retrain the staff member.
- Review the problem and prevent it happening again.
- Repeat the Hand Washing Technique.

Corrective Actions should be written down in the **Supervisor Checks record**. This will help you to ensure that any failure is not repeated and demonstrate that no unsafe food was supplied.

*Records of monitoring and any Corrective Action(s) taken should 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 of your House Rules, remember to update your Action Plan.

**The Personal Hygiene and Training House Rules are an essential component of your HACCP based system and must be reviewed and kept up to date at all times. Your House Rules need to be written to accurately reflect how you run your business.**





## HOUSE RULES PERSONAL HYGIENE AND TRAINING

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

Describe:	
<ul style="list-style-type: none"> <li>Control Measures and Critical Limits (where applicable)</li> <li>Monitoring including frequency</li> </ul>	
<b>Protecting food</b>	
<b>Protective clothing</b>	
<b>First-aid dressings</b>	
<b>Hand Washing</b>	
<b>Rules on:</b>	<ul style="list-style-type: none"> <li>Staff handling food must, by law, report illness which poses a risk to food safety, such as skin, nose, throat, stomach or bowel trouble or if they have any infected wounds.</li> <li>They must be excluded from food handling until they have fully recovered.</li> <li>Staff should not return to work until they have been free of vomiting/ diarrhoea for 48 hours.</li> </ul>
<b>Training</b>	
<b>Training for new staff</b>	
<b>Training for staff handling high risk foods</b>	
<b>Supervisor or Manager's Training (if applicable)</b>	
<b>Retraining</b>	
<b>HACCP based training</b>	
<b>Monitoring/checking and any other appropriate records used by your business</b>	

My Corrective Actions

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Signed ..... Date .....

Position in the business .....

**The Personal Hygiene and Training House Rules are an essential component of your HACCP based system and must be kept up to date at all times.**