

ButcherSafe

ButcherSafe
Food Safety Assurance System

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Foreword

To help butchers comply with the HACCP (Hazard Analysis and Critical Control Point) requirements of food safety legislation, the Food Standards Agency in Scotland (FSAS) asked the Scottish Food Enforcement Liaison Committee (SFELC) HACCP Working Group to develop HACCP based guidance for butchers. This guidance has been called **ButcherSafe**.

I am sure **ButcherSafe** will prove to be a valuable resource, building on existing good practice, raising food safety standards and in doing so, better protecting consumers.

The Agency would like to record its gratitude to SFELC and, in particular, the Scottish HACCP Working Group, for the commitment, time, expertise and support they have given to this task.



Professor Charles Milne

Director Scotland

Food Standards Agency

November 2013

Scottish HACCP Working Group (2011–2013)

Chairman

William Hamilton Glasgow City Council

Members

Gerry Fallon South Ayrshire Council

Margaret Gregory Angus Council

Helen Henderson Clackmannanshire Council

Michael Lapsley Inverclyde Council

Aidan McCormack The Moray Council

Pauline Wilkinson Food Standards Agency
in Scotland

Doreen Angus Secretariat, Food Standards
Agency in Scotland

Butcher**Safe** is dedicated to the memory
of Charlie Penman

Action Plan

| | |
|--|--|
| Business Owner's Name | |
| Business Address | |
| Local Authority Contact Details (including out of hours) | |

Details of what you need to do can be found in each Section.

As you complete each Section, sign it off below.

| | |
|---|--------------------------|
| 1. INTRODUCTION | INTRODUCTION read |
| Contains guidance on this manual and on HACCP terms | Date |
| | Signed |

| | |
|--|-------------------------------|
| 2. BUSINESS SCOPE | BUSINESS SCOPE written |
| Contains a template for you to write your Business Scope | Date |
| | Signed |

| | |
|---|--------------------------------|
| 3. HOUSE RULES | ALL HOUSE RULES written |
| Contains guidance and templates to help you write your own House Rules building on your day-to-day safe working practices | Date |
| | Signed |

| | |
|---|------------------------------------|
| 4. RECORDS | RECORDS selected and in use |
| Contains guidance and templates for you to use to link in with all the other Sections | Date |
| | Signed |

ButcherSafe

Food Safety Assurance System

1. INTRODUCTION

Contains guidance on the HACCP terms used in this manual

Butcher**Safe** is for butchers who handle or produce both raw and ready-to-eat food. This manual places strong emphasis on the control and protection of ready-to-eat food.

Butcher**Safe** is designed to assist butchers understand and implement a HACCP based system. By reading this manual and following the instructions, you will be able to develop procedures which will fit your needs, keep food safe and comply with the law.

What is HACCP?

The letters HACCP stand for “**H**azard **A**nalysis and **C**ritical **C**ontrol **P**oint”. HACCP is a systematic, preventative approach to food safety, which can easily be adapted to suit all sizes and types of food businesses.

How this manual can help you

Butcher**Safe** is split into 4 colour coded sections which link together as follows:

1. **Introduction Section** – contains guidance on this manual and on HACCP terms
2. **Business Scope Section** – contains a template for you to write your Business Scope
3. **House Rules Section** – contains guidance and templates to help you write your own House Rules building on your day-to-day safe working practices
4. **Records Section** – contains guidance and templates for you to use to link in with all the other sections.

WHAT YOU NEED TO DO

Each section of Butcher**Safe** offers you guidance and an example to follow. Work through the manual in the way it is laid out and you will customise this HACCP based system to meet your needs. The information in your copy should accurately reflect all of the operations carried out within your business.

Remember to record your progress on the Action Plan.

Scope of this manual

Butcher**Safe** is available from Local Authorities and also from the Food Standards Agency website.

- The manual is designed for use by butchers who prepare and handle both raw food and ready-to-eat food within their premises.
- Butcher**Safe** is not designed for use by butchers selling only raw food or for approved premises.
- The emphasis in Butcher**Safe** has been placed upon the control and protection of ready-to-eat food.
- HACCP principles have been used throughout this manual and are supported with practical examples.

If you are unsure if Butcher**Safe** is suitable for your business, contact the Environmental Health Service at your Local Authority for advice.

Butcher**Safe** has been based on the latest information available at the time. Revisions and updates may be issued in the future should advice change or if new information becomes available.

Legal Responsibilities

Butcher**Safe** contains general advice only and this guidance is based upon the Food Standards Agency's present understanding of the applicable law but it will be for the courts to provide a definitive interpretation of that law.

This guidance is not a substitute for the text of relevant legislation, which will continue to apply, and it will remain the duty of the food business operator to comply with that legislation.

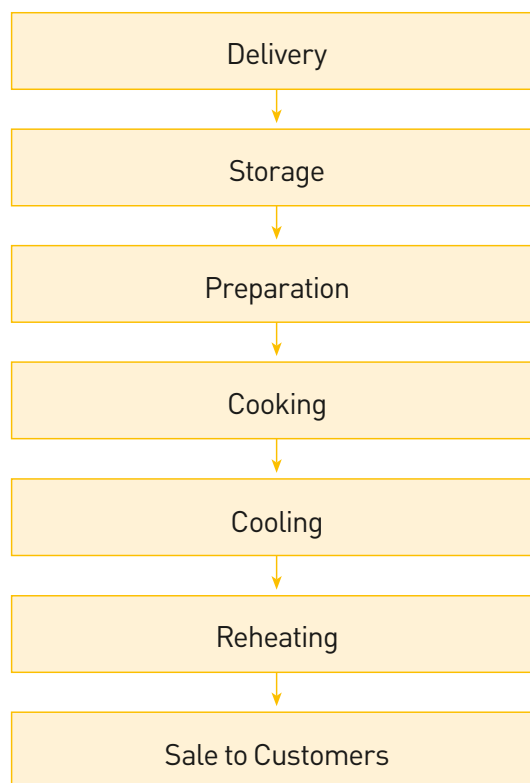
In the event of any apparent conflict between the guidance contained in this manual and the relevant legislation, you should seek your own legal advice on the application of this guidance manual in relation to your own circumstances.

EXPLANATION OF HACCP

The main aim of HACCP is to make sure food is safe and to focus attention on critical points in the operation, taking measures to ensure that problems do not occur. This manual provides guidance and offers suggestions to help you build your own system to do this.

Process Steps

To understand HACCP based procedures, you should think of your food operation as a sequence of process steps. The first step is the delivery of food to your premises and the last step is sale to customers. This is a simplified diagram and may not show all of your steps or the order in which they usually occur in your business.



HACCP terms fall into the following **6 main categories**:

- 1. HAZARDS**
- 2. CONTROLS**
- 3. MONITORING**
- 4. CORRECTIVE ACTIONS**
- 5. VALIDATION AND VERIFICATION**
- 6. RECORDING**

In the next section each of these HACCP terms will be explained and examples provided to assist you understand how to apply HACCP in practice.

1. HAZARDS (What can go wrong)

A 'Hazard' is anything that may cause harm to your customers through eating the food you sell.

In a HACCP based approach, you firstly need to identify hazards and where they occur in your business. There are 3 main types of hazard:

1. **Microbiological hazards** – include food poisoning bacteria such as *Salmonella* or *E.coli* O157. Food poisoning can be very serious with symptoms such as vomiting, diarrhoea and stomach cramps. The elderly, the very young, pregnant women and those who are already unwell are particularly vulnerable. In severe cases death may occur due to food poisoning.

Microbiological hazards are dangerous because they can:

Survive inadequate cooking, if already present in food. Even very low numbers of surviving bacteria are capable of causing food poisoning.

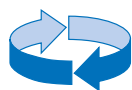
Multiply to harmful levels, given the right conditions, for example, poor temperature control during storage or handling.

Spread directly from raw food such as meat, poultry and unwashed vegetables to ready-to-eat food or spread indirectly by staff handling food or touching work surfaces and equipment – this is known as 'cross contamination'.

To avoid the hazard of food poisoning, you must ensure that food is safe in the first place. You also need to avoid the conditions which would allow any bacteria already present, to grow in number or spread to ready-to-eat food. You should assume that all raw meat, poultry and unwashed vegetables are already contaminated with bacteria and handle these products carefully to prevent spreading bacteria. Further information on how to do this can be found in this manual (refer to the [Cross Contamination Prevention House Rule](#)).

Note: Other microbiological hazards such as certain bacteria, yeasts and moulds may lead to food spoilage.

2. **Chemical hazards** – may already be present on certain food in the form of pesticides or may be introduced to food by the incorrect storage and misuse of cleaning chemicals or rodent baits.
3. **Physical hazards** – include contamination by materials such as glass, plastic, wood, metal, string, hair and contamination caused by pests.



In the [House Rules Section](#) ButcherSafe gives examples of typical hazards relevant to the majority of butchers' businesses. You need to consider these examples and adapt them to suit what you do in your business.

2. CONTROLS (How you prevent or eliminate the hazard)

Once hazards have been identified, you need to decide on appropriate “Control Measures” which will prevent or eliminate these hazards or reduce them to an acceptable level.

Hazards can be controlled in a number of ways, for example:

- ensuring **strict separation** between raw and ready-to-eat food prevents cross contamination,
- **keeping food cold** prevents bacteria multiplying,
- **cooking food** kills food poisoning bacteria.

Decide on the controls appropriate to your business

To do this, focus your attention on the most significant hazards, i.e. those that could cause harm to your customers should they occur. Then identify an appropriate control that will prevent that hazard from occurring. This control is **critical** to food safety and is called a **Critical Control Point (CCP)**.

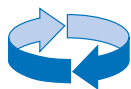
Critical Control Point (CCP) example:

Adequate cooking of a joint of meat will destroy bacteria which may be present in the meat. If the meat is subsequently cooled, sliced and sold, no other processes carried out after cooking will destroy any bacteria. The cooking step is, therefore, the **Critical Control Point (CCP)** in this example.

Having identified the **CCPs** you must then define the **Critical Limits** (specified safety limits) that provide assurance that the hazard is under control. It is for you to decide on these safety limits.

Critical Limit example:

If you decide that the temperature of your refrigerator should be no higher than 5°C, then 5°C is the **Critical Limit** for your refrigerator.



In the **House Rules Section** ButcherSafe gives examples of controls suitable for the majority of butchers' businesses. You need to consider these examples and adapt them to suit what you do in your business.

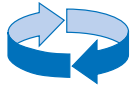
3. MONITORING (Checking your control measures)

All controls **critical** to food safety must be monitored.

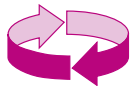
Methods of monitoring will vary depending on the nature of your controls.

For example:

- **to monitor temperature control** – you may use a probe thermometer,
- **to monitor a cross contamination control** – you may visually monitor that the correct colour coded equipment is being used,
- **to monitor a supervisory control** – you may simply require a supervisor or manager to observe that the control action has been carried out. For example, ensuring that hand washing has been carried out adequately.



In the **House Rules Section** you need to decide how you will monitor your Critical Controls and at what frequency.



It is important that your monitoring actions are recorded. In the **Records Section** ButcherSafe gives guidance and templates for you to use or adapt to keep a record of the monitoring carried out in your business.

4. CORRECTIVE ACTION (What to do if things go wrong)

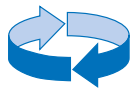
If your monitoring check finds that a Critical Limit has not been met, you will need to take Corrective Action, which should be planned and written down in your Butcher**Safe** system.

A Corrective Action will have one of two functions:

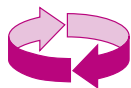
1. To deal with the food, either by making it safe or by stopping its use, or
2. To find out the cause of the Control Measure failure and to prevent the problem happening again.

Corrective Action examples:

- Continue cooking until the Critical Limit is achieved.
- Revise your temperature/time combination for a specific product.
- Dispose of ready-to-eat food that may have been in contact with a contaminated surface.
- Clean and disinfect the work surfaces and equipment again.
- Repeat the Hand Washing Technique.
- Call an appropriate contractor to repair the equipment.
- Retrain the member of staff.



In the **House Rules Section** Butcher**Safe** gives examples of Corrective Actions suitable for the majority of butchers' businesses. You need to consider these examples and adapt them to suit what you do in your business.



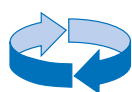
In the **Records Section** Butcher**Safe** recording forms also have examples of typical Corrective Actions. You need to consider these examples and adapt them to suit what you do in your business.

5. VALIDATION AND VERIFICATION (Making sure your system works as planned and is safe)

Validation involves making sure that the Controls and Critical Limits are suitable and perform as intended. Butcher**Safe** provides you with examples of pre-validated Control Measures based on reliable established criteria that will ensure food safety.

Note: If you deviate from these validated procedures you must provide your own validation to ensure that the food you produce is safe. Your Enforcement Officer can give you guidance on this.

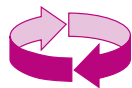
Verification involves taking an overview of your system to make sure it is working effectively and is being applied as planned.



In the **House Rules Section** Butcher**Safe** gives examples of Validation and Verification appropriate for majority of butchers' businesses. You need to consider these examples and adapt them to suit what you do in your business.

6. RECORDING (Keeping a record of your Monitoring)

A HACCP based approach requires that monitoring outcomes are recorded at a frequency which reflects the nature and size of your business. HACCP records must be retained for an appropriate period of time to let you demonstrate that your system is working effectively. Your Enforcement Officer can give guidance on this timeframe.



In the **Records Section** Butcher**Safe** gives guidance and templates which you can use to keep a record of the monitoring carried out in your business. Alternatively, you may wish to use a diary or records you have designed yourself.

REVIEW

A review of your Butcher**Safe** system should be carried out when any change is introduced or on a regular basis, such as once a year, to ensure that your system is working effectively. It is up to you to determine when you will review your system.

ONCE YOU HAVE READ THIS SECTION, REMEMBER TO SIGN AND DATE THE INTRODUCTION SECTION OF THE ACTION PLAN.

GLOSSARY OF OTHER TERMS

The HACCP terms have already been described in this Section. This page provides a glossary of other terms used in 'Butcher**Safe**'.

| | |
|--|--|
| ACTION PLAN | The documented record of actions to be completed by the person using Butcher Safe . |
| ALLERGY | An overly aggressive response by the body's immune system to food that non-sufferers would find harmless. |
| AMBIENT TEMPERATURE | Room temperature or temperature of the surrounding environment. |
| BACTERIA | Groups of single cell living organisms. Some are known to cause food poisoning or food spoilage. |
| 'BEST BEFORE' DATE | The date marked on the label of a food up to and including the date that the food can reasonably be expected to remain in optimum condition if stored properly. |
| CLEANING | The physical removal of food debris and visible dirt from surfaces and equipment using hot water and detergent. |
| CONTACT TIME | The period of time that a disinfectant should be in contact with a surface to achieve the required level of disinfection. |
| COMPLEX EQUIPMENT | Any piece of equipment where all surfaces and internal components cannot be adequately cleaned and thoroughly disinfected in normal circumstances e.g. vacuum packing machines, mincers, meat slicing machine, scales and weighing machines. |
| CONTAMINATION | The introduction to or presence of any harmful substance within food which may compromise the safety or wholesomeness of the food. |
| CORE TEMPERATURE | The temperature at the centre or thickest part of a piece of food. |
| CROSS CONTAMINATION | The transfer of harmful bacteria from contaminated food to uncontaminated food either by direct or indirect means. |
| DANGER ZONE OF BACTERIAL GROWTH | The temperature range from 63°C to 5°C where multiplication of harmful bacteria is possible. |
| DETERGENT | A cleansing substance used for general cleaning, which does not have disinfectant properties. |
| DISINFECTANT | A substance capable of reducing harmful bacteria to a safe level, when applied to a visibly clean surface, at a specified concentration and contact time. |
| DUAL USE OF EQUIPMENT | When the same equipment is used for both raw and ready-to-eat food. |
| HARMFUL BACTERIA | Bacteria capable of causing illness. |
| HIGH RISK FOOD | A ready-to-eat food which supports the growth or survival of harmful bacteria and is intended to be eaten without any further treatment, such as cooking. High risk food is usually high in protein, requires refrigeration and must always be kept separate from raw food. Examples of typical high risk food in a butchers' shop include cooked meat, cooked pies and potted meat. |

| | |
|--------------------------------------|--|
| PERMANENT PHYSICAL SEPARATION | Where parts of the premises (including equipment and utensils) are permanently used only for ready-to-eat food and where other parts of the premises (including equipment and utensils) are used only for raw food. |
| RAW FOOD | Raw meat and raw food such as unwashed vegetables that are a potential source of harmful bacteria. |
| RAW MEAT | Uncooked beef, pork, lamb, chicken, turkey and game. Mince, burgers, sausages and bacon are raw meat products. |
| READY-TO-EAT FOOD | Food which is intended to be eaten without any further treatment such as cooking e.g. cooked meat and coleslaw. |
| SHELF LIFE | The length of time that food remains safe or acceptable to eat in terms of food safety and food quality. |
| TOXINS | Poisons which are produced by food poisoning bacteria. |
| 'USE BY' DATE | This date mark relates to the safety of the food and applies to food which is highly perishable and likely, after a relatively short period of time, to present a risk of food poisoning. These are typically ready-to-eat food such as pies, cooked meats. It is an offence to sell food after its 'Use By' date. |
| VALIDATION | Evidence that a control measure or combination of control measures, if properly implemented is capable of controlling the hazard to a specified outcome. |
| VERIFICATION | Checks made on your HACCP based system to ensure that it is working effectively and being applied in practice. |

ButcherSafe

Food Safety Assurance System

2. BUSINESS SCOPE

Contains a template for you to write your Business Scope



ButcherSafe

Food Safety Assurance System

3. HOUSE RULES

Contains guidance and templates to help you write your own House Rules building on your day-to-day safe working practices

HOUSE RULES

HOUSEKEEPING

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 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

HOUSE RULES HOUSEKEEPING

This sub-section will give guidance on Housekeeping, which covers Maintenance, 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.

HOUSEKEEPING – MAINTENANCE

What needs to be maintained?

The premises structure and equipment need to be maintained and kept in a good state of repair.

HAZARDS (What can go wrong)

The hazards associated with lack of adequate maintenance of the premises structure, equipment, fixtures, fittings and utensils can result in the physical contamination of food. It can also cause equipment breakdowns, loss of water supply and electricity which can compromise food safety.

CONTROLS (How you can prevent or eliminate the hazard)

Keeping premises and equipment clean and in a good state of repair will minimise the risk of physical contamination. The following should be considered:

Premises

- 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.
- Make sure refrigeration and cooking equipment is well maintained and working properly.

HOUSEKEEPING – PEST CONTROL

What are Pests?

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

CONTROLS (How you can prevent or eliminate the hazard)

Microbiological and Physical Contamination caused by pests can be controlled by the following:

Pest Proofing of the Premises

Keep pests out of your premises. Keep the building in good condition and repair to restrict pest access and prevent potential breeding sites. This can be done by:

- Checking incoming dry goods.
- Fitting fly screens.
- Sealing holes, and fitting drain covers.
- Keeping the floors, walls, roof, doors and window openings in a good state of repair with no gaps or spaces and by keeping foodstuffs in pest proof containers.

Electronic Fly-Killing Devices

Flying insects can be destroyed using an electronic fly-killing device. Follow the manufacturer's advice on the equipment location, cleaning and maintenance.

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 either live or dead insects.
- Staff should know what to look for and what action they must take should they discover pests or signs of pests.
- Management must take immediate and appropriate action to deal with contaminated food and remove any infestation of pests identified on their premises.

Some businesses may decide to employ a Pest Control Contractor. If this is the case, the Contractor should:

- Check for the presence of all pests.
- Monitor the pest proofing of the premises and eradicate any infestations (if found).
- Advise on housekeeping and storage arrangements to prevent access by pests.
- Provide 24 hour emergency cover and a written report after each visit. It is recommended that this report is kept as part of your HACCP documentation.

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

HOUSEKEEPING – WASTE CONTROL

What is waste?

Waste is any item of food, ingredients, packaging materials or even soiled cleaning cloths which are not suitable for further use and should be thrown away.

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** – The storage and disposal of waste presents a risk of physical contamination to food and may also attract pests.

CONTROLS (How you can prevent or eliminate the hazard)

Microbiological and Physical Contamination caused by waste can be controlled by the following:

General Waste

- Waste should be placed in containers with suitably fitted lids and removed frequently from food handling areas where it is produced. Make sure that the lid of the container does not become a source of contamination.
- Waste bins must be kept in good condition and be easy to clean and disinfect.

Good Practice: It is good practice to use pedal bins.

Waste Awaiting Collection

- Refuse stores should ideally be located away from food storage and food handling areas and not risk contaminating food.
- Refuse containers used for the storage of waste should have suitable 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 should be kept separate from food and not pose a risk of contamination to food or allow pests harbourage.

Animal By-Product Waste

Animal-by-products are animal carcasses, parts of carcasses or products of animal origin **not intended for human consumption** e.g. bones, blood, gristle, feathers, trimmings. They can present a risk to human and animal health if not used or disposed of safely and are controlled by EU Regulations.

WHAT YOU NEED TO DO NOW

To effectively manage your 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 Housekeeping in your business.

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

| | |
|----------------------------------|--|
| | Describe: |
| | <ul style="list-style-type: none"> • Control Measures and Critical Limits (where applicable) • Monitoring including frequency |
| Pest Proofing of premises | - <i>Weekly walk round of premises and visual check of the state of repair of the walls, roof, drains, doors, floors and window openings to ensure no entry or harbourage of pests. To be recorded in the Supervisor Checks.</i> |

Monitoring and Recording

You must carry out suitable monitoring to ensure that your Housekeeping House Rules are implemented at all times and keep appropriate records to demonstrate this. Any failure to adhere to your Housekeeping House Rule should be considered **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:

- Prevent the supply of potentially hazardous food.
- Call an appropriate contractor.
- Ensure the affected area is cleaned down again.
- Review the problem and prevent it happening again.

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, including Pest Control Contractor reports (if applicable) and Corrective Actions 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 your House Rules, remember to update your Action Plan.

The Housekeeping House Rules are an essential component of you 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.

HOUSEKEEPING HOUSE RULES

Write your House Rules in the table below:

| Describe: | |
|---|--|
| <ul style="list-style-type: none"> Control Measures and Critical Limits (where applicable) Monitoring including frequency | |
| Maintenance | |
| Premises | |
| Equipment | |
| Pest Control | |
| Pest proofing of premises | |
| Electronic fly-killing devices | |
| Checking and inspection | |
| Pest Control Contractor Information (if applicable) | |
| Waste Control | |
| General waste | |
| Waste for collection | |
| Animal By-Product waste | |
| Monitoring and recording all Housekeeping Rules | |

| |
|---|
| <p>My Corrective Actions</p> <ul style="list-style-type: none"> |
|---|

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

HOUSE RULES CLEANING

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 Cleaning House Rules in the form of a Cleaning Schedule
- Once you have completed all your House Rules, remember to update your Action Plan

Think about the cleaning practices that you already have in place. It is possible that you will simply have to write these down to produce your Cleaning House Rules in the form of a Cleaning Schedule.

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

HOUSE RULES CLEANING

This sub-section gives guidance on cleaning. At the end of the sub-section you will be asked to complete a Cleaning Schedule to show how you manage cleaning in your business.

Why do we need to Clean and Disinfect?

Effective cleaning and disinfection procedures will ensure the removal of *E. coli* O157 and other harmful bacteria from all food preparation surfaces and equipment.

HAZARDS (What can go wrong) What are the hazards associated with lack of cleaning and disinfection?

- **Microbiological Contamination** – poor cleaning and disinfection practice leaves harmful bacteria on equipment and surfaces. These bacteria can be transferred to food when the equipment is next used.
- **Chemical Contamination** – can leave chemical residues on surfaces, which can taint food and even cause illness.
- **Physical Contamination** – keeping the premises clean avoids the build-up of undesirable physical materials which may contaminate food.

CONTROLS (How to prevent or eliminate the hazard)

- **Microbiological Contamination** – effective cleaning and disinfection of food contact surfaces will reduce harmful bacteria to a safe level and help reduce the risk of microbiological contamination of food.
- **Chemical Contamination** – correct use and storage of cleaning chemicals and rodent bait will help prevent chemical contamination of food.
- **Physical Contamination** – keeping the premises clean will help prevent physical contamination of food.

What is the difference between Cleaning and Disinfection?

- **Cleaning** is the process of physical removal of food debris and visible dirt from surfaces and equipment using hot water and detergent. Cleaning on its own will not remove all bacteria.
- **Disinfection** is the process of killing bacteria after general cleaning. The disinfectant must be applied to a **visibly clean surface** at a specified concentration and contact time. The disinfectant should be of the following standard: **BS EN 1276** or **BS EN 13697**.

Note: Check the label of your existing products to see if they meet the BS EN standard. You may wish to contact your supplier of cleaning products for advice on products that meet this standard.

What needs to be disinfected?

All equipment and areas within food premises need to be kept clean. However, equipment and surfaces which come into contact with food, for example, chopping boards, work surfaces, utensils, shelving, food storage containers and pots, also need to be **disinfected**.

You should also clean and disinfect sinks, wash hand basins, taps and any other items that are liable to come in contact with food either directly or indirectly. Food waste containers, refuse waste bins and all waste storage areas should also be cleaned as appropriate.

Identify all areas and equipment used in your business and list them in your **Cleaning Schedule**, which can be found at the end of this sub-section.

Butcher**Safe** provides guidance on how to maintain general hygiene. You must decide when disinfection is necessary. **Please note:** Disinfection will always be necessary as part of your cross contamination controls (refer to the **Cross Contamination Prevention House Rules** for further information).

Storage of cleaning chemicals

Cleaning chemicals should be clearly labelled and stored away from the food preparation areas so that they cannot contaminate food.

Cleaning materials and equipment



- **Colour Coding.** Materials and equipment used for cleaning and disinfecting ready-to-eat food handling areas should be different from those used in the rest of the premises. If these can be colour coded, it will be easier to differentiate between them. They should also be stored separately.
- **Single-use/disposable cloths** provide a reliable way of ensuring cleaning and disinfection does not present cross contamination risks and can be used on hand contact surfaces such as door handles, light switches, cash registers and telephones.
- **Materials for on-going cleaning** such as designated cloths, scouring pads and sponges, must not become a source of contamination. It is recommended that cleaning cloths are rinsed under hot water after each use and are stored in a disinfectant solution between uses. Remember that frequent use and heavy soiling will require more frequent changes of the disinfectant solution. To ensure the disinfectant remains effective at all times, refer to the manufacturer's instructions for guidance on solution strength.

Note: Cloths for cleaning should be periodically disinfected by washing in a washing machine on a hot wash cycle.

Training

It is critical that you and your staff are trained and verified as competent in your cleaning procedures that form part of your **Cleaning House Rules**. Before working unsupervised, your staff should be trained on what is to be cleaned, which equipment to use and how to use it, the frequency, the method of cleaning for each task, the procedure and chemicals to be used (including dilution and contact times). This training should be recorded in your **Personal Hygiene and Training House Rules**.

METHODS USED TO CLEAN AND DISINFECT

| Method Type | Procedure | Additional Notes |
|---|--|---|
| <p>SINK METHOD</p> <p>Twin sink cleaning and disinfection</p>  | <ul style="list-style-type: none"> • Pre-clean – remove food debris • Main clean – wash in the sink with clean hot water and the correct amount of detergent • Rinse (if required) • Disinfect in the sink with clean water and disinfectant, for the required contact time • Second Rinse in the sink with clean hot water (check the manufacturer's instructions to see if this step is required) • Dry – ideally air-dry or use single-use drying cloths. | <p>When using a twin sink, all equipment and utensils used for ready-to-eat food must be washed separately from those used for raw food.</p> <p>The sink must always be disinfected after use with raw food equipment and utensils and before being used for any other purpose.</p> <p>Best practice would be to wash equipment and utensils used for ready-to-eat food in a separate sink.</p> |
| <p>IN PLACE METHOD</p> <p>Cleaning and disinfection in place</p>  | <ul style="list-style-type: none"> • Pre-clean – remove food debris • Main Clean – clean the surface using hot water and the correct amount of detergent • Disinfect – treat with a disinfectant spray • Dry – ideally, air-dry. | <p>This method requires careful choice of disinfectant. It is usually in a spray form with residual disinfection properties.</p> <p>Note: This method is used on wash hand basins, taps and door handles, where surfaces cannot be sink washed.</p> |
| <p>Dishwasher use If you use a dishwasher in your business it must be used and maintained in accordance with the manufacturer's instructions. Equipment and utensils used only for raw food and those used only for ready-to-eat food can be cleaned and disinfected together in a dishwasher, but only where there is evidence that the dishwasher can achieve an appropriate level of heat disinfection.</p> | | |

Dilution and use of Disinfectants

- The amount of water in the sink or container should be measured accurately. It is good practice to make a permanent mark showing the normal water level used for disinfection to ensure consistency.
- Always follow the manufacturer's instructions on dilution and contact time. These instructions should be found on the container or will be supplied with the product.

IMPORTANT: Review the dilution instructions whenever you change products. Purchasing a cheaper product may not be a cost saving if more chemical is required to achieve the correct dilution.

WHAT YOU NEED TO DO NOW

Using the information and the example below for guidance, now complete a Cleaning Schedule reflecting how you manage Cleaning in your business.

| Items and areas | Frequency | Method | Procedure, chemicals, dilution, contact time |
|--|-----------------------------|------------------------|--|
| Food contact equipment/ utensils <i>e.g. chopping boards, tongs, cutting tools, display trays, hooks, containers.</i> | <i>Clean after each use</i> | <i>SINK METHOD</i> | <ul style="list-style-type: none"> - <i>Remove food debris</i> - <i>Wash in the sink using clean hot water, xx detergent, dilution ratio of x% (no rinse required)</i> - <i>Disinfect for x minutes, in a sink of clean water</i> - <i>Rinse with clean hot water and then air-dry</i> |
| <p><i>NOTE: Equipment and utensils used for ready-to-eat food should go through this process separate from equipment and utensils used for raw food.</i></p> | | | |
| Non-moveable equipment <i>e.g. work surfaces, wash hand basin, taps, door handles.</i> | <i>Clean as you go</i> | <i>IN PLACE METHOD</i> | <ul style="list-style-type: none"> - <i>Remove food debris</i> - <i>Clean with hot water and xxx detergent</i> - <i>Disinfect with the pre-mixed BS EN spray</i> - <i>Air-dry</i> |

Monitoring and Recording

You must carry out suitable monitoring to ensure that your House Rules are implemented at all times. Any failure to adhere to the Cleaning Schedule should be considered **a very serious matter** and 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 ready-to-eat food which may have been in contact with a contaminated surface.
- Clean and disinfect the work surfaces and equipment again.
- Retrain staff on the importance of effective cleaning and disinfection.
- Review the cleaning and disinfection process to prevent any recurrence.

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

Action Plan

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

The Cleaning Schedule is an essential component of your HACCP based system and must be reviewed and kept up to date at all times. Your Cleaning Schedule needs to be written to reflect how you manage the cleaning in your business.

CLEANING SCHEDULE

| Items and areas | Frequency | Method | Procedure, chemicals, dilution and contact time |
|---|-----------|--------|---|
| Food contact equipment/ utensils <ul style="list-style-type: none"> • chopping boards, • tongs, • cutting tools, • hooks, • display trays, • containers. | | | |
| Non moveable equipment <ul style="list-style-type: none"> • work surfaces, • wash hand basin, • taps, • door handles. | | | |
| Refrigerator/chill and freezer | | | |
| Oven | | | |
| Dry storage area | | | |
| Floors | | | |
| Extraction Fans | | | |
| Food waste containers and refuse waste bins/area | | | |
| Cloths and work clothes | | | |

HOUSE RULES

STOCK CONTROL

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 stock control in your business
- Once you have completed all your House Rules, remember to update your Action Plan

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

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

HOUSE RULES STOCK CONTROL

This sub-section will give guidance on Stock Control, which includes Traceability, Recall and Management of Allergens. At the end of the sub-section you will be asked to write your own House Rules to show how you manage Stock Control in your business.

What is Stock Control and why is it important?

Stock control is a general term used to describe procedures controlling the flow of food from delivery/production to sale to your customers. Stock control includes the measures taken to ensure that food is not kept beyond its shelf life.

Stock control is important because if high risk food is kept too long, even under favourable conditions, harmful bacteria may multiply. Additionally, even food with a longer shelf life, whether dried, tinned or frozen, may deteriorate in quality if kept for too long.

Stock Control Methods

Effective stock control is an important part of your food safety management system and there are many different methods that may be used depending on the nature of the products e.g. sticky labels on roasting bags, 'Use By' date on the bottom of foil trays or on the reverse side of display tickets or colour coded day dots. It is for you to decide the most effective stock control method for all your products to ensure that they are fit for consumption when sold.

HAZARDS (What can go wrong)

- **Microbiological Growth** – Incorrect stock rotation, storage and food handling may result in the growth of bacteria which can make food unsafe and may also spoil food.
- **Physical Contamination** – Incorrect practices during delivery, storage and handling may result in stock becoming physically contaminated.

CONTROLS (How you can prevent or eliminate the hazard)

Contamination of stock can be minimised by the following effective stock rotation practices:

- Stock should be used on a first-in first-out basis.
- Remember to label the food produced in your premises with a suitable shelf life.
- Dried food which has been decanted from its original packaging should be labelled and stored in containers which should be both pest proof and waterproof.
- Existing stock should not be topped up with new stock, use the existing stock first.
- Damaged stock should be removed from display or from the storage area and returned to the supplier.

SHELF LIFE, 'USE BY' AND 'BEST BEFORE'

Shelf Life

The shelf life of food is the length of time that it remains safe or acceptable to eat in terms of food safety and food quality.

Shelf life is important. If it is too short, it will result in unnecessary wastage of food and if the shelf life is too long it can result in unsafe or poor quality food being sold. It is very important that an appropriate shelf life is given to all food and that effective stock rotation is in place to ensure that the food is sold before the shelf life expires.

The shelf life will differ for every product and depends on a number of factors such as:

- **The product formulation** e.g. pH, salt concentration, water activity, preservatives.
- **The processing treatments** e.g. heat treatment at 70°C for 2 minutes or equivalent.
- **How it is intended to be stored** e.g. refrigerated, frozen or ambient.
- **Any potential hazards identified with a particular product.**

It is therefore your responsibility to assess all the relevant information/factors that affect the safety and quality of particular foods, and decide on the appropriate shelf life and storage conditions.

When applying shelf life you should be able to provide sufficient evidence, to the satisfaction of your Enforcement Officer, to validate and show that the product will not be unsafe during the shelf life. In terms of microbiological safety, shelf life analysis should take into account all relevant pathogenic, indicator and spoilage microorganisms.

Bought-in ready-to-eat food will have a shelf life determined by the manufacturer and depending on the nature of the food it will be either a 'Use By' or 'Best Before' date, for example, "*Use By 12/10, keep refrigerated and use within 2 days of opening*".

Additional Advice can be provided by a food research association such as Campden BRI or Leatherhead Food Research or a trade association with regards to setting a safe shelf life for specific products.

Note: Remember to keep the back-up evidence of shelf life evaluation e.g. lab tests, sample results and any follow up action taken as part of your HACCP based system documentation.

The 'Use By' date mark

This date mark relates to the safety of the food and applies to food which is highly perishable and likely, after a relatively short period of time, to present a risk of food poisoning. These foods are typically ready-to-eat and should be stored at low temperatures, examples include cooked meats, pies and puddings.

Important: It is an offence to sell food after its 'Use By' date has passed.

The 'Best Before' date mark

This date mark relates to quality and is found on the label of most packaged food. It indicates the period of time that a food can reasonably be expected to retain its optimal condition from a quality point of view. Food with a 'Best Before' date can usually be stored at ambient temperatures and tends to have a longer shelf life, examples include bread rolls and tinned or packet goods. It is recommended that you do not sell food after its 'Best Before' date has passed.

VACUUM PACKING and MODIFIED ATMOSPHERE PACKING

Vacuum Packing (VP) and Modified Atmosphere Packing (MAP) are processing methods which can allow the shelf life of chilled food to be increased by inhibiting the growth of bacteria.

- VP removes air and protects the product with an airtight seal.
- MAP replaces air with a strictly controlled mixture of gases.

Note: You should consider carefully the benefits of increased shelf life against the food safety risks associated with these processes.

HAZARDS (What can go wrong)

- **Microbiological contamination** – VP and MAP equipment must never be used to pack both raw and ready-to-eat food because of the risk of cross contamination from the packing equipment (refer to the [Cross Contamination Prevention House Rules](#) for further information).
- **Microbiological growth** – the absence of air encourages the growth of anaerobic bacteria such as *Clostridium botulinum*, which are extremely dangerous in extended shelf life food.
- **Chemical contamination** – unsuitable wrapping/films could leach chemicals into the VP or MAP food.

CONTROLS (How can you prevent or eliminate the hazard)

Shelf life and temperature control are critical factors in the safe storage, distribution and sale of VP and MAP food. **To ensure food safety, a maximum 10 day shelf life is recommended for both raw and ready-to-eat VP and MAP food which is stored between 3°C and 8°C.**

Should you wish to extend the shelf life beyond 10 days, at least one of the following additional controlling factors must be used:

- pH,
- Salt level,
- Water activity,
- Heat treatment,
- Storage below 3°C,
- The use of preservatives or a combination of these factors.

The use of any of the above additional controlling factors must be shown to be safe and will require expert scientific advice. There are other controlling factors that can be taken into account and it is possible that your products could have a longer shelf life than stated.

For further information, contact a UKAS Accredited Food Laboratory for shelf life evaluation testing.

Re-packing of VP and MAP food

If a VP or MAP product is unwrapped for slicing or portioning and then re-packed/wrapped as a VP or MAP product, the shelf-life must not be extended either beyond the original shelf life or beyond 10 days, whichever time period is shorter.

Indeed, unless one of the additional controlling factors listed above is used, the shelf life of the product is likely to be reduced by the repackaging/wrapping process. The new 'Use By' date applied by you should reflect this change.

TRACEABILITY, WITHDRAWAL and RECALL

Traceability

The purpose of traceability is to assist withdrawal (food taken out of the food chain) and recall (food returned to the manufacturer by the consumer) of unsafe food.

Withdrawal and recall

You could be involved in a recall of products manufactured by another business or you could be required to withdraw (and recall) a product or products which you have supplied to other businesses. There are several reasons why a food might be withdrawn or recalled. Examples include:

- Incorrect labelling which may include omission of allergen information,
- Bacterial contamination,
- Physical contamination (e.g. glass or plastic).

When a withdrawal or recall is necessary, you may have to carry out the following actions:

- Identify and locate the affected product, lot/batch number, 'Use By' date, 'Best Before' date/production code and distribution list.
- Investigate and determine if any other products may be affected.
- Prevent affected product re-entering the food chain.
- Notify your local Environmental Health Office immediately.
- Provide full information to alert customers to the risk, e.g. by a window notice, local press release or local radio notification (in the case of product recall of over-the-counter sales).

Records

It is a legal requirement for any food business which supplies food to other businesses to be able to supply the following information on request:

- An accurate description of the food.
- The quantity of food distributed.
- The name and address of businesses which have supplied food to you.
- The name and address of businesses receiving the food (not the final customer) and,
- The date of delivery or dispatch.

In the event of a food emergency requiring either withdrawal and/or recall, time is crucial. It is good practice, that you have a record of the person who will co-ordinate the actions, including out of hours contact details and contact details of your Environmental Health office.

It is for you to decide how long these records should be kept, bearing in mind the nature of the food and its shelf life.

Please note that information on traceability, withdrawal and recall may be subject to change and you may wish to check with your Enforcement Officer or on the Food Standards Agency website (www.food.gov.uk) to obtain the most up to date information.

MANAGEMENT OF FOOD ALLERGENS

Some people have sensitivity to certain food that non-sufferers would find harmless. When someone has a food allergy, their immune system reacts to a particular food as if it is unsafe. A severe food allergy can cause a life-threatening reaction. Food intolerance does not involve the immune system and is not generally life-threatening.

It is important that you and your staff are aware of the composition of the food you sell to enable you to cater for customers with food allergies and intolerances.

The most common food which may cause an allergic reaction is listed below:

- **Sulphur Dioxide and Sulphites** – it is an offence to exceed the maximum permitted level of 450 mg/kg of sulphur dioxide and sulphites in sausages and burgers.
- **Peanuts and nuts** such as almonds, hazelnuts and also nut products.
- **Cereals containing gluten** – if you are producing gluten-free products such as gluten-free sausages, you will need to be satisfied that the product contains no allergen prior to its sale.
- **Fish and shellfish.**
- **Dairy products** such as milk and eggs.
- **Soya and soya products, mustard, celery, sesame seeds, lupin seeds and lupin flour.**

Key Allergen messages:

- **Food allergies can kill** – talk to your staff about the risks and train them in allergy awareness – this includes your staff handling food and also your counter staff.
- Know all of the ingredients in the food that you prepare.
- Keep food that can cause an allergic reaction and/or intolerance separate from other food.
- Utensils and equipment used with food that can cause allergic reactions and/or intolerance should be kept separate from other utensils and equipment or cleaned thoroughly after use.
- Be aware of the ingredients in bought-in products for example, marinades, gravy mixes or seasonings.
- Make sure that you and your staff understand that you should never guess whether or not an ingredient is present in a food. Always be honest with the customer. If you do not know if the food is allergen free, admit it!

Note: Cooking does not usually eliminate allergen risks

Communicating with your customers

Let your customers with allergies know that you are allergen aware and give advice on which food they should avoid. Always reflect the presence of allergens on your signs or tickets.

How do I get the most up to date information on allergens?

Check with your Enforcement Officer or on the Food Standards Agency website to obtain the most up to date information.

WHAT YOU NEED TO DO NOW

To effectively manage your Stock Control 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 Stock Control in your business.

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

| | |
|-----------------------------------|--|
| | Describe: |
| | <ul style="list-style-type: none"> • Control Measures and Critical Limits (where applicable) • Monitoring including frequency |
| Stock Control | <u>Method</u> |
| Describe your method and controls | <p><i>Colour coded day dots are always used on trays and the back of tickets. Checked each day by the supervisor prior to opening time.</i></p> <p><u>Controls:</u></p> <ul style="list-style-type: none"> - <i>Stock is used on a first-in first-out basis, checked at each delivery</i> - <i>Any damaged stock will be returned to the manufacturer</i> - <i>Decanted stock is labelled and stored in the containers provided</i> - <i>Shelf life information is provided for customers on food made on site</i> |

Monitoring and Recording

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

Corrective Action (What to do if things go wrong)

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

Examples include:

- Reject the food.
- Review the problem and prevent it happening again.
- Retrain the staff member.
- Dispose of the food.

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 Stock Control Monitoring and 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 your House Rules, remember to update your Action Plan.

The Stock Control 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.

STOCK CONTROL HOUSE RULES

Write your House Rules in the table below:

| Describe: | | | | |
|---|----------------|-------------------------|----------------|-------------------------|
| <ul style="list-style-type: none"> • Control Measures and Critical Limits (where applicable) • Monitoring including frequency | | | | |
| Stock Control Describe your method and controls | | | | |
| Shelf Life Given to ready-to-eat food made on your premises | Product | Shelf life given | Product | Shelf life given |
| | | | | |
| | | | | |
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| | | | | |
| | | | | |
| Vacuum Pack and MAP products Give information on the shelf life given. Note: If you wish to give a shelf life over 10 days you should have validated procedures and have discussed this with your Enforcement Officer | Product | Shelf Life Given | Product | Shelf Life Given |
| | | | | |
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| Describe: | |
|--|--|
| <ul style="list-style-type: none"> • Control Measures and Critical Limits (where applicable) • Monitoring including frequency | |
| Traceability, Withdrawal and Recall procedures | |
| My out of hours contact details | |
| Rules on Allergen Management: <ul style="list-style-type: none"> • Check labels of bought in food and ingredients • Note down where food containing allergens is stored and prepared • When staff will be trained on allergen management. Remember to note this down in the Personal Hygiene and Training House Rules | |
| Communication with customers with allergies | |
| Monitoring and recording records used in your business | |

My Corrective Actions

-
-
-
-

Signed Date

Position in the business

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



RELEVANT HACCP CHARTS: All HACCP Charts

ALLERGEN MANAGEMENT HOUSE RULES

What is an Allergen?

A food allergy is when the body's immune system reacts unusually to specific foods. The food that the body reacts to is known as the allergen. Most allergic reactions to food are mild, but some can be very serious and in some cases **fatal**. The only way people can deal with a food allergy is to avoid the foods that make them ill.

Customers may have an allergy to **any** type of food. To ensure you can provide safe food and drinks you must have the correct controls in place to identify ingredients, produce safe food and communicate this information to your customers.

There are 14 major allergens which need to be mentioned (either on a label or through provided information such as menus) when they are used as ingredients in food. Under current legislation on the provision of food information to consumers (Retained Regulation (EU) No. 1169/2011) and Food Information (Scotland) regulations 2014, the **duty is on food business owners** to ensure that all mandatory allergen information (relating to the 14 allergens) is accurate, available and easily accessible to the consumer.

14 INGREDIENTS LINKED TO ALLERGIES AND INTOLERANCES

Inbhe Bìdh Alba

There are 14 major allergens which need to be mentioned (either on a label or through provided information such as menus) when they are used as ingredients in food. Here are the allergens, and some examples of foods they may be found in



CEREALS CONTAINING GLUTEN

Wheat (all varieties including spelt, Khorasan etc.), rye, barley and oats are cereals that contain gluten. These cereals can also be found in foods containing flour, such as batter, breadcrumbs, bread, cakes, couscous, processed meat products, pasta, pastry, sauces, soups, fried foods which are dusted with flour, some brands of baking powder etc.



EGGS

Egg includes eggs from all birds including hen, duck, quail etc. Eggs can also be found in foods such as cakes, some meat products, mayonnaise, mousses, pasta, quiche, sauces, pastries or foods brushed or glazed with egg etc.



MUSTARD

Mustard, mustard powder and mustard seeds are included in this category. Mustard can also be found in breads, curries, marinades, meat products, salad dressings, sauces and soups etc.



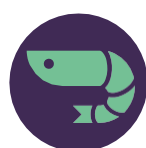
SESAME SEEDS

Sesame seeds are often found on hamburger buns and in salads. They are also found in breads and breadsticks, hummus, sesame oil, tahini etc.



TREE NUTS

Tree nuts refer to nuts which grow on trees, namely - almonds, hazelnuts, walnuts, cashews, pecan nuts, brazil nuts, pistachio nuts, macadamia (or Queensland) nuts. Tree nuts are also found in many foods including breads, biscuits, crackers, desserts, nut butters, nut powders (often used in Asian curries), stir-fried dishes, ice cream, marzipan (almond paste), nut oils, sauces etc.



CRUSTACEANS

Crustaceans include crabs, lobster, prawns and scampi. They may also be found in shrimp sauce, shrimp paste (commonly used in Thai and south-east Asian food), shellfish stock, paella, fish soups such as bisques and bouillabaisse etc.



SULPHUR DIOXIDE AND SULPHITES

Sulphur dioxide and sulphites are often used as a preservative in dried fruits such as raisins, dried apricots, prunes etc. They can also be found in meat products, prawns, vegetables, soft drinks, wine and beer, etc.



CELERY

Celery includes celery stalks, leaves, seeds and the root called celeriac. Celery is also found in celery salt, salads, some meat products, soups, stock cubes etc.



MILK

Milk includes milk from all animals including cows, sheep, goats etc. Butter, cheese, cream, milk powders and yoghurt are derived from milk. Milk can also be found used in a variety of foods including foods brushed or glazed with milk, and in powdered soups and sauces etc.



SOYBEANS

Soybeans also called soya, is found in tofu/bean curd, edamame beans, miso paste, textured soya protein, soya flour or lecithin E322 (if made from soya). Soya is a staple ingredient in oriental food. It can also be found in desserts, ice cream, meat products, sauces, vegetarian products etc.



PEANUTS

Peanuts are legumes and grow underground, which is why they are sometimes called groundnuts. Peanuts are often used as an ingredient in biscuits, cakes, curries, desserts, and sauces (such as satay sauce). They are also found in groundnut oil, peanut flour and peanut butter etc.



FISH

Fish includes all species of finned fish, fish oils and caviar. Fish is also found in condiments such as fish sauce, Worcestershire sauce, salad dressings (e.g. Caesar salad), stock cubes etc.



MOLLUSCS

Molluscs include mussels, oysters, scallops, escargot (snails), octopus and squid including its ink. They may also be found in oyster sauce, paella, fish soups etc.



LUPIN

Lupin flour and seeds can be used in some types of bread, pastries, pasta etc.

What is a Food Intolerance ?

Food intolerances are more common and are caused by the body being unable to digest certain substances e.g. lactose. They are not the same as food allergies, as most do not involve the immune system.

Food intolerances can make someone feel very ill and affect their long-term health. You will usually feel the symptoms of a food intolerance slower than a food allergy, and sometimes it may not be felt until a few hours after you have eaten the food. Symptoms can last for hours, even into the next day.

Why is it important to manage allergens?

You as a food business operator have a legal responsibility to produce safe food, provide allergen information and follow labelling rules to ensure the food and drinks you produce do not cause harm to the consumer.

This means that food business operators must:

- provide allergen information to the consumer for both prepacked and non-prepacked food and drink

Note:- drink includes all drinks that are sold from the premises e.g. teas, coffees

- handle and manage food and drink allergens effectively during preparation.

Food businesses must make sure that their staff are trained in allergens and are familiar and competent in the businesses procedures and practices to ensure the safe management of allergens in all areas of the business.

Low Gluten & Gluten Free

If you intend to produce any gluten free products you must consider the following:-

Current legislation has set levels of gluten for foods that claim to be either 'gluten-free' or 'very low gluten'. These levels are:

- 'gluten-free' – 20 mg/kg of gluten.
- 'very low gluten' – 100 mg/kg of gluten. However, only foods with cereal ingredients that have been specially processed to remove the gluten may make a 'very low gluten' claim.

These regulations apply to all foods – pre-packed or sold loose.

Food Businesses can only use the phrase 'gluten-free' if they can demonstrate that, when tested, their product is 20 parts or less of gluten per million. They will also be required to demonstrate that any products claiming to be 'very low gluten' comply to the legislation.

Producing foods with no deliberate gluten-containing ingredients which are produced in areas where there is a high risk of gluten cross-contamination, cannot be labelled as 'gluten-free' or 'very low gluten'.

How can I comply with allergen requirements?

To comply with allergen food law, food businesses must have a good understanding of their ingredients, processes and products in order to correctly identify and manage allergens. This will help food businesses train staff and communicate with their customers.

Allergen management can easily be done in four steps:

1. Identify allergens in your business
2. Manage allergen risk
3. Train your staff
4. Communicate with customers

Below are free tools available to support food businesses with allergen management;

Online Allergen Training

To help you and your staff with allergen awareness consider incorporating this training into your staff training programme. It has been developed by Food Standards Scotland to help bring greater awareness about allergens in manufacturing and catering settings.

MenuCal

MenuCal is a free to use online tool that is designed to help food businesses comply with legal requirements to manage and record allergen information. The free tool can also be used to calculate the amount of energy found within the foods you are producing. MenuCal helps you comply with the law by helping you to identify, manage and communicate allergen information for food and drink on your menu.

STEP 1 : IDENTIFY ALLERGENS IN YOUR BUSINESS

As a food business you have a basic legal responsibility to have a food safety management system based upon the HACCP (hazard analysis and critical control points) Principles. This ButcherSafe document forms part of your Food Safety Management System. Food allergens must be considered as a hazard in the food and drinks that you produce, therefore they should be a key consideration in your Food Safety Management System.

Identifying Allergens in your Food and Drinks

Buying and Receiving Foods & Drinks

- When buying ingredients, foods and drinks, the supplier must provide you with all necessary ingredient and allergen information. Where foods are not labelled it should be provided in the accompanying paperwork – ensure it matches information already held onsite
- When you receive deliveries, the foods you have received should match what you ordered. Check if there have been any substitutions or any different brands included. Different brands of products may have different ingredients and therefore different allergens. This is also true for other suppliers, as their products may contain different ingredients and allergens.
- Any substitution or change in ingredients must be recorded with ingredient and allergen information reviewed and updated accordingly.
- It is good practice to check the condition of the packaging of any goods you receive. This way you can ensure that none of the packaging is damaged which could potentially contaminate foods with other allergens.

Standard Recipes

- The easiest way for you to identify allergens within your business is to create and follow standard recipes. If you use a standard recipe the food will be made with the same brand and/or allergens every time you or your staff make it. E.g. use of marinades, gravy mixes or seasonings
- By following standard recipes you can easily identify the allergens used within a product and provide correct and consistent information including any 'may contain' information that is included on the labels of the foods you use
- If you use non standard recipes (daily/weekly/seasonal specials) you should have a system in place to ensure that you can identify all ingredients and any allergens within the product and communicate this to your staff and customers
- There is a standard recipe template within [the MenuCal tool](#) that might help you record your recipes which can be found at <https://MenuCal.fss.scot>.

STEP 2 : MANAGE ALLERGEN RISKS**How do I manage the allergen risk?**

This can be done by adapting the following guidance for your business.

Deliveries and Labels

- When receiving ingredients, foods and drinks the supplier must provide you with all necessary ingredient and allergen information. Where foods are not labelled it should be provided in the accompanying paperwork.
- Check that the food delivered matches your order – if it does not match, check the ingredient list and allergen information of the replacement product then update your records when you start using the new ingredient.
- You should not accept a delivery unless you are fully confident you have all the required correct information.
- Make sure that you keep all receipts and invoices for a reasonable period of time to ensure traceability. By having this system in place if there is an issue with a product it should be easily identified and traced.
- Ensure that packaging is not damaged to ensure there has been no cross contamination.
- It is good practice to have a frequent review of regularly used ingredients, foods and drinks for ingredient and recipe changes.

Standard Recipes

- Following standardised recipes for foods and drinks ensures that all products produced are essentially the same every time.
- When a non-standard recipes (e.g. daily/weekly specials) is used there should be a system in place to ensure that all ingredients and any allergens are identified and recorded.
- if you choose a new brand or a new supplier, you must check to see if these changes contain additional or different allergens than previous brands or suppliers you used – ensure you have a method for logging the end of one batch and the start of a new batch with the new ingredient
- Where there are substitutions made as a result of low stock or special requests, food businesses should have a system in place to record and communicate changes to all staff and relevant customers.
- It is good practice to have a frequent reviews of your recipes.

Storage

- Food businesses must have procedures in place for safely storing food, particularly allergen containing foods and drinks to minimise cross contamination.
- Foods that contain allergens in powdered form such as milk powder or flour should be stored in air-tight containers.
- Where foods are decanted into containers, ensure the containers are clearly labelled with exactly what food they contain as well as any ingredients and any allergens.
- Do not 'top up' ingredients held in containers. Finish the product, clean the container, then reuse container.
- Where allergen free foods are prepared e.g. gluten free sausages, these should be stored separately from other foods that contain gluten

Cross-Contamination

- Allergens can easily pass from one food to another or from surfaces/equipment to food. This can occur when foods are prepared on the same surfaces, using the same equipment e.g. mincer or when allergen free foods are prepared close to allergen containing dishes (e.g. flour dust, splashing).
- Thoroughly clean all equipment, utensils and worktops before preparing allergen-free food, or use separate equipment. This is especially important with complex equipment such as mincers and slicers
- Handling foods — Always wash your hands thoroughly before preparing allergen-free food – ensure you follow your Personal Hygiene House Rule
- After preparing an allergen-free food, its good practice to keep it covered, keep it labelled and deliver it separately to the customer.
- Put in place steps to prevent cross contamination between foods that contain allergens and those foods that do not. **Remember!** Minute traces of foods which contain allergens can get into other foods and cause a reaction.

Cleaning and Disinfection

- Be aware that allergen residues are enough to cause an allergic reaction. Allergen residues can be found anywhere that has had contact with allergens as well as anywhere dust, crumbs and food may accumulate.
- You must ensure that you carry out effective cleaning and disinfection practices on equipment and surfaces.
- Surfaces can be cleaned using the 2 stage clean and disinfection (See Cleaning House Rule) method.

- Utensils can be cleaned in the same way or with a dishwasher capable of providing adequate disinfection (See Cleaning House Rule).
- Larger complex pieces of equipment may have to be broken down to be cleaned and disinfected. Whereas some other equipment may not be able to be cleaned to the same extent e.g. vacuum packer, deep fat fryer, slicers etc. there must be procedures in place for managing allergens e.g. separate allergen-designated equipment.
- Before preparation of any allergen free foods and drinks, the surface, any utensils and equipment must be cleaned and disinfected.

Specific Rules for the Preparation of Food & Drinks for an allergy sufferer

Whenever preparing or serving food for an allergy sufferer:

- Where possible use a separate work surface/ area to prepare allergen free food or drink. Where this is not possible ensure thorough cleaning and disinfection of preparation area and equipment is practical.
- Clean and disinfect the work surfaces before and after preparing foods.
- Clean and disinfect equipment and utensils before preparing any allergen free dishes.
- Not all equipment can be properly cleaned, e.g. vacuum packers etc. These types of equipment cannot be used for both allergen free foods and allergen containing foods.
- Wash your hands thoroughly. Where gloves are used, ensure that these are changed regularly and before preparing an allergen free order.
- Do not cook food intended to be allergen free in oil in which you have cooked other foods.
- Do not remove allergenic ingredients, such as nuts, from a prepared dish and call it allergy-free because residues of the allergenic ingredient may remain in the dish and may still cause a reaction.
- When displaying food and drinks in display cabinets, always lay them out in a way that will minimise the risk of allergen-free food being contaminated with ingredients from allergen containing foods.

Take Away and Delivery

- When receiving any orders via the phone, it is good practice to ensure that the member of staff asks if the customer has any allergies
- If you use online menus/ordering you should signpost that customers should make you aware of any allergies.
- You must ensure that your online information is frequently reviewed and kept up to date.

- It is good practice that food being delivered that is allergen free should be labelled as such and should be packaged separately and away from any foods that contain the allergen, ideally in its own bag to avoid cross contamination.
- Food Business Operators selling non-prepacked food (this includes prepacked for direct sale food) through distance selling (e.g. such as food businesses which offer purchase through telephone/ internet) must ensure that mandatory allergen information is available to the consumer (for free):
 - before the purchase is concluded; and
 - at the moment of delivery.

STEP 3 : Training your Staff

All staff should get basic training in food allergen management before they first start work and receive regular refresher training. All training carried out should be accurately documented and recorded. All staff should be trained to handle any customer allergen queries and understand the potential severity of not handling allergens and allergen information correctly.

Make sure that all staff understand that they should never guess whether or not an allergen is present in a food. They should ask someone who knows. **Always be honest with the customer. If you do not know, admit it!**

In order to help you with training your members of staff and understanding allergens, you can visit the following [Allergen Training Tool](#).

Below are some points to consider when developing training for staff members:-

| Management | Preparation Area | Counter Staff | Takeaway/ Delivery |
|---|---|---|--|
| Check all allergen paperwork and documents for accuracy | Ensure there is knowledge and awareness on allergen risks and controls | Have knowledge and awareness of allergen risks and control | When receiving any orders via the phone, you should ensure that the member of staff asks if the customer has any allergies |
| Manage knowledge and awareness of allergen risks and controls | Create standard recipes to ensure all preparation area staff are aware of what allergens are contained in what products | Trained to respond to allergen queries from customers | Never guess as to the ingredients in a food |
| Make sure that all staff members are trained on allergen risks and controls | Responsible for cleaning and disinfection within the preparation area | Know that they must inform other relevant staff members of any customers who suffer from allergies | If you use online menus etc, you should signpost that customers should make you aware of any allergies |
| Ensure that staff consider what foods of personal use that they may bring onto the premises especially before handling allergen free foods e.g gluten containing bread, peanut bars | Create any allergen free dishes requested | Where orders are made online, staff should additionally inform the preparation area staff about the allergen free order | Food being delivered that is allergen free should be labelled as such and should be packaged separately and away from any foods that contain the allergen, ideally in its own bag to avoid cross contamination |
| | Have procedures in place to ensure all staff are informed of any last minute recipe changes | Never guess as to the ingredients in a food | All foods produced must contain correct labelling (where applicable). |

STEP 4 Communicating with your Customers

Let your customers know that you would be happy to discuss their requirements with them. For example, highlighting on the menu or chalkboard that customers should ask staff for further information if they have any concerns about allergens. You should also display a poster that explains to customers to raise it with staff if they have an allergy i.e. 'if you have a food allergy please inform a member of staff'

Where possible, design your menu and product labels to ensure names and descriptions of product labels or tags reflect potential allergenic ingredients, for example, "chicken stir fry in a satay sauce made with peanuts" or Marinades e.g chicken marinated in buttermilk.

Communication with Customers

- Taking orders – ask if the customer has any allergies. If you are asked any queries do not guess the answer, talk to someone who does know the answer such as a manager or butcher to find out allergenic ingredients.
- Staff communication – tell all staff when a customer has an allergy, this includes any change of shift staff. If you are asked any queries do not guess the answer but talk to someone who does know the answer such as a manager to find out allergenic ingredients.
- If you provide food items to other businesses i.e. takeaways and mobile food units, you must ensure that you pass on relevant allergen information in a suitable format (see below) e.g. allergen sheets, specification documents, labels.

HOUSE RULES ALLERGEN MANAGEMENT

| <u>Method of food provision</u> | <u>Packaged Food and Drinks</u> | <u>Non – Prepacked food and Drinks</u> | <u>Prepacked for Direct Sale</u> | <u>Distance Selling</u> |
|---------------------------------|---|--|--|--|
| Definition | <p>Any product put into packaging before being placed on sale.</p> <p>Packaged before sale (to final consumer or to mass caterers), where there is no opportunity for direct communication between producer and customer, and the contents cannot be altered without opening or changing the packaging.</p> | <p>Non-prepacked food and drinks is unpackaged food. Often described as foods sold loose.</p> | <p>Foods prepared and packaged before sale to the final consumer by the same food business:-</p> <ul style="list-style-type: none"> - on the same food premises - on the same site - on other premises owned by the same food business e.g. market stall, mobile vehicle. | <p>Distance selling or food sold by means of distance communication.</p> <p>This is any means which, without the simultaneous physical presence of the supplier and the consumer, may be used for the conclusion of a contract between those parties.</p> |
| Example | <p>Most pre-packed foods sold in supermarkets will fall under this definition, such as tinned food, ready-made meals or frozen food products.</p> | <p>In a retail environment this would apply to any foods which are sold loose from a delicatessen counter; for example, cold meats, cheeses, quiches, pies and dips, loose sausages, fish etc</p> <p>In a catering environment this would apply to foods ready for consumption such as meals served purchased from a takeaway.</p> | <p>Sandwiches prepared and then placed into packaging by the food business, before the consumer selects them, and sold from the same premises.</p> <p>Foods prepared and packaged by the same operator and then taken to their market stall to sell.</p> <p>Foods prepared and packed by an operator in a central premises and then sold to consumers from mobile shops or stalls operated by the same business.</p> | <p>Takeaway food, such as pies, ordered over the telephone.</p> <p>Food purchased online via a website or other online marketplace.</p> |
| Labelling requirements | <p>Allergens should be emphasised (highlighted, bold, underline etc) throughout the ingredient list</p> <p>These need to be in line with the legal requirements that apply to naming foods and listing ingredients.</p> <p>Link to full labelling Guide</p> | <p>Provide allergen information in a manner that suits the business format e.g. tags or tickets, chalk boards, menus, labels.</p> <p>These need to be in line with the legal requirements that apply to naming foods.</p> | <p>Allergens should be emphasised (highlighted, bold, underline etc) within the text of the ingredients list .</p> <p>These need to be in line with the legal requirements that apply to naming foods and listing ingredients.</p> <p>Link to PPDS Guidance</p> | <p>For prepacked foods sold via distance means, mandatory food information set out in Article 9(1) of FIC (apart from the durability date) must be available before the purchase is concluded and with no additional costs. All mandatory information must be provided at the moment of delivery to the consumer.</p> <p>For food sold non-prepacked, including prepacked for direct sale, allergen information should be made available by the FBO before the purchase is concluded, and be made available at point of delivery (e.g. via a menu, sticker).</p> |

How to provide allergen information;

There are a number of ways in which allergen information can be provided to your customers. How you provide allergen information will be determined by the way in which you provide your customers with food and drinks e.g. packages, non-prepacked or prepacked for direct sale.

Different allergen labelling rules apply depending on how the food is provided.

May Contain Statements

The use of precautionary allergen labelling to communicate the risk of the unintentional presence of an allergen (e.g. milk, egg, peanuts, almonds) in a food product due to the allergen entering the product accidentally, or through cross contamination, can be done on a voluntary basis. Such statements include 'produced in a premises which uses...' or 'may contain' or 'not suitable for...'. These statements should only be used after a meaningful risk assessment has been performed by your business and there is considered to be a significant and real risk to the food allergic or food intolerant consumer and cross contamination cannot be avoided or discounted. If you choose to use voluntary labelling it must not mislead the consumer, must not be ambiguous or confusing, and where appropriate be based upon scientific data.

These statements should not be used as a substitute for good hygiene and safety practices. The use of precautionary allergen labelling when there is not a real risk could be considered to be misleading food information. Undertaking a risk assessment should help you identify risks that you can remove, perhaps by identifying and preventing opportunities for cross contamination to occur.

Managing an allergic reaction emergency

It may never be something you encounter but you and all staff should be prepared in case there is a customer who has a severe allergic reaction or suffers from anaphylaxis. You do not need to be an expert if this situation happens but you can act and make a difference.

When an allergic reaction starts it can worsen very quickly therefore quick reactions are important. If possible staff should have first aid training that incorporates what to do in an allergic reaction situation.

Allergic Reaction – What to do?¹

[Anaphylaxis - Illnesses & conditions | NHS inform](#)

Allergic Reaction:- Internal Process Review

If a member of the public takes an allergic reaction to your food you must carry out a review of your allergen procedures. This will include:

- Procedure for asking about customers dietary requirements
- Procedure for recording/communicating customer dietary requirements
- Communication methods between the front of house and kitchen staff
- Handover procedures between shifts (if necessary)

If the food is still available, it is good practice to seal, label and store it in case an external investigation is carried out e.g. Environmental Health

It is good practice to record any such incidents to allow you to identify issues in your procedures.

WHAT YOU NEED TO DO NOW

To effectively manage allergens in your food business, carefully read the information in part 1 and part 2 below, then go to the next two pages and Allergen Management House Rules and Menu Template

PART 1 : Recording and Presentation of Allergens

Refer to the allergen information on pages and then you can create standard recipes so that you can identify all allergens within the foods and drinks you both buy and sell.

PART 2 : Allergen management house rules

Refer to the guidance provided in **Steps 2, 3 and 4 on the previous pages**, then go to the end of this section and write a list of House Rules covering allergen management for your business.

Here is an example of how you could write your house rules:

| Allergen Management House Rules | |
|--|--|
| Describe: <ul style="list-style-type: none"> • Control Measures and Critical Limits • Monitoring including frequency | |
| Communicating with your customers | <ul style="list-style-type: none"> • <i>Each menu item name and description should reflect potential allergenic ingredients</i> • <i>Communicate any recipe changes to all staff</i> |

Monitoring

Once you have completed your House Rules for Allergen Management, you must then monitor them in use. Keep a record of the monitoring that you carry out. This can be done by using the **Weekly Record** (refer to the **Records** Section in this manual).

Corrective Action

If you find that your Allergen Management House Rules are not being followed, you must make a record of the problem you have identified and the action you have taken to correct it. This information can also be entered in the **Weekly Record**.

Training given in Allergen Management should be recorded on the training record. An example of a training record can be found in the **Training House Rules** sub-section of this manual.

Action Plan

Once you have completed all your House Rules, remember to update your Action Plan and brief all staff on the House rules

The Allergen Management 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 food handling staff.

Allergen Management House Rules

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

| Allergen Management House Rules Describe: • Control Measures and Critical Limits • Monitoring including frequency | |
|--|---|
| Standard Recipes & recording of information | |
| Incoming Deliveries and labels | |
| Storage and avoiding cross contamination | |
| Preparing Foods | |
| Serving Foods | |
| Staff Training | |
| Communicating with your customers | |
| Outgoing Deliveries | |
| What to do in the event of an emergency | |
| Monitoring/checking and any other appropriate records used by your business | <ul style="list-style-type: none"> • Weekly Record |

Signed

Position in the business

Date

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

MenuCal Template**Recipe Title:**

| Recipe Name: | | Servings per Recipe: | | | |
|---|------------|----------------------|-----------------------|--------------------------|-------|
| Ingredient – <i>Detail all ingredients used including herbs & any sauces or garnishes</i> | Brand Name | Allergens | May Contain Allergens | Quantity Weight / Volume | Notes |
| | | | | | |
| | | | | | |
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| | | | | | |
| | | | | | |

Name of Food

INGREDIENTS:

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"> Control Measures and Critical Limits (where applicable) Monitoring including frequency | | | |
| Hand washing | <p><i>All staff working in the food preparation area will be fully trained and verified as competent in an Effective Hand Washing Technique.</i></p> <p><i>Hands must be washed at the following times:</i></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="padding: 5px;"> <ul style="list-style-type: none"> - before starting work - before handling ready-to-eat foods - after using the toilet - after touching bins or handling waste </td> <td style="padding: 5px;"> <ul style="list-style-type: none"> - after every break - after eating and drinking - after cleaning, and - after blowing your nose. </td> </tr> </table> | <ul style="list-style-type: none"> - before starting work - before handling ready-to-eat foods - after using the toilet - after touching bins or handling waste | <ul style="list-style-type: none"> - after every break - after eating and drinking - after cleaning, and - after blowing your nose. |
| <ul style="list-style-type: none"> - before starting work - before handling ready-to-eat foods - after using the toilet - after touching bins or handling waste | <ul style="list-style-type: none"> - after every break - after eating and drinking - after cleaning, and - after blowing your nose. | | |

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"> Control Measures and Critical Limits (where applicable) Monitoring including frequency | |
| Protecting food | |
| Protective clothing | |
| First-aid dressings | |
| Hand Washing | |
| Rules on: | <ul style="list-style-type: none"> 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. They must be excluded from food handling until they have fully recovered. Staff should not return to work until they have been free of vomiting/ diarrhoea for 48 hours. |
| Training | |
| Training for new staff | |
| Training for staff handling high risk foods | |
| Supervisor or Manager's Training (if applicable) | |
| Retraining | |
| HACCP based training | |
| Monitoring/checking and any other appropriate records used by your business | |

My Corrective Actions

-
-
-
-

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.

RETURN TO WORK QUESTIONNAIRE

PART 1 (To be completed by all food handlers when returning to work after an illness)

Name Date of Return

Please answer the following questions:

During your absence from work, did you suffer from any of the following:
Please tick and date when the symptoms stopped

| | YES | If 'YES' write down the date that the symptoms stopped | NO |
|---|-----|--|----|
| (a) Diarrhoea? | | | |
| (b) Vomiting? | | | |
| (c) Discharge from gums/mouth, ears or eyes? | | | |
| (d) A sore throat with fever? | | | |
| (e) A recurring bowel disorder? | | | |
| (f) A recurring skin ailment? | | | |
| (g) Any other ailment that may present a risk to food safety? | | | |

Have you recently taken any medication to combat diarrhoea or vomiting? Please tick

Yes No

Signature (Food Handler)..... **Date**.....

PART 2 (To be completed by the Manager/Supervisor)

If the answer to all of the above questions was 'No', the food handler may be permitted to return to food handling duties. **(Complete and sign below)**

However, if the answer to any of the questions was 'Yes', the food handler should not be allowed to handle food until they have been free of symptoms for 48 hours or, if formally excluded, medical advice states that they can return to their duties **(See Part 3)**.

I confirm that **may resume food handling duties.**

Signature (Manager/Supervisor) **Date**.....

PART 3 (To be completed by the Manager/Supervisor after medical advice has been taken)

| What medical advice was received by the employee? | Please tick |
|--|-------------|
| (a) Exclusion from work until medical clearance is given | |
| (b) Move to safe alternative work until clearance is given | |
| (c) Return to food handling duties | |

If (a) or (b) is ticked, appropriate action must be taken. If (c) is ticked, the food handler may resume duties immediately.

I confirm that **may resume food handling duties.**

Signature (Manager/Supervisor) **Date**.....

HOUSE RULES

CROSS CONTAMINATION PREVENTION

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 prevent cross contamination in your business
- Once you have completed all your House Rules, remember to update your Action Plan

Think about the cross contamination prevention practices that you already have in place. It is possible that you will simply have to write these down to produce your Cross Contamination Prevention House Rules.

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

HOUSE RULES

CROSS CONTAMINATION PREVENTION

The easiest and most reliable way to prevent cross contamination in a Butchers' shop is through **Permanent Physical Separation** of all areas, surfaces, utensils, staff and equipment used for the handling and preparation of ready-to-eat food. Butcher**Safe** is designed to encourage butchers to use **Permanent Physical Separation** as much as possible.

What is Cross Contamination?

Cross contamination occurs when people fail to follow safe food handling practices and harmful bacteria are transferred from contaminated food to uncontaminated food. There are two main forms of cross contamination:

- **Direct Cross Contamination** – direct contact between raw food and ready-to-eat food during transport, storage or preparation.
- **Indirect Cross Contamination** – spread of bacteria from raw food to ready-to-eat food indirectly by hands, equipment, surfaces, protective clothing or cloths.

Why is it important to prevent Cross Contamination?

Cross contamination has frequently been found to be the cause of food poisoning outbreaks. Bacteria in contaminated food are not visible to the naked eye and do not cause noticeable food spoilage or affect taste, smell or texture. For this reason ready-to-eat food must be protected from cross contamination at all times, because there are no further controls to protect your customers from the risk of food poisoning, once contamination has taken place.

Cross contamination is a particular hazard in butchers' shops because of the high volume of raw meat handling, and in many cases also handling and preparation of a wide range of ready-to-eat food, often in relatively small premises.

There is a risk of *E. coli* 0157 cross contamination in any food business where both raw food and ready-to-eat food is handled. Major *E. coli* 0157 outbreaks occurred in Scotland in 1996 and Wales in 2005 and were attributed to poor food handling practices which led to cross contamination.

E. coli 0157 is a particularly dangerous organism because:

- It can lead to serious untreatable illness and even death.
- It is reported to have a very low infective dose (less than 100 bacteria can cause illness).
- It has the ability to survive refrigeration, freezing and environments which have a low pH or reduced water activity.

These Butcher**Safe** procedures will also help control cross contamination risks from other food poisoning bacteria such as *Campylobacter* and *Salmonella*.

Which raw food provides the main sources of Cross Contamination?

The following raw food presents a potential source of cross contamination and should be handled with care:

- **Raw meat** such as beef, pork, lamb, chicken, turkey and game.
- **Raw meat products** such as sausages and burgers.
- **Eggs.**
- **Visibly dirty vegetables** such as potatoes, leeks and carrots.

Vegetables and fruit that have **not** been labelled as ready-to-eat should be washed (and if necessary peeled) prior to consumption or any further processing, examples include tomatoes, lettuce and white cabbage.

Important Unless the label states that the produce is ready-to eat you must assume that it will require to be washed (and if necessary peeled), prior to consumption or any further processing.

Food which may be treated as either raw or ready-to-eat

For example black pudding, haggis, fruit pudding and dumplings

There are some cooked foods which might not be considered ready-to-eat because they will normally be re-heated before eating.

1. When these foods have been manufactured by you, they can be treated as **either raw or ready-to-eat**. Whichever way you choose to treat the food, you must do so consistently and write this down in your House Rules.
2. Where these foods have been bought-in they should be treated as raw, unless you know for certain that they have been handled as ready-to-eat at every stage since manufacture.

Note: Always classify food as raw where any uncertainty exists and advise your customers to thoroughly reheat the food before eating. For example, display a notice at point of sale or put the information on the label of pre-packaged food.

CROSS CONTAMINATION PREVENTION GUIDE TO COMPLIANCE

The easiest and most reliable way to prevent cross contamination in a Butchers' shop is through **Permanent Physical Separation**. This involves the systematic separation of all areas, surfaces, utensils, staff and equipment used for the handling and preparation of ready-to-eat food. The table below shows you how to do this.

IMPORTANT: Implement Permanent Physical Separation wherever possible, only after all options have been considered should you then resort to implementing Alternative Procedures. Information on how to do this can be found on the following pages. Please note that the information is presented in alphabetical order.

SEPARATION

| |
|---|
| <p>AREAS Identify a permanent ready-to-eat food area for receipt, handling and preparation of ready-to-eat food only.</p> <p>Additional Good Practice Provide separate hand washing facilities in the ready-to-eat area.</p> |
| <p>CHILL (WALK-IN) Designate the walk-in chill for raw food only.</p> |
| <p>CLEANING EQUIPMENT Provide separate identifiable cleaning equipment for the ready-to-eat food area and surfaces. Examples include: cloths and spray bottles.</p> |
| <p>COMPLEX EQUIPMENT must <i>never</i> be shared between ready-to-eat food and raw food use. Examples include: vacuum-packing machine, mincer, meat slicing machine, scales and weighing machine.</p> |
| <p>COOLING Use a blast chill if available</p> <p>or cool food in the permanent ready-to-eat area</p> <p>or cool in the ready-to-eat refrigerator</p> <p>or in the case of bagged food – cool in a sink for ready-to-eat food only.</p> |
| <p>DEFROST Defrost ready-to-eat food in the refrigerator and defrost raw food in the chill.</p> |
| <p>DISPLAY AND SALE Organise the front shop into two separate permanent food areas – a raw food area and a ready-to-eat food area. Designate separate refrigerated display cabinets with dedicated equipment, utensils, wrapping materials, trays, display tickets, garnishes and also introduce a separate till for use in the ready-to-eat food area only.</p> |
| <p>FOOD CONTACT EQUIPMENT AND UTENSILS Use separate colour-coded or easily-identifiable equipment and utensils for handling ready-to-eat food.</p> |
| <p>FOOD HANDLING STAFF Designate a separate member of staff to handle ready-to-eat food only.</p> |
| <p>REFRIGERATOR Designate the refrigerator for ready-to-eat food only.</p> |
| <p>WORK SURFACE Designate a permanent work surface for receipt, handling and preparation of ready-to-eat food only.</p> |

ALTERNATIVE PROCEDURES

Only if Permanent Physical Separation is not possible, should Alternative Procedures be considered.

Remember: The controls that you implement must be realistic and effective and be capable of being implemented at all times including during busy periods. The tables below show Separation and Alternative Procedures.

AREAS

| Separation | Alternative Procedures |
|---|---|
| <p>Identify a permanent ready-to-eat food area dedicated to the receipt, handling and preparation of ready-to-eat food only.</p> <p>Additional Good Practice</p> <p>Provide separate hand washing facilities in the ready-to-eat area.</p> | <p>Introduce a temporary ready-to-eat food area</p> <p>Within the raw food area a temporary ready-to-eat area can be used at pre-arranged times but only when the following procedures are strictly applied:</p> <p>Cleaning and disinfection – All surfaces must be smooth, impervious and capable of being thoroughly cleaned and disinfected before being used for any ready-to-eat food receipt, handling or preparation (refer to the Cleaning House Rules for more information)</p> <p>Shared delivery – Ensure that raw and ready-to-eat food are adequately wrapped, packaged and stored separately in the delivery vehicle.</p> <p>Shared hand washing – A shared wash hand basin may be used for both the raw and ready-to-eat food areas, provided adequate measures are in place to prevent the recontamination of hands by the taps after hand washing (refer to the Personal Hygiene and Training House Rules for more information)</p> <p>NOTE: it is considered good practice to install non-hand operable taps.</p> |

Note: No food, either raw or ready-to-eat can come into direct contact with a work surface – use cutting boards and containers.

CHILL (WALK-IN)

| Separation | Alternative Procedures |
|---|---|
| <p>Designate the walk-in chill for raw food only.</p> | <p>Use a chill for both raw and ready-to-eat food. This is a particularly difficult option and will require additional hand washing, disinfection and management checks, whilst ensuring that robust Corrective Actions are in place.</p> <p>Ensure the chill is large enough. Both raw and ready-to-eat food may be chilled in the same chill, provided that the equipment is large enough for safe separation at all times.</p> <p>Designate permanent separate raw and ready-to-eat areas within the chill. The ready-to-eat food, where possible, should be placed in sealed containers in a permanent separate area within the chill. Where ready-to-eat food cannot be stored in sealed containers, particular care should be taken to protect the food from contamination.</p> <p>Hand Contact. On removing ready-to-eat food containers from the chill, ensure strict hand washing procedures are adhered to (refer to the Personal Hygiene and Training House Rules for more information)</p> |

CLEANING EQUIPMENT

Cleaning Equipment used incorrectly can cause cross contamination. For example, where a cloth is used to clean and disinfect a raw food area and then used to clean a ready-to-eat food area, harmful bacteria may be transferred to the ready-to-eat food area.

| Separation | Alternative Procedures |
|--|---------------------------------------|
| Provide separate identifiable cleaning equipment for the ready-to-eat food area and surfaces. Examples include cloths and spray bottles. | There are no acceptable alternatives. |

COMPLEX EQUIPMENT

Complex equipment cannot be readily cleaned and disinfected and must never be shared between ready-to-eat food and raw food use. Separate complex equipment is the only safe option. Examples include: vacuum-packing machine, mincer, meat slicing machine, scales and weighing machine.

Important: If you purchase second hand or reconditioned complex equipment you must obtain documentary evidence that the equipment has been effectively decontaminated.

| Separation | Alternative Procedures |
|--|---------------------------------------|
| Complex equipment must never be shared between ready-to-eat food and raw food use | There are no acceptable alternatives. |

COOLING

The **Temperature Control House Rules** section of ButcherSafe explains why cooked food needs to be cooled down as quickly as possible. Make sure that cooling food is not at risk of cross contamination from raw food.

| Separation | Alternative Procedures |
|--|--|
| Use a blast chill if available | <p>Designate a Temporary Cooling Area. This area may be used at other times for raw food.</p> <p>Cleaning and Disinfection. The surfaces of a Temporary Cooling Area must be thoroughly cleaned and disinfected before being used to cool food.</p> <p>Prevent Direct Contact. Cooling food must never come into direct contact with the surfaces of a Temporary Cooling Area.</p> <p>Cool in a sink. This may be done in a bag or sealed container. The sink should be thoroughly cleaned and disinfected before being used for cooling food.</p> <p>Cool in a chill which is also used for raw food. Both raw and ready-to-eat food may be placed in the same chill provided that the chill is large enough to enable safe separation and safe handling practices are followed at all times.</p> |
| or | |
| Cool food in the permanent ready-to-eat area | |
| or | |
| Cool food in the ready-to-eat refrigerator | |
| or | |
| Cool bagged food in a sink for ready-to-eat food only. | |

DEFROSTING

Separation

Defrost ready-to-eat food in the refrigerator and defrost raw food in the chill.

Alternative Procedures

Use a shared chill/refrigerator for defrosting. Both raw and ready-to-eat food may be placed in the same chill or refrigerator provided that the equipment is large enough for safe separation and that safe handling practices are followed at all times.

Contain juices. Make sure that water and juices from defrosting raw food cannot drip onto or contact ready-to-eat food. Defrost raw food below ready-to-eat food.

Protect ready-to-eat food. Ready-to-eat food being defrosted must be protected from contamination by raw food.

Defrost in a sink. Raw food may be defrosted in a sealed container, placed in a clean sink under cold running water. After the defrosting process, the sink must be cleaned and disinfected.

Hand Contact. On removing ready-to-eat food containers from the refrigerator, ensure strict hand washing procedures are adhered to (refer to **Personal Hygiene and Training House Rules** for further information).

DISPLAY AND SALE

Care must be taken to ensure that ready-to-eat food is not contaminated by raw food during display and sale. The risk is greater where a shared display cabinet is used.

Separation

Organise the front shop into two separate permanent food areas – a raw area and a ready-to-eat area with separate refrigerated display cabinets. Use dedicated equipment, utensils, wrapping materials, trays, display tickets and garnishes for each area. Introduce a separate till for use in the ready-to-eat food area.

Alternative Procedures

Shared display cabinets Ensure that full height separation is fitted inside shared display cabinets between raw and ready-to-eat food areas. Full height separation means that the cabinet is divided by a solid, cleanable panel or screen which fills the entire cross-section of the display cabinet area.

When using **ButcherSafe** there is no alternative to using dedicated equipment and utensils, wrapping materials, trays, display tickets and garnishes for ready-to-eat food use.

Shared till Where only one till is available, great care must be taken to avoid contaminating the surfaces, especially after handling raw food. It is essential that food handlers wash their hands after touching the surfaces and before handling any ready-to-eat food.

Shared non-food contact surfaces It should be assumed that non-food contact surfaces are already contaminated and careful hand washing should follow direct contact, examples include light switches, spectacles, pens and notebooks, phones, chip & pin machines or money.

FOOD CONTACT EQUIPMENT AND UTENSILS

Food Contact Equipment and Utensils must never be used for both raw and ready-to-eat food. Examples include: knives, tongs, scoops, chopping boards, storage containers, display trays, probe thermometers and cling film.

Separation

Use separate colour-coded/easily-identifiable equipment and utensils for handling ready-to-eat food.

Alternative Procedures

When using ButcherSafe it is not acceptable to have any equipment and utensils used for both ready-to-eat and also for raw food use.

Remember: robust measures must be in place to prevent the incorrect use of equipment.

FOOD HANDLING STAFF

Separation

Designate separate staff to only handle ready-to-eat food.

Alternative Procedures

Staff are permitted to handle both raw and ready-to-eat food provided that these procedures are followed. This is a particularly difficult option and will require additional hand washing, disinfection and management checks. Robust Corrective Actions must also be in place.

Time – Restrict ready-to-eat food handling to specific staff at specific times of the day.

Workflow – Arrange the workflow to minimise staff alternating between handling raw food and then handling ready-to-eat food.

Work Activity – Restrict staff engaged in major raw meat activities, such as de-boning, manufacturing so that they are not required to handle ready-to-eat food while carrying out these activities.

Hand washing – Ensure strict hand washing procedures are in place when moving from handling raw food to handling ready-to-eat food (refer to your **Personal Personal Hygiene and Training House Rules** for further information)

Hand Contact – Introduce barriers such as tongs or plastic film to avoid direct hand contact with food at the service counter.

Protective Clothing – Staff handling both raw and ready-to-eat food at the service counter present a risk of cross contamination from soiled coats/ aprons onto ready-to-eat food and equipment. Although it is not necessary to change protective clothing when moving from raw to ready-to-eat food on every occasion, the following points should be considered:

- Changing into a clean white coat once it is visibly soiled
- Wear an apron over the white coat when handling ready-to-eat food.

REFRIGERATOR

The use of a refrigerator for the storage of both raw and ready-to-eat food presents a significant risk of cross contamination if not managed properly. Butcher**Safe** advises against this practice.

Separation

Designate the refrigerator for ready-to-eat food only.

Alternative Procedures

Shared refrigerator. If a refrigerator is of a sufficient size, it can be used to store ready-to-eat food and raw food at the same time. Store raw food on the bottom shelves and always below ready-to-eat food.

Separate containers. When using Butcher**Safe** use separate colour coded/identifiable lidded containers for ready-to-eat food.

Disinfect the outside surfaces of ready-to-eat food containers after removing them from shared storage and ensure strict hand washing procedures are in place (refer to your **Personal Hygiene and Training House Rules** for further information).

Note: When using shared storage there will be a greater requirement for hand washing and cleaning/disinfection to prevent cross contamination.

WORK SURFACES

In Butcher**Safe** it is strongly recommended that at least one permanent surface area is provided for ready-to-eat food work. The handling, cooling and preparation of all ready-to-eat food should be carried out exclusively in this area. Where this is not possible, the alternative arrangements may be used.

Separation

Designate a permanent work surface for receipt, handling and preparation of ready-to-eat food only.

Alternative Procedures

A temporary ready-to-eat work surface may be used for raw food work if the following procedures are followed:

Time – Restrict ready-to-eat food work to specific times of the day

Cleaning and disinfection – All work surfaces must be smooth, impervious and capable of being thoroughly cleaned and disinfected before being used for ready-to-eat food work (refer to your **Cleaning House Rules** for further information)

Note: It is much more difficult to carry out these alternative procedures, which can only be relied upon if cleaning, disinfection and rigorous hand washing practices are strictly adhered to at all times.

Note: No food, either raw or ready-to-eat can come into direct contact with a work surface – use cutting boards and containers.

What if I can't implement Permanent Physical Separation completely?

Butchers should try to implement **Permanent Physical Separation** as much as possible.

Note: When using ButcherSafe your equipment, utensils and packaging should always be separate, for the exclusive use of ready-to-eat food with no exceptions.

However, it is recognised that it may not always be possible to provide separate areas, surfaces or staff on a permanent basis, particularly in smaller premises. Therefore, Alternative Procedures may be used after having considered all separation options first.

It is also possible that your normal business operations make use of certain Separation or Alternative Procedures difficult. In this instance, you should consider a broader review of your business and consider ways in which you can make your operation safer.

The following table provides examples of practical problems in trying to prevent cross contamination and provides solutions to consider.

| Problem | Consider this ... |
|---|---|
| You have a small shop and don't have any free space. | Check to see if additional space can be found elsewhere on the premises. Discard obsolete equipment and put rarely used equipment into storage to free up more space. |
| The layout of your premises won't allow the separation of raw and ready-to-eat food processes. | Re-consider how you work to find alternatives to improve physical separation. Manufacture raw and cooked products on separate days. |
| You handle a wide range of ready-to-eat food as well as raw food so you need to use all areas and surfaces for both food types. | Scale down the amount of ready-to-eat food handled. A commercially desired throughput should never be at the expense of food safety. Alternatively, reduce the amount of open ready-to-eat food handled by, for example purchasing pre packed sliced cooked meats. |
| You don't have enough staff to nominate one person for handling ready-to-eat food only. | Organise work schedules to ensure food handlers carrying out major raw meat activities including de-boning and manufacturing are not required to handle ready-to-eat food while carrying out these duties. |

WHAT YOU NEED TO DO NOW

To effectively manage the Cross Contamination Prevention part of your HACCP based system and using the information for guidance, you will also be asked to complete your House Rules in 2 parts:

1. Write down how you handle certain cooked food that may NOT be considered as ready-to-eat and will require further heating prior to consumption, and then
2. Write a list of House Rules covering Cross Contamination Prevention.

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

| | |
|-------|--|
| | Describe: <ul style="list-style-type: none"> • Monitoring including frequency • Control Measures and Critical Limits (where applicable) |
| Areas | <p><i>Back shop: Small stainless steel table located next to the refrigerated display is the permanent surface for receipt, handling and preparation of ready-to-eat food only.</i></p> <p><i>Front shop: The ready-to-eat food section of refrigerated display is the permanent ready-to-eat food surface. The stainless steel table and shelves below this counter are permanently for ready-to-eat food use, this includes the slicing machine and wrapping materials.</i></p> <p><i>Monitoring by visual checks.</i></p> |

Monitoring and Recording

Much of the monitoring of cross contamination prevention will rely on visual checking. This can be made easier by using colour coded/identifiable equipment and disposable plastic aprons. You must carry out suitable monitoring to ensure that your Cross Contamination Prevention House Rules are implemented at all times. Any failure to adhere to these Rules should be considered to be **a very serious matter** and must trigger 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:

- Disposal of ready-to-eat food which may have been in contact with a contaminated surface.
- Clean and disinfect the work surfaces and equipment again.
- Retrain staff on the importance of cross contamination prevention.

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.

All Records of Monitoring and 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 your House Rules, remember to update your Action Plan.

The Cross Contamination Prevention 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 CROSS CONTAMINATION PREVENTION

Part 1: Earlier in this sub section, guidance was given on certain cooked food that may **NOT** be considered as ready-to-eat and will require further heating prior to consumption. Write down in this table how you handle these products:

| Products | Handled as ready-to-eat | Handled as raw | I do not sell this product |
|---------------|-------------------------|----------------|----------------------------|
| Pies | | | |
| Puddings | | | |
| Haggis | | | |
| Dumplings | | | |
| Potato scones | | | |

Part 2: Now write your **House Rules** in the table below:

| | Describe: <ul style="list-style-type: none"> Monitoring including frequency Control Measures and Critical Limits (where applicable) |
|--------------------|---|
| Areas | |
| Chill (Walk in) | |
| Cleaning Equipment | |
| Complex Equipment | |
| Cooling | |

| | |
|---|--|
| Defrosting | |
| Display and Sale | |
| Food Contact Equipment and Utensils | |
| Food Handling Staff | |
| Refrigerator | |
| Work Surfaces | |
| Monitoring, checking and any other appropriate records used by your business | |

| |
|---|
| <p>My Corrective Actions</p> <ul style="list-style-type: none"> • • • • |
|---|

Signed Date

Position in the business

HOUSE RULES

TEMPERATURE CONTROL

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 temperature control in your business
- Once you have completed all your House Rules, remember to update your Action Plan

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

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

HOUSE RULES TEMPERATURE CONTROL

This sub-section will give you guidance on Temperature Control. At the end of the sub-section you will be asked to write your own House Rules to show how you manage Temperature Control in your business.

The control of food temperature during storage, cooking, cooling and re-heating is a key control in a HACCP system. In this section you will be given temperature control examples for typical processes found in a butchers' shop. By the end of the section you will be able to set your own Critical Limits and choose an appropriate method of Monitoring, establish Corrective Actions, use Verification methods and select supporting documentation.

HAZARDS (What can go wrong)

Microbiological Growth – Harmful bacteria are a hazard present in many foods handled in food businesses. If these bacteria are not controlled they may multiply to dangerous levels and cause food poisoning. In some cases, it is not the bacteria that cause food poisoning but the toxins produced by the bacteria.

Microbiological Survival – If harmful bacteria or their spores survive a cooking process they can multiply to dangerous levels during cooling and storage. It is important to be aware that even a very low number of harmful bacteria such as *E. coli* O157 can cause food poisoning.

CONTROLS (How you can prevent or eliminate the hazard)

Bacteria survive and multiply given favourable temperature conditions. The aim of temperature control is to prevent the conditions that allow this to happen and this is achieved by:

1. **Keeping food cold** – low temperatures stop or slow down the multiplication of bacteria.
2. **Cooking/hot holding food** – high temperatures destroy bacteria.
3. **Cooling food quickly** – cooling quickly minimises the time that food is held at temperatures that allow bacteria to multiply.

CRITICAL LIMITS (Specified safety limits)

You need to set Critical Limits when using Butcher**Safe**. Critical Limits will vary depending on the process, for example, during chilled storage this will be a defined temperature limit such as 5°C or the Critical Limit for cooking meat may be 75°C. A Critical Limit must never be breached otherwise food safety will be compromised.

MONITORING (Checking your Control Measures)

When using HACCP based procedures, you are required to check that your Critical Limits are being met. This checking is referred to as **Monitoring**. The most reliable method of monitoring temperatures is by using a digital probe thermometer.

What are the key temperature controls?

| Process Step | Temperature Control Measure/Critical Limit |
|--------------------------|--|
| Delivery | <ul style="list-style-type: none"> Accept chilled food at your specified temperature, e.g. 5°C or below Accept frozen food at your specified temperature, e.g. -18°C or below |
| Storage | <ul style="list-style-type: none"> Store chilled food at your specified temperature, e.g. 5°C or below Store frozen food at your specified temperature, e.g. -18°C or below |
| Preparation | <ul style="list-style-type: none"> Keep ready-to-eat food within the refrigerator until required, then prepare and handle without delay Thoroughly defrost all frozen food prior to cooking or reheating (unless specified otherwise by the food manufacturer) |
| Cooking | <p>To cook meat and meat products safely to ensure that food poisoning bacteria such as <i>E. coli</i> O157 and <i>Salmonella</i> have been destroyed, the centre of the meat should ideally reach at least 75°C.</p> <p>There are lower temperature Critical Limits which may be applied. However, these require that food is held for a longer time at the target temperature. <i>Please refer to the Cooking Guidance which follows this table.</i></p> |
| Cooling | <p>Active cooling should start within 90 minutes of the end of cooking. The aim is for food to be cooled to 5°C as quickly as possible. With the exception of the cooling of small volume meat products, it may be difficult to achieve this target quickly enough unless a blast chiller is used.</p> <p>Whatever method is used, it is important that food passes through the temperature danger zone (from 63°C to 5°C) as quickly as possible. <i>Please refer to the Cooling Guidance which follows this table.</i></p> |
| Reheating | <p>Food being reheated or cooked for a second time as part of the production process must be thoroughly heated until the core temperature is 82°C or above. This includes the final cook of potted meat, firing of pies and roasting of meats after boiling</p> |
| Sale to customers | <p>Cold Display Chilled food being displayed cold should be kept under refrigeration at your specified temperature, e.g. 5°C or below, until sold</p> <p>Hot Display/Hot Holding All food held hot, prior to sale, must be kept at above 63°C. This food should be placed in appropriate equipment, for example, a preheated hot cabinet, as soon as possible after cooking or reheating</p> |

These key temperatures are referred to as 'Critical Limits'. There may be alternative Critical Limits which are more suitable for you. The Critical Limits that you choose must be sufficient to ensure that the food is safe to eat. For further advice, contact your Enforcement Officer.

COOKING GUIDANCE

It is crucial that cooking is done safely, regardless of the type of food being cooked or the cooking method used. Any item of equipment used to cook food must be suitable and be capable of enabling the food temperature to reach the specified Critical Limit. Cooking equipment typically used by butchers includes ovens, steamers, boilers and pots.

Validating Cooking Temperature/Time

Ideally, all meat and meat products should be cooked to a core temperature of at least 75°C to ensure food safety.

However, you may choose to use an alternative cooking temperature which is lower than 75°C. In this case, the food must spend a longer period of time at this temperature, this is known as a "temperature/time combination". Two examples of validated alternative temperature/time combinations are:

- 65°C for 10 minutes
- 70°C for 2 minutes

Warning: These temperature/time combinations are known to be equally effective in destroying bacteria as cooking food to 75°C and have been validated by scientific research.

To use any alternative temperature/time combination, especially if your temperature is lower or time shorter, you must firstly validate the method i.e. prove it to be safe. This will require expert scientific advice from an accredited food laboratory.

Cooking temperatures/times in butcher's shops tend to exceed the combinations listed above. This information is provided as a guide to the **absolute minimum** only.

Note: Should you wish to use a Critical Limit other than those listed above, you should discuss this with your Enforcement Officer.

Monitoring where the cooking Critical Limit is below 75°C

When using a validated cooking temperature/time where the temperature is less than 75°C, it may be necessary to monitor and record the temperature twice to ensure that the food was held at the required temperature for the specified time. For example, cooking at 65°C for 10 minutes would require the actual time 65°C was reached to be recorded and also the time and temperature after a ten minute period, to confirm that 65°C was maintained for the 10 minute period.

Where meat is cooked at temperatures above 70°C, e.g. 75°C for 30 seconds, the time factor becomes less important and only requires a single temperature reading to confirm that the Critical Limit has been met.

Monitoring of Batch Cooking

Batch cooking is where several similar products are cooked together as part of the same cooking operation, for example a set number of meat joints in the same boiler for the same time period. Batch cooking monitoring involves using a digital probe thermometer to check the core temperature of the largest piece of meat, to ensure that the Critical Limit has been met.

Monitoring of Overnight Boiler Cooking

This type of cooking process should be timed so that staff are on site at the end of the cooking period to allow the final cooking temperature to be monitored. The core temperature of the largest piece of meat should be checked using a digital probe thermometer to ensure the Critical Limit has been met. If staff are **not** on site at the end of the cooking period an alternative method of monitoring the cooking temperature should be used, such as a calibrated thermograph or data logger.

Monitoring when using Cooking Bags

When cooking in a boiler many butchers place large meat joints and diced meat into sealed bags. Temperature monitoring is still vitally important to ensure that the Critical Limit has been met. Some types of bags can be opened to allow temperature monitoring to take place and then resealed for further cooking or cooling. However, if the bag cannot be resealed after opening, it should be pierced by a probe thermometer and then placed inside a second bag which is then sealed before subsequent heating or cooling.

Monitoring of Reheating and Hot Holding

Where food is reheated and sold hot, make sure that the core temperature is raised to a minimum of 82°C. If the food is not sold immediately, it may be transferred to a hot holding cabinet. The temperature of the food in the hot holding cabinet should be monitored to ensure it is being held above 63°C.

Liquid Food Checks

The temperature of food may vary throughout, especially during cooling and heating of liquid food, such as pie filling. Stir liquid food before probing, to ensure adequate distribution of heat.

Cooker Thermostats

Certain types of cooking equipment, such as ovens and boilers, rely on an integral thermostat to regulate the cooking temperature. It is important to recognise that the thermostats may lose accuracy resulting in the temperature inside the oven or boiler not matching the setting on the control panel. Regular checks using an oven thermometer should be carried out to verify the accuracy of the thermostat.

Validating and monitoring cooking without probing

The use of a probe thermometer may not be appropriate when monitoring the temperature of standard sized products cooked in their skins, such as puddings. The following procedure will enable the process to be validated and then monitored without probing and damaging products:

1. Decide upon the Critical Limit i.e. the core temperature to which the food should be cooked,
2. Follow the preferred cooking method, for example the temperature of the water and the time period that the water should be at this temperature,
3. Probe a sample of the largest item being cooked. If the Critical Limit has been met, the cooking process has been validated (If the Critical Limit has not been met, extend the cooking time and probe again),
4. Repeat the preferred cooking method for all subsequent batches, monitoring the water temperature and cooking time on each occasion.

If this cooking method is followed every time, only occasional probe monitoring of the puddings will be required to verify that the process remains effectively controlled. You should consult your Enforcement Officer for further information on this method.

Here is an example of Validation of cooking without probing

| Date | Product details including Product type/weight/ batch size/ equipment used and equipment settings | Time water started boiling | Time/temperature checks to achieve critical limit | Signature |
|--------|---|----------------------------|---|-------------|
| 1/9/13 | <p><i>Cooking standard batch of 20x3lb black puddings in a boiler containing 75 litres of cold water.</i></p> <p><i>Product placed into boiling water.</i></p> <p><i>Equipment used/settings: Talsa 150 litre electric boiler (oil jacket) set at 105°C</i></p> | <i>8.35am</i> | <p><i>9.15am/54°C</i></p> <p><i>9.30am/65°C</i></p> <p><i>9.41am/72°C</i></p> <p><i>9.45am/74°C</i></p> | <i>Alex</i> |

COOLING GUIDANCE

The cooling of food is of critical importance and must be carried out safely. Most types of food poisoning bacteria multiply fastest when food is within the “Danger Zone” (from 63°C to 5°C) it is vital that food is cooled as quickly as possible. There are different methods of cooling and the overall time taken to cool depends on the food’s nature, density and size as well as the type of equipment used. Remember to protect food during cooling.

METHODS OF COOLING

Blast Chilling

It is strongly recommended that a blast chiller is used, although this may not be feasible for some businesses. This is an effective method of cooling hot food quickly and reducing the risk of bacterial growth during the cooling process. Remember to always follow the manufacturer’s instructions.

Cooling small items such as pies and potted meat

Cool for no longer than 90 minutes at ambient temperature, then place into chilled storage.

Cooling of stews and mince

Protect the cooked product within a sealed bag and immerse in a container of cold or iced water of drinking quality.

Cooling puddings

Cool by placing directly into a container of cold or iced water of drinking quality.

Cooling Joints of Meat

Due to their size and density, large joints of meat are more difficult to cool unless a blast chiller is available. However, cooling can still be carried out safely as long as specific temperatures are reached within specified time limits. Protect the cooked product in a sealed bag and immerse in a container of cold or iced water. The table below provides additional guidance on safe cooling of cooked joints of meat

| UNCURED JOINTS OF MEAT e.g. Roast Pork | | |
|--|-----------------|------------------|
| Cooling Time (hours) | Good Practice | Maximum |
| To 50°C | 1 Hour | 2 ½ Hours |
| 50°C to 12°C | 6 Hours | 6 Hours |
| 12°C to 5°C | 1 Hour | 1½ Hours |
| Total Time to 5°C | 8 Hours | 10 Hours |
| CURED JOINTS OF MEAT e.g. Hams | | |
| Cooling Time (hours) | Good Practice | Maximum |
| To 50°C | 1¼ Hours | 3¼ Hours |
| 50°C to 12°C | 7½ Hours | 7 ½ Hours |
| 12°C to 5°C | 1¼ Hours | 1¾ Hours |
| Total Time to 5°C | 10 Hours | 12½ Hours |

Validation of Cooling

Regardless of which method of cooling is used, you must always validate the cooling process and be aware of the temperature profile of your products as they go through this process.

Validation is an exercise used to identify a repeatable safe cooling method.

1. Test your preferred cooling method by carrying it out under normal circumstances, for example placing the container directly into cold or iced water.
2. Check the core temperature of a sample item of each food to ensure that the rate of cooling complies with the time and temperatures targets you have set. For cooked joints of meat, aim to satisfy the limits in the cooling table on the previous page.
3. If the method is successful, state the method in your House Rules at the end of this sub Section. This is now your validated cooling method for this product.
4. If the method does not cool the food rapidly enough, repeat the process making changes such as reducing the size of joints or changing the cooling method.

Warning: In order to ensure that you continue to operate safely, you must adhere to the validated method exactly. This includes the quantity and weight of the product cooled for the given time.

Here is an example of Validation of a Cooling Process for a joint of meat.

| Date | Product Type & weight of joint | Cooling method | Time Out of cooker | Core temperature out of cooker | Time/ temperature checks to achieve critical limit | Signature |
|---------|--------------------------------|--|--------------------|--------------------------------|--|-----------|
| 11/9/13 | Boiled beef xx Kg | Remove from the boiler, cool for 30 minutes at ambient. Place in ice/water for 2 hours. Top up ice every 30 minutes and place in the fridge at 5°C | 12 noon | 75°C | 1.30 pm/50°C 5 pm/12°C 6.15pm/5°C | Alex |

Note: If after cooking, the joints are roasted to create a superficially “roasted” effect, the cooling time is the total time the joint spends above 5°C after the initial cook.

If there is a significant quantity of untreated herbs and spices in a product, the above cooling times may not be applicable due to the high spore count commonly found in herbs and spices. For example the product may need to be cooled to 5°C or below within as short a time as 3 hours. You should discuss this with your Enforcement Officer.

Whatever temperature control method is being used, it is essential that the Critical Limit is not breached. However, this does not mean that every item of food subject to temperature control needs to be monitored using a thermometer every time. **You must determine your methods of temperature monitoring in your House Rules.**

COLD STORAGE AND DISPLAY

Refrigerators, Chills and Display Cabinets

Refrigeration temperatures must be controlled to minimise microbiological growth. Do not over-stock refrigeration units because proper air circulation is essential for effective temperature control. Make sure the refrigerator is regularly maintained and cleaned to ensure maximum efficiency, especially during warmer weather. Don't switch off chills, refrigerators or display cabinets containing food to save on electricity costs.

Monitoring of Cold Temperatures

- It is advisable to check all refrigerator, chill and cold display cabinet temperatures twice a day, once at the start of the working day and at some other time of the day.
- Temperatures in refrigerators and display cabinets vary at different points within the unit depending on the air circulation and efficiency of the unit. Always monitor the temperature at the warmest part of the unit.
- Air temperatures fluctuate so avoid checking the temperature of refrigerators, chills and cold displays immediately after the door or lid has been open for any significant period of time or during a defrost cycle.
- When relying on an electronic display for temperature monitoring, be aware that the reading refers to the air temperature where the probe is located so may not provide an accurate indication of food temperature. You should always back this up with an actual food reading or food simulant reading e.g. bottle of water or food gel.

Thermometers

The simplest way to check food and air temperatures is by using a digital probe thermometer. This may be supplemented by additional "in-place" thermometers located in refrigerators, chills and cold display cabinets.

Thermometers and Temperature Monitoring – Good Practice

Have two separate, identifiable probe thermometers, one for raw food and the other for ready-to-eat food to reduce the risk of cross contamination.

When monitoring the core temperature of large meat products, the probe must be long enough to reach the centre of the product.

Thermometers should always be kept clean and should be disinfected before and after each use. Both the body of the unit and the probe should be kept clean.

Check that your thermometer is working correctly by taking a reading in iced water – readings should be between -1°C and +1°C. Similarly, take a reading in boiling water – readings should be between 99°C and 101°C. If your reading is outside these temperature ranges, the unit should be replaced or returned to the manufacturer to be re-calibrated.

Never use a mercury-in-glass thermometer because breakage would present a contamination risk.

WHAT YOU NEED TO DO NOW

To effectively manage the temperature control part of your HACCP based system, use the information in this sub-section for guidance, go to the end of this sub-section and write your House Rules.

How to draw up your Temperature Control House Rules

Consider the various Temperature Control procedures that are followed in your business.

Write down the Temperature Control measures applied at each process step and include a Critical Limit. Guidance on suitable Critical Limits can be found at the start of this sub-section.

- Write down how you will monitor temperature control – the procedure, frequency and the recording form you intend to use.
- Validate your cooking methods for products that will not be probed at the end of cooking.
- Validate the cooling method of products which rely on temperature/time combinations to ensure thorough cooking rather than a core temperature check.
- Validate your cooling method for large volume meat products, such as large joints of meat and bags of stew.
- You need to validate cooking and cooling methods once for each product and write the details down in the table at the end of this sub-section.

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

| Process Step | Temperature Control Measure and Critical Limits | Monitoring Method, Frequency and Records used |
|--------------------------------|--|--|
| Cooking items to be probed | <i>75°C or above</i> | <i>The largest item will be probed per batch, at the thickest part of the food. Recorded on the 'All in One' record.</i> |
| Cooking items NOT to be probed | <i>Cook for 1 hour in boiling water as per validated procedure</i> | <i>Water kept boiling throughout the cooking process - the time is monitored and recorded on the 'All in One'</i> |

Monitoring and Recording

You must carry out suitable monitoring to ensure that your Temperature Control House Rules are implemented at all times. Any failure to adhere to these Rules should be considered to be a **very serious matter** and must trigger 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:

- Continue cooking until the Critical Limit is achieved.
- Revise your temperature/time combination for a specific product.
- Call a maintenance engineer to repair defective equipment.

Corrective Actions should be recorded in the **All-in-One** record or in the **Individual Temperature** records. 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 your House Rules, remember to update your Action Plan.

The Temperature Control 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 TEMPERATURE CONTROL

Enter a statement of your House Rules in the table below. Please note: The Cooking and Cooling process steps require details of validation. The validation tables follow this House Rule.

| Process Step | Temperature Control Measure and Critical Limits | Monitoring Method, Frequency and Records used |
|--|---|---|
| Delivery | | |
| Refrigerated storage (refrigerators/chills) | | |
| Frozen storage | | |
| Preparation (Including defrosting) | | |
| Cooking | | |
| Cooling | | |
| Reheating | | |
| Sale to customers (Cold and hot display cabinets) | | |

| |
|---|
| <p>My Corrective Actions</p> <ul style="list-style-type: none"> • • • • |
|---|

Signed Date

Position in the business

The Temperature Control House Rules are an essential component of your HACCP based system and must be kept up to date at all times.

Now write your Validation COOKING procedures in the table below.

Note: This is a one-off activity

| Date | Product details including product type/weight/ batch size/ equipment used and equipment settings | Time water started boiling | Time/temperature checks to achieve critical limit | Signature |
|------|--|----------------------------|---|-----------|
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |

Now write down your validation of COOLING procedures in the table below.

Note: This is a one-off activity

| Date | Product Type & weight of joint | Cooling method | Time Out of cooker | Core temperature out of cooker | Time/ temperature checks to achieve critical limit | Signature |
|------|--------------------------------|----------------|--------------------|--------------------------------|--|-----------|
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |

ButcherSafe

Food Safety Assurance System

4. RECORDS

Contains guidance and templates for you to use to link in with all the other sections



When using ButcherSafe, it is essential that the outcomes of your monitoring procedures are recorded at a frequency that reflects the nature and size of your business. Similarly, when monitoring reveals that your procedures, laid out in your House Rules, have not been followed, your Corrective Actions must also be recorded. Recording helps you to keep an accurate check on food safety procedures within your business and enables you to demonstrate to others that you are controlling hazards in an effective manner.

Which records must be kept?

HACCP based procedures require that you record monitoring checks, verification checks and any reviews of your system.

What paperwork is needed?

Your monitoring checks may be recorded by using ButcherSafe records, a diary or records you have designed yourself (which should be equivalent to the records in ButcherSafe).

Which of the Recording Forms provided by ButcherSafe should be used?

The Records provided in this manual, if correctly used, will help you to meet and support the requirements of a HACCP based system and demonstrate it is working effectively.

In ButcherSafe, the following Records are provided:

| Monitoring Record | Purpose |
|---------------------------------|--|
| Delivery Record | To record the monitoring of incoming deliveries |
| Cold Temperature Record | To record the monitoring of the chill, refrigerator and cold display |
| Hot Temperature Record | To record cooking, cooling, reheating and hot holding monitoring |
| Monthly Probe Thermometer Check | To record checks on thermometer(s) |
| Review | To record interim or annual checks on your HACCP based procedures |

OR

The 'All-in-One Record' can be used as an alternative to all of the records noted above.

AND

| | |
|-------------------|--|
| Supervisor Checks | To record supervisors checks of all House Rules and Records – this record should be used by all butchers using ButcherSafe |
|-------------------|--|

The above records must be kept for a reasonable period of time in order to demonstrate that your system is working effectively. For further information and advice, you should contact your Enforcement Officer.

ALL-IN-ONE RECORD

To be completed daily and used as an alternative to the: *Delivery Record, Cold Temperature Record, Hot Temperature Record, Monthly Probe Thermometer Check and Review.*

| DELIVERY CHECKS – You decide how many food items should be probed in each delivery | | | |
|---|---|---|---|
| Suppliers Name | | | |
| Details of food items including ID number and date code (Use By/Best Before) | | | |
| Temperature of food My Critical Limits: • Chilled: • Frozen: | | | |
| Corrective Action Examples: • Reject food • Review supplier • Review staff training | Corrective Action Taken (if applicable) | Corrective Action Taken (if applicable) | Corrective Action Taken (if applicable) |

| COLD TEMPERATURE CHECKS | | | | | | | | | |
|--|---------------------------------|----|------|----|---------------|----|------|----|--|
| Refrigerator/Chill/Display My Critical Limit: | Unit | | Unit | | Unit | | Unit | | |
| Temperature checks (Recommended twice daily) | am | pm | am | pm | am | pm | am | pm | |
| Freezers My Critical Limit: | Unit | | | | Unit | | | | |
| Is the food visibly frozen? (Recommended once daily) | YES/NO | | | | YES/NO | | | | |
| Corrective Action Examples: • Recheck temperature • Consider if food safe to eat • Call the engineer | Corrective Action Taken: | | | | | | | | |

HOT TEMPERATURE RECORD – You determine the monitoring frequency in your Temperature Control House Rules

| | | | |
|--|-----------------------|--------------------------------------|------------------|
| My Critical Limit for Cooking: | | My Critical Limit for Cooling: | |
| My Critical Limit for Reheating: | | My Critical Limit for Hot Holding: | |
| | Cooking | Cooling | Reheating |
| Food item | Core temp/Time | Time Into fridge/blast cooler | Core temp |
| | | | |
| | | | |
| | | | |
| | | | |
| Corrective Action examples: Cooking: Continue cooking until specified temperature is achieved Cooling: Revise the cooling procedure Reheating: Continue reheating until specified temperature is achieved Hot Holding: Revise the hot holding procedure | | Corrective Actions taken: | |

The following checks require to be carried out by the Supervisor

| | | |
|---|-----------------|---|
| Monthly Probe Thermometer Check | Due Date | Has the check been done? (please circle the option) YES/NO/Not applicable |
| <p>A Review is to be carried out if any of the changes below occur or on an annual basis.</p> <p>Have any changes occurred in your system, such as; a new dish introduction with a different process, new equipment or supplier, Local Authority inspection deficiency noted or a customer complaint, new hazards or risk information come forward, cleaning chemical changes or are there any new staff members? If so have you carried out a Review?</p> <p><i>Write down what you reviewed here and why.</i></p> | | |

Signature.....

SUPERVISOR CHECKS – This record should be used by all businesses using 'Butcher**Safe**'.

Tick the frequency that supervisor checks will be carried out in your business

Weekly Fortnightly

Date that checks were carried out

| HOUSEKEEPING Has this House Rule been followed? | YES | NO |
|--|------------|-----------|
| Are the premises clean and in a good state of repair? | | |
| Is the equipment maintained, cleaned and working properly? | | |
| Have pest proofing checks been carried out? | | |
| Are insect Screens/ Fly-killing devices clean and maintained? | | |
| Has waste been removed from the food handling area and are the bins and refuse stores clean? | | |

| CLEANING Has this House Rule been followed? | YES | NO |
|---|------------|-----------|
| Has the cleaning schedule been followed and is the standard of cleaning acceptable? | | |
| Have the cleaning chemicals been labelled and stored away from food areas? | | |

| STOCK CONTROL Has this House Rule been followed? | YES | NO |
|---|------------|-----------|
| Have your stock control methods and practices been followed? | | |
| Has appropriate shelf life been given to ready-to-eat foods made on your premises? | | |
| Has appropriate shelf life been given to VP and MAP products made on your premises? | | |
| Are your procedures for withdrawal and recall up-to-date? | | |
| Are your allergen management procedures and customer communication on allergens up-to-date? | | |

| PERSONAL HYGIENE and TRAINING Has this House Rule been followed? | YES | NO |
|--|------------|-----------|
| Have your procedures for protecting food been followed? | | |
| Are staff fit for work, wearing clean protective clothing and following personal hygiene rules including hand washing? | | |
| Have your Training House Rules been followed? | | |

| CROSS CONTAMINATION PREVENTION Has this House Rule been followed? | YES | NO |
|--|------------|-----------|
| Have your Separation procedures been followed? | | |
| Have your Alternative Procedures been followed? (where applicable) | | |

| TEMPERATURE CONTROL | YES | NO |
|--|-----|----|
| Have the Temperature Control House Rules been followed? | | |

| RECORDS | YES | NO |
|---|-----|----|
| Have all necessary Temperature Checks been recorded using the correct recording forms or alternatively using the ' All-in-One '? | | |

If the answer to any of the above questions is "**NO**" then enter the Corrective Action details in the table below.

| HOUSE RULE AND DATE | CORRECTIVE ACTION TAKEN |
|---------------------|-------------------------|
| | |
| | |
| | |
| | |
| | |
| | |

Signature

DELIVERY RECORD The 'All-in-One' may be used as an alternative to this record

You decide how many food items you will probe or check per delivery

| Date | Supplier/food Items | Date code | ID Number | Temp | Corrective Action (If applicable) | Initials |
|------|---------------------|-----------|-----------|------|--------------------------------------|----------|
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |

Write your Critical Limits here

| | Critical Limit | Corrective Action examples |
|--------------|----------------|---|
| Chilled food | | <ul style="list-style-type: none"> • Reject food • Review supplier • Review staff training |
| Frozen food | | |

COLD TEMPERATURE RECORD The 'All-in-One' may be used as an alternative to this record

Month

| Unit name | | | | | | | | | Freezer Function Check - is the food visibly frozen | | Initials | |
|-----------|------|----|----|----|----|----|----|----|---|-----|----------|----|
| | Date | am | pm | am | pm | am | pm | am | pm | YES | | NO |
| 1st | | | | | | | | | | | | |
| 2nd | | | | | | | | | | | | |
| 3rd | | | | | | | | | | | | |
| 4th | | | | | | | | | | | | |
| 5th | | | | | | | | | | | | |
| 6th | | | | | | | | | | | | |
| 7th | | | | | | | | | | | | |
| 8th | | | | | | | | | | | | |
| 9th | | | | | | | | | | | | |
| 10th | | | | | | | | | | | | |
| 11th | | | | | | | | | | | | |
| 12th | | | | | | | | | | | | |
| 13th | | | | | | | | | | | | |
| 14th | | | | | | | | | | | | |
| 15th | | | | | | | | | | | | |
| 16th | | | | | | | | | | | | |
| 17th | | | | | | | | | | | | |
| 18th | | | | | | | | | | | | |
| 19th | | | | | | | | | | | | |

| Unit name | | | | | | | | | Freezer Function Check – is the food visibly frozen | | Initials | |
|-----------|------|----|----|----|----|----|----|----|---|-----|----------|----|
| | Date | am | pm | am | pm | am | pm | am | pm | YES | | NO |
| 20th | | | | | | | | | | | | |
| 21st | | | | | | | | | | | | |
| 22nd | | | | | | | | | | | | |
| 23rd | | | | | | | | | | | | |
| 24th | | | | | | | | | | | | |
| 25th | | | | | | | | | | | | |
| 26th | | | | | | | | | | | | |
| 27th | | | | | | | | | | | | |
| 28th | | | | | | | | | | | | |
| 29th | | | | | | | | | | | | |
| 30th | | | | | | | | | | | | |
| 31st | | | | | | | | | | | | |

| Write your Critical Limits here | | Corrective Action examples |
|---------------------------------|--|---|
| Refrigerator | | <ul style="list-style-type: none"> • Recheck the temperature • Consider if the food is safe to use • Dispose of food which may have become unsafe to eat • Review staff training • Call the engineer |
| Chill | | |
| Cold display | | |
| Freezer | | |

Corrective Actions carried out (including the date of the Corrective Action)

HOT TEMPERATURE RECORD

The 'All-in-One' may be used as an alternative to this record

| | Food item | Cooking Core temperature/ Time | Cooling Time into fridge/blast chiller | Reheating Core Temperature | Hot holding | | Corrective Action (if applicable) | Initials |
|-----------|-----------|--------------------------------------|--|-------------------------------|------------------|------------------|--------------------------------------|----------|
| | | | | | Core Temperature | Core Temperature | | |
| Monday | | | | | | | | |
| Tuesday | | | | | | | | |
| Wednesday | | | | | | | | |
| Thursday | | | | | | | | |
| Friday | | | | | | | | |
| Saturday | | | | | | | | |
| Sunday | | | | | | | | |

| Critical Limits | | Corrective Action Examples |
|-----------------|--|---|
| Cooking | | <ul style="list-style-type: none"> Continue cooking until your specified temperature has been achieved |
| Cooling | | <ul style="list-style-type: none"> Revise the cooling procedure Consider if the food is safe to use/dispose of the food which may be unsafe |
| Reheat | | <ul style="list-style-type: none"> Continue reheating until your specified temperature has been achieved |
| Hot holding | | <ul style="list-style-type: none"> Revise hot holding procedure |

REVIEW

It is essential that your HACCP based procedures are kept up to date. A review of your system must be carried out on a regular basis, such as once a year or if any of the circumstances covered in the table below arise. Use the table as a checklist of circumstances which may lead to a change or addition to your HACCP based system and record the changes you have made.

| Changes made to your HACCP based procedures | | Date and Initials |
|--|--|--------------------------|
| <i>Put the details in this column below</i> | | |
| Introduction of any new dish with substantially different processes | | |
| Introduction of new equipment/supplier or delivery methods | | |
| Changes to premises layout | | |
| Changes to House Rules | | |
| A Local Authority inspection where deficiencies were noted | | |
| New information available on hazards and risks | | |
| Cleaning Chemical Changes | | |
| Staff Changes | | |
| Customer Complaint | | |
| Annual Review (if applicable) | | |
| Other factors not mentioned above (give details here) | | |

ButcherSafe

Food Safety Assurance System

NOTES & CONTACTS

This section is for you to keep any other relevant information that applies to your HACCP based system



Effective Hand Washing Technique

Food handlers must be trained and verified as competent in an effective hand washing technique. This is particularly important where there is a risk of cross contamination between raw and ready-to-eat foods.

The following steps should always be included:

Wet your hands thoroughly and apply liquid soap*

Rub Steps

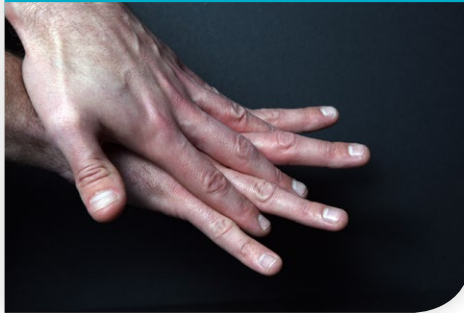
1

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.



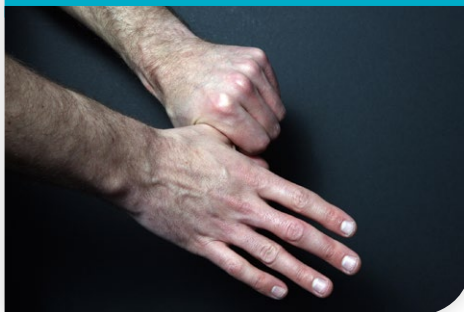
4

Rub the backs of the fingers with the opposite palm 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.



Rinse off the soap with clean water and dry your hands hygienically with a single use towel*.

To ensure washed hands do not come into contact with the taps, use a clean single use towel to turn the taps off.

Please Note: If after washing, your hands are not visibly clean, then the **Hand Washing Technique** has not been effective and should be repeated.

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