



# CookSafe

Food Safety Assurance System



# Action Plan

Complete then sign each of the Sections below once you have worked through the Sections. Details of what to do can be found in each Section :

1. INTRODUCTION	INTRODUCTION read
Contains guidance on the HACCP terms used in this manual	Date _____ Signed _____

2. FLOW DIAGRAM	FLOW DIAGRAM completed
Provides guidance and a template for you to draw your own Flow Diagram	Date _____ Signed _____

3. HACCP CHARTS	HACCP CHARTS identified
Shows you what could go wrong at each process step and what you need to do about it. Guidance and examples are provided for you to consider in relation to your business	Date _____ Signed _____

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

5. RECORDS	5. RECORDS selected and in use
Contains guidance and templates for you to use to link in with all the other sections	Date _____ Signed _____

**'CookSafe' is designed to assist catering businesses understand and implement a HACCP based system. By reading this manual and following the instructions, you will be able to develop HACCP based procedures which will fit your needs.**

**What is HACCP?** The letters HACCP stand for "Hazard Analysis and Critical Control Point"

HACCP is a widely accepted food safety management system, which can easily be adapted to suit all sizes and types of food businesses. The main aim of HACCP is to focus attention on critical points in the operation and to take measures to ensure that problems do not occur.

Everyone involved in the food industry is aware of the importance of good food hygiene practices and of the need to handle food in a safe, clean environment.

### How this manual can help you

'CookSafe' is split into 5 sections as follows:

- 1. Introduction Section** – contains guidance on the HACCP terms used in this manual
- 2. Flow Diagram Section** – provides guidance and a template for you to draw your own Flow Diagram
- 3. HACCP Charts Section** – shows you what could go wrong at each process step and what you need to do about it. Guidance and examples are provided for you to consider in relation to your business
- 4. House Rules Section** – contains guidance and templates to help you write your own House Rules building on your day-to-day safe working practices
- 5. Records Section** – contains guidance and templates for you to use to link in with all the other sections

This manual contains essential information on HACCP principles as well as guidance on a range of other food safety issues. There is also an Action Plan for you to record the progress you have made, as you work through the 5 sections mentioned above.

### WHAT YOU NEED TO DO

It is recommended that you work through this manual in the order it has been laid out. However, the sections of this manual link into each other and you can work through them in the order that suits you.

**Remember to record your progress on the Action Plan**

### Scope of the manual

This manual is designed to be suitable for use in the majority of catering businesses. You will need to adapt the sections to suit the way that your business operates. Guidance is given in each section on how to do this.

If you find that you have additional process steps or require different records, this manual is easily adapted to fit in with the system you use or one you design to suit your particular business. 'Cook**Safe**' is designed to build upon your existing good practices, that is, the safe working practices that you already use as part of your daily routine.

This manual has been based on the best information available at the time. Revisions and updates will be issued periodically.

The information in your copy should accurately reflect all of the operations carried out within your business. In particular, your House Rules should be written in a manner which can be readily understood by all of your food handling staff.

### Legal Responsibilities

This manual contains general advice only and this guidance is based on 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 food business proprietors 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

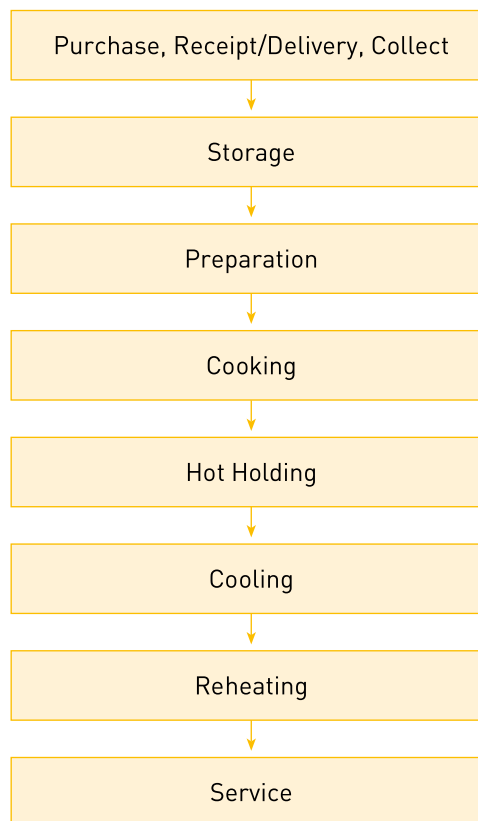
This manual uses a number of terms which may not be familiar to you. These are explained below:

### Process Steps

To understand HACCP based procedures, you should think of your catering operation as a sequence of process steps.

The first step is the purchase of food – and the last step is serving it to your customers.

The following simplified diagram shows the process steps which may be involved in a typical catering business:



This is a simplified diagram and may not show all of your process steps or the order in which they usually occur in your business.



'CookSafe' provides you with a template for drawing your own Flow Diagram (refer to the **Flow Diagram** Section of this manual).

## Hazards

A "Hazard" is anything which may cause harm to your customers through eating your food.

A HACCP based approach to food safety requires you to identify all of the hazards at each process step in your catering business, this is called "hazard analysis". It is at this point that you need to think about what could go wrong in your business and then come up with measures that will prevent or control these hazards.

### There are three types of hazard:

- Microbiological
- Chemical
- Physical

**Microbiological hazards** include food poisoning bacteria such as *Salmonella*, *E. coli* 0157 and *Bacillus Cereus* which are hazardous because they can:-

- **Survive** inadequate cooking, if already present in food, for example, *Salmonella* in chicken
- **Multiply** to harmful levels in food given the right conditions, for example, poor temperature control during storage, handling or hot holding
- **Spread** from raw foods such as meat, poultry and unwashed vegetables to ready-to-eat foods either directly or via food handlers, work surfaces and equipment – this is known as "cross contamination"

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

**Chemical hazards** may already be present on certain foods in the form of pesticides or insecticides. Chemical hazards may also arise from incorrect storage and the misuse of chemicals used in food premises such as cleaning chemicals and rodent baits.

**Physical hazards** include contamination by materials such as glass, plastic, wood, metal, hair and contamination caused by pests.



'CookSafe' identifies the hazards which are most likely to be found at each step in your business (refer to the **HACCP Charts** Section of this manual).

## Control Measures

Once you have identified your process steps and the hazards likely to occur, you must find ways of preventing or **controlling** these hazards.

The measures which you decide upon must make all of the hazards safe – these measures are known as “Control Measures”.

**Control Measures** take many forms, for example:

### HAZARD

survival of harmful bacteria  
which may cause food poisoning



**CONTROL MEASURE**  
**'thorough cooking'**

### HAZARD

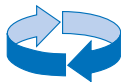
spread of harmful bacteria  
which may cause food  
poisoning from raw food to  
ready-to-eat food



**CONTROL MEASURE**  
careful **'handling practices'**  
such as keeping these  
foods apart at all times  
and maintaining strict hand  
washing procedures



'Cook**Safe**' provides guidance on the Control Measures which are likely to apply to **your** business (refer to the **HACCP Charts** Section of this manual).



You can then decide on your Control Measures and list these in the House Rules Sections (refer to the **House Rules** Section of this manual).

### Critical Control Points (CCPs)

A HACCP based approach to food safety helps you to focus attention on the issues that are **critical** to food safety.

Critical Control Points (CCPs) are the stages of your process where the hazards must be controlled for the food to be safe to eat.

All hazards at Critical Control Points (CCPs) must be eliminated or reduced to a safe level by a suitable Control Measure.

#### Critical Control Point (CCP) example 1: Cooling rice

If rice is cooled too slowly, it could give your customer food poisoning. In this example, '**cooling**' is a Critical Control Point (CCP).

#### Critical Control Point (CCP) example 2: Cooking a burger from raw

If the burger is undercooked, any harmful bacteria present in the meat will not be destroyed and the surviving bacteria could give your customer food poisoning. In this example, "**cooking**" is a Critical Control Point (CCP).



'Cook**Safe**' focuses on the Critical Control Points (CCPs) which are most likely to occur within a typical catering business (refer to the **HACCP Charts** Section of this manual).

### Critical Limits

Critical Limits are specified safety limits which your Control Measures at Critical Control Points (CCPs) must achieve.

#### Critical Limit example 1: Cross Contamination Prevention

If one of your methods of preventing cross contamination is the use of differently coloured chopping boards and knives for different foods, then your "Critical Limit" in this case is for staff to: "always use the coloured chopping boards and knives correctly".

#### Critical Limit example 2: Temperature Control

If food is to be kept chilled and you have decided that the temperature of the refrigerator must be no higher than 5°C, then "**5°C**" is the "Critical Limit".

**NOTE:** In your Temperature Control House Rules, you will set your Critical Limits.



## Monitoring

A HACCP based approach to food safety requires that all Control Measures at Critical Control Points (CCPs) must be monitored.

**A Monitoring example: Checking the temperature of a refrigerator to ensure it is within its Critical Limit.**

In this instance, the Control Measure (to prevent bacterial growth) would be temperature control. If the Critical Limit has been set at 5°C, the purpose of Monitoring in this example would be to check that the Critical Limit of 5°C has been met.

**NOTE:** In your Temperature Control House Rules, you will establish your monitoring and its frequency.

Monitoring methods may vary according to your own Control Measures and Critical Limits.

Certain Control Measures may have Critical Limits which cannot be easily measured in the way that temperatures can.

For example, the correct use of differently coloured equipment for different purposes is one way of providing the Control Measure for Hazards such as cross contamination. In this case, the most effective Monitoring would be: "supervision of staff to ensure that they follow the Cross Contamination Prevention House Rules".

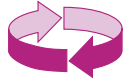
**NOTE:** In your Cross Contamination Prevention House Rules you will describe your Control Measures.



'CookSafe' provides you with **HACCP Charts** which suggest the kind of Monitoring that may be carried out by you. However, you will be expected to decide on the type of Monitoring that is appropriate in your business (refer to the **HACCP Charts** Section of this manual).

## Records

A requirement of a HACCP based system is that Monitoring is recorded at a frequency that reflects the nature and size of your business. This may be achieved by completing the relevant parts of the Recording Forms which can be found in the 'Records' Section of this manual. Alternatively, you may wish to record your Monitoring in other ways, for instance, by drawing up your own forms, recording electronically or by the use of a diary. In such cases you should ensure that your record keeping arrangements are sufficient for the size and nature of your business.



'CookSafe' provides you with a range of Recording Forms, which may be used by your business (refer to the **Records** Section of this manual).

Monitoring which only involves supervision may simply require a supervisor or manager's signature to confirm that the actions have been carried out. HACCP Records must be retained for an appropriate period of time to enable you to demonstrate that your system is working effectively. Your Enforcement Officer can give guidance on this timeframe.

### Corrective Action

If you monitor a Control Measure and find that it has failed to meet its Critical Limit, you must act to make the food safe or to prevent it being used. This is known as a "Corrective Action".

Corrective Actions follow on from the Monitoring process and must be recorded.

#### **Corrective Action example 1: Temperature Control**

If your refrigerator temperature Critical Limit is 5°C but your Monitoring check finds that the refrigerator is running at 12°C, then your Corrective Action could be: "call the Maintenance Engineer and consider if the food is safe to use".

#### **Corrective Action example 2: Cross Contamination Prevention**

Your Cross Contamination Critical Limit is to "keep raw foods and ready-to-eat foods separate". However, when carrying out your Monitoring check you see a cheesecake on a raw food chopping board in the Raw Food Area of your kitchen. Your Corrective Action should be: "Dispose of the cheesecake (the person doing so should wash their hands afterwards) and investigate the breakdown in procedures. Retrain the relevant staff members on the correct procedure".

**NOTE:** Your Corrective Actions will be written into your records.

Corrective actions have two functions:

- to deal with the food in question – either by making it safe or by stopping its use
- to prevent the problem happening again – by considering the cause of the failure of the Control Measure and taking appropriate action



'CookSafe' provides suggestions on the types of Corrective Actions that may be appropriate in your business (refer to the **HACCP Charts** Section of this manual).

## Verification

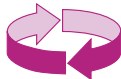
Verification involves taking an overview of your HACCP based system to ensure it is working. Verification also involves establishing that your procedures are effective in controlling hazards and checking to see that your procedures are being applied in practice.

### Verification examples:

- Checking that the Control Measures at CCPs are being consistently applied
- Checking that the appropriate Corrective Actions have been taken
- Checking that Monitoring Records are consistent and accurate
- Checking that your procedures are still relevant and up to date

(refer to the **Review Record** in the **Records** Section)

Verification actions undertaken must be recorded.



When you check and sign off the records found in 'CookSafe' you will be carrying out "Verification" (refer to the **Records** Section of this manual).

## Documentation

A HACCP based system must have appropriate documentation to demonstrate it is working effectively.

Documentation to support your HACCP based procedures must include details of your intentions in all the key areas mentioned throughout this Section.

'CookSafe' supplies you with templates for all of the documentation required to produce a HACCP based system.

**A HACCP based system is a food safety management system which, if used correctly, can help to ensure safe food production.**

**It is essential that your business is committed to operating the system in full otherwise the benefits will be reduced and food safety compromised.**

**A certain amount of food safety knowledge is required by the operators of the business prior to implementing the HACCP based 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 'CookSafe'.

<b>ACTION PLAN</b>	The documented record of actions to be completed by the person using this guidance manual in order to devise a HACCP based food safety management system.
<b>ALLERGY</b>	An overly aggressive response by the body's immune system to foods that non-sufferers would find harmless.
<b>AMBIENT TEMPERATURE</b>	The temperature of the surrounding environment - commonly used to mean room temperature.
<b>BACTERIA</b>	Groups of single cell living organisms. Some are known to cause food poisoning or food spoilage.
<b>'BEST BEFORE' DATE</b>	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 properly stored.
<b>CLEANING</b>	The physical removal of food debris, visible dirt and food particles from surfaces, equipment, and fittings using hot water and a detergent.
<b>CORE TEMPERATURE</b>	The temperature at the centre or thickest part of a piece of food.
<b>CONTACT TIME</b>	The period of time that a disinfectant should be in contact with a surface to achieve disinfection.
<b>CONTAMINATION</b>	The introduction to, or occurrence in, foods of any harmful substance which may compromise the safety or wholesomeness of those foods.
<b>CROSS CONTAMINATION</b>	The transfer of harmful bacteria from contaminated food to uncontaminated food either by direct or indirect contact.
<b>DETERGENT</b>	A cleansing substance (which does not have disinfectant properties) made from chemical compounds and used for general cleaning.
<b>DISINFECTANT</b>	A substance capable of destroying harmful bacteria, when applied to a visibly clean surface, at a specified concentration and contact time.
<b>DISINFECTION</b>	The application, following general cleaning, of a disinfectant or treatment to facilitate the removal of harmful bacteria from surfaces or equipment.
<b>DUAL-USE</b>	The use of any equipment, for both raw foods and also for ready-to-eat foods.

<b>HARMFUL BACTERIA</b>	Bacteria capable of causing illness through contamination of food.
<b>HIGH RISK FOOD</b>	Usually considered as food that supports the multiplication of harmful bacteria and is intended for consumption without any further treatment, such as cooking, which would destroy such organisms. High risk food is usually high in protein, requires refrigeration and must be kept separate from raw food.
<b>PHYSICAL SEPARATION</b>	Where certain parts of the premises and certain equipment and utensils are used exclusively and permanently for raw foods (including raw meats/vegetables).
<b>RAW FOOD AREA</b>	An area of the kitchen which is permanently reserved for the handling of raw foods only.
<b>RAW FOODS</b>	Raw meat and any raw foods such as unwashed vegetables that are a potential source of harmful bacteria.
<b>RAW MEAT</b>	Beef, pork, lamb, chicken, turkey, game and also includes mince, burgers and sausages.
<b>READY-TO-EAT FOOD</b>	Food which may not require further cooking or reheating prior to consumption.
<b>SANITISER/ BACTERICIDAL DETERGENT</b>	A substance that combines detergent and disinfectant in a single product.
<b>SPORES</b>	Certain kinds of bacteria are capable of entering a resting phase during which they are very resistant to high temperatures and other adverse conditions. Bacteria in this phase are known as spores. If conditions are right, spores will 'germinate' or start to grow.
<b>TOXINS</b>	Toxins are poisons produced by bacteria capable of causing food poisoning.
<b>'USE BY' DATE</b>	A date mark required on microbiologically-perishable pre-packed food after which its consumption could present a risk of food poisoning.
<b>VISIBLY CLEAN</b>	Free from any visible grease or film and solid matter.

## **2. FLOW DIAGRAM**

Provides guidance and a template for you to draw your own Flow Diagram

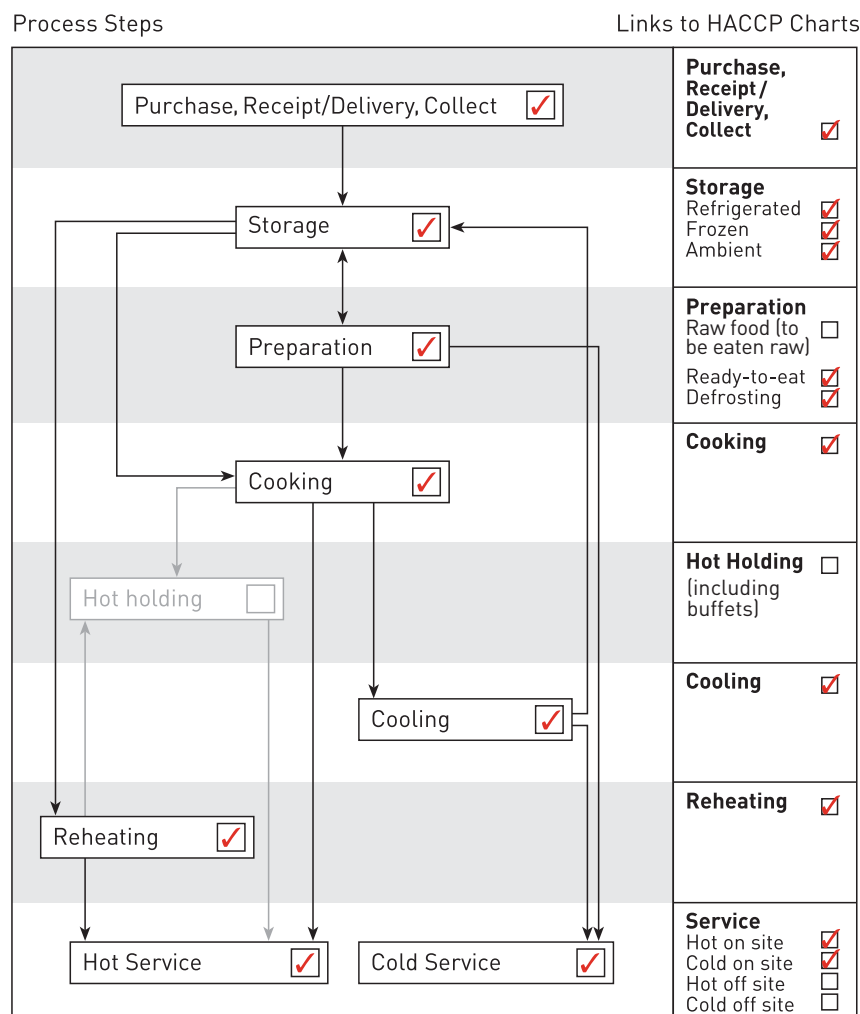
**FLOW DIAGRAM**

A Flow Diagram can help you to identify all of the process steps in your business, from 'purchase of food' through to 'service to your customers'. By creating a Flow Diagram of your catering operation, you will be able to break your processes down into component parts – called process steps. This section offers guidance, provides an example and a template which will help you produce your own Flow Diagram.

**For example, if your business carries out the following process steps:**

- Purchase
- Storage - refrigerated/frozen/ambient
- Preparation - ready-to-eat/defrosting
- Cooking
- Cooling
- Reheating
- Service - hot and cold on site

**Your Flow Diagram may look like this:**



### WHAT YOU NEED TO DO NOW

1. Start at the top of the Flow Diagram template and look at each process step, deciding whether it applies in your business. If you do carry out a process step, tick that process step box and follow the arrow to the next box, which usually sits below. Repeat this process all the way down through the Flow Diagram until you get to Service.
2. When you tick a process step box to confirm that you carry out this process, read along to the right hand side of the page and tick the HACCP Chart link box.
3. At some process steps you will need to make a further choice, e.g. 'Refrigerated Storage' and/or 'Frozen Storage' and/or 'Ambient Storage'. You will be able to use this column to show you which HACCP Charts will be relevant to your business. (refer to the **HACCP Charts** Section of this manual)

**ONCE YOU HAVE DRAWN UP YOUR FLOW DIAGRAM, REMEMBER TO UPDATE THE FLOW DIAGRAM SECTION OF THE ACTION PLAN.**

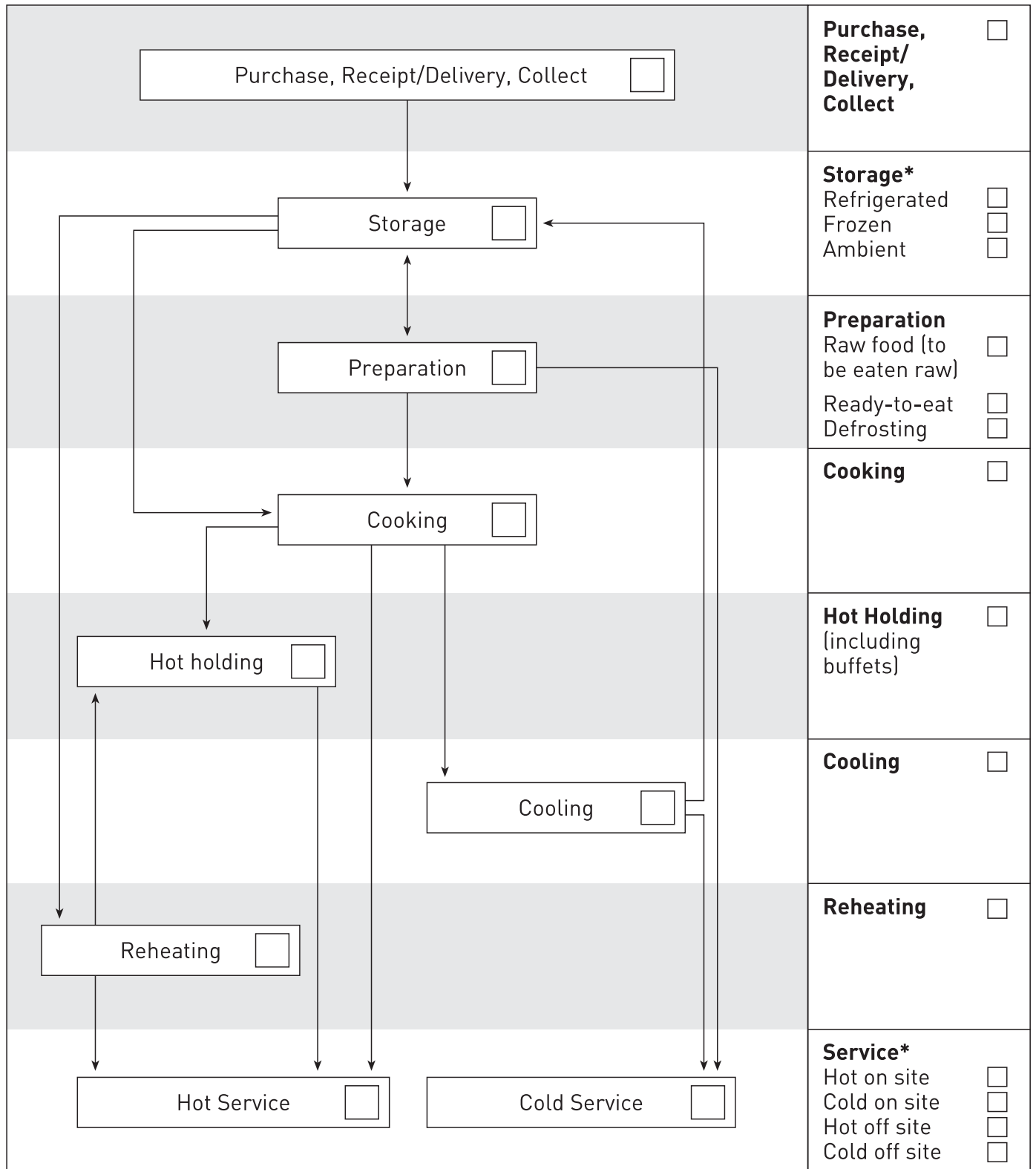
**Important** - You should be certain that your Flow Diagram accurately reflects **every process step and covers all the food used** in your business.



**FLOW DIAGRAM** (template for completion)

Process Steps

Links to HACCP Charts



**\*STORAGE**

AMBIENT - storage at room temperature

**\*SERVICE**

ON SITE - hot and cold food served in restaurants and takeaways

OFF SITE - hot or cold food served in other locations such as home delivery and outside catering

## What are HACCP Charts?

HACCP charts help you to identify the issues that are key to food safety, what can go wrong and what you must do to prevent it happening. The information contained in the HACCP Charts is an important part of your HACCP based system. Some people may find it difficult to set out the information required, therefore 'Cook**Safe**' provides you with completed HACCP Charts covering the issues found in almost all catering businesses.

The HACCP Charts are laid out in a standard way for each process step found in a typical catering business. For example, the first process step will almost certainly involve the purchase of food.

The HACCP Charts in this manual deal only with hazards that appear at Critical Control Points (CCPs) within the catering process.

For example:

### **Refrigerated Delivery of Cooked/Ready-to-eat Food IS a Critical Control Point**

...because if ready-to-eat food is already contaminated with harmful bacteria which could multiply, then no later step will destroy them.

However,

### **Refrigerated Delivery of Raw Chicken Still to be Cooked IS NOT a Critical Control Point**

...because although raw chicken may be contaminated by harmful bacteria, the bacteria will usually be destroyed later on – by adequate cooking.

**Note** – Cooking raw chicken is a Critical Control Point.



(Refer to the **Introduction** Section of this manual for further guidance on Critical Control Points (CCPs))

Therefore, the first HACCP Chart is based on the first process step, 'Purchase, Receipt/Delivery, Collect' of food and is designed to cover your operation whether you have food delivered to you or if you collect food from a supplier or a cash and carry.

**A HACCP Chart in 'CookSafe' looks like this:-**

**PURCHASE, RECEIPT/DELIVERY, COLLECT**

HAZARD(S) AT CCP(S)*  What can go wrong?	CONTROL MEASURES AND CRITICAL LIMITS*  What action has to be taken to effectively reduce or get rid of the hazard?  What are the critical limits?	MONITORING AND RECORDING*  How are the control measures checked and recorded?	CORRECTIVE ACTION*  What should be done if the control measure fails and/or the critical limits are not met?
<p><b>Presence and Growth of Harmful Bacteria</b></p> <p>Cooked/Ready-to-eat foods where food is either <b>delivered</b> to the premises or <b>collected</b> by the food business</p>	<p>Accept <b>deliveries</b> from a reputable supplier at a temperature that will discourage the growth of harmful bacteria</p> <p>Food <b>collected</b> must be transported in a way that will ensure that the temperature on arrival will comply with your specified House Rules</p> <p>Make sure that all food is within its 'use by' date</p>	<p>Monitor temperature of food on delivery</p> <p>Monitor temperature of food on arrival</p> <p>Visual check on 'use by' dates</p>	<ul style="list-style-type: none"> <li>Decide if food should be rejected or is safe to use</li> <li>Review supplier</li> <li>Dispose of unsafe food</li> <li>Review collection practices or methods of transportation</li> <li>Reject food beyond 'use by' date and review supplier</li> </ul>
	<p><b>What you need to do:</b></p> <p>Keep to your <b>Temperature Control House Rules</b></p> <p>Keep to your <b>Stock Control House Rules</b></p>	<p><b>What you need to do:</b></p> <p>Complete <b>Delivery Record</b></p> <p>Complete <b>Delivery Record</b></p>	<p><b>What you need to do:</b></p> <p>Refer to your <b>Temperature Control and Stock Control House Rules</b></p>

\*Guidance on these terms can be found in the Introduction Section of this manual

**Which HACCP Charts are relevant to you?**

You will need to work through the Flow Diagram section of this manual before you can identify the HACCP charts relevant to your catering business. If you have ticked a process step on the right hand side of your Flow Diagram, then that specific process step must occur in your business. Therefore, a HACCP Chart for that same step will be relevant to you.

The HACCP Charts you identify as being relevant, must be **exactly** the same as the process steps selected in the right hand side of your Flow Diagram.

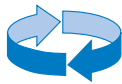
**What about the HACCP Charts that are not relevant?**

If you have decided that any of the HACCP Charts have no relevance to your business, then these should be removed from this manual. It may, however, be wise to retain these in a safe place in case they become relevant in the future.

## WHAT YOU NEED TO DO NOW

1. Having worked through the Flow Diagram section of this manual, you will now have identified all the process steps in your business. There is a HACCP Chart in this section for each process step. Remove any HACCP Charts, which are not relevant to your business.
2. Read the contents of each remaining HACCP Chart, which will indicate which House Rules apply at each process step. To make this task easier, Link Boxes have been provided at the bottom of each HACCP Chart indicating the House Rules relevant to each process step.

For Example, the Link Box on the 'Purchase, Receipt/Delivery, Collect' HACCP Chart includes the following:



### House Rules References

Training, Cleaning, Temperature Control, Cross Contamination Prevention and Stock Control

3. The House Rules relevant to 'Purchase, Receipt/Delivery, Collect' are therefore, Training, Cleaning, Temperature Control, Cross Contamination Prevention and Stock Control. In the House Rules Section of the manual, you will find that there will be a sub-section for each of these subjects. In each of these sub-sections you will be given guidance and then be asked to write your House Rules to indicate how you manage each of these subjects in your business.
4. Now use the HACCP Charts to decide upon the records which are relevant to your business. Remember that if you have recording forms/records already drawn up for your business, check to make sure that they cover the same areas that are included in the example forms which can be found in the Records Section of this manual.
5. Consider the Corrective Actions listed in the HACCP Charts for each process step and check to see if they are appropriate for your business. You may wish to customise the HACCP Charts by adding in other Corrective Actions, which are appropriate to your business.
6. If you carry out a process step in your business not covered in the HACCP Charts, a HACCP Chart template can be found at the end of this section for your use.

**ONCE YOU HAVE IDENTIFIED AND READ ALL THE HACCP CHARTS THAT ARE RELEVANT TO YOUR BUSINESS, REMEMBER TO COMPLETE AND SIGN THE HACCP CHART SECTION OF THE ACTION PLAN.**

**PURCHASE, RECEIPT/DELIVERY, COLLECT**

HAZARD(S) AT CCP(S)  What can go wrong?	CONTROL MEASURES AND CRITICAL LIMITS  What action has to be taken to effectively reduce or get rid of the hazard?  What are the critical limits?	MONITORING AND RECORDING  How are the control measures checked and recorded?	CORRECTIVE ACTION  What should be done if the control measure fails and/or the critical limits are not met?
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	<p><b>What you need to do:</b></p> <p>Keep to your <b>Temperature Control House Rules</b></p> <p>Keep to your <b>Stock Control House Rules</b></p>	<p><b>What you need to do:</b></p> <p>Complete <b>Delivery Record</b></p> <p>Complete <b>Delivery Record</b></p>	<p><b>What you need to do:</b></p> <p>Refer to your <b>Temperature Control</b> and <b>Stock Control House Rules</b></p>
<p><b>Cross Contamination</b></p> <p>From raw to cooked/ready-to-eat foods</p>	<p>Keep raw and cooked/ready-to-eat foods separate</p> <p>Use safe handling practices</p>	<p>Observe and supervise separation practices</p> <p>Observe and supervise handling practices</p>	<ul style="list-style-type: none"> <li>Reject food which may be contaminated</li> <li>Review delivery methods</li> <li>Review staff training</li> </ul>
	<p><b>What you need to do:</b></p> <p>Keep to your <b>Cross Contamination Prevention House Rules</b></p>	<p><b>What you need to do:</b></p> <p>Complete <b>Weekly Record</b></p>	<p><b>What you need to do:</b></p> <p>Refer to your <b>Training</b> and <b>Cross Contamination Prevention House Rules</b></p>
<p><b>Other Contamination</b></p> <p>e.g. from vehicle, equipment</p>	<p><b>(Delivery/Collection)</b></p> <p>Make sure that delivery/collection vehicle is clean</p> <p>Make sure that food is protected and/or covered</p>	<p>Observe cleanliness of delivery vehicle/visual checks and supervision of collection practices</p> <p>Observe that food is protected</p>	<ul style="list-style-type: none"> <li>Reject food which may be contaminated</li> <li>Review supplier</li> <li>Review staff training</li> </ul>
	<p><b>What you need to do:</b></p> <p>Keep to your <b>Cleaning House Rules</b></p> <p>Keep to your <b>Stock Control House Rules</b></p>	<p><b>What you need to do:</b></p> <p>Complete <b>Cleaning Schedule</b></p> <p>Complete <b>Delivery Record</b></p>	<p><b>What you need to do:</b></p> <p>Refer to your <b>Training, Cleaning</b> and <b>Stock Control House Rules</b></p>

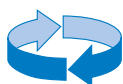


**House Rules References**

Training, Cleaning, Temperature Control, Cross Contamination Prevention and Stock Control

## REFRIGERATED STORAGE

HAZARD(S) AT CCP(S)	CONTROL MEASURES AND CRITICAL LIMITS	MONITORING AND RECORDING	CORRECTIVE ACTION
What can go wrong?	What action has to be taken to effectively reduce or get rid of the hazard? What are the critical limits?	How are the control measures checked and recorded?	What should be done if the control measure fails and/or critical limits are not met?
<b>Growth of Harmful Bacteria</b> Cooked/ready-to-eat foods	Store food at a temperature that will discourage the growth of harmful bacteria  Make sure that all food is within its appropriate 'use by' date	Check refrigerator/chill temperature  Visual check on 'use by' dates	<ul style="list-style-type: none"> <li>Recheck temperature and consider if food is safe to use. Dispose of food if necessary</li> <li>Service Engineer to check/repair equipment</li> <li>Dispose of food beyond 'use by' dates</li> </ul>
	<b>What you need to do:</b> Keep to your <b>Temperature Control House Rules</b> Keep to your <b>Stock Control House Rules</b>	<b>What you need to do:</b> Complete <b>Cold Food Record</b> Complete <b>Weekly Record</b>	<b>What you need to do:</b> Refer to your <b>Temperature Control and Stock Control House Rules</b>
<b>Cross Contamination</b> From raw to cooked/ready-to-eat foods	Keep raw and cooked/ready-to-eat foods separate Use safe handling practices	Observe and supervise separation practices Observe and supervise safe handling practices	<ul style="list-style-type: none"> <li>Dispose of food which may be contaminated</li> <li>Review staff training</li> </ul>
	<b>What you need to do:</b> Keep to your <b>Cross Contamination Prevention House Rules</b>	<b>What you need to do:</b> Complete <b>Weekly Record</b>	<b>What you need to do:</b> Refer to your <b>Training and Cross Contamination Prevention House Rules</b>
<b>Other Contamination</b> eg. from equipment	Keep the refrigerator/chill clean  Make sure that food is protected and/or covered	Observe and supervise cleaning of refrigerator/chill Observe and supervise protection of food	<ul style="list-style-type: none"> <li>Dispose of food which may be contaminated</li> <li>Review staff training</li> </ul>
	<b>What you need to do:</b> Keep to your <b>Cleaning House Rules</b> Keep to your <b>Stock Control House Rules</b>	<b>What you need to do:</b> Complete <b>Cleaning Schedule</b> Complete <b>Weekly Record</b>	<b>What you need to do:</b> Refer to your <b>Cleaning and Stock Control House Rules</b>

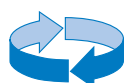


#### House Rules References

Training, Cleaning, Temperature Control, Cross Contamination Prevention and Stock Control

**FROZEN STORAGE**

HAZARD(S) AT CCP(S)  What can go wrong?	CONTROL MEASURES AND CRITICAL LIMITS  What action has to be taken to effectively reduce or get rid of the hazard?  What are the critical limits?	MONITORING AND RECORDING  How are the control measures checked and recorded?	CORRECTIVE ACTION  What should be done if the control measure fails and/or critical limits are not met?
<b>Growth of Harmful Bacteria</b>  Cooked/ready-to-eat foods	Store food at your specified House Rule temperature to discourage the growth of harmful bacteria	Monitor freezer function	<ul style="list-style-type: none"> <li>Recheck temperature and consider if food is safe to use. Dispose of food if necessary</li> <li>Service Engineer to check/repair equipment</li> </ul>
	<b>What you need to do:</b> Keep to your <b>Temperature Control House Rules</b>	<b>What you need to do:</b> Complete <b>Cold Food Record</b>	<b>What you need to do:</b> Refer to your <b>Temperature Control House Rules</b>
<b>Cross Contamination</b>  From raw to cooked/ready-to-eat foods	Keep raw and cooked/ready-to-eat foods separate	Observe and supervise separation practices	<ul style="list-style-type: none"> <li>Dispose of food which may be contaminated</li> <li>Review staff training</li> </ul>
	<b>What you need to do:</b> Keep to your <b>Cross Contamination Prevention House Rules</b>	<b>What you need to do:</b> Complete <b>Weekly Record</b>	<b>What you need to do:</b> Refer to your <b>Training and Cross Contamination Prevention House Rules</b>
<b>Other Contamination</b> eg. from equipment	Keep the freezer clean  Make sure that food is protected and/or covered	Observe and supervise cleaning  Observe and supervise protection of food	<ul style="list-style-type: none"> <li>Dispose of food which may be contaminated</li> </ul>
	<b>What you need to do:</b> Keep to your <b>Cleaning House Rules</b>  Keep to your <b>Stock Control House Rules</b>	<b>What you need to do:</b> Complete <b>Cleaning Schedule</b>  Complete <b>Weekly Record</b>	<b>What you need to do:</b> Refer to your <b>Cleaning and Stock Control House Rules</b>

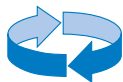


**House Rules References**

Training, Cleaning, Temperature Control, Cross Contamination Prevention and Stock Control

**AMBIENT STORAGE** (storage at room temperature)

<p><b>HAZARD(S) AT CCP(S)</b></p> <p>What can go wrong?</p>	<p><b>CONTROL MEASURES AND CRITICAL LIMITS</b></p> <p>What action has to be taken to effectively reduce or get rid of the hazard?</p> <p>What are the critical limits?</p>	<p><b>MONITORING AND RECORDING</b></p> <p>How are the control measures checked and recorded?</p>	<p><b>CORRECTIVE ACTION</b></p> <p>What should be done if the control measure fails and/or critical limits are not met?</p>
<p><b>Contamination</b> e.g. from packaging, equipment, premises</p>	<p>Keep storage areas clean</p> <p>Make sure that food is protected and/or covered</p>	<p>Observe and supervise cleaning</p> <p>Observe and supervise protection of food</p>	<ul style="list-style-type: none"> <li>• Dispose of food which may be contaminated</li> <li>• Review staff training</li> </ul>
	<p><b>What you need to do:</b></p> <p>Keep to your <b>Cleaning House Rules</b></p> <p>Keep to your <b>Stock Control House Rules</b></p>	<p><b>What you need to do:</b></p> <p>Complete <b>Cleaning Schedule</b></p> <p>Complete <b>Weekly Record</b></p>	<p><b>What you need to do:</b></p> <p>Refer to your <b>Training, Cleaning and Stock Control House Rules</b></p>
<p><b>Other Contamination</b> e.g. from pests</p>	<p>Implement pest control measures</p> <p>Prevent pests coming into your premises</p>	<p>Observe and check the store for signs of pests</p> <p>Observe and check food and packaging for signs of pests</p> <p>Observe the condition of the premises</p>	<ul style="list-style-type: none"> <li>• Dispose of food which may be contaminated by pests</li> <li>• Contact Pest Control Contractor</li> <li>• Carry out repairs to premises</li> </ul>
	<p><b>What you need to do:</b></p> <p>Keep to your <b>Pest Control House Rules</b></p> <p>Keep to your <b>Maintenance House Rules</b></p>	<p><b>What you need to do:</b></p> <p>Complete <b>Weekly Record</b></p> <p>Complete <b>Weekly Record</b></p>	<p><b>What you need to do:</b></p> <p>Refer to your <b>Pest Control and Maintenance House Rules</b></p>



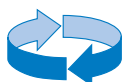
**House Rules References**

Training, Cleaning, Pest Control, Maintenance and Stock Control



**PREPARATION – RAW FOOD TO BE EATEN RAW** (such as meat/fish/shellfish)

HAZARD(S) AT CCP(S)	CONTROL MEASURES AND CRITICAL LIMITS	MONITORING AND RECORDING	CORRECTIVE ACTION
What can go wrong?	What action has to be taken to effectively reduce or get rid of the hazard? What are the critical limits?	How are the control measures checked and recorded?	What should be done if the control measure fails and/or critical limits are not met?
<b>Presence and Growth of Harmful Bacteria</b>	Minimise the time food is out of the refrigerator/ chill	Observe and supervise preparation of food	<ul style="list-style-type: none"> <li>Consider if the food is safe to use</li> <li>Dispose of unsafe food</li> <li>Review staff training</li> </ul>
	<b>What you need to do:</b> Keep to your <b>Temperature Control House Rules</b>	<b>What you need to do:</b> Complete <b>Weekly Record</b>	<b>What you need to do:</b> Refer to your <b>Training and Temperature Control House Rules</b>
<b>Cross Contamination</b> to other ready-to-eat foods	Keep raw food apart from the ready-to-eat foods Keep raw food, to be eaten raw, apart from other raw food which will later be cooked Use safe handling practices	Observe and supervise separation practices Observe and supervise separation practices Observe and supervise handling practices	<ul style="list-style-type: none"> <li>Dispose of ready-to-eat food which may be contaminated</li> <li>Consider if the raw food is safe to use</li> <li>Review staff training</li> </ul>
	<b>What you need to do:</b> Keep to your <b>Cross Contamination Prevention House Rules</b>	<b>What you need to do:</b> Complete <b>Weekly Record</b>	<b>What you need to do:</b> Refer to your <b>Training and Cross Contamination Prevention House Rules</b>

**House Rules References**

Training, Temperature Control and Cross Contamination Prevention

This manual is intended to cover most catering operations, however, we acknowledge the existence of speciality products, including food such as raw meat, fish and shellfish that will be eaten raw. General guidance is provided below, but you are advised to obtain specialist advice as necessary.

**RAW MEAT, FISH AND SHELLFISH** - This process step refers to foods such as oysters, beef carpaccio, fish in sushi and sashimi which are eaten raw and therefore require to be handled as carefully as ready-to-eat foods. Additionally, these foods present a contamination risk to other ready-to-eat foods.

These foods require to be stored and handled separately from both conventional raw foods such as raw meat and other ready-to-eat foods. **The service of raw and partially cooked foods presents a hazard, which cannot always be fully controlled.**

**LIVE SHELLFISH** - Only buy seafood from reputable suppliers.

**PREPARATION COOKED/READY-TO-EAT FOOD** (including salad preparation)

HAZARD(S) AT CCP(S)  What can go wrong?	CONTROL MEASURES AND CRITICAL LIMITS  What action has to be taken to effectively reduce or get rid of the hazard?  What are the critical limits?	MONITORING AND RECORDING  How are the control measures checked and recorded?	CORRECTIVE ACTION  What should be done if the control measure fails and/or critical limits are not met?
<b>Growth of Harmful Bacteria</b>  Cooked/ready-to-eat foods	Minimise the time food is out of the refrigerator/chill	Observe and supervise preparation practices	<ul style="list-style-type: none"> <li>Consider if the food is safe to use</li> <li>Dispose of unsafe food</li> </ul>
	<b>What you need to do:</b> Keep to your <b>Temperature Control House Rules</b>	<b>What you need to do:</b> Complete <b>Weekly Record</b>	<b>What you need to do:</b> Refer to your <b>Temperature Control House Rules</b>
<b>Cross Contamination</b>  From raw to cooked/ready-to-eat foods	Keep raw and cooked/ready-to-eat foods separate  Use safe handling practices  Wash salad ingredients	Observe and supervise separation practices  Observe and supervise handling practices  Observe and supervise salad washing practices	<ul style="list-style-type: none"> <li>Dispose of food which may be contaminated</li> <li>Review practices</li> <li>Review staff training</li> </ul>
	<b>What you need to do:</b> Keep to your <b>Cross Contamination Prevention House Rules</b>	<b>What you need to do:</b> Complete <b>Weekly Record</b>	<b>What you need to do:</b> Refer to your <b>Training and Cross Contamination Prevention House Rules</b>
<b>Other Contamination</b> e.g. from equipment	Use good personal hygiene practices  Make sure that equipment and utensils are clean  Make sure that equipment and utensils are in a good state of repair	Observe and supervise personal hygiene practices  Observe and supervise cleaning  Observe and supervise the condition of equipment and utensils	<ul style="list-style-type: none"> <li>Dispose of food which may be contaminated</li> <li>Dispose of defective equipment/utensils</li> <li>Review staff training</li> </ul>
	<b>What you need to do:</b> Keep to your <b>Personal Hygiene House Rules</b>  Keep to your <b>Cleaning House Rules</b>  Keep to your <b>Maintenance House Rules</b>	<b>What you need to do:</b> Complete <b>Weekly Record</b>  Complete <b>Cleaning Schedule</b>  Complete <b>Weekly Record</b>	<b>What you need to do:</b> Refer to your <b>Personal Hygiene, Cleaning and Maintenance House Rules</b>

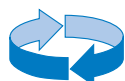


**House Rules References**

Training, Personal Hygiene, Cleaning, Temperature Control, Cross Contamination Prevention and Maintenance.

**PREPARATION - DEFROSTING FOOD**

HAZARD(S) AT CCP(S)	CONTROL MEASURES AND CRITICAL LIMITS	MONITORING AND RECORDING	CORRECTIVE ACTION
<p>What can go wrong?</p> <p><b>Growth of Harmful Bacteria</b> Cooked/ready-to-eat foods</p>	<p>Defrost in a refrigerator/chill or cool area which complies with your specified House Rules</p> <p><b>What you need to do:</b> Keep to your <b>Temperature Control House Rules</b></p>	<p>Check refrigerator/chill is between your specified limits</p> <p>Observe and supervise the time that the food is at room temperature</p> <p><b>What you need to do:</b> Complete <b>Weekly Record</b></p>	<p>What should be done if the control measure fails and/or critical limits are not met?</p> <ul style="list-style-type: none"> <li>Adjust refrigerator setting and consider if the food is safe to use once defrosted</li> <li>Dispose of unsafe food</li> </ul> <p><b>What you need to do:</b> Refer to your <b>Temperature Control House Rules</b></p>
<p><b>Cross Contamination</b> From raw to cooked/ready-to-eat foods</p>	<p>Keep raw and cooked/ready-to-eat foods separate</p> <p>Use safe handling practices</p> <p><b>What you need to do:</b> Keep to your <b>Cross Contamination Prevention House Rules</b></p>	<p>Observe and supervise separation practices</p> <p>Observe and supervise handling practices</p> <p><b>What you need to do:</b> Complete <b>Weekly Record</b></p>	<ul style="list-style-type: none"> <li>Dispose of cooked/ready-to-eat food which may be contaminated</li> <li>Review staff training</li> </ul> <p><b>What you need to do:</b> Refer to your <b>Training and Cross Contamination Prevention House Rules</b></p>
<p><b>Other Contamination</b> e.g. from equipment</p>	<p>Keep surfaces and equipment clean</p> <p>Prevent pests coming into your premises</p> <p>Make sure that food is protected and/or covered</p> <p><b>What you need to do:</b> Keep to your <b>Cleaning House Rules</b> Keep to your <b>Pest Control House Rules</b> Keep to your <b>Stock Control House Rules</b></p>	<p>Observe and supervise cleaning</p> <p>Observe the condition of the premises</p> <p>Observe and supervise protection of food</p> <p><b>What you need to do:</b> Complete <b>Cleaning Schedule</b> Complete <b>Weekly Record</b> Complete <b>Weekly Record</b></p>	<ul style="list-style-type: none"> <li>Dispose of cooked/ready-to-eat food which may be contaminated</li> <li>Carry out premises repairs</li> <li>Contact Pest Control Contractor</li> <li>Review staff training</li> </ul> <p><b>What you need to do:</b> Refer to your <b>Training, Cleaning, Pest Control and Stock Control House Rules</b></p>

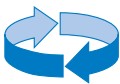


**House Rules References**

Training, Cleaning, Temperature Control, Cross Contamination Prevention, Pest Control and Stock Control

**COOKING**

HAZARD(S) AT CCP(S)  What can go wrong?	CONTROL MEASURES AND CRITICAL LIMITS  What action has to be taken to effectively reduce or get rid of the hazard?  What are the critical limits?	MONITORING AND RECORDING  How are the control measures checked and recorded?	CORRECTIVE ACTION  What should be done if the control measure fails and/or critical limits are not met?
Survival of Harmful Bacteria	Cook the food to a temperature that will destroy harmful bacteria  Refer to <b>NOTE 1 below</b>	Check that the specified cooking temperature is reached  <b>OR</b> Refer to <b>NOTE 2 below</b>	<ul style="list-style-type: none"> <li>Continue cooking until your specified temperature is reached</li> <li>Service Engineer to check/repair equipment</li> <li>Review staff training</li> </ul>
	<b>What you need to do:</b> Keep to your <b>Temperature Control House Rules</b>	<b>What you need to do:</b> Complete <b>Hot Temperature Record</b>	<b>What you need to do:</b> Refer to your <b>Training and Temperature Control House Rules</b>



**House Rules References**  
Training and Temperature Control

**NOTE 1 - Cooking food until the CORE TEMPERATURE is 75°C or above will ensure that harmful bacteria are destroyed.**

However, it should be noted that lower cooking temperatures are acceptable provided that the **CORE TEMPERATURE is maintained for a specified period of time** as follows :

- 60°C for a minimum of 45 minutes
- 65°C for a minimum of 10 minutes
- 70°C for a minimum of 2 minutes

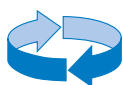
**NOTE 2 -** It may not be practical to check the core temperature with a thermometer every time food is cooked. An alternative method of monitoring may include :

Following an **established cooking practice (time/temperature formula)** and always adhering to the same cooking conditions. (refer to **Temperature Control House Rules** of this manual)

**ADVICE ON EGGS -** Eggs can carry harmful bacteria inside and on their shells. For this reason, eggs need to be handled carefully. Caterers cooking for vulnerable people are advised to use pasteurised eggs for all dishes that will be eaten raw or lightly cooked.

**HOT HOLDING** (including buffets)

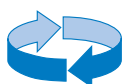
<b>HAZARD(S) AT CCP(S)</b> What can go wrong?	<b>CONTROL MEASURES AND CRITICAL LIMITS</b> What action has to be taken to effectively reduce or get rid of the hazard? What are the critical limits?	<b>MONITORING AND RECORDING</b> How are the control measures checked and recorded?	<b>CORRECTIVE ACTION</b> What should be done if the control measure fails and / or critical limits are not met?
<b>Growth of Harmful Bacteria</b> Cooked/ready-to-eat foods	Hot hold food at a temperature that will discourage the growth of harmful bacteria	Check that specified hot holding temperature is maintained <b>OR</b> Follow an 'Established Hot Holding Practice' (TIME/TEMPERATURE FORMULA) with occasional temperature checks (refer to your <b>Temperature Control House Rules</b> for guidance)	<ul style="list-style-type: none"> <li>• Consider if food is safe to use</li> <li>• Dispose of food if necessary</li> <li>• Service Engineer to check/repair equipment</li> </ul>
	<b>What you need to do:</b> Keep to your <b>Temperature Control House Rules</b>	<b>What you need to do:</b> Complete <b>Hot Holding Record</b>	<b>What you need to do:</b> Refer to your <b>Temperature Control House Rules</b>
<b>Other Contamination</b> e.g. from equipment, food handlers and customers	Make sure equipment and utensils are clean Make sure that food is protected as far as practicable, e.g. sneeze guards and/or covers	Observe and supervise cleaning Observe and supervise protection of food	<ul style="list-style-type: none"> <li>• Dispose of food which may be contaminated</li> <li>• Review suitability of equipment</li> <li>• Review staff training</li> </ul>
	<b>What you need to do:</b> Keep to your <b>Cleaning House Rules</b> Keep to your <b>Stock Control House Rules</b>	<b>What you need to do:</b> Complete <b>Cleaning Schedule</b> Complete <b>Weekly Record</b>	<b>What you need to do:</b> Refer to your <b>Training, Cleaning and Stock Control House Rules</b>

**House Rules References**

Training, Cleaning, Temperature Control and Stock Control

**COOLING**

HAZARD(S) AT CCP(S)  What can go wrong?	CONTROL MEASURES AND CRITICAL LIMITS  What action has to be taken to effectively reduce or get rid of the hazard?  What are the critical limits?	MONITORING AND RECORDING  How are the control measures checked and recorded?	CORRECTIVE ACTION  What should be done if the control measure fails and/or critical limits are not met?
<p><b>Growth of Harmful Bacteria/Surviving Spores</b>  Cooked/ready-to-eat foods</p>	Cool hot food which has just been cooked as quickly as possible	Check and record cooling times and final temperature <b>OR</b> Follow an 'Established Cooling Practice' (TIME/TEMPERATURE FORMULA) with occasional temperature checks (refer to your <b>Temperature Control House Rules</b> for guidance)	<ul style="list-style-type: none"> <li>Consider if the food is safe to use</li> <li>Dispose of unsafe food</li> <li>Revise cooling procedure</li> </ul>
	<p><b>What you need to do:</b> Keep to your <b>Temperature Control House Rules</b></p>	<p><b>What you need to do:</b> Complete <b>Hot Temperature Record</b></p>	<p><b>What you need to do:</b> Refer to your <b>Temperature Control House Rules</b></p>
<p><b>Cross Contamination</b>  From raw to cooked/ready-to-eat foods</p>	<p>Keep raw and cooked/ready-to-eat foods separate Use safe handling practices</p>	<p>Observe and supervise separation practices Observe and supervise handling practices</p>	<ul style="list-style-type: none"> <li>Dispose of food which may be contaminated</li> <li>Review staff training</li> </ul>
	<p><b>What you need to do:</b> Keep to your <b>Cross Contamination Prevention House Rules</b></p>	<p><b>What you need to do:</b> Complete <b>Weekly Record</b></p>	<p><b>What you need to do:</b> Refer to your <b>Training and Cross Contamination Prevention House Rules</b></p>
<p><b>Other Contamination</b> e.g. from equipment, pests</p>	<p>Keep surfaces and equipment clean Prevent pests coming into your premises Make sure that food is protected and/or covered</p>	<p>Observe and supervise cleaning Observe the condition of the premises Observe and supervise protection of food</p>	<ul style="list-style-type: none"> <li>Dispose of food which may be contaminated</li> <li>Contact Pest Control Contractor</li> <li>Carry out premises repairs</li> <li>Review staff training</li> </ul>
	<p><b>What you need to do:</b> Keep to your <b>Cleaning House Rules</b> Keep to your <b>Pest Control House Rules</b> Keep to your <b>Stock Control House Rules</b></p>	<p><b>What you need to do:</b> Complete <b>Cleaning Schedule</b> Complete <b>Weekly Record</b> Complete <b>Weekly Record</b></p>	<p><b>What you need to do:</b> Refer to your <b>Training, Cleaning, Pest Control and Stock Control House Rules</b></p>



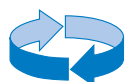
**House Rules References**

Training, Cleaning, Temperature Control, Cross Contamination Prevention, Pest Control and Stock Control

**REHEATING**

HAZARD(S) AT CCP(S)  What can go wrong?	CONTROL MEASURES AND CRITICAL LIMITS  What action has to be taken to effectively reduce or get rid of the hazard?  What are the critical limits?	MONITORING AND RECORDING  How are the control measures checked and recorded?	CORRECTIVE ACTION  What should be done if the control measure fails and / or critical limits are not met?
<b>Survival of Harmful Bacteria</b> Cooked/ready-to-eat foods	Reheat food to a temperature that will discourage the growth of harmful bacteria	Check that specified reheating temperature is reached <b>OR</b> Follow an 'Established Reheating Practice' (TIME/TEMPERATURE FORMULA) with occasional temperature checks (refer to your <b>Temperature Control House Rules</b> for guidance)	<ul style="list-style-type: none"> <li>Continue heating until your specified reheating temperature is reached</li> <li>Review staff training</li> </ul>
	<b>What you need to do:</b> Keep to your <b>Temperature Control House Rules</b>	<b>What you need to do:</b> Complete <b>Hot Temperature Record</b>	<b>What you need to do:</b> Refer to your <b>Training and Temperature Control House Rules</b>

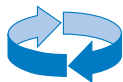
**TO BE NOTED - IT IS RECOMMENDED THAT THE FINISHED DISH IS NOT REHEATED MORE THAN ONCE**



**House Rules References**  
 Training and Temperature Control

**SERVICE - HOT ON SITE SERVICE TO CUSTOMER** (food served in restaurants and takeaways)

HAZARD(S) AT CCP(S)  What can go wrong?	CONTROL MEASURES AND CRITICAL LIMITS  What action has to be taken to effectively reduce or get rid of the hazard?  What are the critical limits?	MONITORING AND RECORDING  How are the control measures checked and recorded?	CORRECTIVE ACTION  What should be done if the control measure fails and/or critical limits are not met?
<b>Growth of Harmful Bacteria</b>  Cooked/ready-to-eat foods	Serve food immediately	Observe and supervise serving practices	<ul style="list-style-type: none"> <li>Consider if the food is safe to use</li> <li>Dispose of unsafe food</li> </ul>
	<b>What you need to do:</b> Keep to your <b>Temperature Control House Rules</b>	<b>What you need to do:</b> Complete <b>Hot Temperature Record</b>	<b>What you need to do:</b> Refer to your <b>Temperature Control House Rules</b>
<b>Other Contamination</b>  e.g. from equipment, food handlers	Use good personal hygiene practices  Make sure equipment and utensils are clean  Make sure that food is protected and/or covered	Observe and supervise personal hygiene practices  Observe and supervise cleaning  Observe and supervise protection of food	<ul style="list-style-type: none"> <li>Dispose of food which may be contaminated</li> <li>Review staff training</li> </ul>
	<b>What you need to do:</b> Keep to your <b>Personal Hygiene House Rules</b> Keep to your <b>Cleaning House Rules</b> Keep to your <b>Stock Control House Rules</b>	<b>What you need to do:</b> Complete <b>Weekly Record</b> Complete <b>Cleaning Schedule</b> Complete <b>Weekly Record</b>	<b>What you need to do:</b> Refer to your <b>Training, Personal Hygiene, Cleaning and Stock Control House Rules</b>



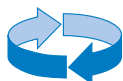
**House Rules References**

Training, Personal Hygiene, Cleaning, Temperature Control and Stock Control



**SERVICE - COLD ON SITE SERVICE TO CUSTOMER** (food served in restaurants and takeaways)

<b>HAZARD(S) AT CCP(S)</b>  What can go wrong?	<b>CONTROL MEASURES AND CRITICAL LIMITS</b>  What action has to be taken to effectively reduce or get rid of the hazard?  What are the critical limits?	<b>MONITORING AND RECORDING</b>  How are the control measures checked and recorded?	<b>CORRECTIVE ACTION</b>  What should be done if the control measure fails and/or critical limits are not met?
<b>Growth of Harmful Bacteria</b>  Cooked/ready-to-eat foods	Serve food immediately after preparation  <b>OR</b>  Serve food directly from the chilled storage	Observe and supervise serving practices   Observe and supervise serving practices	<ul style="list-style-type: none"> <li>Consider if the food is safe to use</li> <li>Dispose of unsafe food</li> </ul>
	<b>What you need to do:</b> Keep to your <b>Temperature Control House Rules</b>	<b>What you need to do:</b> Complete <b>Cold Food Record</b>	<b>What you need to do:</b> Refer to your <b>Temperature Control House Rules</b>
<b>Other Contamination</b>  e.g. from equipment, food handlers	Use good personal hygiene practices  Make sure equipment and utensils are clean  Make sure that food is protected and/or covered	Observe and supervise personal hygiene practices  Observe and supervise cleaning  Observe and supervise protection of food	<ul style="list-style-type: none"> <li>Dispose of food which may be contaminated</li> <li>Review staff training</li> </ul>
	<b>What you need to do:</b> Keep to your <b>Personal Hygiene House Rules</b> Keep to your <b>Cleaning House Rules</b> Keep to your <b>Stock Control House Rules</b>	<b>What you need to do:</b> Complete <b>Weekly Record</b> Complete <b>Cleaning Schedule</b> Complete <b>Weekly Record</b>	<b>What you need to do:</b> Refer to your <b>Training, Personal Hygiene, Cleaning and Stock Control House Rules</b>

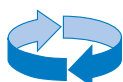
**House Rules References**

Training, Personal Hygiene, Cleaning, Temperature Control and Stock Control

**SERVICE - HOT OFF SITE SERVICE TO CUSTOMER**

(food served in other locations such as home delivery and outside catering)

<p><b>HAZARD(S) AT CCP(S)</b></p> <p>What can go wrong?</p>	<p><b>CONTROL MEASURES AND CRITICAL LIMITS</b></p> <p>What action has to be taken to effectively reduce or get rid of the hazard?</p> <p>What are the critical limits?</p>	<p><b>MONITORING AND RECORDING</b></p> <p>How are the control measures checked and recorded?</p>	<p><b>CORRECTIVE ACTION</b></p> <p>What should be done if the control measure fails and /or critical limits are not met?</p>
<p><b>Growth of Harmful Bacteria</b></p> <p>Cooked/ready-to-eat foods/ home delivery/ buffet</p>	<ul style="list-style-type: none"> <li>• Make sure that food is despatched at a suitable temperature</li> </ul> <p style="text-align: center;"><b>AND/</b></p> <ul style="list-style-type: none"> <li>• Make sure that food arrives on site at a suitable temperature</li> </ul> <p style="text-align: center;"><b>OR</b></p> <ul style="list-style-type: none"> <li>• Transport food and reheat to a suitably high temperature</li> </ul> <p style="text-align: center;"><b>OR</b></p> <ul style="list-style-type: none"> <li>• Transport food and hot hold at a suitable temperature until service</li> </ul> <div style="background-color: #4CAF50; color: white; padding: 5px; text-align: center; margin-top: 10px;"> <p>The above temperatures need to be sufficient to discourage the growth of harmful bacteria.</p> </div>	<ul style="list-style-type: none"> <li>• Check temperature of food prior to despatch</li> </ul> <p style="text-align: center;"><b>OR</b></p> <ul style="list-style-type: none"> <li>• Check temperature of food on arrival</li> </ul> <p style="text-align: center;"><b>OR</b></p> <ul style="list-style-type: none"> <li>• Check that your specified reheating temperature is reached</li> </ul> <p style="text-align: center;"><b>AND/OR</b></p> <ul style="list-style-type: none"> <li>• Check that your specified hot holding temperature is maintained</li> </ul>	<ul style="list-style-type: none"> <li>• If the food is below your specified temperature on despatch reheat to a suitably high temperature</li> <li>• If the food is below your specified temperature on arrival, consider if food is safe to use</li> <li>• If the food is below your specified temperature, reheat to a suitable temperature</li> <li>• Consider if food is safe to use</li> </ul>
	<p><b>What you need to do:</b></p> <p>Keep to your <b>Temperature Control House Rules</b></p>	<p><b>What you need to do:</b></p> <p>Complete <b>Off Site Temperature Record</b></p>	<p><b>What you need to do:</b></p> <p>Refer to your <b>Temperature Control House Rules</b></p>
<p><b>Other Contamination</b></p> <p>e.g. from vehicle, equipment, customers</p>	<p>Use good personal hygiene practices</p> <p>Keep delivery vehicle and contact equipment clean</p> <p>Make sure that food is protected and/or covered</p>	<p>Observe and supervise personal hygiene practices</p> <p>Observe and supervise the cleanliness of the vehicle and delivery containers</p> <p>Observe and supervise protection of food</p>	<ul style="list-style-type: none"> <li>• Dispose of food which may be contaminated</li> <li>• Review staff training</li> </ul>
	<p><b>What you need to do:</b></p> <p>Keep to your <b>Personal Hygiene House Rules</b></p> <p>Keep to your <b>Cleaning House Rules</b></p> <p>Keep to your <b>Stock Control House Rules</b></p>	<p><b>What you need to do:</b></p> <p>Complete <b>Weekly Record</b></p> <p>Complete <b>Cleaning Schedule</b></p> <p>Complete <b>Weekly Record</b></p>	<p><b>What you need to do:</b></p> <p>Refer to your <b>Training, Personal Hygiene, Cleaning and Stock Control House Rules</b></p>



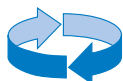
**House Rules References**

Training, Personal Hygiene, Cleaning, Temperature Control and Stock Control

**SERVICE - COLD OFF SITE SERVICE TO CUSTOMER**

(food served in other locations such as home delivery and outside catering)

<b>HAZARD(S) AT CCP(S)</b>  What can go wrong?	<b>CONTROL MEASURES AND CRITICAL LIMITS</b>  What action has to be taken to effectively reduce or get rid of the hazard?  What are the critical limits?	<b>MONITORING AND RECORDING</b>  How are the control measures checked and recorded?	<b>CORRECTIVE ACTION</b>  What should be done if the control measure fails and/or critical limits are not met?
<b>Growth of Harmful Bacteria</b>  Cooked/ready-to-eat foods	Transport and store food until service at a suitably low temperature that will discourage the growth of harmful bacteria	Check temperature of food on arrival/delivery  Make sure that food is served as quickly as possible or refrigerate until needed	<ul style="list-style-type: none"> <li>Consider if the food is safe to eat</li> <li>Dispose of unsafe food</li> <li>Revise transportation/delivery arrangements</li> </ul>
	<b>What you need to do:</b> Keep to your <b>Temperature Control House Rules</b>	<b>What you need to do:</b> Complete <b>Off Site Temperature Record</b>	<b>What you need to do:</b> Refer to your <b>Temperature Control House Rules</b>
<b>Other Contamination</b>  e.g. from vehicle, equipment and customers	Use good personal hygiene practices  Keep delivery vehicle and contact equipment clean  Make sure that food is protected and/or covered	Observe and supervise personal hygiene practices  Observe and supervise cleanliness of delivery vehicle and equipment  Observe and supervise protection of food	<ul style="list-style-type: none"> <li>Dispose of food which may be contaminated</li> <li>Review staff training</li> </ul>
	<b>What you need to do:</b> Keep to your <b>Personal Hygiene House Rules</b> Keep to your <b>Cleaning House Rules</b> Keep to your <b>Stock Control House Rules</b>	<b>What you need to do:</b> Keep to <b>Weekly Record</b> Complete <b>Cleaning Schedule</b> Keep to <b>Weekly Record</b>	<b>What you need to do:</b> Refer to your <b>Training, Personal Hygiene, Cleaning and Stock Control House Rules</b>

**House Rules References**

Training, Personal Hygiene, Cleaning, Temperature Control and Stock Control

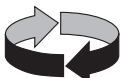
**HACCP CHART FOR:** .....

HAZARD(S) AT CCP(S)	CONTROL MEASURES AND CRITICAL LIMITS	MONITORING AND RECORDING	CORRECTIVE ACTION
What can go wrong?	What action has to be taken to effectively reduce or get rid of the hazard?  What are the critical limits?	How are the control measures checked and recorded?	What should be done if the control measure fails and /or critical limits are not met?

Presence/ Growth/ Survival of Harmful Bacteria			
	<b>What you need to do:</b> Keep to your ..... ..... <b>HOUSE RULES</b>	<b>What you need to do:</b> Complete ..... ..... <b>(INDICATE RECORD FORM)</b>	<b>What you need to do:</b> Refer to your ..... ..... <b>HOUSE RULES</b>

Cross Contamination			
	<b>What you need to do:</b> Keep to your ..... ..... <b>HOUSE RULES</b>	<b>What you need to do:</b> Complete ..... ..... <b>(INDICATE RECORD FORM)</b>	<b>What you need to do:</b> Refer to your ..... ..... <b>HOUSE RULES</b>

Other Contamination			
	<b>What you need to do:</b> Keep to your ..... ..... <b>HOUSE RULES</b>	<b>What you need to do:</b> Complete ..... ..... <b>(INDICATE RECORD FORM)</b>	<b>What you need to do:</b> Refer to your ..... ..... <b>HOUSE RULES</b>

	<b>House Rules References</b> .....
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## 4. HOUSE RULES TRAINING

The House Rules Section contains 9 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 9 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 the training of all your staff working in your business
- Draw up plans to retrain your staff when there have been breakdowns in your HACCP based system and where the corrective action is to review staff training
- Plan when you think refresher training will be needed
- Once you have completed all your House Rules, remember to update your Action Plan

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

**THE TRAINING 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

## TRAINING HOUSE RULES

### Why is training important?

Training is important because the instruction and training of all food handlers is an essential activity in any food business if your staff are to learn how they can contribute to food safety.

This sub-section will provide you with guidance that will be relevant to your business. Once you have read this sub-section you will be asked to draw up Training House Rules, writing down the intentions you have in the management and running of the training part of your HACCP based system. A blank training record is also included to assist you keep track of your staff training. If you already have training records in use, which cover the same points as the example record found at the end of this sub-section, there is no need to change what you are currently doing.

Your Enforcement Officer will be able to offer you advice, guidance and support in setting up a HACCP based system appropriate to the type of business you run. The Officer will also be able to offer advice on training requirements for food handling staff.

Your business may also choose to provide its own instruction or in-house training, which could, for example, be based on past experience or on guidance materials ('Cook**Safe**' is an example of one of these) or self study/E-Learning. It is important to note that the Regulations do not require attendance on external training courses.

### What type of training is needed?

Not all staff will need the same level of instruction, training or supervision. It will depend on the work that they carry out and the type of food they handle, their work experience and the training they have received in the past. On the next page are recommendations for you to consider in relation to training your staff.

## New Staff Training Including Induction

Before starting work for the first time, it is good practice that all food handling staff should have received either written or verbal instruction on 'The Essentials of Food Hygiene' to make them aware of food hygiene (more details on this training are given below). New staff will also need instruction suited to the type of work that they will be asked to carry out in your business.

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### The Essentials of Food Hygiene

(For all food handlers at induction or as soon as possible after starting work)

This training is expected to cover personal hygiene, especially the importance of hand washing, reporting illness and the safe handling of food.

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### Hygiene Awareness Instruction

(For all food handlers/managers/supervisors at induction or as soon as possible after starting work)

This training is expected to build on 'The Essentials of Food Hygiene' training and develop knowledge of the basic principles of food hygiene. The topics covered will help advise your food handling staff on how to carry out the duties expected of them hygienically and may include the following subjects :

- the importance of good food hygiene practices
- food poisoning and symptoms
- routes, sources and prevention of contamination and cross contamination
- HACCP principles
- personal hygiene and reporting illness
- cleaning and disinfection
- temperature control
- pest control and maintenance of the premises
- stock control, food storage/protection and waste control

**Relevant guidance on these issues noted above can be found in the House Rules sub-sections that follow on from this one. This information can be used by you to give your staff training on how these subjects are to be managed in your business.**

In addition, it is good practice to train all your staff (food handling and service staff) in allergy awareness (refer to the **Cross Contamination Prevention House Rules** Section of this manual)

## Supervision

All staff must be properly supervised. In a one-person business, supervision will not be possible. In this case, the person working in the business must have sufficient training and knowledge to work unsupervised.

## Retraining

When a failure has occurred in any of the areas of your HACCP based system, the staff involved must be retrained and/or given new instructions to carry out their duties safely. Keeping a record of retraining (often one of the corrective actions) is part of building up your HACCP documentation and helps you to demonstrate that your system is working effectively. This manual has been designed in 5 key sections to make it easier to train or retrain your staff in one or even in all of the sections, at the pace that suits you.

## Refresher Training

It is vital that your staff do not forget what they have learned and continue to put their training into practice. There are many ways for you to check that this is happening. This can be done at staff meetings or during one-to-one coaching/training sessions. Keeping a record of refresher training will become part of your HACCP documentation and help you to demonstrate that your system is working effectively.

## Vocational Courses

Food hygiene training does not have to be conducted as a separate exercise. Many vocational courses will include food hygiene training e.g. National Vocational Qualifications (NVQ), or Scottish Vocational Qualifications (SVQ). Food handlers do not have to take additional hygiene training if their vocational course has provided appropriate training.

## Formal Food Hygiene Training Courses

**Basic** – This course is usually for food handlers and will provide an introduction to food hygiene. It will normally last for 1 day and is usually delivered off the job in an accredited training centre. A formal certificate will be awarded on the successful completion of an exam. It is recommended that staff handling high risk food undertake this training, ideally within 3 months of starting work (subject to training course availability).

**Intermediate** – This course is usually for managers/supervisors with food handling staff responsibilities and will normally last for 2-3 days. This course covers food hygiene in more detail and the principles of HACCP. This course is usually delivered off the job in an accredited training centre and a formal certificate will be awarded on successful completion of an exam.

**Advanced** - This course is usually for managers/supervisors with food handling staff responsibilities and will normally last for 5 days. It provides greater depth in food hygiene, food poisoning, microbiology and HACCP based systems. This course is usually delivered off the job in an accredited training centre and a formal certificate will be awarded on successful completion of an exam.

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Your Enforcement Officer will be able to advise you on the courses most suitable for you and your staff and details of the nearest available courses.



## HACCP Based Training

This manual is designed for you to draw up your own HACCP based system and can be used by you to train your staff. Your Enforcement Officer can give you advice, assistance and support in the introduction of a HACCP based system and advice on HACCP based training.

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Your staff should receive training on your HACCP based system. The level of training they require will depend on their roles/duties for example :

### **Staff handling Low Risk Food (waiting staff, food service bar staff)**

Will require to have an awareness of the system at induction or as soon as possible after starting work. These staff may have responsibility to control and monitor Critical Control Points (CCPs). (refer to the **Introduction** Section of this manual for further guidance on Critical Control Points (CCPs))

### **Staff handling High Risk Food (cooks, chefs, catering supervisors, kitchen assistants)**

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, the controls, which corrective actions to carry out, which procedures to document and have evidence to demonstrate that the procedures are being followed.

### **Managers or supervisors**

Will also require to have a working knowledge and an understanding of the practical application of the HACCP based system (in relation to their duties) as soon as possible after starting work.

Managers/supervisors will need to manage or supervise food handling staff to ensure that they understand the hazards, the controls, which procedures to document and have evidence to demonstrate that the procedures are being followed.

The manager/supervisor will have a role to check that the procedures have been followed, verify that the system is working and checking that corrective actions and reviews have been carried out.

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**In a one-person business**, management/ supervision will not be possible. In this case, the person working in the business must have sufficient training and knowledge of the HACCP based system. This includes, knowledge of the hazards, controls, corrective actions, review process and the supporting documentation. This person must also be able to demonstrate that the procedures are being followed.

## WHAT YOU NEED TO DO NOW

To effectively manage the Training 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 covering the training for you and your staff.

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

Training House Rules	
Describe: • Control Measures and Critical Limits (where applicable) • Monitoring including frequency	
New Staff Training including Induction	<p><i>All Food Handling Staff</i></p> <ul style="list-style-type: none"> <li>- <i>Induction during first day of work</i></li> <li>- <i>The Essentials of Food Hygiene and Hygiene Awareness Instruction to be carried out at induction or as soon as possible after starting work</i></li> <li>- <i>HACCP based system training appropriate to their duties...</i></li> </ul> <p><i>Staff Handling Low Risk Food...</i></p>

## Monitoring

Once you have completed your House Rules for Training, you must then monitor their use. Keep a record of the monitoring 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 Training 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 (usually retraining). This information can also be entered in the **Weekly Record**.

It is required that all records of monitoring and any corrective action(s) taken be kept for an appropriate period of time to demonstrate that your HACCP based system is working effectively.

## Action Plan

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

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

**Note – When you have written all your House Rules to reflect how you run your catering business, you can then also use this information to assist in training your food handling staff in your HACCP based system.**

## TRAINING HOUSE RULES

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

<b>Training House Rules</b> Describe: • Control Measures and Critical Limits (where applicable) • Monitoring including frequency	
New Staff Training including Induction	
Supervision of Staff	
Retraining	
Refresher Training	
Vocational and Formal Training  Staff Handling Low Risk Food Training  Staff Handling High Risk Food Training  Manager/Supervisor Training	
HACCP Based Training	
Monitoring/checking and any other records appropriate to the Training House Rules	• Weekly Record
Other Training	

Signed ..... Position in the business ..... Date .....

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

**EXAMPLE OF AN INDIVIDUAL EMPLOYEE TRAINING RECORD**

Name of Employee .....

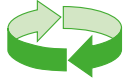
Job Title ..... Supervisor .....

Date employment commenced ..... Date employment ended .....

	Date training due	Training carried out and by whom	Employee confirmation
New Staff Training including Induction			
Supervisory Training (if appropriate)			
Retraining			
Refresher Training			
Vocational and Formal Training  Training appropriate to duties i.e. low risk, high risk or manager/supervisor.			
HACCP Based Training appropriate to duties, which may be based on the Cook <b>Safe</b> House Rules as follows:  ..... ..... .....			
Other Training (eg. Allergy Awareness)			

Records of training and copies of training certificates are recommended to be kept for the duration of employment.

**The completed training record is an essential component of your HACCP based system and must be kept up to date at all times.**



**RELEVANT HACCP CHARTS:** Preparation, Service

## PERSONAL HYGIENE HOUSE RULES

### Why is personal hygiene important?

People working in your business can contaminate food or spread contamination from raw to ready-to-eat foods. These risks can be controlled by good personal hygiene practices – especially making sure that hands and protective clothing are clean.

### What needs to be considered?

#### Hand Washing

Hand washing is vital and should be carried out thoroughly to prevent spread of contamination. An **Effective Hand Washing Technique** must be used and can be found later in this section. In particular, hands must be washed at the following times:

- before starting work
- before handling food
- after using the toilet
- after handling raw food and raw food packaging
- after touching bins or handling waste
- after every break
- after eating and drinking
- after cleaning
- and after blowing your nose.

#### Hand Contact

**Try to always minimise direct hand contact with raw food** by the use of tongs, utensils and the safe use of disposable gloves. Ensure that clean hands do not become contaminated by touching hand contact surfaces such as light switches, door handles, cash registers, telephones and pens.

**Before disposable gloves can be used in your business**, you need to consider that disposable gloves can become a source of contamination and it is vitally important that you consider if gloves can be used safely in your business. The following points should be noted:

- hands should always be washed thoroughly before putting gloves on
- gloves must be disposed of if they are damaged
- gloves must be changed if they are in contact with items such as money and must not then be used to handle ready-to-eat foods.

Note: **Disposable gloves should never be used as an alternative to hand washing.**

**Liquid Hand Wash** meeting the BS EN 1499 Standard (with disinfectant properties) is recommended for extra protection against cross contamination. Information on this Standard is found on the product label or by contacting the supplier or manufacturer.







**Hygienic Hand Rubs** meeting the BS EN 1500 standard can provide an additional level of protection against cross contamination and are recommended 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 contamination by hand contact, consideration should be given to installing non-hand operable taps.

## 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.
<p>Rinse off the soap with clean water and dry your hands hygienically with a single use towel*.</p> <p>To ensure washed hands do not come into contact with the 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 the **Hand Washing Technique** has not been effective and should be repeated.

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

### Personal Cleanliness

- Hair should be tied back and preferably covered
- Food handlers should not sneeze or cough over food
- Cuts and sores should be covered with a waterproof (preferably highly visible) dressing
- Jewellery should be kept to a minimum when preparing and handling food.

### Protective Clothing

- All staff working in the food preparation area should wear suitable, clean protective clothing, which should be changed and laundered regularly at a suitably high temperature, in order to protect the food you are preparing
- If protective clothing becomes contaminated from handling raw food it must be changed before handling ready-to-eat food. The use of disposable plastic aprons is recommended when carrying out any activities where raw foods are being handled and where there is a high risk of protective clothing being contaminated by raw foods
- Hand washing should take place after removing contaminated clothing and before putting on clean protective clothing. Rules on the safe use of protective clothing must be written in the House Rule at the end of this sub-section.

### Reporting Illness/Exclusion

There is a requirement to report illness that may present a hazard to food safety and to exclude people from food handling duties where there is any likelihood of causing contamination of food.

Food handlers 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 food handling until they have fully recovered.

It is good practice to encourage staff to also report if anyone in their household is suffering from diarrhoea, stomach upset or vomiting. **The law puts the responsibility on employers to satisfy themselves that no food handler poses a risk to food safety.**

#### Exclusion/return to work after illness

It is recommended that staff should not return to work until they have been free of gastro-intestinal symptoms (vomiting/diarrhoea) for 48 hours. Staff who have been taking anti-diarrhoeal medication should not return to work until they have been symptom-free for at least 48 hours after stopping use of the medication.

Certain infections including dysentery, *E. coli* 0157, typhoid and paratyphoid require formal exclusion and then medical clearance before returning to food handling duties. A '**Return to Work Questionnaire**' can be found at the end of this sub-section.

Please note that some individuals may have medical conditions that cause changes to bowel habits which are not associated with a risk of infection. In such cases, only a change in bowel habit associated with a possible infection should be considered significant.



## WHAT YOU NEED TO DO NOW

To effectively manage the Personal Hygiene 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 covering Personal Hygiene for your business.

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

Describe:	Control Measures and Critical Control Limits (where applicable) Monitoring and frequency
<b>Training in Effective Hand Washing</b>	<ul style="list-style-type: none"> <li>- All staff working in the food preparation area will be fully trained and verified as competent in an Effective Hand Washing Technique, see training records</li> <li>- Hands must be washed before starting work and at the following times:               <ul style="list-style-type: none"> <li>- before handling food</li> <li>- after using the toilet</li> <li>- after handling raw food and raw food packaging</li> <li>- after touching bins or handling waste</li> <li>- after every break</li> <li>- after eating and drinking</li> <li>- after cleaning</li> <li>- and after blowing your nose.</li> </ul> </li> <li>- Single use towels are to be used for drying hands and to turn the taps off</li> <li>- An adequate supply of towels and liquid soap will always be available</li> <li>- After handling raw foods, wash hands and for extra protection use hygienic hand rubs</li> <li>- Monitoring will be ongoing by supervisory visual check.</li> </ul>

## Monitoring

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

## Corrective Action

You must ensure that Personal Hygiene House Rules are implemented at all times. If you observe that a member of staff has not washed their hands when they should, make sure they wash them straight away and if there is a possibility that ready-to-eat food has become contaminated, throw it away. Emphasise how important it is to wash hands when working with food and retrain the member of staff. Increase staff supervision until you are satisfied that the staff member's hand washing procedures are effective. Make a record of the problem you have identified and the action you have taken to correct it in the **Weekly Record**.

The training given in Personal Hygiene 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.

It is required that all records of monitoring and any corrective action(s) taken be kept for an appropriate period of time, to demonstrate that your HACCP based system is working effectively.

### Action Plan

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

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

## PERSONAL HYGIENE HOUSE RULES

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

Describe	Control Measures and Critical Control Limits (where applicable) Monitoring and frequency
Rules on: Effective Hand Washing Technique (including how you will minimise hand contact)	
Personal Cleanliness	
Protective Clothing	
Rules on : • Reporting illness	
Rules on : • Exclusion/return to Work	
Monitoring/Checking and any other appropriate records used by your business	• Weekly Record

Signed ..... Position in the business ..... Date .....

**The Personal Hygiene 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 ceased

	Yes	No	Date that the symptoms ceased
(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 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 person 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 person 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. Alternatively, in the case of food handlers with lesions on exposed skin (hands, neck or scalp) that are actively weeping or discharging, they must be excluded from work until the lesions have healed. **(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 full 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** .....

# 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.

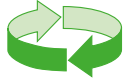


Rinse off the soap with clean water and dry your hands hygienically with a single use towel\*.

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 Cook**Safe** approach. Operators may use alternative materials provided they will produce equivalent hygienic outcomes.



**RELEVANT HACCP CHARTS:** Purchase, Storage, Preparation, Cooling, Service

## CLEANING HOUSE RULES

### What is the difference between Cleaning and Disinfection?

Cleaning is the process of physical removal of food debris, visible dirt and food particles from surfaces, equipment and fittings using hot water and detergent. Cleaning on its own will not remove all bacteria.

Disinfection is the process of killing bacteria and viruses following general cleaning. Any disinfectant used must be applied to a **visibly clean surface** and 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 enforcement officer for a list of companies in your area that supply suitable cleaning and disinfection products.

### Why do we need to Clean and Disinfect?

Cleaning and disinfection are vitally important for a number of reasons:

- To prevent food poisoning – proper cleaning and disinfection will facilitate the removal of harmful bacteria from surfaces and equipment and will help to reduce the risk of cross contamination
- To remove physical materials which may contaminate food or attract pests.

### What needs to be Cleaned and Disinfected?

All equipment and areas within food premises require to be kept clean. However, **you** must decide when disinfection is necessary. Cook**Safe** provides guidance on how to control cross contamination within your business by means of disinfection. The application of this guidance will also enable you to maintain adequate general hygiene. **Please note** disinfection will always be necessary as part of your cross contamination controls.

You should also clean and disinfect sinks, washbasins, taps and any other items that are liable to come in contact with food either directly or indirectly.

Equipment and surfaces which come into contact with raw foods should be disinfected, for example, chopping boards, utensils, food storage containers and pots.

Items that come into contact with food indirectly by hand contact should be disinfected as necessary, for example, light switches, taps, fridge door handles, sinks and wash hand basins.

Identify all food areas and equipment used in your business and list them in your **Cleaning Schedule**. **An example of a Cleaning Schedule is provided later in this sub-section.**

Food waste containers, refuse waste bins and all waste storage areas should also be cleaned as appropriate.

## SEPARATION OF EQUIPMENT DURING CLEANING AND DISINFECTION

**Dishwasher**

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, where there is evidence that the dishwasher can achieve an appropriate level of heat disinfection. The dishwasher must be used and maintained in accordance with manufacturer's instructions.

**Twin sink**

Equipment and utensils used for only raw food must be cleaned and disinfected separately from equipment and utensils used for only ready-to-eat food when using a twin sink.

## CLEANING AND DISINFECTION KEY POINTS

**Cleaning chemicals:**

Cleaning chemicals should be stored away from the food preparation areas and should not contaminate food.




**Cleaning materials and equipment:**

- **Separate materials and equipment** must be used for cleaning and disinfecting raw food handling areas, from cleaning materials and equipment used in the rest of the kitchen.
- **Colour Coding** of cleaning materials is recommended as this provides visual confirmation of effective cross-contamination controls.
- **Dishcloths** must be kept clean and should be laundered at a suitably high temperature.
- **Single-use 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 light switches, door handles and telephones to prevent spread of contamination.

Cloths, scouring pads and sponges which are re-used for on-going cleaning, must not become a source of contamination. It is recommended that cloths are stored in a disinfectant solution between uses and rinsed under hot water after each use before being returned to the disinfectant. To ensure the disinfectant remains effective at all times, the solution strength must be used in accordance with the manufacturer's instructions. Please remember that frequent use and heavy soiling will require more frequent changes of the solution.

### What methods should be used to Clean and Disinfect?

The 3 main methods for cleaning and disinfection are: Dishwasher, Twin Sink and Clean and Disinfect in Place and are described in the table below.

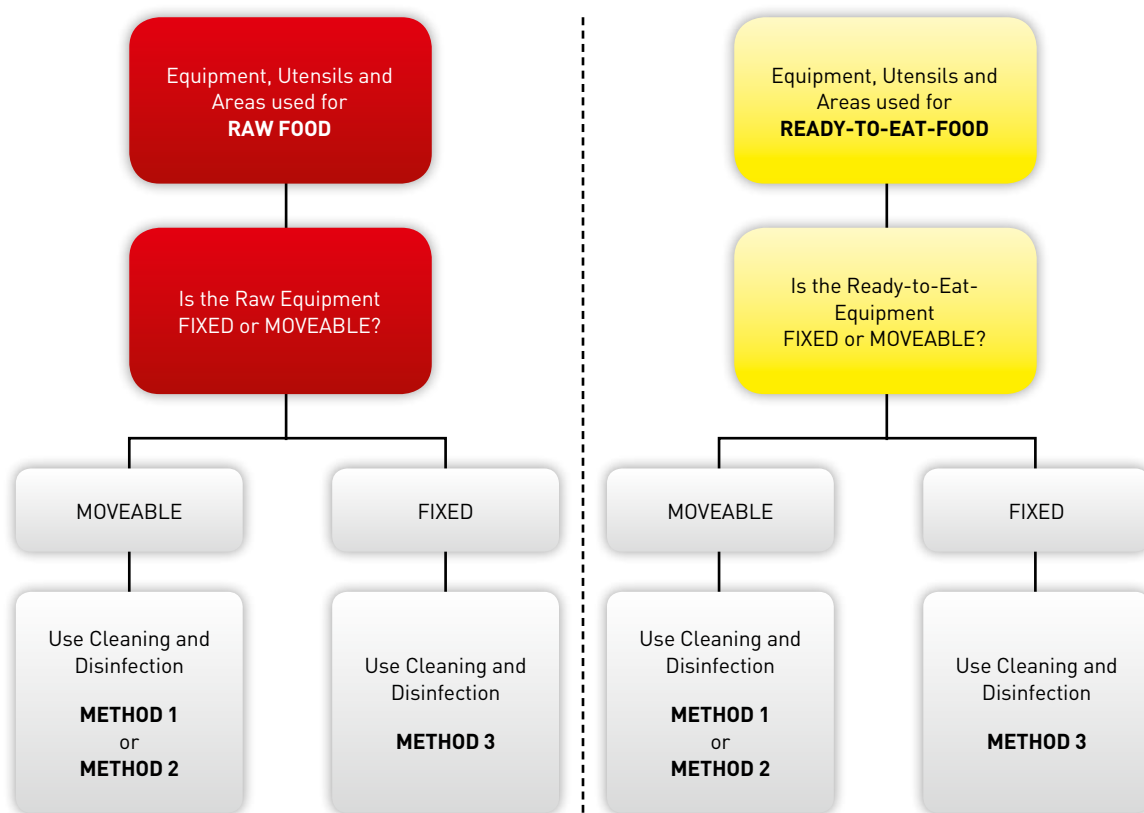
Method Type	Procedure	Additional Notes
<p><b>Method 1 – Dishwasher</b> <b>HEAT</b></p> 	<p>A dishwasher must be used and maintained in accordance with manufacturer's instructions.</p>	<p>This is the <b>only acceptable</b> method for cleaning and disinfecting equipment and utensils used for only raw food and equipment and utensils used for only ready-to-eat foods <b>together</b>.</p> <p><b>Note 1:</b> There must be evidence that the dishwasher is capable of providing adequate heat disinfection.</p>
<p><b>Method 2 – Twin Sink</b> <b>CHEMICAL</b></p> 	<ul style="list-style-type: none"> <li>• <b>Pre clean</b> – remove leftover food and residues</li> <li>• <b>Main clean</b> – wash in the sink with clean hot water and the correct amount of detergent</li> <li>• <b>Rinse</b> – if required</li> <li>• <b>Disinfect</b> in the sink with clean water and an appropriate food safe disinfectant, for the required contact time</li> <li>• <b>Second Rinse</b> (if required) in the sink with clean hot water</li> <li>• <b>Dry</b> – ideally air dry or use single-use drying cloths.</li> </ul>	<p>When using twin sinks, all equipment and utensils used for ready-to-eat foods must be washed separately from those used for raw foods.</p> <p><b>Note 2:</b> Check the label of the product for dilution, contact time and to see if a rinse step is required.</p> <p><b>Note 3:</b> The sink must always be disinfected after use with raw food equipment and utensils and/or before being used for any other purpose.</p>
<p><b>Method 3 Clean and Disinfect in Place</b> <b>CHEMICAL</b></p> 	<ul style="list-style-type: none"> <li>• <b>Pre-clean</b> – remove loose debris</li> <li>• <b>Main Clean</b> – clean the surface using hot water and the correct amount of detergent</li> <li>• <b>Disinfect</b> – treat with a food safe disinfectant spray</li> <li>• <b>Dry</b> – ideally, air dry.</li> </ul>	<p>This method is usually used on work surfaces, wash hand basins, taps and door handles, where equipment and surfaces cannot be sink washed.</p> <p>It also requires careful choice of disinfectant, usually in a spray form with residual disinfection properties.</p> <p><b>Note 4:</b> Check the label of the product for dilution, contact time and to see if a rinse step is required.</p>



**How do I decide the method I should use to Clean and Disinfect?**

A diagram has been provided below to help you to decide what and how to clean and disinfect in your food business.

**IMPORTANT** Before cleaning and disinfecting equipment, utensils and areas, you must consider their use. In other words, are they used for raw food or for ready-to-eat food at any time?



**Note:** Equipment and utensils used for raw foods must be cleaned and disinfected **separately** from those used for ready-to-eat food. The only exception to this is where a dishwasher is used (as described in the table on the preceding page).

The terms *detergent* and *disinfectant* are defined as:

**Detergent:** a cleaning substance (which does not have disinfectant properties) made from chemical compounds and used for general cleaning.

**Disinfectant:** a substance capable of destroying harmful bacteria, when applied to a visibly clean surface, at a specified concentration and contact time. Note: any disinfectant used as a control against cross contamination must be of the BS EN 1276 or BS EN 13697 standard.

## WHAT YOU NEED TO DO NOW

A Cleaning Schedule lists the items of equipment in use within the business and the frequency and method of cleaning and disinfection required. Cleaning Schedules are usually written in the form of a table. Using the information in this sub-section for guidance and any other information you currently have, develop a Cleaning Schedule to reflect how you manage the Cleaning in your business.

**Here is an example of how you could write a Cleaning Schedule.**

Items, areas to be cleaned and examples	Frequency of Cleaning	Method of Cleaning	Chemical, Dilution and Contact Time
Moveable equipment, utensils that come into contact with food, e.g. all chopping boards, tongs/ spatulas serving spoons, trays, containers	<i>After each use</i>	<i>Method 1 Dishwasher ONLY</i>	<i>Heat disinfection - dishwasher used and maintained as per manufacturer's instructions</i>
Non-food contact items/ equipment, e.g. work surfaces, wash hand basin, taps, door handles	<i>As and when required</i>	<i>Method 3 Clean and Disinfect in Place</i>	<ul style="list-style-type: none"> <li>- <i>Pre-clean - remove loose debris</i></li> <li>- <i>Main Clean - clean the surface using hot water and xxxx detergent dilution of 1:xx,- Note: rinse not required in this example,</i></li> <li>- <i>Disinfect with the premixed food safe disinfectant spray xxxx of BS EN 1276 standard- Note: rinse not required in this example</i></li> <li>- <i>Air Dry</i></li> </ul>

**Please note** It is essential that the correct dilution of chemicals is used for the recommended contact time. Always refer to the manufacturer's instructions

### Monitoring and Corrective Action

You must ensure that Cleaning House Rules are implemented at all times. If a breakdown in controls is detected and a potential risk of cross contamination exists, it must be considered a serious incident and your corrective action would be to dispose of the food; clean and disinfect the surfaces and equipment; retrain staff; record the problem and action taken to ensure it is not repeated in the **Weekly Record and Training House Rules**.

All records of monitoring and the corrective action taken should be kept for an appropriate period of time, to demonstrate that your system is working effectively.

### Training

It is critical that all relevant staff are trained and verified as competent in your cleaning procedures that form part of your Cleaning House Rules. This includes training on the correct disinfection techniques including correct dilution and application of chemicals, before working unsupervised. This training should be recorded in your **Training House Rules**.

### 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 kept up to date at all times. Your Cleaning Schedule needs to be written to reflect how you manage the cleaning in your business and be readily understood by all of your food handling employees.**

## CLEANING SCHEDULE

Start Date: .....

Items, areas to be cleaned and examples	Frequency of Cleaning	Method of Cleaning	Chemical, Dilution and Contact Time
<b>Moveable equipment, utensils:</b> <ul style="list-style-type: none"> <li>• all chopping boards,</li> <li>• tongs/ spatulas</li> <li>• serving spoons</li> <li>• trays</li> <li>• containers</li> </ul>			
<b>Non-food contact items/ equipment</b> <ul style="list-style-type: none"> <li>• work surfaces</li> <li>• wash hand basin</li> <li>• taps</li> <li>• door handles</li> </ul>			
Refrigerator/chill and Freezer			
Oven and microwave oven			
Dry storage area			
Floors			
Extraction Fans			
Food waste containers and refuse waste bins/area			
Cloths and work clothes			

## 4. HOUSE RULES

# TEMPERATURE CONTROL

The House Rules Section contains 9 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 9 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**



**RELEVANT HACCP CHARTS:** All HACCP Charts

## TEMPERATURE CONTROL HOUSE RULES

### Why is Temperature Control important?

Temperature control is important because harmful bacteria are a hazard present in many of the foods handled in catering businesses. They also tend to multiply rapidly at room temperature. As bacteria are invisible to the naked eye and cannot be physically removed from food, all we can do is control their numbers. There are, however, two main ways in which temperature can be used to achieve this :

1. We can destroy harmful bacteria, or reduce their numbers, by cooking or reheating
- and**
2. We can control their growth by keeping food hot or cold

### How can temperatures be used to keep food safe?

In catering operations, the following practices are recommended to keep food safe.

<b>Refrigeration</b>	A food temperature of 8°C or below is effective in controlling the multiplication of most bacteria in perishable food. It is recommended practice to operate refrigerators and chills at 5°C or below.
<b>Freezing</b>	Freezing of food at temperatures of -18°C or below will prevent bacteria multiplying.
<b>Cooking</b>	Temperatures of 75°C or above are effective in destroying almost all types of bacteria. However, cooking temperatures below this level are also effective provided that the food is held at these temperatures for a suitable time period. (refer to the Cooking HACCP chart)
<b>Hot holding</b>	Temperatures above 63°C will control the multiplication of bacteria in hot food.
<b>Cooling</b>	Food should be cooled as quickly as possible and then refrigerated. This will limit the growth of any bacteria or germination of spores that may be present.
<b>Reheating</b>	All food that has previously been heated and is to be re-heated, must be raised to a temperature of 82°C, which will ensure that food has been reheated to a safe and, in some cases, legally required temperature. Using a suitable time/temperature combination will also ensure that food has been reheated safely should higher temperatures be detrimental to the quality of the food, for example reaching a core temperature of 70°C for 2 minutes.

### How are these temperatures used to keep food safe?

HACCP based food safety procedures require the business to set Critical Limits.

**For example**, you may decide that you will cook meat dishes to 75°C or above. Similarly, you may decide that your refrigerator should operate at 5°C or below. These temperatures would then be the Critical Limits for **Cooking** and **Refrigerated Storage** respectively.

**The table above gives Critical Limits that may be appropriate for your business. You may, however, find that there are other temperatures or methods, which are more suitable for you. The Critical Limits that you choose must be sufficient to ensure that the food you produce is safe. For further advice, you should contact your Enforcement Officer.**

### How can Temperature Control Measures and Critical Limits be described?

The table below lists the process steps found in most catering businesses and provides suggestions on how to use the information contained in the table on the previous page. Consider your own catering procedures and then describe your Temperature Control procedures as well as the Critical Limits that apply to you :

PROCESS STEP	TEMPERATURE CONTROL MEASURE/CRITICAL LIMIT
<b>PURCHASE/ DELIVERY/ RECEIPT/ COLLECTION</b>	<ul style="list-style-type: none"> <li>• Transport/accept chilled food at your specified temperature for example <b>5°C or below</b></li> <li>• Transport/accept frozen food at your specified temperature for example <b>-18°C or below</b></li> </ul>
<b>STORAGE</b>	<ul style="list-style-type: none"> <li>• Store chilled food at your specified temperature for example <b>5°C or below</b></li> <li>• Store frozen food at your specified temperature for example <b>-18°C or below</b></li> </ul>
<b>PREPARATION</b>	<ul style="list-style-type: none"> <li>• Keep cooked/ready-to-eat food within the chill or refrigerator until it is required, then prepare/handle without delay</li> <li>• Thoroughly defrost all frozen foods in a chill, refrigerator or cool area</li> <li>• Thoroughly defrost all frozen foods prior to cooking (unless specified otherwise by the food manufacturer)</li> </ul>
<b>COOKING</b>	<ul style="list-style-type: none"> <li>• When cooking poultry, rolled meat joints, stews, casseroles, minced meats and meat products, ensure the centre reaches a suitably high temperature for example 75°C or above</li> <li>• Whole cuts of beef and lamb which have not been rolled or skewered and are to be served pink or rare, may not need to reach this temperature but should be properly cooked at a suitably high temperature</li> <li>• Similarly, steaks cooked "rare" need not be cooked to this temperature but you should ensure that the external surface has been cooked at a suitably high temperature to kill any bacteria on the surface of the meat</li> </ul>
<b>HOT HOLDING</b>	<ul style="list-style-type: none"> <li>• All foods which are to be held hot prior to serving must be kept at <b>above 63°C</b>. These foods should be placed in appropriate equipment, for example a pre-heated bain-marie/hot cabinet , as soon as possible after reheating or cooking</li> </ul>
<b>COOLING</b>	<ul style="list-style-type: none"> <li>• Hot food should be cooled as quickly as possible and then refrigerated</li> <li>• If possible, cool food in small portions or in shallow containers</li> <li>• Avoid placing "hot" food in refrigerators</li> </ul>
<b>REHEATING</b>	<ul style="list-style-type: none"> <li>• Reheat food thoroughly until the core temperature is not less than 82°C. This is not required if the food would be spoiled by reheating to this level</li> <li>• Alternate time/temperature combinations can be used for reheating in these circumstances, for example 70°C for 2 minutes</li> <li>• Reheat the finished dish only once</li> </ul>
<b>SERVICE AND DELIVERY TO CUSTOMERS</b>	<ul style="list-style-type: none"> <li>• Chilled foods being <b>served cold</b> should be kept under refrigeration at your specified temperature for example <b>5°C or below</b> prior to service</li> <li>• Foods being <b>served hot</b> must be kept hot at above <b>63°C</b></li> <li>• Chilled food being <b>delivered cold</b> should be held at your specified temperature for example <b>5°C or below</b></li> <li>• Food being <b>delivered hot</b> should be held at above <b>63°C</b></li> </ul>

### How can you tell that your Critical Limit Temperatures are being achieved?

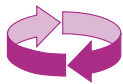
When using HACCP based procedures, you are required to check that your Critical Limits are being met. This is referred to as **Monitoring**. The most reliable method of monitoring temperatures is by the use of a suitable thermometer – a procedure often referred to as **Probing**. However, it is not always necessary or appropriate to use a thermometer. In such cases, other methods may be more practical. (refer to Cold and Hot Temperature Monitoring Without using a Thermometer paragraph below)

At the end of this sub-section, you will be asked to draw up your House Rules for Temperature Control. These House Rules should include the Critical Limits for each process step and the Monitoring procedures you will follow.

### Temperature Monitoring using a Thermometer

In many cases, the temperature of food can be checked using a probe thermometer. Ideally, a hand-held digital thermometer should be used when probing foods and checking air temperatures. This may be supplemented by additional “in-place” thermometers which may be located in refrigerators, chills, cold displays and freezers. Thermometers should be kept clean at all times. Probe thermometers should be sanitised/disinfected before/after each use. Under no circumstances should a mercury in glass thermometer be used as it would present a contamination risk if it breaks.

It is important that you regularly check that the probe thermometer you are using is working correctly.



In the **Records** Section of this manual, there is a 'Monthly Probe Thermometer Check' for you to record the checks you carry out on your probe thermometer.

### Cold Temperature Monitoring

- Always check the temperature of the warmest part of the chill
- Avoid checking the temperature of refrigerators, chills, cold displays or freezers immediately after the door/lid has been open for any significant period of time or during a defrost cycle
- Displays built into refrigerators, chills, cold displays and freezers indicate the air temperature within the appliance. These can be useful for day-to-day monitoring but should be checked regularly with a digital thermometer as a back-up check.
- Avoid puncturing the packaging of wrapped food when checking temperatures. In this case, temperatures should be taken from between the packs

**IMPORTANT!** You must determine the frequency of cold temperature monitoring in your House Rules. For example :

- It is advisable to check all refrigerator, chill, cold display and freezer temperatures at the start of the working day
- It is also advisable to check all refrigerator, chill and cold display temperatures at some other part of the day



### Hot Temperature Monitoring

- The temperature of a food may vary throughout, especially during cooling and heating, therefore large pieces of meat or poultry should be probed at the thickest part. Alternatively, in the case of stews, soups and other 'liquid' foods served hot, it is essential that food is stirred to ensure adequate distribution of heat before probing
- Temperatures of foods being 'Hot Held' in a bain-marie or displayed at a buffet are best measured by probing the foods

**IMPORTANT!** You must determine the frequency of hot temperature monitoring in your House Rules. For example :

- When cooking food such as stews, soups, curry, sauces served hot and whole chickens, you may decide to probe the product at regular intervals during the cooking process to ensure the food is being properly cooked
- When hot holding batches of food, you may set a maximum time limit on the display of the product combined with regular monitoring of the temperature dial (if appropriate) on the equipment. In this case, you would use the temperature probe as a back-up check
- When cooling food you could set a time limit on the cooling period and check that the product is capable of being refrigerated by that time

### Cold and Hot Temperature Monitoring - Without using a Thermometer

Certain foods may not require to be probed every time they are cooked, cooled or reheated. This may be because there are other ways of ensuring that the Critical Limit has been achieved.

**For example :**

- When cooking items like stir fry, it may be sufficient to make a visual check that it is thoroughly cooked
- When cooking or reheating individual portions on a repeated, identical basis, it may be sufficient to simply repeat the exact procedure on every occasion
- When checking that a freezer is functioning properly, it may be sufficient to make sure that the contents are still obviously frozen and that there is no visible evidence of defrosting

**IMPORTANT! You must determine your methods of temperature monitoring in your House Rules**

- Whatever temperature control method is being used, it is essential that the critical limit is achieved on every occasion. However, this does not mean that every item of food which is being held cold, cooked, reheated or hot held needs to be monitored using a probe thermometer on every occasion
- It will, however, be essential that occasional checks are made with a probe thermometer. Also, even if you don't probe a food, you will still be required to monitor some aspect of the procedure, such as the visual appearance of the food or the cooking time. A predetermined appearance or cooking time should be used in such instances
- Certain foods present no risk when undercooked, for example, most vegetables. The cooking temperature of such foods need not be monitored
- Your methods of temperature monitoring will be dependent on the knowledge and understanding of your food handlers together with the effectiveness and efficiency of your work equipment

**You are provided with a number of forms that can be used to record temperature monitoring but it is your decision which records are appropriate for your business.**

Temperature checks can be recorded on any of the following record forms:

1. Delivery Record
2. Cold Food Record
3. Hot Temperature Record
4. Hot Holding Record
5. Off Site Temperature Record
6. All-In-One Record (used as an alternative to records 1 - 5)
7. Weekly Record

These record examples can be found in the **Records** section of this manual.

### Temperature Monitoring Summary

- You must ensure that the Temperature Control Critical Limits you set for all high risk foods held in your kitchen are regularly monitored
- One method of monitoring Temperature Control is by using a clean probe thermometer. While this method may be suitable and appropriate for many foods, you are not expected to probe every high risk food item prepared in your business
- Not all monitoring requires to be recorded. You are not expected to write down every temperature check you make
- Your Temperature Control records must demonstrate your commitment to effective temperature control in your business. Without records, it is impossible to show that you understand the need for good temperature control. Too much record keeping is difficult to maintain and can be frustrating to complete
- You must decide what is the appropriate level of record keeping to reflect your business activities
- If you require further assistance, you should contact your Enforcement Officer

## WHAT YOU NEED TO DO NOW

### How to draw up your Temperature Control House Rules

- Consider what you do – 'CookSafe' requires that you consider the various Temperature Control procedures that are followed in your business
- Write them down in the table - Write down the Temperature Control measures that are applied at each process step. A table, which can be used for this purpose may be found at the end of this sub-section. Remember to include a Critical Limit for each process step
- Refer to the guidance at the start of this sub-section - You may refer back to the table at the start of this sub-section for guidance on suitable Critical Limits. Alternatively, you may wish to specify other temperatures which are more appropriate for your business
- Write down how you will monitor Temperature Control - State the monitoring procedure you intend to use to ensure your Critical Limit has been achieved. Remember to state clearly the frequency of monitoring and describe how this monitoring will be recorded

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	<ul style="list-style-type: none"> <li>- Poultry, rolled meat joints, stews, casseroles, minced meats and meat products - heat the centre to 75°C or above</li> <li>- Whole cuts of meat, which have not been rolled or skewered may not need to reach this temperature</li> <li>- Steaks cooked "rare" need not be cooked to this temperature. Ensure that the external surface has been cooked to a suitably high temperature.</li> </ul>	<ul style="list-style-type: none"> <li>- All poultry, rolled meat joints, stews, casseroles, minced meats and meat products probed at the end of the cooking process</li> <li>- Whole cuts of beef and lamb, which are to be served pink or rare, need not be probed</li> <li>- Visual checks on rare steaks</li> </ul> <p>All of the above should be recorded on 'Hot Temperature Record' or the 'All-in-One Record'</p>

## Monitoring

Once you have completed your House Rules for Temperature Control, you must then monitor their use. Keep a record of the monitoring you carry out. This can be done using the **Delivery Record, Cold Food Record, Hot Temperature Record, Hot Holding Record, Off Site Temperature Record** or alternatively the **All-in-One Record** and the **Weekly Record**. (refer to the **Records** Section of this manual)

### Corrective Action

If you find that your Temperature Control 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 be entered in the **Weekly Record**.

The training given in Temperature Control 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.

It is required that all records of monitoring, at a frequency decided by you, and any corrective action(s) taken be kept for an appropriate period of time to demonstrate that your HACCP based system is working effectively.

### Action Plan

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

**The Temperature Control 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 your food handling staff.**

# TEMPERATURE CONTROL HOUSE RULES

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

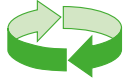
Process Step	Temperature Control Measure and Critical Limits	Monitoring Method, Frequency and Record(s) used
Purchase, Delivery/Receipt, Collect		
Storage		
Preparation		
Cooking		

**HOUSE RULES** TEMPERATURE CONTROL

Hot Holding (including buffets)		
Cooling		
Reheating		
Service and Delivery to Customers		

Signed ..... Position in the business ..... Date .....

**The Temperature 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:** Purchase, Storage, Preparation, Cooling

## CROSS CONTAMINATION PREVENTION HOUSE RULES

### What is Cross Contamination?

Cross contamination occurs when harmful bacteria are transferred from contaminated food to uncontaminated food.

### How does Cross Contamination occur?

- **By Direct Cross Contamination** – contact between raw food and ready-to-eat food during transport, storage or preparation
- **By Indirect Cross Contamination** – spread of bacteria from raw food to ready-to-eat food via food handlers, equipment or surfaces. For example, indirect cross contamination can occur via refrigerator door handles, knives, chopping boards, work surfaces, chefs' cloths or cleaning 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.

Importantly, ready-to-eat food must be protected from cross contamination at all times. This is because there are no further controls to protect your customers from the risk of food poisoning, once contamination has taken place.

**The risk of *E. coli* 0157 cross contamination must be considered and controlled in any food business where both raw foods and ready-to-eat foods are 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 Cook**Safe** procedures will also help control cross contamination risks from other food poisoning bacteria such as *Campylobacter* and *Salmonella*.

### Which foods provide the main sources of Cross Contamination?

The following raw foods or ingredients present a potential source of cross contamination and should be handled with care:

- **Raw meat** such as beef, pork, lamb, chicken, turkey and game
- **Other raw foods** such as fish, shellfish and eggs
- **Vegetables and fruit** that have **not** been labelled as ready-to-eat and especially vegetables that are visibly dirty. Please see the table below for further information on fruit and vegetables.

In addition, water supplied to food businesses must be fit for human consumption.

Fruit and vegetables Not Ready-to-Eat	Fruit and vegetables Ready-to-Eat
<p><b>Examples:</b></p> <p><b>Visibly dirty vegetables:</b> e.g. potatoes, leeks, carrots, some types of cabbage and lettuce.</p> <p><b>Fruit, vegetables and salad <u>not labelled</u></b> as ready-to-eat: e.g. apples, tomatoes, lettuce, white cabbage, herbs, spinach and watercress.</p>	<p><b>Examples:</b></p> <p><b>Pre-packed fruit, vegetables and salad</b> which are labelled as ready-to-eat.</p> <p><b>Fruit, vegetables and salad</b> which have been washed and prepared on the premises.</p>
<p><b>Risk</b></p> <p><b>Visibly dirty vegetables</b> present a likely source of <i>E. coli</i> 0157 contamination.</p> <p><b>Fruit and vegetables not labelled ready-to-eat.</b> It must be assumed from the way these foods are grown or handled after harvest, that <i>E. coli</i> 0157 may be present, even if there is no visible evidence of contamination by dirt.</p>	<p><b>Risk</b></p> <p><b>Pre-packed fruit, vegetables and salad labelled as ready-to-eat</b> have been subjected to controlled procedures and do not present a risk to health.</p> <p><b>Fruit, vegetables and salad which have been prepared on the premises</b> need to be protected from contamination – especially if they are to be eaten raw.</p>
<p><b>Washing</b></p> <p>These foods must be washed in running water (and if necessary peeled) prior to consumption or further processing. If these foods are to be eaten raw, after they are washed (and if necessary peeled) treat them as ready-to-eat.</p>	<p><b>Washing</b></p> <p>These foods require no further washing.</p>
<p><b>Storage</b></p> <p>Store separate from ready-to-eat fruit and vegetables.</p>	<p><b>Storage</b></p> <p>Store as ready-to-eat.</p>

You should decide if certain foods are to be treated as raw or ready-to-eat, this will be dependent on the final use.



### How can I prevent Cross Contamination from occurring in my business?

Think **SAFE**. Use the acronym **SAFE** to help you think about how you can separate raw and ready-to-eat foods and prevent cross contamination. **SAFE** stands for **S**taff, **A**reas, **F**ood and **E**quipment and should be considered at each step in your process. Further information is available in the BEST PRACTICE table, found later in this sub section.

<b>Staff</b>	<ul style="list-style-type: none"> <li>Consider having separate staff for different tasks. If this is not possible, restrict staff movement between raw and ready-to-eat areas. <b>Ensure Personal Hygiene House Rules</b> are followed at all times.</li> </ul>
<b>Areas</b>	<ul style="list-style-type: none"> <li>Introduce <b>Physical Separation</b> by setting up a <b>Raw Food Area</b> with its own identifiable equipment and utensils (preferably colour coded).</li> </ul>
<b>Food</b>	<ul style="list-style-type: none"> <li><b>Always</b> keep raw food separate from ready-to-eat food.</li> </ul>
<b>Equipment</b>	<ul style="list-style-type: none"> <li><b>Always</b> use separate equipment and utensils for raw foods. It is particularly dangerous to use complex equipment, such as vacuum packing machines, slicers or mincers for both raw and ready-to-eat foods (dual use of equipment).</li> </ul>

### How can I apply SAFE thinking to my business?

**Stage 1** – Think about the **raw** food coming into your business.

- Who handles it?
- Where is it received?
- Where is it stored?
- Where is it prepared?
- Is it kept separate from ready-to-eat food?
- What equipment and utensils does it come into contact with?

**Stage 2** – Introduce **Permanent Physical Separation**

<b>Staff</b>	Limit raw food handling to specific staff members.
<b>Areas</b>	Designate a <b>Permanent Raw Food Area</b> where only raw food is handled.
<b>Food</b>	Always keep raw food separate from ready-to-eat food.
<b>Equipment</b>	Ensure that the equipment and utensils designated for the raw food area are identifiable. Colour coding is the most effective way to achieve this.

**Stage 3** – Train all staff to think **SAFE**

### What if I can't manage to introduce Permanent Physical Separation in my business?

**Permanent Physical Separation** of **Staff**, **Areas**, **Food** and **Equipment** is the safest way of preventing cross contamination. However, if you are unable to fully implement **Permanent Separation**, you should consider **Temporary Separation** measures. These measures may be applied to **Staff** or **Areas**, singly or in combination, but will not be appropriate for **Food** and **Equipment**. For example you may allow staff to handle raw and then ready-to-eat foods with controls, but still have a **Permanent Raw Food Area**.

<b>Staff</b>	Restrict raw food handling to specific staff at specific times and make sure that the <b>Personal Hygiene House Rules</b> are followed at all times.
<b>Areas</b>	Identify a <b>Temporary Raw Food Area</b> for preparing raw food. The <b>Temporary Raw Food Area</b> should only be used for raw food at pre-arranged times. Never allow any food to come into direct contact with the work surfaces in your <b>Temporary Raw Food Area</b> – e.g. always use chopping boards. This area may then be used for handling ready-to-eat foods – but only after careful cleaning and disinfection (refer to the Cleaning House Rules for further information).
<b>Food</b>	<b>Always</b> keep raw food separate from ready-to-eat food.
<b>Equipment</b>	The dual use of equipment for both raw food and then for ready-to-eat food is dangerous. Separate equipment is the <b>only</b> safe option.

#### IMPORTANT

The safety of **Temporary Separation** measures can only be relied upon if cleaning and disinfection practices and regular, rigorous hand-washing are strictly adhered to at all times. If you find it difficult to introduce either Permanent or Temporary Separation to your operation you should consider the following options:

- Check to see if additional space can be found elsewhere in the premises or consider changing your existing layout to improve **Physical Separation**
- Reduce raw food handling by ordering prepared meats such as sliced steaks, diced meats, boneless chicken and prepared vegetables
- Reduce raw food handling by purchasing pre-cooked meats and pre-washed ready-to-use vegetables
- Review your menu in order to reduce the raw foods being brought into your premises
- Simplify your menu to reduce raw food handling at peak times
- Scale down your operation in order to enable safe handling of foods.

**Contact your Enforcement Officer for advice and guidance**

The table on the next page looks at each process step and shows you how to introduce Physical Separation in the BEST PRACTICE column. If you are unable to do this the GOOD PRACTICE column gives you alternative options. **Try to have the majority of your procedures following BEST PRACTICE.**

## GUIDANCE ON INTRODUCING CROSS CONTAMINATION CONTROLS

(Think SAFE. TRY TO HAVE MOST OF YOUR PROCEDURES FOLLOWING BEST PRACTICE)

Process Step	BEST PRACTICE	GOOD PRACTICE where Best Practice is not feasible
<b>Delivery</b>	<ul style="list-style-type: none"> <li>• Arrange for raw foods to be delivered separately from ready-to-eat foods</li> <li>• Where possible, use the delivery vehicle thermograph to monitor temperatures</li> <li>• Designate a member of staff to handle raw foods only</li> <li>• Identify a <b>Permanent Raw Food Area</b> to receive and, where necessary, unwrap raw foods. Then take raw food directly to the raw food storage and dispose of wrapping materials safely.</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure raw foods are adequately wrapped, packaged and stored separately from ready-to-eat foods in the vehicle</li> <li>• Where raw meat is being temperature probed on delivery, use a colour coded raw food probe</li> <li>• Designate certain staff to handle raw food deliveries and ensure they adhere to <b>Personal Hygiene House Rules</b> before handling ready-to-eat food</li> <li>• Identify a <b>Temporary Raw Food Area</b> where raw foods will be taken on arrival and, where necessary, unwrapped. Clean and disinfect the area thoroughly before being used again for ready-to-eat foods.</li> </ul> <p><b>Remember: Raw and ready-to-eat foods must never be in direct contact with temporary work areas including worktops. Cutting boards and/or containers must be used.</b></p>

Process Step	BEST PRACTICE	GOOD PRACTICE where Best Practice is not feasible
<p><b>Storage</b></p>	<ul style="list-style-type: none"> <li>• Designate a separate raw meat refrigerator/ chill, freezer and use separate colour coded or otherwise identifiable lidded containers</li> <li>• Designate separate ready-to-eat food refrigerator/chill</li> <li>• Designate a separate storage area for unwashed, raw vegetables and fruit, which is away from visibly dirty vegetables, e.g. do not store salad foods with dirty potatoes.</li> </ul>	<ul style="list-style-type: none"> <li>• If a refrigerator/chill or freezer is of a sufficient size, it can be used to store raw meat and ready-to-eat food at the same time. The raw meat must be placed in a designated permanent, identifiable and physically separate area.</li> </ul> <p><b>Remember: In shared storage, raw foods must be stored on the bottom shelves and always below ready-to-eat foods</b></p> <ul style="list-style-type: none"> <li>• In shared storage unwashed raw vegetables and fruit must be stored separately from ready-to-eat foods.</li> </ul> <p><b>Remember: When using shared storage there will be a greater requirement for hand washing and cleaning/disinfection to prevent cross contamination between raw and ready-to-eat foods</b></p> <ul style="list-style-type: none"> <li>• The outside surfaces of food containers must be disinfected before being placed in shared storage. Always use separate colour-coded (or otherwise identifiable) lidded containers for raw foods.</li> </ul> <p><b>Remember: It is not acceptable to use a container for raw food and then re-use it for ready-to-eat food.</b></p>
<p><b>Note 1:</b> Once vegetables are washed (and if necessary peeled) they can be stored as ready-to-eat.</p>		
<p><b>Note 2:</b> Unless the label states that the product is ready-to-eat, you must assume that it <b>will require to be washed (and if necessary peeled) prior to consumption.</b></p>		

Process Step	BEST PRACTICE	GOOD PRACTICE where Best Practice is not feasible
<b>Preparation</b>	<ul style="list-style-type: none"> <li>• Designate a <b>Permanent Raw Food Area</b> within your kitchen:               <ul style="list-style-type: none"> <li>– <b>All</b> raw food must be handled in this area</li> <li>– <b>Only</b> raw food must be handled in this area</li> <li>– Defrost raw food in the raw food refrigerator</li> <li>– Designate separate staff for handling raw food only</li> </ul> </li> </ul> <p><b>Note:</b> Unless the label states that the product is ready-to-eat, you must assume that it <b>will require to be washed (and if necessary peeled) prior to consumption.</b></p> <ul style="list-style-type: none"> <li>• Designate a permanent sink for raw food preparation</li> <li>• Use separate colour coded/easily identifiable equipment and utensils for handling raw foods, e.g. knives, tongs, chopping boards, spoons, storage containers and cling film.</li> </ul>	<ul style="list-style-type: none"> <li>• Identify a <b>Temporary Raw Food Area</b> and ensure that the area is cleaned and disinfected before being used for ready-to-eat foods.</li> </ul> <p><b>Remember: No food can be in direct contact with temporary work areas including worktops at any time. Cutting boards and/or containers must be used.</b></p> <ul style="list-style-type: none"> <li>• Restrict raw food-handling to certain staff at certain times of day. Arrange the workflow to minimise staff alternating between raw and ready-to-eat food handling. Ensure strict hand washing procedures are in place. (refer to your <b>Personal Hygiene House Rules</b>)</li> <li>• When using the same sink for food preparation and cleaning and disinfection, ensure the sink is cleaned and disinfected between each use.</li> <li>• It is not acceptable to have any equipment, utensils, containers or chopping boards used for both raw and ready-to-eat foods.</li> </ul> <p><b>Remember robust measures must be in place to prevent accidental use of equipment used for raw foods being subsequently used for ready-to-eat food.</b></p>
<p><b>Note:</b> Bean sprouts not labelled ready-to-eat will require thorough cooking before consumption.</p>		

#### Additional Guidance on Cooking and Cooling

- Organise staff, workspace and flow of foods to ensure total separation between raw and ready-to-eat foods during cooking and cooling
- **Never** cool food in the raw food area
- Utensils used for handling raw food at the start of the cooking process e.g. ladles, spoons, and spatulas should be used in such a way that there is no risk of cross contamination between raw food and ready-to-eat food
- A probe thermometer used for monitoring cooking temperatures must be identifiable for use for ready-to-eat food only.

## 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, go to the end of this sub section and 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"> <li>Control Measures and Critical Limits (where applicable)</li> <li>Monitoring including frequency</li> </ul>
Storage	<p><u>Refrigerated Storage</u> Raw meat is always stored in dedicated containers with red lids in the separate raw food refrigerator.</p> <p>Ready-to-eat food is always stored in the separate ready-to-eat refrigerator.</p> <p>Fruit and vegetables not labelled as ready-to-eat are stored on the bottom shelf of the ready-to-eat refrigerator in separate identifiable boxes. These foods will be washed (and if necessary peeled) before being treated as ready-to eat.</p> <p>Visibly dirty potatoes stored in a container in the dry goods store away from all other foods.</p> <p><u>Shared Frozen Storage</u> Ready-to-eat food is stored on the top shelf.</p> <p>Raw meat is stored in containers with red lids, below the ready-to eat shelf.</p>

## Monitoring

Research evidence has shown that cross contamination is very difficult to control in a catering environment. The easiest and most reliable way to prevent cross contamination is through **Physical Separation**. 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 for raw food handling. Once you have completed your House Rules for Cross Contamination Prevention, you must then monitor their use. Keep a record of the monitoring using the **Weekly Record**.

## Corrective Action

You must ensure that cross contamination controls are implemented at all times. If for example you see that ready-to-eat food is being prepared in the **Permanent Raw Food Area**, it is considered a serious incident and your corrective action would be to dispose of the food; clean and disinfect the surfaces and equipment; retrain staff; record the problem and action taken to ensure it is not repeated in the **Weekly Record and Training House Rules**.

All records of monitoring and corrective action taken should be kept for an appropriate period of time to demonstrate that your 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 kept up to date at all times. Your House Rules need to be written to accurately reflect how you run your business and be readily understood by all of your food handling employees.

## CROSS CONTAMINATION PREVENTION HOUSE RULES

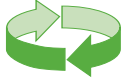
Think SAFE Enter a statement of your **Cross Contamination Prevention House Rules** in the table below:

<b>Describe:</b> <ul style="list-style-type: none"> <li>Control Measures and Critical Limits (where applicable)</li> <li>Monitoring including frequency</li> </ul>	
Delivery	
Storage  <i>Including where any defrosting is carried out</i>	
Preparation	
Cooking/Cooling	
Monitoring/checking and any other appropriate records used by your business	

Signed ..... Position in the business ..... Date .....

**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.**





**RELEVANT HACCP CHARTS:** All HACCP Charts

## ALLERGEN MANAGEMENT HOUSE RULES

### Why is it important to manage allergens?

Some people have a sensitivity to certain foods that non-sufferers would find harmless. When someone has a **food allergy**, their immune system reacts to a particular food as if it is not safe. A severe food allergy can cause a life-threatening reaction. **Food intolerance**, however, 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 foods you sell to enable you to cater for customers with food allergies and intolerances.

### How do I do this?

Food businesses need to understand their own processes and products and identify, manage and communicate allergen risks to their staff and customers who have allergies to certain foods. Allergen management can easily be done in three steps:

- **Step 1** – Identify Allergens in your Business
- **Step 2** – Manage Allergen Risks
- **Step 3** – Communicate with your Staff and Customers

## STEP 1 : IDENTIFY ALLERGENS IN YOUR BUSINESS

### What are the most common foods which can cause an allergic reaction?

The table below lists the most common allergens and provides examples of foods which typically contain them:

Allergen	Examples of typical foods which contain this Allergen (Please note this list is not exhaustive)
<b>Cereals containing Gluten</b> e.g. wheat, rye, barley, oats	Bread, pasta, cakes, pastry, sauces, soups, batter, stock cubes, breadcrumbs, semolina, couscous, some meat products.
<b>Celery and Celeriac</b> e.g. stalks, seeds and leaves	Salads, soups, celery salt, some meat products.
<b>Eggs</b>	Cakes, sauces, pasta, mayonnaise, some meat products, glazed products.
<b>Fish, Crustaceans and Molluscs</b> e.g. all fish, prawns, lobster, crab, clams, langoustines, mussels, oysters	Some salad dressings, fish extracts, oils and paste, Soy and Worcestershire sauces, relishes.
<b>Milk</b>	Milk powder, yoghurt, butter, cheese, cream, ghee, foods glazed with milk, ice cream.
<b>Mustard</b>	Mustard paste, seeds, leaves, flour, powder and liquid mustard, salad dressings, marinades, soups, sauces, curries, some meat products.
<b>Peanuts</b>	Arachis oil, peanut butter, flour, satay sauce, refined peanut oil.
<b>Other Nuts</b> e.g. walnuts, cashews, pecan, Brazil, pistachio, macadamia, Queensland nuts	In sauces, desserts, bread, crackers, ice cream, praline (hazelnut), nut butters, essences and oils, marzipan and frangipane (almond), pesto, nut salad dressings.
<b>Sesame Seeds</b>	Oil or paste, tahini, houmous, halva, furikake, Gomashio, bread.
<b>Soya</b> e.g. flour, tofu or beancurd, textured soya protein, soy sauce, edamame beans.	Some ice cream, sauces, desserts, meat products, vegetarian products.
<b>Sulphur Dioxide and Sulphites</b>	Some meat products, stock cubes, bouillon mix, fruit juice drinks, dried fruit/vegetables, wine, beer, cider.
<b>Lupin Seeds and Flour</b>	Some types of bread and pastries.

## STEP 2 : MANAGE ALLERGEN RISKS

### How do I manage the allergens risk?

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

#### Deliveries and Labels

- Check that the food delivered matches your order – if it does not match, check the ingredient list of the replacement product. Never accept a delivery without it being fully labelled with an ingredient list
- Be aware of hidden ingredients, for example, nuts used in the base of a cheesecake
- Any foods whose ingredients are unknown to you, or you are unsure about, will require further investigation before the allergen status of that food can be verified

#### Storage and avoiding Cross Contamination

- Store foods that contain allergens separate from other foods and consider using clearly marked or colour-coded containers
- Store foods that contain allergens in powdered form such as milk powder or flour in air-tight containers
- Do not lose the original product description following unpacking, decanting and storage
- Keep a record of all foods and ingredients purchased by you to ensure traceability
- 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

#### Preparing Dishes

- Know **ALL** the ingredients in the food you handle to ensure you provide accurate allergen advice to customers
- Whenever preparing or serving food for an allergy sufferer, always :
  - Use a separate area to prepare the food
  - Clean and disinfect the work surface, equipment and serving utensils first
  - Wash your hands thoroughly
  - Check **all** ingredients including secondary ones, for example, thickeners for sauces
  - Do not cook food in oil in which you have cooked other foods
  - Do not remove allergenic ingredients, such as nuts, from a 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 in buffets or display cabinets, always lay out dishes in a way that will minimise the risk of allergen-free food being contaminated with ingredients from another dish and provide separate serving utensils

### STEP 3 : COMMUNICATE WITH YOUR STAFF AND CUSTOMERS

The last step in allergen management is to ensure that your customers are informed of the presence of allergens and the controls in place. This can be done by training your staff in allergy awareness and by using clear menu descriptions.

#### Staff Training

- Train all your staff (food handlers, service staff and staff taking orders by phone) in allergy awareness
- 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!**
- Ensure kitchen staff inform the service staff of any last minute recipe changes

#### Communicating with your Customers

**Let your customers with allergies know that you are allergy-aware and give advice on which foods to avoid.**

Where possible, design your menu to ensure names and descriptions of dishes reflect potential allergenic ingredients, for example, "strawberry mousse with almond shortbread" or "satay sauce made with peanuts"

#### What to do in the event of an emergency

Call the emergency services (999) immediately if you suspect a customer is having an allergic reaction. Send someone to meet the ambulance crew and remain with the customer in the meantime.

#### REMEMBER!

- **Never guess ingredients in a food - always check!**
- This information may be subject to change and you may wish to check with your Enforcement Officer or the Food Standards Agency website on: [www.food.gov.uk](http://www.food.gov.uk) to obtain further updates.

### THE THREE STEPS TO ALLERGEN MANAGEMENT



## 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 complete the Allergen Identification Table and your Allergen Management House Rules.

### PART 1 : ALLERGEN IDENTIFICATION

Refer to the allergen table at **Step 1** at the **beginning** of this Allergen sub-section, then identify all of the foods handled in your business which contain any of these allergens. List all of these foods in the Allergen Identification Table at the **end** of this sub-section.

Here is an example of how you could complete your Allergen Identification table:

Allergen	Foods used which contain this allergen
<b>Fish, Crustaceans and Molluscs</b> e.g. all fish, prawns, lobster, crab, clams, langoustines, mussels, oysters	<ul style="list-style-type: none"> <li>• Prawns for cocktails, salads and sandwiches</li> <li>• Clam chowder</li> <li>• Seafood pizza</li> </ul>

### PART 2 : ALLERGEN MANAGEMENT HOUSE RULES

Refer to the guidance provided in **Steps 2 and 3 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"> <li>• Control Measures and Critical Limits</li> <li>• Monitoring including frequency</li> </ul>
Communicating with your customers	<ul style="list-style-type: none"> <li>• Each menu item name and description should reflect potential allergenic ingredients</li> <li>• Communicate any recipe changes to all staff</li> </ul>

## 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.

**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 IDENTIFICATION TABLE

Write a list of the food used in your business which contains these allergens :

Allergen	Foods used which contain this allergen
<b>Cereals containing Gluten</b> e.g. wheat, rye, barley, oats	
<b>Celery and Celeriac</b> e.g. stalks, seeds and leaves	
<b>Eggs</b>	
<b>Fish, Crustaceans and Molluscs</b> e.g. all fish, prawns, lobster, crab, clams, langoustines, mussels, oysters	
<b>Milk</b>	
<b>Mustard</b>	
<b>Peanuts</b>	
<b>Other Nuts</b> e.g. walnuts, cashews, pecan, Brazil, pistachio, macadamia, Queensland nuts	
<b>Sesame Seeds</b>	
<b>Soya</b> e.g. flour, tofu or beancurd, textured soya protein, soy sauce, edamame beans.	
<b>Sulphur Dioxide and Sulphites</b>	
<b>Lupin Seeds and Flour</b>	

## ALLERGEN MANAGEMENT HOUSE RULES

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

<b>Allergen Management House Rules</b> Describe: • Control Measures and Critical Limits • Monitoring including frequency	
Deliveries and labels	
Storage and avoiding cross contamination	
Preparing dishes	
Staff Training	
Communicating with your customers	
What to do in the event of an emergency	
Monitoring/checking and any other appropriate records used by your business	• 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.**

## 4. HOUSE RULES

### PEST CONTROL

The House Rules Section contains 9 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 9 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 pest control in your business
- Once you have completed all your House Rules, remember to update your Action Plan

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

**THE PEST 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:** Storage, Preparation, Cooling

## PEST CONTROL HOUSE RULES

### Why is Pest Control important?

Pest control is important because pests can carry harmful bacteria that can contaminate foods and cause illness. These harmful bacteria can be passed to the food by contact with their hair, faeces and urine. Pests can also cause serious damage to the structure and fabric of food premises.

### What are Pests?

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

#### They include :

- Rodents, for example, rats and mice
- Insects, for example, flies, cockroaches, beetles, ants, wasps, bees and various insects that can be found in stored products
- Birds, for example, pigeons, crows, seagulls, starlings and sparrows

### What needs to be considered?

#### Pest Proofing of the Premises

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

- Using wire mesh screens to pest proof air vents
- Sealing holes, and other places where pests can gain access
- Keeping the floors, walls, roof, doors and window openings in a good state of repair with no gaps or spaces
- Fitting drain covers to prevent pests gaining access

#### Insect Screens

- Windows opening directly into food preparation areas must be fitted with screens capable of resisting common flying insects (ideally apertures should be of 2mm<sup>2</sup> or less)
- Screens must be removable to allow for cleaning
- Kitchen doors which open to the outside air and which are opened for lengthy periods must also be suitably screened using a close-fitting insect-proof screen door

### Electronic Fly-Killing Devices

- Flying insects can be destroyed using an electronic fly-killing device. Manufacturers will give advice on the location, cleaning and maintenance of this type of equipment. The maintenance records of this equipment will become part of your HACCP based system documentation.

### Good Housekeeping

- Inspect stock on delivery to make sure that there are no visible signs of damage by pests
- Premises and refuse stores must be managed in such a way as to enable them to be kept clean, and protected against access by pests (refer to **Waste Control** and **Maintenance House Rules** in this manual)
- Foods which are awaiting preparation or are being defrosted or are cooling should remain covered
- Food waste should be placed in containers with suitably fitted lids and removed frequently from food handling areas where it is produced (refer to **Waste Control House Rules** in this manual)
- Food should be stored off the floor and away from walls
- Food should, where possible, be stored in rodent-proof containers
- Vegetation around the outside of the premises should be kept to a minimum

### Pest Control Contractor

- Some businesses may decide to employ a pest control company to monitor the premises on a regular basis
- A pest control contract should include checking for the presence of all pests, monitor the pest proofing of the premises and the eradication of any infestations found
- A reputable pest control company should provide advice on housekeeping and storage arrangements to prevent access by pests
- The contractor should be able to provide a 24 hour emergency cover and should provide a written report after each visit. It is recommended that any pest contractor report is kept as part of your HACCP based system documentation

### Checking and Inspection

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

## WHAT YOU NEED TO DO NOW

To effectively manage the Pest 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 covering Pest Control for your business.

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

Pest Control House Rules	
Describe: • Control Measures and Critical Limits (where applicable) • Monitoring including frequency	
Pest Proofing of the Premises	<i>Weekly walk round of premises and check visually :</i> - <i>Wire mesh screens</i> - <i>Air vents</i> - <i>External doors and windows</i> - <i>Drain covers</i>

## Monitoring

Once you have completed your House Rules for Pest Control, you must then monitor their use. Keep a record of the monitoring 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 Pest Control House Rules are not being followed you must make a record of the problem identified and the action you have taken to correct it (this is known as a corrective action). This information can also be entered in the **Weekly Record**.

The training given in Pest Control 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.

It is required that all records of pest control monitoring, including equipment maintenance, pest control contractor reports and corrective actions taken, be kept for an appropriate period of time, to demonstrate that your HACCP based system is working effectively.

## Action Plan

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

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

## PEST CONTROL HOUSE RULES

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

<b>Pest Control House Rules</b> Describe: • Control Measures and Critical Limits (where applicable) • Monitoring including frequency	
Pest Proofing of the premises	
Insect Screens	
Electronic Fly-Killing Devices	
Good Housekeeping	
Pest Control Contractor	
Checking and Inspection	
Monitoring/checking and any other appropriate records used by your business	<ul style="list-style-type: none"> <li>• Weekly Record</li> </ul>

Signed ..... Position in the business ..... Date .....

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

## 4. HOUSE RULES

### WASTE CONTROL

The House Rules Section contains 9 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 9 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 waste control in your business
- Once you have completed all your House Rules, remember to update your Action Plan

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

**THE WASTE 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

## WASTE CONTROL HOUSE RULES

### Why is waste control important?

Waste control is important because the storage and disposal of waste needs to be controlled carefully since waste presents a risk of physical contamination to food and may attract pests. Additionally, food that is damaged, out of date or rotting may present a risk of microbiological cross contamination from harmful bacteria.

### How can waste be controlled?

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

The following issues need to be considered when controlling waste :

#### Waste in Food Rooms

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

#### Food Waste Awaiting Collection

- Refuse containers used for the storage of waste awaiting collection should have a suitably fitted lid and be made of a durable material which is easy to clean and disinfect
- Other waste such as cardboard and paper need not be placed in a sealed container but must be kept separate from food and must be stored in such a way as to not pose a risk of contamination to food
- Refuse stores must be designed and managed in such a way as to enable them to be kept clean, and protected against access by pests. Refuse stores should, ideally, be located away from food storage and handling areas and must not give rise to the risk of contamination of food or drinking water
- Food waste and other waste must be removed frequently from the food handling areas. Outdoor storage should be sited away from the main delivery entrance and must be kept clean and free from pests (refer to the **Pest Control House Rules** in this manual)

#### Sanitary Waste & Waste Disposal Units

- Sanitary waste and waste disposal units should to be dealt with by competent personnel who are responsible for their correct disposal. All disposal units should be regularly cleaned to prevent offensive odours

## WHAT YOU NEED TO DO NOW

To effectively manage the Waste 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 covering Waste Control for your business.

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

Waste Control House Rules	
Describe: • Control Measures and Critical Limits (where applicable) • Monitoring including frequency	
Waste in Food Rooms	<ul style="list-style-type: none"> <li>- <i>Food waste will be removed frequently from food handling areas</i></li> <li>- <i>Waste containers will be cleaned and disinfected at the end of each working day</i></li> </ul>

## Monitoring

Food waste containers, refuse waste bins and all waste storage areas should be inspected and the outcomes of the inspection recorded on your Cleaning Schedule.

Once you have completed your House Rules for Waste Control, you must then monitor their use. Keep a record of the monitoring 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 Waste Control 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**.

The training given in Waste Control 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.

It is required that all records of monitoring and any corrective action(s) taken be kept for an appropriate period of time, to demonstrate that your HACCP based system is working effectively.

## Action Plan

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

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

## WASTE CONTROL HOUSE RULES

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

<b>Waste Control House Rules</b> Describe: <ul style="list-style-type: none"> <li>• Control Measures and Critical Limits (where applicable)</li> <li>• Monitoring including frequency</li> </ul>	
Waste in Food Rooms	
Food Waste Awaiting Collection	
Sanitary Waste/ Waste Disposal Units	
Monitoring/checking and any other appropriate records used by your business	<ul style="list-style-type: none"> <li>• Weekly Record</li> </ul>

Signed ..... Position in the business ..... Date .....

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



## 4. HOUSE RULES MAINTENANCE

The House Rules Section contains 9 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.

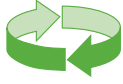
Your House Rules should reflect your current safe working practices on the 9 food safety subject areas covered in this manual.

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

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

**THE MAINTENANCE 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

## MAINTENANCE HOUSE RULES

### Why is Maintenance of the premises, equipment and utensils important?

Maintenance is important because lack of adequate maintenance of the structure of the premises, equipment and utensils can result in the following :

- Pests may enter the premises and defective drains may also permit access (refer to the **Pest Control House Rules** in this manual)
- Cleaning can become more difficult and may result in a build up of food debris (refer to the **Cleaning House Rules** in this manual)
- Crockery, cutlery and containers may become badly worn, broken or unable to be effectively cleaned and disinfected
- Some utensils and equipment such as glassware may present a risk of physical contamination when cracked or broken
- Defective and poorly maintained equipment, fixtures and fittings can result in the physical contamination of food
- Defective or poorly maintained equipment, such as refrigerators, freezers and cooking equipment could result in inadequate temperature control, which could, for example, in the case of cooking equipment, cause the failure to cook or reheat food to the correct temperature

### What needs to be maintained?

#### Premises Structure

- All internal surfaces must be smooth, impervious, easy to clean and in a good state of repair
- To prevent the entry of pests, the floors, walls, roof, doors and window openings must be kept in a good state of repair with no gaps or spaces (refer to the **Pest Control House Rules** in this manual)
- Maintaining the structure in good repair makes it easier to effectively clean the premises (refer to the **Cleaning House Rules** in this manual)
- Ceilings in food preparation areas must be maintained to permit effective cleaning (refer to the **Cleaning House Rules** in this manual)
- Drains should be kept free of leaks and blockages

#### Equipment

- All food contact surfaces, utensils 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
- Certain equipment may require to be serviced at regular intervals, for example, cooking equipment, refrigerators and freezers, dishwashers and ventilation systems/ducting. It is recommended that records of servicing be kept as part of your HACCP based system documentation.

## WHAT YOU NEED TO DO NOW

To effectively manage the Maintenance 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 covering Maintenance in your business.

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

Maintenance House Rules	
Describe: • Control Measures and Critical Limits (where applicable) • Monitoring including frequency	
Premises Structure	- Weekly walk around both the interior and exterior of the premises to check the structure is in a good state of repair

## Monitoring

Once you have completed your House Rules for Maintenance, you must then monitor their use. Keep a record of the monitoring 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 Maintenance House Rules are not being followed, you must make a record of the problem identified and the action you have taken to correct it. This information can also be entered in the **Weekly Record**.

The training given in Maintenance 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.

It is required that all records of monitoring and any corrective action(s) taken and equipment servicing 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 Maintenance House Rules are an essential component of your HACCP based system and must be kept up to date at all times. Your House Rules need to be written to accurately reflect how you run your business and be readily understood by all of your food handling staff.**

## MAINTENANCE HOUSE RULES

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

<b>Maintenance House Rules</b> Describe: • Control Measures and Critical Limits (where applicable) • Monitoring including frequency	
Delivery Vehicles	
Premises Structure: <ul style="list-style-type: none"> <li>• General</li> <li>• Walls</li> <li>• Floor</li> <li>• Ceiling</li> <li>• Drains</li> </ul>	
Light Fittings/Covers	
Work Surfaces	
Equipment/Utensils (list main items of equipment)	
Ventilation System, Canopy, Grease Filters	
Monitoring/checking or any other appropriate records used by your business	<ul style="list-style-type: none"> <li>• Weekly Record</li> </ul>

Signed ..... Position in the business ..... Date .....

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

## 4. HOUSE RULES

### STOCK CONTROL

The House Rules Section contains 9 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.

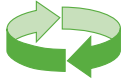
Your House Rules should reflect your current safe working practices on the 9 food safety subject areas covered in this manual.

#### 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**



**RELEVANT HACCP CHARTS:** Purchase, Storage, Preparation, Hot Holding, Cooling, Service

## STOCK CONTROL HOUSE RULES

### Why is Stock Control important?

Stock control is important because if high risk food is kept too long, even under favourable conditions, harmful bacteria may multiply. Additionally, even foods with a longer shelf life, whether dried, canned or frozen, may deteriorate if they are kept for too long. Food which is being stored may also become contaminated by food handlers, pests and the catering environment.

### What is Stock Control?

Stock control is a term used to describe the measures taken to ensure that food is not kept beyond its shelf life. In this manual, it also refers to measures taken to prevent certain types of contamination especially during storage, defrosting, hot holding, service and transportation.

### What Stock Control measures could be used?

- Incoming food should not be accepted if its packaging is seriously damaged exposing the product to the risk of contamination or if the food is obviously contaminated
- Incoming food must not be accepted if its 'use by' date has expired
- In terms of good practice, you may also wish to consider rejecting stock beyond its 'best before' date
- Stored food must not be used if its 'use by' date has expired
- High risk food which has been removed from its packaging should be re-labelled with a new suitable 'use by' date, based on manufacturer's instructions
- High risk foods prepared on the premises and then stored for later use should be labelled with an appropriate 'use by' date
- Stock should be rotated on a first-in-first-out basis and damaged stock removed from the main storage area
- Dried food should be stored in large waterproof containers and should not be topped up with new stock. Ensure that the existing food is used first
- Keep food that can cause allergic reaction separate from other foods. It is vital not to lose the product description and traceability following unpacking, decanting and storage. (refer to the **Cross Contamination Prevention House Rules**)

### What food protection measures can be used?

- Food being stored, defrosted, held hot, displayed or transported must be protected from contamination. This may be achieved by the use of suitable containers or packaging
- Food on display should be protected as far as practicable, for example, by the use of sneeze guards and/or covers

## WHAT YOU NEED TO DO NOW

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

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

<b>Stock Control House Rules</b> Describe: • Control Measures and Critical Limits (where applicable) • Monitoring including frequency	
Delivery of Food	<i>For every delivery - visual checks :</i> - Check 'use by' dates - Check 'best before' dates - Check the packaging for signs of damage - Check product for signs of contamination

## Monitoring

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

## Corrective Action

If you find that your Stock Control 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**.

The training given in Stock Control 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.

It is required that all records of monitoring and any corrective action(s) taken be kept for an appropriate period of time, to demonstrate that your HACCP based system is working effectively.

## Action Plan

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

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

## STOCK CONTROL HOUSE RULES

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

<b>Stock Control House Rules</b> Describe: • Control Measures and Critical Limits (where applicable) • Monitoring including frequency	
Delivery of Food Including : <ul style="list-style-type: none"> <li>• 'Use by' Dates</li> <li>• 'Best before' Dates</li> <li>• Physical Condition</li> </ul>	
Storage Including : <ul style="list-style-type: none"> <li>• 'Use by' Dates</li> <li>• 'Best before' Dates</li> <li>• Protection of Food</li> </ul>	
Stock rotation Including : <ul style="list-style-type: none"> <li>• Decanted Food</li> <li>• First-in-first-out</li> <li>• Damaged Stock</li> </ul>	
Labelling of bought-in High Risk Foods which have been removed from their original packaging	
Labelling of High Risk Foods prepared on the premises	
Protection of Food Including : <ul style="list-style-type: none"> <li>• Defrosting</li> <li>• Hot Holding</li> <li>• Service/Delivery</li> </ul>	
Monitoring/checking and any other appropriate records used by your business	<ul style="list-style-type: none"> <li>• Weekly Record</li> </ul>

Signed ..... Position in the business ..... Date .....

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



## RECORDS

**When using 'CookSafe', it is essential that the outcomes of your monitoring procedures are recorded at a frequency that reflects the nature and size of your catering 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 the following :

- Monitoring checks – you decide on these as you draw up your House Rules
- Verification checks – these management checks are already included on the 'CookSafe' Recording Forms
- Review of your HACCP based system - guidance on when to review can be found in the Review Record at the end of this Section

### What paperwork is needed?

Your monitoring checks may be recorded by using one or a combination of the following methods :

1. By using the Recording Forms provided in 'CookSafe'.
2. By using Recording Forms which have been drawn up or adapted by yourself, either in paper copy or electronically. These must contain the equivalent information as the 'CookSafe' Recording Forms.

### Which of the Recording Forms provided by 'CookSafe' 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.

**When following 'CookSafe', the following Monitoring Records are provided and can be used :**

Monitoring Record	Purpose
<b>Delivery Record</b>	To record the monitoring of incoming deliveries
<b>Cold Food Record</b>	To record the monitoring of the refrigerator, chill, cold display units and the function of your freezer/s
<b>Hot Temperature Record</b>	To record cooking, cooling and reheating temperatures
<b>Hot Holding Record</b>	To record hot holding temperatures
<b>Off Site Temperature Record</b>	To record hot and cold food temperatures for food served in other locations such as home delivery and outside catering
<b>Note - In many businesses, the All-in-One Record can be used as an alternative to all of the above records.</b>	
<b>Cleaning Schedule</b>	To record cleaning (this record can be found in the Cleaning House Rules section )
<b>Weekly Record</b>	To record weekly management checks on all your House Rules and Records
<b>Monthly Probe Thermometer Check</b>	To record monthly checks on thermometer(s)
<b>Review</b>	To record six monthly checks on your HACCP based procedures and to record any interim checks

**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.**

**DELIVERY RECORD** The 'All-in-One' is an alternative to this record

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

Date	Supplier/Food Items	Date Code	Temp	Corrective Action	Initials

Write your Critical Limits here :

	Critical Limit	Notes
Chilled Food		
Frozen Food		
Raw/Cooked/ Ready-to-eat foods		
Condition of food and date coding		
Allergy Awareness: Does the food delivered match the order and are you aware of the composition of the food? <span style="float: right;">Yes <input type="checkbox"/></span> <span style="float: right;">No <input type="checkbox"/></span>		
Corrective Actions (if applicable): .....		

Corrective Action Examples:
<ul style="list-style-type: none"> <li>Reject food</li> <li>Review supplier</li> <li>Review staff training</li> <li> </li> <li> </li> </ul>

**Have the corrective actions been carried out?**

Yes / No / Not Applicable (delete as applicable)

**Date checked by Manager/Supervisor**

.....

**Initials**

.....

**COLD FOOD RECORD** The 'All-in-One' is an alternative to this record

MONTH: .....

Temperature of Refrigerator/Chill/Cold Display – RECOMMENDED TWICE PER DAY Function/Temperature of Freezer – RECOMMENDED ONCE PER DAY											Corrective Actions	Initials
UNIT												
DATE	AM	PM	AM	PM	AM	PM	AM	PM	AM	PM		
1st												
2nd												
3rd												
4th												
5th												
6th												
7th												
8th												
9th												
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23rd												
24th												
25th												
26th												
27th												
28th												
29th												
30th												
31st												

Write your Critical Limits here :

	Critical Limit	Notes
Refrigerator(s)		
Chill(s)		
Cold Display(s)		
Freezer(s)		

Corrective Action Examples:
<ul style="list-style-type: none"> <li>• Recheck temperature</li> <li>• Consider if food is safe to use</li> <li>• Dispose of food which may be contaminated</li> <li>• Review staff training</li> <li>• Call the engineer</li> </ul>

**Have the corrective actions been carried out?**  
 Yes / No / Not Applicable (delete as applicable)

**Date checked by Manager/Supervisor**  
 .....

**Initials**  
 .....

**HOT TEMPERATURE RECORD** You decide how many food items you check per day. The 'All-in-One' is an alternative to this record

		COOKING			COOLING		REHEATING	CORRECTIVE ACTION	
Date	Food Items	Time Started Cooking	Time Finished Cooking	Core Temp	Time Started Cooling	Time Finished Cooling	Core Temperature	Action Taken	Initials

Write your Critical Limits here :

	Critical Limit	Notes	Corrective Action Example:
Cooking			<ul style="list-style-type: none"> <li>Continue cooking until your specified temperature is achieved</li> <li>Consider if food is safe to use/dispose of food which may be contaminated</li> </ul>
Cooling			<ul style="list-style-type: none"> <li>Consider if food is safe to use/dispose of food which may be contaminated</li> <li>Revise cooling procedure/review staff training</li> </ul>
Reheating			<ul style="list-style-type: none"> <li>Continue reheating until your specified temperature is achieved</li> <li>Review staff training</li> </ul>

<b>Have the corrective actions been carried out?</b>
Yes / No / Not Applicable (delete as applicable)

<b>Date checked by Manager/Supervisor</b>
.....

<b>Initials</b>
.....



## OFF SITE TEMPERATURE RECORD

You decide how many food items you check per day. The 'All-in-One' is an alternative to this record.

Date	Food Items	Core Temp	Time of check	Comments / Corrective Action	Initials

Write your Critical Limits here :

	Critical Limit	Notes
Hot Food		
Cold Food		

Corrective Action Examples:
<ul style="list-style-type: none"> <li>• Consider if the food is safe to use/Dispose of food which may be contaminated</li> <li>•</li> </ul>

Have the corrective actions been carried out?
Yes / No / Not Applicable (delete as applicable)

Date checked by Manager/Supervisor
.....

Initials
.....

**ALL-IN-ONE RECORD** page 1 of 2

**To be completed daily and used as an alternative to the individual records:** 'Delivery Record', 'Cold Food Record', 'Hot Temperature Record', 'Hot Holding Record' and 'Off Site Temperature Record'

**DATE:** .....

<b>DELIVERIES – You decide how many food items should be probed in each delivery</b>			
Supplier's name			
Details of food items			
Van condition <ul style="list-style-type: none"> <li>• Cleanliness</li> <li>• Separation of Raw and Cooked/Ready-to-eat food</li> </ul>			
Food temperature <ul style="list-style-type: none"> <li>• Critical Limit - Chilled: .....</li> <li>• Critical Limit - Frozen: .....</li> </ul>			
Food condition <ul style="list-style-type: none"> <li>• Packaging/Contamination</li> </ul>			
Within date codes <ul style="list-style-type: none"> <li>• 'Use-by' or 'Best-before'</li> </ul>			
Corrective Actions <ul style="list-style-type: none"> <li>• Reject Food</li> <li>• Review supplier</li> <li>• Review staff training</li> </ul>			
Allergy Awareness <ul style="list-style-type: none"> <li>• Does the food delivered match the order and are you aware of the composition of the food?    Yes <input type="checkbox"/>    No <input type="checkbox"/></li> </ul>			
Corrective Actions (if applicable): .....			

<b>COLD FOOD RECORD</b>								
Refrigerators/Chill/Cold Display <ul style="list-style-type: none"> <li>• Critical Limit .....</li> </ul>	Unit		Unit		Unit		Unit	
Temperature checks (Recommended twice daily)	AM	PM	AM	PM	AM	PM	AM	PM
Freezers <ul style="list-style-type: none"> <li>• Critical Limit .....</li> </ul>	Unit		Unit		Unit		Unit	
Function checks (Recommended once daily)								
Corrective Actions <ul style="list-style-type: none"> <li>• Recheck Temperature</li> <li>• Consider if food safe to use</li> <li>• Review staff training</li> <li>•</li> </ul>								

**ALL-IN-ONE RECORD** page 2 of 2

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

Write Your Critical Limit for Cooking here :

Write Your Critical Limit for Cooling here :

Write Your Critical Limit for Reheating here :

Food Item	COOKING			COOLING		REHEATING
	Time Started Cooking	Time Finished Cooking	Core Temp	Time Started Cooling	Time Finished Cooling	Core Temperature

<p><b>Corrective Actions:</b></p> <p>Cooking :</p> <ul style="list-style-type: none"> <li>• Continue cooking until your specified temperature achieved</li> <li>• Consider if food is safe to use/dispose of food which may be contaminated</li> </ul> <p>Cooling :</p> <ul style="list-style-type: none"> <li>• Consider if food is safe to use/dispose of food which may be contaminated</li> <li>• Revise cooling procedure/review staff training</li> </ul> <p>Reheating :</p> <ul style="list-style-type: none"> <li>• Continue reheating until your specified temperature is achieved</li> <li>• Review staff training</li> </ul>	<p><b>Notes:</b></p>
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**HOT HOLDING RECORD AND/OR OFF SITE TEMPERATURE RECORD**  
 You determine the monitoring frequency in your Temperature Control House Rules

Write Your Critical Limit for Hot Holding and/or Off Site Temperatures:

Food Item	Core Temp	Time of Check

<p>Corrective Actions:</p> <ul style="list-style-type: none"> <li>• Consider if food is safe to use</li> <li>•</li> </ul>	<p><b>Notes:</b></p>
---	----------------------

Manager/Proprietor's Signature ..... Date .....

Remember to also complete the **Weekly Record** each week



## WEEKLY RECORD

The following ongoing checks should be carried out by the Manager or Proprietor during each working week and should be carried out by all businesses using 'CookSafe'.

WEEK COMMENCING: .....

<b>TRAINING Have the House Rules been followed?</b>	<b>YES</b>	<b>NO</b>	<b>N/A</b>
New Staff training including Induction Rules			
Formal Training/Retraining Rules			
Other Training			
<b>PERSONAL HYGIENE Have the House Rules been followed?</b>	<b>YES</b>	<b>NO</b>	<b>N/A</b>
Hand Washing Rules			
Personal Cleanliness Rules			
Protective Clothing Rules			
Illness/Exclusion/Return to Work Rules			
<b>CLEANING Have the House Rules been followed?</b>	<b>YES</b>	<b>NO</b>	<b>N/A</b>
All specified equipment and areas cleaned as per cleaning schedule			
Cleaning Chemicals Rules to include contact time, application and dilution			
<b>CROSS CONTAMINATION PREVENTION Have the House Rules been followed?</b>	<b>YES</b>	<b>NO</b>	<b>N/A</b>
Rules on Delivery			
Rules on Storage			
Rules on Preparation			
Cooking and Cooling			
<b>PEST CONTROL Have the House Rules been followed?</b>	<b>YES</b>	<b>NO</b>	<b>N/A</b>
Pest Proofing, Insect Screens/Fly-killing Devices Rules			
Good Housekeeping Rules			
<b>WASTE CONTROL Have the House Rules been followed?</b>	<b>YES</b>	<b>NO</b>	<b>N/A</b>
Waste in Food Rooms and Waste Collection Rules			
<b>MAINTENANCE Have the House Rules been followed?</b>	<b>YES</b>	<b>NO</b>	<b>N/A</b>
Premises Structure Rules			
Equipment Rules			
<b>STOCK CONTROL Have the House Rules been followed?</b>	<b>YES</b>	<b>NO</b>	<b>N/A</b>
Rules on stock control measures			
<b>TEMPERATURE CONTROL Have the House Rules been followed?</b>	<b>YES</b>	<b>NO</b>	<b>N/A</b>
Rules on Temperature Control			
<b>RECORDS</b>	<b>YES</b>	<b>NO</b>	<b>N/A</b>
Have all necessary Temperature Checks been recorded using the correct recording form/s?			

If the answer to any of the above questions is "NO" then enter the corrective action details in the table below

<b>HOUSE RULES DEVIATIONS OBSERVED</b>	<b>CORRECTIVE ACTIONS TAKEN</b>

Manager/Proprietor's Signature ..... Date .....

## MONTHLY PROBE THERMOMETER CHECK

Probe thermometer recording details

Month												
Reading in Iced Water												
Reading in Boiling Water												
Checked by												

- The readings in **iced water should be -1°C to +1°C**, if outside this range the unit should be replaced or returned to the manufacturer to be recalibrated.
- The reading in **boiling water should be between 99°C and 101°C**, if outside this range the unit should be replaced or returned to the manufacturer to be recalibrated.

Date and Details of Yearly Calibration		Date of next Yearly Calibration	
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**N.B. The electronic display unit should be checked at least once per year. Manufacturers may offer a calibration service.**

## 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, ideally every six months 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.

Date of Review .....

EXAMPLES	Applicable? yes or no	If YES, what changes are needed to your HACCP based procedures?	Summary of changes made, date and initials
Introduction of any new dish with substantially different process			
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			
Six Monthly Review (if applicable)			
Other factors not mentioned above (detail)			