



*The Eat Safe Award - A Guide for Enforcers in Scotland  
June 2018*

## GLOSSARY OF TERMS

This guidance is for use in **Scotland only** and the following common terms have been adopted:

### **Officer**

The term *Officer* in this document covers all personnel qualified to carry out food hygiene inspections in terms of the current enforcement Codes of Practice.

### **Lead Food Officer**

In this document the term *Lead Food Officer* means an Officer who is suitably experienced, is senior to the Field Officers normally carrying out the inspections and is designated by the Head of Service, Head of Department or other Chief Officer for that purpose. A *Lead Food Officer* should meet the requirements of an *Officer* as defined above.

### **Awarding Bodies – Qualification Equivalence**

The Royal Environmental Health Institute of Scotland (REHIS®) acts as the main awarding body for Scotland for a number of qualifications in Food Safety, Food and Health and Occupational Health and Safety and the levels of these qualifications are mentioned in this document. The equivalent qualifications from other awarding bodies are detailed below:

- REHIS® Elementary courses are equivalent to Level 2 Awards in England, Wales & Northern Ireland
- REHIS® Intermediate courses are equivalent to Level 3 Awards in England, Wales & Northern Ireland
- REHIS® Advanced Courses are equivalent to Level 4 Awards in England, Wales & Northern Ireland International Courses.

# THE EAT SAFE AWARD SCHEME

A Guide for Enforcers in Scotland – June 2018

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## 1. BACKGROUND

*As quoted by one awardee: "The level you achieve makes (Eat Safe) special, you know you are in good company". Eat Safe Evaluation, 2013.*

Food Standards Scotland (FSS) considers the Eat Safe Award Scheme to be an important element in raising food safety standards and supporting food law enforcement. Eat Safe was launched in Scotland during January 2005. In basic terms, the Eat Safe Award Scheme consists of a single tier of award granted by Local Authorities to food businesses meeting standards of food hygiene which are in excess of those required by current food hygiene legislation.

Local Authority Officers views of the Eat Safe award from the 2013 evaluation can be found below:

- An opportunity to recognise businesses doing well
- It is good to work with businesses that take compliance seriously and to be able to recognise them doing well
- Eat Safe is a benchmark and a driver for commercial success. It is a badge and a level of pride for food businesses
- Give businesses a chance to perform at a higher level and it feels good to recognise these businesses
- Confidence in standards
- Highlights the exemplars - good degree of confidence
- Eat Safe is achievable for any food business
- Good to reward those that go the extra mile
- Recognising excellence, good to give positive recognition
- Way of saying well done
- An incentive for business and a measure of encouragement
- Recognising excellence, good to give positive recognition
- Encourages improvement and maintenance of high standards
- Opportunity to recognise businesses doing that little extra
- A way of awarding businesses that are maintaining and improving
- Good way to improve standards
- Businesses are very proud of Eat Safe.

Food Standards Scotland manages the Scheme and Local Authorities administer the Scheme. In Scotland, the Food Hygiene Information Scheme Implementation Group advises on the ongoing development of the Eat Safe Award Scheme. Periodically the scheme will be evaluated and any proposed changes will be based on consultation with Local Authorities and Awardees.

## PROCEDURE NOTE 1

### The First Eat Safe Award assessment

1. The guidance will now cover the first assessment for the Eat Safe Award, followed by re-assessment and then withdrawal. This will be followed by operational documents **Appendix 1, 2 and 3** and the scheme criteria **Appendix 4**.

#### The first Eat Safe Award assessment

2. During planned food hygiene inspections or revisits to food businesses, consider whether the food business meets the Eat Safe Award criteria '**Appendix 4 – Scheme Criteria May 2013**'. If in your view this is likely, discuss the possibility of an Eat Safe Award being granted with the proprietor/franchisee. Point out that any decision to grant the Award is subject to confirmation by the Lead Food Officer.
3. Give the proprietor/franchisee a copy of the '**Appendix 1, Terms and Conditions Agreement**' and point out that, should an Eat Safe Award be granted, the proprietor/franchisee will be required to sign this BEFORE receiving the certificate.

**Ensure that the proprietor/franchisee has read the Privacy Statement on page 7 and has ticked the box indicating this.**

4. Fully complete the '**Appendix 2, Assessment of business**' ensuring that the Award criteria are clearly satisfied – i.e. both boxes in Section 2 of this form should be ticked "Yes". Also ensure that the form is fully completed with:
  - (a) The name, address, telephone number, proprietor, status and category of food business.
  - (b) The name of the person and/or business name to which the certificate is to be awarded.
  - (c) The name (as it should appear below the signature on the certificate) and position of the intended signatory on behalf of your Local Authority.
  - (d) The business email address.

Agreement to grant the Eat Safe Award to the food business operation must be obtained from the Lead Food Officer and Appendix 2 countersigned accordingly. If appropriate to the Local Authority, the granting of an Award may need to be reported to the appropriate elected member forum.

5. Email a copy of the completed and signed **Appendix 1** and **Appendix 2** forms to: [Eatsafe@fss.scot](mailto:Eatsafe@fss.scot)
6. FSS will print an Eat Safe Certificate for the awardee and post this back to the Local Authority contact, together with window stickers and associated publicity materials. The details of those awardees will be publicised on the Food Standards Scotland website at the following link: <http://www.foodstandards.gov.scot/consumers/food-safety/buying-food-eating-out/eat-safe-awards>. Local Authorities will issue the Eat Safe Award certificate and give the accompanying literature to the awardee. FSS can assist with a press release and support a local Authority presentation of the certificate/s if required. An example press release is attached at the end of this document.

## PROCEDURE NOTE 2

### Re-assessment of Business

1. During each planned food hygiene inspection of food businesses holding the Award, consider whether the business still meets the Eat Safe Award criteria.
2. If the food business still meets the Eat Safe Award criteria there is no requirement to update FSS. It would be considered to be good practice to update your local authority database to ensure you have the outcome of the re-assessment captured.

## PROCEDURE NOTE 3

### Withdrawal of the Eat Safe Award

1. If, as a result of a programmed inspection (or other visit e.g. consumer complaint, sampling visit) an Officer is of the opinion that the Eat Safe Award criteria is no longer met then the Award must be withdrawn.

**Note:** on the withdrawal form at least one of the boxes in Section 2 will NOT be ticked 'yes' and the Lead Food Officer will be required to sign at Section 4. If appropriate to the Local Authority, the intended withdrawal may need to be reported to an appropriate elected member forum.

2. Similarly, if the awardees' address, owner/company/franchisee or award recipient has changed, then the original Award must also be withdrawn.
3. The reasons for withdrawing the Award should be explained to the holder/recipient or other relevant person. This may be included in a regular post inspection letter and should always be sent prior to removal of the Award.
4. Visit the premises as soon as possible and physically remove the Eat Safe Award certificate, window stickers and any other relevant consumer literature referring to the Scheme. Ensure that the proprietor understands that the Award logo may no longer be used on promotional literature or on their website.
5. Email a copy of form **Appendix 3 – Withdrawal** to FSS who will remove the awardee from the website.

## Appendix 1

### TERMS AND CONDITIONS AGREEMENT

*The following terms and conditions must be accepted and signed by all recipients of Eat Safe Awards.*

1. The certificate and associated publicity materials will remain the property of the Eat Safe Award Scheme organisers at all times.
2. The Eat Safe Award certificate and associated publicity materials must be displayed only in the food business to which it was originally awarded.
3. The Eat Safe Award is not transferable from one operation/address to another or between consecutive proprietors/franchisees/companies occupying the same premises.
4. The Scheme organisers may withdraw the Eat Safe Award certificate and associated publicity materials at any time if:
  - (a) There is a fall in the standards and the food business no longer meets the criteria.
  - (b) The food business ceases to trade.
  - (c) The food business is taken over by a different proprietor/franchisee/company.
5. In the event of the Eat Safe Award being withdrawn the certificate and associated publicity materials will be surrendered to the Scheme organisers (Any frame attached to the certificate by the Award holder may be removed before surrender).
6. In the event of the Eat Safe Award being withdrawn the publicity materials including the Scheme logo will no longer be used for any reason (unless the Award is subsequently reinstated).
7. In the event of the food business ceasing to trade the Local Authority will be informed and the Eat Safe Award certificate and associated publicity materials will be returned to the Scheme organisers.
8. Should the criteria for achieving the Eat Safe Award change and should awardees not meet the 'new criteria' they will agree to work to attaining the new criteria within a time period deemed acceptable and agreed by the Local Authority or surrender their Eat Safe Award.

NAME \_\_\_\_\_

ADDRESS \_\_\_\_\_  
\_\_\_\_\_

POSTCODE \_\_\_\_\_

DECLARATION

**I acknowledge receipt of an Eat Safe Award and hereby agree to fully abide by the above terms and conditions.**

**I acknowledge that I have read and understand the Privacy Statement.**

PRINT NAME \_\_\_\_\_

SIGNED \*

DATE \_\_\_\_\_

POSITION HELD \_\_\_\_\_

\* This signature should only be that of the proprietor/franchisee/company secretary or other person nominated by the company.

## Privacy Statement

Using your personal information:

Food Standards Scotland values any information that we collect, hold, or process and take your privacy seriously. The personal information which you supply to us in this Assessment Form will be used in the following ways:

- in the exercise of our official authority as the competent food and feed authority in Scotland;
- we may share your information with other public bodies for the performance of a task carried out in the public interest or to help prevent fraud and crime, or where we are required to do so by law;
- the information provided by you will be added to our secure Stakeholder database;
- The name, address and telephone number of the business will be published on the Eat Safe section of our website.

For further information on how your information is used, the security and technical measures we use in our organisation to protect your information, and your enhanced rights to access the information we hold on you, please contact our Data Protection Officer at the following email address: [dataprotection@fss.scot](mailto:dataprotection@fss.scot)



## Appendix 2 ASSESSMENT OF BUSINESS

Local Authority: \_\_\_\_\_ Date of Assessment: \_\_\_\_\_

| <b>1. FOOD BUSINESS DETAILS</b>  |  |                             |                          |                        |                          |   |                          |             |                                |                                  |              |           |            |
|--|--|-----------------------------|--------------------------|------------------------|--------------------------|---|--------------------------|-------------|--------------------------------|----------------------------------|--------------|-----------|------------|
| Business name  |  |                             |                          |                        |                          |   |                          |             |                                |                                  |              |           |            |
| Address & Postcode   |  |                             |                          |                        |                          |   |                          |             |                                |                                  |              |           |            |
| Telephone Number   |  |                             |                          |                        |                          |   |                          |             |                                |                                  |              |           |            |
| Email address  |  |                             |                          |                        |                          |   |                          |             |                                |                                  |              |           |            |
| Proprietor / Franchisee name   |  |                             |                          |                        |                          |   |                          |             |                                |                                  |              |           |            |
| Status of operation (please tick)  | <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; padding: 2px;">Privately owned and managed</td> <td style="width: 50%; padding: 2px;"><input type="checkbox"/></td> </tr> <tr> <td style="padding: 2px;">A franchised operation</td> <td style="padding: 2px;"><input type="checkbox"/></td> </tr> <tr> <td style="padding: 2px;">A local branch of a centrally managed 'chain'<br/><i>If so enter name and address of head office below</i></td> <td style="padding: 2px;"><input type="checkbox"/></td> </tr> </table>   | Privately owned and managed | <input type="checkbox"/> | A franchised operation | <input type="checkbox"/> | A local branch of a centrally managed 'chain'<br><i>If so enter name and address of head office below</i> | <input type="checkbox"/> |             |                                |                                  |              |           |            |
| Privately owned and managed  | <input type="checkbox"/>   |                             |                          |                        |                          |   |                          |             |                                |                                  |              |           |            |
| A franchised operation   | <input type="checkbox"/>   |                             |                          |                        |                          |   |                          |             |                                |                                  |              |           |            |
| A local branch of a centrally managed 'chain'<br><i>If so enter name and address of head office below</i>  | <input type="checkbox"/>   |                             |                          |                        |                          |   |                          |             |                                |                                  |              |           |            |
| Category/categories to be listed on the Eat Safe website   | <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; padding: 2px;">Bakers</td> <td style="width: 50%; padding: 2px;">Butchers</td> </tr> <tr> <td style="padding: 2px;">Care Sector</td> <td style="padding: 2px;">Coffee Shops / Cafés</td> </tr> <tr> <td style="padding: 2px;">Delicatessens</td> <td style="padding: 2px;">Education Sector</td> </tr> <tr> <td style="padding: 2px;">Fishmongers</td> <td style="padding: 2px;">Grocer/ general food retailers</td> </tr> <tr> <td style="padding: 2px;">Hotels, Restaurant, Public House</td> <td style="padding: 2px;">Supermarkets</td> </tr> <tr> <td style="padding: 2px;">Takeaways</td> <td style="padding: 2px;">Workplaces</td> </tr> </table> | Bakers                      | Butchers                 | Care Sector            | Coffee Shops / Cafés     | Delicatessens   | Education Sector         | Fishmongers | Grocer/ general food retailers | Hotels, Restaurant, Public House | Supermarkets | Takeaways | Workplaces |
| Bakers   | Butchers   |                             |                          |                        |                          |   |                          |             |                                |                                  |              |           |            |
| Care Sector  | Coffee Shops / Cafés   |                             |                          |                        |                          |   |                          |             |                                |                                  |              |           |            |
| Delicatessens  | Education Sector   |                             |                          |                        |                          |   |                          |             |                                |                                  |              |           |            |
| Fishmongers  | Grocer/ general food retailers   |                             |                          |                        |                          |   |                          |             |                                |                                  |              |           |            |
| Hotels, Restaurant, Public House   | Supermarkets   |                             |                          |                        |                          |   |                          |             |                                |                                  |              |           |            |
| Takeaways  | Workplaces   |                             |                          |                        |                          |   |                          |             |                                |                                  |              |           |            |
| Recipient name to appear on the certificate  |  |                             |                          |                        |                          |   |                          |             |                                |                                  |              |           |            |
| <b>2. COMPLIANCE WITH THE SCHEME CRITERIA (All boxes to be ticked 'Yes')</b>   |  |                             |                          |                        |                          |   |                          |             |                                |                                  |              |           |            |
|  | YES  |                             |                          |                        |                          |   |                          |             |                                |                                  |              |           |            |
| <b>Compliance -</b>  |  |                             |                          |                        |                          |   |                          |             |                                |                                  |              |           |            |
| Has the Food Business met the Food Hygiene Information Scheme (FHIS) <b>Pass</b> standard?<br><i>Note: Only minor not recurring non compliances not critical to food safety are accepted</i> | <input type="checkbox"/>   |                             |                          |                        |                          |   |                          |             |                                |                                  |              |           |            |
| <b>Training</b>  |  |                             |                          |                        |                          |   |                          |             |                                |                                  |              |           |            |
| Are all food handling staff within the business trained to the Award standard?   | <input type="checkbox"/>   |                             |                          |                        |                          |   |                          |             |                                |                                  |              |           |            |
| <b>3. RECOMMENDATION OF THE ASSESSING OFFICER</b>  |  |                             |                          |                        |                          |   |                          |             |                                |                                  |              |           |            |
| <p>I, _____ (name of Officer), _____ (position)<br/>recommend that this business be granted the Eat Safe Award.</p> <p>Signed _____ Date _____</p>   |  |                             |                          |                        |                          |   |                          |             |                                |                                  |              |           |            |
| <b>4. RECOMMENDATION OF THE LEAD FOOD OFFICER</b>  |  |                             |                          |                        |                          |   |                          |             |                                |                                  |              |           |            |
| <p>I, _____ (name of Officer), _____ (position)<br/>agree with the above recommendation.</p> <p>Signed _____ Date _____</p>  |  |                             |                          |                        |                          |   |                          |             |                                |                                  |              |           |            |
| <b>5. LOCAL AUTHORITY SIGNATORY/PRESENTATION OF CERTIFICATE</b>  |  |                             |                          |                        |                          |   |                          |             |                                |                                  |              |           |            |
| <p>Name of Officer/Member to sign certificate on behalf of the Local Authority (BLOCK CAPITALS)</p> <p>_____</p> <p>Position _____</p>   |  |                             |                          |                        |                          |   |                          |             |                                |                                  |              |           |            |

**Email the completed forms to FSS (refer to Page 5)**

## Appendix 3 WITHDRAWAL

Local Authority: \_\_\_\_\_ Date of Assessment: \_\_\_\_\_

| 1. FOOD BUSINESS DETAILS  |        |
|---|--------|
| Name  |        |
| Address & Postcode  |        |
| Telephone Number  |        |
| Email address   |        |
| Recipient name on the certificate   |        |
| Certificate number  |        |
| 2. NON COMPLIANCE WITH SCHEME CRITERIA  |        |
|   | YES/NO |
| Compliance  |        |
| Food Hygiene Information Scheme (FHIS) has the PASS standard been met?  |        |
| Training  |        |
| Have all food handling staff received training to the Award standard?   |        |
| Additional Comments in areas of non-compliance with the Scheme criteria   |        |
|   |        |
| 3. RECOMMENDATION OF THE ASSESSING OFFICER  |        |
| <p>I, _____ (name of Officer), _____ (position)</p> <p>recommend that the <b>Eat Safe</b> Award is <b>withdrawn</b> from this business.</p> <p>Signed _____</p> <p>Date _____</p> |        |
| 4. RECOMMENDATION OF THE LEAD FOOD OFFICER  |        |
| <p>I, _____ (name of Officer), _____ (position)</p> <p>agree with the above recommendation.</p> <p>Signed _____ Date _____</p>  |        |

***Email this form to the FSS (refer to Page 5)***

## Appendix 4 Scheme Criteria May 2013.

| COMPLIANCE  |   |
|---|---|
| Food Hygiene & Safety (handling practices, procedures, temp. control)   | Structural  |
| <p>Good compliance with Regulation (EC) No 852 on the hygiene of foodstuffs and the Food Hygiene (Scotland) Regulations 2006, Schedule 4 – Temperature Control Requirements. Any non-compliance minor in nature only and not critical to food safety.</p>   | <p>Good compliance with Regulation (EC) No 852 on hygiene of foodstuffs. Any non-compliance minor in nature only and not critical to food safety.</p> |
| FOOD SAFETY MANAGEMENT  |   |
| <ol style="list-style-type: none"> <li>1. In addition, whether or not flexibilities might otherwise apply with regard to the application of Article 5 of EC Regulation 852/2004. A documented Food Safety Management System based on the principles of HACCP, appropriate to the nature of the business could be in place i.e. hazard analysis conducted, CCPs identified, critical limits, monitoring procedures, corrective actions, verification procedures and review procedures all established.</li> <li>2. Able to demonstrate effective control of hazards.</li> <li>3. Appropriate records maintained e.g. food delivery, refrigeration, cooking/reheating, hot holding, calibration, training, fitness to work assessment and cleaning schedule.</li> <li>4. Audit by Local Authority confirms general compliance with documented Food Safety Management System (any non-conformity is not identified as a CCP).</li> </ol>   |   |
| TRAINING <sup>1</sup>   |   |
| <ol style="list-style-type: none"> <li>1. All food handlers must have received the essentials of food hygiene instruction before starting work and further food hygiene awareness instruction within 4 weeks (8 weeks for part time staff) of commencing employment.</li> <li>2. All food handlers involved in preparation and handling of high-risk open (unwrapped) foods will have been successful in an examination taken following a REHIS elementary<sup>2</sup> level food hygiene training course, or equivalent in-house training<sup>3</sup> within 3 months of commencing employment.</li> <li>3. All food handlers that have not achieved the REHIS elementary level food hygiene training (set out in the preceding bullet point) must be supervised by a person who has that level of competence or intermediate<sup>4</sup> food hygiene level where the next bullet applies.</li> <li>4. Where a business handles either open ready-to-eat foods and unwrapped raw meat/poultry or unwashed root vegetables at the same time, or unwrapped high risk (perishable) ready-to-eat foods, all food handlers must be supervised by a person who has been successful in an intermediate level food hygiene or equivalent in-house course<sup>5</sup> examination.</li> <li>5. A food handler holding the elementary food hygiene or, where required under bullet point 4, the intermediate food hygiene certificate may work without supervision by a person trained to that standard.</li> <li>6. Staff responsible for the development and maintenance of Food Safety Management System have received appropriate training in the application of HACCP principles<sup>6</sup>.</li> <li>7. Certificates and/or the training records available to prove these competencies.</li> </ol> |   |

<sup>1</sup> Officers should use discretion in applying training criteria e.g. businesses should not be refused an Award merely because one or two food handlers were not trained within specified time periods or if certificates have not yet been received from the Awarding body.

<sup>2</sup> Equivalent to Level 2 Food Hygiene Award in England, Wales and Northern Ireland

<sup>3</sup> The onus for demonstrating the equivalence of in-house training and subsequent assessment of competence rests with the business

<sup>4</sup> Equivalent to Level 3 Food Hygiene Award in England, Wales and Northern Ireland

<sup>5</sup> At least one person with intermediate training would be present in the premises in normal circumstances at times when these operations are being carried out. Practical allowances for holidays or short absences due to other business needs may be necessary, however, arrangements should be in place in the premises to ensure the food hygiene management and HACCP arrangements are working effectively during any such absences.

<sup>6</sup> As set out in Regulation (EC) NO 852/2004 of 29 April 2004 on the hygiene of foodstuffs / The Food Hygiene (Scotland) Regulations 2006.

## Example Press release

### A thousand reasons for eating out in Scotland

Scotland's reputation as a destination for discerning foodies has reached a new milestone, with the presentation of the XXXth Eat Safe award.

Name of establishment and location, has become the XXX<sup>th</sup> establishment in Scotland to receive the prestigious award, which recognises excellence in food hygiene and food safety management. This brings the number of Eat Safe awards in XX authority up to XX (number)

A wide range of food outlets across Scotland have already achieved the accolade. Eat Safe Awards are judged on the basis of a catering establishment's food hygiene and food safety management. Food outlets are only given an Eat Safe award if they clearly show that their standards are above and beyond those that are required by law.

Geoff Ogle, Chief Executive of Food Standards Scotland (FSS) who presented the awards to XXX, commented: 'I am delighted that XXX has helped us reach this landmark. Eat Safe awards are only granted to premises that demonstrate the highest levels of food safety and hygiene. It is reassuring that more and more catering establishments recognise how much consumers care about food hygiene and are making this a top priority.'

Councillor XXX for XXX Council said: "Tourism is very important to XXX Council and XXX establishment attracts people from across Scotland and the UK. It is good to know that this eatery has been awarded an Eat Safe award and they are offering a wide range of food to suit all tastes."

The Eat Safe Award scheme, launched in Scotland in 2005, is operated by the FSS in partnership with local authorities. Food businesses are assessed for the award during scheduled food hygiene inspections carried out by local authority environmental health teams. If successful, the awards are reviewed at every subsequent visit to ensure standards are maintained.

**WHY NOT PROMOTE THAT YOUR AUTHORITY HAS ISSUED AN EAT SAFE AWARD ON YOUR FACEBOOK AND TWITTER ACCOUNTS.**