

# RetailSafe

Food Safety Assurance System

For Retailers Handling Unwrapped High Risk Food

# Foreword

**Food is an essential part of everyday life and managing its preparation is important to make sure the food you sell is safe to eat. High-profile food-related incidents such as those involving *Salmonella* and *E.coli O157* have only served to increase general awareness and concern about food safety issues.**

New food safety legislation, introduced during January 2006, requires that all food businesses apply food safety management procedures based on the principles of Hazard Analysis and Critical Control Point (HACCP) to their business. Guidance on these Regulations allows businesses to comply with this requirement in a manner which is proportional to the nature and size of the operation.

In order to help food businesses comply with this requirement the Agency has provided guidance materials appropriate for different types of food business. The Food Standards Agency Scotland asked the Scottish HACCP Working Group of the Scottish Food Enforcement Liaison Committee (SFELC) to develop a guidance manual for caterers called **CookSafe**, which is now being used by the majority of Scottish catering establishments. This manual **RetailSafe** has built on the **CookSafe** brand and structure and has been developed for retailers handling unwrapped high risk food.

The process of development drew upon expertise from the retail industry, Local Authorities and the Scottish Food Advisory Committee. The Agency would like to record its gratitude to SFELC, and in particular the Scottish Retail HACCP Working Group, for the commitment, time, expertise and support they have given to this task.

I believe that the advice contained within these pages will enable retail businesses handling unwrapped high risk food to better control food safety and build upon existing good practice in line with the new legislative requirements. I feel confident that **RetailSafe** will prove a valuable resource to all of us committed to the very important issue of raising food safety standards throughout the food chain and in doing so, better protect consumers.



**Dr George M Paterson**

Director, Food Standards Agency Scotland  
July 2006

# Scottish HACCP Working Group

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Leslie Fisher ..... Stirling Council

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The Scottish HACCP Working Group is pleased to acknowledge the helpful contributions provided by Hampton Associates, Design and Marketing Consultants, Aberdeen

# Action Plan

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

Sign off each Section as you complete it.

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

2. BUSINESS SELECTOR	BUSINESS TYPE selected
Helps to select the House Rules appropriate to your type of business	Date _____  Signed _____

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

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

# RetailSafe

Food Safety Assurance System

For Retailers Handling Unwrapped High Risk Food

## 1. INTRODUCTION

Contains guidance on this manual and on HACCP terms



Everyone involved in the sale of food is aware of the importance of good food hygiene practices and of the need to handle food in a safe, clean environment. RetailSafe is designed to assist retail business dealing with **unwrapped high risk food** to build upon their safe working practices. RetailSafe helps a retailer examine the business operation and identify the controls necessary depending on the risk posed by the products sold.

By reading this manual and following the instructions, you will be able to develop 'HACCP based procedures' in line with the legislative requirements, 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. This manual provides guidance and offers suggestions to help you build your own system to do this.

### What are unwrapped high risk foods?

These are foods, usually high in protein, that require refrigeration and must be kept separate from raw foods. Examples include cooked meats, cooked meat products such as pies and patés, unwrapped sandwiches, egg and dairy products.

### How this manual can help you

RetailSafe is split into 4 sections as follows:

1. **Introduction Section** – contains guidance on this manual and on HACCP terms
2. **Business Selector** – helps you select the House Rules appropriate to your type of business
3. **House Rules Section** – contains guidance and templates to help you write your own House Rules building on your day-to-day safe working practices
4. **Records Section** – contains guidance and templates for you to use to link in with all the other Sections

## WHAT YOU NEED TO DO

Each section of Retail**Safe** offers you guidance and an example to follow. Work through the manual in the way it is laid out and you will be able to customise this HACCP based system to meet your needs. The information in your copy should accurately reflect all of the operations carried out within your business. In particular, your House Rules should be readily understood by all of your staff.

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

## Scope of this manual

Retail**Safe** has been designed for use in retail businesses handling unwrapped high risk foods and is available from Local Authorities and from the Food Standards Agency website.

The purpose of Retail**Safe** is to assist those businesses which handle unwrapped high risk foods within their premises. This means that a retail business which buys, stores, handles, prepares or sells high risk food which is unwrapped *at any time*, will find that Retail**Safe** is suitable for their use.

The manual is **not** intended for use in shops where no high risk food is handled in an unwrapped state. A retailer whose business simply involves the sale of pre-wrapped high risk food should **not** use Retail**Safe**.

If you are not sure if this manual is suitable for your business, contact the Environmental Health Service at your nearest Local Authority for advice.

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

## Legal Responsibilities

Retail**Safe** 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. 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.

## HACCP TERMS

This manual uses a number of terms which may not be familiar to you. These terms fall into 5 main categories, which are explained as follows:

1. HAZARDS
2. CONTROLS
3. MONITORING
4. RECORDING
5. CORRECTIVE ACTIONS

### 1. HAZARDS (What can go wrong)

In a HACCP based approach, you need to consider the hazards present in your business. A "Hazard" is anything that may cause harm to your customers through eating the food you sell.

**There are three main types of hazard:**

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

Microbiological hazards are dangerous because they can: -

- **Survive** inadequate cooking, if already present in food
- **Multiply** to harmful levels, 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 cooked/ready-to-eat foods either directly or via staff handling food, 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.

To avoid the hazard of food poisoning, you must ensure that food is safe in the first place and also avoid the conditions which allow any bacteria, which are present, to grow in number.

- **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 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.

## 2. CONTROLS (How you can prevent the hazard)

By working through the '**Business Selector**' Section you will select the House Rules appropriate to your type of business. You then need to look at controls, which are ways to prevent things going wrong. This can be done by working through the House Rules you have selected.

**Deciding on the controls appropriate to your business can be done in three stages.**

1. Identifying hazards likely to occur in your business and ways of preventing or **controlling** them.
2. Focussing your attention on the stages of your process where the hazards, which are **critical** to food safety, must be controlled for the food to be safe to eat. These are called Critical Control Points (CCPs).
3. Identifying Critical Limits, which are specified safety limits and a method of monitoring them. You decide on the safety limits, for example, in your Temperature Control House Rules, if you decide that the temperature of your refrigerator should be no higher than 5°C, then 5°C is your Critical Limit for your refrigerator.

Retail**Safe** gives examples of typical hazards and controls suitable for the majority of retail businesses selling **unwrapped high risk food**. You need to consider the examples and adapt them to suit what you do in your business.

## 3. MONITORING (Checking your Control Measures)

A HACCP based approach to food safety requires that all controls that are critical to food safety be monitored. Monitoring methods may vary according to the nature of your Controls.

Monitoring which only involves supervision may simply require a supervisor or manager's signature to confirm that the monitoring actions have been carried out.

## 4. RECORDING (Keeping a Record of your Monitoring)

A HACCP based food safety management system requires that the outcome of Monitoring be recorded at a frequency which reflects the nature and size of your business. This is usually done by writing down the information on a form or in a diary.

You may wish to use the Recording Forms, which can be found in the '**Records**' Section of this manual. Alternatively, you may wish to design your own forms.

Your 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.

Verification of Retail**Safe** involves taking an overview of the system to make sure it is working effectively and is being applied in practice.

## 5. CORRECTIVE ACTIONS (What to do if things go wrong )

Corrective Actions follow on from the Monitoring process and must be recorded. A Corrective Action must follow when Monitoring shows that a Control is not taking place correctly.

### **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 and taking appropriate action

The recording forms in Retail**Safe** have examples of Corrective Actions and areas for you to note down your Corrective Actions.

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

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

**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 'RetailSafe'.

<b>ACTION PLAN</b>	The documented record of actions to be completed by the person using RetailSafe in order to develop a HACCP based food safety management system designed for their business.
<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, which are very small and generally can only be seen under a microscope. Some are known to cause food poisoning or food spoilage.
<b>BACTERICIDAL DETERGENT</b>	A detergent containing a chemical which is designed to destroy bacteria during the cleaning process.
<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>CORE TEMPERATURE</b>	The temperature at the centre or thickest part of a piece of food.
<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>DISINFECTION</b>	A part of the overall cleaning process aimed at reducing the level of harmful micro organisms to a level that will not lead to either harmful contamination or spoilage of food.
<b>HARMFUL BACTERIA</b>	Bacteria capable of causing illness through contamination of food.
<b>MICRO ORGANISMS</b>	Micro organisms include bacteria, viruses, yeasts and moulds. They are very small and generally can only be seen under a microscope but they are present almost everywhere. Not all micro organisms are harmful.
<b>UNWRAPPED 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. Unwrapped high risk food is usually high in protein, requires refrigeration and must be kept separate from raw foods.
<b>PROCESS STEPS</b>	A sequence of steps typical to a business selling food. The first process step is usually incoming stock and the final step is usually display and sale.
<b>READY-TO-EAT FOOD</b>	Foods, which may not require to receive, further cooking or reheating prior to consumption.
<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.

# RetailSafe

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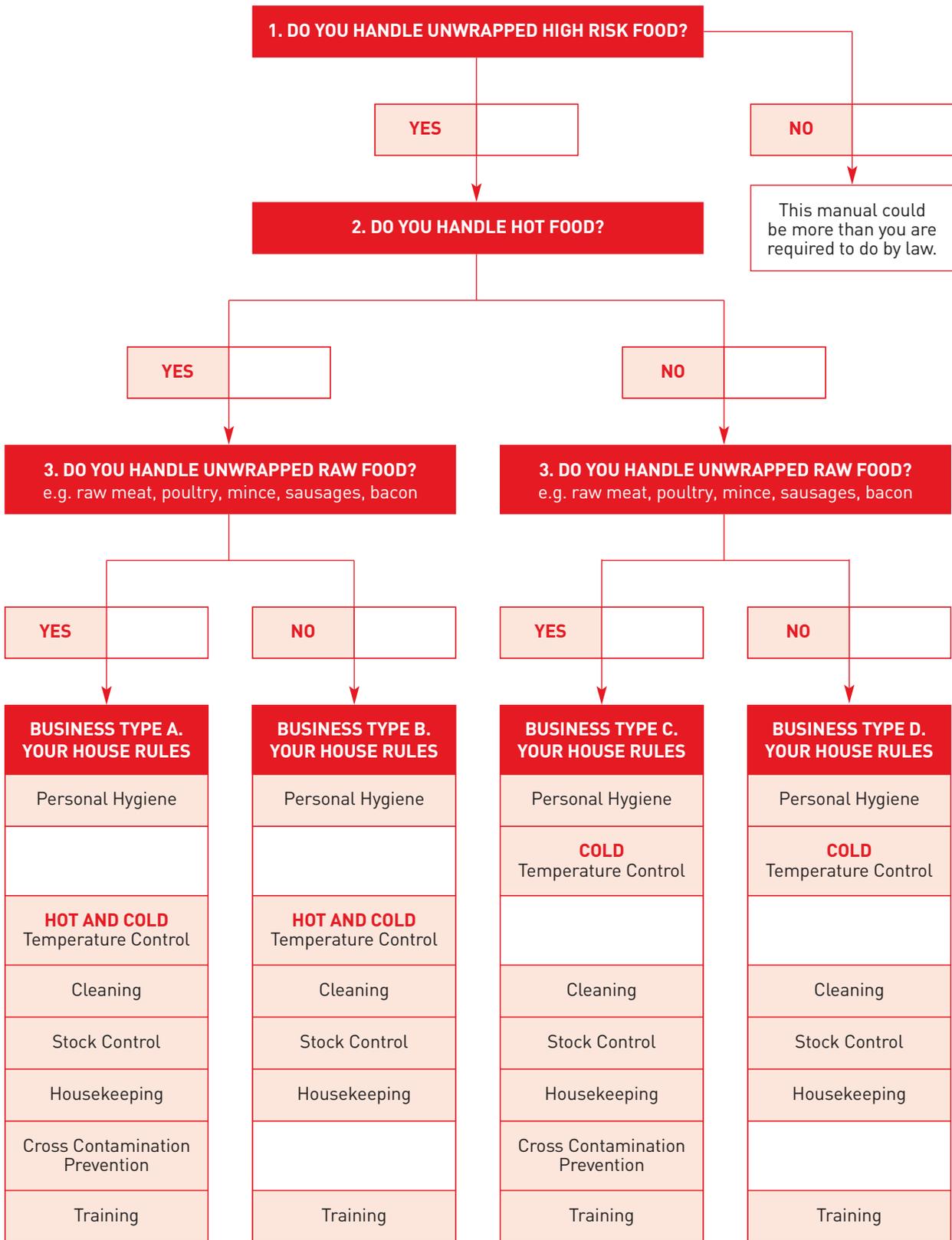
## **2. BUSINESS SELECTOR**

Helps you select the House Rules appropriate to your type of business



**YOUR BUSINESS**

Work through the **Business Selector** by answering the questions and following the arrows down.



Now remove the House Rules from RetailSafe that do not apply to your business. For example, Business Type D will remove 'Hot and Cold Temperature Control' and 'Cross Contamination Prevention'.

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## **3. HOUSE RULES**

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

# 3. HOUSE RULES

## PERSONAL HYGIENE

### FOR ALL RETAIL BUSINESSES USING RETAILSAFE

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

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

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

#### WHAT YOU NEED TO DO

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

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

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



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

#### **Why is Personal Hygiene important?**

Personal hygiene is an important part of food hygiene and applies to every person who handles food in a retail business. Personal hygiene includes personal cleanliness and the use of appropriate clean clothing.

#### **HAZARDS** (What can go wrong)

- **Microbiological Contamination** – Food poisoning bacteria can be spread by poor hygiene practices. Microbiological contamination can also be spread from dirty clothing onto food.
- **Physical Contamination** can be caused by such things as hair and jewellery falling into the food.

#### **CONTROLS** (How you can prevent the hazard)

**Microbiological contamination can be minimised by the following practices:**

##### **1. Hand Washing**

Hands are to be washed thoroughly:

- before starting work
- before handling food
- after using the toilet
- after handling raw foods including shell eggs, unwashed raw vegetables or food waste
- after every break from work
- after eating and drinking
- after cleaning
- after blowing your nose.

If staff who handle food smoke outwith the premises, they must wash their hands before resuming work.

##### **2. Protecting food**

Staff handling food should not spit, sneeze or cough over food

##### **3. Dressings**

Cuts and sores should be covered with a waterproof (preferably highly visible) dressing

##### **4. Appropriate, clean clothing**

All staff handling food must wear appropriate, clean clothing, which should be changed and laundered regularly.

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

- Hair should be tied back and preferably covered.
- Jewellery should be kept to a minimum when preparing and handling food – for example, to prevent the physical contamination of food.



- Don't assume that hands that *look* clean are free from bacteria – wash them frequently
- Don't handle money then food – wash hands in between

**What else needs to be considered?****Reporting illness/exclusion**

Staff handling food must, by law, report illness that may present a risk to food safety to the owner or manager of the business. In particular, they must ensure that they report any skin, nose, throat, stomach or bowel trouble or if they have any infected wounds.

Staff handling food suffering from any of the complaints listed above must be excluded from handling food until they have fully recovered.

**The law puts the responsibility on employers to satisfy themselves that no staff handling food pose a risk to food safety.**

**Exclusion/return to work after illness**

- Staff should not return to work until they have been free of 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 the 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** that may be used for this purpose can be found at the end of this sub-section.

### 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 for you and your staff.

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

Describe: • Control Measures and Critical Limits (where applicable) • Monitoring including frequency	
Appropriate, clean clothing	<p><i>All Staff handling Unwrapped High Risk Food</i></p> <ul style="list-style-type: none"> <li>- <i>Must always wear the clothing supplied</i></li> <li>- <i>Clean clothing must be used at the start of each working day</i></li> </ul>

### MONITORING (Checking your Control Measures)

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

### RECORDING (Keeping a Record of your Monitoring)

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

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

If you find that your Personal Hygiene House Rules are not being followed you must make a record of the problem identified and the action you have taken to correct it (this is known as a Corrective Action). For example, if you find that a member of staff is not wearing the appropriate, clean clothing, the Corrective Action would be to retrain the member of staff on your Personal Hygiene House Rules and the importance of wearing appropriate, clean clothing. This information can be entered in either the COLD Record or the HOT AND COLD Record. Further information on these records can be found in the **'Records'** Section of this manual.

It is required that all Records of 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 staff handling food.**

## PERSONAL HYGIENE HOUSE RULES

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

Describe: <ul style="list-style-type: none"> <li>• Control Measures and Critical Limits (where applicable)</li> <li>• Monitoring including frequency</li> </ul>	
Hand washing	
Protecting food	Staff handling food should not spit, sneeze or cough over food.
Dressings	
Appropriate, clean clothing	
Minimising physical contamination	
Rules on : <ul style="list-style-type: none"> <li>• Reporting illness</li> <li>• Exclusion</li> <li>• Return to Work</li> </ul>	<ul style="list-style-type: none"> <li>• Staff handling food must, by law, report illness which pose a risk to food safety, such as skin, nose, throat, stomach or bowel trouble or if they have any infected wounds.</li> <li>• They must be excluded from food handling until they have fully recovered.</li> <li>• Staff should not return to work until they have been free of vomiting/diarrhoea for 48 hours.</li> </ul>
Monitoring/checking and any other appropriate records used by your business	

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

(To be completed by all Staff handling food 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
(a) Diarrhoea?			
(b) Vomiting?			
(c) Discharge from gums/mouth, ears or eyes?			
(d) A sore throat with fever?			
(e) A recurring bowel disorder?			
(f) A recurring skin ailment?			
(g) Any other ailment that may present a risk to food safety?			

**Have you recently taken any medication to combat diarrhoea or vomiting?** Please tick Yes  No

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

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

If the answer to all of the above questions was 'No', the 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. **(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** .....

# 3. HOUSE RULES

## COLD TEMPERATURE CONTROL

### FOR RETAIL BUSINESSES USING RETAILS SAFE AND HANDLING ONLY COLD FOOD

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

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

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

#### WHAT YOU NEED TO DO

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

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

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



**This sub-section will give guidance on Temperature Control and is intended for businesses that handle only COLD food. At the end of the sub-section you will be asked to write your own House Rules to show how you manage COLD temperature control in your business.**

#### HAZARDS (What can go wrong)

- **Microbiological Contamination** – Harmful bacteria are a hazard present in many of the foods handled in retail businesses. If these bacteria are not controlled they may multiply to dangerous levels and cause food poisoning.

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

Bacteria are invisible to the naked eye and cannot be physically removed from food. All we can do is control their numbers. This can be achieved by keeping certain foods cold.

#### MONITORING (Checking your Control Measures)

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

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

**For example**, you may decide that you refrigerate high risk foods at a maximum of 5°C. Similarly, you may decide that your freezer should operate at a maximum of -18°C. These temperatures would then be the Critical Limits for **Refrigerated Storage** and **Frozen Storage** respectively.



- Temperature dials built into refrigerators, chills and cold displays indicate the air temperature within the appliance. This can be useful for day-to-day monitoring but should be checked regularly with a hand held digital thermometer as a back-up check.
- Chill sandwich filling ingredients before placing in the display cabinet, for example tuna and jars of mayonnaise.
- Don't switch off the refrigerators and freezers overnight to save electricity costs.
- Don't overstock display cabinets, chills and freezers.

### What are the key COLD temperature controls in a Retail Food Business?

PROCESS STEP	TEMPERATURE CONTROL MEASURE/CRITICAL LIMIT
<b>INCOMING STOCK</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> <p>Alternatively it may be appropriate when collecting food to set a time limit for the journey back to the shop. The shorter the journey time, the lower the temperature of the food on arrival.</p>
<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 refrigerator or chill until it is required, then prepare/handle without delay</li> <li>• Thoroughly defrost all frozen foods in a refrigerator, chill or cool area</li> </ul>
<b>COLD DISPLAY</b>	<ul style="list-style-type: none"> <li>• Chilled foods being displayed cold should be kept under refrigeration at your specified temperature for example <b>5°C or below</b> until sold.</li> </ul>

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

### THERMOMETERS

In many cases, the temperature of refrigerators, chills and cold display cabinets 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 and cold display cabinets.



- Thermometers should be kept clean at all times - sanitised/disinfected before/after each use.
- It is important that you regularly check that your thermometer is working correctly. This can be done by taking a reading in iced water. When using this method, the temperature reading should be between -1°C and +1°C. Alternatively, you might take a reading in boiling water. In this case, the temperature reading should read between 99°C and 101°C.
- If your thermometer check is outside the temperature ranges noted above, the unit should be replaced or returned to the manufacturer to be recalibrated.
- Under no circumstances should a mercury-in-glass thermometer be used as it would present a contamination risk if it were to break.

## CHECKING COLD TEMPERATURES

### Monitoring Freezers

- **Function** - When checking that a freezer is functioning properly, it may be sufficient to make sure that contents are still obviously frozen and that there is no visible evidence of defrosting. If you choose to check the function of your freezer, it would be good practice to do an occasional check with a hand-held digital thermometer, as backup. You should specify the frequency of these checks in your House Rules.
- **Temperature** - Alternatively you may prefer to check the temperature in the freezer using a hand-held digital thermometer.



#### It is essential that the Critical Limit is achieved on every occasion, regardless of the temperature control method used

- It is advisable to check all refrigerator, chill and cold display cabinet temperatures at the start of the working day and at some other part of the day.
- Avoid checking the temperature of refrigerators, chills and cold displays immediately after the door/lid has been open for any significant period of time or during a defrost cycle.
- Avoid puncturing the packaging of wrapped food when checking temperatures. In this case, temperature readings should be taken from between the packs.

### SUMMARY

- 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 needs to be monitored using a thermometer on every occasion.
- Your methods of temperature monitoring will be dependent on the knowledge and understanding of your staff handling food together with the effectiveness and efficiency of your work equipment.
- You are provided with an example form in the **Records** Section that can be used to record COLD temperature monitoring. The form can be adapted to suit your business, remember it is your decision which records are appropriate for you.

**You must determine your methods of temperature Monitoring in your COLD Temperature Control House Rules**

**WHAT YOU NEED TO DO NOW**

To effectively manage the **COLD** temperature control part of your HACCP based system, use the information in this sub-section for guidance, go to the next page then write a list of House Rules for you and your staff.

**How to draw up your COLD Temperature Control House Rules**

- Consider what you do – ‘Retail**Safe**’ requires that you consider the various Temperature Control procedures that are followed in your business.
- Write these procedures down in the table on the next page – in other words, write down the temperature control measures that are applied at each process step. Remember to include a Critical Limit for each process step.
- Refer back to the key temperature controls 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, Record Used
STORAGE	<i>Fridges operate at maximum of 5°C</i>	<i>Fridges checked daily before opening and in the afternoon Checks made above recorded on the COLD Record</i>

**MONITORING** (Checking your Control Measures)

Once you have completed your House Rules for **COLD** Temperature Control, you must then monitor their use.

**RECORDING** (Keeping a Record of your Monitoring)

Keep a Record of the Monitoring you carry out. This can be done by using or adapting the **COLD** Record located in the **Records** Section of this manual

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

If you find that your **COLD** 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 is known as a Corrective Action). For example, if your Critical Limit for your refrigerator is 5°C and you carry out a check and find that the temperature is 10°C, recheck the temperature a short time later and consider if the food is safe to use. Call a Service Engineer to check/repair equipment.

**This information can be entered in the COLD Record.**

It is required that all Records of Monitoring, at a frequency decided by you, and any other 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.

## TEMPERATURE CONTROL HOUSE RULES

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

Process Step	Temperature Control Measure and Critical Limits	Monitoring Method, Frequency, Record Used
INCOMING STOCK		
STORAGE		
PREPARATION		
COLD DISPLAY		

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.**

# 3. HOUSE RULES

## HOT & COLD TEMPERATURE CONTROL

### FOR RETAIL BUSINESSES USING RETAILS SAFE AND HANDLING BOTH HOT AND COLD FOOD

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

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

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

#### WHAT YOU NEED TO DO

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

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

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



This sub-section will give guidance on Temperature Control and is intended for businesses that handle both **HOT AND COLD** food. At the end of the sub-section you will be asked to write your own House Rules to show how you manage **HOT AND COLD** temperature control in your business

#### HAZARDS (What can go wrong)

- **Microbiological Contamination** - Harmful bacteria are a hazard present in many of the foods handled in retail businesses. If these bacteria are not controlled they may multiply to dangerous levels and cause food poisoning.

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

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

#### MONITORING (Checking your Control Measures)

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

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

**For example**, you may decide that you refrigerate high risk foods at a maximum of 5°C. Similarly, you may decide that your freezer should operate at a maximum of -18°C. These temperatures would then be the Critical Limits for **Refrigerated Storage** and **Frozen Storage** respectively.



- Temperature dials built into refrigerators, chills and cold displays indicate the air temperature within the appliance. This can be useful for day-to-day monitoring but should be checked regularly with a hand held digital thermometer as a back-up check.
- Chill sandwich filling ingredients before placing in the display cabinet, for example tuna and jars of mayonnaise.
- Don't switch off the refrigerators and freezers overnight to save electricity costs.
- Don't overstock display cabinets, chills and freezers.
- Don't use the pie/hot display cupboard to reheat foods.

### What are the key temperature controls in a Retail Food Business?

PROCESS STEP	TEMPERATURE CONTROL MEASURE/CRITICAL LIMIT
<b>INCOMING STOCK</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> <p>Alternatively it may be appropriate when collecting food to set a time limit for the journey back to the shop. The shorter the journey time, the lower the temperature of the food on arrival</p>
<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 refrigerator or chill until it is required, then prepare/handle without delay</li> <li>• Thoroughly defrost all frozen foods in a refrigerator, chill or cool area</li> <li>• Thoroughly defrost all frozen foods prior to cooking or reheating (unless specified otherwise by the food manufacturer)</li> </ul>
<b>COOKING</b>	<ul style="list-style-type: none"> <li>• If cooking minced meats, sausages or poultry ensure that the centre reaches a suitably high temperature, for example <b>75°C or above</b></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 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 <b>82°C</b>. This is not required if the food will be spoiled by reheating to this level or if the food was cooked prior to arriving at your premises. Alternative <b>Time/Temperature combinations</b> can be used for reheating in these circumstances, for example <b>70°C for 2 minutes</b></li> </ul>
<b>HOT HOLDING/ HOT DISPLAY</b>	<ul style="list-style-type: none"> <li>• All foods held hot prior to sale must be kept at <b>above 63°C</b>. These foods should be placed in appropriate equipment, for example a pre heated hot cabinet, as soon as possible after cooking or reheating</li> </ul>
<b>COLD DISPLAY</b>	<ul style="list-style-type: none"> <li>• Chilled foods being displayed cold should be kept under refrigeration at your specified temperature for example <b>5°C or below</b> until sold</li> </ul>

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

## THERMOMETERS

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 and cold display cabinets.



- Thermometers should be kept clean at all times - sanitised/disinfected before/after each use.
- It is important that you regularly check that your thermometer is working correctly. This can be done by taking a reading in iced water. When using this method, the temperature reading should be between  $-1^{\circ}\text{C}$  and  $+1^{\circ}\text{C}$ . Alternatively, you might take a reading in boiling water. In this case, the temperature reading should read between  $99^{\circ}\text{C}$  and  $101^{\circ}\text{C}$ .
- If your thermometer check is outside the temperature ranges noted above, the unit should be replaced or returned to the manufacturer to be recalibrated.
- Under no circumstances should a mercury-in-glass thermometer be used as it would present a contamination risk if it were to break.

## CHECKING COLD TEMPERATURES



**It is essential that the Critical Limit is achieved on every occasion, regardless of the temperature control method used**

- It is advisable to check all refrigerator, chill and cold display cabinet temperatures at the start of the working day and at some other part of the day.
- Avoid checking the temperature of refrigerators, chills and cold displays immediately after the door/lid has been open for any significant period of time or during a defrost cycle.
- Avoid puncturing the packaging of wrapped food when checking temperatures. In this case, temperature readings should be taken from between the packs.

### Monitoring Freezers

- **Function** - When checking that a freezer is functioning properly, it may be sufficient to make sure that contents are still obviously frozen and that there is no visible evidence of defrosting. If you choose to check the function of your freezer, it would be good practice to do an occasional check with a hand-held digital thermometer, as backup. You should specify the frequency of these checks in your House Rules.
- **Temperature** - Alternatively you may prefer to check the temperature in the freezer using a hand-held digital thermometer.

## CHECKING HOT TEMPERATURES

- The temperature of a food may vary throughout, especially during cooling and heating. In the case of soups and other “liquid” foods being cooked or reheated, it is essential that food is stirred to ensure adequate distribution of heat before probing
- When ‘Hot Holding’ food the temperature is best measured by probing the food itself

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

- When cooking food such as soups, curry, poultry and sauces (sold hot) you may decide to probe at regular intervals during the cooking process to ensure the food is being properly cooked.
- When displaying hot 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 a check with a hand-held digital thermometer as a back-up check.
- When cooling food, you could set a time limit for the cooling period and check that the product is capable of being refrigerated by that time.

### 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:**

- **Visual checks** - When cooking items such as bacon, it may be sufficient to make a visual check that the bacon is thoroughly cooked.
- **Time/Temperature combination** - When cooking or reheating individual portions on a repeated, identical basis, it may be sufficient to repeat the exact procedure on every occasion. For example reheat a carton of soup for 2 minutes in the microwave oven, on full power and stir the contents after 1 minute.

### SUMMARY

- 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 thermometer on every occasion.
- It will, however, be essential that occasional checks are made with a thermometer. Also, even if you don’t probe a food, you will still be required to monitor some aspects 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 staff handling food together with the effectiveness and efficiency of your work equipment.
- You are provided with an example form in the **Records** Section that can be used to record HOT AND COLD temperature monitoring. The form can be adapted to suit your business, remember it is your decision which records are appropriate for you.

**You must determine your methods of temperature Monitoring in your HOT AND COLD Temperature Control House Rules**

## WHAT YOU NEED TO DO NOW

To effectively manage the **HOT AND COLD** temperature control part of your HACCP based system, use the information in this sub-section for guidance, go to the next page then write a list of House Rules for you and your staff.

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

- Consider what you do – ‘RetailSafe’ requires that you consider the various Temperature Control procedures that are followed in your business
- Write these procedures down in the table – in other words, 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 key temperature controls 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 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, Record Used
COOKING	<p>Beef burgers and sausages to be cooked to a core temperature of 75°C or above</p> <p>- Check the labelling for allergens</p>	<p>One item to be probed daily</p> <p>Checks made above recorded on the HOT AND COLD Record</p>

### MONITORING (Checking your Control Measures)

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

### RECORDING (Keeping a Record of your Monitoring)

Keep a Record of the Monitoring you carry out. This can be done by using or adapting the HOT AND COLD Record located in the ‘Records’ Section of this manual.

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

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 is known as a Corrective Action).

For example if you usually cook beef burgers using a **Time/ Temperature combination** (the portion size, time and temperature are always the same) and you change your supplier. You may find that by following your original time temperature combination these beef burgers may not be fully cooked. The Corrective Action would be to continue cooking, probe at the end of cooking to check the core temperature and revise your Time/ Temperature combination and if you employ staff train them in your new procedure. **This information can be entered in the HOT AND COLD Record.**

It is required that all Records of Monitoring, at a frequency decided by you, and any other 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.

## 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, Record Used
INCOMING STOCK		
STORAGE		
PREPARATION		
COOKING		

Process Step	Temperature Control Measure and Critical Limits	Monitoring Method, Frequency, Record Used
COOLING		
REHEATING		
HOT HOLDING/ HOT DISPLAY		
COLD DISPLAY		

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.**

# 3. HOUSE RULES CLEANING

## FOR ALL RETAIL BUSINESSES USING RETAILSAFE

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

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

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

### WHAT YOU NEED TO DO

- Read the guidance provided at the beginning of this sub-section
- Draw up your own Cleaning House Rules in the form of a Cleaning Schedule - an example of one is included at the end of this sub-section
- Once you have completed all your House Rules, remember to update your Action Plan

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

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



**This sub-section will give guidance on cleaning. At the end of the sub-section you will be asked to write your own House Rules in the form of a Cleaning Schedule to show how you manage cleaning in your business.**

#### **Why is cleaning important?**

Premises, equipment and utensils, which have not been effectively cleaned and disinfected, may be the site of an unseen build-up of harmful bacteria leading to the contamination of food. Similarly, the lack of effective cleaning may give rise to an accumulation of dirt, liable to cause physical contamination of food or encourage pests.

#### **HAZARDS** (What can go wrong)

The hazards associated with lack of cleaning and disinfection are:

- **Microbiological Contamination** – including contamination by harmful bacteria. This type of contamination may lead to food poisoning.
- **Chemical Contamination** – the presence of residues of cleaning chemicals on surfaces and in food may spoil food and even cause illness.
- **Physical Contamination** – the build up of undesirable physical materials which may lead to the physical contamination of food.

#### **CONTROLS** (How you can prevent the hazard)

- **Microbiological Contamination** – Effective cleaning and disinfection of food contact surfaces will reduce harmful bacteria to a safe level and will help to reduce the risk of microbiological contamination of food.
- **Chemical Contamination** – Correct use and storage of cleaning chemicals, rodent baits and similar substances will prevent the contamination of food.
- **Physical Contamination** – Avoiding the build-up of dirt will help prevent physical contamination of food.

All equipment and areas within retail premises require to be kept clean. These include the following:

- **Food contact surfaces** - Surfaces which come into contact with food, for example chopping boards, work surfaces and sinks require to be cleaned and disinfected. You should also clean and disinfect washbasins, taps and any other items that are liable to come in contact with food indirectly.
- **Food contact equipment** - Food contact equipment such as meat slicers, scales, pots, pans, containers and serving utensils require to be cleaned and disinfected after they are used. Food waste containers, refuse waste bins and all waste storage areas should also be cleaned and disinfected as appropriate.
- **Non food contact areas/items** - Walls, floors, ceilings, windows, shelves and cupboards require to be kept clean and washed down with hot water and detergent.

- **Equipment** - Refrigerated units such as refrigerators, freezers and display cabinets should be wiped down and washed using hot water and detergent. Microwave ovens and hot holding units should also be kept clean.

**All the equipment and areas identified in relation to your premises need to be entered on your Cleaning Schedule.**



- Store cleaning chemicals away from the food preparation areas or in a way that will prevent contamination of food.
- Label cleaning chemicals clearly, and check they are suitable for the purpose.
- Replace cleaning cloths and scouring pads frequently.
- Clean as you go.

#### METHODS USED TO CLEAN AND DISINFECT

##### Sink Cleaning

- Pre-clean - remove excess waste
- Main Clean - wash in the sink with hot water and correct amount of bactericidal detergent\*
- Rinse - using clean hot water
- Dry - use a clean or disposable drying cloth or ideally air dry

##### Where equipment and surfaces cannot be sink-cleaned

- Pre-clean - remove leftover food and residues
- Main Clean - clean the surface using hot water and the correct amount of detergent
- Rinse - using clean, hot water
- Disinfect - treat with a food safe disinfectant
- Final Rinse - as required (following the manufacturer's instructions)
- Dry - use a clean or disposable drying cloth or ideally air dry

\* A "bactericidal detergent" is a detergent containing a chemical which is designed to destroy bacteria during the cleaning process. Take advice from your Enforcement Officer or a reputable supplier on where bactericidal detergents can be sourced.

### WHAT YOU NEED TO DO NOW

To effectively manage the cleaning part of your HACCP based system, use the information in this sub-section for guidance along with any other information you currently have, and go to the end of this Section then develop a Cleaning Schedule to reflect how you manage cleaning in your business.

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.

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

Items/areas to be cleaned	Frequency of cleaning	Method of cleaning (including dilution of chemical required)
Food contact equipment: <i>For example containers, pots, pans, scales and serving utensils</i>	<i>After each use</i>	<i>Remove food debris. Clean with hot water and the correct dilution of a bactericidal detergent* in the sink and rinse with clean hot water.</i>

\*It is essential that the correct dilution of bactericidal detergent is used. Always refer to the manufacturer's instructions.

### MONITORING (Checking your Control Measures)

Once you have developed your Cleaning Schedule, you must then monitor its use.

### RECORDING (Keeping a Record of your Monitoring)

A blank Cleaning Schedule can be found at the end of this sub-section for your use in recording the cleaning to be carried out in your business.

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

If you find that your Cleaning Schedule is not being followed, you must make a record of the problem you have identified and the action you have taken to correct it (this is known as a Corrective Action). For example if you find that your refuse waste bins have not been cleaned, the Corrective Action would be to clean them and retrain the member of staff involved. This information can be entered in either the COLD Record or the HOT AND COLD Record (depending on the type of food you produce in your business). Further information on these records can be found in the **'Records'** 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 Cleaning House Rules are an essential component of your HACCP based system and must be kept up to date at all times. Your House Rules need to be written to accurately reflect how you run your business and be readily understood by all of your staff handling food.**

**EXAMPLE OF A CLEANING SCHEDULE**

Start Date 3/7/2006

Items and areas to be cleaned	Frequency of cleaning	Method of cleaning (including dilution of chemical required)
Food contact surfaces - Sinks - Work Surfaces - Chopping Boards	After each use	Remove food debris Wash with hot water and the correct dilution of bactericidal detergent (refer to the manufacturers instructions) Rinse with clean, hot water use a clean or disposable drying cloth or ideally air dry
Food contact equipment - Containers - Pots/Pans - Meat Slicer - Scales - Serving utensils	After each use	Remove food debris Wash with hot water and the correct dilution of bactericidal detergent (refer to the manufacturers instructions) Rinse with clean, hot water use a clean or disposable drying cloth or ideally air dry
Non food contact areas/items - Walls - Floors - Ceiling - Windows - Shelves - Cupboards - Waste Bins	When necessary       Daily	Remove loose debris Wipe/wash using hot water and correct dilution of detergent (refer to the manufacturers instructions)      Wash with hot water and the correct dilution of detergent (refer to the manufacturers instructions)
Equipment - Refrigerators - Freezers - Display Cabinets - Microwave Oven	When Necessary	Remove loose debris Wipe/wash using hot water and detergent

## CLEANING HOUSE RULES - CLEANING SCHEDULE

Week Commencing .....

Items and areas to be cleaned	Frequency of cleaning	Method of cleaning (including dilution of chemical required)
Food contact surfaces		
Food contact equipment		
Non food contact areas/items		
Equipment		

# 3. HOUSE RULES

## STOCK CONTROL

### FOR ALL RETAIL BUSINESSES USING RETAILSAFE

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

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

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

#### WHAT YOU NEED TO DO

- Read the guidance provided at the beginning of this sub-section
- Draw up your own House Rules describing how you intend to manage stock control in your business
- Information on allergies can be found at the end of this sub-section
- 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**



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

### **Why is Stock Control important?**

Stock control is a term used to describe the measures taken to ensure that food is not kept beyond its shelf life. Stock control is important because if high risk food is kept too long, even under favourable conditions, harmful bacteria may multiply. Additionally, even foods with a longer shelf life, whether dried, tinned 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 retail environment.

### **HAZARDS** (What can go wrong)

- **Microbiological Contamination** – Incorrect stock rotation, storage and food handling may result in the microbiological contamination of food.
- **Physical Contamination** – Incorrect transportation, storage and food handling may result in stock becoming physically contaminated.

### **CONTROLS** (How you can prevent the hazard)

Contamination of stock can be minimised by the following practices:

#### **Delivery**

- Incoming food must not be accepted if its packaging is seriously damaged or if the food is obviously contaminated.
- Incoming food should 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.

#### **Storage and labelling**

- Stored food must not be used or sold 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 rotation**

- Stock should be rotated on a first-in-first-out basis and damaged stock removed from display and the storage area.
- Dried foods which have been opened should be stored in large waterproof containers and should not be topped up with new stock. Ensure that the existing food is used first.

#### **Food protection**

- 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.
- Open food on display should be protected by the use of sneeze guards and/or covers.
- Food must be protected to prevent access by pests.



- Check 'use by' dates daily, you can't rely on your suppliers to check the dates of your stock
- Check that cans of food are not blown or the seams damaged
- Watch that your price or offer labels do not cover the 'use by' or 'best before' dates

### Product withdrawal and recall

There are a number of reasons why a food product might be withdrawn (taken off the shelves) or recalled (returned to the manufacturer). Examples include, but are not limited to:

- wrong labelling
- bacterial contamination
- physical contamination

You may be asked to remove the product from your shelves and provide your Enforcement Officer with details of the foods bought and sold to other businesses. It is a good idea to keep receipts and invoices for this purpose. Please note that this information may be subject to change and you may wish to check with your Enforcement Officer and the Food Standards Agency website ([www.food.gov.uk](http://www.food.gov.uk)) to obtain the most up-to-date information.

### Information on Food Allergies

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 does not involve the immune system and is not generally life-threatening.

Retailers need to know their products and know how to make sure that these allergens do not pass into other foods. Some foods can result in an allergic reaction. Examples of these foods include:

- |  |                             |                |
|--|-----------------------------|----------------|
| • Nuts<br>(namely almond, hazelnut, walnut, cashew, pecan nut, Brazil nut, pistachio nut, Macadamia nut and Queensland nut) and nut products | • Cereals containing gluten | • Milk         |
|  | • Fish and crustaceans      | • Celery       |
|  | • Eggs                      | • Mustard      |
|  | • Peanuts                   | • Sesame seeds |
|  | • Soya                      |                |

### Key messages for retailers include the following:

- Food allergies can kill - talk to your staff about the risks.
- If preparing food on the premises, check the labels, know all your ingredients, and always reflect the presence of these items on your menu, signs or tickets to allow customers to make an informed choice.
- Keep foods that can cause an allergic reaction and/or intolerance separate from other foods.
- Utensils and equipment used with foods that can cause allergic reactions and/or intolerance should be kept separate from other utensils and equipment or cleaned thoroughly after use.
- Be aware of hidden ingredients in bought-in products/ingredients, for example nuts used in a carrot cake.
- Train all your staff in allergy awareness – staff handling food and counter or serving staff.
- Make sure that all your staff understand that they should never guess whether or not an ingredient is present in a food – they should check with management every time.

### Note: Cooking does not usually eliminate allergen risks.

Please note that this information may be subject to change and you may wish to check with your Enforcement Officer or the Food Standards Agency website ([www.food.gov.uk](http://www.food.gov.uk)) to obtain the most up-to-date information.

### WHAT YOU NEED TO DO NOW

To effectively manage the stock control part of your HACCP based system, use the information in this sub-section for guidance, go to the next page then write a list of House Rules covering stock control for your business.

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

Describe: • Control Measures and Critical Limits (where applicable) • Monitoring including frequency	
Delivery	<p><i>For every delivery – visual checks :</i></p> <ul style="list-style-type: none"> <li>- <i>Check 'use by' dates</i></li> <li>- <i>Check 'best before' dates</i></li> <li>- <i>Check the packaging for signs of damage</i></li> <li>- <i>Check product for signs of contamination</i></li> <li>- <i>Check the labelling for allergens</i></li> </ul>

### MONITORING (Checking your Control Measures)

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

### RECORDING (Keeping a Record of your Monitoring)

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

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

If you find that your 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 is known as a Corrective Action). For example if your delivery comes in and the 'use by' date has expired, reject the delivery and change suppliers. This information can also be entered in the COLD Record or the HOT AND COLD Record depending on the type of food you produce in your business. Further information on these records can be found in the **'Records'** 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 staff handling food.**

## STOCK CONTROL HOUSE RULES

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

Describe: <ul style="list-style-type: none"> <li>Control Measures and Critical Limits (where applicable)</li> <li>Monitoring including frequency</li> </ul>	
Delivery	
Storage and labelling	
Stock rotation	
Food protection	
Product withdrawal and recall	
Food allergies	
Monitoring/checking and any other appropriate records used by your business	

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.**



RELEVANT HACCP CHARTS: All HACCP Charts

### Information on Food Allergies

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 does not involve the immune system and is not generally life-threatening.

Retailers need to know their products and know how to make sure that these allergens do not pass into other foods, especially in any unpackaged foods you may prepare or handle.

Customers may have an allergy to **any** type of food. If you prepare any foods you have a duty to provide safe food and drinks therefore you must have the correct controls in place to identify ingredients, produce safe food and communicate this information to your customers.

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

**Inbhe Bìdh Alba**

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



**CEREALS CONTAINING GLUTEN**

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



**EGGS**

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



**MUSTARD**

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



**SESAME SEEDS**

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



**TREE NUTS**

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



**CRUSTACEANS**

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



**SULPHUR DIOXIDE AND SULPHITES**

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



**CELERY**

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



**MILK**

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



**SOYBEANS**

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



**PEANUTS**

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



**FISH**

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



**MOLLUSCS**

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



**LUPIN**

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

## **How can I comply with allergen requirements?**

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

Allergen management can easily be done in four steps:

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

**These steps can be used to identify allergens within open and loose foods that you produce.**

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

### **[Online Allergen Training](#)**

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

### **[MenuCal](#)**

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

## Low Gluten & Gluten Free

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

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

These levels are:

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

These regulations apply to all foods – pre-packed or sold loose, such as in health food stores or in catering establishments.

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

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

For example, within a small bakery/domestic kitchen using flour that contains gluten it would be very difficult to produce gluten free products due to the possible contamination by flour dust in the air.

## STEP 1 : IDENTIFY ALLERGENS IN YOUR BUSINESS

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

Remember, allergens are a hazard in all areas of your business not just the kitchen. Drinks that you make e.g coffees, teas can all contain allergens and should be considered in your Food Safety Management System.

### Identifying Allergens in your Food and Drinks

#### Buying and Receiving Foods & Drinks

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

#### Standard Recipes

- The easiest way for you to identify allergens within food and drinks you make, is to create and follow standard recipes. If you use a standard recipe the food will be made with the same brand and/or allergens every time you or your staff make it.
- By following standard recipes you can easily identify the allergens used within a dish and provide correct and consistent information including any 'may contain' information that is included on the labels of the foods you use
- If you use non-standard recipes (daily/weekly specials) you should have a system in place to ensure that you can identify all ingredients and any allergens within the dish/product and communicate this to your staff and customers
- There is a standard recipe template on page X which may be helpful with recording recipes, or alternatively [the Menucal tool](#) can be used to record recipes and manage allergen information.

## STEP 2 : MANAGE ALLERGEN RISKS

### How do I manage the allergen risk?

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

#### **Deliveries and Labels**

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

#### **Standard Recipes**

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

## **Storage**

- Food businesses must have procedures in place for safely storing food, particularly allergen containing foods and drinks to minimise cross contamination – this includes, within chilled and frozen storage
- Foods that contain allergens in powdered form such as flour should be stored in air-tight containers.
- Where foods are decanted into containers, ensure the containers are clearly labelled with exactly what food they contain as well as any ingredients and any allergens.

## **Cross-Contamination**

- Allergens can easily pass from one food to another or from surfaces/equipment to food. This can occur when foods are prepared on the same surfaces or when allergen free foods are prepared close to allergen containing dishes (e.g. flour dust, splashing).
- Where possible, allergen free dishes could be produced at the start of a shift
- Thoroughly clean all equipment, utensils and worktops before preparing allergen-free food, or use separate equipment.
- Handling foods — Always wash your hands thoroughly before preparing allergen-free food.
- After preparing an allergen-free food, keep it covered, keep it labelled and deliver it separately to the customer.
- Put in place steps to prevent cross contamination between foods that contain allergens and those foods that do not. **Remember!** Minute traces of foods which contain allergens can get into other foods and cause a reaction.

## **Cleaning and Disinfection**

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

- Larger complex pieces of equipment may have to be broken down to be cleaned and disinfected. Whereas some other equipment may not be able to be cleaned to the same extent e.g. vacuum packer, deep fat fryer, slicers etc. there must be procedures in place for managing allergens e.g. separate allergen-designated equipment.
- Before preparation of any allergen free foods and drinks, the surface, any utensils and equipment must be cleaned and disinfected.

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

Whenever preparing or serving food for an allergy sufferer always :

- Where possible use a separate work surface/ area to prepare allergen free food or drink. Where this is not possible ensure thorough cleaning and disinfection of preparation area and equipment is practical.
- Clean and disinfect work surfaces before and after preparing foods.
- Clean and disinfect equipment and utensils before preparing any allergen free dishes.
- Not all equipment can be properly cleaned, e.g. deep fat fryers. These types of equipment cannot be used for both allergen free foods and allergen containing foods.
- Wash your hands thoroughly. Where gloves are used, ensure that these are changed before preparing an allergen free order – follow personal hygiene House Rule
- Do not cook allergen free food in oil in which you have cooked other foods.
- Do not remove allergenic ingredients, such as nuts, from a prepared dish and call it allergy-free because residues of the allergenic ingredient may remain in the dish and may still cause a reaction.
- When displaying food and drinks in display cabinets, always lay them out in a way that will minimise the risk of allergen-free food being contaminated with ingredients from another dish and provide separate serving utensils.
- Consider garnishes & accompaniments. – do these contain allergens that need to be considered? e.g. swirl of crème fraiche on soup, croutons, toppings or sauces on ice cream/ milkshakes etc.

### **Take Away and Delivery**

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

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

## STEP 3 : Training your Staff

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

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

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

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

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

## STEP 4 Communicating with your Customers

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

Where possible, design your menu to ensure names and descriptions of dishes reflect potential allergenic ingredients, for example, "strawberry mousse with almond shortbread" or "satay sauce made with peanuts" or Marinades e.g chicken marinaded in buttermilk.

### **Communication with Customers**

- Taking orders – ask if customers have any allergies.
- Taking orders - If you are asked any queries about a menu item do not guess the answer but talk to someone who does know the answer such as a manager or chef to find out allergenic ingredients.
- Staff communication – tell all staff when a customer has an allergy, this includes any change of shift staff. If you are asked any queries do not guess the answer but talk to someone who does know the answer such as a manager or chef to find out allergenic ingredients.

### **How to provide allergen information**

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

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

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

			Link to PPDS Guidance	For food sold non-prepacked, including prepacked for direct sale, allergen information should be made available by the FBO before the purchase is concluded, and be made available at point of delivery (e.g. via a menu, sticker).
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**May Contain Statements**

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

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

## **Managing an allergic reaction emergency**

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

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

## **Allergic Reaction – What to do?<sup>1</sup>**

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

### **Allergic Reaction:- Internal Process Review**

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

- Reviewing how you identify allergens
- Review how you manage allergens
- Review how staff are trained in allergen management
- Review communication methods between staff member and customers

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

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

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## WHAT YOU NEED TO DO NOW

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

### PART 1 : Recording and Presentation of Allergens

Refer to the allergen table within the **records section** of this House Rule of this Allergen sub-section, then you can create standard recipes so that you can identify all allergens within the foods and drinks you both buy and sell

A suggested way of doing this is through the creation and use of standard recipes to identify allergen containing ingredients in the foods and drinks you offer.

### PART 2 : ALLERGEN MANAGEMENT HOUSE RULES

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

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

<b>Allergen Management House Rules</b>	
	Describe: • Control Measures and Critical Limits Monitoring including frequency
Communicating with your customers	<i>Each menu item name and description should reflect potential allergenic ingredients</i> <i>Communicate any recipe changes to all staff</i>

### Monitoring

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

### Corrective Action

If you find that your Allergen Management House Rules are not being followed, you must make a record of the problem you have identified and the action you have taken to correct it. This information can also be entered in the **Weekly Record**. Training given in Allergen Management should be recorded on the training record. An example of a training record can be found in the **Training House Rules** sub-section of this manual.

### Action Plan

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

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

**Allergen Management**

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	
Standard Recipes & recording of information	
Incoming Deliveries and labels	
Storage and avoiding crosscontamination	
Preparing & serving (if applicable)	
Staff Training	
Communicating with your customers	
Outgoing Deliveries	
What to do in the event of an emergency	
Monitoring/checking and any other appropriaterecords used by your business	<ul style="list-style-type: none"> <li>• Weekly Record</li> </ul>

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**



## Recipe Title

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

**Name of Food**

INGREDIENTS:



# 3. HOUSE RULES

## HOUSEKEEPING

### FOR ALL RETAIL BUSINESSES USING RETAILSAFE

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

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

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

#### WHAT YOU NEED TO DO

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

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

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



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

## MAINTENANCE / LAYOUT

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

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

#### **HAZARDS** (What can go wrong)

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

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

#### **CONTROLS** (How you can prevent the hazard)

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

##### **Premises structure**

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

##### **Equipment**

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

##### **Food preparation area**

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

## PEST CONTROL

### What are Pests?

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

### HAZARDS (What can go wrong)

The Hazards associated with lack of adequate pest control are:

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

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

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

#### Pest proofing of the premises

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

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

#### Electronic fly-killing devices

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

#### Checking and Inspection

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



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

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

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

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

## WASTE CONTROL

### What is waste?

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

### HAZARDS (What can go wrong)

The hazards associated with lack of adequate waste control are:

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

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

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

#### Waste in food rooms

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

#### Food waste waiting collection

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

**WHAT YOU NEED TO DO NOW**

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

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

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

**MONITORING** (Checking your Control Measures)

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

**RECORDING** (Keeping a Record of your Monitoring)

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

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

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

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

**Action Plan**

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

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

## HOUSEKEEPING HOUSE RULES

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

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

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

# 3. HOUSE RULES

## CROSS CONTAMINATION PREVENTION

FOR RETAIL BUSINESSES USING RETAILS SAFE AND HANDLING UNWRAPPED RAW MEAT AND RAW MEAT PRODUCTS

(FOR EXAMPLE RAW MEAT, POULTRY, MINCE, SAUSAGES OR BACON)

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

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

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

### WHAT YOU NEED TO DO

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

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

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



**This sub-section will give guidance on cross contamination prevention. At the end of the sub-section you will be asked to write your own House Rules to show how you prevent cross contamination in your business.**

#### **Why is it important to prevent Cross Contamination?**

Foods such as raw meats and raw meat products for example sausages and bacon can contain harmful bacteria. These raw meats and meat products can be made safe by cooking which kills bacteria. However, the harmful bacteria on these foods can be spread to cooked/ready-to-eat foods either by direct contact or via people and objects.

Safe handling practices will reduce the chance of transferring harmful bacteria from raw food to cooked/ready-to-eat food. This is known as cross contamination prevention.

#### **HAZARDS** (What can go wrong)

**Microbiological cross contamination** can happen in two ways:

- Food poisoning bacteria can be spread by Direct cross contamination which is contact between raw meat and cooked/ready-to-eat food during transport, storage or preparation.
- Food poisoning bacteria can also be spread by Indirect cross contamination - for example, via equipment, utensils, work surfaces or staff handling food.

#### **CONTROLS** (How you can prevent the hazard)

Cross contamination can be minimised by the following safe handling practices:

##### **Personnel**

- Maintain good personal hygiene at all times (*refer to your **Personal Hygiene House Rules***).
- Thoroughly wash hands after handling raw meat and before touching other food or equipment.

##### **Delivery vehicles**

- Raw and cooked/ready-to-eat foods must be kept separate during delivery.

##### **Storage**

- Use separate refrigerators for raw meat and cooked/ready-to-eat foods where possible. Where this is not possible, store raw meat in the bottom of a shared refrigerator below the cooked/ready-to-eat foods.
- Raw meat, stored in freezers, must be adequately wrapped to prevent leakage. If possible, raw meat should be stored in a separate freezer, or part of a freezer, away from cooked/ready-to-eat foods.

##### **Display**

- Keep raw meat and ready-to-eat foods separate while on display.

**Defrosting and cooling**

- Raw meat, which is being defrosted, requires to be stored on the bottom shelf of the refrigerator in a tray/bowl which will catch any “drips” as the food is defrosting.
- All foods in the process of being cooled require to be kept separate from raw meat.

**Equipment**

- Separate designated equipment should be used for raw meat and cooked/ready-to-eat foods. If this is not possible, then your Cross Contamination Prevention House Rules must specify thorough cleaning and disinfection of equipment between uses.
- Probe thermometers require to be thoroughly cleaned and sanitised between uses.
- Ideally, separate thermometers should be used for raw meat and cooked/ready-to-eat foods.
- When cleaning, it is recommended that high risk areas are cleaned before low risk, especially when the same cleaning equipment is being used.

**Utensils**

- Designated utensils should be used for the handling of raw meat and separate utensils used for cooked/ready-to-eat foods.
- It is important to reduce the handling of ready-to-eat food. This may be achieved in various ways such as the use of dedicated tongs and serving spoons. This will assist in reducing the risk of cross contamination.

**Safe preparation**

- Separate work surfaces for food preparation should ideally be used.
- If it is not possible to have separate work surfaces then your Cross Contamination Prevention House Rules must specify thorough cleaning and disinfection between uses.



- Don't top up containers or fillings - put out a new batch.
- Keep foods that are cooling, in clean containers away from raw foods and open windows/doors.
- If preparing hot filled rolls, don't use the same knife for cutting raw sausage and cutting the roll.
- Beware of the 'drips' from defrosting raw meat and poultry which may contaminate other foods or surfaces.
- Don't reuse foil, cling film or freezer bags.
- Thoroughly clean plastic containers and lids between uses.

**Information on allergens can be found in the Stock Control House Rules Section.**

### WHAT YOU NEED TO DO NOW

To effectively manage the cross contamination prevention 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 cross contamination prevention for your business.

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

Describe: • Control Measures and Critical Limits (where applicable) • Monitoring including frequency	
Storage	<i>Separate refrigerators used for raw meat and cooked/ready-to-eat foods.</i>

### MONITORING (Checking your Control Measures)

Once you have completed your House Rules for Cross Contamination Prevention, you must then monitor their use.

### RECORDING (Keeping a Record of your Monitoring)

Keep a record of the monitoring you carry out. Record your weekly Cross Contamination Prevention check on the COLD Record or the HOT AND COLD Record (depending on the type of food you produce in your business).

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

If you find that your Cross Contamination Prevention House Rules are not being followed you must make a record of the problem identified and the action you have taken to correct it (this is known as a Corrective Action). For example if you find that raw meat and salad vegetables have been delivered to your premises side-by-side in the same container, your Corrective Action would be to contact the supplier then have the delivery returned and consider changing supplier. This information can be entered in either the COLD Record or the HOT AND COLD Record. Further information on these records can be found in the '**Records**' Section of this manual.

It is required that all Records of 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 your 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 staff handling food.**

## CROSS CONTAMINATION PREVENTION HOUSE RULES

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

Describe: • Control Measures and Critical Limits (where applicable) • Monitoring including frequency	
Personnel	
Delivery vehicles	
Storage	
Display	
Defrosting and cooling	
Equipment	
Utensils	
Safe preparation	
Monitoring/recording 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.**

# 3. HOUSE RULES TRAINING

## FOR ALL RETAIL BUSINESSES USING RETAILSAFE

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

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

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

### WHAT YOU NEED TO DO

- Read the guidance provided at the beginning of this sub-section
- Draw up your own House Rules describing how you intend to manage training in your business
- 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**



**This sub-section will give guidance on Training in all retail situations. You need to select the areas appropriate for you. At the end of the sub-section you will be asked to write your own House Rules to show how you manage training in your business.**

### **Why is training important?**

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

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

### **What type of training is needed?**

Not all staff will need the same level of instruction, training or supervision. The nature of the training required 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. For example, staff stacking shelves do not need the same level of food hygiene training or instruction as staff handling unwrapped high risk food.



#### **The Law**

It is important to note that the Law does not require attendance on external training courses. Businesses may choose to provide training themselves, if suitably skilled staff are available.

#### **In-house training**

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 ('RetailSafe' is an example of one of these) or self study/e-learning.

#### **Individual staff training records**

A blank training record is also included at the end of this sub-section, 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.

### Training for all New Staff handling food

Before starting work for the first time, it is good practice that all staff handling food should have received either written or verbal instruction on basic hygiene principles appropriate to the duties they are expected to carry out. This training is often referred to as '**Essentials of Food Hygiene**'.

This training is expected to cover the following areas:

- Personal hygiene - especially the importance of hand washing
- Reporting illness
- Safe handling of food - storage and the importance of temperature control
- Pest control awareness (recognising signs of pests).

You should check that newly trained staff understand the training they have been given.

### Training for staff handling unwrapped high risk foods

Staff handling unwrapped high risk food will require a basic level of food hygiene training prior to starting work. This training is expected to build on the 'Essentials of Food Hygiene' and is known as '**Hygiene Awareness Instruction**'.

The topics covered will help advise your staff how to carry out the duties expected of them hygienically and may include the following subjects :

- The importance of good food hygiene practices
- Routes, sources and prevention of contamination and cross contamination
- Personal hygiene and reporting illness
- Cleaning and disinfection
- Temperature control
- Premises housekeeping (pest control, waste control and maintenance)
- Stock control, food storage/protection.

Relevant guidance on these subjects can be found in the RetailSafe House Rules. This information can be used to give your staff training on how these subjects are to be managed in your business.

### 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. The level of training they require will depend on their roles/duties, for example :

#### **Staff preparing and/or handling unwrapped high risk foods:**

- 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.
- Will need to understand the hazards, the controls and 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.
- Will need to manage or supervise staff handling food to ensure that they understand the hazards, the controls and which procedures to document. They will have a role to check that the procedures have been followed, verify that the system is working and check that Corrective Actions have been carried out.

### Supervision of staff and one person businesses

All staff must be properly supervised. However, supervision in a one-person business 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.

### Formal food hygiene training courses

The information below gives details of suitable courses.

#### **Elementary or Level 2**

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.

#### **Intermediate or Level 3**

This course is usually for managers/supervisors with staff handling food responsibilities and covers food hygiene in more detail and the principles of HACCP. It will normally last for 2-3 days. 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.

### WHAT YOU NEED TO DO NOW

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

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

Describe: • Control Measures and Critical Limits (where applicable) • Monitoring including frequency	
New staff handling food	<ul style="list-style-type: none"> <li>- <i>The 'Essentials of Food Hygiene' training 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>

### MONITORING (Checking your Control Measures)

**Once you have completed your House Rules for Training, you must then monitor their use.** Keep a record of the monitoring you carry out by using the COLD Record or the HOT AND COLD Record (depending on the type of food you produce in your business).

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

If you find that your Training House Rules are not being followed you must make a record of the problem identified and the action you have taken to correct it (this is known as a Corrective Action). For example, if you find that a member of staff is not wearing appropriate, clean clothing, the Corrective Action would be to retrain the member of staff on your Personal Hygiene House Rules and on the importance of wearing appropriate, clean clothing.

Information on Corrective Actions can be entered in either the COLD Record or the HOT AND COLD Record. Further information on these records can be found in the **'Records'** Section of this manual.

It is required that all Records of 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 staff handling food.**

## TRAINING HOUSE RULES

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

Describe: • Control Measures and Critical Limits (where applicable) • Monitoring including frequency	
New staff handling food	
Staff handling unwrapped high risk food	
HACCP based training	
Management/supervision (if appropriate)	
Retraining	
Other training	
Monitoring/checking and any other records appropriate to the Training House Rules	

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.**

## INDIVIDUAL EMPLOYEE TRAINING RECORD EXAMPLE

Name of Employee .....

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

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

	Date training carried out and by whom	Employee Confirmation	Additional Comments
New staff handling food			
Staff handling unwrapped high risk food			
HACCP based training			
Management/ supervision (if appropriate)			
Retraining			
Other training			



**Useful Tips - Training records**

If your staff have undertaken external training courses relating to their food handling duties, keep a copy of the certificates for your RetailSafe records for the duration of their employment.

# RetailSafe

Food Safety Assurance System

For Retailers Handling Unwrapped High Risk Food

## **4. RECORDS**

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



## RECORDS

**When using 'RetailSafe', it is essential that the outcomes of your monitoring procedures be recorded at a frequency that reflects the nature and size of your retail 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 RetailSafe Recording Forms.

### 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 RetailSafe.
2. By using Recording Forms which have been drawn up or adapted by yourself, either in paper copy, electronically or by recording in a diary.

### Which of the Recording Forms provided by RetailSafe 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 RetailSafe, the following **Recording Forms** are provided and can be used:

Recording Form	Purpose
<p><b>COLD Record</b></p> <p>This Form covers one week's worth of checks</p>	<p>To record the following:</p> <ul style="list-style-type: none"> <li>• Details of food delivery</li> <li>• Monitoring of the refrigerated units (refrigerators, chills and cold display units)</li> <li>• Checks to ensure your House Rules have been followed</li> <li>• Monthly checks on your probe thermometer</li> <li>• The outcome of changes as part of a review (as and when necessary)</li> </ul>
<p><b>HOT AND COLD Record</b></p> <p>This Form covers one week's worth of checks</p>	<p>To record the following:</p> <ul style="list-style-type: none"> <li>• Details of food delivery</li> <li>• Monitoring of the refrigerated units (refrigerators, chills and cold display units)</li> <li>• Monitoring of cooking, hot holding, cooling and reheating temperatures</li> <li>• Checks to ensure your House Rules have been followed</li> <li>• Monthly checks on your probe thermometer</li> <li>• The outcome of changes as part of a review (as and when necessary)</li> </ul>
<p><b>Cleaning Schedule</b></p>	<p>To record cleaning (this record can be found in the Cleaning House Rules section )</p>

**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.**

**Guidance on how to complete one of the records follows on the next page. Choose the record appropriate to the Temperature Control Section you have selected in the Business Selector Section of RetailSafe. For example, if you are using the COLD Temperature Control House Rules then the COLD Record is the most appropriate record for you. Likewise if you are using the HOT AND COLD Temperature Control House Rules then the HOT AND COLD Record would be the most appropriate record for you.**

## Example of a COLD Record (page 1 of 2)

Week Commencing 3/7/2006

DELIVERY OF FOOD ITEMS – decide which supplier(s) to check each day.							
	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
<b>Supplier's name</b> (see delivery note)	Barns Ltd			Barns Ltd	Franks Frozen Foods		Closed
<b>Critical Limit</b> (Temperature or Time) • Chilled: 8°C or 1/2 hour • Frozen: -15°C or 1/2 hour	15 Minutes			20 Minutes	-20°C		
<b>Food condition</b> • Packaging/Contamination Within date codes • 'Use-by' or 'Best-before'	Satisfactory Satisfactory			Satisfactory Satisfactory	Satisfactory Bacon Coded BB 8/7		
<b>Corrective Actions</b> • Reject Food • Review supplier • Review staff training	N/A			N/A	Rejected bacon as insufficient date code for use		
COLD FOOD RECORD							
<b>Refrigerated Unit 1</b> (check temp twice daily) • Critical Limit: 5 °C	4 °C 5 °C	3 °C 4 °C	3 °C 4 °C	4 °C 4 °C	4 °C 5 °C	3 °C 4 °C	°C °C
<b>Refrigerated Unit 2</b> (check temp twice daily) • Critical Limit: 5 °C	4 °C 4 °C	3 °C 5 °C	3 °C 5 °C	3 °C 4 °C	4 °C 5 °C	4 °C 4 °C	°C °C
<b>Refrigerated Unit 3</b> (check temp twice daily) • Critical Limit: °C	°C °C	°C °C	°C °C	°C °C	°C °C	°C °C	°C °C
<b>Freezer 1</b> (check function or record temp of unit once daily *) • Critical Limit: Frozen or -18 °C	Frozen	Frozen	Frozen	Frozen	Frozen	Temp Check: -19°C	
<b>Freezer 2</b> (check function or record temp of unit once daily *) • Critical Limit: Frozen or -18 °C	Frozen	Frozen	Frozen	Temp Check: -14°C	Not used	Temp Check: -21°C	
<b>Freezer 3</b> (check function or record temp of unit once daily *) • Critical Limit: °C or °C							
<b>Corrective Actions</b> • Recheck Temperature • Consider if food safe to use • Review staff training				Removed stock from FR2 and placed in FR1. Called engineer.			
<b>INITIALS</b>	RB	RB	AR	RB	RB	AR	

\* If you choose to check the function, you should do a probe check as backup periodically.

## Example of a COLD Record (page 2 of 2)

The following checks require to be carried out by the Manager/ Proprietor:			
	Yes	No	N/A
Have all of the House Rules been followed, including the Cleaning Schedule, and any necessary temperature checks recorded?	✓		
Has the monthly probe thermometer check been carried out?		✓	
Have you reviewed your system if any changes occurred?			✓

If the answer to any of the above questions is **NO** then record what went wrong and the corrective action taken.

House Rules Not Followed	Corrective Action Taken
Member of staff forgot to check probe thermometer on first Monday of the month.	Carried out check on the Tuesday and retrained staff on the importance of calibration of probe thermometer.

Manager / Proprietor's Signature H. Lang

Date 8/7/06

# COLD Record page 1 of 2

## TO BE USED WITH THE COLD TEMPERATURE CONTROL HOUSE RULES

Week Commencing .....

<b>DELIVERY OF FOOD ITEMS – decide which supplier(s) to check each day.</b>							
	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
<b>Supplier's name</b> (see delivery note)							
<b>Critical Limit</b> (Temperature or Time) • Chilled: ..... • Frozen: .....							
<b>Food condition</b> • Packaging/Contamination Within date codes • 'Use-by' or 'Best-before'							
<b>Corrective Actions</b> • Reject Food • Review supplier • Review staff training							
<b>COLD FOOD RECORD</b>							
<b>Refrigerated Unit 1</b> (check temp twice daily) • Critical Limit: .....°C	.....°C .....°C						
<b>Refrigerated Unit 2</b> (check temp twice daily) • Critical Limit: .....°C	.....°C .....°C						
<b>Refrigerated Unit 3</b> (check temp twice daily) • Critical Limit: .....°C	.....°C .....°C						
<b>Freezer 1</b> (check function or record temp of unit once daily * ) • Critical Limit: .....°C or.....°C							
<b>Freezer 2</b> (check function or record temp of unit once daily * ) • Critical Limit: .....°C or.....°C							
<b>Freezer 3</b> (check function or record temp of unit once daily * ) • Critical Limit: .....°C or.....°C							
<b>Corrective Actions</b> • Recheck Temperature • Consider if food safe to use • Review staff training							
<b>INITIALS</b>							

\* If you choose to check the function, you should do a probe check as backup periodically.

**COLD Record** page 2 of 2

The following checks require to be carried out by the Manager/ Proprietor:			
	Yes	No	N/A
Have all of the House Rules been followed, including the Cleaning Schedule, and any necessary temperature checks recorded?			
Has the monthly probe thermometer check been carried out?			
Have you reviewed your system if any changes occurred?			

If the answer to any of the above questions is **NO** then record what went wrong and the corrective action taken.

House Rules Not Followed	Corrective Action Taken

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

**HOT AND COLD Record** page 1 of 2TO BE USED WITH THE HOT AND COLD TEMPERATURE CONTROL HOUSE RULES

Week Commencing .....

<b>DELIVERY OF FOOD ITEMS – decide which supplier(s) to check each day.</b>							
	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
<b>Supplier's name</b> (see delivery note)							
<b>Critical Limit</b> (Temperature or Time) • Chilled: ..... • Frozen: .....							
<b>Food condition</b> • Packaging/Contamination Within date codes • 'Use-by' or 'Best-before'							
<b>Corrective Actions</b> • Reject Food • Review supplier • Review staff training							
<b>COLD FOOD RECORD</b>							
<b>Refrigerated Unit 1</b> (check temp twice daily) • Critical Limit: .....°C	.....°C .....°C						
<b>Refrigerated Unit 2</b> (check temp twice daily) • Critical Limit: .....°C	.....°C .....°C						
<b>Refrigerated Unit 3</b> (check temp twice daily) • Critical Limit: .....°C	.....°C .....°C						
<b>Freezer 1</b> (check function or record temp of unit once daily * ) • Critical Limit: ..... or .....°C							
<b>Freezer 2</b> (check function or record temp of unit once daily * ) • Critical Limit: ..... or .....°C							
<b>Freezer 3</b> (check function or record temp of unit once daily * ) • Critical Limit: ..... or .....°C							
<b>Corrective Actions</b> • Recheck Temperature • Consider if food safe to use • Review staff training							
<b>INITIALS</b>							

\* If you choose to check the function, you should do a probe check as backup periodically.

**HOT AND COLD 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 :

Write Your Critical Limit for Hot Holding here :

	Food Item	Cooking	Cooling		Reheating	Hot Holding
		Core Temperature	Time Started Cooling	Time Finished Cooling	Core Temperature	Core Temperature
Mon						
Tue						
Wed						
Thu						
Fri						
Sat						
Sun						

**Corrective Actions:**

**General:** Review staff training  
Consider if food is safe to use / dispose of food which may be contaminated

**Cooking:** Continue cooking until your specified temperature is achieved

**Cooling:** Revise cooling procedure/review staff training

**Reheating:** Continue reheating until your specified temperature is achieved

**Hot Holding:** Revise hot holding procedures

**The following checks require to be carried out by the Manager/ Proprietor:**

	Yes	No	N/A
Have all of the House Rules been followed, including the Cleaning Schedule, and any necessary temperature checks recorded?			
Has the monthly probe thermometer check been carried out?			
Have you reviewed your system if any changes occurred?			

If the answer to any of the above questions is **NO** then record what went wrong and the corrective action taken.

House Rules Not Followed	Corrective Action Taken

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

# RetailSafe

Food Safety Assurance System

For Retailers Handling Unwrapped High Risk Food

## **NOTES & CONTACTS**

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

**For further information on our work please contact:**

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