

DURHAM UNIVERSITY

FOOD SAFETY MANUAL

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PHYSICAL STANDARDS

The design, structure and layout of premises, and the provision of necessary services, equipment, facilities, etc, must satisfy the requirements of legislation and the industry guidance. The following specifications should assist in compliance with these standards and should be interpreted in relation to the needs of each premises, including size, scale and type of operations.

1. Design and Construction

- 1.1 The structure must be sound, with no significant defects.
- 1.2 There must be sufficient space for all the different activities, such as storage, preparation, cooking, service/display, staff changing, etc.
- 1.3 There must be sufficient space to allow good food hygiene practices, such as protection against cross-contamination in food storage and preparation areas.
- 1.3 All surfaces must be suitable for the type and degree of intended use.
- 1.4 Surfaces and equipment in food rooms must be of materials which are smooth, impervious, non-toxic, non-tainting, easily cleaned, durable and non-reactive to food ingredients.
- 1.5 Layout, design and construction must permit access for effective cleaning. This includes the following :
 - provision of wall/floor coving
 - sloping window sills
- 1.6 The use of wood should be avoided, but is acceptable as part of structure, framing for shelves, etc., provided it is in sound condition, free of surface imperfections and sealed with varnish or paint so as to be fully washable. Use as tabletops and chopping boards is not suitable; wood handled knives, spoons and paddles should be replaced when excessively worn or split. Such utensils should be phased out.

2. Services

- 2.1 Adequate supplies of electricity, gas and water must be provided and there must be mains drainage, laid with sufficient fall, with the provision of water traps at all connections and grease traps where necessary.
- 2.2 A potable, mains supply of piped hot and cold water should be available at each appliance, for the following uses :
 - washing food
 - inclusion as an ingredient (including ice making)

- cleaning surfaces and equipment
 - hand washing
- 2.3 A sufficient number of electrical socket outlets are needed to avoid the use of long cable runs and extension leads.
- 2.4 Gas-fuelled equipment should be connected to the supply via flexible hoses and a quick-release attachment.
- 2.5 Cut off devices must be conveniently accessible for gas, electricity and water supplies.
- 2.6 Electrical switches and fittings must not be exposed to water, or positioned within 2 metres of a wet area, unless of the waterproof type.
- 2.7 All surfaces, equipment, facilities and services should be serviced and maintained as necessary.

3. Interior Surfaces

General

- 3.1 Must be sound, resistant to the formation of mould and have finishes not prone to flaking or the shedding of debris/

Floors

- 3.2 Must be durable, resistant to hot liquids, impact damage, abrasion and slip-resistant.

Examples are :

- vinyl safety flooring
 - vinyl tiles
 - quarry tiles with waterproof grouting
 - terrazzo
 - resin
- 3.3 There should be an adequate fall towards floor drainage points, where provided.

Walls

- 3.4 Heat and steam resistant properties are important, as is general durability, particularly to 2 metres height.

Examples are :

- sheet cladding of stainless steel or polypropylene
- ceramic tiles with waterproof grouting
- washable painted plaster

Ceilings

3.5 Heat, steam and fire resistant qualities are important.

Examples are :

- washable painted plaster
- suspended ceiling panels

Work Surfaces

3.6 All surfaces coming into direct contact with food, food utensils, crockery, etc. must be made from suitable materials and be in sound condition. The following materials are normally acceptable

Examples are :

- plastic laminates
- stainless steel
- food grade plastics
- ceramics and toughened glass.

4. Equipment

General

4.1 There must sufficient in a good state of repair.

4.2 Equipment should be mobile or positioned to permit access for effective cleaning.

Refrigeration Equipment

4.3 There should be sufficient capacity for the amount and style of catering being practised; including blast chillers and rapid-thaw cabinets where necessary.

4.4 Equipment should be located away from heat producing appliances, in well-ventilated areas.

4.5 Operational temperatures must allow food to be stored at the following :

- fridges 0 to 5 degrees C
- freezers -18 degrees C or lower

Food Holding and Service Equipment

4.6 Bains-marie, hot cupboards, displays, etc. must be capable of holding food at a minimum of 63 degrees C.

4.7 Cold food display wells, chilled vending machines, etc. must be capable of holding food at a maximum of 5 degrees C.

4.8 Food display equipment should be suitably screened on the customer side.

Other Storage

- 4.9 Dry goods and vegetable storage should be in a good state of repair and adequately ventilated to provide cool, dry conditions with an air temperature range of 10 to 25 degrees C.
- 4.10 Sufficient storage racking or shelves must be available, to allow all food and equipment to be kept 150mm clear of the floor. Free standing stainless steel or plastic racking is preferable, but if not the materials used need to be durable and capable of being effectively cleaned.

5. Facilities

- 5.1 Sinks are needed for the washing of food and equipment. These must be of a sufficient number and capacity. Hot water tap temperature should be 50 - 60 degrees C.
- 5.2 Dishwashers are essential for all but the smallest catering operations and should be in good working order and of adequate capacity. The rinse cycle water should exceed 80 degrees C.
- 5.3 An adequate number of wash hand basins is needed for staff use. These should be located so that staff can have convenient access to them. Liquid soap and paper towel dispensers should be provided at each basin. Warm air dryers are not acceptable on their own in catering areas.

6. Lighting

- 6.1 This must be adequate and glare-free in all areas.
- 6.2 Light fittings must be suitably covered or provided with diffusers.
- 6.3 Recommended lighting standards are :
 - 500 lux for food preparation, cooking and service areas
 - 200 lux for all other areas.

7. Ventilation

- 7.1 Kitchens and dishwasher rooms must have mechanical ventilation, with cooking equipment enclosed by a ventilation hood fitted with outlet grease filters. The latter must be capable of being removed for cleaning or replacement, and there must be access to the ducting, etc. for cleaning and maintenance.
- 7.2 Ventilation must be capable of removing excess heat, steam and odours from cooking processes, refrigeration equipment, dishwashing, etc.; also odours and stale, smoky or damp air from staff facilities, customer areas and stores. Good ventilation reduces air temperature and relative humidity and the target is to maintain an indoor temperature below 30 degrees C.

Ventilation expressed in terms of minimum air changes per hour (ach) is recommended as follows :

- 30 ach for kitchens
- 6 ach for toilets, restaurants and rest rooms
- 3 ach for cellars and stores

7.3 All ventilation openings should be positioned to prevent any flow of air from contaminated to clean areas (e.g. from toilets or refuse storage areas to food rooms).

7.4 All ventilation openings, e.g. windows, doorways, airbricks, ducted inlets etc. should be fitted with insect-proof screening.

8. Refuse Storage and Disposal

8.1 Internally, metal-framed plastic sack holders are preferred, fitted with a foot-operated cover. Bins with lids, lined with plastic refuse sacks, are an acceptable alternative.

8.2 Externally, bulk storage should be in the form of wheeled, covered skips. Compactors are acceptable for most waste types, but need to be properly maintained.

8.3 Sufficient capacity must be available for refuse storage, with a maximum collection frequency by a licensed refuse contractor of once a week.

8.4 Storage areas or compounds should be hard surfaced and in sound condition, preferably laid to a suitable fall and drained.

9. Staff Facilities

9.1 Staff must have facilities separate from food rooms where they can change and store their street clothes and personal effects.

9.2 Toilet facilities should be separately provided for staff, but shared use with customers is acceptable for small operations.

9.3 All facilities should be in a good state of repair and cleaned daily.

9.4 Provision of lockers is recommended for staff clothing and other belongings, located in a changing room.

9.5 Toilets should have a wash hand basin, with liquid soap and paper towels, and a sign stating "Now Wash Your Hands" needs to be on display. Warm air hand dryers are acceptable as an alternative to paper towels.

9.6 Areas containing a WC or urinal facility must only communicate with a food room or work room via an intervening ventilated space.

10. Customer Areas

- 10.1 All floor, wall and ceiling surfaces must be in sound condition.
- 10.2 There should be sufficient artificial lighting, in good working order.
- 10.3 Adequate ventilation is required (see above).
- 10.4 Toilet facilities must be adequate in quantity, clean and in good repair.
- 10.5 Areas containing a WC or urinal facility must only communicate with a food room or work room via an intervening ventilated space.

11. Equipment Maintenance

- 11.1 All gas and electrically-powered equipment must be serviced, repaired, etc. when necessary and at least once per annum.
 - for gas equipment, this will be done by a competent (i.e. CORGI-registered person) and include an annual safety check where necessary.
 - for electrical equipment, inspection and testing will be in accordance with the University Health and Safety Manual Section E1 – Electrical Testing.

OPERATIONAL STANDARDS

The legally-enforceable standards for food premises and hygienic food handling are a minimum level of acceptability and there is little margin for error, as even a small, short-term decline in operational standards will result in a food business dropping below this line. The result will increase the risks of a food safety incident (e.g. food poisoning, complaint of foreign body, unfit food, etc.) and also of enforcement action through a routine inspection or in response to a customer complaint.

These standards, together with the Appendices, have been prepared to cover all aspects of food hygiene and safety, assisting in the maintenance of high standards of food safety.

1. Purchase

1.1 Only those food suppliers listed in Appendix 4 – Register of Approved Food Suppliers, may be used.

See : <http://www.dur.ac.uk/resources/healthandsafety/manual/FSMApp04.pdf>

1.2 Any food outlet wishing to use a non-registered supplier must first notify the Health and Safety Service in order for an assessment to be carried out (see Appendices 3 and 17.1).

The University Procurement Office must also be informed.

2. Delivery

2.1 There must be adequate storage capacity and facilities for the quantities being ordered.

2.2 On delivery, before acceptance, the vehicle must be checked to determine its suitability for carrying food - Is it refrigerated? (if necessary) Is it clean? Is the driver properly attired and clean?

2.3 Food must be examined and the following checks made before being placed into storage : (see Appendix 17.2)

- condition of packaging and containers (look for blown, rusted, leaking cans; visibly damaged and dirty packaging; evidence of pests, etc).
- condition of food (sprouting, soft, mouldy produce; other visible defects).
- labelling (must be complete for pre-packaged foods. Information to include product description, storage conditions and “use by/best before” dates).
- storage (is food properly loaded on to the vehicle, raw and cooked foods kept separate, suitable containers and packaging in use?)
- temperatures (Can be taken using a probe thermometer between food packs, or by taking the air temperature reading from the vehicle display) :

Food type Acceptable temperature range (degrees Celsius)

Chilled	0 to 8
Frozen	-12 or below

- signs of thawing (soft, wet food; frozen liquid in packaging; products in a solid mass)
- quantities - are these correct?

2.4 A Food Delivery Record should be completed for each delivery (see Appendix 17.2) This may not always be possible, but a representative sample of deliveries must be assessed in this way and include all refrigerated products.

2.5 If the food is delivered in an unsatisfactory condition, it must be rejected. Criteria include :

- chilled foods above 8C.
- frozen foods above - 12C.
- cans visibly blown, affected by rust, badly dented, with damaged seams, leaking.
- unlabelled, pre-packed foods.
- expired date codes.
- inadequate date code period remaining (depends on food type).
- badly soiled packaging/container material.
- badly damaged packaging.
- food unfit or of poor, unsaleable quality.

2.6 It is essential that someone is always available to receive food on delivery. Food deliveries left unattended in a yard or similar outside location is unacceptable.

2.7 Food deliveries must be properly stored as quickly as possible under appropriate conditions.

Priorities are :

chilled food > ice cream > other frozen foods > produce > dry goods.

2.8 As a general rule, new stock should be stored behind old to encourage use of the oldest stock first (i.e. first in - first out), but it is essential to take note of date coding as food is not always delivered in correct chronological order.

3. Storage

3.1 Sufficient shelving or racking should be available to avoid the use of floor pallets or platforms, which tend to create difficulties with cleaning. Space beneath the lowest shelf needs to be enough for effective cleaning and pest inspection. Recommended floor clearance is 150mm.

- 3.2 Outer packaging should, wherever possible, be removed from food deliveries before the food is stored away – this is essential where the packaging is soiled.
- 3.3 Food must always be stored above floor level and away from contact with walls in store rooms, cupboards and walk-in refrigerators, unless kept in a suitable container – such as a Grundy Bin.
- 3.4 Raw and cooked/ready-to-eat foods must be stored separately, ideally in separate fridges. If fully separate facilities are not available, the raw foods must be kept below or otherwise apart from other foods.
- 3.5 Once opened, food must be subsequently stored fully wrapped or covered with food-grade material. Suitable materials can be washable or disposable, but need to be of an impervious nature in addition to being “food-grade”, so aluminium foil, plastic film, blue food bags, Pyrex, stainless steel, hard plastic, glazed earthenware are all suitable; whereas cloths, muslin, kitchen paper, refuse sacks, are not. In addition, cling film is not for use in conventional ovens or in direct contact with food being cooked, reheated or thawed in a microwave oven.
- 3.6 Food must not be stored or heated in opened cans. Food should be immediately used or the contents decanted into a suitable, food-grade container. Metal spoons and other serving utensils must not be left in food.
- 3.7 Unnecessary glass should be kept out of food rooms, unless protected as in the case of light fittings. Glass tube thermometers and drinking glasses used as ice scoops are the commonest examples.
- 3.8 Non food items should be kept out of food storage and preparation areas - particularly those which may contaminate through leakage or airborne taint - such as cleaning chemicals.

4. Preparation

- 4.1 Where space permits, areas should be designated for particular types of food preparation - e.g. pastry, veg/salad, sandwiches, raw meat, fish, etc.
- 4.2 Separate equipment (tables, knives, chopping boards) is desirable for use with raw and cooked/ready to eat foods. Sufficient equipment must be available for the busiest periods and if there is a colour coding system for boards this must be understood and followed by staff.
- 4.3 Where full separation by space and/or equipment is not possible, this can be achieved effectively by thorough cleaning and disinfection between each type of use.
- 4.4 Raw shell eggs must not be used as ingredients in uncooked or lightly-cooked dishes. Where not to be thoroughly cooked, dishes should be made with pasteurised liquid egg.

5. Personal Hygiene

Staff Facilities

- 5.1 Staff toilet, washing and changing facilities must be available at the place of work. These should be kept clean, tidy and properly supplied at all times.
- 5.2 Staff should not have to change in an area containing a WC or other sanitary convenience.
- 5.3 Adequate locker or other personal storage facilities should be available.
- 5.4 A sign requiring staff to wash their hands should be displayed in the toilet.

Personal Appearance

- 5.5 Food handlers must present for work in a clean state – hair, clothing and body. A high standard of personal cleanliness is required, with particular concern for the hands and hair.
- 5.6 Fingernails must be short and clean.
- 5.7 Nail varnish and false nails must not be worn.
- 5.8 Jewellery should be kept to a minimum. The only types permitted are sleeper-type earrings and plain finger rings.
- 5.9 Long hair must be tied back or enclosed within a hat or hair net.

Protective Clothing

- 5.10 Protective clothing must be worn by all food handlers and fulfil the following :
 - food unfit or of poor, unsaleable quality
 - clean and in good repair
 - washable, lightweight, of light-coloured material
 - cover all outer clothing and the hair.
- 5.11 Staff who handle high-risk food must not travel to and from work wearing their protective clothing. This should be kept at work so that all clothes changing is on site.
- 5.12 Plastic, disposable gloves are acceptable for certain high-risk food handling activities, but must not be regarded as a “second skin”. The following disciplines should be observed :
 - hands must be washed and dried before gloves are put on
 - gloves must only be used for one particular task
 - on completion of the task, the gloves should be discarded and the hands washed again
 - a maximum of one hour’s use before hands are washed/gloves are changed

- use should be limited to handling of high-risk foods such as cooked meats and sandwiches.

5.13 Strong, closed toe, “sensible” shoes with slip-resistant soles should be worn to protect against slipping, hot spillages, etc. Where required by the premises management, specialist safety or slip-resistant footwear must be provided and worn.

Hand Washing

5.14 Hands are to be washed in wash hand basins provided only for this purpose and no other. Each requires a supply of hot and cold running water, liquid soap and disposable towels.

5.15 Wash hand basins must be kept in a clean condition, provided with a plug, and its location or other equipment must not obstruct access

5.16 Hands should be washed frequently, but in particular on the following occasions :

- before starting work AND after any break
- after visiting the WC
- after handling raw food (meat, fish, pastry, eggs, vegetables)
- after handling dirty equipment (including money)
- after handling delivery packaging
- after handling refuse
- after cleaning surfaces or equipment

Personal Habits

5.17 The direct handling of high-risk food should be avoided whenever possible. Implements such as tongs and spoons should be readily available.

5.18 Other bad habits to be avoided include the following :

- use of tobacco
- tasting food by dipping fingers or reusing an unwashed spoon
- scratching
- coughing/sneezing over food
- taking breaks in food rooms
- washing hands in a food or equipment sink sitting on food preparation surfaces
- touching hair.

5.19 Personal belongings, outdoor clothing, etc. must be kept out of food rooms and stored in the staff facilities.

Injury and Illness

5.20 Food handlers must immediately notify their supervisor of any of the following :

- diarrhoea, vomiting, nausea, stomach pains (i.e. symptoms of food-borne illness)
- colds, coughs and other respiratory or chest infections
- skin infections or conditions, e.g. septic wounds, dermatitis, eczema, rash
- infections of the eye, ear, mouth, nose and throat
- symptoms of food-borne illness in the food handler's household
- return from any trip overseas

5.21 Where a supervisor – in discussion with staff of the Health and Safety Service – suspects a food-borne illness, the procedures in [Appendix 6](#) must be followed (see also Appendix 17.8).

5.22 On return from any sickness absence or trip overseas, food handlers must complete a Food Handler Review Health Questionnaire (see Appendix 17.9) in co-operation with their supervisor.

Where appropriate for 5.20 and 5.21, action to be taken is detailed in Appendix 6 - Procedure for Suspected Food-Borne Illness. For conditions and answers not covered by Appendix 6, the Health and Safety Service should be contacted for advice.

5.23 A fully stocked first aid kit should be available within the kitchen area, which must include a supply of blue waterproof dressings.

5.24 All cuts, abrasions and burns must be covered with a waterproof dressing.

6. Temperature Control

Storage

6.1 Food storage areas and equipment must be kept within the following specifications :

- ambient stores (e.g. dry goods, produce, bread) to be within 10 to 25C C
- fridges to operate within the 0 to 5 degrees C range
- freezers to operate at or below –18 degrees C.

6.2 All refrigeration equipment should have a temperature display on the casing, or have an internal thermometer. These will suffice for the majority of recorded checks, but must be verified at least once daily by use of an electronic probe thermometer.

6.3 Temperatures of all refrigeration storage equipment should be recorded in writing (see Appendix 17.3) at the following frequencies :

- fridges three times per day
- freezers once per day.

- 6.4 Each kitchen must have an electronic probe thermometer, spare battery and a supply of disinfectant wipes.
- 6.5 All “high risk” foods (e.g. cooked foods, soft cheeses, prepared salads) and those not stable at ambient temperature (e.g. raw meat, uncooked dough and fresh pasta products) must be stored under refrigeration, plus the following categories :
- raw eggs
 - other foods with label instructions requiring refrigeration
- 6.6 Doors of refrigeration equipment should be opened only when necessary, and closed immediately after use (not propped open for convenience).
- 6.7 Fridges must not be overloaded. Adequate air circulation is necessary.
- 6.8 Any food found to be fully or partially thawed must not be re-frozen.

Preparation

- 6.9 Frozen food usually requires to be thawed before incorporation as ingredients or cooking. This process should ideally be carried out under refrigeration or in a rapid thaw cabinet and not at ambient room temperature.

Alternatives are possible under the following circumstances :

- use of a microwave oven defrost facility - for food which is to be fully cooked or reheated immediately, as part of the same process
- cold, running water - for small items to be cooked or eaten immediately e.g. prawns
- cool, ambient temperatures not exceeding 25 degrees - for large pieces of meat or poultry (here refrigerated thawing times can be measured in days – not hours).

Note that high-risk food should never be permitted to thaw outside refrigeration.

- 6.10 Food should not be left at ambient temperature during preparation, transfer, equipment defrost/breakdown and waiting periods for longer than necessary. As a guide, only a sufficient quantity of temperature-sensitive food for use with a 30 minute period should be outside temperature control.

Cooking and Reheating

- 6.11 Food must be thoroughly cooked throughout to a time and temperature combination effective in destroying pathogens. Both cooking and reheating must be accomplished as quickly as possible. A minimum 75 degrees C internal temperature for a period of 2 minutes is recommended.

- 6.12 An electronic probe thermometer should be used to determine procedures and to check their effectiveness at the end of the cooking time.
- 6.13 Only recognised cooking equipment is suitable - holding equipment such as Bains-marie and hot cupboards are not to be used for cooking or reheating.
- 6.14 Quantities to be cooked must not be so large as to make it difficult to achieve the above time/temperature combinations.

As a guide, the following are essential practices, assisting with thorough cooking/reheating and preventing the formation of cold spots within the food mass:

- meat pieces should not exceed 4kg weight
 - large volumes of liquids should be stirred while being heated
 - liquids (especially soups, stocks and gravy) should be brought to the boil
 - food being heated in a microwave oven should be turned and liquids stirred at least once, midway through the process
 - cooking or reheating should be carried out in one process, never in two or more stages
- 6.15 Cooking/reheating temperatures of a selection of foods should be recorded daily (see Appendix 17.4).

Cooling, Holding, Display

- 6.16 Ideally, food will be cooked to order and served hot immediately.
- 6.17 After cooking, food must be cooled as rapidly as possible before being refrigerated. This period should ideally not exceed 90 minutes which may be achieved by any of the following :
- use of a blast chiller
 - breaking down food into smaller quantities after cooking
 - placing pans into sinks of cold, iced water
 - pouring food into shallow trays
 - covering food and placing in a cool, well-ventilated area is adequate

Note - food must never be permitted to cool slowly in a switched off oven.

- 6.18 Food must not be put into a fridge until it has cooled to near ambient temperature. An exception to this is that small quantities of hot food can be put into a large walk-in refrigerator.
- 6.19 Cooling times of a selection of foods should be recorded daily (see Appendix 17.5).

- 6.20 Reheating can be carried out once only, of previously cooked and cooled food. Care is necessary when making dishes from pre-cooked ingredients, in order not to exceed this guidance.
- 6.21 Food which has been reheated should be discarded at the end of a service session.
- 6.22 When being held prior to service either on display, in a vending machine or as “back up,” food must be maintained at the following temperatures :
- hot food at 63 degrees C or above
 - cold food at 0 to 5 degrees C
- 6.23 Food on display must be maintained at the above temperatures, but if display equipment is not effective, or the food is presented as a served or self-service buffet, the following exemptions are permitted :
- hot food can be held below 63 degrees C for up to 2 hours
 - cold food can be held above 5 degrees C for up to 4 hours.

After the above periods, food must be brought back within temperature control and only served from these temperatures, or discarded.

Note – food is only permitted one display period out of temperature control, no matter how short.

- 6.24 All hot and cold holding and service equipment must be pre-heated or pre-chilled for at least one hour before use.
- 6.25 Containers must not be “topped up” between service periods, but quantities on display should be kept to a practical minimum. Used containers should be replaced with fresh, refilled containers.
- 6.26 Electronic probe thermometers should be in use to monitor food temperatures.
- 6.27 Probe thermometers should be checked monthly by immersion in iced and then boiling water (see Appendix 17.11)
- 6.27 Temperatures of a selection of displayed foods should be recorded daily (see Appendix 17.6).

7. Cleaning and Disinfection

Cleaning Chemicals

- 7.1 A range of products suitable for use in a food handling environment is needed. They should leave no toxic or tainting residue and the methods of use should

ensure that food and equipment are not contaminated. Generally, commercial, food-grade chemicals should be in use and household chemicals avoided, as these are often of limited effectiveness and may be scented.

The following types of cleaning product are recommended for use :

- oven cleaner
- surface degreaser (floors, walls, tiling, cookers, etc.)
- surface sanitiser (work surfaces, fridges and freezers, processing equipment, etc.)
- hand wash up detergent
- machine wash up detergent and rinse aid

7.2 Chemical storage should be separate from food where possible, and only sufficient for immediate use should be kept in the food areas. If stored in the same room, chemicals should all be at low level and food stored above.

7.3 Chemicals must be stored in their original, labelled containers. Decanting must be avoided, but if chemical is diluted into a spray bottle, this is acceptable provided the bottle is labelled.

7.4 Chemical storage must take account of the potential hazards involved - for example, acid-based products must be kept away from chlorine-based disinfectants.

Cleaning Equipment

7.5 Equipment should be suited to the purpose for which it is intended and be in good repair.

7.6 Use of mops, cloths, brushes, etc. must avoid contamination of clean areas and equipment, by ensuring no overlap between low risk and high risk areas. Separate equipment is therefore needed for food and non-food areas

7.7 Cleaning cloths should preferably be of the disposable type, but washable cloths are satisfactory if laundered daily.

7.8 Equipment should be kept in a suitable store room or cupboard, separate from food and sanitary facilities.

Cleaning Schedules

7.9 A written cleaning schedule must be in evidence and staff trained in its use. This should cover session, daily, weekly, monthly and long-term cleaning practices.

The following information is necessary :

- areas and equipment to be cleaned (every item must be included)
- frequencies of cleaning
- materials, methods and equipment to be used

- persons responsible
- safety procedures (e.g. personal protective equipment, general instructions).

Note - detailed schedules incorporating most or all of the above information can usually be obtained from chemical suppliers, together with training on chemical use, safety, etc.

Cleaning Standards

- 7.10 It is essential that the internal and external environment be kept clean, tidy and free from any foreign matter or “clutter”. This should be to a relevant standard dependent on the area, as it is unrealistic and impracticable to expect an external refuse compound to be of the same degree of cleanliness as a fridge interior. As a general rule, surfaces and equipment coming into contact with food or hands requires cleaning and disinfecting; whereas other areas need a standard of visual cleanliness. All necessary details will be contained in the cleaning schedule.
- 7.11 All equipment, utensils and machinery must be cleaned in accordance with the manufacturers' instructions. These should be referred to or incorporated into the cleaning schedule.

Note - instructions may be particularly relevant for specific items, such as vending machines.

- 7.12 In addition to any requirement of the above, all spillages must be cleaned up immediately and food rooms kept tidy (i.e. a policy of “clean as you go”).

Washing Up

- 7.13 This can be carried out either in the dishwasher, or by hand :

Dishwasher - wash and rinse cycles should be set at the appropriate temperatures, which are :

- wash at 50 to 60 degrees C
- rinse at 80 + degrees C
- hand - the two sink method is necessary. One is the wash sink, the other is for rinsing.

Temperatures are limited by the piped hot water supply, but should be at 60 degrees C.

- 7.14 Drying up - rinse temperatures should be high enough to allow rapid air drying of washed items, and an adequate amount of drying rack or tray space is needed to accomplish this. Cloths should not be used for drying or polishing, but disposable paper towels or roll can be used.
- 7.15 Water temperatures of the dishwasher cycles should be regularly monitored, using a probe thermometer or the equipment display.

8. Stock Rotation

Delivery And Storage

- 8.1 All stock must be properly received on the premises as detailed in the Deliveries section.
- 8.2 All food must be stored correctly, in accordance with the product requirements (pre-packaged foods must state this information on the labelling).
- 8.3 Old stock should be used before new. Chilled stock usually has a life of 3 to 4 days on arrival, and dates need to be checked daily.

Rotation And Labelling

- 8.4 Goods with expired date codes should be removed from the premises, as should all unfit and unsaleable items. Items awaiting disposal must be segregated from sound stock and clearly labelled or signed “not for use”.

Note - the presence of food on premises with an expired “use by” date is an offence.

- 8.5 All pre-packed foods require full labelling, which must include the product description, weight/quantity, storage instructions and a “use by” or “best before” date. This is the responsibility of the manufacturer or supplier.
- 8.6 Food which is prepared in house more than 24 hours in advance of use must also be adequately labelled. Product description and production date need to be shown.
- 8.7 If food is frozen in-house as a method of use and to extend the shelf life, the wrapping or container must also include the date of freezing. This is generally accepted, along with cooking, as a method of using food within its date code. The existing label on pre-packed, date coded food must not be removed or altered, but the date of freezing must be visible to avoid the food appearing out of code!
- 8.9 When food is frozen, the wrapping must be as tight as possible to exclude air. This will avoid dehydration and quality problems such as “freezer burn”.
- 8.10 Freezing should always be carried out in the rapid freezer compartments, if possible. Food texture is damaged by slow freezing, which results in the formation of large ice crystals. On thawing, there is excessive drip which results in loss of flavour, nutrients and causes toughness in meat. The freezing of fresh meat cuts intended for grilling or roasting should be avoided.

Food prepared and/or frozen in-house should be given the following storage life periods :

- chilled - 48 hours (may be longer, depending on food type).
- frozen - one month (food frozen on delivery, such as fresh meat)
three months (batch cooked food)

Note - food should be frozen in as fresh a condition and be of the highest quality possible.

9. Pest Control

Proofing and Prevention

- 9.1 Premises should be covered by the pest control service contract organised by the University Procurement Office. Details of the specification are in Appendix
- 9.2 Operable doors and windows located in food rooms and openable direct to the outside air should be fitted with fly screening.
- 9.3 Electric fly killers (EFKs) need to be regularly serviced and emptied.
- 9.4 Staff must be aware of the signs of potential pest infestation and should be encouraged to notify suspicious signs to the catering manager.

Treatment

- 9.5 Any treatment for pests must only be carried out by the University's contracted pest control operator.

10. Refuse Disposal

Internal

- 10.1 A sufficient number of covered bins or other waste receptacles should be provided.
- 10.2 Bins, etc. must be taken to the external refuse store when full and at the end of each session.
- 10.3 Contents of internal refuse stores must be removed outside at the end of each day.

External

- 10.4 Yards and other refuse storage areas should be washed down weekly, or as necessary.
- 10.5 Refuse containers must be pest-proof, covered bins or skips with sufficient capacity to contain all the refuse produced.
- 10.6 Lids or covers of refuse containers must always be in place.

- 10.7 Cardboard and other bulky waste should be broken flat to reduce volume. Compactors and baling machines are suitable for this purpose, but incineration or open burning is not permitted.
- 10.8 Collection frequency should be at least once per week, by a licensed waste collector.
- 10.9 Refuse must not be stored on the floor in bags, cardboard boxes or other unsuitable containers.
- 10.10 All refuse collectors, including those companies removing waste oil and food for recycling, must be licensed.

11. Structure And Equipment

- 11.1 Full details are the section on Physical Standards.

12. Health And Safety

- 12.1 This is a separate area in itself, and subject to the management controls detailed in the University Health and Safety Policy, Health and Safety Manual and the Units' own arrangements. All activities must be carried out with due regard for the health and safety of all concerned – staff, visitors and customers – and equipment needs to be in safe working order.
- 12.2 The following will be considered during a food safety inspections :
- Machinery and equipment
 - must be well maintained and in good working order
 - must have working guards in place, where appropriate
 - emergency cut off controls must be available within the kitchen, for electrical and gas fuelled equipment
 - dangerous machinery and equipment should have warning signs displayed near to them
 - Fire fighting equipment must be readily available, consisting of a fire blanket, a water based and a non water-based extinguishers. These should be serviced at least every 12 months.
 - Floors must be in sound condition, free from obstruction, spillage and be dry. Appropriate warning signs should indicate where floors have been recently washed and are still wet.
 - Extractor hood filters and ducting must be free from grease deposits, removable or otherwise accessible for cleaning and maintenance purposes.

- Suitable and adequate protective clothing must be available and seen to be used when handling cleaning products. Depending on the product in use, this may include rubber gloves, goggles, face mask and aprons.
- Suitable equipment must be available to assist staff in safe manual handling activities (sack barrows, trolleys, etc.) and in reaching areas of high storage (step ladders).
- Staff must be made aware of the hazard of slipping in catering workplaces. This includes the active management of the footwear policy adopted at the site and restrictions on access to unauthorised persons.

MONITORING STANDARDS

The food hazard controls detailed in the Manual must be monitored at points critical to food safety and written records retained. Where food safety standards are not being met, appropriate action must be taken in accordance with the Physical and Operational Standards above and, where appropriate, the Manual Appendices.

Food safety monitoring is to be carried out as detailed in the relevant Operational Standards and Appendices, but is summarised as :

Form 17.1	Food Supplier Assessment Questionnaire	- see Appendix 3
Form 17.2	Food Delivery Record	- see Section 2
Form 17.3	Refrigeration Equipment Temperature Record	- see Section 6
Form 17.4	Food Cooking Temperature Record	- see Section 6
Form 17.5	Food Cooling Temperature Record	- see Section 6
Form 17.6	Food Display Temperature Record	- see Section 6
Form 17.7	Internal Food Safety Inspection Record	- see Appendix 2
Form 17.8	Suspected Food-borne Illness Record	- see Section 5, Appendix 6
Form 17.9	Food Handler Health Questionnaire	- see Section 5
Form 17.9	Suspected Food-borne Illness Record	- see Appendix 6
Form 17.10	Food Complaint Investigation Record	- see Appendix 7
Form 17.11	Thermometer Checking Record	- see Section 6
Form 17.12	Staff Training Record	- see Appendix 5
Form 17.13	Mobile Food Vendor Approval	- see Appendix 10

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DURHAM UNIVERSITY FOOD SAFETY POLICY

Policy Statement

- The Council of the Durham University (hereafter “the University”) is responsible for all University affairs, including the production, supply and service of food to and within the University, for consumption on or off its premises, and has agreed and approved this Food Safety Policy.
- The University is committed to producing and supplying food that is safe and meets all legal requirements, so it shall ensure that all food supplied to and by the University is produced to high standards of safety and wholesomeness, in accordance with good hygiene practice and the principles of HACCP.
- The University will comply with the requirements of the Food Safety Act 1990; the Regulations made under that Act; all other relevant legislation, Codes of Practice, Industry Guides and other approved guidance. The University expects its food suppliers and contractors to do the same.
- The University shall provide adequate and appropriate resources (i.e. premises, facilities, equipment, protective clothing, staff, supervision, information, instruction and training) to assist in the implementation of the above.
- It is the duty of all University staff and students concerned with the production, supply and service of food to work in a manner conducive to the above.
- The University will ensure that this Policy is applied throughout all Units of the University where a food business is operated and that all staff and students involved are aware of their responsibilities.
- The University will ensure that this policy is reviewed regularly.

Organisation and Responsibilities

- Health and Safety Committee shall monitor and oversee the operation of food safety policy through the University Health and Safety Adviser, reporting annually to Council.
- Implementation of this policy is the responsibility of the Heads of Houses and Departments (hereafter “Heads of Units”), who are responsible for ensuring compliance with the above within their areas of control.

Implementation

- Each Unit where a food business is situated shall include a section within its Health and Safety Policy detailing its arrangements for food safety.
- The University Health and Safety Adviser shall assist the Heads of Units in their implementation of the policy by :
 - Producing a Food Safety Manual, detailing all the necessary physical, operational and monitoring standards, for the application of good hygiene practice.
 - Producing a documented HACCP system.
 - Giving advice to the University, its food units, contractors and food suppliers on matters of food safety.

- Inspecting and auditing all University food businesses to determine compliance with the Food Safety Manual.
 - Devising, producing and arranging the delivery of suitable and relevant training in food hygiene and related matters to food handlers, management and others involved with University food units.
 - Investigating complaints concerning food produced, served or supplied by or on behalf of all University food businesses.
 - Investigating cases or outbreaks of suspected and confirmed food-borne illness occurring on University premises.
 - Reporting annually on food safety matters to Health and Safety Committee.
 - Regularly reviewing and updating the above.
- The annual report from the University Safety Adviser to Health and Safety Committee shall include :
 - A summary of all Health and Safety Service inspections of food units.
 - A summary of all visits to University food units by officers of Durham City and County Councils, together with action taken or proposed.
 - A summary of food handler training carried out.
 - A summary of all complaints concerning the safety, wholesomeness and quality of food provided by the University, notified to the Health and Safety Service, together with action taken or proposed.
 - A summary of all cases or outbreaks of suspected or confirmed food-borne illness affecting University staff, students or visitors, notified to the Health and Safety Service, together with action taken or proposed.
 - Any other matters relevant to food safety.

Reviewed : January 2006

**Paul Zealand
Health and Safety Servicer**

HAZARD ANALYSIS AND CRITICAL CONTROL POINT (HACCP)

What is HACCP?

A method of ensuring food safety by examining every step in a food operation, identifying those steps critical to food safety and implementing effective control and monitoring procedures at these steps.

HACCP is a preventative system that gives a high level of food safety assurance and is considered to be the best approach to producing safe food and thus preventing food-borne illness.

Need for HACCP

The Food Hygiene (England) Regulations 2006 require food businesses to ensure :

- All operations are carried out in a hygienic way.
- The “Rules of Hygiene” are complied with.
- All food safety hazards are identified and effectively controlled, by :
 - Analysing the identified food safety hazards.
 - Deciding which hazards are critical to food safety (i.e. critical points).
 - Identifying and implementing effective hazard controls.
 - Monitoring procedures at the critical points.
 - Reviewing the above periodically and when necessary.

Pre-requisites for HACCP

These must be in place in order to support a HACCP system. The University encompasses all these within its Good Hygiene Practice guidance, documentation and records which are detailed in the Food Safety Manual

Principles of HACCP

1. Conduct a Hazard Analysis

A process flow diagram is needed, detailing the steps in the operation. Hazards must be identified at each stage, together with the significance of the risks presented and measures for control.

2. Determine the Critical Control Points (CCPs)

Establish the points where controls are critical to food safety.

3. Establish Critical Limits

At the CCPs, a measurable critical limit describes the difference between what is safe and what is not.

4. Establish a system to monitor control of the CCPs

Monitoring actions, frequency and responsibility should be specified.

5. Establish corrective action for when a CCP is not under control

Include actions to bring the process back under control and deal with products affected by the loss of control.

6. Establish procedures for verification to confirm HACCP is working

Develop and maintain procedures to keep HACCP system working.

7. Establish documentation and records

Records must be kept to demonstrate the HACCP system is working under control and corrective action is taken for any breached critical limits.

Definitions

Food Safety Hazard

Anything that has the potential to cause harm to a consumer. They can occur before or after arrival of the food on University premises and are contamination of food by :

- Biological – pathogenic micro-organisms or their toxins, allergens.
- Physical items (foreign bodies) – e.g. a piece of glass or a dead insect.
- Chemicals – e.g. cleaning chemicals, pesticide residues.

Prevention, elimination or reduction of a food safety hazard to an acceptable level is essential.

Hazard Identification

Identification of food hazards that may cause harm at each process step detailed in the process flow diagram.

Process Flow Diagram

This details the University's catering food chain as a series of steps. The Flow Diagram is generic and will not apply to all Units, but is designed to cover all eventualities in the food chain from purchase to consumption.

Controls

Measures designed to eliminate a hazard or reduce it to an acceptable level. Effective controls are designed to :

- Prevent contamination of food
- Prevent the growth of microorganisms in food
- Destroy harmful microorganisms in food

Controls can be of specific – such as heating food to a minimum temperature; or more general – as in operating a system of programmed cleaning.

Critical Control Point (CCP)

A process step where control is essential to prevent, eliminate or reduce a food safety hazard to an acceptable level and where a loss of control would result in unacceptable food safety risks.

A CCP is where a significant food safety hazard exists and a subsequent step in the process will not prevent, eliminate or reduce it.

Critical Limits

A level which can be monitored and which, if exceeded, means a food safety hazard is out of control.

Must be monitorable and therefore Critical Limits are specific – such as refrigerated food temperatures and cooling times.

Corrective Action

Action taken to remedy an out of control hazard.

Contamination

The introduction or occurrence in food of any microbial pathogens, chemical, foreign material, spoilage agents, taints, unwanted or diseased matter, which may compromise its safety or wholesomeness.

Monitoring

This is the system of checks and records to ensure controls are being effectively applied – essential at the CCPs. Included are temperature records, cleaning schedule, inspection checklists, etc.

Corrective Action

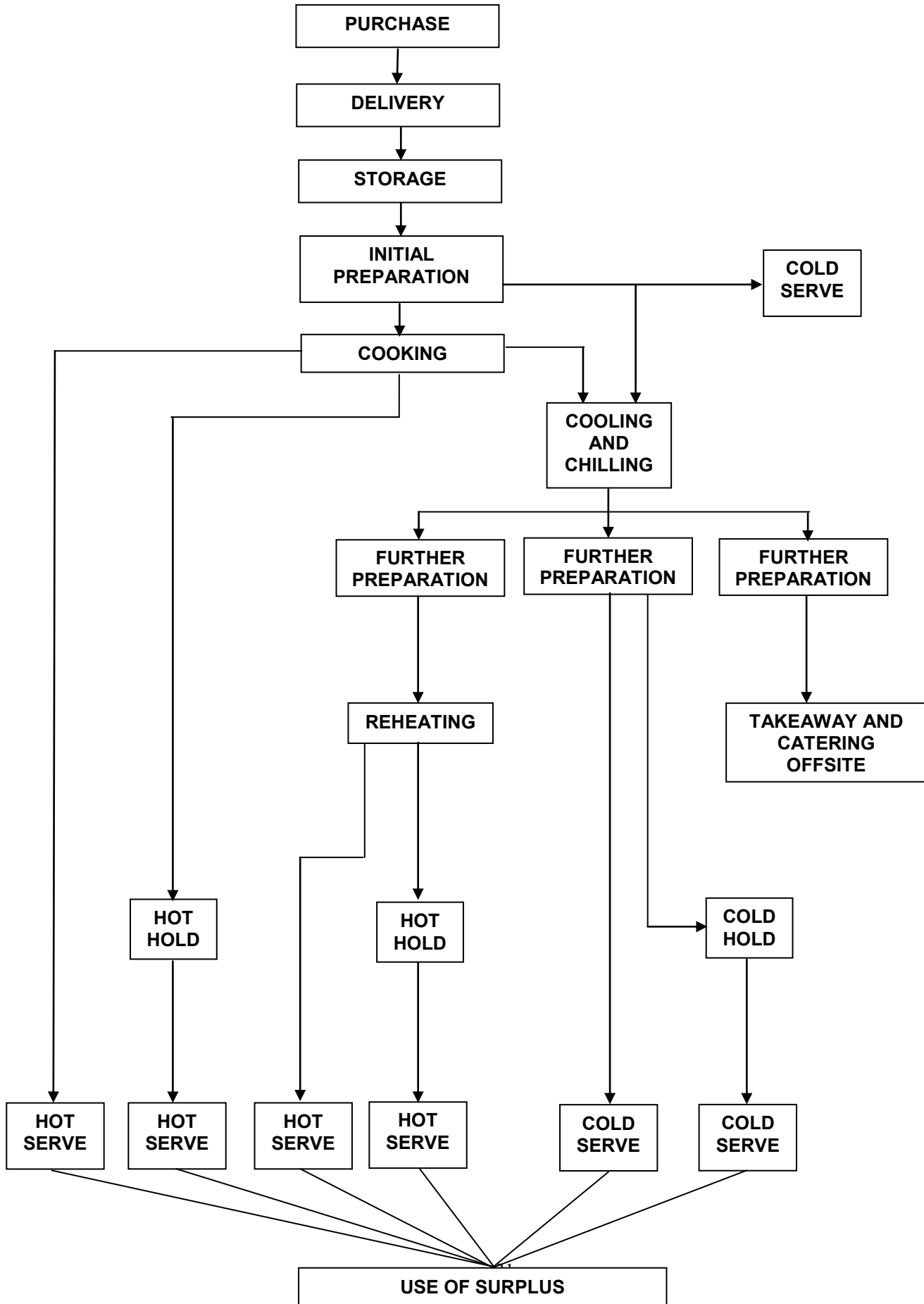
Action taken to remedy a breached Critical Limit. May involve refusal of a refrigerated delivery or disposal of out-of-date food.

Verification

Applying methods, procedures, tests, etc. – in addition to monitoring – to determine compliance with the HACCP system in place. Examples are :

- HACCP audit
- Microbiological and chemical testing
- Analysis of record data
- Ongoing training
- Keeping HACCP plan up to date

PROCESS FLOW DIAGRAM (CATERING)



SUMMARY HACCP TABLE

STEP	HAZARD	CCP	CONTROL	CRITICAL LIMIT	MONITORING	CORRECTIVE ACTION	RECORD FORM
Purchase	See "HACCP DETAILS"	CCP1	See "HACCP DETAILS"	As pre-set specifications	Food Supplier Assessment	Re-set specifications Re-assess suppliers	17.2
Delivery	See "HACCP DETAILS"	CCP2	See "HACCP DETAILS"	+ 8C - 12C	Checks of vehicle and products	Return food to supplier	17.1
Storage	See "HACCP DETAILS"	CCP3	See "HACCP DETAILS"	+ 8C - 12C Visual cleanliness	Pest Control service record Temperature records Completion of cleaning schedule	Adjust temperatures or discard food Additional cleaning	17.3
Preparation (Initial and Further)	See "HACCP DETAILS"	CCP4	See "HACCP DETAILS"	30 minutes at ambient Visual cleanliness 8C (high-risk food thawing)	Observation Cleaning schedule Health Questionnaire	Return to temperature storage or discard food Additional cleaning Exclude/re-deploy staff	17.9
Cooking	See "HACCP DETAILS"	CCP5	See "HACCP DETAILS"	75C for 2 minutes	Food cooking temperatures	Adjust cooking temperature/time	17.4
Cooling and Chilling	See "HACCP DETAILS"	CCP6	See "HACCP DETAILS"	Refrigerate within 90 minutes	Food cooling times	Discard food	17.5

Reheating	See "HACCP DETAILS"	CCP7	See "HACCP DETAILS"	75C for 2 minutes Only 1 re-heat	Food cooking temperatures	Adjust cooking temperature/time	
Hot hold	See "HACCP DETAILS"	CCP8	See "HACCP DETAILS"	63C 2 hours	Food display temperatures Observation Cleaning schedule	Adjust holding temperature Discard food Additional cleaning	
Cold hold	See "HACCP DETAILS"	CCP9	See "HACCP DETAILS"	8C 4 hours	Food display temperatures Observation Cleaning schedule	Adjust holding temperature Discard food Additional cleaning	
Takeaway and off-site catering	See "HACCP DETAILS"	CCP10	See "HACCP DETAILS"	8C 4 hours	Food temperature record	Adjust temperature Discard food	
Hot Serve	See "HACCP DETAILS"	CCP11	See "HACCP DETAILS"	Serve immediately	Observation Cleaning schedule	Additional cleaning	
Cold serve	See "HACCP DETAILS"	CCP12	See "HACCP DETAILS"	Serve immediately	Observation Cleaning schedule	Additional cleaning	
Use of leftovers	See "HACCP DETAILS"	CCP13	See "HACCP DETAILS"	Detailed in other Steps	Detailed in other Steps	Detailed in other steps	

HACCP DETAILS

Step 1 - Purchase

Hazards

- High-risk food contaminated with pathogenic micro-organisms and/or toxins.
- Contamination by physical materials.
- Contamination by chemicals.
- Food of poor physical or microbiological quality through damage, contamination, use of inappropriate ingredients or the processes of decomposition.
- Growth of pathogens/toxin production during delivery process.

Controls

- Food must be purchased only from suppliers assessed in accordance with Appendix 3 and listed in Appendix 4.
- Food is to be delivered under suitable conditions at the following temperatures :
 - Chilled food between 0 and + 5 degrees C.
 - Frozen food at or below - 18 degrees C.
 - OR any other specified temperature detailed on the package label.

Monitoring

- Questionnaire-based assessment of food suppliers (See Appendices 3 and 17.1)

Corrective Action

- Re-set specifications
- Re-assess suppliers

Step 2 - Delivery

Hazards

- High risk food contaminated with pathogenic micro-organisms and/or toxins.
- Food of poor physical or microbiological quality through damage, contamination or decomposition.
- Wrong specification food delivered.
- Growth of pathogens/toxin production during period from receipt to storage.

Controls

- All food deliveries must be accepted and checked-in by a member of staff.
- All pre-packed foods must be appropriately labelled.
- Food deliveries must be properly and promptly put away.

Monitoring

- Food Delivery Record (see Op. Standard Section 2 and Appendix 17.2).

Corrective Action

- Return non-specification, etc. food to supplier.

STEP 3 - STORAGE

Hazards

- Contamination of high-risk foods by pathogens.
- Contamination by physical materials.
- Contamination by chemical.
- Contamination by pests.
- Growth of pathogens/toxin production.
- Spoilage of food through decomposition.

Controls

- Raw and cooked/ready-to-eat/high-risk food must be kept separate.
- All food must be stored suitably packaged, covered or wrapped.
- All food to be stored separately from cleaning materials.
- All materials intended to be in direct contact with food must be of food-grade quality.
- A pest control service contract must be in place.

- Food storage to be at the temperatures detailed in Step 1.
- Rotate stock in accordance with pack label instructions. Old stock should be used first.
- Out of date code goods should be removed from the premises, as should all unfit and unsaleable items. Items awaiting disposal must be segregated from sound stock and signed “not for use”.
- High standards of cleaning and disinfection.

Monitoring

- Pest Control Service Record (Provided and maintained by contractor).
- Refrigeration Equipment Temperature Record (see Op. Standard 6 and Appendix 17.3)
- Completion of cleaning schedule

Corrective Action

- Discard contaminated food
- Adjust temperatures or discard food
- Additional cleaning

STEP 4 - PREPARATION (Initial and Further) :

Hazards

- Contamination of high-risk foods by pathogens.
- Contamination by physical materials.
- Contamination by chemicals.
- Growth of pathogens/toxin production.

Controls

- Keep raw and cooked/ready-to-eat/high-risk foods separate.
- Where physical separation is not possible, preparation processes should be separated by time with cleaning and disinfection between uses.
- Uncooked or lightly cooked egg dishes should be made with pasteurised liquid egg.
- All food-contact surfaces and equipment to be clean and in sound condition.
- Food handlers must be clean, in good health and practice good food handling techniques.
- Limit period of temperature-sensitive food at ambient to 30 minutes.
- Avoid preparation of large quantities of food, unless all is needed at the same time.
- Label all foods prepared more than one day in advance of need with its description and date of preparation. Turnover of such food should be no more than 48 hours.
- High standards of cleaning and disinfection.
- Thaw raw frozen foods at no more than 25C.
- Thaw cooked/ready-to-eat foods under refrigeration at max. 8C.

Monitoring

- Observation
- Food Handler Health Questionnaire (see Op. Standard 5, Appendices 6 and 17.9)
- Cleaning schedule

Corrective Action

- Return to temperature storage or discard food
- Exclusion or re-deployment of infected staff.
- Additional cleaning

STEP 5 - COOKING

Hazards

- Survival of pathogens and their spores.

Controls

- Cook all foods quickly to a minimum internal temperature of 75 degrees for 2 minutes

Monitoring

- Food Temperature Record (see Op. Standard 6 and Appendix 17.4)

Corrective Action

- Adjust cooking temperature and/or time

STEP 6 – COOLING AND CHILLING

Hazards

- Growth of surviving pathogens and their spores, with toxin production.
- Contamination by pathogens.
- Contamination by physical materials.
- Contamination by chemicals.

Controls

- Cool hot foods as quickly as possible, to refrigerate within 90 minutes.
- Keep food covered
- Use only clean equipment.
- High standards of cleaning and disinfection.

Monitoring

- Food Cooling Record (see Op. Standard 6 and Appendix 17.5)
- Cleaning schedule

Corrective Action

- Discard out-of-time food
- Additional cleaning

STEP 7 - REHEATING

Hazards

- Survival of pathogens and their spores.

Controls

- Reheat quickly to a minimum internal temperature of 75 degrees.
- Carry out once only.

Monitoring

- Food Temperature Record (see Op. Standard 6 and Appendix 17.4)

Corrective Action

- Adjust cooking temperature and/or time
- **Discard or refrigerate until service leftover food.**

STEP 8 – HOT HOLD

Hazards

- Growth of pathogens and toxin production.
- Contamination by pathogens and physical materials, inc. from customer side of service counters - esp. where self-service.

Controls

- Maintain food at 63 degrees C. minimum, OR consume/discard within 2 hours.
- Keep food containers covered/screened when not serving.
- Use clean containers and equipment.
- Supervise self-service.

Monitoring

- Food Temperature Record (see Op. Standard 6 and Appendix 17.6).
- Cleaning schedule

Corrective Action

- Adjust holding temperature
- Discard out-of-temperature food after 2 hours.
- Additional cleaning

STEP 9 – COLD HOLD

Hazards

- Growth of pathogens and toxin production.
- Contamination by physical materials, inc. from customer side of service counters - esp. where self-service.

Controls

- Maintain food at 5 degrees C. maximum, OR consume/discard within 4 hours.
- Keep food containers covered/screened when not serving.
- Use clean containers and equipment.
- Supervise self-service.

Monitoring

- Food Temperature Record (see Op. Standard 6 and Appendix 17.6)
- Cleaning schedule

Corrective Action

- Discard out-of-temperature food after 4 hours.
- Additional cleaning.

STEP 10 – TAKEAWAY AND OFF SITE CATERING

Hazards

- Growth of pathogens and toxin production, while in possession of the customer at ambient temperatures and for excessive time periods.

Controls

- High-risk food items to be kept refrigerated after preparation, until being given out.
- Meals to be given out no longer than 4 hours prior to the time of consumption.
- Alternatives include the use of insulated containers with freezer packs, and use of low-risk food items.

Monitoring

- Food Temperature Record (see Op. Standard 6 and Appendix 17.3).

Corrective Action

- Adjust temperatures
- Discard food

STEP 11 – HOT SERVE

Hazards

- Growth of pathogens and toxin production.
- Contamination by pathogens and physical materials.

Controls

- Serve immediately, on removal from cooking or hot hold equipment.
- Cover food unless service is in progress.
- High standards of cleaning and disinfection.

Monitoring

- Observation.
- Cleaning schedule.

Corrective Action

- Additional cleaning

STEP 12 – COLD SERVE

Hazards

- Growth of pathogens and toxin production.
- Contamination by pathogens.
- Contamination by physical materials.

Controls

- Serve immediately, on removal from cold storage or cold hold equipment.
- Cover food unless service is in progress.
- High standards of cleaning and disinfection

Monitoring

- Observation
- Cleaning schedule

Corrective Action

- Additional cleaning

STEP 13 – USE OF SURPLUS

Hazards

- Contamination by pathogens
- Growth of pathogens and toxin production.
- Survival of pathogens.
- Contamination by physical materials.
- Contamination by chemicals.

Controls

- Detailed in other Steps.

Monitoring

- Detailed in other Steps.

Corrective Action

- Detailed in other Steps.

ALL STEPS

Where no specific controls or monitoring are detailed where hazards have been identified at any step, the following general ones apply.

General Controls

- Inspections/audits arranged by the Health and Safety Service.
- Monthly internal self inspection of catering department.
- Adequate supervision at all times.
- All staff trained to an appropriate standard.
- All staff re-trained where necessary.
- High standards of personal hygiene practised.
- Programmed cleaning of all areas.
- Use of probe thermometer for food temperatures and to verify equipment readings.
- Investigation of all complaints concerning food safety/quality.
- Investigation of all cases of suspected food-borne illness.
- Regular equipment servicing and maintenance

General Monitoring

- Cleaning schedule (in Catering Department).
- Internal Food Safety Inspection record (see Appendix 17.7)
- Staff Training Record (see Appendix 17.12)
- Equipment Servicing and Maintenance (in Catering Department).

Reviewed : January 2006

Durham University
(EXAMPLE) HAZARD ANALYSIS – COOKED HAM

STEP	HAZARD	CONTROL	MONITORING
PURCHASE	Contamination with bacteria or physical materials at supplier premises or delivery.	Purchase from approved supplier	Supplier assessment record
	Growth of bacteria/toxin production at supplier premises/during delivery.	Products suitably wrapped/packed Refrigerated delivery, max. 5 degrees	Delivery record Delivery record
RECEIPT	Growth of bacteria/toxin production after delivery	Refrigerate within 15 minutes of delivery	Temperature record
	Contamination during unpacking	Use within storage life General Controls	Check label details General Monitoring
STORAGE	Growth of bacteria/toxin production	Refrigerate at max. 5 degrees	Temperature record
	Spoilage	Use within storage life	Check label details
COOKING	Survival of bacteria/spores	Cook to min.75 degrees centre temperature	Temperature record
COOLING	Outgrowth of bacteria/spores/toxin Production	Cool rapidly and refrigerate within 90 minutes	General Monitoring Temperature record
	Contamination	Keep covered, do not portion until cold	General Monitoring
PREPARATION	Contamination	General Controls	General Monitoring
	Outgrowth of surviving bacteria/spores	Prepare at ambient for a max. of 30 minutes	General Monitoring
COLD SERVE	Contamination	General Controls Cover/screen whilst on display	General Monitoring General Monitoring
	Outgrowth of bacteria/spores/toxin Production	Hold/display at max. 5 degrees, OR restrict time to max. 4 hours	Temperature record General Monitoring

Signed

Date

FOOD SUPPLIER ASSESSMENTS

Introduction

Assessment of food suppliers is essential for effective food safety management. The degree and extent of an assessment depends on the risks involved, but the objective is to ensure that only hygienically-produced safe, wholesome, good quality food is brought into an establishment. There are several parts to an assessment, of which more than one can be applied :

- Written assurances from the supplier. Providing details of the supplier's procedures, quality assurance measures and methods of checking their own suppliers.

Note – a general statement of legal compliance is insufficient on its own.

- Audit and Inspection of supplier premises. This is preferred by large organisations involved in food importing, manufacturing, retailing and catering. These should be additional to the measures taken by the supplier and not merely as a service for him.
- Specifications for food supplied - these should be set by the customer and cover ingredients, sources of supply, process and packaging details, physical properties (e.g. flavour, colour, length), temperature, degree of bacterial contamination, etc.
- Monitoring of supplied food - achieved through delivery inspection system, recording of complaints and liaison with the supplier.
- Microbiological testing samples of food received.
- Written warranty provided by the supplier.
- Reliance on “word of mouth” recommendation and local reputation.

Generally speaking, the last three are of little practical value but may be useful parts of an assessment system.

Action by the Health and Safety Service

- A register of all food suppliers to the University comprises Appendix 4. With few exceptions – such as the purchase of small quantities by JCRs and Departments from known-to-be-reputable companies such as major supermarkets, only these registered suppliers may be used.
- To be considered for the register, a food business must :
 - Trade from identifiable premises.
 - Be registered with a local authority.
 - Co-operate with the University supplier assessment system.
- The assessment process will involve each supplier completing a Food Supplier Questionnaire (see Appendix 17.2) which may be followed by requests for further information or a site visit. If satisfactory, the supplier will be entered on the register.
- The Register will be kept up-to-date and a copy provided for the Head of Procurement to include business details in the list of nominated University suppliers.

Action by each Unit

- Prior approval must be granted before use of a new supplier, so details should be provided to the Health and Safety Service before food is ordered.
- Notify the Health and Safety Service of any problems associated with the use of any supplier.

Reviewed : January 2006

[Link to Procurement Buyers' Guide for Approved Food Suppliers](#)

[\[back\]](#)

FOOD HYGIENE TRAINING

Introduction

The majority of food complaints and outbreaks of food-borne illness are attributed to faulty practices. Defective and inadequate equipment and premises play a role, but most shortcomings in these areas can be effectively overcome by good food hygiene practice. The making of tough laws and the development of good practices in will not prove effective, unless food handlers are provided with sufficient information, training and supervision to enable them to carry out their work safely.

The Food Hygiene (England) Regulations 2005 require food handlers to be supervised, instructed and trained to a standard commensurate with their activities – to take into account the food handled, vulnerability of those supplied and degree of responsibility for the work done. It is to include training in :

- Principles of HACCP
- Food safety management

Most catering food handlers in the University have already been trained to an acceptable standard, but a programme is necessary to continue this and provide for other identified training needs.

The University provides a range of courses certificated by the Chartered Institute of Environmental Health (CIEH), together with several in-house courses developed by the Health and Safety Service. A summary of these courses follows

Food Hygiene Courses

CIEH Foundation Certificate in Food Hygiene

6 hours attendance, with a short, multiple choice examination. Designed for staff in high-risk catering activities, but can be modified to be relevant to all food workers.

CIEH Intermediate Certificate in Food Hygiene

18 hours attendance, with a 2 hour written examination. Goes beyond basic principles of hygiene and is normally seen as a minimum requirement for supervisors/managers.

CIEH Advanced Certificate in Food Hygiene

Minimum of 36 hours attendance, plus preparation and assignment work, with a 2 hour examination. Intended for management, this course is one requirement for those wishing to undertake the training of staff to the Basic level.

Essentials of Food Hygiene

Not training, but provision of basic written information.

Food Hygiene Awareness

2 hours attendance, with an informal test at the end. Designed for staff working in lower risk areas of a catering operation, behind bars, assisting in areas with a limited food range (e.g. JCR toastie bars), food service counters, waiting at table, etc.

Food Hygiene Update

2 hours attendance. Similar in content, etc. to Food Hygiene Awareness and is for the periodic re-training at appropriate (approximately three year) intervals of all food handlers .

Food Safety Hazard Analysis

2 hours attendance. Incorporates a hazard analysis case study exercise relevant to the participants' workplace. For all catering managers, supervisors and most chefs.

Guidance on supervision/instruction/training is provided in the Industry Guide, which details three degrees of training and three types of food handler. Taking this guidance into consideration, the following University Training Standards have been developed and introduced as the system of University food hygiene training :

University Training Programme

Essentials of Food Hygiene

All food handlers to be provided with this food safety information either on a printed card or as an A4 laminated version displayed on the most appropriate notice board within each Unit. (See later).

Food Hygiene Awareness

For all staff working in lower risk areas of a catering operation, behind bars, assisting in areas with a limited food range (e.g. JCR “toastie bars”), service counters, waiting at table, etc.

Food Hygiene Update Training

All food handlers to receive periodic re-training at approximately three year intervals.

CIEH Foundation Certificate in Food Hygiene

All food handlers involved in the preparation of high-risk food and the supervision or management of that activity.

CIEH Intermediate Certificate in Food Hygiene

All catering managers and one supervisor per Unit.

CIEH Advanced Certificate in Food Hygiene

Two or more Unit catering managers, to provide cover for the Health and Safety Service in advanced food safety matters.

Food Safety Hazard Analysis - all catering managers, supervisors and chefs.

Note - this programme applies only to University-employed staff since those of any contract catering companies currently working on University premises are expected to have acceptable alternative arrangements of their own.

Record Keeping

Training records must be kept in each catering unit, or be accessible from the Colleges-maintained training database. See Appendix 17.12.

Reviewed : January 2006

Durham University
THE ESSENTIALS OF FOOD HYGIENE

The University is committed to high standards of food hygiene. The following 15 points are essential to the hygienic production, supply and service of safe, wholesome food.

- Keep yourself clean and wear clean clothing.
- Always wash your hands thoroughly and frequently, especially:
BEFORE - starting work, handling food.
AFTER - every break, handling raw foods, using the toilet, handling waste, cleaning surfaces or equipment.
- Tell your supervisor, before commencing work, of any skin, nose, throat, stomach or bowel trouble or infected wound.
- Ensure cuts and sores are covered with a blue waterproof dressing.
- Avoid unnecessary handling of food.
- Do not smoke, eat or drink in a food room, never cough or sneeze over food.
- Do not prepare food too far in advance of service.
- Keep all food in storage suitably wrapped or covered.
- Keep raw and cooked foods strictly separate, in storage and preparation.
- Keep perishable food either refrigerated or piping hot.
- When reheating food ensure it gets piping hot.
- Clean as you go. Keep all equipment and surfaces clean.
- Follow food safety instructions – on food packaging or from a supervisor.
- Keep all waste containers covered.
- If you see something wrong, tell your supervisor.

FOOD-BORNE ILLNESS

INTRODUCTION

The procedure for action in the event of food-borne illness is contained in :

[Health and Safety Manual Section G2 – Gastroenteritis](#)

Reviewed : January 2006

FOOD COMPLAINTS

General Information

Complaints arise when customers are served or sold food with which they are dissatisfied. There are many reasons for this, but we are concerned with statutory food safety and consumer protection requirements. The following are examples of complaints that may stimulate action by the enforcement authorities as offences under the Food Safety Act 1990 :

- Unfit food - decomposing, mouldy, contaminated by food poisoning organisms.
- Foreign bodies - contamination with glass, wood, paper, sticking plaster, insects.
- Poor quality food - stale, deteriorating.
- Wrongly labelled or described - low meat content of sausages, cod sold as halibut.

Under the law, it is the person who sold the food who is responsible - subject to a defence of "due diligence." This latter can only be relied on if a court is satisfied that a person charged took all reasonable precautions and exercised all due diligence to avoid committing the offence. If there is doubt on who is responsible, the enforcing officer (Environmental Health Officer or Trading Standard Officer) will institute proceedings against the retailer or caterer.

The first indication of a complaint being received may be when an enforcement officer calls to investigate (see Appendix 8 - Dealing With Enforcement Officers). Often in a catering establishment, the customer will complain direct and it is essential to take immediate action :

ACTION

- The complaint should be referred to the catering manager or a supervisor.
- The complaint should be immediately resolved, if possible, by the offer of a replacement, alternative product or a refund.
- If the complaint is of an isolated nature, e.g. a hair in a sandwich, further action may be unnecessary beyond tracing the source and preventing a recurrence.
- A more general complaint – such as the involvement of more than one item; discomfort or taste affecting several people – will require the removal from sale of the affected food. This must be sealed and labelled "Do Not Use" before storage in a freezer.
- A complaint of illness should be treated as 4. above, with all remaining food being isolated (see Appendix 6 - Procedure for Suspected Food Borne Illness).
- A Food Complaint Investigation Record should be completed for all complaints – no matter how minor – and a copy retained (see Appendix 17.10).
- All complaints should be notified to the Health and Safety Service at the time of their occurrence, or as soon as possible afterwards.

Reviewed : January 2006

DEALING WITH ENFORCEMENT OFFICERS

INTRODUCTION

Environmental Health Officers (EHOs) are employed by District Councils to carry out a wide range of functions to protect, maintain and enhance the public health. Originally generalists in their work, most are now specialists to one degree or another, often working in enforcement teams to a set of locally adopted standards in Food Safety, Housing, Environmental Pollution and Licensing. Professionally qualified, most are graduates and often manage technical staff who themselves can be authorised to carry out much of the work previously done by EHOs.

Trading Standards Officers (TSOs) from County Councils are concerned with consumer protection activities, some of which are relevant to the food industry, although they are not primarily concerned with public health issues. Their commonest involvement is with food standards, quality and labelling requirements.

- It is important to foster good working relations with EHOs. It is inadvisable to only do what is needed following a visit. This does not work for the following reasons :
 - visit frequencies may be erratic.
 - different EHOs with differing attitudes and approaches may call.
 - planning and budgeting is difficult.
 - may bring about an more formal, enforcement-oriented approach.
 - premises will invariably be seen at their poorest. This will colour judgement and attitude at subsequent visits.
- An EHO's legal powers include the right of entry to a food premises at all reasonable times, seizure of food, examination of records, taking of samples and closure of a process or premises. TSOs have similar authority within their role.

ACTION - VISIT

Visits by the EHO may be for routine inspection or reinspection purposes, but also to investigate a food complaint or suspected food-borne illness. The visit will not normally be announced in advance and may first become apparent by the officer appearing to materialise in the kitchen (perhaps via the back door). Usually, however, he/she will present himself to the reception area and ask for the catering manager or other person in charge.

The visit should be conducted in the following manner :

- Request and verify identification, unless the officer is known.
- Take the officer directly to the Catering Manager, or ask him/her to wait in reception while the manager is notified. Keep the waiting to a minimum.
- The Catering Manager/person-in-charge should determine the reason for the visit and offer to accompany the officer (this may not always be required).
- Ask what he/she wants to do, and comply with all reasonable requests.
- Do not volunteer information on known defects, but be prepared to mention areas currently receiving attention and future plans. Make positive statements.
- Answer questions openly and honestly, but do not be too effusive. EHOs are not advisers or University employees - foremost they are the Health Police!
- If a formal caution is given under the Police and Criminal Evidence Act, say nothing – this is your right. Refer to the Health and Safety Service.
- At the end of the visit, discuss the officer's findings and recommendations, thanking the officer for his/her help but avoid making commitments.

- Notify the Health and Safety Service of the visit by telephone.

ACTION - EHO

There may be no official follow up to a visit, if made for a minor or unsubstantiated complaint; as part of an infectious disease investigation or a routine, informal check.

However, inspections can be followed by :

1. Verbal report or warning.
2. Letter acknowledging the visit, requiring work and making recommendations.
3. Improvement Notice.
4. Emergency Prohibition Notice.
5. Prosecution

1, 2, and 3. are the commonest.

4. and 5. are the extreme.

ACTION – UNIT

- Notify details of the visit to the Health and Safety Service by telephone/email.
- Copy correspondence/Notices to the Health and Safety Service.
- Following anything in writing from the EHO, a written reply detailing the proposals to comply with requirements to be sent within a week

Reviewed : January 2006

BARS, CELLARS AND SNACK AREAS

INTRODUCTION

This document supplements the main part of the Food Safety Manual, with particular reference to the JCR-run facilities within colleges. It is designed to assist in the safe, hygienic operation of college and DSU bars, student shops and limited catering facilities of the “toastie-bar” type.

The catering standards set down in the Food Safety Manual are appropriate for kitchens, but less so for college snack bars offering a limited service for relatively short periods. It is not expected that catering will exceed the production to order of toasted sandwiches and the sale of confectionery, soft drinks, etc. In addition, raw foods will not be handled.

It is also worth considering a partnership with college catering managers, where sandwich fillings or even the whole sandwiches are made up by kitchen staff - thus reducing the degree of preparation in the snack areas.

It is with the above in mind that the following guidance has been produced. The basic legal requirements are the “bottom line,” with higher safeguards added where seen necessary to provide additional protection for customers, operators and the University.

Full details are available in the Manual, which is accessible to all University catering managers. Advice is always available from the Health and Safety Service, which should be consulted whenever necessary.

PHYSICAL STANDARDS

1. BARS AND TOASTIE AREAS

- 1.1 Serveries must have sufficient space to allow free movement of staff, storage for stock and the necessary fittings and equipment.
- 1.2 Floor surfaces must be level, smooth, impervious, slip-resistant, free from obstructions and capable of being effectively cleaned.
- 1.3 Wall and ceiling surfaces must be capable of being effectively cleaned.
- 1.4 Counter tops, storage shelving, other working surfaces and all equipment must be properly constructed and finished with a smooth, impervious surface.
- 1.5 Bar shelves should be lined with plastic grid matting, to allow inverted storage of clean glasses. These should be stored singly - not stacked.
- 1.6 Covered refuse bins must be provided for waste material, in addition to bar bottle skips.
- 1.7 Adequate food, equipment and glass washing facilities are necessary.

Bars

Either/or :

- A cabinet glass or dishwasher, plus single sink.
- A rotating-brush type glass washer, plus single sink.
- A double sink and drainer unit. For washing up by hand, one sink is for washing and the other for rinsing.

Hot and cold running water and proper drainage to all are essential.

In practice, it is found that high standards of glass washing are often difficult to achieve during busy periods. For this reason, a cabinet-type glass washer is preferred and should be provided in all new/renovated bars. Progression towards this standard in all bars is recommended.

Snack areas

- A sink and drainer, provided with hot and cold water, is the minimum. This assumes that only a few items will be washed up per session, as plates will not be provided for customers. A double sink and drainer is, however, always preferable for washing up and is essential when crockery is provided for customers

1.8 A wash hand basin must be readily accessible at each bar and snack area, used only for the washing of hands. This should have hot and cold running water, liquid soap and disposable towels in suitable dispensers.

2. CELLARS

2.1 An impervious floor surface is required. This should be ideally laid with a fall to a trapped gully, or a sump with an electrically-operated pump system. Waste water should discharge, via a trap, to mains drainage.

2.2 Wall and ceiling surfaces must be sound and capable of being easily cleaned.

2.4 Precautions must be taken to prevent rising or penetrating dampness affecting walls and floors. Mould-inhibiting surface finishes are recommended.

2.5 A sink with cold water supply and proper drainage should be provided.

3. BOTTLE STORES

3.1 Must be of sound construction, with cleanable internal surfaces.

4. GENERAL

4.1 All equipment must be suitable for its purpose, regularly serviced and maintained.

4.2 Adequate artificial lighting must be provided in all areas, to a standard of 500 lux in preparation and service areas of bars, shops and snack areas. 200 lux is adequate in stores, cellars and other areas.

4.3 Fluorescent light tubes in areas where open food is handled should be fitted with shatterproof diffusers or other suitable covers.

4.4 Adequate ventilation to the external air must be provided.

5. TOILET FACILITIES

5.1 The provision of separate toilets is not necessary, provided that customer facilities are readily accessible, clean and well-maintained. Wash hand basins must be equipped as detailed in 1.8 above.

OPERATIONAL STANDARDS

6. FOOD STORAGE

6.1 Deliveries must be properly received and then stored, not kept outdoors or left waiting there for collection.

6.3.1 Only food-grade materials should be in contact with food. This rules out opened food cans, black plastic bin liners, etc.

6.4 No food or utensils should be stored directly on the floor, except for crates of bottled drinks, canned items, kegs and casks.

6.5 Temperature sensitive food must be kept under refrigeration, or frozen. Fridges should operate at 0 to 5 degrees C, freezers at -18 degrees C or below. Other foods should be kept below 25 degrees C.

6.6 Fridges and freezers should be provided with an internal thermometer, where there is no temperature display on the casing.

6.7 Fridges should not be overloaded, which impedes cold air circulation. Equipment should be defrosted regularly to prevent build-up of ice.

6.8 Fridge and freezer operating temperatures must be taken once daily.

7. FOOD PREPARATION, SERVING AND STOCK HANDLING

- 7.1 Stock rotation must be practised, as almost all food and drinks bear “best before” dates. Out of date code items should not be sold.
- 7.2 Food prepared in advance, transferred from opened cans to other containers, etc. should be marked or labelled with the date. Such food should be used within 24 hours.
- 7.3 Snack area food should not be left at ambient temperature during preparation, etc. for longer than necessary. As a guide, only a sufficient quantity of temperature-sensitive food for use within a 30 minute period should be outside refrigeration. Any leftovers from this stock should be discarded at the end of a trading session.
- 7.4 Snacks should be served with a clean paper serviette or disposable plate. A covered bin should be provided in the eating area to take this refuse.
- 7.5 Thawing of any frozen high-risk food (e.g. packs of cooked meat) should be done in the fridge. This standard does not apply to bread or hard cheese.
- 7.6 A clean glass must be used for each drink served. This is despite the insistence of some customers who may wish to retain the same glass, but necessary to prevent potential spread of infection from used glasses via dispense taps to clean glasses.
- 7.7 Chipped or cracked glasses must not be used.

8. PERSONAL HYGIENE

- 8.1 All staff must maintain high standards of personal hygiene. Hair, hands, and clothing must be in a clean state.
- 8.2 Staff preparing toasties must wear some form of protective clothing. An clean apron or similar is suitable.
- 8.3 Cuts and abrasions should be covered with a waterproof dressing.
- 8.4 Staff must not smoke in any food room.
- 8.5 Toastie area food handlers should not wear jewellery, with the exception of plain finger rings and sleeper earrings.
- 8.6 Hands should be thoroughly washed before starting work, and again at regular intervals.
- 8.7 A first-aid kit should be readily available. Contents must include waterproof plasters -preferably blue coloured.
- 8.8 Any person suffering from vomiting, diarrhoea, a septic condition, skin or respiratory infection should not report for work. Further advice on this should be sought from the Health and Safety Service
- 8.9 Bad habits to be avoided include excess handling of food, touching the rims of the glasses, nail biting, coughing/sneezing, etc.

9. BEER RECYCLING

- 9.1 This must not be practised under any circumstance, due to the risk of contamination. This includes the use of spillage from trays and overspill from casks or kegs

10. CLEANING

- 10.1 All areas must be kept clean and free from debris. The standard depends on the location, i.e. a floor needs to be visually clean; but glasses, optics, beer lines, wash hand basins, food chopping boards, etc. should be cleaned and disinfected using the appropriate products.
- 10.2 A simple cleaning schedule should be displayed at snack areas and bars. This will indicate the areas to be cleaned; frequencies of cleaning; materials, methods and equipment to be used; persons responsible and safety precautions. In addition, any spillages must be cleaned up immediately.

- 10.3 A range of suitable, non-tainting cleaning chemicals should be kept available. This to include food-grade detergent and surface sanitiser, beer line and optic cleaner(s), suitable wash up and glass wash detergent/sterilant.
- 10.4 Cleaning cloths should be laundered daily and mop heads washed and rinsed. Disposable cloths are recommended for food surfaces.
- 10.5 Washing up should be carried out using a suitable, approved detergent or detergent/sterilant. Note these are not cross-compatible between the different glass wash methods and the correct product must be chosen.
- 10.6 During washing up by hand, wash and rinse sink water must be changed frequently.
- 10.7 Drying cloths are inadvisable, utensils and glasses should be allowed to air dry. Dry glasses may be polished using clean cloths or paper towels.

11. HEALTH AND SAFETY

- 11.1 All equipment must be well-maintained and in good working order. It should have no visibly obvious electrical defects. Pressure systems, electrical cables, flexes, plugs and socket outlets should be maintained in good working condition, and show no signs of wear or damage. Circuits and sockets must not be overloaded, and socket outlets not sited so as to present a hazard - such as beneath a sink unit.
- 11.2 Pressure systems must be periodically examined by a competent person. The brewery or other supplier of the pressure system should be contacted for advice as to how this is achieved. If in doubt, Estates and Buildings Dept. should be contacted for advice.
- 11.3 Access to cellars must be safe, and staircases provided with handrails. External doors or flaps for deliveries must be weather and pest- proofed. Adequate guarding or supervision of delivery flaps when in the open position is essential. Flaps must be secured when open.
- 11.4 Pressure gas cylinders must be secured safely. A sufficient number of wall chains or straps should be fitted to allow all cylinders to be stored upright. An alternative for cylinders not in use is to store these laying down, but they must be secured against movement and not cause obstruction.
- 11.5 Protective equipment must be kept available for use when handling heavy items (kegs, casks, crates etc.) and caustic line cleaning chemicals. A pair of goggles and suitable, gloves or gauntlets are necessary.
- 11.6 A carbon dioxide type fire extinguisher should be available for each bar and snack area.
- 11.3 Specific information should be clearly available as signs or notices in bars and cellars, giving instructions and guidance in the event of an emergency - e.g. electric shock and carbon dioxide leak.
- 11.4 All those involved in specialist activities - such as operation of a pressure system, barrel changing and beer line cleaning - need to be adequately trained. If the necessary knowledge and experience is not available, the Health and Safety Service should be contacted for advice.
- 11.6 Floors must be in sound condition, free from obstruction, spillage and be dry. Appropriate warning signs should indicate where floors have been recently washed and are still wet.
- 11.7 Suitable and adequate protective clothing must be available and seen to be used when handling beer line cleaner and similar hazardous cleaning products. This will include rubber gloves and goggles.
- 11.8 Suitable equipment must be available to assist staff in safe manual handling activities (sack barrows, trolleys, etc.) and in reaching areas of high storage (step ladders).

Reviewed : January 2006

MOBILE FOOD VENDORS

INTRODUCTION

The issue of allowing mobile food vendors on University land was debated in 1997 and the consensus was for such traders to be permitted – with certain guidelines and precautions to be followed by both the vendors and those arranging for them to trade on University land.

Mobile food vendors are invariably booked by students as part of a Ball or other social event, but if a Department wishes to provide this style of catering, the Action recommendations are similar.

ACTION

The procedure for permitting vendors is as follows :

- Organiser to notify the College Bursar/Head of Department of any planned invitation, with a minimum of three weeks advance warning.
- Organiser to obtain a signed copy of the Mobile Food Vendor Approval Form from each vendor, agreeing and providing evidence of compliance.
- Organiser to specify to each vendor where they are allowed to trade, together with the dates and times.
- Vendors must be registered with their home local authority, be able to provide evidence of this and a recent satisfactory inspection by a local authority Environmental Health Officer.
- All food handlers must be adequately trained in food hygiene, to at least the CIEH Foundation Certificate in Food Hygiene, or equivalent.
- Vehicles, premises and equipment associated with the vendor's food business must comply with current food safety legislation and any relevant guidance to ensure that they operate in a hygienic way, so that all food supplied is of the correct nature, substance and quality and is safe for human consumption.
- Vendors must only operate on sites allocated by the College or Department, follow the instructions given and ensure that they do not park so as to cause obstruction to other vehicles using the roadways – particularly emergency vehicles.
- Vendors must at all times drive with due care and attention and not exceed a speed limit of 15 miles per hour whilst on University premises.

Reviewed : January 2006

FOOD VENDOR TERMS AND CONDITIONS

1. Vendors must only trade at the dates, times and locations specified by the organiser.
2. Vendors must be registered with their home local authority, be able to provide evidence of this and a recent satisfactory inspection by a local authority Environmental Health Officer.
3. All food handlers must be adequately trained in food hygiene, to at least the CIEH Foundation Certificate in Food Hygiene, or equivalent.
4. Vehicles, premises and equipment associated with the vendor's food business must comply with current food safety legislation and any relevant guidance to ensure that they operate in a hygienic way, so that all food supplied is of the correct nature, substance and quality and is safe for human consumption.
5. Vendors must only operate on sites allocated by the College or Department, follow the instructions given and ensure that they do not park so as to cause obstruction to other vehicles using the roadways – particularly emergency vehicles.
6. Vendors must drive with due care and attention and not exceed a speed limit of 15 miles per hour whilst on University premises.

TRANSPORTING FOOD

INTRODUCTION

Food must remain within temperature control during transportation and delivery, where this is necessary in the interests of food safety and quality. However, it is reasonable for hot and cold food to be transported outside of temperature control for short travel times. For the purposes of the 2 hour (hot food) and 4 hour (cold food) display rules, this travel time should be included in those maximum display periods.

The outdoor and inside-vehicle temperatures should be considered.

ACTION

- Cold food should be prepared immediately before transportation, or stored under refrigeration to ensure thorough pre-chilling before despatch.
- Hot food which is for reheating at the site of consumption should be quickly cooled and chilled before transportation.
- For journeys in excess of 30 minutes travel time, food should be transported inside insulated containers, together with freezer packs to maintain the temperature of cold food.
- Reheating, if necessary, should take place on arrival at the destination.
- All food must be suitably wrapped or covered, to prevent any risk of contamination during transportation.
- Vehicles used for food transportation must be clean and suitable. Car boots can be used for transporting small quantities, but vans with separation of the passenger and goods compartments are preferable.

IMPORTANT NOTE

There is no legal requirement for vehicles to be refrigerated, as it is the food temperature that is significant, not how it is maintained. A combination of rapid delivery and/or chilled, insulated containers is an effective strategy, but note that internal vehicle temperatures can easily exceed 40 degrees Celsius on a hot day, and the day's ambient temperatures must be taken into account when considering the above.

Reviewed : January 2006

TAKEAWAY FOOD

INTRODUCTION

This is normally of the packed/picnic lunch type for students not in College for the meal service time, but visitors, conference delegates, holidaymakers and Open University students all receive this service when requested.

Where food is being given out for consumption at an unknown time, on or off University premises, only the preparation of the food can be controlled and there is a lack of control over transportation, service and consumption times, storage facilities, etc. Although the legal responsibility of the University is limited after the point of sale or takeaway service, as producers and suppliers the Units retain some responsibility.

ACTION

A sensible, food safety-conscious approach is necessary in order to prevent the growth of pathogens, but also to allow some degree of personal choice. Following hygienic preparation of food there should not be problems with food intended for consumption within 4 hours of collection. Where it is expected that this time period will be exceeded, there are three possible solutions :

- Food should be transported and kept cold within insulated containers.
- Packed meals should be made up without any “high-risk” food. (This very much restricts the menu choice and may prove unpopular!)
- Bags, containers etc. should be marked with an advisory note to keep the food refrigerated/chilled, or an “eat by” time, measured as 4 hours from collection.

Reviewed : January 2006

FOOD BUFFETS

INTRODUCTION

University Departments often organise events where food is served. Food should be provided by one of the College or other on-site catering departments because a high standard of food safety management is known to exist within the University – a state of affairs that cannot be guaranteed in premises off-site.

However, if an outside caterer is chosen, the existing system for assessing food suppliers must be applied to allow a similar degree of control. Once found to be satisfactory, caterers are added to the Register of Approved Food Suppliers and Caterers. (See Appendices 3 and 4)

Once a caterer has been chosen, it is up to the individual responsible for ordering the food to ensure certain basic precautions. This is not merely a University requirement, but a legal obligation since the University has some responsibility for ALL the food consumed on its premises – whether or not that food has been prepared here.

The most important point to consider with a buffet delivered for more-or-less immediate consumption is the time it is at ambient temperature from when preparation has finished to the time it is eaten. The only safe way to extend food service or waiting time on sites is to provide cold and hot holding units, which will maintain temperatures, but this is usually not practicable and so the time food is kept on display must be managed.

The following standards must be applied :

ACTION – CATERERS

When ordering a ready-to-eat buffet from a caterer, the following specifications must be included in the contract :

- No raw egg shall be used as an ingredient for any food product not to be thoroughly cooked or otherwise treated, unless it is pasteurised liquid egg. (This applies principally to certain sauces, desserts and mayonnaise).
- If vehicles are not refrigerated or suitable insulated containers are not available for delivering the food at or below 5 degrees Celsius, then the caterer must provide it within 30 minutes travel time.
- Food must be delivered and displayed not more than 30 minutes before service.
- Caterers must indicate which, if any, of their foods contain nut or nut products. This information should be made available to those attending the buffet.
- Caterers must be informed that the University does not serve food which has been genetically modified, so its suppliers/outside caterers must adhere to the same policy.

ACTION – ON SITE

- Hand washing facilities should be readily available for the use of those involved in setting up the displayed food, serving, etc. These could be any one of the following options, supplied with soap and hand drying facilities :
 - a readily accessible wash hand basin in a nearby toilet or wash room.
 - one sink in a staff kitchen (or similar) can be designated as a wash hand basin.
- The hot food on ambient display must be served within 2 hours; the cold food within 4 hours, of being displayed. These times should be measured from when the food arrives on site and at the end of the display period food must be treated as in below.
- Staff (and others) involved in display and service must practice good standards of personal hygiene, washing their hands prior to starting work.
- Cold food left over may be retained, provided it is refrigerated and only

subsequently served from refrigerated storage.

- Hot food left over must be discarded.
- Food preparation should not take place within non-catering departments, unless adequate facilities are available (contact the Health and Safety Service for advice).
- Staff (and others) must not provide food from their own homes for such affairs.
Small-scale exemptions can be made to include home-baked cakes, biscuits, etc. but should not be encouraged if part of an official function and not considered at all if money changes hands.

EXEMPTION

At times a group of visitors will arrange to hire University space (e.g. a College function room) to where food prepared off-site is delivered for consumption by those attending a private function. For practical reasons if this arrangement – similar in principle to the hire by a group of, say, a village hall – is to be permitted the above standards do not apply PROVIDED the College or other site has no involvement in any aspect of food handling or service.

For this exemption, the statutory health and safety responsibilities remain for ensuring the health and safety of visitors through suitable arrangements and the provision of information. These are no different to those in place for students or any other guests or visitors.

Reviewed : January 2006

BARBECUES

INTRODUCTION

The hazards of barbecued food are no different to other forms of catering, but there are greater risks because of the potential for cross-contamination from raw to cooked foods and of undercooking – particularly of minced or “made up” products such as beefburgers.

The commonest food safety hazards of barbecue catering are *Salmonella* and *Campylobacter*, but *E. coli* (O157:H7) is the greatest concern. Cases are almost always due to cross-contamination or undercooking. As a result, it is essential to keep raw and other foods separate from one another, to cook food thoroughly and to avoid cross-contamination via unwashed hands and equipment, plates, utensils, etc.

The following advice is relevant not only to barbecues, but also other forms of al fresco catering.

ACTION

- Food must not be prepared too far in advance. Temperature-sensitive and high-risk must be kept indoors, covered and refrigerated, until needed.
- Once outdoors, all food must be kept covered until needed. Use of insulated containers and freezer packs for short-term storage of high-risk food and raw meat and poultry outdoors is recommended.
- Touching food with bare hands should be avoided. Those doing the cooking should use utensils to turn and serve the food from the grill.
- All barbecued food must be thoroughly cooked all the way through, until juices are clear and there is no trace of pink colour in the centre.
- All raw meat must be kept separate from other foods to avoid direct contact, drip, etc. This includes making sure that raw foods are not placed too close to cooked or partially-cooked products on the barbecue.
- Some difficult-to-cook foods – such as chicken portions – should be thoroughly cooked in advance, then cooled and stored in the fridge. When needed, the food can be reheated through on the barbecue without the risks of undercooking the interior.
- There must be sufficient plates, utensils, etc. for cooking and service. Anything that has been in contact with raw food must not be used for food service – this includes not only plates, but also sauces or marinades previously use for raw products.
- Those doing the cooking should not be involved in handling the cooked and other high-risk food products at service or taking payment.
- All those involved in cooking and serving food must ensure that their hands are washed before the barbecue starts, after handling raw meat and at regular intervals during the catering session. Mobile/portable handwashing facilities and/or suitable food-grade disinfectant wipes should be made available for this purpose.

Reviewed : January 2006

GENETICALLY MODIFIED FOOD

INTRODUCTION

At present only genetically modified (GM) tomato paste, soya beans and maize are available as foods or for use in food manufacture. Recent food labelling regulations (Food Labelling (Amendment) Regulations 1999) require information only on food containing GM soya and maize to be available to the ultimate consumer. This effectively covers all University catering outlets at the point of sale. The Regulations do not apply to additives, flavourings and other highly processed products that do not contain any protein or DNA resulting from genetic modification.

The following information summarises and updates the advice contained in the Health and Safety Service letter to all catering sites of 10 June 1999.

ACTION

There are two alternatives for providing information to customers – as specific or general notices. There is no specified form for notices, but the following information must be displayed prominently at the point where customers select or order their food.

1. Any individual food item sold on the premises is to be labelled with the relevant GM particulars on a menu, label or notice.

OR

2. A general notice can be displayed, indicating that some of the food sold does/may contain GM soya or maize and that further information is available from staff.

I think we all agree that option 2. is preferable and 'may' is more appropriate than 'does,' since the practice is that the University is GM-free.

Where GM-containing food is provided for sale, suitably trained and knowledgeable staff need to be available at all service times to provide any requested information. This should not be too onerous, since an awareness of which items contain GM products is sufficient and can be obtained from suppliers. Staff should be kept up-to-date and training records should indicate this.

In addition, since it is a requirement that pre-packed foods must list any GM soya or maize in their ingredients, it is recommended that incoming product labels be checked. Site records should be kept of any GM-containing products.

To summarise, all catering units should/should have :

- Obtained a list of GM soya and maize-containing foods from suppliers.
- Check labels of any pre-packed foods for details of GM soya and maize as ingredients.
- Produced a suitable notice to the effect of 2. above.
- Trained staff, and be noting details on individual training records.
- Keep up-to-date.

Reviewed : January 2006

FOOD ALLERGIES

In preparation

FOOD SAFETY MANUAL RECORD FORMS

[17.1 Food Supplier Questionnaire](#)

[17.2 Food Delivery Record](#)

[17.3 Refrigeration Equipment Temperature Record](#)

[17.4 Food Cooking Temperature Record](#)

[17.5 Food Cooling Temperature Record](#)

[17.6 Food Display Temperature Record](#)

[17.7 Internal Food Safety Inspection Record](#)

[17.8 Suspected Food Poisoning Investigation Record](#)

[17.9 Food Handler Health Questionnaire](#)

[17.10 Food Complaint Investigation Record](#)

[17.11 Thermometer Checking Record](#)

[17.12 Staff Training Record](#)

[17.13 Food Vendor Approval Form](#)

Where relevant, these forms are referred to in the Food Safety Manual Standards or Appendices. It is essential that forms are completed where indicated to provide a HACCP food safety record.

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