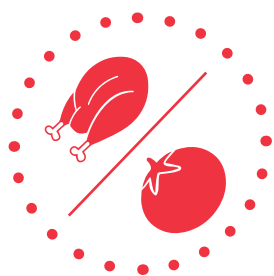


Scan the QR code for the Safer Food Better Business pack. It's convenient, Eco-friendly, saving 120+ paper, ink, and electricity. Thank you for promoting sustainability!



SAFER FOOD BETTER BUSINESS FOR CATERERS



BUSINESS NAME:

OWNERS NAME:

DATE OF COMPLETION:



SFBB TRAINING UK

TEL: 07404 899 903



HOW TO USE THIS PACK

Welcome to Safer Food Better Business for caterers

IS THIS PACK FOR ME?



This pack is for small catering businesses such as restaurants, cafés and takeaways that have registered with the local authority as a food business.

It has been developed by the Food Standards Agency, working with catering businesses, to be practical and easy to use.

Other Safer Food Better Business packs are available for:

- Retailers
- Indian cuisine
- Chinese cuisine
- Childminders
- Residential care homes (supplement)

These are available via the [Safer Food Better Business web page](#).

REGISTRATION

If you haven't already, you must register your food business with the Environmental Health Team at your local council. This should be done at least 28 days before you start food operations.

If you have bought an existing food business from someone else, you need to register as the new owner. You must also tell your local authority about any significant changes to your business.

For more information, visit [Guidance on how to register a new and existing food business](#).

HOW DOES THIS PACK HELP ME COMPLY WITH THE LAW?

Food safety and hygiene regulations say that you must be able to show what you do to make and sell food that is safe to eat and have this written down. The pack helps you do this.

This pack is based on the principles of HACCP (hazard analysis and critical control point), but you will not find words such as 'HACCP' or 'hazard' in the pack because we have cut out all the jargon.

HOW DOES THE PACK WORK?

The pack contains sheets for you to work through and complete. These are called 'safe methods'.

It also contains a diary for you to fill in every day and write down anything different that happens, including anything that goes wrong.

WHO SHOULD TAKE CHARGE OF THE PACK?

The operator of the business has overall responsibility for ensuring the food served to customers is safe to eat.

All food handlers are responsible for following the safe methods within this pack and reporting any problems to the food business operator immediately.

The person who takes charge of the pack needs to make sure other staff know how to use the pack and the diary is completed when they are not at work.

They also need to make sure the pack is reviewed regularly and updated where needed.



DATE PACK FIRST COMPLETED:

REVIEW DATE:	REVIEWED BY (NAME):



SFBB TRAINING UK

TEL: 07404 899 903



HOW TO USE THE SAFE METHODS

Front

The **'Safety point'** column highlights things that are important to make food safely.

The **'Why'** column tells you why the safety point is important.

The **'How do you do this?'** column is for you to write down what you do.
In some places you only need to tick a box and in other places write a small amount.

Pictures help to illustrate the safety points.

SAFE METHOD:
DEFROSTING

Harmful bacteria can grow in food that is not defrosted properly.

SAFETY POINT	WHY?	HOW DO YOU DO THIS?
Food should be thoroughly defrosted before cooking (unless the manufacturer's instructions tell you to cook from frozen or you have a proven safe method).	If food is still frozen or partially frozen, it will take longer to cook. The outside of the food could be cooked, but the centre might not be, which means it could contain harmful bacteria.	Do you check food is thoroughly defrosted before cooking? Yes <input type="checkbox"/> If not, what do you do?
OPTIONS FOR DEFROSTING FOOD		
1. Ideally, plan ahead to leave enough time and space to defrost small amounts of food in the fridge.	Putting food in the fridge will keep it at a safe temperature while it is defrosting.	Do you use this method? Yes <input type="checkbox"/> How much time do you allow for defrosting?
2. If you cannot defrost food in the fridge, you could put it in a container and then place it under cold running water.	Cold water will help to speed up defrosting without allowing the outside of the food to get too warm.	Do you use this method? Yes <input type="checkbox"/> Which foods do you defrost in this way?
3. Raw meat and poultry (including large joints and whole birds) should not be defrosted under cold running water unless they are in a sealed container. For more information visit the FSA website	Harmful bacteria could be spread contaminating sinks, taps and surfaces.	How do you defrost raw meat and poultry?
4. If you use the sink to defrost some foods, make sure the sink is clean and empty. The sink should be cleaned and then disinfected after being used for defrosting.	Cold running water will help speed up defrosting.	Do you use this method? Yes <input type="checkbox"/> Which foods do you defrost in this way?

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Back

Some safe methods have a **'Check it'** section, which tells you what to look for to make sure your method has worked.

The **'What to do if things go wrong'** column gives practical tips on how to tackle problems.

The **'How to stop this happening again'** column tells you how you can prevent problems.

If things go wrong, write down what happened and what you did in your diary. Each safe method reminds you to do this.

Sometimes the pictures are marked with one of these symbols:



SAFE METHOD:
DEFROSTING

SAFETY POINTS	WHY?	HOW DO YOU DO THIS?
5. Or you could defrost food in the microwave on the 'defrost' setting.	This is a fast way to defrost food.	Do you use this method? Yes <input type="checkbox"/> Which foods do you defrost in this way?
6. If necessary you could defrost food at room temperature. Follow the manufacturer's defrosting instructions. Food should be left out at room temperature for the shortest time possible. Ideally, defrost these foods in the fridge.	Foods will defrost quite quickly at room temperature, but harmful bacteria could grow in food if it gets too warm while defrosting.	Do you use this method? Yes <input type="checkbox"/> Which foods do you defrost in this way?
7. If you have another method of defrosting, write the details here:		Which foods do you defrost in this way?
THINK TWICE!		
Keep meat/poultry separate from other food when it is defrosting, to prevent cross-contamination. Once food has been defrosted you should use it immediately (within one day).		
CHECK IT	WHY?	HOW DO YOU DO THIS?
When you think food has defrosted, it is important to check to make sure.	The outside may look defrosted but the inside could still be frozen.	Check for ice crystals in the food using your hand or a skewer. Do you use this check? Yes <input type="checkbox"/> With birds, check the joints are flexible. Do you use this check? Yes <input type="checkbox"/> If you use another check, write the details here:
WHAT TO DO IF THINGS GO WRONG		HOW TO STOP THIS HAPPENING AGAIN
<ul style="list-style-type: none"> If food has not fully defrosted, continue to defrost the food until no ice crystals are left. Test again before cooking or reheating. Speed up the defrosting process e.g. by using cold water or a microwave (see the front of this sheet). Use an alternative menu item. If you do not have time to defrost for longer, replace the dish with a similar dish that is ready to serve. 		<ul style="list-style-type: none"> Change your defrosting method and make it safer, e.g. defrost smaller amounts. Make sure you allow enough time to defrost. Train staff again on this safe method. Improve staff supervision. If you defrost lots of food in your business you may wish to consider creating extra fridge space or using a special defrosting cabinet.

Write down what went wrong and what you did about it in your diary.

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HOW TO USE THE DIARY



The diary should be filled in every day by the person responsible for running the business. There is also a 4-weekly review so you can look back at previous weeks and identify any persistent problems.

Fill in the date at the start of the week.

Each day, tick here to say you have completed your Opening checks and your Closing checks – see the Management section for more information on these.

If anything different happens or something goes wrong, make a note of it under the appropriate day.

Each day, write your name and sign to say that all the safe methods have been followed.

If you do any Extra checks, (e.g. something you don't do every day such as maintenance of equipment or cleaning the freezer) make a note in the section at the end of the week – see the Management section for more information on these.

Week commencing:

Monday
Any problems or changes – what did you do?

Opening checks Closing checks
Name _____ Signed _____

Our safe methods were followed and effectively supervised today.

Friday
Any problems or changes – what did you do?

Opening checks Closing checks
Name _____ Signed _____

Our safe methods were followed and effectively supervised today.

Tuesday
Any problems or changes – what did you do?

Opening checks Closing checks
Name _____ Signed _____

Our safe methods were followed and effectively supervised today.

Saturday
Any problems or changes – what did you do?

Opening checks Closing checks
Name _____ Signed _____

Our safe methods were followed and effectively supervised today.

Wednesday
Any problems or changes – what did you do?

Opening checks Closing checks
Name _____ Signed _____

Our safe methods were followed and effectively supervised today.

Sunday
Any problems or changes – what did you do?

Opening checks Closing checks
Name _____ Signed _____

Our safe methods were followed and effectively supervised today.

Thursday
Any problems or changes – what did you do?

Opening checks Closing checks
Name _____ Signed _____

Our safe methods were followed and effectively supervised today.

Extra checks
Any problems or changes – what did you do?

Name _____ Signed _____

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QUESTIONS

WHAT DO I DO NEXT?

Work through the pack one section at a time and complete all the safe methods that are relevant to your business. It will take you about one hour to complete a section. We suggest you do one section at a time, for example one a week so that it is just one hour of your time to get started.

When you have worked through all the sections, make sure you and your staff:

- follow the safe methods all the time
- fill in the diary every day

HOW DO I USE THE 'WORKING WITH FOOD?' FACTSHEET

Use the 'Working with food?' factsheet to train your staff on good personal hygiene on their first day at work. It has been designed to help overcome language difficulties. Food Safety Coaching videos are available on the [FSA YouTube channel](#).

HOW WILL I BENEFIT FROM USING THIS PACK?

Using the pack in your business will help you to:

- comply with food hygiene regulations
- show what you do to make food safely
- train staff
- protect your business's reputation
- improve your business, e.g. by wasting less food
- improve your Food Hygiene Rating

DO I NEED TO KEEP LOTS OF DAILY RECORDS?

No, you do not need lots of daily records. Once you have worked through the pack and completed all the relevant safe methods, you only need to fill in the diary each day.

It is a legal requirement to keep a record of what food products you have bought, who you bought them from, the quantity, the date and allergen information. Usually the easiest way to do this is to keep all your invoices and receipts.

DO I NEED TO USE A TEMPERATURE PROBE?

You can use this pack in your business without using a temperature probe. However, use of a probe is the best way to provide reassurance what you are doing is safe when cooking, reheating, hot holding or chilling. See the 'Prove it' safe method in the Management section.

WHERE CAN I GET MORE INFORMATION?

For more information on food safety, visit [the FSA website](#).

If unsure about any of the guidance in this pack, you can contact the Environmental Health Team at your local council.

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FOOD HYGIENE RATINGS

INTRODUCTION TO FOOD HYGIENE RATINGS



Following a food safety inspection from your local council, your business will receive a Food Hygiene Rating as part of the national Food Hygiene Rating Scheme.

Food Hygiene Ratings help customers choose where to eat or buy food – high ratings are good for business.

Ratings are a snapshot of the standards of food hygiene & safety found at the time of inspection, however it is the responsibility of the business to comply with food law at all times.

Your Food Hygiene Rating is based on:

- Hygienic handling of food including preparation, cooking, re-heating, cooling and storage
- Cleanliness and condition of facilities and building - including appropriate layout, ventilation, hand washing facilities and pest control
- Hygienic management of food safety including the system or checks in place to ensure food sold or served is safe to eat, and that food safety is always well managed and good standards maintained

UNDERSTANDING FOOD HYGIENE RATINGS



Following an inspection your business will be given a rating between 0 and 5:

5 – hygiene standards are very good

4 – hygiene standards are good

3 – hygiene standards are generally satisfactory

2 – some improvement is necessary

1 – major improvement is necessary

0 – urgent improvement is required

Using this pack properly, following the safe methods and completing the diary correctly will help ensure you are complying with the law and maximise your Food hygiene Rating.

If you run a food business in Wales or Northern Ireland you must display your Food Hygiene Rating sticker at each entrance where it can clearly be seen by customers. Food businesses in England are encouraged to do the same.

Following an inspection, businesses can appeal their rating, have a 'right to reply' and can request a re-visit from their local council.

WHERE CAN I GET MORE INFORMATION?

The Environmental Health Team at your local council will be able to provide more advice on how to make sure you have a good food hygiene rating. Every business should be able to achieve a 5 - Very Good.

More information is available on [the FSA website](https://www.food.gov.uk).

If unsure about any of the guidance in this pack, you can contact the Environmental Health Team at your local council.

WHAT YOU NEED TO KNOW BEFORE YOU START

It is easy for you to spread bacteria and viruses to food without realising. These bacteria are invisible and could make customers ill. Your personal hygiene is important. This is what you need to do to keep food safe:

BEFORE YOU START WORKING WITH FOOD



Always wash your hands



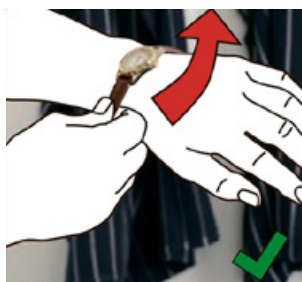
Wear clean clothes



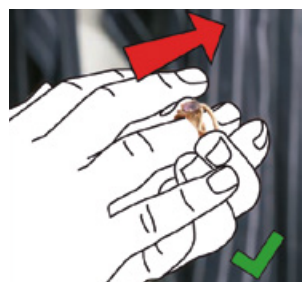
Wear an apron if handling unwrapped food



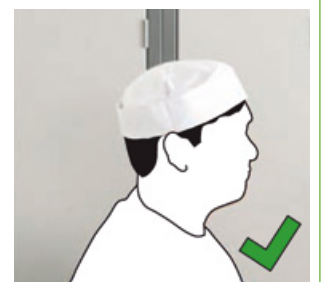
Tell your manager if you have vomiting or diarrhoea and do not work with food



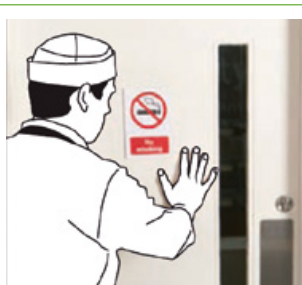
Take off your watch and jewellery



It is a good idea to tie hair back and wear a hat or hairnet



WHEN YOU ARE WORKING WITH FOOD



No smoking



No eating or drinking



Avoid touching your face, coughing or sneezing over food



Cover cuts with a brightly coloured waterproof dressing

WASHING HANDS EFFECTIVELY



Step 1: Wet your hands thoroughly under warm running water and squirt liquid soap onto your palm



Step 2: Rub your hands together palm to palm to make a lather



Step 3: Rub the palm of one hand along the back of the other and along the fingers. Repeat with the other hand



Step 4: Put your palms together with fingers interlocked and rub in between each of the fingers thoroughly



Step 5: Rub around your thumbs on each hand and then rub the fingertips of each hand against your palms



Step 6: Rinse off the soap with clean running water and dry your hands thoroughly on a disposable towel. Turn off the tap with the towel and then throw the towel away

WHEN TO WASH HANDS



Before touching or handling any food, especially ready-to-eat food



After going to the toilet



After every break



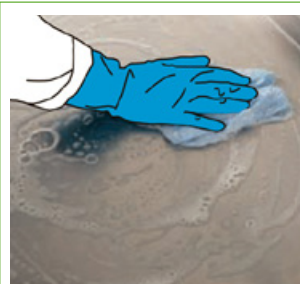
After touching raw meat, poultry, fish, eggs or unwashed vegetables



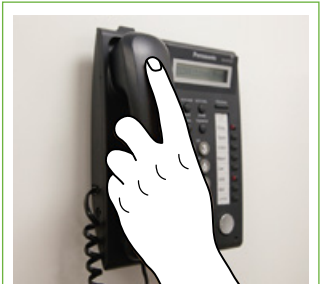
After touching a cut or changing a dressing



After touching or emptying bins



After any cleaning

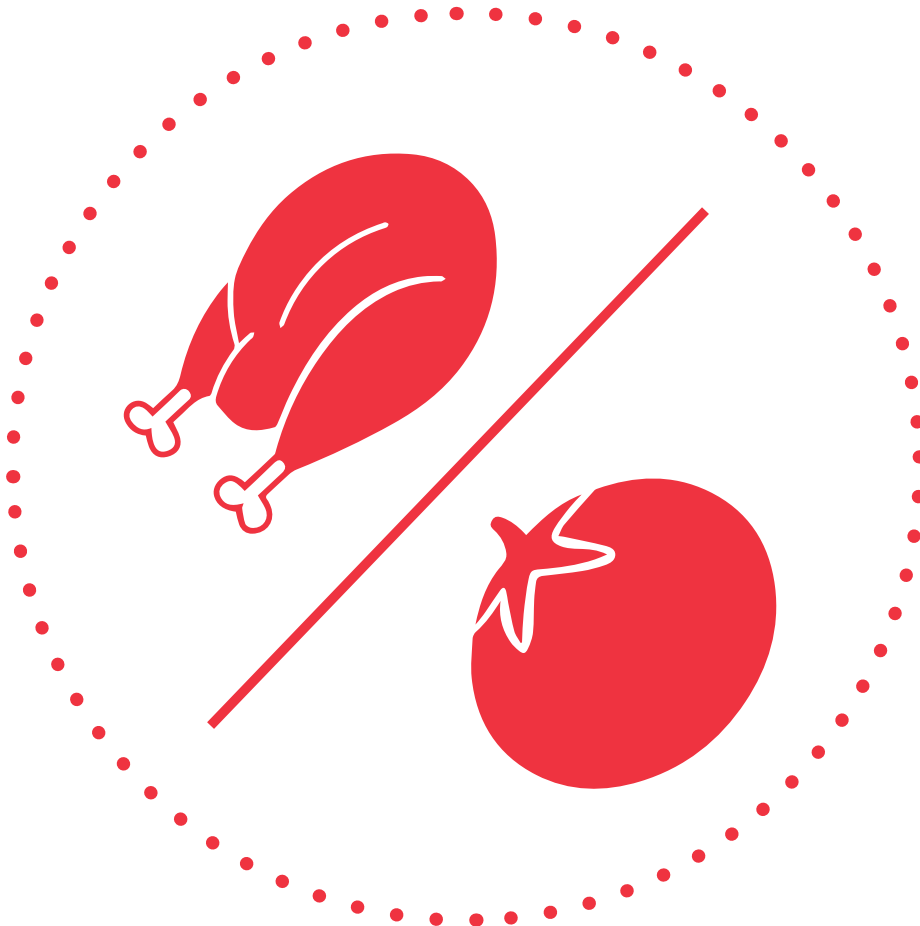


After touching phones, light switches, door handles, cash registers and money



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CROSS-CONTAMINATION

Cross-contamination is one of the most common causes of food poisoning. It happens when harmful bacteria, viruses or allergens are spread onto food from other food, surfaces, hands or equipment.



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Which Colour Chopping Board to use with which Food Groups?



Cross-contamination is one of the most common causes of food poisoning. It happens when harmful bacteria or viruses are spread onto food from other food, surfaces, hands or equipment.

.....

These harmful bacteria often come from raw meat/poultry, fish, eggs and unwashed vegetables. **It is particularly important to ensure that ready-to-eat foods are not contaminated in this way.**

Other sources of bacteria can include:

- staff
- pests
- equipment
- cloths
- dirt or soil

When you handle raw and ready-to-eat food in your business you may need to consider extra procedures to help keep the food you produce safe. More information can be found on **the FSA website** Do not forget that you should also protect food from 'physical contamination' (where objects get into food, e.g. broken glass or pieces of packaging) and 'chemical contamination' (where chemicals get into food, e.g. cleaning products or pest control chemicals).


This section also includes information on food allergies. Good cleaning and handling practices can help manage the risk of cross-contamination from allergens.



SAFE METHOD:

PERSONAL HYGIENE AND FITNESS TO WORK

It is vital for staff to follow good personal hygiene practices to help prevent bacteria and viruses from spreading to food.

SAFETY POINT	WHY?	HOW DO YOU DO THIS?
Staff should always wash their hands thoroughly before handling and preparing food. (See the 'Handwashing' method in the Cleaning section.)	Handwashing is one of the best ways to prevent harmful bacteria and viruses from spreading.	Are all staff trained to wash their hands before preparing food? Yes No
All staff should wear clean clothes when working with food. Ideally, they should change into clean work clothes before starting work and not wear these clothes outside food preparation areas.	Clothes can bring dirt and bacteria into food preparation areas. Wearing clean clothes helps to prevent this.	Do your staff wear clean work clothes? Yes No Do your staff change clothes before starting work? Yes No
Work clothes should be appropriate for staff duties and protect food from contamination. Ideally, they should be light - coloured with no external pockets. It is also a good idea to wear a clean apron or disposable apron over work clothes.	Work clothes should minimise skin coming into contact with food and prevent hairs, fibres and the contents of pockets (which can carry bacteria) getting into food. Light colours show dirt clearly.	Describe your staff's work clothes here:
Staff should change aprons after working with raw food e.g. meat, poultry, eggs or unwashed vegetables.	Aprons help to stop dirt and bacteria from getting onto work clothes and they can be removed easily for washing, or thrown away if disposable.	What type of aprons do you use? Which tasks do you use them for?
It is good practice for staff to keep hair tied back and wear a hat when preparing food.	 <p>If hair is not tied back or covered, it is more likely to fall into food and staff are more likely to touch their hair.</p>	 <p>Do staff keep hair tied back? Yes No Do staff wear hats or hairnets when preparing food? Yes No</p>
Staff should not wear watches or jewellery when preparing food (except a plain wedding band).	Watches and jewellery can collect and spread dirt and harmful bacteria, and fall into the food.	Do your staff take off watches and jewellery before preparing food? Yes No
Staff should not smoke, drink, eat or chew gum while handling food. Staff should also avoid touching their face or nose, or coughing and sneezing over or near food, and wash hands if they do.	All of these lead to staff touching their face or mouth. Harmful bacteria can be spread from someone's face or mouth to their hands and then onto food.	Are staff trained not to do these things? Yes No



FITNESS FOR WORK

SAFETY POINT	WHY?	HOW DO YOU DO THIS?
Staff should be 'fit for work' at all times. This means that they must not be suffering from, or carrying, an illness or disease that could cause a problem with food safety.	People who are not 'fit for work' could spread harmful bacteria or viruses to food. See the FSA website for more information.	Do your food handlers understand the importance of being 'fit for work' and what they need to report? Yes No
Any member of staff who has diarrhoea and/or vomiting should report it to their manager immediately and either stay at home or go home straight away.	People suffering from these symptoms often carry harmful bacteria on their hands and can spread them to food or equipment they touch.	
Staff who have had diarrhoea and/or vomiting should not return to work until they have had no symptoms for 48 hours.	Even if the diarrhoea and vomiting has stopped, someone can still carry harmful bacteria for 48 hours afterwards.	Do you check food handlers have been free of symptoms for 48 hours before returning to work? Yes No
Staff should tell their manager if they have any cuts or sores and these should be completely covered with a brightly coloured waterproof dressing.	Cuts and sores can carry harmful bacteria. Covering them prevents bacteria spreading to food. Coloured waterproof dressings can be seen more easily if they drop into food.	

WHAT TO DO IF THINGS GO WRONG	HOW TO STOP THIS HAPPENING AGAIN
<ul style="list-style-type: none"> If staff are not 'fit for work', move them out of food handling areas or send them home. Throw away any unwrapped foods they have handled. 	<ul style="list-style-type: none"> Train staff again on this safe method. Improve staff supervision.

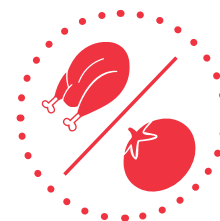
Write down what went wrong and what you did about it in your diary.



MANAGE IT	WHY?	HOW DO YOU DO THIS?
Make sure that all staff understand the importance of being 'fit for work' and what they need to report.	This is so they understand how some types of illness can affect the safety of food and that they must tell their manager if they have these types of illness.	Make a note in your diary of when you have trained staff on this safe method.
It is a good idea to have a separate area where staff can change and store their outdoor clothes.	Clothes could be a source of bacteria if they are left lying around.	Where do staff change and store their outdoor clothes?
It is good practice to keep a clean set of work clothes or disposable aprons for visitors.	Anyone entering the kitchen can bring in bacteria on their clothes.	Where do you keep clean uniforms/ disposable aprons?

SAFE METHOD:

CLOTHS



Cloths can be one of the top causes of cross-contamination in the kitchen. It is essential to use them safely to prevent bacteria and allergens from spreading.





SAFETY POINT	WHY?
Use disposable cloths wherever possible, and throw them away after each task.	This will make sure that any bacteria and allergens picked up by the cloth will not be spread.
Always use a new or freshly cleaned and disinfected cloth to wipe work surfaces, equipment or utensils that will be used with ready-to-eat food. Cloths can't be used for both floors and other surfaces.	It is especially important to protect ready-to-eat food from bacteria. This is because the food will not be cooked, so any bacteria on the food will not be killed.
Take away re-usable cloths for thorough washing and disinfection after using them with raw meat/poultry, eggs or raw vegetables – and surfaces that have touched these foods.	Raw meat/poultry and eggs are more likely to contain harmful bacteria than other foods. The soil on vegetables can also contain harmful bacteria.
If using re-usable cloths, make sure they are thoroughly washed, disinfected and dried properly between tasks (not just when they look dirty). Ideally, wash cloths in a washing machine on a very hot cycle. A suitable high temperature can be obtained using a hot cycle of 90°C. If you wash and disinfect cloths by hand, make sure all the food and dirt has been removed by washing in hot soapy water before you disinfect them. After washing, you can disinfect by using boiling water or a suitable disinfectant, following the manufacturer's instructions (please note bleach is not a suitable disinfectant).	Using dirty cloths can spread bacteria and allergens very easily. Cloths that are not dried properly can increase the risk of bacteria. A hot wash cycle will clean the cloths thoroughly and kill bacteria (disinfect). If food or dirt is still on the cloths, this will prevent the disinfection process from being effective, so harmful bacteria might not be killed.

HOW DO YOU DO THIS?

How do you clean re-usable cloths?



DIFFERENT CLOTHS FOR DIFFERENT JOBS

JOB	THE BEST CLOTH FOR THE JOB	DO YOU DO THIS?	IF NOT, WHAT DO YOU DO?
Holding hot items (e.g. oven trays) – use tea towel or chef’s cloth		Yes	
Washing up dishes – use a dish cloth		Yes	
Use disposable cloths or paper towels for the following jobs:		Yes	
Wiping surfaces			
Mopping up spills		Yes	
Wiping hands		Yes	
Wiping sides of dishes before serving		Yes	
Drying ingredients		Yes	

WHAT TO DO IF THINGS GO WRONG	HOW TO STOP THIS HAPPENING AGAIN
<ul style="list-style-type: none"> If you notice dirty cloths in the kitchen, remove them for cleaning immediately or throw them away. If you think your staff have used a dirty cloth, wash, disinfect and dry any equipment, work surfaces or utensils it has touched and throw away any food that might have been contaminated. 	<ul style="list-style-type: none"> Consider using disposable cloths if you are not using them already. Increase your supply of disposable/clean cloths. Train staff again on this safe method. Improve supervision.

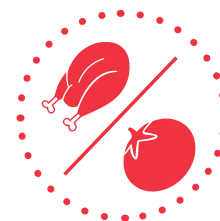
Write down what went wrong and what you did about it in your diary.



MANAGE IT	WHY?	HOW DO YOU DO THIS?
Have a special place in the kitchen for dirty re-usable cloths before they are washed and used again.	This is to prevent them being re-used before they have been washed.	Where do staff put dirty re-usable cloths?
Always keep a good supply of disposable/clean cloths in your kitchen.	Staff are more likely to use clean cloths if plenty are available.	Where do you keep new/clean cloths?


SAFE METHOD:

SEPARATING FOODS



Keeping raw and ready-to-eat food separate is essential to prevent harmful bacteria from spreading. Raw foods include raw meats & unwashed salad, vegetables and fruits. Ready-to-eat foods include cooked foods, washed salads, garnishes, desserts and other foods that will not be cooked before eating.

For more information on separating foods visit [the FSA website](#)

SAFETY POINT	WHY?	HOW DO YOU DO THIS?
<p>Delivery and collection</p> <p>Plan delivery times so that, if possible, raw foods arrive at different times to other foods. If delivered together, raw and ready-to-eat foods must be kept separate.</p>	<p>This helps to prevent harmful bacteria spreading from raw foods to ready-to-eat foods.</p>	<p>When do deliveries come?</p> <p>Make a note in your diary.</p>
<p>Storage</p> <p>Ideally, store raw and ready-to-eat food in separate fridges, freezers and display units. If they are in the same unit, store raw meat, poultry, fish and eggs below ready-to-eat food. Unwashed fruit and vegetables should also be kept separate from ready-to-eat food and above raw meat.</p> <p>Use either separate containers for raw & ready-to-eat foods or clean and heat disinfect between uses.</p> <p>Cover cooked foods and other raw and ready-to-eat food using lids, foil or cling film. Coverings for raw and ready to eat foods should be kept separate.</p>	<p>This helps to prevent harmful bacteria spreading from raw food to ready-to-eat food.</p>	<p>How do you make sure raw and ready-to-eat food is stored separately?</p> <p>Are separate containers used for raw and ready-to-eat foods?</p> <p>Yes No</p> <p>If not, are containers cleaned and disinfected between used?</p> <p>Yes No</p>
<p>Defrosting</p> <p>Keep raw foods that are defrosting in the fridge in a covered container, below ready-to-eat food, or in a separate area of the kitchen away from other foods. (See the 'Defrosting' method in the Chilling section.)</p>	<p>When raw foods are defrosting, the liquid that comes out can contain harmful bacteria, which could spread to other foods.</p>	<p>Where do you defrost foods?</p>
<p>Preparation</p> <p>Prepare raw foods in different areas. If this is not possible, separate by preparing them at different times to ready-to-eat foods and thoroughly clean and disinfect between tasks using the '2 stage clean'.</p> <p>Where possible, ready-to-eat food preparation should take place before raw food preparation.</p> <p>Dedicated colour coded chopping boards and utensils should be used.</p>	<p>Harmful bacteria from raw meat/poultry can spread from chopping boards and knives to other foods.</p> 	<p>Which of the following controls do you have in place?</p> <p>Different areas for raw and ready-to-eat food preparation</p> <p>Yes No</p> <p>Same areas used for raw and ready-to-eat food preparation, separated by time and cleaning/disinfection</p> <p>Yes No</p> <p>Separate, colour-coded utensils for raw and ready-to-eat-food</p> <p>Yes No</p>
<p>Do not wash raw meat or poultry.</p>	<p>Washing meat does not kill bacteria and allergens, but it can splash harmful bacteria around the kitchen contaminating sinks, taps and surfaces and ready-to-eat food.</p>	<p>More information can be found on the FSA website.</p>



SAFETY POINT	WHY?	HOW DO YOU DO THIS?
<p>Wash unwashed vegetables, salad and fruit in a separate, dedicated sink under running water.</p> <p>Where this is not possible, and the sink is used for other tasks, clean and disinfect the sink and use a dedicated bowl to protect the food during washing. Then place in a colander for a final rinse under running water.</p> <p>Further information on two stage cleaning is in the 'Cleaning Effectively' section.</p>	<p>To remove soil residues (which may contain bacteria) and pesticides on the fruit, salad and vegetables which may stop it being safe to eat.</p>	<p>Do you have a separate sink for washing fruit, salad and vegetables?</p> <p>Yes No</p> <p>If not, do you clean and disinfect your sink using a two stage clean between uses and place fruit, salad and vegetables into a suitable container under running water?</p> <p>Yes No</p>
<p>Always use separate equipment, such as vacuum packers, slicers or mincers, for raw and ready-to-eat food.</p>	<p>It is not possible to remove harmful bacteria from complex machinery and these bacteria can spread to food.</p>	<p>Do you use different complex equipment for raw and ready-to-eat food preparation (e.g. mincers, etc)?</p> <p>Yes No</p>
<p>Cooking, e.g. grill, barbecue</p> <p>When you add raw meat make sure it does not touch or drip onto the food already cooking or onto ready-to-eat foods.</p> <p>Remember to wash hands after handling raw meat or its packaging.</p>	<p>Bacteria could spread from the raw meat to the other food and stop it being safe to eat.</p>	<p>How do you keep raw meat separate from food already cooking?</p> <p>Do you have separate probes for raw and ready-to-eat food temperature checks?</p> <p>Yes No</p>

THINK TWICE!

Equipment with moving parts

You should not use the same equipment, such as vacuum packing machines, slicers and mincers, for both raw and ready-to-eat food. These are complex pieces of machinery with lots of moving parts and it is very difficult to clean them sufficiently, so bacteria from raw food could easily be transferred to ready-to-eat food.

To clean this equipment effectively, it needs to be taken apart. (Vacuum packing machines require a specialist to do this.) If you are unsure of what to do, check with the Environmental Health Team at your local council.

WHAT TO DO IF THINGS GO WRONG	HOW TO STOP THIS HAPPENING AGAIN
<ul style="list-style-type: none"> If you think that ready-to-eat food has not been kept separate from raw food, throw away the food. If equipment/surfaces/utensils have been touched by raw food, wash, disinfect and dry them to prevent harmful bacteria from spreading. 	<ul style="list-style-type: none"> Train staff again on this safe method. Improve staff supervision. Re-organise delivery times, storage and food preparation to make it easier to keep food separate. Make sure you have enough storage space and it is well organised.

Write down what went wrong and what you did about it in your diary.



SAFE METHOD:

FOOD ALLERGIES



It is important to know what to do if you serve a customer who has a food allergy, because these allergies can be life-threatening. By law, you must tell your customers if certain food allergens are in the food you prepare (see the section on the next page).

You also need to refer to and complete the 'Managing Food Allergen information' pages in the Management section of this pack. All of the FSA's information, guidance and templates are available on [the FSA website](#).

SAFETY POINT	WHY?	HOW DO YOU DO THIS?
<p>Delivery and Collection Make sure, at the point of delivery, you label the food and check you have all the ingredient information you need from the supplier.</p>		
<p>Preparation Make sure you do not contaminate foods for an allergic consumer while you are preparing food for them.</p> <p>Check the labelling information to make sure that any ingredients used to prepare the dish do not contain the food they are allergic to, including oils, dressings, glazes, sauces and garnishes.</p> <p>If the labels of any of the ingredients you are using to prepare that dish say they may contain certain food allergens or are not suitable for certain food allergy sufferers, you need to let the customer know and ask them if they still wish to order.</p> <p>When you have been asked to prepare a dish that does not contain a certain food, make sure work surfaces and equipment have been thoroughly cleaned first. Make sure staff wash their hands thoroughly before preparing the dish. You should also have separate preparation boards and equipment dedicated to allergy-free meals.</p> <p>If you make a mistake when preparing a dish for a customer with a food allergy, do not just remove the ingredient containing the allergen from the dish and still serve the food - start from scratch with fresh ingredients.</p> <p>Remember: unlike bacteria, allergens are always present in the food and cannot be removed or destroyed by cooking.</p>	<p>This helps to prevent small amounts of the food that a person is allergic to getting into the dish accidentally, which could prove fatal.</p>	<p>How do you prepare foods for allergic consumers?</p>
<p>Storage It is important to make sure all foods are labelled clearly listing the allergens in the food, fully covered, resealed or placed into sealed containers if needed and any food spillages in storage areas/equipment are cleaned up quickly. Make sure you clearly label containers with the ingredients.</p>	<p>Allergens can easily be transferred from one food to another meaning allergen-free foods can become contaminated and no longer allergen-free. This poses a risk to a customer with a food allergy being served food and suffering an allergic reaction.</p>	<p>How do you store foods once opened?</p>
<p>Service & Take Away Orders Cross contamination of a food allergy customer's orders can take place during transport from your business to the customer's home and during service. You should take steps to prevent contamination such as keeping the food for the customer with an allergy separate, labelled and covered well.</p> <p>During service, it is also important to ensure that the right meal is served to the correct person.</p>	<p>If a food allergy customer's order is contaminated with allergens, they could suffer an allergic reaction.</p>	<p>How do you prevent contamination from allergens in take away orders?</p>



THINK TWICE!

Which ingredients can cause a problem?

You must provide information about allergens to your customers if they are used as ingredients in the food and drink that you provide. You can find further information on [the FSA website](#)

These are some of the foods people may be allergic to and where they may be found:

Nuts (Namely almonds, hazelnuts, walnuts, pecan nuts, Brazil nuts, pistachio, cashew, Macadamia or Queensland nut).	In sauces, desserts, crackers, bread, ice cream, marzipan, ground almonds, nut oils.
Peanuts	In sauces, cakes, desserts. Don't forget groundnut oil and peanut flour.
Eggs	In cakes, mousses, sauces, pasta, quiche, some meat products. Don't forget foods containing mayonnaise or brushed with egg.
Milk	In yoghurt, cream, cheese, butter, milk powders. Also check for foods glazed with milk.
Fish	In some salad dressings, pizzas, relishes, fish sauce. You might also find fish in some soy and Worcestershire sauces.
Crustaceans	Such as prawns, lobster, scampi, crab, shrimp paste.
Molluscs	These include mussels, whelks, squid, land snails, oyster sauce.
Cereals containing gluten (namely wheat (such as spelt and Khorasan wheat), barley, rye and oats)	Also check foods containing flour, such as bread, pasta, cakes, pastry, meat products, sauces, soups, batter, stock cubes, breadcrumbs, foods dusted with flour.
Celery	This includes celery stalks, leaves and seeds and celeriac. Also look out for celery in salads, soups, celery salt, some meat products.
Lupin	Lupin seeds and flour in some types of bread and pastries.
Mustard	Including liquid mustard, mustard cress, mustard powder and mustard seeds, in salad dressings, marinades, soups, sauces, curries, meat products.
Sesame seeds	In bread, breadsticks, tahini, houmous, sesame oil.
Soya	As tofu or beancurd, edamame, tempeh, soya flour and textured soya protein, in some ice cream, sauces, desserts, meat products, vegetarian products.
Sulphur dioxide (when added and above 10mg/ kg in the finished food and drink)	In meat products, fruit juice drinks, dried fruit and vegetables, wine, beer.

WHAT TO DO IF THINGS GO WRONG

If you think a customer is having a severe allergic reaction:

- do not move them
- ring 999 and ask for an ambulance with a paramedic straight away
- explain that your customer could have anaphylaxis (pronounced 'anna-fill-axis')
- send someone outside to wait for the ambulance
- if the customer has an adrenalin or Epi pen, help them to get it.

HOW TO STOP THIS HAPPENING AGAIN

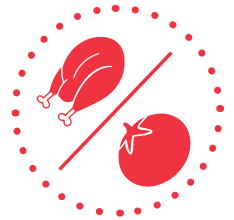
- Make sure all your staff understand how important it is to check all the contents of a dish if asked by someone who has a food allergy.
- Make sure you keep accurate and updated ingredient information for all ready-made products and staff know to check it.
- Review the way that staff prepare a dish for someone with a food allergy – are they cleaning effectively first and using clean equipment?
- Improve the descriptions on your menu.
- Train staff again on this safe method.
- Improve supervision.

Write down what went wrong and what you did about it in your diary.







SAFE METHOD:

PHYSICAL AND CHEMICAL CONTAMINATION



It is very important to prevent objects and chemicals getting into food.

SAFETY POINT	WHY?	
Follow the manufacturer's instructions on how to use and store cleaning chemicals. Store cleaning chemicals separately from food and make sure they are clearly labelled.	This is to prevent these chemicals getting into food.	
Keep food covered.	This helps to stop things falling into the food.	
Make sure you control pests effectively. (See the 'Pest control' safe method.)	This is to stop insects, droppings etc. getting into food, as well as preventing the spread of bacteria.	
Make sure that any chemicals you use to control pests are used and stored in the correct way and clearly labelled.	This is to prevent these chemicals getting into food.	
Always clear and clean as you go and take care to throw away packaging, string etc. as soon as you remove it. (See the 'Clear and clean as you go' safe method in the Cleaning section.)	Keeping surfaces clear and clean will help prevent chemicals and objects getting into food, as well as preventing the spread of bacteria.	
Repair or replace any equipment or utensils that are damaged or have loose parts.	Loose parts may get into food by accident.	
It is a good idea to have a rule of no glass in the kitchen.	This helps to prevent broken glass getting into food.	



WHAT TO DO IF THINGS GO WRONG	HOW TO STOP THIS HAPPENING AGAIN
<ul style="list-style-type: none">• If chemicals or objects, such as glass, insects or coloured waterproof dressings get into food, throw the food away.• If you find pests or signs of pests, take action immediately. (See the 'Pest control' safe method.)• If you find objects in food that has been delivered, reject the delivery, if possible, and contact your supplier immediately.	<ul style="list-style-type: none">• Review how you use and store chemicals in your business.• Review your pest control arrangements.• Train staff again on this safe method.• Improve staff supervision.

Write down what went wrong and what you did about it in your diary.



THINK TWICE!

When you clean work surfaces, make sure that any cleaning chemicals you use are suitable for surfaces touched by food. Check the manufacturer's instructions on how they should be used.

THINK TWICE!

Covering foods

It is important to keep food covered to help protect it from harmful bacteria. This is especially important for cooked food and other ready-to-eat food. Always use containers or bags that have been designed to store food. Suggested food coverings include kitchen foil, cling film, plastic boxes with lids or freezer bags. Keep unused food coverings clean and separate from food.

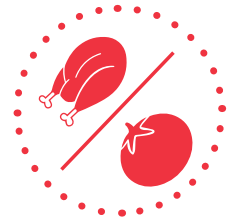
When you are covering food:

- Check the manufacturer's instructions to see if the covering is suitable for what you are using it for.
- Always make sure that the food is properly covered.
- Take care not to let the covering fall into foods.
- Never re-use foil, cling film or freezer bags and do not store food in opened tins.
- Make sure that plastic boxes are washed, disinfected and dried between uses.

Avoid re-using food packaging to store food. Often packaging is designed to be used once with a certain food, so it might not be safe to use it again, or to use it with a different food. If food packaging is used in a way that it was not designed for, chemicals could transfer into the food. Instead, use re-usable containers that have been designed to store food.

SAFE METHOD:

PEST CONTROL




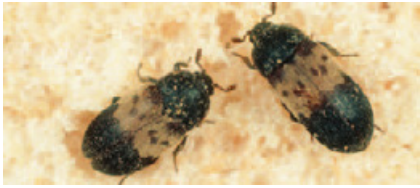


Effective pest control is essential to keep pests out of your premises and prevent them from spreading harmful bacteria.

SAFETY POINT	WHY?	HOW DO YOU DO THIS?
<p>Check your premises regularly for signs of pests. You could employ a pest control contractor. See the 'Suppliers and contractors' safe method in the Management section.</p>	<p>Pests carry harmful bacteria.</p>	<p>When do you check for pests?</p> <p>Do you employ a pest control contractor? Yes No</p>
<p>Check deliveries thoroughly for signs of pests. Do not accept a delivery if it shows signs of pests such as gnawed packaging or insects, e.g. beetles.</p>	<p>Pests could come into your premises in a delivery.</p>	<p>How do you check deliveries?</p>
<p>Keep external areas tidy and free from weeds. Make sure bins have close-fitting lids and are easy to clean and clean and disinfect regularly.</p>	<p>Weeds and rubbish can attract pests and provide them with food and shelter.</p>	<p>How often do you check external areas?</p>

TYPE OF PEST		SIGNS OF PEST
<p>Rats and mice</p>		<p>Small footprints in dust, droppings, holes in walls and doors, nests, gnawed goods or packaging, grease or smear marks, urine stains on food packaging</p>
<p>Flies and flying insects e.g. moths</p>		<p>Bodies of insects, live insects, webbing, nests, droning or buzzing, maggots</p>



TYPE OF PEST		SIGNS OF PESTS
Cockroaches		Eggs and egg cases, moulted 'skins', the insects themselves, droppings
Ants		Small piles of sand or soil, the insects themselves, flying ants on hot days
Birds		Feathers, droppings, nests, noise, the birds themselves
Beetles and weevils		Moving insects, particularly in dry food, small maggots

WHAT TO DO IF THINGS GO WRONG	HOW TO STOP THIS HAPPENING AGAIN
<ul style="list-style-type: none"> • If you see signs of a pest infestation, call a pest contractor immediately. Write the contact details for your pest contractor on the Contacts list in the diary. • If you think any equipment, surfaces or utensils have been touched by pests, they should be washed, disinfected and dried to stop harmful bacteria from spreading. • If you think food has been touched by pests in any way, throw it away. 	<ul style="list-style-type: none"> • Make your pest checks more frequent. • Maintain high standards of cleanliness and housekeeping to discourage activity. • Improve staff training on recognising signs of pests and encourage them to report problems immediately. • If you have persistent problems with pests, consider employing a pest contractor, if you do not have one already.

Write down what went wrong and what you did about it in your diary.



THINK TWICE!

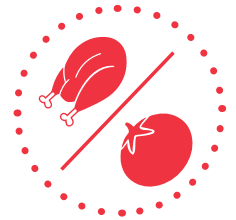
Never let pest control bait/chemicals, including sprays, come into contact with food, packaging, equipment or surfaces, because they are likely to be poisonous to people.

MANAGE IT

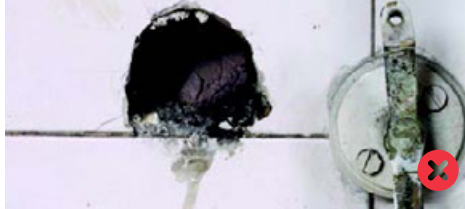




- Make sure no food or dirty plates etc. are left out at night – these are a source of food for pests.
- Make sure that checks for pests are carried out regularly.
- Put reminders of when to check for pests in your diary.
- If you have a pest contractor, keep a record of their contact details and visits in your diary, as well as any feedback or action points they recommend. Make a note of when you have carried these out.

SAFE METHOD:

MAINTENANCE



Effective maintenance is essential to allow you to clean properly and keep pests out.

SAFETY POINT	WHY?
<p>All surfaces in the kitchen should be smooth and easy to clean.</p> <p>Repair structural damage as soon as it happens, e.g. damp/chipped plaster, broken tiles, holes in walls or windows.</p>	<p>Structural damage can make your premises harder to clean. It can attract pests, dirt and allows harmful bacteria to collect there.</p> 
<p>Check extractor fans and filters regularly to make sure they are working properly and are free from grease and dirt.</p>	<p>This is to make sure the fans and filters can do their job properly.</p>
<p>Replace chopping boards that are scratched, pitted or scored.</p>	<p>Dirt and harmful bacteria can collect in any areas where the board is not smooth.</p> 
<p>Repair or replace any equipment or utensils that are damaged or have loose parts.</p>	<p>Dirt and harmful bacteria can collect in damaged equipment/utensils. Loose parts may fall into food.</p> 
<p>Throw away any cracked or chipped dishes and other tableware.</p>	<p>Dirt and harmful bacteria can collect in cracks or chips.</p> 
<p>Make sure your cooking, hot holding and chilling equipment is well maintained and working properly.</p>	<p>If it does not work properly, food may not be kept safe.</p>
<p>Temperature probes should be checked regularly to make sure their readings are accurate.</p>	<p>If your probe is not accurate, then it will not give a reliable measure of whether food is at a safe temperature. (See the 'Prove it' safe method in the Management section.)</p> 



WHAT TO DO IF THINGS GO WRONG	HOW TO STOP THIS HAPPENING AGAIN
<ul style="list-style-type: none">• If you think that equipment might not be working properly, check it straight away. Do not wait until it has broken down. Check that staff are using the equipment properly.• Look at the manufacturer's instructions to see if there is a troubleshooting section.• Contact the equipment manufacturer or your maintenance contractor, if you have one.• Use alternative equipment until the fault has been corrected.	<ul style="list-style-type: none">• Make your maintenance checks more frequent.• Encourage staff to report any structural damage or problems with equipment, so you know about problems early.• Train staff again on this safe method.• Improve staff supervision.

Write down what went wrong and what you did about it in your diary.



MANAGE IT	HOW DO YOU DO THIS?
<ul style="list-style-type: none">• Check your premises regularly for any structural damage or problems with equipment.• Put problems right as soon as possible, before they get worse or affect food safety. Make a note in your diary of what you do.• Put reminders in your diary of maintenance checks and make a note of any repairs you make.• It is a good idea to plan regular maintenance and servicing to keep the premises and its equipment in good condition.	<p>Do you do this?</p> <p>Yes Write any details here:</p>



CLEANING

Effective cleaning is essential to get rid of harmful bacteria, viruses and allergens to stop them spreading to food.



CLEANING SCHEDULE



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TEL: 07404 899 903

Item	Frequency of cleaning				Precautions e.g. wear gloves or goggles	Method of cleaning
	After use	Every 4hrs	Daily	Weekly		
Work surfaces	X				Wear gloves	Antibacterial cleaner is used on all worktops after being cleaned with a food safe degreaser
Tables Chairs	X	X				1. Remove any obvious dirt and oil. 2. Wipe the surface with hot soapy water (bleach if used according to instructions) to remove grease and any other food. 3. Rinse with clean water. 4. Apply a suitable disinfectant to the surface and leave for the contact time. 5. Rinse with clean water to remove the disinfectant. 6. Leave to dry naturally or use a clean disposable cloth.
Fridges & Freezer Freeze	X	X	X		Wear Gloves	Daily clear and clean as you go at the end of every day sanitize handles and clean glass Twice weekly remove all items and deep clean including rubber seals Monthly remove items from freezer & clean
Extractor Hoods & Filters Waffle Machine roaster Toaster Grills Ovens	X	X	X		Wear Gloves and eye protection.	Daily clear and clean as you go at the end of every day wipe down stainless steel back splash Twice Monthly check for grease build-up on cooker hoods, filters, grills & deep clean when necessary. Rinse wares with clean water and buff clean.
Ice Cream Change Juice Mk. Shake Juicer Machines	X	X			Wear Gloves	Clear and clean as you go. Every night we strip down all machinery clean with soapy water and rinse with clean water and dry
Deep Fat Fryer Chicken Frying Vats	X	X			Wear Gloves (Warning! Allow cooking oil to cool)	Filter oil when required, when changing make sure it's done and have picked up by a professional company. Once you have removed the oil clean the tanks with soapy water and rinse. Pay attention to the elements, covers and baskets.
Walk in Fridges	X	X	X		Wear Gloves	Daily clear and clean as you go wiping down shelves, walls, handles and mopping up spills. Weekly deep clean the whole unit, remove food items and wash walls, top, shelves, under shelves and scrub clean floors. Also clean fridge seats

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CLEANING SCHEDULE



SFBB TRAINING UK
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Item	Frequency of cleaning				Precautions e.g. wear gloves or goggles	Method of cleaning
	After use	Every 4hrs	Daily	Weekly		
Toilets	X	X			Wear Gloves Protective eye wear and earplugs goggles. Throw away spray after use	Toilets need to be constantly checked during the day. Make sure plenty of soap and paper towels are always available. Clean toilet with a strong toilet cleaner, sanitize the seat and the outside of the toilet bowl. Empty the waste bin and clean sink & mirrors as and when cleaning kitchen sinks remove all waste and dry food items. Wash the sink using soapy water rinse clean. Sanitize rinse and buff dry using kitchen paper.
Kitchen Sink Hand wash	X	X			Wear Gloves	Place a sanitiser soaked cleaner into a bucket of clean hot water. (follow manufacturers guide) Make sure the mop is clean. Sweep floors and lift all chairs, bins etc. Mop floor paying attention to get under equipment. Once the water becomes dirty replace and rinse the mop out before continuing.
Floor Cleaning	X	X			Wear Gloves & Eye Protection when pouring chemicals into the mop bucket.	Stirring should be wiped down weekly. Windows need to be cleaned weekly or when deemed necessary. Walls need to be deep down daily or when deemed necessary. All above use clean soapy water, rinse and buff dry with kitchen paper towels
Walls Windows Surtop	X	X	X			Midweek cleaning is done on a Wednesday, all surfaces top, bottom, shelves & legs cleaned. All equipment top inside & outside cleaned. All bridges inside cleaned paying attention to the seats, floor and handles.
Midweek Cleaning			X		Wear Gloves & Eye Protection	Deep Cleaning is done on a Sunday. All of the above as in Midweek cleaning in addition we pull out all equipment and clean behind and under. The filters are removed from the cooler hood and cleaned as well as the cooler hood.
Deep Cleaning			X		Wear Gloves & Eye Protection	



Breakdown of cleaning Schedule

Daily Cleaning

Clear-clean-as-you-go - Staff must clean continuously throughout the working day and making to ensure that surfaces, equipment, waste, and the premises are clean, hygienic, and clutter free.

In addition, anything you can visually see must be cleaned as-well-as, microwaves, griddles, hot holding equipment.

All handles and work surfaces must be sanitised as-and-when, especially after customers touch any surface.

Midweek Cleaning

Including all the above and as-well-as inside fridges, fridge seats, fridge shelving, fridge walls and doors

Please note that fridge handles must be cleaned regularly and before closing checks.

Weekly Deep Cleaning

Including all the above as-well-as the pulling out of equipment and cleaning behind, under and all walls. The extractor hood and filters must be cleaned.

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BREAKDOWN OF CLEANING SCHEDULE (PLEASE FIND FULL SCHEDULE IN THE DIARY SECTION)

Effective cleaning is essential to get rid of harmful bacteria, viruses and allergens to stop them spreading to food.

This section tells you about handwashing, cleaning effectively, how to 'clear and clean as you go' and developing a cleaning schedule.

SAFE METHOD:







HANDWASHING



Effective handwashing is essential to help prevent bacteria spreading to food.

Make sure all staff who work with food wash their hands properly before handling or preparing food, including after handling raw food and before handling ready-to-eat food. **Remember: effective hand washing takes time.**

For a video demonstration, visit the [FSA YouTube channel](#)

WASHING HANDS EFFECTIVELY			
<p>Step 1:</p> <p>Wet your hands thoroughly under warm running water and squirt liquid soap onto your palm.</p>		<p>Step 2:</p> <p>Rub your hands together palm to palm to make a lather.</p>	
<p>Step 3:</p> <p>Rub the palm of one hand along the back of the other and along the fingers. Repeat with the other hand.</p>		<p>Step 4:</p> <p>Put your palms together with fingers interlocked and rub in between each of the fingers thoroughly.</p>	
<p>Step 5:</p> <p>Rub around your thumbs on each hand and then rub the fingertips of each hand against your palms.</p>		<p>Step 6:</p> <p>Rinse off the soap with clean running water and dry your hands thoroughly on a disposable towel. Turn off the tap with the towel and then throw the towel away.</p>	

CHECK IT	
<p>For hands to be washed properly, you need warm running water, liquid soap and preferably disposable towels.</p> <p>Ideally, antibacterial soap should meet standard BS EN 1499 for extra protection against harmful bacteria and contamination.</p>	<p>Do you use liquid soap?</p> <p>Yes No If no, what do you use?</p>
	<p>Do you use disposable towels?</p> <p>Yes No If no, what do you use?</p>
	<p>Do you use antibacterial soap which meets standard BS EN 1499?</p> <p>Yes No If no, what do you use?</p>



WHEN TO WASH YOUR HANDS

BEFORE touching or handling any food, especially ready-to-eat food (e.g. cooked meat) and **AFTER** touching raw meat, poultry, fish, eggs, unwashed vegetables or any packaging used for raw foods.



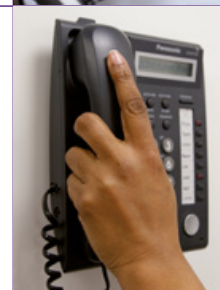
After touching a cut or changing a dressing.



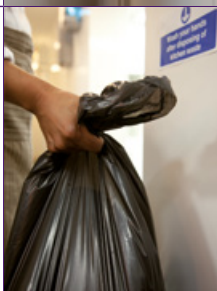
When entering the kitchen e.g. after a break or going to the toilet.



After touching items such as phones, light switches, door handles, cash registers and money.



After touching or emptying bins.



After touching your hair, face or blowing your nose.



After any cleaning.



Before preparing food for a customer who has declared a food allergy.



THINK TWICE!

If you use disposable gloves in your business, they should never be used as an alternative to effective handwashing.

When using disposable gloves make sure you:

- Wash your hands thoroughly before putting them on and after taking them off.
- Always change them regularly, especially between handling raw food and ready-to-eat food.
- Throw them away after use or if damaged.

Hygienic hand rubs and gels can be useful when used as an additional precaution, but should **never** be used as a replacement for effective handwashing. If hand rubs or gels are used they should comply with standard BS EN 1500.

WHAT TO DO IF THINGS GO WRONG

- If you think a member of staff has not washed their hands, make sure they wash them straight away and emphasise how important it is to wash their hands when working with food.

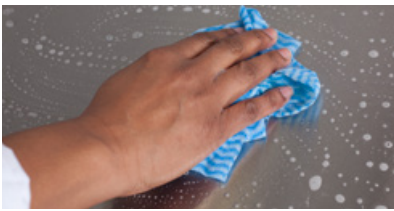
HOW TO STOP THIS HAPPENING AGAIN

- Make sure that hand basins are convenient with plenty of soap and disposable towels.
- Train staff again on this safe method.
- Improve staff supervision.

CLEANING EFFECTIVELY






Effective cleaning is essential to get rid of harmful bacteria and stop them spreading. Cleaning is also important to discourage pest activity.

SAFETY POINT	WHY?	HOW DO YOU DO THIS?
<p>Cleaning and disinfection needs to be carried out in two stages:</p> <p>1. Clean: Using either hot, soapy water or a cleaning product (such as a sanitiser), remove visible dirt, grease and debris from surfaces/equipment and wipe off or rinse.</p> <p>2. Disinfect: Following the manufacturer's instructions, apply a disinfectant (such as a sanitiser) all over the surfaces/equipment and leave on for the required contact time.</p>	<p>Chemical disinfectants only work if surfaces have been thoroughly cleaned first to remove grease and other dirt.</p>	<p>Do you clean and disinfect using two stages? Yes No</p> <p>Have your staff been trained in how to complete the two stage clean? Yes No</p>
<p>Manufacturer's instructions/BS EN standards:</p> <p>When using disinfectants or sanitisers, always follow the manufacturer's instructions on the label. These instructions should tell you how to correctly dilute the product and how long you need to leave the product on the surface/equipment for harmful bacteria to be reduced to safe levels. Sanitisers and disinfectants should meet relevant standards, either BS EN 1276 or BS EN 13697.</p>	<p>This is important to make sure that chemicals work effectively.</p>	<p>Where do you keep information to confirm your disinfectants or sanitisers meet BS EN 1276 or BS EN 13697 standards?</p>
<p>It is very important to thoroughly clean and disinfect surfaces and equipment after use for raw food, and before preparing ready-to-eat foods.</p>	<p>This will help prevent harmful bacteria spreading from raw food on to ready-to-eat food.</p> 	




HIGH PRIORITY CLEANING

SAFETY POINT	WHY?	HOW DO YOU DO THIS?
<p>Regularly wash/wipe and disinfect all the items people touch frequently, such as work surfaces, sinks, taps, door handles, switches, can openers, cash registers, telephones and scales.</p>	<p>This will help prevent dirt and bacteria being spread to people's hands and then to food or other areas.</p> <p>Drying naturally helps prevent bacteria being spread back to these items on a towel/cloth used for drying.</p> 	<p>How often do you clean and disinfect items people touch frequently?</p>
<p>Clean and disinfect fridges regularly at a time when they do not contain much food. Transfer food to another fridge or a safe cold area and keep it covered.</p>	<p>To clean a fridge thoroughly, you should take out all the food and keep it cold somewhere else. If food is left out at room temperature, bacteria could grow.</p> 	<p>How often do you clean and disinfect fridges?</p>
<p>Ideally use a dishwasher. Do not overload the dishwasher and make sure it is maintained and serviced regularly.</p> <p>If you do not have a dishwasher, wash plates, equipment, etc, in hot soapy water using bactericidal detergent.</p> <p>Ideally, separate sinks should be used for washing up equipment used for raw foods and equipment used for ready to eat foods.</p> <p>If you have to use the same sink, the water must be changed and the sink (including all taps/fittings) must be thoroughly cleaned and disinfected using a two stage clean between uses.</p>	<p>Dishwashers wash items thoroughly at a high temperature so this is a good way to clean equipment and kill bacteria (disinfect) and remove allergens. If you overload the dishwasher, it may not wash effectively.</p> <p>Cleaning and disinfecting is important to prevent bacteria spreading from raw to ready-to-eat food.</p> 	<p>Do you have a dishwasher? Yes No</p> <p>If not, do you have separate sinks for washing up raw and ready-to-eat equipment/utensils? Yes No</p> <p>If you only have one sink, do you clean and disinfect it (including taps/ other fittings) using a two stage clean between uses? Yes No</p>



OTHER CLEANING

SAFETY POINT	WHY?	
<p>Items that do not touch food are not as high a priority but they should still be cleaned effectively. Examples include dry storage areas and floors.</p> <p>Take care when cleaning floors so other surfaces are not contaminated by splashing.</p> <p>For equipment or areas that are hard to clean, you may wish to employ a contract cleaner.</p>	<p>This prevents dirt and bacteria building up in the kitchen. It also removes any food which has fallen on the floor, which can attract pests e.g. mice and cockroaches.</p> <p>Contract cleaners have special equipment and experience of more difficult cleaning.</p>	

THINK TWICE!

Effective cleaning needs to be carried out in two stages. Disinfectants will only work on clean surfaces. Always use a cleaning product to remove visible dirt and grease before disinfecting. Always check the manufacturer's instructions for the correct dilution and contact time for disinfectants or sanitisers.

When you are cleaning, remember to move food out of the way or cover it and to change your protective clothing. This is to prevent dirt, bacteria or cleaning chemicals from getting onto food.

MANAGE IT	WHY?	HOW DO YOU DO THIS?
<p>Fill out the cleaning schedule in the diary to show how you manage cleaning in your business. (See the 'Your cleaning schedule' safe method.)</p>	<p>This is to make sure that staff know what to clean, when and how.</p>	<p>Have you completed the cleaning schedule from the diary?</p> <p>Yes No</p> <p>If no, are you using another cleaning schedule?</p> <p>Yes No</p>
<p>Make sure you always have a good supply of cleaning chemicals, materials and equipment. It can be helpful to put a reminder in your diary of when you should buy more.</p>	<p>Staff are more likely to clean properly if the right cleaning chemicals, materials and equipment are available.</p>	<p>Do you make sure you have a good supply of cleaning products?</p> <p>Yes No</p>

WHAT TO DO IF THINGS GO WRONG	HOW TO STOP THIS HAPPENING AGAIN
<ul style="list-style-type: none"> If you find that any item in your kitchen is not properly clean, and where necessary disinfect it, and allow it to dry. 	<ul style="list-style-type: none"> Review your cleaning schedule, including how you clean and how often. Make sure your cleaning chemicals, materials and equipment are suitable for the tasks you use them for and are being used correctly. Train staff again on this safe method. Improve staff supervision.

Write down what went wrong and what you did about it in your diary.








SAFE METHOD:

CLEAR AND CLEAN AS YOU GO



Keeping your kitchen clear and clean makes it safer.

SAFETY POINT	WHY?	
<p>It is a good idea to take off outer packaging from food before you bring food into the kitchen or storeroom.</p> <p>Remember to check if allergen information is on the inner packaging before disposing of the outer packaging so you can provide accurate information to your customers.</p>	<p>Outer packaging could have touched dirty floors etc. when it has been stored or transported before.</p>	
<p>Take extra care with how you throw away packaging and food waste from raw food. If packaging from raw food touches work surfaces make sure you wash and then disinfect them afterwards.</p>	<p>Packaging and food waste from these foods are more likely to spread harmful bacteria and allergens to food and surfaces.</p>	
<p>Keep your kitchen free from clutter and rubbish. Clear away dirty kitchen equipment as soon as possible.</p>	<p>Work surfaces are easier to keep clean when they are not cluttered. It is also important to clear away used equipment to prevent bacteria and allergens spreading from it to surfaces or food.</p>	
<p>Keep sinks clear and clean them regularly.</p>	<p>This stops dirt building up and helps prevent bacteria and allergens from spreading.</p>	
<p>Wash or wipe away spills as soon as they happen. Clean and then disinfect work surfaces after wiping up spills from raw food.</p>	<p>This stops dirt building up and helps prevent bacteria and allergens from spreading.</p>	
<p>Wash work surfaces thoroughly between tasks. Use a new cloth (or one that has been washed and disinfected) to clean work surfaces before preparing ready-to-eat food.</p>	<p>This will help prevent dirt and bacteria and allergens spreading onto other foods from the surface. A dirty cloth could spread bacteria and allergens to the surface.</p>	



MANAGE IT

'Clear and clean as you go' is the recommended way of keeping your kitchen clean as you work. How do you do this?

MANAGING FOOD WASTE

Managing food waste can help prevent fat, oils and grease from blocking your sinks, pipes and drains. Check with your Environmental Health Team if there are specific requirements in your area.

SAFETY POINT	WHY?	HOW DO YOU DO THIS?
Scrape food waste into the bin before washing. Ideally, use a separate bin just for food waste.	This will help prevent food blocking pipes and drains at your business.	Do you remove left-over food from plates before washing? Yes No Do you have a bin just for food waste? Yes No
Use a strainer over the plughole to stop food going down the sink.	This will help stop food from blocking your sinks, pipes and drains.	Do you use strainers in your sinks? Yes No
Food waste should be stored in a specific place, away from food preparation, before it is collected. This area should be cleaned and disinfected regularly.	Open lids and drainage holes on external bins can allow pest access.	Do you have a specific place for food waste? Yes No Do you clean and disinfect this area regularly? Yes No How often is food waste collected at your business?

WHAT TO DO IF THINGS GO WRONG	HOW TO STOP THIS HAPPENING AGAIN
<ul style="list-style-type: none"> • If you find that work surfaces or equipment are not properly clean, wash, disinfect and dry them before using them to prepare food. • If you find any packaging or waste lying around, throw it away immediately and clean and then disinfect the work surface thoroughly. • If sinks, pipes or drains get blocked check food is being scraped into bins before washing and that strainers are being used. 	<ul style="list-style-type: none"> • Review your clearing and cleaning practices. • Review staffing levels. • Consider changing the order/timing of tasks to make it easier to keep surfaces clear and clean. • Train staff again on this safe method. • Improve staff supervision.

Write down what went wrong and what you did about it in your diary.



YOUR CLEANING SCHEDULE



A cleaning schedule is a useful tool to help you clean effectively in your business.

WHAT TO DO

You can use the cleaning schedule supplied in the diary to write down how you clean in your business. This safe method should help you do this.

Alternatively, you may already have a cleaning schedule. If so, you can continue to use it, but it is a good idea to look at this safe method and review your schedule to make sure that it covers the right things.

It is important to write down how you do your cleaning, so you can show what you do. It is also useful for staff to be able to check how they should clean things, so you may wish to put your cleaning schedule on the wall.

SAFETY POINT	HOW DO YOU DO THIS?
<p>Walk through your premises and make a list of everything that needs cleaning. This will depend on what you do in your business.</p> <p>Some items should be cleaned more frequently than others and some should also be disinfected. You do not need to disinfect everything – concentrate on those items that will be touched by food and frequently touched items such as door handles.</p> <p>You will also need to clean and then disinfect surfaces or items that have been touched by raw food, or leaks or spills from these.</p> <p>Some specialist equipment will have instructions on dismantling and cleaning which should be followed.</p> <p>See the next page of this safe method.</p>	<p>You may find it helpful to go through the following examples of items that need cleaning and disinfecting:</p> <p>Items that come into contact with food</p> <ul style="list-style-type: none"> • Work surfaces and chopping boards • Equipment e.g. knives • Fridges and freezers • Equipment with moving parts e.g. food mixers, slicers, vacuum packing machines and processors • Sinks and soap dispensers • Re-usable cloths and work clothes • Ice machines <p>Frequently touched items</p> <ul style="list-style-type: none"> • Rubbish bins, broom and mop handles • Door handles, taps, switches, controls, cash registers and scales • Can openers, telephones, probe thermometers <p>Other items</p> <ul style="list-style-type: none"> • Floors, walls, ceilings • Storage areas • Waste areas and drains • Microwaves, ovens, dishwashers, hot-holding and display cabinets • Self-service and staff areas
<p>For each item, or group of items, write down what you do on your cleaning schedule.</p>	<p>Include details on:</p> <ul style="list-style-type: none"> • How you clean the item(s) • What chemicals you use and how to use them • What equipment you use • How often you clean the item(s)
<p>Review your schedule regularly and check that all cleaning is being done properly.</p>	<p>Train staff on the cleaning schedule, so they know what they have to do, and when. Supervise cleaning.</p>



EXAMPLE OF A CLEANING SCHEDULE

Fill in details of all the items you clean

Item	Frequency of cleaning					Precautions e.g. wear gloves or goggles	Method of cleaning
	After use	Every shift	Daily	Weekly	Other		
Work surface	X					Wear gloves	<ol style="list-style-type: none"> 1. Remove any obvious food and dirt. 2. Wash the surface with hot soapy water (detergent diluted according to manufacturer's instructions) to remove grease and any other food and dirt. 3. Rinse with clean water to remove the detergent and loosened food and dirt. 4. Apply a disinfectant. Make sure you leave it on for the contact time recommended by the manufacturer. 5. Rinse with clean water to remove the disinfectant. 6. Leave to dry naturally or use a clean disposable cloth.
Fridge				X		Wear gloves	<ol style="list-style-type: none"> 1. Remove all food and store it in a cool place, ideally another fridge or cool box. 2. Remove shelves and compartments from the fridge and wash them in hot soapy water and then disinfect. Allow to dry naturally or use a clean or disposable cloth. 3. Wash and then disinfect all surfaces of fridge with hot soapy water and dry with a clean or disposable cloth. 4. Replace shelves and compartments, and put the food back in the fridge. 5. Clean the outside and door seals, and disinfect the handles.

CLEANING TERMS

Detergent

A chemical (e.g. washing-up liquid) used to remove grease, dirt and food. Used for general cleaning.

Disinfectant

A chemical which kills bacteria. Check that surfaces are clean of grease, dirt and food before you use a disinfectant.

Sanitiser

A two-in-one product that acts as a detergent and a disinfectant. If you use a sanitiser, make sure you use it first to clean and remove grease, and then again to disinfect.

BS EN standards

Disinfectants and sanitisers should meet either BS EN 13697 or BS EN 1276 standards.

Dilution rate

Most cleaning chemicals are concentrated, so you need to add water to dilute them before they can be used. It is important to follow the manufacturer's instructions on how much water to use with the chemical. This is the 'dilution rate'. If you add too much or too little water, then the cleaning chemical might not work effectively.

Contact time

This is how long a cleaning chemical needs to be left on the item you are cleaning. It is important to follow the manufacturer's instructions on contact time for the chemical to work effectively.



CHILLING

Chilling food properly helps to stop harmful bacteria from growing.



COOLING DOWN HOT FOOD FOLLOW THE 2-HOUR RULE

**Cool the food in less than 2-hours from
around 60c to below 20c then refrigerate it.**

**BEST PRACTICE: COOL FOOD AS
QUICKLY AS POSSIBLE.**

**Chilling food properly helps to stop
harmful bacteria from growing.**





Some foods need to be kept chilled to keep them safe, such as sandwiches, cooked meat and fish, cooked rice and pasta, cream-based desserts, food with a 'use-by' date and food that says 'keep refrigerated' on the label.

SAFE METHOD:

CHILLED STORAGE AND DISPLAYING CHILLED FOOD



Harmful bacteria can grow in food that is not chilled properly.

SAFETY POINT	WHY?	HOW DO YOU DO THIS?	
<p>Certain foods need to be kept chilled to keep them safe, for example:</p> <ul style="list-style-type: none"> • food with a 'use by' date • food that says 'keep refrigerated' on the label • food you have cooked and will not serve immediately • ready-to-eat food such as salads, cooked meats, sandwiches and desserts. 	<p>If these types of food are not kept cold enough harmful bacteria could grow.</p>	<p>Do you check regularly that these types of food are kept chilled?</p> <p>Yes</p>	<p>If not, what do you do?</p>
<p>Make sure you use food before its 'use by' date.</p> <p>For dishes you have prepared or cooked, use stickers, or another method of labelling, to keep track of when food should be used or thrown away.</p> <p>For guidance on how long to keep food, follow manufacturer's storage instructions on the product label. High risk ready to eat foods should be kept for a maximum of 3 days in total (day of cook/ opening + 2) unless you have evidence that it is safe to keep them for longer.</p>	<p>Food with 'use by' dates, cooked dishes and other ready-to-eat food have a limited shelf life. Food cannot be supplied or served after its 'use by date'.</p>		<p>How do you keep track of when food should be used or thrown away?</p>
<p>Follow the manufacturer's instructions on how to use fridges and chilled display equipment.</p>	<p>It is important to use equipment properly to make sure food is kept cold enough.</p>	<p>Do you follow the manufacturer's instructions for using your:</p> <p>Fridge?</p> <p>Chilled display unit?</p>	<p>If not, what do you do?</p>
<ul style="list-style-type: none"> • Pre-cool the display unit before you put chilled food in it. • Only display as much food as you think you will need. • Display food for the shortest time possible. <p>You could also:</p> <ul style="list-style-type: none"> • use a 'dummy' portion for display (which will not be eaten) • use photographs to show customers what the food looks like. 	<p>It is important to keep chilled food cold while it is on display to prevent harmful bacteria from growing in the food.</p>		<p>What do you do to make sure chilled food is displayed safely?</p>



CHECK IT	HOW DO YOU DO THIS?
<p>It is recommended that fridges and chilled display equipment should be set at 5°C or below.</p> <p>This is to make sure that chilled food is kept at 8°C or below. This is a legal requirement in England, Wales and Northern Ireland, and recommended in Scotland.</p> <p>You should check the temperature of your fridges and chilled display equipment at least once a day starting with your opening checks (see the 'Management' section).</p> <p>To make sure equipment is working properly, check temperatures in-between packs of chilled food using a clean, disinfected probe thermometer.</p>	<p>Some equipment will have a digital display or dial to show what temperature it is set at. You can use this to check the temperature of your equipment.</p> <p>If you do this, you should check regularly that the temperature shown on the display/dial is accurate using either a fridge thermometer or a probe thermometer.</p> <p>How do you check the temperature of chilling equipment?</p> <p>Fridge:</p> <p>Digital display Dial thermometer Fridge thermometer</p> <p>Between chilled foods using probe thermometer</p> <p>Chilled display unit:</p> <p>Digital display Dial thermometer Fridge thermometer</p> <p>Between chilled foods using probe thermometer</p> <p>If you do not do this, what do you do?</p>

THINK TWICE!

When you display cold food (e.g. on a buffet) you should use suitable chilled display equipment to keep it at 8°C or below. If this is not possible there is a '4 hour rule' exception: **You can display food out of chilled storage for up to four hours, but you can only do this once.**

Make sure you know how long food has been on display or kept out of chilled storage. It is a good idea to label foods with the time they were taken out of the fridge or write this information in your diary so you can check the time easily. Food which has been displayed for less than four hours can be put back in the fridge and kept at 8°C or below until it is used. If it has been out for more than four hours it must be thrown away.

If you do take food out of chilled storage to display it, remove a small amount at a time. Make sure that food on display is used up before you add new food. This will make it easier to ensure that food is not left on display longer than 4 hours.

Some foods require storage at temperatures lower than 8°C to keep them safe so always follow the manufacturer's storage guidance.

Minimise the time chilled foods are kept out at room temperature during preparation. You can help do this by only preparing small batches one at a time.

PROVE IT

To check chilling equipment is working effectively you can use a disinfected temperature probe to check the food is kept at a safe temperature. (See the 'Prove it' safe method in the Management section for advice on using probes safely).

WHAT TO DO IF THINGS GO WRONG	HOW TO STOP THIS HAPPENING AGAIN
<ul style="list-style-type: none"> • If your fridge or display equipment breaks down, use other equipment, or move the food to a cold area. If you cannot do this, or you do not know how long the equipment has been broken down, contact the Environmental Health Team at your local council for advice. • If food on display has not been kept chilled for more than four hours, throw it away. <p>Remember that some foods need extra care e.g. rice. See the safe method 'Foods that need extra care' in the Cooking section.</p>	<ul style="list-style-type: none"> • Review your chilled display method and see if you can make it safer (using the front of this sheet). • Train staff again on this safe method. • Improve staff supervision. • If you have frequent problems with your chilling equipment, consider whether it is suitable for your business. Generally, commercial equipment will be more suitable for catering.

Write down what went wrong and what you did about it in your diary.








SAFE METHOD:

CHILLING DOWN HOT FOOD



Harmful bacteria can grow in food that is not chilled down as quickly as possible.

SAFETY POINT	WHY?
If you have cooked food that you will not serve immediately, chill it down as quickly as possible and then put it in the fridge.	Harmful bacteria can grow in food that is left to chill slowly.
Avoid cooking large quantities of food in advance, unless you need to.	Large quantities of food are more difficult to chill down quickly, especially solid food.

OPTIONS FOR CHILLING DOWN FOOD (YOU CAN USE ONE OR MORE OF THESE)	WHY?	TICK IF YOU DO THIS
Divide food into smaller portions.	Smaller amounts of food chill down more quickly. 	
Cut joints of meat in half.	Smaller pieces of meat will cool more quickly. 	
Cover pans of hot food and move them to a colder area, e.g. a storage room, or stand them in cold water. You can also use ice to speed up chilling.	This will make the food chill more quickly. 	
Stir food regularly while it is chilling down.	Stirring helps food chill more evenly. 	
Spread food out on a tray e.g. rice.	Spreading the food out will help it cool more quickly. 	



OPTIONS FOR CHILLING DOWN FOOD (YOU CAN USE ONE OR MORE OF THESE)	WHY?	TICK IF YOU DO THIS
If you have a 'cool' setting on your oven, use it to chill down food.	Some ovens have a 'cool' setting, which can help to chill down food by increasing the air flow around it. (The oven should be cool first.)	
Use a blast chiller to chill down food.	A blast chiller is specially designed to chill down hot foods quickly and safely.	
If you have another method of chilling down hot food, e.g. putting pasta under cold running water, write the details here:		

PROVE IT

If you would like to compare different chilling options, try them out with the same food. You will only need to do this once. When you have just cooked the food, use a probe to test its temperature. (See the 'Prove it' method in the Management section for advice on using probes safely.) Then test the temperature again at regular intervals to find out how fast the food is being chilled down. Remember to use a clean probe each time you check the food. Repeat the process with different chilling options to find out which is most effective.

WHAT TO DO IF THINGS GO WRONG

If food has not been chilled down safely, re-cook it, if appropriate, or throw it away. Remember that some foods need extra care e.g. rice. See the safe method 'Foods that need extra care' in the Cooking section.

HOW TO STOP THIS HAPPENING AGAIN

- Review your chilling methods to make sure they are working properly. If appropriate, try out different methods and choose the one that best meets your needs.
- Make sure you always allow enough time and make portions small enough.
- Train staff again on this safe method.
- Improve staff supervision.
- If you chill down lots of hot food in your business you may wish to consider using a blast chiller.

Write down what went wrong and what you did about it in your diary.





SAFETY POINTS	WHY?	HOW DO YOU DO THIS
5. Or you could defrost food in the microwave on the 'defrost' setting.	This is a fast way to defrost food.	Do you use this method? Yes Which foods do you defrost in this way?
6. If necessary you could defrost food at room temperature. Follow the manufacturer's defrosting instructions. Food should be left out at room temperature for the shortest time possible. Ideally, defrost these foods in the fridge.	Foods will defrost quite quickly at room temperature, but harmful bacteria could grow in food if it gets too warm while defrosting.	Do you use this method? Yes Which foods do you defrost in this way?
7. If you have another method of defrosting, write the details here:		Which foods do you defrost in this way?

THINK TWICE!

Keep meat/poultry separate from other food when it is defrosting, to prevent cross-contamination. Once food has been defrosted you should use it immediately (within one day).

CHECK IT	WHY?	HOW DO YOU DO THIS?
When you think food has defrosted, it is important to check to make sure.	The outside may look defrosted but the inside could still be frozen.	Check for ice crystals in the food using your hand or a skewer. Do you use this check? Yes
		With birds, check the joints are flexible. Do you use this check? Yes
		If you use another check, write the details here:



WHAT TO DO IF THINGS GO WRONG	HOW TO STOP THIS HAPPENING AGAIN
<ul style="list-style-type: none"> If food has not fully defrosted, continue to defrost the food until no ice crystals are left. Test again before cooking or reheating. Speed up the defrosting process e.g. by using cold water or a microwave (see the front of this sheet). Use an alternative menu item. If you do not have time to defrost for longer, replace the dish with a similar dish that is ready to serve. 	<ul style="list-style-type: none"> Change your defrosting method and make it safer, e.g. defrost smaller amounts. Make sure you allow enough time to defrost. Train staff again on this safe method. Improve staff supervision. If you defrost lots of food in your business you may wish to consider creating extra fridge space or using a special defrosting cabinet.

Write down what went wrong and what you did about it in your diary.





SAFE METHOD:

FREEZING



It is important to take care when freezing food and handle frozen food safely.

SAFETY POINT	WHY?	HOW DO YOU DO THIS?
Put frozen food in the freezer as soon as it is delivered.	If frozen food starts to defrost, harmful bacteria could grow.	Is frozen food put in the freezer as soon as it is delivered? Yes No
If you are freezing fresh food, freeze it as soon as it has been delivered or prepared. Freeze hot food as soon as it has been properly chilled down.	The longer you wait before freezing food, the greater the chance of harmful bacteria growing. (See the 'Chilling down hot food' method.) 	Is fresh and cooked food put in the freezer as soon as it has been delivered, prepared, or chilled down? Yes No
Divide food into smaller portions and put it in containers or freezer bags before freezing.	Smaller portions will freeze (and defrost) more quickly. The centre of larger portions takes longer to freeze, allowing harmful bacteria to grow. Using containers and freezer bags prevents cross-contamination. 	Is food divided into smaller portions to help it freeze better? Yes No Is frozen food stored in containers or freezer bags? Yes No

HOW DO YOU DO THIS?

If you answered 'No' to any of the above questions, write down what you do:



THINK TWICE!

Once the food is defrosted it's shelf life depends on the amount of days left until expiry when it was frozen down.

PROVE IT

You can use the digital display, a dial thermometer or a probe thermometer to check your freezer is keeping food at a safe temperature. (See the 'Prove it' pages in the Management section for advice on using probes safely).

WHAT TO DO IF THINGS GO WRONG

If you find that your freezer is not working properly, you should do the following things:

- **Food that is still frozen** (i.e. hard and icy) should be moved to an alternative freezer straight away. If there is no alternative freezer, defrost food using the 'Defrosting' safe method.
- **Food that has begun to defrost** (i.e. starting to get soft and/or with liquid coming out of it) should be moved to a suitable place to continue defrosting using the 'Defrosting' safe method.
- **Fully defrosted food** (i.e. soft and warm) should be cooked, if appropriate (e.g. raw meat and poultry), until it is piping hot all the way through. After cooking, use the food immediately or chill or freeze it safely straight away. If this is not possible, throw it away.
- **Food that has to be kept frozen** (e.g. ice cream) cannot be re-frozen once it has started to defrost. You will have to use it immediately or throw it away.

Remember, some foods need extra care. See the 'Foods that need extra care' safe method in the Cooking section.

HOW TO STOP THIS HAPPENING AGAIN

- Get your freezer mended or buy a new one.
- Have freezers serviced regularly and check that they are working properly as part of your opening checks.
- Re-organise freezers so there is more space and they are kept closed as much as possible.
- Train staff again on this safe method.
- Increase staff supervision.

Write down what went wrong and what you did about it in your diary.





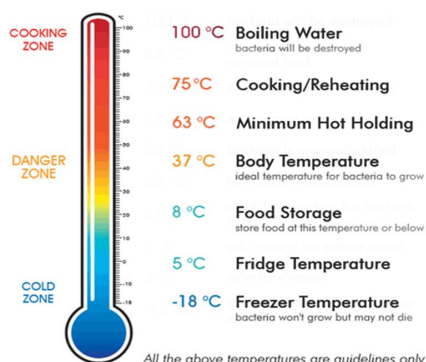
COOKING

It is essential to cook food properly to kill any harmful bacteria. If it is not cooked properly, it might not be safe for your customers to eat.



SFBB TRAINING UK

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All the above temperatures are guidelines only

RAW TO COOKED 75c +
REHEATING FOOD 75c +
HOLDING HOT FOOD 63c +
ALL FRIDGES BELOW 5c

**WHEN HOT HOLDING THE FOOD MUST
 BE ABOVE 75c & HELD ABOVE 63c
 DANGER ZONE BETWEEN 8c & 63c**

It is essential to cook food properly to kill any harmful bacteria. If it is not cooked properly, it might not be safe for your customers to eat.



It is also very important to handle ready-to-eat food carefully to protect it from harmful bacteria. This is because it will not be cooked or reheated before serving.

Do not forget that cooking does not remove allergens from food, so you need to handle food that contains allergens carefully.

This section includes information on cooking safely, foods that need extra care, reheating, hot holding and ready-to-eat food.

SAFE METHOD:

COOKING SAFELY



Thorough cooking kills harmful bacteria.

SAFETY POINT	WHY?
<p>Where appropriate, follow the manufacturer's cooking instructions for food products.</p>	<p>The manufacturer has tried and tested safe cooking methods specifically for its products.</p>
<p>Preheat equipment such as ovens and grills before cooking.</p>	<p>If you use equipment before it has preheated, food will take longer to cook. This means that recommended cooking times in recipes or manufacturer's instructions might not be long enough.</p>
<p>Do not let raw food touch or drip onto cooked food e.g. when adding food to the grill/barbecue. Never use the same utensils, plates or containers for raw and cooked or ready-to-eat food.</p> <p>It is a good idea to fully cook poultry in an oven first, then finish it on the barbecue.</p> <p>If you are using left over marinade as a sauce, make sure it is cooked until steaming hot.</p>	<p>Raw food can carry harmful bacteria, which could spread onto cooked food and stop it being safe.</p> <p>This will make sure that the poultry is cooked thoroughly. Juices should be clear, with no pink or red in them.</p> <p>Marinades can carry bacteria from the raw meat or poultry, if not cooked thoroughly.</p>
<p>If you serve beef or lamb rare (whole cuts such as steaks and whole joints only), make sure all of the outside surfaces are fully cooked, e.g. by searing in a pan.</p> 	<p>This will kill harmful bacteria on the outside of the meat. Pork and rolled joints should not be served rare.</p>
<p>Liver and offal, including dishes such as liver pate or parfait, must be cooked to a safe temperature in the centre of the meat (see 'Prove it').</p> 	<p>Harmful bacteria can be found in the centre of liver as well as the outside.</p>
<p>Turn meat and poultry during cooking.</p> 	<p>This helps it cook more evenly and thoroughly.</p>
<p>Make sure liquid dishes, e.g. gravy, soups, sauces and stews, are simmering and stir them frequently.</p> 	<p>This is to make sure the food is hot enough to kill bacteria. Stirring will help make sure the food is the same temperature all the way through.</p>



CHECK IT – USE THESE CHECKS TO TELL IF FOOD IS PROPERLY COOKED.

Check whole birds are cooked to a safe temperature in the thickest part of the leg (see 'Prove it'). The meat should not be pink or red and the juices should be clear.



The largest piece of meat in stews, curries etc. should be cooked to a safe temperature in the centre with no pink or red (see 'Prove it').



Check whole cuts of pork and processed meat products, such as sausages and burgers, are cooked to a safe temperature in the centre with no pink or red (see 'Prove it').



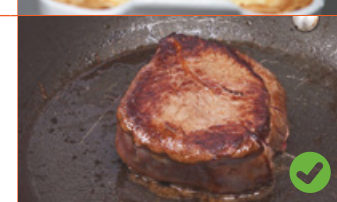
Check combination dishes (e.g. contains meat and vegetables) are cooked to a safe temperature in the centre (see 'Prove it'). If you are cooking a large dish or batch, check in several places.



Stir liquid dishes regularly and check they bubble rapidly and are heated to a safe temperature in several places before serving (see 'Prove it').



Check that all the outside surfaces of whole cuts of meat and whole joints (beef or lamb) are fully cooked.



Check fish is cooked to a safe temperature in the centre and the colour and texture has changed (see 'Prove it').



Check pork joints or rolled meat joints are cooked to a safe temperature in the centre (see 'Prove it'). The juices should not have any pink or red in them.



Some fish (e.g. tuna) may be served 'rare' as long as they have been correctly frozen beforehand to kill any parasites which may be present and are fully seared on the outside to kill any harmful bacteria that may be present. Further guidance is available at [the FSA website](https://www.food.gov.uk/food-safety-hygiene)

PROVE IT

Use a disinfected temperature probe to check dishes are properly cooked or reheated.

Examples of safe time/temperature combinations for cooking include:

80°C for at least 6 seconds

70°C for at least 2 minutes

60°C for at least 45 minutes

75°C for at least 30 seconds

65°C for at least 10 minutes

(See the 'Prove it' safe method in the Management section for advice on using probes safely).

WHAT TO DO IF THINGS GO WRONG

- Cook the food for longer.
- Speed up the cooking process, for example by dividing the food into smaller quantities, or using different equipment.

HOW TO STOP THIS HAPPENING AGAIN

- Review your cooking method. You might need to increase the time or temperature, or use different equipment.
- Train staff again on this safe method.
- Improve staff supervision.
- Repair or replace equipment.

Write down what went wrong and what you did about it in your diary.





SAFE METHOD:

FOODS THAT NEED EXTRA CARE



Some foods need to be treated with extra care to make sure they are safe to eat.

Remember that raw food is often the main source of bacteria in the kitchen. Follow the advice in the 'Cooking safely' safe method on how to cook these foods. You should also take care with the following foods.

SAFETY POINT	WHY?	HOW DO YOU DO THIS?
<p>Eggs</p> <p>Cook eggs and foods containing eggs thoroughly until they are steaming hot or, if serving eggs or egg dishes lightly cooked (e.g. soft boiled or in fresh mayonnaise or mousse), either use:</p> <ul style="list-style-type: none"> • Pasteurised egg, or • British Lion code or equivalent assurance scheme 	<p>Eggs can contain harmful bacteria. If you cook them thoroughly this kills any bacteria.</p> <p>The British Lion code or equivalent assurance schemes demonstrates eggs have been produced in a safe manner and therefore can be eaten less than thoroughly cooked. Pasteurisation also kills harmful bacteria.</p>	<p>List the dishes containing eggs that you prepare or cook.</p> <p>Do you cook eggs and food containing eggs thoroughly until they are steaming hot?</p>
<p>Make sure you rotate stock and use the oldest eggs first. Use eggs within the 'best before' date. You can freeze them for use later if required.</p> <p>Buy eggs from a reputable supplier.</p> <p>Store eggs in a cool, dry place.</p>	<p>Harmful bacteria can grow in eggs that are not handled or stored correctly</p> 	<p>Yes If not, what do you do?</p>
<p>Rice</p> <p>When you have cooked rice, make sure you keep it hot until serving or chill it down as quickly as possible and then keep it in the fridge.</p> <p>You can make rice chill down more quickly by dividing it into smaller portions, spreading it out on a clean tray, or running it under cold water (make sure the water is clean and drinking quality).</p>	<p>Rice can contain spores of a type of harmful bacteria that may not be killed by cooking or reheating.</p> <p>If cooked rice is left at room temperature, spores can multiply and produce toxins that cause food poisoning. Reheating will not get rid of these</p>	<p>How do you keep rice hot before serving?</p> <p>If you chill down rice how do you do this?</p>
<p>Pulses</p> <p>Follow the instructions on the packaging on how to soak and cook dried pulses, such as beans.</p> 	<p>Pulses can contain natural toxins that could make people ill unless they are destroyed by the proper method of soaking and cooking.</p> <p>Tinned pulses will have been soaked and cooked already.</p>	<p>Do you follow the manufacturer's instructions when cooking pulses?</p> <p>Yes</p> <p>If not, what do you do?</p>
<p>Shellfish (molluscs and crustaceans)</p> <p>Make sure you buy shellfish from a reputable supplier. Keep the product label for 60 days, after opening.</p>	<p>If you do not use a reputable supplier, you cannot be confident that shellfish have been caught and handled safely.</p> <p>It is a legal requirement to keep labels for 60 days to trace suppliers, if needed.</p>	






SAFETY POINT	WHY?	HOW DO YOU DO THIS?
<p>Crabs, crayfish, lobster and scallops should be prepared by someone with specialist knowledge.</p>	<p>Some parts of these shellfish cannot be eaten and some are poisonous, so it is important to know how to remove these parts safely.</p>	<p>If you prepare crabs, crayfish, lobster and scallops, are these prepared by someone with specialist knowledge?</p> <p>Yes</p> <p>If not, what do you do?</p>
<p>Crustaceans and molluscs such as prawns and scallops will change in colour and texture when they are cooked.</p> <p>For example, prawns turn from blue-grey to pink and scallops become milky white and firm.</p> <p>Langoustines (also called scampi or Dublin Bay prawns) are pink when raw and the flesh becomes firm and pink-white when they are cooked.</p> <p>Always follow the manufacturer's instructions for preparation and storage.</p>		<p>List the types of shellfish you serve or use as an ingredient.</p>
<p>Before cooking mussels and clams, throw away any with open or damaged shells.</p>	<p>If the shell is damaged or open before cooking, the shellfish might not be safe to eat.</p>	
<p>To check that a mussel or clam is cooked, make sure the shell is open and that the mussel or clam has shrunk inside the shell. If the shell has not opened during cooking, throw it away.</p>		
<p>Fish: Make sure you buy fish from a reputable supplier.</p> <p>If you buy fresh fish make sure you store it between 0°C and 4°C. If you buy frozen fish then keep it frozen until you are ready to use it.</p>	<p>Certain types of fish, such as mackerel, tuna, anchovies and herrings, can cause food poisoning if not kept at the correct temperature.</p>	
<p>Other foods that need extra care: Some businesses produce certain foods or use certain processes other than those included in this pack (some examples are provided below). If this is the case for your business, you must be able to demonstrate that you do these safely. Contact your the Environmental Health Team at your local council for additional guidance.</p> <p>Example processes include: Vacuum packing, sous vide, low temperature cooking, fermenting, smoking or curing meat/fish</p> <p>Example foods include: Kebabs, sushi/sashimi, liver parfait, fish/meat carpaccio and tartare, less than thoroughly cooked burgers</p>		

SAFE METHOD:

REHEATING



It is very important to reheat food properly to kill harmful bacteria that may have grown since the food was cooked.

SAFETY POINT	WHY?
<p>Make sure you use equipment that reheats/cooks food effectively and follow the equipment manufacturer's instructions.</p>	<p>If equipment is not suitable for reheating, or is not used properly, the food might not get hot enough to kill bacteria.</p> <div style="display: flex; justify-content: space-around;">   </div>
<p>Preheat equipment such as ovens and grills before reheating.</p>	<p>Food will take longer to reheat if you use equipment before it has preheated. This means that recommended reheating times in recipes or manufacturer's instructions might not be long enough.</p>
<p>If you are reheating food in a microwave, follow the product manufacturer's instructions, including advice on standing and stirring.</p> <p>If you use a microwave to reheat food that you have cooked yourself, it is a good idea to stir it at stages while reheating.</p>	<p>The manufacturer has tested its instructions to make sure that products will be properly reheated. Standing and stirring are part of the process of cooking/reheating in a microwave and help make sure the food is the same temperature all the way through.</p> <p>When food is microwaved, it can be very hot at the edges and still be cold in the centre – stirring helps to prevent this.</p>
<p>Serve reheated food immediately, unless it is going straight into hot holding.</p>	<p>If food is not served immediately, the temperature will drop and harmful bacteria could grow.</p> 

THINK TWICE!

Remember, reheating means cooking again, not just warming up. Always reheat food thoroughly until it reaches a safe temperature in the centre (see 'Prove It' in 'Cooking Safely'). You should only reheat once. Do not put food into hot holding without reheating it properly first.



CHECK IT

Check dishes reach a safe temperature in the centre (see 'Prove it' in 'Cooking Safely'). When checking microwaved foods, test in a number of different areas in case of cold spots.



YOUR CHECK

If you use a different check, you will need to prove that it is safe. See the 'Prove it' safe method in the Management section. Give details of your check here:

TYPES OF DISH

WHAT TO DO IF THINGS GO WRONG



- If the equipment seems to be working, reheat the dish for longer and then test it again.
- Speed up the reheating process by using smaller portions.

HOW TO STOP THIS HAPPENING AGAIN

- Check your equipment is working correctly.
- Review your reheating method – you may need to increase the time and/or temperature, use different equipment or change the size of portions.
- Train staff again on this safe method.
- Improve staff supervision.

Write down what went wrong and what you did about it in your diary.



SAFE METHOD:

ACRYLAMIDE



It is important not to over-cook certain foods

WHAT IS ACRYLAMIDE?

Acrylamide is a chemical that is formed naturally when some foods are cooked at high temperatures (above 120°C) such as by frying, roasting, baking, grilling and toasting.

Legislation is in place to reduce acrylamide levels in food, as it has the potential to cause cancer in humans.

WHAT FOODS?


If you cook the following types of foods, you should put in place practical steps to reduce acrylamide.

Raw potato products such as chips, French fries, other cut (deep-fried) and sliced potato crisps made from fresh potatoes, including potatoes that are deep fried and finished in the oven.

Bread products such as loaves, bread rolls and baguettes, toast and toasted sandwiches.

Sweet bakery products such as cookies, biscuits, scones, gingerbread, wafers, crumpets.

Savoury bakery products such as crackers, crisp bread, breadsticks.

SAFETY POINT		WHY?	TICK IF YOU DO THIS
Purchasing, receipt and storage			
	When buying raw potatoes ask your supplier for advice on the best variety to use for the type of cooking you are doing.	Certain potato varieties are lower in natural sugars and using these will help to keep acrylamide levels lower.	<input type="checkbox"/>
	Store raw, unpeeled potatoes that are going to be fried, baked or roasted in a cool, dark place, above 6°C. Do not store in the fridge.	Potatoes stored in the fridge can form more sugars, which can mean higher levels of acrylamide when the food is cooked.	<input type="checkbox"/>
	When buying cooked products from a supplier tell them you will not accept over-baked or burnt products.	Check deliveries and reject products that are over-baked or burnt as these will have higher levels of acrylamide.	<input type="checkbox"/>
	Ask your cooking oil supplier for advice on the best oil to use for the type of cooking you are doing.	Cooking foods in the right oil for the type of cooking will help foods to fry quicker and keep acrylamide levels lower.	<input type="checkbox"/>
Preparation			
	Cut foods, such as potatoes, to similar sizes.	This will help all foods to cook more evenly.	<input type="checkbox"/>
Where possible, when making home-made chips, or cut potatoes that are going to be deep-fried, follow <u>one</u> of these steps:			
	Soak (for 30–180 mins) in cold water after cutting. Rinse with clean water and drain.	These steps will remove excess sugars and help to keep acrylamide levels lower.	<input type="checkbox"/>
	Or - Soak for a few minutes in warm water. Rinse with clean water and drain.		<input type="checkbox"/>
	Or - blanch potatoes before cooking.		<input type="checkbox"/>
Where possible, and when the preparation process allows, when making bread or dough products follow this step:			
	Extend the yeast fermentation time.	This will help to keep acrylamide levels lower in the finished product.	<input type="checkbox"/>





SAFETY POINT	WHY?	TICK IF YOU DO THIS	
Cooking			
Cook foods to a golden yellow, or lighter colour			
Where appropriate, follow the manufacturer's cooking instructions for food products.	The manufacturer has tried and tested cooking methods specifically for its products.	<input type="checkbox"/>	
Deep-fry potato products, such as chips and French fries to a golden yellow, or lighter colour. The oil temperature for cooking should ideally be below 175°C.	Cooking to a golden yellow, or lighter colour, and deep-frying at lower temperatures will keep acrylamide levels low.	<input type="checkbox"/>	
When deep-frying take care not to over-fill baskets. Fill the basket only half way.		This will help the foods to cook more evenly.	<input type="checkbox"/>
Keep cooking oil quality at its best by skimming often to remove crumbs and food particles left in the oil.	This will prevent crumbs and food particles left in the oil from burning and will keep the oil quality for longer.	<input type="checkbox"/>	
Filter, change oils and clean cooking equipment as often as needed or as recommended by suppliers.	Reusing old, dirty oil and cooking equipment will increase the levels of acrylamide in deep-fried foods.	<input type="checkbox"/>	
When baking bread and sweet or savoury bakery products cook to a golden yellow, or lighter colour. Use the lowest oven temperature possible for the food.	Baking foods to a golden yellow, or lighter colour, and at lower oven temperatures will reduce acrylamide levels.	<input type="checkbox"/>	
When cooking foods such as toast and toasted sandwiches do not over-toast or burn.	Cooking bread to a golden colour, or lighter, will help to keep acrylamide levels lower.	<input type="checkbox"/>	
	Where possible, set a timer to mark the cooking time. This could be on the oven or fryer or you can use a separate timer.	This will remind you to remove foods at the right time to prevent foods from becoming over-cooked or burnt.	<input type="checkbox"/>

THINK TWICE! Please Note* We do not use or deep fry potatoes or heat breads.

Over-cooking or burning certain foods means that these foods can be higher in acrylamide.

Colour charts

Some suppliers have produced colour charts to show what colour is the best for certain foods to keep acrylamide levels low. You can ask if your supplier has these available. You do not have to use colour charts, but they can be useful for training your staff. **Colour charts for fries can be found at: <http://goodfries.eu/en/>**

WHAT TO DO IF THINGS GO WRONG	HOW TO STOP THIS HAPPENING AGAIN
<ul style="list-style-type: none"> • Dispose of foods that are over-cooked or burnt. 	<ul style="list-style-type: none"> • Review your cooking method. • You might need to lower the cooking temperature or use different equipment. • Train staff again on this safe method. • Improve staff supervision. • Repair or replace equipment that is broken or not working.

Write down what went wrong and what you did about it in your diary.



SAFE METHOD:

CHECKING YOUR MENU



It is important to show how you check that dishes on your menu are properly cooked.

HOW TO USE THIS SHEET

This sheet is for you to show how you check key cooked dishes. It focuses on types of dish where proper cooking is essential to kill harmful bacteria. Before you start, make sure you have read the 'Cooking safely' and 'Foods that need extra care' safe methods.





Different checks are suitable for different types of dish.

For each type of key cooked dish on your menu, choose a check. You do not need to write down eggs and pulses, these are covered by the 'Foods that need extra care' safe method.

Also fruit and vegetables and ready-to-eat food are included in the 'Ready-to-eat food' safe method.

CHECK	TYPES OF DISH	
<p>If you serve beef or lamb rare (whole cuts such as steaks and whole joints only), make sure all of the outside surfaces are fully cooked.</p>		<p>e.g. steaks, leg of lamb</p>
<p>Check whole birds are cooked to a safe temperature in the thickest part of the leg (see 'Prove it' in 'Cooking Safely'). The meat should not be pink or red. The juices should be clear and not have any pink or red in them.</p>		<p>e.g. roast chicken, turkey</p>
<p>Check rolled meat joints, whole cuts of pork and processed meat products, such as sausages and burgers, are cooked to a safe temperature in the centre with no pink or red (see 'Prove it' in 'Cooking Safely').</p>		<p>e.g. sausages, burgers, rolled joint</p>
<p>Liver and offal must be cooked to a safe temperature in the centre of the meat (see 'Prove it' in 'Cooking Safely'). When preparing dishes such as liver pâté or parfait, the liver should be cooked until there is no pink meat left.</p>		<p>e.g. fried liver, pâté, parfait</p>
<p>Check liquid dishes are heated to a safe temperature in several places in case of cold spots. (see 'Prove it' in 'Cooking Safely').</p>		<p>e.g. gravy, soup, sauces, stews</p>
<p>Check fish is cooked to a safe temperature in the centre and the colour and texture has changed (see 'Prove it' in 'Cooking Safely'). Some fish (e.g. tuna) may be served 'rare' as long as they have been frozen correctly beforehand – see Cooking Safely.</p>		<p>e.g. salmon, cod</p>



CHECK	TYPES OF DISH
<p>The largest piece of meat in stews, curries etc. should be cooked to a safe temperature in the centre with no pink or red (see 'Prove it' in 'Cooking Safely').</p> 	<p>e.g. curries, casseroles</p>
<p>Check combination dishes (e.g. contains meat and vegetables) are cooked to a safe temperature. (see 'Prove it' in 'Cooking Safely'). If you are cooking a large dish or batch, check in several places.</p> 	<p>e.g. lasagne, fish pie</p>
<p>Check that shellfish such as prawns have changed in colour and texture.</p> 	<p>e.g. prawns in garlic butter</p>
<p>To check that a mussel or clam is cooked, make sure the shell is open and the mussel or clam has shrunk inside the shell.</p> 	<p>e.g. moules marinière</p>

PROVE IT

You should use a disinfected temperature probe to check dishes are properly cooked or reheated. See the 'Prove it' safe method in the Management section.

You may also wish to record some of your temperature checks in the diary pages.




If your menu changes, you may need to fill out this sheet again.

SAFE METHOD:

HOT HOLDING



It is very important to keep food hot until serving to prevent harmful bacteria from growing.

SAFETY POINT	WHY?	HOW DO YOU DO THIS?
If you need to keep food hot before serving, you should use suitable equipment.	It is difficult to hold food at a consistent, safe temperature without suitable equipment. Bain-marie  Soup kettle 	Do you hot hold? Yes No What equipment do you use?
Preheat hot holding equipment before you put any food in it.	Putting food into cold equipment means it might not be kept hot enough to stop harmful bacteria growing.	
Food must be cooked thoroughly and steaming hot before hot holding begins.	Hot holding equipment is for hot holding only. It should not be used to cook or reheat food. 	Do you do this? Yes No
If you offer food deliveries, make sure the food is kept hot or cold until it is collected by the delivery driver or customer. Also make sure food is kept hot or cold during delivery until it arrives at the customer's home. It is a good idea to use an insulated bag or box to transport food and make sure it stays covered until delivered.	If food is not kept either hot or cold, harmful bacteria can grow in it. Using an insulated bag or box to transport food will help keep it at the correct temperature and in its best condition.	How do you keep food at the right temperature until it is delivered to a customer?

THINK TWICE!

Hot food must be kept at 63°C or above, except for certain exceptions.

When you display hot food, e.g. on a buffet, you should use suitable hot holding equipment to keep it above 63°C.

If this is not possible, you can take food out of hot holding to display it for up to two hours, but you can only do this once.

Food that has not been used within two hours, should either be reheated until it is steaming hot and put back in hot holding or chilled down as quickly as possible to 8°C or below. If it has been out for more than two hours throw it away.

Remember to keep the food at a safe temperature until it is used.

If you do take food out of hot holding to display it, remember not to mix new food with the food that is already on display. This could lead to the older food being left out for too long.



CHECK IT

Once it is cooked, keep food at 63°C or above until it is served.



How do you do this?

WHAT TO DO IF THINGS GO WRONG



If a dish is not hot enough at any point during hot holding:

- reheat it until it is a safe temperature and put back into hot holding (you should only do this once), or
- chill down the food safely (see the 'Chilling down hot food' safe method in the Chilling section) and reheat it later before serving.

If you cannot do either of these things, throw the food away.

Remember some foods need extra care. See the 'Foods that need extra care' safe method.

HOW TO STOP THIS HAPPENING AGAIN

- Check your equipment is working correctly.
- Review your hot holding safe method. Try using a higher temperature setting or smaller quantities of food.
- Train staff again on this safe method.
- Improve staff supervision.

PROVE IT

Use a disinfected temperature probe to prove your method keeps food at a safe temperature of 63°C or above. (See the 'Prove it' method in the Management section for advice on using probes safely).

Write down what went wrong and what you did about it in your diary.







SAFE METHOD:

READY-TO-EAT FOOD



It is important to handle ready-to-eat food safely to protect it from harmful bacteria and allergens.

Ready-to-eat food is food that will not be cooked or reheated before serving. This includes salads, cooked meats, smoked fish, desserts, sandwiches, cheese and food that you have cooked in advance to serve cold.

SAFETY POINT	WHY?	HOW DO YOU DO THIS?
<p>When preparing and handling food, you should:</p> <ul style="list-style-type: none"> • keep ready-to-eat food completely separate from raw meat, poultry, fish, eggs and unwashed vegetables • make sure work surfaces, chopping boards, knives etc. are clean (and disinfected if you have prepared raw food) • ideally, use separate colour coded chopping boards and utensils for ready-to-eat food • keep ready-to-eat food covered at all times during preparation and storage. 	<p>This protects food from harmful bacteria and allergens. This is especially important for ready-to-eat food because it will not be cooked or reheated before serving.</p> <p>It also helps keep allergens from spreading.</p> 	<p>List the types of ready-to-eat food you use and how you handle them:</p>
<p>Follow the manufacturer's instructions on how to store and prepare the food, if these are available.</p>	<p>The manufacturer's instructions are designed to keep the food safe.</p>	<p>Are you confident that you do this for all ready-to-eat food where instructions are available?</p> <p>Yes</p>
<p>When preparing fruit, vegetables and salad ingredients:</p> <ul style="list-style-type: none"> • peel, trim, or remove the outer parts, as appropriate • wash them thoroughly by rubbing vigorously in a bowl of clean water • wash the cleanest ones first <p>Wash your hands before and after handling fruit and vegetables.</p> <p>If you have prepared vegetables that have dirt or soil on the outside, clean and then disinfect chopping boards and work surfaces before preparing other food.</p>	<p>The dirt on vegetables and salad ingredients can contain harmful bacteria. Peeling and washing helps to remove the dirt and bacteria.</p>   	<p>Do you do this? Yes</p> <p>If not, what do you do?</p>



SAFETY POINT	WHY?	HOW DO YOU DO THIS?
<p>Make sure you keep ready-to-eat food cold enough. See 'Chilled storage and displaying chilled food' in the Chilling section.</p> <p>Do not use ready-to-eat food after the 'use by' date, if there is one.</p> <p>For food you have prepared, or removed from its original packaging, use stickers or another method to keep track of when food should be used by or thrown away.</p> <p>For guidance on how long to keep food once prepared or opened, follow manufacturer's storage instructions on the original product label. High risk ready-to-eat foods should be kept for a maximum of 3 days in total (day of cook/opening + 2) unless you have evidence that it is safe to keep them for longer. Cooked rice should only be kept for 1 day once prepared.</p>	<p>If these types of food are not kept cold enough, harmful bacteria could grow.</p> <p>You should never use food that has passed its 'use by' date because it might not be safe to eat.</p>	<p>Do you do this? Yes</p> <p>If not, what do you do?</p>
<p>If you slice cooked meat:</p> <ul style="list-style-type: none"> • follow the manufacturer's instructions when you clean the slicer • avoid handling the meat as much as possible – use clean tongs or slice meat straight onto a plate 	<p>Meat slicers need careful cleaning and disinfecting to prevent dirt building up and to stop harmful bacteria growing, in particular on the slicing blade.</p> <p>Hands can easily spread harmful bacteria onto food.</p>	<p>Are staff trained how to clean the meat slicer properly, or supervised?</p> <p>Yes No</p>

WHAT TO DO IF THINGS GO WRONG	HOW TO STOP THIS HAPPENING AGAIN
<ul style="list-style-type: none"> • If you think that a food delivery has not been handled safely, reject the delivery. • If ready-to-eat vegetables, fruit or salad ingredients have not been washed properly, wash them following the advice on the first side of this Safe method and clean any work surfaces etc. they have touched. • If ready-to-eat food has been prepared on a work surface or with a knife that has been used for raw meat, poultry, fish, eggs or unwashed fruit and vegetables, throw the food away. • If ready-to-eat food has not been chilled safely, throw the food away. • If ready-to-eat food is past its use-by date, throw it away. 	<ul style="list-style-type: none"> • If you do not think a supplier handles food safely, consider changing to a new supplier. • Review the way you receive deliveries. • Review the way you store and prepare ready-to-eat food. • Train staff again on this safe method. • Improve staff supervision.

THINK TWICE!

You should not use the same equipment, such as vacuum packing machines, slicers and mincers, for both raw and ready-to-eat food. These are complex pieces of machinery with lots of moving parts and it is very difficult to clean them sufficiently, so bacteria from raw food could easily be transferred to ready-to-eat food.

If you are preparing both raw and ready-to-eat food, you should make sure where possible this is done in separate clean and disinfected areas. If this is not possible, surface and utensils used must be thoroughly cleaned and then disinfected between tasks.

Make sure staff wash their hands thoroughly between tasks, especially when working with raw and ready-to-eat food. This stops bacteria and allergens being spread onto foods, surfaces and equipment.

Write down what went wrong and what you did about it in your diary.





.....
MANAGEMENT
.....

Managing your business effectively
is vital for food safety.

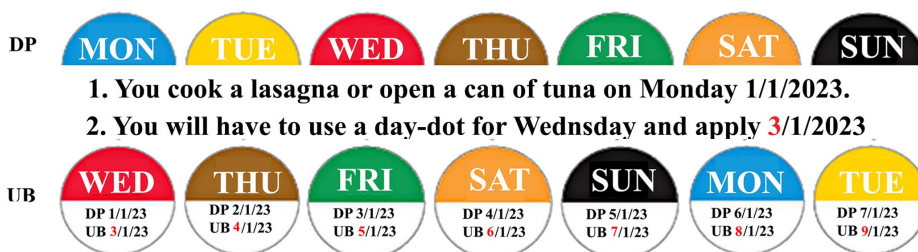


SFBB TRAINING UK

TEL: 07404 899 903



Fresh Food Prepared or Cooked on Site. Have a **3-Day-Shelf-Life**



Date prepared Monday - Use-By Wednesday. 3 days included date prepared.

DP = DATE PREPARED OR COOKED

UB = USE-BY-DATE

Managing your business effectively is vital for food safety.



This section includes information on different management issues, including checks to do when you open and close, suppliers and contractors, stock control, and training and supervising staff. This section also includes information on managing food allergen information.

The Management section should be used alongside the diary, which should be signed every day by the person responsible for running the business.

SAFE METHOD:

OPENING AND CLOSING CHECKS



It is essential that you and your staff do certain checks every time you open and close. This helps you maintain the basic standards you need to make sure that your business makes food safely.

OPENING CHECKS

You should do these checks at the beginning of the day. You can also add your own checks to the list.

Your fridges, chilled display equipment and freezers are working properly.

Your other equipment (e.g. oven) is working properly.

Staff are fit for work and wearing clean work clothes.

Food preparation areas are clean and disinfected (work surfaces, equipment, utensils, etc.).

All areas are free from evidence of pest activity.

There are plenty of handwashing and cleaning materials (soap, paper towels, sanitiser, etc.).

Hot running water is available at all sinks and hand wash basins.

Probe thermometer is working and probe wipes are available.

Allergen information is accurate for all items on sale.

CLOSING CHECKS

You should do these checks at the end of the day. You can also add your own checks to the list.

All food is covered, labelled and put in the fridge/freezer (where appropriate).

Food on its Use By date has been thrown away.

Dirty cleaning equipment has been cleaned or thrown away.

Waste has been removed and new bags put into the bins.

Food preparation areas are clean and disinfected (work surfaces, equipment, utensils etc.).

All washing up has been finished.

Floors are swept and clean.

'Prove it' checks have been recorded.



The opening and closing checks are also listed in the diary.



EXTRA CHECKS

Carrying out extra checks regularly helps you make sure your methods are being followed.

Some of the safe methods in the rest of the pack advise you to check certain things regularly. These are less frequent than the daily opening and closing checks but still require regular completion.

In the table below there are examples of some recommended extra checks. Write down the details of any extra checks you do and how often you do them. When you carry out an extra check, make a note of it in the diary on the day you completed it along with details of what you did.

WHAT TO DO		DETAILS OF CHECK	HOW OFTEN?
Deep clean	e.g. Clean behind equipment, vents, walls, ceilings, outside waste areas, etc.	Deep clean of whole kitchen area and outside waste area including walls, ceilings, extractor fan, vents.	
Maintenance	e.g. Clear drains and fridge/freezer condensers.	Check kitchen for damage to equipment or surfaces.	
		Follow up on any outstanding repairs.	
Dishwasher	Remove food debris and limescale from water jets, filters and drains. Clean around door seals, etc.	Remove internal parts and deep clean.	
		Check effectiveness of washing and report any problems.	
Temperature probe	Check it is working accurately.	Placing in boiling water and melting ice (should be within 1°C of 100°C and 0°C).	
Pest control	e.g. Look for signs of damage to walls, doors, etc. that could let in pests, and signs of pests.	Check all areas inside and outside the building for signs of pest activity.	
		Make sure food is covered properly in storage areas.	
		Check structure for holes and other places where pests could get in.	
Additional checks			

SAFE METHOD:

PROVE IT





You may like to use a disinfected temperature probe to prove your methods are safe. You can record details of these checks in the Prove It: Records section.

SAFE METHOD	WHAT TO DO	HOW TO DO IT
Cooking and reheating	<p>The 'Cooking safely' and 'Reheating' safe methods in the Cooking section tell you how to check food is thoroughly cooked/reheated. If you do a different check then you will need to prove it is safe.</p> <p>The food is safe if it has reached a high enough temperature for a long enough time.</p>	<p>If you want to check the temperature of a food, use a disinfected probe. Insert the probe so the tip is in the centre of the food (or the thickest part).</p> <p>Examples of safe time/temperature combinations are listed in the 'Cooking safely' safe method.</p>
Hot holding	<p>To check food in hot holding is at or above 63°C, use a clean, disinfected probe. Insert the probe so the tip is in the centre of the food (or the thickest part).</p>	<p>The 'Hot holding' safe method in the Cooking section tells you how to hot hold safely. It is a legal requirement that hot food must be kept at or above 63°C.</p>
Chilling down hot food	<p>The 'Chilling down hot food' safe method in the Chilling section tells you how to chill down hot food safely.</p> <p>Sometimes there might be more than one way of chilling down hot food that is suitable for what you are doing. You might want to compare different options to find out which is most effective.</p> <p>Compare different chilling options by trying them out with the same food.</p>	<p>When you have just cooked the food, test its temperature at the centre (or thickest part) with a clean, disinfected probe. Start to chill it using one option and test the temperature again at regular intervals to see how quickly it is dropping.</p> <p>Repeat this with other options to see which is fastest.</p>
Chilled storage and displaying chilled food	<p>The 'Chilled storage and displaying chilled food' safe method tells you how to keep food cold.</p> <p>It is a legal requirement in England, Wales and Northern Ireland, and recommended in Scotland, that certain chilled foods must be kept at 8°C or below.</p>	<p>To check food is at 8°C or below, use a disinfected probe. Insert the probe so the tip is in the centre of the food (or the thickest part).</p>
Freezing	<p>The Freezing safe method in the Chilling section tells you how to freeze food safely.</p> <p>Frozen food should be kept at -18°C or below.</p>	<p>You can use the digital display or a dial thermometer to check your freezer is keeping food at a safe temperature.</p>

You can record what you have done to prove your methods on the 'Prove it: Records' sheet in the diary.





THERMOMETER TYPE	WHERE TO USE THE THERMOMETER	HOW TO USE THE THERMOMETER
Digital thermometer 	These are generally easy to use and accurate. They can be used with lots of foods, but they are not suitable to go in the oven.	Clean and disinfect the probe, then insert the probe. Wait for the display to stabilise before taking a reading. Clean the probe thoroughly and disinfect it before you use it again. This helps to prevent cross-contamination.
Infra-red thermometer 	These types of thermometers are used for testing cold surface temperatures of food when delivered or in fridges and freezers. They cannot be used for checking the temperature in the centre of cooked, reheated, or cooling food.	Direct the probe at the surface of the food avoiding any reflective packaging or sticky labels (as this gives a false reading). If the temperature seems high, use a clean, disinfected probe thermometer to confirm the reading.

CHECKING YOUR PROBE

It is essential to know that your probe is working properly, so you can rely on its readings. So you should check it regularly, for example once a month.

The manufacturer's instructions should include details of how often a probe needs to be checked and how to tell if it is accurate.

A simple way to check a digital probe is to put it in iced water and boiling water:

- The readings in iced water should be between -1°C and 1°C .
- The readings in boiling water should be between 99°C and 101°C .

If the reading is outside this range, you should replace your probe or return it to the manufacturer to be calibrated.

LOOKING AFTER YOUR PROBE

It is very important to keep your probe clean, otherwise it could spread dirt and harmful bacteria to the food you are testing. Before the probe is inserted into food, clean and disinfect it, and again after use.

Probe wipes are a good way to clean and disinfect probe thermometers, however make sure the wipes don't dry out as then they won't disinfect properly.

You need to look after your probe to prevent it from getting damaged and help keep it working properly. Avoid leaving a digital probe inside a fridge, freezer or on hot surfaces for a long period of time. When you are not using it, store it safely, away from extreme temperatures and liquids. Keep the probe in its case, if it has one. Avoid banging or dropping your probe. If the battery is low, replace it immediately.

SAFE METHOD:

MANAGING FOOD ALLERGEN INFORMATION



How you handle allergens is important for food safety and to keep your customers safe.

It is a legal requirement for food businesses to provide accurate information about the allergenic ingredients used in the food and drink they serve. You also need to refer to and complete the 'Food Allergies' pages in the Cross Contamination section of this pack. In 2021, rules will change for food that is pre-packed for direct sale (PPDS) - these foods must carry full ingredients labelling on the packaging, with the allergens clearly emphasised.

WHAT TO DO	WHY	HOW DO YOU DO THIS
<p>Customer information PPDS food must carry full ingredients labelling on the packaging, with allergens emphasised clearly.</p> <p>For loose foods, such as meals served in a restaurant, you can provide allergen information:</p> <ul style="list-style-type: none"> • in writing e.g. allergen matrix, on a menu or chalkboard • Providing the information orally to the customer (this must be verified in writing) <p>Staff must know where allergen information can be found (e.g. recipe sheets, food labels) and be able to handle allergen information requests.</p> <p>If someone asks if a dish contains a certain food, this must include all the allergenic ingredients in the dish (and what they contain).</p> <p>Allergen information must be accurate, consistent and up-to date.</p>	<p>Customers with allergies need to know this information so they can make safe food choices to avoid an allergic reaction.</p> <p>There should be a way to check that the information provided is correct and complete.</p>	<p>Where do you keep allergen information for the foods you serve?</p> <p>Do your staff know where to find accurate and up-to-date allergen /ingredient information for the foods you serve? Yes No</p> <p>Have you trained all your staff in how to handle allergen information requests? Yes No</p> <p>How often do you review staff training in allergen management?</p> <p>When do you update your labels?</p>
<p>For loose foods, such as meals served in restaurants, there must be clear signposting letting customers know where to obtain allergen information if they need it.</p>	<p>Customers need this information so that they can make safe and informed food choices.</p> <p>Customers should let you know if they need allergen information so you can help them make safe food choices.</p>	<p>Where do you display your signposting so customers know where to find allergen information?</p>
<p>For loose foods, such as meals served in restaurants, it's a good idea to give information in the name or description of dishes on the menu, especially if they include the foods listed over the page, e.g. chocolate and almond slice, sesame oil dressing. Remember to update the menu when recipes change.</p>	<p>This helps people with food allergies to spot which dishes contain certain ingredients.</p> <p>Remember, you still need to have information on all allergenic ingredients available.</p>	<p>Do you use detailed information in the name or description of dishes on the menu? Yes No</p>



WHAT TO DO	WHY	HOW DO YOU DO THIS?
<p>If your menu changes, make sure you change the list of ingredients with allergens for that food or drink and change the ingredients labels for PPDS foods.</p> <p>If you advertise foods as 'free from', you must take care not to add or contaminate the food with the allergen it is free from. You must also make sure that the environment is free from that allergen and that there is no risk of the food coming into contact with that allergen.</p> <p>It is important that precautionary allergen labelling, such as 'may contain' statements, are only used if the risk of allergenic cross contamination is high after a full risk assessment. You can get help with completing a risk assessment either by contacting your Local Authority or by using the guidance on the Food Drink Europe website (pages 39-49).</p>	<p>If you do not have the correct ingredients listed, customers with food allergies could get the wrong information and could suffer an allergic reaction.</p> <p>If allergen information or labels state a food is 'free from' an allergen, customers may assume there is no risk of allergens coming into contact with that food. Even really small amounts of allergens can be enough to cause an allergic reaction.</p>	<p>Do you check if the allergen content of dishes is updated when you change your menu?</p> <p>Yes No</p> <p>Do you make any 'free-from' meals or products?</p> <p>Yes No</p> <p>How do you make sure that they do not contain the allergen they are free from?</p> <p>If you intend to use any precautionary allergen labelling, have you completed a full risk assessment?</p> <p>Yes No</p> <p>Where do you keep your risk assessment?</p>
<p>Deliveries</p> <p>Check deliveries to make sure you have the correct order and labelling information is provided.</p>	<p>If you receive the wrong order or a different product, there may be different allergens in the food.</p>	<p>If you receive a different product what do you do to ensure your allergen information is up-to-date?</p>
<p>Take Away – phone / online orders</p> <p>If taking phone orders or using a website to advertise and/or take orders, you must be able to let your customers know what allergens are in the food you serve before the order is placed AND at the point of delivery to the customer.</p> <p>You could put a clear and easy to see statement on your website, printed menus and flyers to tell customers where they can obtain allergen information.</p>	<p>This allows customers with food allergies to know what is in the food they are ordering so they can choose what is safe for them to eat so they don't have an allergic reaction.</p>	<p>How do you let customers ordering over the phone or via a website know which allergens are in the foods you serve:</p>
<p>You need to make sure your staff know how to take orders over the phone and/or online for food allergy customers.</p>	<p>If your staff do not know how to take orders over the phone/online for food allergy customers, this could result in the customer being served food which can be harmful to them</p>	<p>Are your staff trained in how to take orders over the phone/ website for food allergy customers?</p> <p>Yes No</p>
<p>You must ensure take away orders for customers with food allergies can be clearly identified.</p>	<p>If a customer with a food allergy cannot easily identify which meal has been prepared for them, they could eat the wrong meal and have an allergic reaction.</p>	<p>How do you identify meals prepared for a customer with a food allergy at the point of delivery:</p>



There are some helpful tools and templates to help you record allergenic ingredients in your dishes. You can find this and other tools on [the FSA website](http://www.food.gov.uk)

Think Allergy

When someone asks you if a food contains a particular ingredient – always check. From 13 December 2014, food businesses will need to provide information about allergenic ingredients in the food they serve.

Which ingredients can cause a problem?

Nuts	Cereals containing gluten	Peanuts
Mustard	Milk	Soya
Fish	Lupin	Eggs
Sesame seeds	Crustaceans	Molluscs
	Celery	Sulphur dioxide

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For more information and advice about allergy, visit: www.food.gov.uk/allergy
A booklet *Allergen information for loose foods* is also available to download.

You can use this Think Allergy poster to help with staff training. This poster is also available in Simplified Chinese, Punjabi, Bengali and Urdu.

DISHERS AND THEIR ALLERGEN CONTENT

(Note - Please state the name of the cereal(s) containing gluten** in that column AND/OR the name of the nut(s)* in that column)

DISHERS	Celery	Cereals containing gluten**	Crustaceans	Eggs	Fish	Lupin	Milk	Molluscs	Mustard	Nuts*	Peanuts	Sesame seeds	Soya	Sulphur dioxide
Tuna Salad [example]	✓			✓	✓		✓		✓					

Review date: _____ Reviewed by: _____

You can find this template, including more information at www.food.gov.uk/allergen

Use this allergen recipe chart to help you keep a record of the allergens in the food you prepare. Staff can also use this to give information to customers.

ALLERGENS: CHEF RECIPE CARDS

Dish/ingredient: _____ Date: _____ Chef: _____

Please state the name of the cereal(s) containing gluten** AND/OR the name of the nut(s)*

Celery	Cereals containing gluten**	Crustaceans	Eggs	Fish
Lupin	Milk	Molluscs	Mustard	Nuts*
Peanuts	Sesame seeds	Soya	Sulphur dioxide	TICK THE ALLERGENS WHICH ARE IN THE DISH

Notes: _____

Reviewed and checked by: _____

You can find this template and others, including more information at www.food.gov.uk/allergen

ALLERGENS: CHEF RECIPE CARDS

Dish/ingredient: _____ Date: _____ Chef: _____

Please state the name of the cereal(s) containing gluten** AND/OR the name of the nut(s)*

Celery	Cereals containing gluten**	Crustaceans	Eggs	Fish
Lupin	Milk	Molluscs	Mustard	Nuts*
Peanuts	Sesame seeds	Soya	Sulphur dioxide	TICK THE ALLERGENS WHICH ARE IN THE DISH

Notes: _____

Reviewed and checked by: _____

You can find this template and others, including more information at www.food.gov.uk/allergen

These individual allergen menu sheets can be used for one-off dishes, such as 'specials', when ingredients run out or to share information between shifts.

SAFE METHOD:

TRAINING AND SUPERVISION



It is essential to train and supervise your staff effectively to make sure they handle food safely.

You should train your staff in all the safe methods that are relevant to the job they do. You should also supervise them to check they are following the safe methods properly.

WHAT TO DO	HOW?
Once you have worked through them, use the safe methods in this pack to train staff. You need to be sure that each member of staff knows the safe methods for all the tasks they do.	Show the member of staff what to do, question them carefully on their knowledge and then ask them to show you.
Make sure you know what training each member of staff has received and, where necessary, provide refresher training regularly.	Make a note on the Staff training record in the diary every time you train a member of staff.
Watch the member of staff when they are carrying out a task as part of their work. When a member of staff has completed a task, ask them about how they followed the safe method, to help you find out if they did it correctly.	Make comments and observations to help the member of staff improve the way they work. Reward good performance by giving positive feedback when the member of staff has followed the safe method successfully. If the safe method is not being followed by the member of staff, tell them how they are going wrong and why it is important to follow the safe method.

In addition to the safe methods in this pack, it is a good idea to provide your staff with other food safety training.

WHAT TO DO IF THINGS GO WRONG	HOW TO STOP THIS HAPPENING AGAIN
If staff are not following a safe method properly, train them again and make sure they understand why it is important to follow the method.	Use the 4-weekly review in the diary to identify any problems with how staff are following safe methods and plan your training to address these.

MANAGE IT

When you sign the diary you are confirming that you have supervised all the staff involved in making food that day. This means making sure that your staff follow your safe methods and that any problems are being solved and recorded in the diary.

If you are away from the business, you can give responsibility for the diary to a member of staff. Sometimes there may be more than one person responsible during the day, e.g. when there is more than one shift, and in these cases the diary may need more than one signature.

Make a note in the diary of those members of staff who have been given this responsibility and train them on all the relevant safe methods, including any in the Management section. Staff must understand how the diary works. If something different happens, or something goes wrong, they will need to take action and make a note of what they have done in the diary. You should still complete the 4-weekly review yourself.



CUSTOMERS

Customer feedback is a good indication of how well you are managing your business.

Keeping your customers happy and protecting their health with good food hygiene is essential to the success of the business. It is very important to pay attention to any complaints to check whether mistakes have been made and prevent it happening again.

WHAT TO DO	HOW?
Listen to complaints.	<p>Always take complaints seriously, no matter what the circumstances - these could point out a problem in your business that needs to be addressed.</p> <p>Complaints could include customers who have:</p> <ul style="list-style-type: none"> • Symptoms of food poisoning after visiting your premises • Experienced an allergic reaction during or after visiting your premises • Found something in their food that made it unfit for eating
Find the source of the problem.	<p>Try and work out how the problem arose. To do this you may need to:</p> <ul style="list-style-type: none"> • Review the daily diary for details of any problems • Check your 'Prove It' records, look around your workplace and speak with staff to ensure relevant safe methods are being followed • See if any other similar complaints have been received • Check if any staff have reported illness in the days before <p>While you are investigating, it may be appropriate to remove any of the same batch of food eaten from sale. It may also be appropriate to inform the supplier who provided you with the food if the problem may have arisen at their premises.</p>
Solve the problem.	<p>Review the relevant safe methods as you may need to change how you do things to prevent it happening again and retrain staff.</p> <p>Record any changes in the relevant section of your pack and make a note in the diary.</p>

SAFE METHOD:

SUPPLIERS AND CONTRACTORS



How you handle suppliers and contractors is important to food safety.

You are required by food law to take reasonable precautions and do all that is needed to protect your customers. If you do not do this, your business and reputation could suffer.

WHAT TO DO	WHY?	HOW DO YOU DO THIS?
Choose suppliers very carefully.	It is important that you have reputable suppliers that you can trust to supply and handle food safely, as well as deliver on time etc.	<ul style="list-style-type: none"> • Make sure you choose reputable suppliers you can trust. • Ask the following questions: <ul style="list-style-type: none"> – Is the supplier registered with the local authority? – Does the supplier store, transport and pack their goods in a hygienic way? – Does the supplier provide allergen information? – Do they have any certification or quality assurance? – Does the supplier/contractor supply fully referenced invoices? • Ask other businesses for trusted recommendations.
Make sure that your raw ingredients have been handled safely.	The starting point for making food safely is to be confident about the safety of your raw ingredients and any ready-made products you buy in.	<ul style="list-style-type: none"> • Check that the supplier has a food safety management system. • Carry out regular delivery time, temperature and quality spot checks. • If you buy goods from a cash and carry, make sure that the vehicle you use to transport them is clean and that you bring chilled and frozen food back as soon as possible and put it straight into a fridge or freezer.
Keep a record of what food products you have bought, who you bought them from, the quantity and the date.	<p>This is a legal requirement and is so that you or an enforcement officer can check back to see where a food came from.</p> <p>Ideally, you should keep these records until you are sure that the food they refer to has been consumed without any problems.</p>	<ul style="list-style-type: none"> • Usually the easiest way to do this is to keep all your invoices and receipts. Or you might want to record the information in a different way, for example keeping a record of the batch number and other details. • Keep these records in a way that makes it easy for you or an enforcement officer to check them.
Choose contractors carefully.	Services such as pest control can be valuable in helping you to make food safely. It is important to have contractors you can trust to deliver these services effectively.	<ul style="list-style-type: none"> • Use the same checks you would use to choose suppliers (see top box).

WHAT TO DO IF THINGS GO WRONG

If you are contacted by an unknown food supplier, check with your local authority to see if they are a registered and reputable business; they could be fraudulent.

If you do not think that the food a supplier delivers has been handled safely (for example, if you think it has not been kept cold enough) reject the delivery, contact your supplier immediately and write the details in the diary.

If you have repeated problems, you can do the following things:

1. Contact the supplier/contractor by phone.
2. Write a formal letter of complaint.
3. Change supplier/contractor.
4. Contact your local authority.



STOCK CONTROL

Effective stock control is an important part of managing food safety.

WHAT TO DO	WHY?	HOW DO YOU DO THIS?
Go through your menu and estimate how much of each ingredient you will need.	Working through the menu allows you to plan for your specific needs.	<ul style="list-style-type: none"> Review your menu regularly and how it affects your needs for stock. Discuss your needs with your supplier.
Plan ahead to make sure you have the right amount of stock and order carefully.	Not having too much stock is best for food safety – and your profits.	<ul style="list-style-type: none"> Plan the stock you need for each shift. Make sure staff know the stock requirements for each shift. Use a supplier who understands your business needs and supplies stock on time. Do a stock check before placing an order.
Check all stock when it is delivered to make sure that: <ul style="list-style-type: none"> it is within its 'use by' date it has been kept cold enough it has not gone off the stock is clean and not damaged, e.g. throw away any punctured vacuum packs, swollen packs or badly dented cans and check that tops are secure on bottles and jars and seals are unbroken. 	These checks are all to make sure that food is safe for you to use. Damaged packaging could mean that food will not be safe to use. Swollen or 'blown' packs can be a sign that bacteria have grown in food or drinks. If bottles or jars have been opened, or if seals have been broken, the food or drink might not be safe to use.	<ul style="list-style-type: none"> Train your staff in what to look for when checking deliveries. Have a written agreement with your supplier about your delivery requirements. Carry out spot checks on the deliveries yourself. Use the diary to record any issues or problems with deliveries. If you move food from its original packaging to another container, make sure you make a note of the name of the food, the ingredients and the 'use by' or 'best before' date.
Carry out regular stock checks and throw away any food that has passed its 'use by' date. If you freeze food, have a system in place to make sure it is clearly labelled with the date it is frozen.	It is against the law to serve food after its 'use by' date because it might not be safe to eat and could make your customers ill. If labelling is not clear on frozen food, new stock might be used before old stock.	<ul style="list-style-type: none"> Follow the 'first in, first out' system of stock rotation, so that older stock is used first. This helps to avoid waste. Train your staff in stock control and make sure they know in what order to use foods. Check regularly that stock control is being carried out effectively and food past its 'use by' date is thrown away. Record stock checks in the diary.

WHAT TO DO IF THINGS GO WRONG	HOW TO STOP THIS HAPPENING AGAIN
<ul style="list-style-type: none"> If you find that you have more food in stock than you need and you do not think you will use it all before the 'use by' date, you could freeze some of it to be used in the future. Follow the manufacturer's instructions on freezing and label the food as appropriate. See 'Freezing safe method' If you find that food that has passed its 'use by' date has not been thrown away, throw it away immediately. If you do not think that a food delivery has been handled safely, reject the delivery if possible. Do not use the food and contact your supplier immediately. 	<ul style="list-style-type: none"> Review your ordering process. Review your stock rotation system. Review your agreement with your supplier. Train staff again on this safe method. Improve staff supervision.

SAFE METHOD:

PRODUCT WITHDRAWAL AND RECALL



Responding quickly to any problems with food products you use or sell is an important part of managing food safety in your business.

Sometimes there will be a problem with a food product that means you will need to ‘withdraw’ it (when you should stop using/selling it) and/or ‘recall’ it (when customers are asked to return/destroy a product). You may find out about a problem with a product from:

- a manufacturer of the product
- a supplier or wholesaler
- a notice in newspapers
- your local authority
- a trade association
- the Food Standards Agency

If you hear about a problem with a product, you should stop using/selling it straight away. You might also need to tell your customers. There are a number of reasons that a product might be withdrawn or recalled. For example, it could have been found to:

- contain harmful bacteria
- be physically contaminated, e.g. with pieces of glass or metal
- be wrongly labelled, which could be a problem for people with food allergies

You or your staff may also notice a problem with a food product that means it may not be safe to eat. If this happens, you should stop using/selling it straight away and tell your local authority and the Food Standards Agency.

WHAT TO DO	HOW?
Make sure you know the details of the problem.	If a manufacturer or supplier has issued a product withdrawal or recall, make sure you know which product and which batches are affected.
As soon as you find out about a problem with a product, stop using/selling it.	Remove the affected product from anywhere you use, store or sell it and label it clearly to show it should not be used/sold. Remember to check if you have used the product as an ingredient in any food you have prepared and stored, e.g. in the freezer – if you have, ask your local authority for advice.
Make sure your staff know about the problem.	This is so your staff know what to do and do not use/sell the product.
Tell your customers if you need to.	If the problem is with a product that your customers might not eat or drink straight away, you may need to let them know that the product is being recalled and why. If the manufacturer or supplier asks you to put up a recall notice, you should do this. If you are not sure what to do, contact your local authority.

THINK TWICE!

It is a legal requirement to keep a record of what food products you have bought, who you bought them from, the quantity and the date. Usually the easiest way to do this is to keep all your invoices and receipts. You should keep this information in a way that makes it easy for you or an enforcement officer to check back to see where a product came from.



SAFE METHOD COMPLETION RECORD

To complete the pack you need to work through each section and complete all the safe methods that are relevant to your business. **Most small caterers will need to fill in all the methods.** But if, for example, a business does not hot hold food then the ‘Hot holding’ method will not be relevant to them.

It does not matter in what order you work through the safe methods. As you complete each one, fill in this record. When you have completed all the safe methods that are relevant to your business, this sheet will show that you have worked through the pack.

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SAFE METHOD	DATE	SIGNATURE	TICK HERE IF SAFE METHOD NOT RELEVANT
Cross-contamination			
Personal hygiene			
Cloths			
Separating foods			
Food allergies			
Physical and chemical contamination			
Pest control			
Maintenance			
Cleaning			
Handwashing			
Cleaning effectively			
Clear and clean as you go			
Your cleaning schedule			
Chilling			
Chilled storage and displaying chilled food			
Chilling down hot food			
Defrosting			
Freezing			

SAFE METHOD:

SAFE METHOD COMPLETION RECORD



SAFE METHOD	DATE	SIGNATURE	TICK HERE IF SAFE METHOD NOT RELEVANT
Cooking			
Cooking safely			
Foods that need extra care			
Reheating			
Checking your menu			
Hot holding			
Ready-to-eat food			
Acrylamide			
Management			
Opening and closing checks			
Extra checks			
Prove it			
Managing food allergen information			
Training and supervision			
Customers			
Suppliers and contractors			
Stock control			
Product withdrawal and recall			