

BEALES HOTELS

Food Safety Policy

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Supplier Questionnaire

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Employee Return to Work Form

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Alleged Food Poisoning/Foreign Body

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Note – Copies of all blank forms for printing can be found on the CD that accompanies this policy and hard copies within the last section of the policy.

Section 1: **Beales Hotels**
Statement of Intent

Beales Hotels firmly believes in providing its Customers with a high quality service and high quality food products whilst visiting their restaurants.

Beales Hotels wholly accepts their legal duty to comply with relevant legislation and they recognise that food production areas must be maintained to a high standard of cleanliness with strict operational controls.

The emphasis of Beales Hotels is on management control of food safety, and this Policy has been produced using the concept of Hazard Analysis Critical Control Points (HACCP) to provide a framework for this throughout Beales Hotels' food operation. Beales Hotels expects all suppliers to have such a philosophy also.

It is Beales Hotels' main aim to operate the business with all **Due Diligence** and it regards this as a top priority, in line with its business performance.

Beales Hotels will set annual objectives for food safety and arrange for the achievement and checking of those standards with appropriate resource commitment.

It is recognised that skilled and trained staff are key to the achievement of food safety. To ensure standards are met the team are required to abide by this policy and the critical control points identified within the HACCP plan.

Beales Hotels expects that the team within the business will make every effort to maintain all written procedure and ensure that food handled does not become contaminated during its delivery, storage, preparation and service.

Beales Hotels will review and update the policy as required.

Signed:

Date:

Andrew Beale
Managing Director

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Section 2: Organisation and Responsibilities

Managing Director/Finance Director

The Managing Director and Finance Director have ultimate responsibility for the implementation, control, monitoring and review of this policy; and will ensure issues are placed before the Board.

- **They** will make available suitable resources to ensure that the policy can be implemented and operated within the business.
- **They** will review Company performance with regard to implementation of the policy. Day to day running of food safety is delegated to the General Manager, who in turn will delegate responsibilities to the respective departmental head.

General Manager

This position has direct responsibility for overseeing the food safety within the business. They will delegate the operational responsibilities to the Head Chefs and Food and Beverage Manager.

- Is responsible for ensuring compliance and the effective management of food safety within the business, by supporting management and by allocating appropriate resources.
- Will ensure that all requirements from visiting Enforcement Officers are acted upon in consultation with the company environmental health consultants CSC Ltd.
- Will ensure that a specific food safety Hazard Analysis Critical Control Point plan has been developed for any menu change.
- Will ensure that copies of medical screening forms (including return to work forms) are kept within the personnel files for staff.
- Must keep themselves up to date with Food Safety legislation and technological developments in this field and ensure that they are implemented.
- Will ensure that temperature records are archived for at least one year.

Head Chef

The Head Chef takes responsibility for the operational standards within the kitchens and the daily adherence to the food safety policy. In the absence of the Head Chef, the Sous Chefs assume responsibility.

Responsibilities include:

- Ensuring that temperature monitoring takes place within the food operation.
- The supervision of staff to ensure that the rules of hygiene are obeyed, particularly in relation to the use of sanitiser, hand washing, protective clothing, and the reporting of infections. Further the supervision of the kitchen team, to ensure that all food is prepared in a safe and hygienic manner and ensure the prevention of contamination.
- The maintenance of records within the Food Safety policy.
- Ensuring good stock rotation is maintained, food is labelled and covered; using the 72 hour rule.
- Ensuring that all work areas are kept clean and sanitised.
- Reporting any pest infestation to the General Manager.
- Ensuring the calibration of the probe thermometer and the completion of appropriate records.
- Ensuring that the staff are aware of the requirements of this Policy.
- Ensuring that staff present themselves for work with clean work clothes and high standards of personal hygiene.
- Reminding staff that they must report gastroenteritis and other similar symptoms to management.

- Arranging appropriate supervision, instruction and training to staff within the business.

Food and Beverage Manager

The Food and Beverage Manager is responsible for the food hygiene of the restaurant, bar and all waiting staff.

- They have the supervisory responsibility for the Food and Beverage employees.
- They must ensure that the staff are adequately supervised and made aware of the requirements of this Policy.
- They will ensure that staff present themselves for work with clean work clothes and high standards of personal hygiene.
- They are responsible for ensuring that staff wash their hands and refrain from bad habits and smoking in food areas.
- They will remind their staff that they must report gastroenteritis and other similar symptoms to their manager.
- They must ensure that the highest standards are achieved and monitored; and that the food safety procedures and logs required by the policy are implemented and monitored.

All Food Handling Staff

They are to maintain the highest standards of personal hygiene, in particular dress, headgear, frequent hand washing and the use of protective gloves (if appropriate). They must follow the standards identified in the respective training guides. These include the chefs, kitchen porters, bar staff and waiting staff.

- Smoking and eating are forbidden in all areas where food is prepared, stored or displayed. Staff can only smoke or eat in the specifically designated areas.

- They are to ensure that they are available for training when requested within work time.

- They will bring to the attention of their supervisor or Duty Manager any situation, which may compromise Food Safety, i.e.
 - **Discovery of unfit or out-of-date food**
 - **Any contamination risk**
 - **Any pest sighting**

Section 3: Hygiene Arrangements

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Arrangement 1: Purchasing

Beales Hotels has nominated food suppliers which it considers to have high standards and the same philosophy in relation to Food Safety. The Hotels shall only purchase food from these nominated suppliers. A list of current suppliers is set by the Company in conjunction with the Environmental Health Consultant. A copy of the approved list will be kept by the General Manager and Head Chef; and updated when required.

If there is any question as to the quality or food safety of supplies on a continuing basis there will be a review of the use of the supplier.

Hazards

- High-risk foods contaminated with food poisoning bacteria or their toxins.
- Foreign bodies/pests/chemical contamination.
- Production by unsafe process.
- Purchase of food containing Genetically Modified Organisms (GMO's)

Policy and Procedures

1. Order only from nominated suppliers.
2. Suppliers to be assessed by Beales Hotels with the use of a "Supplier Questionnaire." This will aid the company to assess the standards of food safety management within the supplier's operation. In consultation with the company environmental health consultant, a site visit maybe arranged to assess the hygiene standards.
3. Problems with any supplier will be reported to the General Manager.
4. The Head Chef will be responsible for the checking of purchased product against specification.
5. Beales Hotels will as far as possible not purchase food which contains GMO's. Suppliers are required to identify any products which contain GMO; and this will not be accepted by the business.

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Arrangement 2: Delivery

The food must be fresh, of high quality, with clean, dry packaging, free from damage or evidence of infestation. It must be within temperature and date coding parameters. Should suppliers deliver food outside these parameters it may be rejected depending on the degree of risk it poses and in consultation with the Head Chef.

It is vital that a thorough check for pests, including signs of cockroaches, rats, mice, birds, moths, weevils, mites etc. is made in order that such contaminated products may be eliminated at an early stage.

Perishables and produce subject to temperature control must not be left outside or in conditions which may lead to contamination or spoilage.

Care is needed when manually handling food products. Serious damage, particularly to vegetables and fruit may result, which will provide a start for moulds and yeasts. This may progress quickly resulting in loss of such food stocks shortly after delivery.

Hazards

- High-risk foods contaminated by food poisoning bacteria or toxins.
- Foreign body/chemical contamination.
- Insufficient shelf life.
- Deterioration in product quality during transport.
- Contamination of the product if left outside or in an inadequate location.

Policy and Procedures

1. Visual inspection for damaged packs, dents, holes or infestation. Reject any such items and store labelled as “reject” in an area away from other foods. This will require cases being opened and physically checked for quality standards.
2. Check date codes to ensure minimum useable shelf life - reject if insufficient. A minimum life of 5 days is expected.
3. On a random basis, check delivery vehicle condition and gauge reading and where possible, any records.
4. For each delivery the Temperature Control Log must be completed; e.g. raw or cooked fish, poultry, red meat or cooked meat, frozen produce and dairy produce.

5. Acceptance temperatures are

Frozen foods	Accept –18°C
Raw/Cooked meats	Accept 5°C
Fish	Accept 5°C
Dairy	Accept 5°C

6. Where these temperatures exceed +8°C chill or are warmer than -15°C frozen, reject.
7. Check all deliveries against original order and invoice/delivery note and initial as correct and acceptable.
8. Store products immediately in designated storage area.
9. For traceability the delivery note must be kept for each food delivery and archived for at least 6 months.

Arrangement 3: Food Storage

Poor storage of food can allow for the growth of bacteria, cross contamination of food and may encourage foreign body contamination. Therefore it is very important to ensure that strict controls are detailed and that these controls are implemented.

Hazards

- Low risk dry goods will become damp and growth of food poisoning bacteria occur.
- Product quality impaired by prolonged/unsatisfactory storage.
- Physical contamination by rodents, insects or birds.
- Chemical contamination including taints.

Policy and Procedures

1. All products, (with the exception of boxed frozen products), are to be immediately removed from all packaging and stored in the respective area in food grade containers, with tight fitting lids; and appropriately labelled. This procedure is known as decanting.

Under no circumstances are perishable products or products requiring temperature control to be left at ambient temperature.

2. Operate a “first in, first out” stock rotation system.
3. The Head Chef is responsible for ensuring that all products are within date. This includes both manufacturer’s dates and the internal product dates. This check must take place at the beginning of each shift. Discard out of date stock.
4. Product must never be past the manufacturer’s “use-by” or “best before” date. Once product is opened or produced then a new label is to be provided. This label will have:
 - a Date of opening
 - b Disposal date, using a 72 hour rule for high risk foods.
 - c Initials of the person preparing, cooking, opening or removing from the freezer.

Except for hard cheese where the manufacturer’s use by date is used.

5. The dry store area to be of adequate size, cool, dry, well lit.
6. All ambient stable items should be stored off floor and away from walls, on racking or mobile units. A minimum gap of 10cm under the lowest shelf to ground level is required, to allow for proper cleaning.

7. The store and goods should be inspected weekly to ensure free from pests, clean and no food is damaged. The self-audit will be able to be used for this.
8. Area to be pest proofed.
9. All non-food items and cleaning materials should not be stored in any food storage areas.

Arrangement 4: Chilled Storage

Hazards

- Growth of food poisoning bacteria and their toxins in high-risk foods.
- Cross contamination of high-risk foods with food poisoning bacteria from raw foods.
- Foreign body contamination.
- Deterioration in product quality/food being held beyond indicated shelf life.

Policy and Procedures

1. Chill stores to operate at between 1°C and 5°C.
2. Temperatures of chillers to be checked twice daily using a calibrated probe and recorded on the Temperature control log. Each cabinet must be numbered and records kept.
3. If temperature is higher than +5°C check again after one hour. A service engineer may need to be called. If the temperature is above +8°C move goods to another unit and call out a service engineer.
4. If there has been a refrigerator breakdown the doors must not be opened. This will help maintain the temperature within the equipment. Senior management will need to individually assess the situation. Any high risk food measured above +8°C must be discarded.
5. Different refrigerators should be allocated to specific food types.
6. Store raw foods totally separately. If this is not possible store raw and defrosting items below cooked foods
7. All foods to be stored in covered food grade containers/wrapped. Food must be labelled as detailed on “Food Storage” policy no.4, above.
8. Stock rotation checks must take place at the beginning of each shift. Discard out of date stock.
9. Shelled eggs must be stored within a fridge.
10. Any cracked raw shell eggs must be discarded.
11. Clean internal surface of fridges weekly or more regularly, if required; ensure compressor grills are clean and defrost any freezer compartment regularly.
12. Check condition of equipment including door and lid seals.
13. Ensure all chilled products are decanted into food grade containers.
14. When food is returned to the fridge between services it must be covered and labelled.

15. Under no circumstances will staff food or possessions be found within a fridge or freezer identified as a business fridge / freezer.

COMPANY FOOD TEMPERATURE REQUIREMENTS

The following temperatures should be followed:

FOOD TYPE	PARAMETERS
Frozen Products	-18°C or below
Raw Meat	+5°C or below
Cooked Meat	+5°C or below
Fish and Fish Products	+5°C or below
Dairy Product	+5°C or below
All other high risk food	+5°C or below

Arrangement 5: Frozen Food Storage

Hazards

- Growth of food poisoning bacteria
- Cross contamination of high risk foods from raw foods
- Deterioration in product quality due to thawing and refreezing
- Food held beyond indicated shelf life

Policy and Procedures

1. Frozen foods to be stored below -18°C.
2. Freezer temperatures to be checked and recorded twice daily on the temperature control log. In respect to freezers a 'between pack' test should be carried out. Each unit should be number referenced.
3. Defrost regularly.
4. Do not overload the unit.
5. All foods must be thoroughly packaged to avoid freezer burn or other damage.
6. Home freezing should be discouraged. However if home freezing is to occur an additional label must be attached with: the delivery date, frozen down date, defrost date (allowing 24 hrs) and the disposal date (allowing an additional 48 hrs from defrost). Product must never be frozen down after the manufacturer's use-by date has been past.
7. If there has been a freezer breakdown the doors must not be opened. This will help maintain the temperature within the equipment. Senior management will need to assess each individual situation. Any high risk food measured above +8°C must be discarded. Defrosted food must be used within 48 hours. **DO NOT RE-FREEZE.**
If food is measured above -15°C continue the defrosting procedure using the 72 hour rule.
8. Follow storage instructions on manufacturer's/package label.
9. Carry out daily stock rotation checks.
10. Clean internal surfaces weekly and ensure compressor grilles are cleaned.
11. **DEFROSTED FOOD MUST NOT BE REFROZEN.**

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Arrangement 6: Calibration and Care of Thermometers

All temperature monitoring should be carried out using an accurate probe thermometer. Therefore calibration of any thermometer is very important, as an inaccurate probe can effect the monitoring of CCPs' and food safety.

Hazards

- Cross contamination of high-risk foods with food poisoning bacteria from raw foods.
- Foreign body contamination.
- Deterioration in product quality/food being held beyond indicated shelf life.
- If the thermometer reading is incorrect the effectiveness of controls are questionable.

Policy and Procedures

1. The probe and thermometer will be purchased from a reputable supplier.
2. The thermometer probe tip will be placed in a pan of boiling water (steam and bubbles must be visible) on the stove top and the temperature recorded on the temperature control log. This must be carried out on a weekly basis. The target temperature is +100°C. Permissible temperature +98 to +100°C
3. The thermometer will then be placed in a small container of ice and water (more ice than water) and the temperature recorded on the temperature control log. Target temperature is 0°C permissible range +1 to -1°C. This must be carried out on a weekly basis.
4. If the probe is out of range conduct test again, and request a replacement if necessary.

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Arrangement 7: Defrosting

It is important that frozen foods such as poultry, meat products and large bulk items be defrosted before cooking. If these products are cooked from a frozen state there is a **major risk** that the heat will not penetrate into the centre of the product and therefore food poisoning would be likely to occur.

As defrosting times vary with different foods it is important to identify the foods that need the longest time and adequate fridge space must be allocated.

Hazards

- Growth of food poisoning bacteria due to uncontrolled defrosting e.g. food left out overnight.
- Contamination by foreign bodies and chemicals.
- Deterioration in product quality.
- Cross contamination direct from blood, or raw meat onto prepared or ready to eat foods.
- Cross contamination indirectly from contaminated sinks, draining boards, cleaning utensils, chefs' hands and cloths.
- Survival of bacteria due to insufficient thawing leading to ice spots in the cooked product.

Policy and Procedures

1. All frozen food must be defrosted in a chiller operating below +5°C. All foods especially meat, poultry or fish **must not be defrosted in water**.
2. Ensure the product that is to be defrosted is appropriately labelled.
3. Ensure raw defrosting foods are stored separately from other foods.
4. Allow sufficient time and plan to defrost in advance of usage.
5. When product is defrosting, ensure that any water run off is controlled and not able to contaminate other foods.

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Arrangement 8: Preparation

The Head Chef must ensure that all food is prepared in a hygienic manner, with due regard for contamination risks. Such risks may include:

- Microbial contaminants including bacteria, viruses, parasitic infections, moulds and yeast.
- Foreign matter including packaging, personal contaminants, plant and equipment, pests, etc.
- Chemical contaminants including cleaning and pest control products.

Hazards

- Contamination by food poisoning bacteria and toxins
- Physical contamination by foreign bodies
- Cross contamination of high risk foods from raw food (including vegetables)
- Bacterial growth in foods held at ambient temperatures

Policy and Procedures

Food Sources

It must be recognised that the food itself may be highly contaminated with food poisoning bacteria or viruses – e.g. raw meat (E. Coli), raw poultry and raw eggs (Salmonella).

1. All foods will be in a sound condition and free from microbial attack, decay, foreign matter and pests. It will be properly labelled and protected from risk of contamination.
2. All eggs purchased must be "Lion" marked and refrigerated when stored.
3. As much original packaging of food should be removed before the food is taken into the kitchen or other food rooms. The food must be transferred into washable containers. This process is called decanting.
4. Care must be taken with obviously contaminated products such as poultry; keeping it separate from "ready to eat" products. Plastic, colour coded cutting boards and knives must be used in order to prevent cross-contaminated between food production sections.
5. The following colour coding system is required:

Colour of Board and tongs and/or Knife	Type of Food
Yellow	Cooked Foods
Red	Raw Meat
Green	Fruit/Vegetables/produce
Blue	Fish
Brown	Ready to eat food
White	Dairy

6. Thorough cleaning with the wash and rinse/sanitise system must be undertaken between raw and cooked processes.

Temperature Control

All preparation of meat, fish and other protein foods must be done quickly without allowing the opportunity for unsatisfactory temperature rises. During breaks, food must not be left out of refrigeration and where large volumes of high risk foods are being prepared it is policy that a portion control system is implemented i.e. foods being taken out of the refrigeration unit in small portions rather than all being brought out at one time.

Cross Contamination

1. Need to identify a “designated clean area, where the area is specifically used to manage contamination so that ready-to-eat foods are protected from bacterial contamination. The food handling areas should be designed so that there is a good workflow which eliminates any cross contamination potential.
2. Use colour coded chopping boards – sanitise between jobs and after use. (See above).
3. Keep all raw food separate from “ready to eat”/ cooked food. This includes separate storage areas.
4. If any complex equipment is used; e.g. mixers; then the equipment can only be used for either raw or ready-to-eat foods. The equipment must be appropriately labelled: “raw food only” or “ready-to-eat food only.”
5. Clean and sanitise work surfaces and equipment after use. The process of cleaning must be at least a two stage process:

Stage 1 – General cleaning using a detergent: Physically remove visible dirt from surfaces/equipment Use a correct diluted detergent in hot water and then rinse the surfaces/equipment.

Stage 2 – Disinfection: Use a correctly diluted disinfectant and ensure the correct contact time before rinsing. Follow the manufactures instruction and then rinse the surface.

Disinfectants must comply with either BS EN 1276:1997 or BS EN 13697:2001 Employees must be trained in the correct use of the chemicals; including dilution rates, application, contact time and rinsing.

If sanitisers are to be used then they are considered only suitable as an interim “clean as you go” measure and not as a disinfection control for cross contamination; if only one stage is used. If a sanitiser is to be used, then it can be used but still using the two stage cleaning procedure above. Use a correctly diluted sanitiser and ensure the correct contact time before rinsing. Follow the manufactures instruction and then rinse the surface. Employees must be trained in the correct use of the sanitiser; including dilution

rates, application, contact time and rinsing. The sanitiser must comply with either BS EN 1276:1997 or BS EN 13697:2001

6. The dishwasher must ensure that the final rinse achieves at temperature of above +82oC with a contact time of at least 15 seconds.
7. Thoroughly wash all vegetables before preparation.
8. The meat slicer should be sanitised after each use and only used for cooked meats.
9. There must be one probe thermometer provided for raw food and one probe thermometer provided for ready-to-eat food. The respective probes must be labelled as such. The probes must be sanitised between use. Alcohol wipes or a solution of chemical sanitiser must be used for this purpose.
10. Excellent standards of personal hygiene must be maintained; with good standards of hand hygiene, clean clothing, hair covered and effective cross contamination controls implemented. Please refer to the section “Personal Hygiene” in this policy.
11. Consumables must be stored away from raw meats and root vegetables.
12. External packaging must be removed for products that are to be stored in a refrigerator.
13. No external packaging should be allowed into an area where ready-to-eat foods are being prepared.
14. Separate cleaning materials (cloths, sponges, mops) should be provided. A colour coding system should be considered; red for raw food areas and blue for ready-to-eat areas. It is recommended that disposable clothes/ molyroll are used.
15. When sharing sinks for raw and ready-to-eat foods; all surfaces must be disinfected; including taps. Staff must ensure hands and clothing is clean.

Foreign Body Contamination

1. Keep food covered wherever possible to reduce the risk of contamination.
2. Wooden equipment is not to be used. If any is in service it must be replaced with metal/plastic alternatives.
3. No drawing pins/staples to be used on notice boards in food areas

4. Structure, equipment and utensils to be maintained in good condition with no flaking paint, rust or damage and checked weekly.
5. Jewellery to be restricted to plain band wedding rings – watches or nail varnish must not be worn. Earrings in the kitchen should be removed.
6. All containers should be stored, covered or inverted when not in use.
7. Following cleaning schedule to ensure no build up of foreign matter on equipment.
8. No glass should be allowed in the kitchens. Any breakage must be documented on the glass/crockery breakage log.
9. All light bulbs and fluorescent tubes should be fitted with diffusers.
10. If a glass container chips, all pieces must be located. If this is not achieved any suspect food must be disposed of.
11. In the case of glass shattering on being broken, all contaminated food must be disposed of. If you are unsure, then this food must also be discarded.
12. Broken glass or crockery should be disposed of safely in a rigid container.

Repairs and Maintenance in Food Areas

1. All personnel that are to carry out maintenance, cleaning, repair and installation work in food areas must report to the duty manager before commencing work.
2. The kitchen supervisor/duty manager must check that no food is left out or open in the vicinity of the work that could cause possible contamination.
3. Should work have to be carried out with food being prepared in the same room, adequate screening arrangements must be arranged.
4. Contractors must wear clean and suitable protective clothing whilst in the food preparation area.
5. On completion of the work, contractors must check that no nuts, bolts, etc. are loose on equipment and that the area is clear of swarf or any other debris. All tools and spare parts must be removed

Advanced Preparation of Food

1. Advanced preparation of food to be avoided where possible and must not exceed 72 hours between preparation and consumption.
As part of the labelling process, all food produced must be identified with a batch code as detailed in page 13 above.
2. Under no circumstances are recipes to be used which use raw eggs as ingredients, liquid pasteurised egg must be used.
3. Hands must be washed after handling eggs.
4. Dishes containing egg must be kept below 5°C or above 63°C and served immediately.
5. Where refrigerated, it must be labelled with date of production and used within 72 hours from the time of production, or 48 hours from the completion of defrost. Leftovers must be discarded after this time.
6. All salad and fruit consumed are to be thoroughly washed before use; ensure that any non-food matter is removed.

Arrangement 9: Allergens

The number of people over recent history who suffer from food allergies or intolerances is increasing. Symptoms range from anaphylactic shock to mild skin rashes.

Allergies in the UK are mainly caused by peanut and tree nut products. However there are other products such as sesame seeds/oil, fish and shellfish, wheat, milk, lactose, mustard and celery seeds and sulphites.

Hazards

- Varying symptoms, including anaphylactic shock, which can be fatal.

Policy and Procedures

1. It is important in the preparation to ensure that allergens do not cross contaminate to other food products. The slightest trace can be fatal.
2. All nut products will be treated with the highest level of care and shall not be allowed to cross contaminate to non-nut products.
3. Any products containing nuts must be clearly identifiable by customers, through labelling or menu description.
4. Allergen products should be stored in a separate location/ shelf, preferably on lower shelves. Once opened place in sealed containers and label clearly.
5. Ensure that all containers and utensils used with such products are thoroughly cleaned and sanitised.
6. When asked by customers, staff must give accurate information and not guess. Ask the chef.
7. Ensure normal contamination controls are implemented.
8. Menu descriptions must be accurate.

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Arrangement 10: Cooking

The cooking stage of production can be considered one of the most critical (CCP) and it is vitally important that the above temperatures are reached not only to stop any pathogenic bacteria multiplying but also to ensure that spores and toxins remain inactive.

Hazards

- Survival of food poisoning bacteria due to inadequate centre temperatures.
- Multiplication of any food poisoning bacteria present in warm ambient conditions.
- Food may still be cold or frozen at centre.
- Physical contamination with foreign bodies.
- Post process contamination by food poisoning bacteria.
- Cross contamination by the acts of the staff within the kitchen.

Policy and Procedures

1. All hot foods should be cooked to minimum centre temperatures of +75°C. The temperature must be monitored and recorded on the temperature control log, using a sanitised probe thermometer inserted into the thickest part of the food.
It should be noted that there is a time/ temperature relationship for the killing of harmful bacteria in food; therefore the following can be considered as acceptable:

60°C for a minimum of 45 minutes;

65°C for a minimum of 10 minutes;

70°C for a minimum of 2 minutes.

2. Preheat all ovens before placing food in them to ensure temperatures are achieved rapidly.
3. Never use a bain-marie to heat or cook food
4. Ensure all defrosted items are completely thawed before cooking.

5. The temperature control log for cooked food temperatures will be completed for at least day products a day. The name of the product needs to be placed on the

temperature record sheet together with the corresponding temperature. Any corrective action must be documented.

6. Any foods which are to be serviced undercooked must be of a prime cut and seared. No rolled joints or chicken products are to be serviced undercooked.

Arrangement 11: Hot Holding

Hazards

- Multiplication of food poisoning bacteria and production of toxins
- Contamination by foreign bodies
- Deterioration of product quality by prolonged hot holding
- Toxic/allergic reactions

Policy and Procedures

1. Ensure bain-maries and hot buffet counters are switched on well before use.
2. Heat food thoroughly to above 75°C in oven before placing in hot holding cabinet.
3. All hot foods to be served without delay and above +63°C.
4. Hot foods to be probed with a sanitised probe thermometer.
5. Limit any hot food display to 2 hours maximum if below +63°C.
6. For buffets use 1/2 or 1/3 size containers within chaffing/display dishes to ensure that food amounts are turned over quickly.
7. At least two items, once monitored, must be records on the temperature control log.

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Arrangement 12: Cooling

Hazards

- Growth of any surviving food poisoning bacteria or their spores.
- Production of toxins by bacteria.
- Contamination by food poisoning bacteria
- Physical contamination by foreign bodies/fly/chemicals.

Policy and Procedures

1. Beales Hotels aims to ensure that all cooling takes place using a blast chiller. If this is not possible then either:
 - a. Use the coolest part of the kitchen;
 - b. Reduce the volume, thereby creating a greater surface area;
 - c. Transfer cooked foods to cool flat trays; and sit on a bed of ice or place in cold water, if possible.
2. Cooled food must be placed in a refrigerator within 1½ hours of cooking.
3. When sufficiently cool, label the product and store in the refrigerator.
4. All cooling of food must be recorded on the food cooling log indicating the time and temperature of food starting and finishing cooling.

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Arrangement 13: Reheating

Hazards

- Survival of food poisoning bacteria and toxins.
- Physical contamination with foreign bodies.
- Multiplication of any food poisoning bacteria, if not heated up to lethal temperatures.
- Food may deteriorate with prolonged heating.

Policy and Procedures

1. Only reheat food once.
2. Never reheat left over pre-cooked prepared foods.
3. Ensure minimum temperatures of 75°C achieved. Routinely check these with a sanitised probe thermometer and record on the temperature control log.
4. Reheated foods should be served immediately or placed on hot hold above +63°C.
5. When using microwaves for reheating, ensure food is hot throughout with no cold spots.
6. Reheat quickly.

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Arrangement 14: Hot or Cold Service

Hazards

- Contamination by food poisoning bacteria.
- Physical contamination by foreign bodies and flying insects.
- Growth of food poisoning bacteria and/or production of toxins.

Policy and Procedures

1. Serve foods quickly.
2. Service staff to be trained in good personal hygiene standards and procedures; and wear appropriate protective clothing.
3. Maximum hot and cold display - 2 hours.
4. At least two items, once monitored, must be records on the temperature control log.

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Arrangement 15: Fish and Shellfish

There can be food safety issues with the service of some fish and shellfish, especially when serving raw.

Hazards

- Allergic reaction from eating some fish and shellfish.
- Some fish can harbour parasites.
- Some fish and shellfish can carry pathogens which can cause illness.

Policy and Procedures

1. All fish which is to be eaten raw or undercooked must be frozen to at least -20°C for 24 hours.
2. Suppliers of fish and shell fish must be approved by the business.
3. Batches of shellfish should be accompanied with a health certificate, which must be kept on site for at least 90 days.
4. Thoroughly wash and rinse the shellfish prior to use.

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Arrangement 16: Cleaning

Hazards

- Food waste and dirt may accumulate and attract pests.
- Bacteria will multiply to high levels on dirty surfaces.
- Dirty equipment surfaces can cause accidents.
- Chemical contamination of food.

Policy and Procedures

1. The kitchen-cleaning schedule must be available and prominently displayed.
2. Weekly and daily tasks must be clearly identified and signed off.
3. The head chef will sign off the cleaning schedule at the end of every week.
4. Only approved chemicals should be used at correct dilutions. Chemicals used for disinfection or sanitising must comply with BS EN 1276:1997 or BS EN 13697:2001
5. Bleach must not be used.
6. All COSHH requirements should be made available to staff and adhered to.
7. A 'clean as you go' policy should be adopted and food and hand contact surfaces sanitized after use.
8. Chemicals and cleaning equipment should be stored in a separate cabinet and away from food areas.
9. All cleaning equipment itself should be kept clean and in good condition.
10. Ensure any dishwashers are operating to correct temperatures (as per the manufacturer's instructions) and each day check their supply of detergent and rinse aid is available. Dishwashers must be well maintained and ensure that there is a final rinse temperature of at least 82oC for 15 seconds.

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Arrangement 17: Refuse/Waste Disposal

Hazards

- Food waste and debris will attract pests.
- Paper and packaging provide harbourage for pests.
- Decomposing waste causes “off” odours.

Policy and Procedures

1. Rubbish to be placed in lined bins, which need to be emptied regularly.
2. Hands must be washed after handling refuse.
3. External refuse must be removed at least weekly if not more often, dependent on volume and season.
4. External containers must be kept clean at all times. A sufficient number of containers should be provided. If there is an issue with the amount of rubbish generated the General Manager should be advised.

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Arrangement 18: Personal Hygiene and Training

Hazards

- Humans can be the main source of contamination in any kitchen.
- Forms of contamination mainly relate to physical and microbiological.

Policy and Procedures

Sufficient wash hand basins to be accessible and labelled “**For Hand Wash Only**”. Hot water, liquid bactericidal soap (conforming to BS EN 1499:1997), disposable paper towels and bin to be provided at each basin.

Staff to wash hands on the following occasions:

Start of work

After using the toilet.

After smoking/eating/wiping nose.

After handling raw foods.

Handling refuse.

Touching hair.

Taking a break.

Specific hand washing training must take place; with training record completed:

- a Wet hands prior to applying soap. Soap should confirm to BS EN 1499:1997.
- b Rub hands which physically removes contamination from all parts of the hand.
- c Rinse
- d Hygienically dry hands using paper towel.

Use a clean paper towel to turn taps off.

1. Use of gloves and tongs for food handling:
 - a Hands to be washed before and after using gloves.
 - b Gloves must be disposable.
 - c Gloves must be changed between handling raw and ready-to-eat foods; and changed before handling ready-to-eat foods if they have come in contact with surfaces or objects not designated as clean and at rest periods.

- d Contaminated gloves must never enter a clean area.
 - e When using utensils; e.g. tongs, good levels of hand hygiene is essential to prevent the spread of contamination on handles.
2. Clothing and aprons:
- a Any contaminated outer clothing worn in a raw preparation area should be changed before handling ready-to-eat food or entering a clean area; e.g. aprons and overalls.
 - b Hand washing must take place after any change of contaminated clothing and before putting on clean clothing.
 - c Disposable aprons are regarded as suitable.
3. Smoking and eating, are not permitted in any food room or food store.
4. Drinking is permitted out of plastic containers and strict adherence to washing of hands before and afterwards.
5. Suitable protective over clothing to be worn. These must be clean and regularly laundered and not worn outside the food operation for any reason.
6. First Aid kits must be provided in the main kitchen area. All cuts, wounds and septic conditions are to be covered with blue waterproof plasters. Where the condition presents a risk of contamination a waterproof stool must be worn.
7. Staff rooms and toilets to be kept clean and tidy at all times.
8. All personal belongings and outdoor clothing should be stored separately, away from food areas in lockers.
9. All new starters are to complete the “Staff Medical Screening” form and the “Food handlers Declaration.”

Training

All food handlers and bar staff will have an induction on the first day of employment. Further on the first day the inductee will be taken through “The Essentials of Food Hygiene.” The points covered include:

- Keep yourself clean and wear clean clothing.
 - Always wash your hands thoroughly.
 - Tell your manager/ supervisor, before commencing work, of any skin, nose, throat, stomach or bowel trouble or infected wound. This is a legal requirement.
 - Ensure cuts and sores are covered with a waterproof, blue plaster.
 - Avoid unnecessary handling of food.
 - Do not smoke, eat or drink in a food room; and never cough or sneeze over food.
 - If you see something wrong – tell your supervisor/ manager.
 - Do not prepare food too far in advance of service.
 - Keep perishable food either refrigerated (below +5°C) or above +63°C.
 - Keep the preparation of raw and cooked food strictly separate.
 - Reheated food must be above +75°C.
 - Clean as you go. Keep all equipment and surfaces clean.
 - Follow supervisor/ manager instructions.
1. The food handlers and bar staff then must be taken through more detail of hygiene requirements over the first four weeks of employment (eight weeks for part time staff). The points to cover include:
- The company food safety policy and HACCP plan (CCPs’).
 - Causes of bacterial food poisoning.
 - Personal health and hygiene.
 - Causes and prevention of cross contamination.
 - Food storage – the protection of food and temperature control.
 - Waste disposal.
 - Foreign body contamination.
 - Awareness of pests and pest control.
2. All high risk food handling staff must attend a foundation (Level 2) food hygiene course within three months of starting. This course must be re-sat every three years.
3. All food handling staff should have refresher training every year. This training should include the points identified in point 2 above.

4. The Head Chef should attend an intermediate food hygiene course. This course should be re-sat every three years.
5. The General Manager should have formal HACCP training.
6. All agency staff used should have foundation (Level 2) food hygiene training prior to handling food on site. This must be confirmed with an authentic certificate.
7. All staff must have training on GMO (Genetically Modified Organisms) awareness and which items on the menu contain allergens.

Fitness for Work and Illness Policy

Food, which is contaminated by harmful micro-organisms, in particular bacteria and viruses, can cause illness. Food can be contaminated by food handlers who are suffering from certain infections, or are carrying the micro-organisms in or on their bodies without showing symptoms of an infection. To prevent the introduction of infection into the work place and subsequently onto food by food handlers, the following procedures must be followed:

Food Handlers Declaration

All staff whose work involves them in the preparation , service or handling of equipment involved in the preparation or service of food or drink must at the start of employment be made aware of and sign the “Food Handlers Declaration”

Notification

Diarrhoea and vomiting may be indicative of a gastro-intestinal infection. Any food handler who is suffering from diarrhoea and/or vomiting must notify their supervisor or manager *immediately*.

Supervisors should record notification on the “Employee return to work” form, which must be passed to the General Manager at the earliest opportunity.

Action

Any episodes of illness amongst staff involving vomiting and diarrhoea must be reported to the General Manager:

If two or more persons report symptoms involving vomiting and diarrhoea, the advice of the company Health & safety Consultant must be sought immediately.

If the person has been sick in the workplace, the area and all contaminated surfaces, equipment and utensils must be cleaned and sanitised. Dispose of any food that may have been contaminated.

Toilet handles, door handles/push plates, taps and surfaces must be cleaned and sanitised after contact with anyone reporting diarrhoea and vomiting.

Exclusion

If a member of staff has an episode of diarrhoea and/or vomiting, then the person should see a doctor who must be told of the food handler involvement.

The person must not return to work until:

- 48 hours after the last episode of vomiting or diarrhoea
- OR a medical practitioner has issued a “Certificate of Fitness to Work”
- **Good hygiene practice, particularly hand washing, is of paramount importance and must be stressed on return to work**

Skin conditions.

Food handlers with lesions on exposed skin (hands, face, neck or scalp) that are actively weeping or discharging must be excluded from work until the lesions have healed.

Clean wounds must be totally covered with a blue-coloured waterproof dressing.

Infections of the eyes, ears and mouth.

Any food handler whose eyes, ears, mouth or gums are weeping or discharging must be excluded from food handling until they are fully recovered.

Multiple cases

In any situation where two or more persons report symptoms involving vomiting and diarrhoea within a 24 hour period, the advice of the company Environmental Health Safety Consultant (CSC Ltd) must be sought immediately.

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Arrangement 19: Pest Control

Hazards

- Pests destroy and contaminate food with bacteria, droppings and spread disease.
- Rodents gnaw and damage equipment and can cause structural damage.
- Heavy infestations may result in enforcement action, prosecution or closure by the Local Authority.

Policy and Procedures

1. The premises shall be free from pests.
2. Doors and windows to food storage areas are to be kept closed or fly proofed with mesh.
3. Buildings to be pest proofed.
4. All pipes and cable runs and holes through walls are to be proofed or foam filled and gaps under doors should be sealed.
5. All sites must have a pest control contract with regular visits every 8 weeks together with an emergency call out facility.
6. Pest control records to be available on site at all times.
7. Rodent bait boxes should not be tampered with or moved.
8. All sightings and evidence of pests to be reported to the Duty Manager immediately and contractor informed.
9. Dispose of any food showing signs of infestation after the contractor has inspected it.
10. Electric fly killing units to be switched on at all times, and maintained in good working order. Tubes to be replaced at least annually, or when showing dark patches at ends.
11. Catch trays to be emptied regularly, at least weekly.
12. Adhere to refuse policy and procedures.
13. The pest control reports must be easily accessed.

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Arrangement 20: Ice Machines

Hazards

- Growth of food poisoning bacteria, slime, mould, algae.
- Physical contamination by foreign bodies.
- Chemical contamination.

Policy and Procedures

1. Ensure the ice making machines are connected up to the mains water supply.
2. The machine should be cleaned internally on a weekly basis using food grade chemicals supplied with COSHH data sheets. Cleaning instructions must be obtained from the supplier of the machine.
3. Particular attention should be paid to cleaning any slime/mould on both sides of dispense flaps and chute.
4. Use metal or plastic scoops for dispensing ice – never use glasses.
5. The scoops must be stored in a sanitised solution which should be changed every 4 to 5 hours. Ensure the correct concentration of sanitiser is used; please refer to the manufacturer's instructions.
6. Never store bottles or any other containers inside ice making equipment.

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Arrangement 21: Bar Service

Hazards

- Physical contamination by foreign bodies and flying insects.
- Chemical contamination.
- Contamination by food poisoning bacteria.
- Cross contamination of beer by food spoilage/food poisoning bacteria.

Policy and Procedures

1. Adhere to the cleaning schedule.
2. Check that glass wash detergent and rinse aid are connected and the filter is emptied on a daily basis.
3. Store all clean glasses inverted on appropriate trivets.
4. The wash hand basin should be provided with liquid bactericidal soap, nailbrush and hand drying facilities; and these should be used by staff.
5. Never pour beer from drip trays back into casks or kegs.
6. Use a fresh glass each time.
7. Wash hand basins must not be used for other purposes and should be accessible for hand washing at all times.

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Arrangement 22: Bar Cleaning

Hazards

- Bacteria and yeast will grow and multiply on dirty surfaces and pipes.
- Chemical contamination of drinks.
- Foreign body contamination.
- Mechanical failure of dispense systems due to accumulations of soil.

Policy and Procedures

1. A cleaning schedule should be available in the bar and cellar areas detailing:
 - a. All areas to be cleaned
 - b. Frequency
 - c. Methods
 - d. Chemicals to be used
 - e. Person responsible
 - f. Safety precautions

Manual cleaning tasks should be identified in a schedule and recorded when complete.

Beer Line Cleaning

1. Ensure the correct contact time is observed to allow for thorough disinfection.
2. Only approved chemicals and wearing correct safety equipment and methods should be used at correct dilutions – measuring jugs/vessels should always be used.
3. At the end of the line cleaning ensure that all cleaning fluid is removed and fresh rinse water is running clear in lines. Check for residual beer line cleaner with the use of litmus paper.
4. Ensure dedicated or stainless/white plastic buckets are used for cleaning and that these themselves are cleaned after use.
5. All cleaning equipment should be thoroughly cleaned on a daily basis.
6. Detailed guidance for beer line cleaning should be obtained from the chemical supplier and be strictly adhered to, using only trained personnel.
7. A record should be signed when each line has been cleaned.

Glass Cleaning

1. Only clean glasses are to be used – no refills.
2. Trivets must be used beneath stored glasses. Trivets need to be removed and cleaned regularly.
3. Glass washing must be operated at the correct temperatures.
4. Glass washing machines must be cleaned at least once a week (inside daily).
5. De-scaling and filter changing must be undertaken regularly.

Arrangement 23: Incident Procedure

Hazards

- The quicker an incident is dealt with the easier it is to resolve.

Policy and Procedures

1. **Log all incidents.** If appropriate contact CSC:

For CSC Contact details

Fax: - 01761 408181

Telephone: - 01761 235604

Email: - helpline@cs-compliance.co.uk

Out of office hours a duty consultant will be available.

2. If there is an alleged foreign body complaint in food keep the food item and place in the freezer. Try and keep the physical contaminant in place if not removed by customer. Contact the Company Environmental Health Consultants CSC Ltd.
3. There maybe occasions when a product is recalled by a supplier. Notification can be given directly by the supplier, by national press or by the local EHO. Any product withdrawal will be managed by Head Chef.

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Arrangement 24: Dealing with an EHO Visit

Hazards

- The EHO has the ability to close your business down immediately without warning if conditions are poor or practices are unsafe.
- The EHO has the ability to prosecute the company and its managers for poor conditions.
- The EHO has the ability to prosecute the individual food handler.
- The EHO has the ability to take photographs and require staff to answer questions and take copies of documents.
- The EHO has the ability to serve a notice requiring the provision of an item –known as an improvement notice.
- The EHO has the ability to enter the business at any time when staff are present preparing food, whether open to customers or not.

Policy and Procedures

1. Be polite and courteous but request identification.
2. Do not obstruct the EHO but if you are busy request that they come back later, so that you are able to explain the company systems to them and provide them with more time.
3. Accompany the EHO around the business. Do not under any circumstances allow the EHO to be unaccompanied.
4. Make notes, even if the EHO says that they will be sending a letter or leaving a report on site.
5. At the conclusion of the visit complete an incident report and fax it to the company Environmental Health Consultants CSC Ltd. Please attach any document left together with a brief summary of the activities carried out by the EHO and the action that will be taken.
6. If for any reason you are cautioned by the EHO “Anything you do say.....” then confirm your name and address and role, but state that you are unable to speak on behalf of the company and that the EHO should contact the General Manager.
7. If time allows contact the company Environmental Health Consultants CSC Ltd if you consider that the visit is putting the company at risk

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Arrangement 25: Audit Procedure

As part of the food safety management procedures there is a need to review the food hygiene standards within the business.

This is achieved by the Head Chef completing a monthly internal audit checklist to ensure that all relevant documentation has been completed; including the temperature records being up to date, stock rotation has been checked and cleaning schedules are effective.

In addition Common Sense Compliance will carry out two food hygiene audits per year. These audits are designed to measure the level of policy implementation, provide time for the site management team to ask questions and for CSC Ltd consultants to provide support.

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