UKHOSPITALITY

Food Industry Guides to Good Hygiene Practice

Industry Guide to Good Hygiene Practice

Catering Guide

Retained Regulation (EC) 852/2004 on the Hygiene of Foodstuffs

Recognised by

Food Standards Agency
food.gov.uk

Food Standards Scotland

Contents

Foreword

UKHospitality

UKHospitality is the authoritative voice for over 730 companies operating around 85,000 venues in a sector that employed 3.2 million people prior to COVID. The body speaks on behalf of a wide range of leisure and 'out-of-home' businesses, from FTSE 100 enterprises to niche groups and independent single-site operators, as well as 6,000 affiliated operators. UKHospitality provides a single voice bringing together businesses from all aspects of hospitality: coffee shops, hotels, serviced apartments, pubs, restaurants, leisure parks, nightclubs, contract caterers, entertainment, wedding venues, holiday homes, bowling alleys and visitor attractions.

All businesses want and need to serve safe food. This latest version of the Industry Guide to Good Hygiene Practice is intended to give advice and guidance to caterers on how to comply with their legal obligations on the hygiene of foodstuffs to ensure the safety of the food served to their customers, across the UK.

The Industry Guide to Good Hygiene Practice is a well-established guide for both operators and environmental health practitioners for many years, and this latest version covering the legislative landscape has been developed by our Food Experts Group with valuable input from both the Food Standards Agency and Food Standards Scotland, in addition to other stakeholders. We would like to thank all of those who have contributed to the Guide.

As the only catering industry hygiene guide officially recognised by the Food Standards Agency and Food Standards Scotland, it is the one-stop document detailing standards for compliance and best practice required for all catering businesses, and the go-to guide for Food Enforcement Officers when inspecting businesses.

This Industry Guide is key to help you ensure your business is compliant with regulations and is a must-have for every catering business.

Kate Nicholls OBE
Chief Executive
UKHospitality

Food Standards Agency and Food Standards Scotland

This Industry Guide provides the catering industry with practical advice on how to comply with food hygiene legislation and related requirements. The guide is officially recognised by the Food Standards Agency (FSA) which has responsibility for food safety in England, Wales and Northern Ireland, and Food Standards Scotland (FSS) which has responsibility for food safety in Scotland.

Use of this Industry Guide is optional and food business operators can choose to comply in other ways. However, where a food business operator is following the guidance in a recognised industry guide, the enforcement authority may take this into account when assessing compliance with legislation.

The information within this guide will help catering businesses meet their legal obligations and ensure food safety. The use of industry guides supports the proportionate, consistent and effective application of food hygiene in the UK and FSA and FSS fully support their development.

The FSA and FSS would like to thank UKHospitality for preparing this guide.

Acknowledgements

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Finally, we would like to give special thanks to **Food Alert** whose support made the production of this guide possible.

Introduction

To build a successful business, all **caterers** want and need to serve safe **food**. The Food Industry Guide to Good Hygiene Practice: Catering Guide is intended to give advice and guidance to **caterers** on how to comply with their legal **obligations under Retained EU law Regulation (EC) No 852/2004 (as amended)** on the hygiene of food stuffs and with **Retained EU law Regulation (EC) No 178/2002 (as amended)** on General Food Safety Law. The text is intended to apply to all UK jurisdictions unless specific national variations are noted.

For Northern Ireland, references to Retained EU law should be read as meaning EU Law. In Northern Ireland, EU food law continues to apply, as listed in the Northern Ireland protocol. Retained EU law does not apply in these circumstances.

About this guide

The guide provides information on legal obligations for **caterers** and what they need to do in order to comply with food hygiene law, as well as other aspects such as good practice, which are not legal requirements, but are likely to contribute to the overall achievement of **food** safety and customer satisfaction.

This guide has been developed by the **food** industry and is recognised by the Food Standards Agency and Food Standards Scotland in accordance with Article 8 of Retained Regulation (EC) No. 852/2004. You are not legally obliged to follow this guide and may choose other ways to meet the regulations if you wish. However, you are encouraged to use the guide on a voluntary basis. The guide has no legal force and its use by food businesses is not obligatory, but Local Authority enforcement officers may take account of its contents when carrying out an inspection of your business.

This guide deals only with requirements of Retained Regulation (EC) No. 852/2004 and the relevant parts of associated UK Food Hygiene Regulations. There are many other Acts and or Regulations that govern the supply of food by caterers, including Retained EU Regulation 1169/2011 on the provision of food information to consumers. Where cross-references to other legislation are found in this guide they cannot be taken to be comprehensive.

How to use this guide

The guidance is laid out in the following pages in a format designed to allow **caterers** to determine quickly whether their current or proposed arrangements comply with **Food Hygiene Regulations**. The guidance is laid out in three areas:

- "The Law" - quotes the specific legal requirement.
- "How to comply with the law" - outlines actions or arrangements considered sufficient to comply with the law. Other means of compliance may be implemented by businesses, but additional **validation** may be necessary in such cases.
- "Good Practice" - outlines good practice arrangements that businesses may want to implement. Where they are implemented, they should be additional to the arrangements mentioned in "how to comply". These arrangements go beyond the requirements of the law. However, if your **hazard** analysis were to identify an item listed as "good practice" as a critical control, then it would be considered as part of your HACCP-based procedures for the purpose of enforcement.

Because of the layout, the legal requirements quoted in "The Law" may appear in more than one place, and appropriate additional guidance may be found elsewhere in the document.

Other guidance is available from government agencies and other reliable sources. Web addresses for many of these can be found on Annex 1 "Templates, tools, and useful links".

Commonly used terms and abbreviations have a standard meaning throughout the guide. To check the definition, see Annexes 2 and 3.

Legal compliance and due diligence

Implementing the requirements of "How to comply with the law" as set out in this guidance ought to be sufficient to satisfy the conditions for a business to achieve the top rating in the respective national Food Hygiene scheme. **Food Hygiene Ratings Scheme** in England, Wales and Northern Ireland and **Food Hygiene Information Scheme** in Scotland.

In the event of a **food** safety contravention, businesses may wish to use the **due diligence defence**. This defence can only be assessed by courts according to the facts of any case. Following this Guide may assist.

Where the guide provides lists of examples that comply with the law these lists are not exhaustive and other examples may be equally satisfactory.

Food premises registration

You must register with your local authority to ensure they have a good understanding of your business activities. There is no cost to register your food business and registration cannot be refused. Your local authority can advise whether other regulations, apart from those covered in this guide, apply to your business.

How to comply with the law

- You must register your **food** premises with your local authority (details can be found on your local authority's website).
- Register your business at least 28 days before opening.
- Information on food premises registration can be found at **Food Business Registration at Gov.UK.**
- You can find your local council at **Find Your Local Council at Gov.UK.**
- You may start trading before you have been visited by the Local Authority Environmental Health Department. The local authority must be notified of any significant change to the business.
- Inform the local authority in writing if you:
  - Expand your business.
  - Change your cooking style (e.g., changing to production methods such as introducing vacuum packing or sous vide or introducing more lightly cooked foods).
  - Close your business.
  - Sell your business.

Good practice

- Invite your Local Authority Environmental Health Department to visit your premises to give advice prior to opening.
- Discuss your plans with your local authority to benefit from their advice.
- In Scotland, businesses now receive an inspection based on both food hygiene and food standards issues.

The law

Retained Regulation (EC) No 852/2004 Article 6 (2)

- Every **food business operator** shall notify the appropriate **competent authority**, in the manner the latter requires, of each establishment under its control that carries out any stages of production, processing and distribution of **food**, with a view to the registration of each establishment.
- **Food business operators** shall also ensure that the **competent authority** always has up-to-date information on establishments, including notifying any significant change in activities and any closure of an existing establishment.

Structural requirements for food businesses

Design and layout – general considerations

The design, construction, location of equipment and workflow of kitchens is of paramount importance to allow the production of safe **food**. When planning any new building or refurbishment work, due consideration must be given to hygiene.

How to comply with the law

By considering workflow at layout and design stage, you will be able to ensure that:

- Appropriate space and facilities are available for the safe production of your **food**, given the nature and expected volume of business.
- The chosen method of controlling cross **contamination** at all stages from **food** delivery to service is adequate and ensures the food is safe.
- Access for effective **cleaning** can be obtained to all internal parts of the structure that require **cleaning**.
- Articles, fittings and equipment that are installed allow access for effective **cleaning** and **disinfection**.
- The build-up of dirt in difficult to reach areas is prevented.
- Use of spaces above and below work surfaces (and the equipment stored in these areas) will not become a potential source of **contamination**.
- Essential maintenance can be easily carried out. For example, filters and other parts of the ventilation system must be accessible either directly or through access panels.
- The build-up of condensation is avoided.
- Food storage rooms are capable of keeping food at suitable temperatures.
- Premises are proofed to prevent **pest** access and shelter.
- Separate storage of non-food items, including **cleaning** chemicals, is provided.

The law

Retained Regulation (EC) No 852/2004 Annex II Chapter I

2. The layout, design, construction, siting and size of **food** premises are to:

(a) permit adequate maintenance, cleaning and/or **disinfection**, avoid or minimise air-borne **contamination**, and provide adequate working space to allow for the hygienic performance of all operations;

(b) be such as to protect against the accumulation of dirt, contact with toxic materials, the shedding of particles into **food** and the formation of condensation or undesirable mould on surfaces.

(c) permit good **food hygiene** practices, including protection against **contamination** and, in particular, **pest** control;

(d) where necessary, provide suitable temperature-controlled handling and storage conditions of sufficient capacity for maintaining foodstuffs at appropriate temperatures and designed to allow those temperatures to be monitored and, where necessary, recorded.

10. **Cleaning** agents and disinfectants are not to be stored in areas where **food** is handled.

Construction materials must

- Be suitable to allow the type of **cleaning** &/or **disinfection** appropriate to that area. (Wall, floor and ceiling finishes such as bare blocks or brick walls will be acceptable only in areas where open food is not stored or handled).
- Not include any substance that may add toxic material to food either by direct contact or vapour.

Ventilation must

- Be provided to ensure that heat and/or humidity do not build up to levels that could compromise the safety of food.
- Ensure air mechanically drawn into 'clean' preparation rooms, producing **ready-to-eat food** is not drawn from 'dirty areas' such as waste storage areas or rooms used for dirty processes, such as equipment washing.

Lighting must be bright enough to allow safe food handling, effective **cleaning** and the **monitoring** of **cleaning** standards and pest activity.

Good practice

Layout and design

- If you are choosing new premises or making changes to premises you already have, consider asking your local authority for advice.
- Aim for a linear workflow from food entering kitchen through storage and preparation to service of ready to eat food as far as possible to minimise **contamination**.
- Moveable equipment will make **cleaning** and **disinfection** easier.
- Avoid sharp corners at wall or floor junctions by coving.

It is recommended that separate areas are provided for **raw** and **ready-to-eat foods**. Further important advice can be found in the **FSA E. coli guidance** (England, Wales and Northern Ireland) and **FSS E. coli guidance** (Scotland), which is equally applicable to other pathogens. Where practicable or necessary, use separate:

- Fridges, freezers, display units and work areas.
- Designated staff and uniforms.
- Equipment.
- Utensils.
- Sinks.
- Wash basins.

Physical separation of raw and ready-to-eat foods is the preferred option and only where the above is not practical, **'time separation'** may be used with appropriate cleaning/ disinfection procedures in place which must be adhered to.

Ventilation

- It is recommended that **Ambient temperatures** should be below 25°C.
- Natural ventilation in rooms where food is cooked will only be suitable in small premises and where there is low heat input to the room.

Lighting

Recommended illumination levels range from:

- 150 **lux** in storerooms.
- 300 **lux** in toilets and **cleaning** rooms.
- 500 **lux** in food preparation areas.

Where artificial lighting is provided it should be positioned to avoid, as far as possible, glare or strong shadows.

Glass lights should be protected with shatterproof diffusers or shrouds in areas where open food is handled. Some light fittings can be purchased that have built-in shatterproof designs. Design premises so that deliveries or refuse do not have to be taken through food preparation rooms for collection.

The law

5. There must be suitable and sufficient means of natural or mechanical ventilation. Mechanical air flow from a contaminated area to a clean area is to be avoided. Ventilation systems are to be so constructed as to enable filters and other parts requiring cleaning or replacement to be readily accessible.

7. Food premises are to have adequate natural and/or artificial lighting.

10. Cleaning agents and disinfectants are not to be stored in areas where food is handled.

Specific requirements for design and layout of food rooms

The guidance in this section is additional to the general requirements above. As **food** is being handled, a higher specification is appropriate. Health & Safety and fire safety are also likely to be important considerations in this section but go beyond the scope of this guide.

How to comply with the law

Any surface must be capable of being effectively cleaned and disinfected where necessary.

Floors

Assuming that they are properly installed, floor surface materials that would comply with this requirement include:

- Flooring tiles (quarry, ceramic or vinyl).
- Vinyl safety flooring.
- Terrazzo.
- Cast in situ resin flooring.
- Stainless steel flooring, e.g., walk in chill rooms.

Floors must be designed to prevent the pooling of water in normal use.

Where there may be significant spillages onto floors or regular hosing is undertaken, floor drains may be provided, which will require the floor levels falling towards the drains.

Walls

All wall surfaces must be cleanable. Those immediately behind **food** preparation surfaces or equipment must be capable of being cleaned and disinfected to reduce the risk of **food contamination**.

Assuming that they are properly installed, wall surfaces that would comply with this requirement include:

- Washable painted plaster or rendering.
- Epoxy resin and similar coatings.
- Ceramic tiles.
- Stainless steel sheeting.
- PVC.
- Glass reinforced plastic (GRP) and
- proprietary sheeting.

The wall surface must be smooth, non-absorbent, washable and non-toxic to a height which might be expected to become soiled with **food** and debris under normal operations. Where practicable, design the junction with the floor to be easily cleanable, e.g., by being coved.

The law

Retained Regulation (EC) No 852/2004 Annex II Chapter II

1. In rooms where **food** is prepared, treated or processed (excluding dining areas and those premises specified in Chapter III, but including rooms contained in means of transport) the design and layout are to permit good **food hygiene** practices, including protection against **contamination** between and during operations. In particular:

(a) floor surfaces are to be maintained in a sound condition and be easy to clean and, where necessary, to disinfect. This will require the use of impervious, non-absorbent, washable and non-toxic materials unless **food business operators** can satisfy the **competent authority** that other materials used are appropriate. Where appropriate, floors must allow adequate surface drainage;

(b) wall surfaces are to be maintained in a sound condition and be easy to clean and, where necessary, disinfect. This will require the use of impervious, non-absorbent, washable and non-toxic materials and require a smooth surface up to a height appropriate for the operations unless **food business operators** can satisfy the **competent authority** that other materials used are appropriate;

Ceilings

Ceiling or overhead surfaces that would be acceptable (assuming that they are properly fixed, applied or installed) include:

- Smooth washable painted plaster.
- Direct fixed ceiling systems.
- Suspended ceilings.

Where none of these are fitted, bear in mind that all fixtures and fittings above food preparation areas will need to be finished to prevent the accumulation of dirt and to reduce condensation, the growth of undesirable mould and the shedding of particles.

Windows

Windows and other openings must be capable of being cleaned and must prevent the accumulation of dirt. Where there is a risk of contamination, (e.g., from flying insects) external windows of food rooms (if openable) must be screened.

Doors

Any door (including door furniture) used by staff who handle open **food** during work activity may be a source of **contamination**, especially if staff are likely to touch the door with their hands. These doors must be capable of **disinfection**. Door furniture likely to come into hand contact, such as finger plates and handles must also be capable of **disinfection**. Where there is a risk of contamination, (e.g., from flying insects) external doors of food rooms (if openable) must be screened.

A variety of smooth impervious surfaces are available. A cleanable paint or sealed finish would comply. Unsealed wood does not comply.

Doors can be made of the following materials:

- Metal (normally steel).
- Wood, which has either been painted with a gloss paint, or the surface sealed and waterproofed with a wood stain, or varnish or similar.
- Plastic or panelling.
- Toughened or laminated glass panels.

Surfaces

This provision covers **food** preparation surfaces, and equipment worktops that come into direct contact with **food**. Other surfaces that do not normally come into direct contact with **food** but are in close proximity could contaminate **food** if dirty, for example, the outer casings of equipment. Therefore, these surfaces must also comply with this provision.

All surfaces that come into contact with **food** must be capable of regular **cleaning** and **disinfection** and be made of nontoxic materials.

Surfaces which would comply with this requirement (assuming that they are properly fixed, applied or installed and maintained) include:

- Stainless steel.
- Ceramics.
- **Food** grade plastics.

The law

(c) ceilings (or where there are no ceilings the interior surface of the roof) and overhead fixtures are to be constructed and finished so as to prevent the accumulation of dirt and to reduce condensation, the growth of undesirable mould and the shedding of particles;

(d) windows and other openings are to be constructed to prevent the accumulation of dirt. Those which can be opened to the outside environment are, where necessary, to be fitted with insect-proof screens which can be easily removed for cleaning. Where open windows would result in contamination, windows are to remain closed and fixed during production;

(e) doors are to be easy to clean and, where necessary, to disinfect. This will require the use of smooth and non-absorbent surfaces, unless food business operators can satisfy the competent authority that other materials used are appropriate;

(f) surfaces (including surfaces of equipment) in areas where food is handled and in particular those in contact with food are to be maintained in a sound condition and be easy to clean and, where necessary, to disinfect. This will require the use of smooth, washable, corrosion-resistant and non-toxic materials, unless food business operators can satisfy the competent authority that other materials used are appropriate.

Good Practice

Floors

To aid **cleaning** it is good practice that all junctions between floors and walls and vertical wall angles should be coved. It is important to note that with modern wet-vac machines, floor drainage is not always needed.

Walls

The usual height for a durable and cleansable wall covering is approximately 1.80m (unless it is behind a **food** preparation area). Wall surfaces above this height should also be cleanable but need not be so durable.

Where there is a likelihood of damage, extra protection should be provided in the form of barriers, posts or metal cladding. Ledges, ridges and recesses should be avoided wherever possible, as these may harbour dirt and provide unwanted storage areas.

Ceilings

Polystyrene or fibre tiles would not be suitable in high humidity locations. The choice and design of ceiling may be important in reducing condensation. Ceilings should allow effective **cleaning** to take place periodically. There should be access points in suspended ceilings. Overhead fixtures should be kept to a minimum. Where suspended ceilings are used, services can be installed above them.

Windows

Where dirt build-up on insect proof screens may present a risk of **food contamination**, the screens must be designed to be easily removed for **cleaning**. Sloping windowsill help to prevent accumulation of dirt.

Doors

Door design should avoid angles and mouldings that accumulate dirt. Swing doors with kick plates or push plates are preferable to doors with handles. Galvanised metals and ordinary steel are not ideal unless specially protected.

Additional considerations

Allow sufficient space for the storage of equipment, utensils, and containers for both raw and ready to eat foods where necessary.

Food grade containers must be used which must be in good condition. Ceramics and enamelware are suitable if they are treated with care. All containers must cease to be used if they become seriously chipped or pitted or unable to be suitably disinfected.

Joins between horizontal work surfaces could present a dirt trap. Continuous surfaces are better, or joins that are properly sealed, or abutting surfaces that can be separated for **cleaning**.

Plastic chopping boards are preferred and should be used for **ready to eat food**, wooden cutting boards, including butchers' blocks, are suitable if they are in good condition and it is possible to clean and disinfect them properly.

Pest control

Proper consideration of the requirements for pest control at the design and construction stages will protect your business and save significant costs once it is operational. Procedures to control pests in operational businesses are outlined in section 'Food Hygiene and Safety Procedures.'

How to comply with the law

Layout and design must ensure that premises are proofed to prevent **pest** access and harbourage.

Where necessary to prevent contamination (e.g., from flying insects) windows of food rooms (if openable) and external doors must be screened.

Good practice

Liaise with your pest control contractor throughout the design and build stages to ensure appropriate local requirements are incorporated into the fabric of the building.

The following design/building considerations throughout the premises will reduce potential for pest access or harbourage:

- Ensure that all holes in walls, floors and ceilings for the provision of external services are filled in with durable materials.
- Ensure easy access to void areas for inspection (e.g., booth seating, raised flooring including outdoor decking, suspended ceilings, electrical trunking).
- Fit bristle strips to doors which do not fit into their frames sufficiently tightly to prevent rodent passage.
- Ensure that drainage covers within buildings are double sealed to prevent pest access, odours and sewage ingress.
- Ensure drain covers are in place in external areas.
- Remove vegetation where possible from areas immediately adjacent to external walls (up to one metre).

The law

Retained Regulation (EC) No 852/2004 Annex II Chapter I

2. The layout, design, construction, siting and size of **food** premises are to:

(c) permit good **food hygiene** practices, including protection against **contamination** and, in particular, **pest** control;

Retained Regulation (EC) No 852/2004 Annex II Chapter II

1. In rooms where **food** is prepared, treated or processed (excluding dining areas and those premises specified in Chapter III, but including rooms contained in means of transport) the design and layout are to permit good **food hygiene** practices, including protection against **contamination** between and during operations. In particular:

d) windows and other openings are to be constructed to prevent the accumulation of dirt. Those which can be opened to the outside environment are, where necessary, to be fitted with insect-proof screens which can be easily removed for **cleaning**. Where open windows would result in **contamination**, windows are to remain closed and fixed during production.

Lavatories

Adequate toilet facilities are vital for **food handlers.**

How to comply with the law

The number of toilets is dependent on the number of staff. Requirements are defined in other legislation (e.g., the **Workplace (Health, Safety and Welfare) Regulations 1992**).

Toilets (WCs and urinals) must:

- Be connected to a drainage system through an effective trap.
- Not open directly into a room where **food** is handled.
- Be sited away from any **food** handling areas, but if this is not possible there must be an intervening space between.
- Have either natural or mechanical ventilation to prevent (as far as possible) aerosols and offensive odours from permeating **food** rooms.

Wash basins must be located close to toilet facilities.

Good practice

- Provide an **Intervening ventilated spaces (IVS)** between toilets and **food** rooms.
- Provide alternative toilet facilities for catering staff from those provided for guests and other visitors.
- Site self-closing doors between toilet facilities and food rooms.
- Ensure a negative pressure within the toilet facilities.
- Mechanical systems should discharge away from food rooms, windows or ventilation intakes.
- Facilities (such as hooks) could be useful to enable staff to hang items such as aprons hygienically whilst using the toilet.
- Provide bins for those items that are not suitable for flushing down the toilet.
- Wherever possible, toilets should not be used as changing rooms as there could be a risk of contamination of workwear.
- Toilets and intervening spaces should not be used for storage, e.g., aprons or foodstuffs
- Site appropriate signage to encourage handwashing.

There are other regulations that may apply to the provision of toilets in your business. Please consult your local authority.

The law

Retained Regulation (EC) No 852/2004 Annex II Chapter I

3. An adequate number of flush lavatories are to be available and connected to an effective drainage system. Lavatories are not to open directly into rooms in which **food** is handled.

4. An adequate number of wash basins is to be available, suitably located and designated for **cleaning** hands.

6. Sanitary conveniences are to have adequate natural or mechanical ventilation.

Wash basins

Effective hand washing is vital for producing safe **food**.
Providing suitable and sufficient facilities will allow this.

How to comply with the law

The number of wash basins will depend on:

- The number of employees.
- The size and layout of the premises.
- The activities being carried out.

Wash basins must be:

- Provided with hot and cold water either from separate taps or alternatively via a single mixer tap or water supplied from an instant heating unit. There is no required temperature for water to exit the tap - it is more important that the user can use it comfortably.
- Equipped with soap.
- Equipped with a hygienic means of drying hands.
- In locations where high risk or **ready-to-eat foods** are handled.
- Located or protected to prevent **contamination** of food preparation areas.

Good practice

Other than for toilets, wash basins may be required, for example:

- At entrances to food handling areas.
- In locations where **high risk foods** are handled.
- In locations where raw foods such as meat and soiled vegetables are handled.
- For small kitchens one wash basin could meet all these requirements but for a large kitchen more are likely be required.

At wash basins:

- Provide “Hand Wash only” signage or equivalent in kitchens if the design does not make this obvious (and they are designated and used “for hand washing only”).
- Supply warm water (hot and cold water appropriately mixed) for hand washing at a comfortable temperature through a single tap, which is preferably not hand operated. 38°C to 41°C is a suitable hot water temperature for hand washing, water above 44°C can cause scalding.
- Supply bactericidal hand soap that meets **BS EN 1499**.
- Wash basins should not be used for food and equipment washing, where this is unavoidable, sanitising must take place to prevent contamination.

The law

Retained Regulation (EC) No 852/2004 Annex II Chapter I

4. An adequate number of wash basins is to be available, suitably located and designated for **cleaning** hands. Wash basins for **cleaning** hands are to be provided with hot and cold running water, materials for **cleaning** hands and for hygienic drying. Where necessary, the facilities for washing **food** are to be separate from the hand-washing facility

Washing facilities for food and equipment

Although you do not need separate sinks for washing equipment, utensils and **food**, care must be taken to ensure your facilities do not provide a route for cross-**contamination**.

How to comply with the law

Adequate facilities must be provided to clean and disinfect all tools and equipment, crockery, cutlery, glasses and serving dishes that come into contact with **food**.

Consider particularly how you will clean and disinfect equipment for **raw** foods and **ready-to-eat foods.** Detailed information is available in the **FSA E. coli guidance** (England, Wales and Northern Ireland) and **FSS E. coli guidance** (Scotland).

Suitable equipment include:

- Dishwashers.
- Glasswashers.
- Sinks and sterilising sinks (these must be large enough to deal with the equipment normally used in the premises).
- Hoses for **cleaning** and **disinfection** of fixed equipment.
- "Cleaning in place" systems for sealed systems (e.g., coffee machines and beer lines).
- Decarbonising tanks.

Draining and/or drying facilities must be provided.

Sinks must be provided with a supply of hot and cold (potable) water to enable all cleaning operations to be carried out.

A single mixer tap is acceptable, or water supplied at a regulated temperature from a heating unit.

Where the same sink is to be used at different times for washing **food** and equipment, it should undergo a process of **cleaning** and **disinfection**, using the 'two-stage **cleaning** process'.

Cold water supplies must be potable if used for washing **food**.

Hot water supply is not essential if a sink is to be used exclusively for **food** washing/preparation.

Food business operators must ensure that the cleaning chemicals they are using effectively clean and disinfect.

The law

Retained Regulation (EC) No 852/2004 Annex II Chapter II

2. Adequate facilities are to be provided, where necessary, for the **cleaning**, disinfecting and storage of working utensils and equipment. These facilities are to be constructed of corrosion-resistant materials, be easy to clean and have an adequate supply of hot and cold water.

3. Adequate provision is to be made, where necessary, for washing **food**. Every sink or other such facility provided for the washing of food is to have an adequate supply of hot and/or **cold potable** water and be kept clean and, where necessary, disinfected.

Good Practice

Where crockery, glasses and cutlery are washed by hand, it is good practice to use a **food** grade **detergent** and **disinfectant**. It is good practice in larger operations to use mechanical dish, glass or pot wash. (Back-up facilities should be available in case of breakdown).

Chemical disinfectants used for the **sanitising** of equipment should meet **BS EN 1276** and/or **13697**.

Wherever possible, separate sinks should be used for **food** and equipment. Signage above sinks can help indicate what they will be used for.

Use strainers to prevent food from being washed into the drainage system.

Twin sinks are preferable to allow washing and rinsing.

Do not wash raw meat, game or poultry. This spreads **contamination** and is unnecessary.

Water supply

Potable water is essential in **food businesses** due to its importance in safe food preparation and **cleaning**.

How to comply with the law

You need to ensure your water is potable. It can be assumed that water will be potable if it comes direct from the mains supply. If it comes from a storage system you need to ensure that it is **potable water.** If the operation has a **private water supply**, that supply must be of potable quality.

Potable water must be used:

- For the **cleaning** of food.
- For all food production processes (e.g., water baths, sous vide and bains marie).
- For inclusion in food recipes.
- For making ice, steam or post mix units.
- For **cleaning** of food equipment.
- For **cleaning** surfaces that come into contact with food or the hands of **food handlers.**
- For hand washing.

Clean water or clean seawater may be substituted in relation to fishery products and shellfish.

In some circumstances, hoses for firefighting may be linked to a supply of water that is not potable. In those cases, the supply should be clearly marked for firefighting and hoses must not be used for **cleaning**.

Ice

Ice machines must be sited away from sources of contamination and be regularly cleaned and disinfected inside, as must containers and utensils used to store and dispense ice.

Ice scoops must be stored to prevent **contamination** and therefore should not be stored in the ice machine.

The law

Retained Regulation (EC) No 852/2004 Annex II Chapter VII

1(a) There is to be an adequate supply of **potable water**, which is to be used whenever necessary to ensure that foodstuffs are not contaminated.

1(b) **Clean water** may be used with whole fishery products. Clean seawater may be used with live bivalve **molluscs**, echinoderms, tunicates and marine gastropods; **clean water** may also be used for external washing. When **clean water** is used, adequate facilities and procedures are to be available for its supply to ensure that such use is not a source of **contamination** for the foodstuff

2. Where non-**potable water** is used, for example for fire control, steam production, refrigeration and other similar purposes, it is to circulate in a separate duly identified system. Non-potable water is not to connect with, or allow reflux into, **potable water** systems.

4. Ice which comes into contact with **food** or which may contaminate **food** is to be made from **potable water**. It is to be made, handled and stored under conditions that protect it from **contamination**.

5. Steam used directly in contact with **food** is not to contain any substance that presents a **hazard** to health or is likely to contaminate the food.

6. Where heat treatment is applied to foodstuffs in hermetically sealed containers it is to be ensured that water used to cool the containers after heat treatment is not a source of **contamination** of the foodstuff.

Steam

Potable water must be used if the steam may encounter **food** or become included in the food.

Good practice

Ice Machines

Ice machines are to be included in the cleaning schedule and cleaning should be recorded.

The frequency of cleaning ice machines will vary from business to business.

You should monitor the cleanliness of ice machines daily and set a cleaning/sanitising frequency that avoids mineral build up, odours, black mould spots or a pink coloured mould which is quite often found on internal surfaces and hinges of ice machines. The maximum period in between cleans is likely to be no more than 2 weeks. You should always refer to the manufacturer's instructions.

You should be proactive in cleaning and sanitising the ice machine but there are certain signs that your ice machine may need cleaning, and these include:

- The ice has a strange taste or odour. Sometimes this can be solved with just changing your filter, but it may mean that a more in-depth cleaning is in order.
- The ice is smaller than usual.
- The ice looks cloudy in appearance.
- The ice is softer than usual.

An **example** of a cleaning schedule for an ice machine is shown below but always refer to the individual appliances instructions.

Daily

- Only use clean disposable cloths (changed daily)/ paper towels when cleaning.
- Clean all external surfaces, door seals and handles using a detergent; rinse with clean warm water; disinfect/sanitise and allow to air dry or remove excess solution using a clean disposable cloth/ paper towel.
- Store ice-scoop separately in a clean and lidded container between use and **never** inside the machine.
- Check for signs of water leakage during cleaning and act as required.
- Use clean non-latex gloves.

Weekly

- Switch the ice machine off before cleaning.
- Remove ice cubes into a bucket and dispose – never return unused iced to the ice machine.
- Only use clean disposable/single use cloths (changed daily)/paper towels when cleaning.
- Clean all external and internal parts and surfaces using a detergent; rinse with clean warm water; disinfect/sanitise and allow to air dry or remove excess solution using a clean disposable cloth/ paper towel. Follow cleaning chemical instructions for use and contact time etc.
- Store ice-scoop separately in a clean and lidded container between use and **never** inside the machine.
- Check for signs of water leakage during cleaning and take action as required.
- Switch machine back on.

Use clean non-latex gloves.

Deep Clean

Schedule in a regular deep clean following the cleaning instructions in the manufacturers manual.

Drain the unit drain down and ensure every part of the machine, inside and out is cleaned thoroughly.

Drainage

Effective drainage is essential for maintaining clean and hygienic premises. Considering drainage when engaging designers or taking on new premises could save costly alterations at a later stage.

How to comply with the law

Closed **drainage systems** serving **food** premises must:

- Have sufficient fall to allow the waste to flow away.
- Be capable of efficiently disposing of wastewater and soil drainage, and must prevent the entry of foul air or effluent from the drainage system into food rooms.
- Be capable of coping with peak loads without choking or flooding.
- Have points of entry protected by effective traps.

Additionally, **partially or fully open drainage channels** (e.g., to allow floor cleaning water to enter the main drain) should flow from "clean" areas to "dirty" areas.

Internal inspection chambers installed inside food premises, must be accessible and closed with a secured, sealed, airtight double cover. All open food must be removed from a food room when an inspection chamber is opened.

Stack ventilation pipes must be carried through to the outside of the premises and be placed away from air intakes.

Cooking oil must never be poured down the drain.

Good practice

- Suitable provision for the removal of grease must be provided (for example grease traps), where there is a likelihood of grease entering the drainage system. Seek advice from your utility company if in doubt.
- Toilets should feed into the drainage system after the kitchen, and there should be adequate traps.
- If open floor drains are provided, grids and traps should be removable and easy to clean.
- Internal inspection chambers should be avoided if possible.
- There should be facilities to capture food waste which may obstruct drains, which should be emptied and cleaned regularly, e.g., filters to catch coffee grounds on coffee machines, filtered plugs in wash up sinks.
- Allow sufficient points of entry to allow access for unblocking, investigation, and cleaning.

The law

Retained Regulation (EC) No 852/2004 Annex II Chapter I

8. Drainage facilities are to be adequate for the purpose intended. They are to be designed and constructed to avoid the risk of **contamination**. Where drainage channels are fully or partially open, they are to be so designed as to ensure that waste does not flow from a contaminated area towards or into a clean area, in particular an area where **foods** likely to present a high risk to the final consumer are handled.

Staff changing facilities

Food handlers should only wear protective clothing when at work, as it is there to protect food from contamination. Facilities must be provided to encourage good personal hygiene.

How to comply with the law

Suitable provision must be made to allow staff to change at work without posing a risk of **contamination**.

Provision must be made to allow **food handlers** to change and to store their everyday clothes and personal effects away from open foods.

Good practice

Where staff wear protective clothing, it is good practice to have designated changing rooms (separate from toilets) and to provide secure storage for personal effects. Lockable secure cupboards may be adequate to meet this requirement.

The law

Retained Regulation (EC) No 852/2004 Annex II Chapter I

2c) Permit good **food hygiene** practices including protection against **contamination**.

9. Where necessary, adequate changing facilities for personnel are to be provided.

Cleanliness

Effective **cleaning** is essential for running a safe **food business.** **Cleaning** is more than just the removal of dirt; effective cleaning also ensures the avoidance of **contamination**. **Disinfection** is required where there may be a microbiological risk to food.

How to comply with the law

Building structure and work surfaces

Surfaces must be cleaned and/or disinfected dependent on use. You must determine what is appropriate for your business.

All areas must be visually clean. The following areas will require **cleaning** and **disinfection**:

- Food contact surfaces.
- Hand contact surfaces (for example fridge handles).
- Sinks & wash basins.

Worktops that are used for both **raw** and **ready-to-eat foods**, but are separated by time, must be cleaned and disinfected using a two-stage **cleaning** process:

1. Remove the dirt and debris with a **detergent** or **sanitiser** and rinse if necessary to remove all residues.
2. Disinfect/sanitise the area for the specified **'contact time'** and at the dilution rate required. Leave to air dry or dry with a disposable cloth or paper towel.

NOTE: Follow the manufacturer's instructions but carry out the two-stage process in all cases where surfaces and utensils are used for raw and ready-to-eat foods.

The internal surfaces of the structure and equipment fixed to the structure, including light fittings, ventilation and any other equipment must be:

- Visually clean.
- Cleaned periodically, so that dirt is not allowed to accumulate to levels where **contamination** of food may occur.

Delivery areas, store rooms and other parts of the premises where open food is not kept must be free from accumulated dirt and debris that may, for example, encourage **pests**.

Floors must be regularly cleaned, e.g., scrubbed, mopped, swept or vacuumed as appropriate. Avoid sweeping food down the drain.

Cleaning materials such as **sanitisers** and disinfectants (except those for immediate use) must not be stored in any area where open food is handled, but should be clearly marked and stored in designated areas remote from any food handling areas.

The law

Retained Regulation (EC) No 852/2004 Annex II Chapter I

1. Food premises are to be kept clean and maintained in good repair and condition

9. Cleaning agents and disinfectants are not to be stored in areas where food is handle

Equipment and utensils

Utensils and equipment must go through a thorough **cleaning** process followed by **disinfection** (for example by heat in an adequate dishwasher cycle or chemically using a two sink method).

Complex equipment e.g. food slicers, or mixers, must be fully dismantled by a competent person before effective **cleaning** and **disinfection** is undertaken. If a vacuum packing machine cannot be fully dismantled by the user, it must not be used for both **raw** and **ready-to-eat food**. Wherever possible **Complex equipment** should not be used for both **raw** and **ready-to-eat food.**

Other equipment that is used for both **raw** and **ready-to-eat foods**, e.g. temperature probes, weighing scales and mixers must be cleaned and disinfected between uses. If this is not possible, separate equipment will be required.

Further guidance on cleaning equipment is available in the **FSA E. coli guidance** (England, Wales and Northern Ireland) and **FSS E. coli guidance** (Scotland).

Whenever cleaning and sanitising you should ensure that the manufacturer's instructions are followed including the contact time.

Good practice

'Clear and clean as you go' whenever possible. Disinfectants or sanitisers should comply with **BS EN 1276** or **BS EN 13697.**

Non-food contact surfaces and those that are not subject to a significant risk of **contamination**, e.g. high wall surfaces or extract ventilation, should receive periodic **cleaning**. The frequency should relate to the prevention of dirt build up.

Cleaning schedules for all surfaces and equipment are helpful in maintaining good standards. A cleaning schedule could identify:

- The task.
- The person doing the task.
- The frequency.
- The **cleaning** materials and chemicals, including dilution rate and contact time.
- The method of **cleaning**, including details of strip down and reassembly of the equipment
- Safety precautions, e.g. gloves.
- The standard expected.

Effective application of **cleaning** schedules should be monitored by a manager or supervisor. Checklists can be useful.

To enable effective **cleaning**, food contact surfaces will need to be smooth, free from pits, crevices and chips. Equipment and utensils should be washed in a dishwasher following the manufacturers' instructions.

Cleaning equipment and chemical dispensers used for raw food areas could be colour coded to prevent them being used in other food prep areas.

Cleaning chemicals are not fit for human consumption and should always be properly labelled to avoid being mistaken for food.

The law

Retained Regulation (EC) No 852/2004 Annex II Chapter V

1. All articles, fittings and equipment with which food comes into contact are to:

a) be effectively cleaned and, where necessary, disinfected. **Cleaning** and **disinfection** are to take place at a frequency sufficient to avoid any risk of **contamination**.

Equipment requirements

When selecting equipment and utensils for food rooms, consideration needs to be given to hygienic requirements.

How to comply with the law

Catering equipment must be smooth, washable and durable so that it is capable of effective **cleaning** and **disinfection**. Materials must be non-toxic and resistant to corrosion.

Suitable materials for surfaces, equipment and fittings include:

- Aluminium and tinned copper.
- Ceramics.
- Food grade plastics and laminates.
- Stainless steel.

Unless it can be proved that other materials such as wood can be effectively cleaned and disinfected they are inappropriate for direct contact with **ready-to-eat foods**.

When selecting static equipment, consider where it will be located so that it does not become a dirt trap, and allow sufficient space for **cleaning** and **disinfection**.

Ensure that you provide sufficient temperature controlled equipment (e.g., fridges, freezers, and hot holding units) to allow you to keep your food at safe temperatures.

The law

Retained Regulation (EC) No 852/2004 Annex II Chapter V

1. All articles, fittings and equipment with which **food** comes into contact are to:

b) be so constructed, be of such materials and be kept in such good order, repair and condition as to minimise any risk of **contamination**;

c) With the exception of non-returnable containers and packaging, be so constructed, be of such materials and be kept in such good order, repair and condition as to enable them to be kept clean and, where necessary, to be disinfected;

d) be installed in such a manner as to allow adequate **cleaning** of the equipment and the surrounding area.

2. Where necessary, equipment is to be fitted with any appropriate control device to guarantee fulfilment of this Regulation's objectives.

3. Where chemical additives have to be used to prevent corrosion of equipment and containers, they are to be used in accordance with good practice.

Annex II Chapter I

2(d) Where necessary, provide suitable temperature controlled handling and storage conditions of sufficient capacity for maintaining foodstuffs at appropriate temperatures and designed to allow those temperatures to be monitored and, where necessary, recorded.

Good practice

Equipment should be moveable to allow effective **cleaning** and **disinfection** of the structure.

Design features to consider when selecting equipment:

- Avoid sharp angles and ledges.
- Joints that are smooth or curved.
- Flexible or easy-release hoses are provided.
- Heavy equipment is best provided with wheels or slides.
- Ease of dismantling and **cleaning**.
- Risk of foreign body **contamination** (e.g. from screws).
- Suitability for intended purpose (e.g., freezing or microwaving).

It is good practice that equipment should be designed to allow easy dismantling that provides access to all parts that need **cleaning**.

Use only sufficiently robust equipment; domestic equipment will often be unable to withstand the handling, **cleaning**, etc. in commercial use.

Where it is not possible to have separate areas for the handling of raw and ready to eat foods and time separation is used, consider whether you need separate and colour coded equipment for **raw** and **ready-to-eat foods**. Detailed information is available at:

England, Wales, and Northern Ireland

E. coli cross-contamination guidance | Food Standards Agency

Scotland

Shiga toxin-producing E. coli (STEC) | Food Standards Scotland

Clear temperature displays are useful on temperature controlled equipment. Equipment with in built thermostats will regulate temperature better. Dishwashers and dilution of chemicals benefit from automatic dosing control. Any such controls should be checked regularly for effectiveness.

The law

Annex II Chapter II,

1(f) Surfaces (including surfaces of equipment) in areas where **food** is handled and in particular those in contact with food are to be maintained in a sound condition and be easy to clean and, where necessary, to disinfect. This will require the use of smooth, washable, corrosion-resistant and non-toxic materials, unless **food business operators** can satisfy the **competent authority** that other materials used are appropriate.

Food waste

Suitable consideration must be given to the waste that your business will create so that it can be stored and disposed of hygienically. This means allowing adequate space for waste to be stored securely whilst awaiting collection.

How to comply with the law

Sufficient containers must be provided to accommodate the quantity of food waste ordinarily produced and positioned conveniently for the points where the waste occurs.

In food rooms, containers need not be lidded if they are in frequent use and are regularly emptied. They must be durable, readily cleanable and disinfected periodically. You must also ensure the waste does not attract flying insects and no waste should be left in a food room overnight.

Where refuse containers are used for the storage of waste awaiting collection and removal from site, they must have a lid and be constructed of a durable material, which makes them easy to clean and where necessary, disinfect.

Provision must include frequent removal at the end of each trading session from the immediate food preparation area and arrangements for disposal or collection. The frequency of collection will depend upon the volume and type of waste.

Areas for indoor storage of refuse must be away from food rooms and be cleared at frequent intervals.

Proofing against **pest** access can be achieved either by storing in a covered area sealed against **pest** access, or by having an adequate number of waste containers with firmly fitted lids.

Good practice

There are other important legal **requirements** regarding the collection of waste that should be considered.

The law

Retained Regulation (EC) No 852/2004 Annex II Chapter VI

1. **Food** waste, non-edible by-products and other refuse are to be removed from rooms where **food** is present as quickly as possible, so as to avoid their accumulation.

2. Food waste, non-edible by-products and other refuse are to be deposited in closable containers, unless food business operators can demonstrate to the competent authority that other types of containers or evacuation systems used are appropriate. These containers are to be of an appropriate construction, kept in sound condition, be easy to clean and, where necessary, to disinfect

3. Adequate provision is to be made for the storage and disposal of food waste, non-edible by-products and other refuse. Refuse stores are to be designed and managed in such a way as to enable them to be kept clean and, where necessary, free of animals and pests

4. All waste is to be eliminated in a hygienic and environmentally friendly way in accordance with legislation applicable to that effect, and is not to constitute a direct or indirect source of contamination

It is helpful if refuse containers in food rooms are lined with plastic bags to allow easy removal and to minimise food waste coming into contact with containers. You should check that your waste removal company will accept this method.

If your business will generate significant quantities of waste oil, consider means of capturing this at the design stage.

If possible, for bulk bins, it is helpful to have drainage plugs to allow for easier cleaning. These should be replaced after use to prevent access by pests.

The use of designated containers may facilitate the recycling of waste products and to ensure that animal by-products are sent for incineration (if applicable).

Ensure outdoor refuse storage areas do not attract or allow access to pests.

Where space allows, designate a well-lit, separate area for outdoor waste storage with a solid base. Consider **cleaning** and drainage – a water supply will be useful. To make cleaning easier, a hard-standing area may be appropriate.

Where possible, food waste can be reduced by donating surplus food to charity see section “Surplus Food/Donating leftover food to charity”.

Maintenance

An appropriate maintenance programme will ensure that your building and equipment remains in good condition so food can be handled safely.

How to comply with the law

Walls, floors and ceilings must be kept in a good state of repair that allows them to be kept clean, and protect food from **contamination**.

This will require the use of impervious, non-absorbent, washable and non-toxic materials unless **food business operators** can satisfy the **competent authority** that other materials used are appropriate. Where appropriate, floors must allow adequate surface drainage.

Any damage or deterioration of the building fabric will inhibit or prevent **cleaning** and **disinfection**, allowing the build-up of dirt and provide a breeding ground for **pests** and bacteria. Any loose, chipped, flaking, or powdery material could become a contamination risk and must be removed, and the area repaired as soon as possible.

Ceilings must be periodically maintained to remove any mould build-up or any other particles or debris that could fall into food. Leaking water can lead to food becoming contaminated.

Food contact surfaces such as chopping boards, table tops, trays and utensils must be maintained in good condition so that they are easily cleaned. This provision also applies to internal parts of refrigerators or display cabinets.

Equipment must not be used when its condition has deteriorated to the point that it cannot be effectively cleaned or it poses a foreign body hazard or any other risk of contamination.

Good practice

It is advisable to inspect the fabric and equipment on a regular basis to allow damage to be promptly addressed. Encourage staff to report and/ or record any issues.

Planned preventative maintenance may be appropriate for vital equipment such as dishwashers and refrigeration. It is helpful to keep records of this activity.

Equipment that is no longer used should be removed from the food premises.

The law

Retained Regulation (EC) No 852/2004 Annex II Chapter V

1. All articles, fittings and equipment with which **food** comes into contact are to:

b. be so constructed, be of such materials and be kept in such good order, repair and condition as to minimise any risk of **contamination**;

c. With the exception of non-returnable containers and packaging, be so constructed, be of such materials and be kept in such good order, repair and condition as to enable them to be kept clean and, where necessary, to be disinfected;

Annex II Chapter II,

1f surfaces (including surfaces of equipment) in areas where **food** is handled and in particular those in contact with **food** are to be maintained in a sound condition and be easy to clean and, where necessary, to disinfect. This will require the use of smooth, washable, corrosion-resistant and non-toxic materials, unless **food business operators** can satisfy the **competent authority** that other materials used are appropriate.

Food hygiene and safety procedures

Personal hygiene: general requirements

It is essential that all employees and visitors to food premises maintain a high standard of personal hygiene to minimise any risk to food. Visibly poor hygiene practices will undermine customer confidence. Many food complaints are a direct result of poor personal hygiene.

How to comply with the law

- Anyone who works in a food preparation area must practice good personal hygiene.
- 'Personal cleanliness' is taken to include hygienic practices and habits, which, if unsatisfactory, may expose food to the risk of **contamination**.
- Clothing must be clean and must be changed when necessary to maintain hygienic standards to protect the food from risk of **contamination**.

Persons working in food handling areas must practice good hygiene.

They must, for example:

- Have clean hands if they are handling food.
- Not smoke or spit in the food handling area.
- Ensure that hair does not pose a risk of **contamination**.
- Cover cuts, wounds, healing skin or other skin conditions likely to cause **contamination** of foods (on hands or other exposed parts of the body) with waterproof dressings that are preferably bright / blue coloured for identification purposes.
- Not wear jewellery or beauty products (e.g., false nails, nail varnish or eyelashes) that may present a risk of **contamination**.

Hand washing is required:

- Before handling ready-to-eat **food** and after touching **raw** food and its packaging, including unwashed fruit and vegetables.
- After a break.
- After going to the toilet.
- After **cleaning**.
- After removing waste.
- After blowing your nose or touching your mouth or ears.
- Cash may carry bacteria, so hands must be washed after handling it if you are going to prepare or handle food.

The law

Retained Regulation (EC) No 852/2004 Annex II Chapter VIII

1. Every person working in a **food** handling area is to maintain a high degree of personal cleanliness and shall wear suitable, clean and, where appropriate, protective clothing

Retained Regulation (EC) No 852/2004 Annex II Chapter IX

3. At all stages of production, processing and distribution, food is to be protected against any **contamination** likely to render the food unfit for human consumption, injurious to health or contaminated in such a way that it would be unreasonable to expect it to be consumed in that state

Although there may be slight variations on hand washing techniques all include the following steps:

- Wetting of hands before applying soap.
- Thorough hand rubbing to remove **contamination** from all parts of the hands.
- Rinsing of hands.
- Hygienic drying.

See Annex 1 for web addresses of external examples.

It is important that staff dry their hands thoroughly, as bacteria can spread more easily if hands are wet or damp.

Food handlers must not behave in a way that may spread bacteria, e.g., by biting nails, licking fingers, blowing into bags or coughing and sneezing over open **food**.

Good practice

Hair may directly contaminate **food**. Choose effective methods of control such as hats, hairnets, tying hair back securely and snoods.

Protective clothing

- Food handlers should not travel to their place of work in their protective clothing.
- They should also remove protective clothing if they leave the premises for other reasons.
- Visitors to the kitchen (including maintenance personnel) should be made aware of their hygiene responsibilities and wear protective clothing if they present a risk of **contamination**.
- Light coloured protective clothing is preferable as it shows dirt. Good protective clothing has no external pockets.
- Disposable (non-latex) gloves and aprons can be helpful in avoiding cross **contamination** risks if used correctly. For consistent implementation, it may be useful to write down when and how these items should be worn and changed.
- Gloves are not a substitute for effective hand washing. If gloves are used, they should be changed as per the list for when hand washing is required and if they become damaged or torn. Hands should also be washed before putting gloves on and, when necessary, after taking them off (for example, if using gloves to handle raw meat or poultry).

It is good practice for your waterproof dressings to be brightly coloured.

Jewellery can harbour dirt and bacteria and can itself be a source of **contamination**:

- One-piece sleepers in pierced ears and a plain band are acceptable.
- Watches should not be worn.
- Rings and studs should not be worn in exposed parts of the body.

The use of strong perfumes/aftershaves should be avoided where open **food** such as meats or dairy products that can absorb smells are being handled and could become tainted.

Paper used for hand drying and sanitising food contact surfaces should be stored in wall mounted or mobile dispenser and not stored or located in preparation areas, unprotected, in contact with non-sanitised surfaces.

Hand washing

- For extra protection against harmful bacteria and **contamination**, it is recommended to use an anti-bacterial hand wash that has disinfectant properties conforming to the European standards **BS EN 1499**. This information should be available on the label of the product or can be obtained from the supplier/manufacturer.
- Where frequent hand washing is required the use of a special food-safe barrier cream may help to reduce dried out skin.
- The 'mechanical action' of handwashing, e.g., giving your hands a good scrub is just as important as the soap and warm water as this helps to displace the bacteria. Hand drying with a paper towel, as opposed to an air dryer, will also help to remove the bacteria.

Hand sanitising gels can provide an additional level of protection when applied after hand washing. Gels, if used, should conform to **BS EN 1500** standard. It should be noted that these gels do not necessarily remove visible dirt and should never be used as a replacement for hand washing.

Personal hygiene: illness of food handlers

Staff can contaminate food and make customers ill. Caterers have a responsibility to ensure this does not happen

How to comply with the law

If any staff or visitor has, or is carrying, an illness that could be transmitted through food, they must tell the **food business operator** immediately. For example:

- Infected wounds.
- A skin infection or sores.
- Diarrhoea.
- Stomach upsets.
- Vomiting.

When a **food business operator** becomes aware that a member of staff is suffering from a disease likely to be transmitted through food, they must exclude them from working with or around food. The length of the exclusion depends on the illness: comprehensive guidance can be found in the document **'Food Handlers Fitness to Work'** from the Food Standards Agency (England and Wales), **'Food Handlers: Fitness to Work'** to Work from Food Standards Scotland (Scotland) and Fitness to work section in **Safe Catering** (Northern Ireland).

If infected wounds can be effectively covered, exclusion should not be necessary.

Good practice

Instruct all staff on appointment (ideally verbally and in writing) that they must notify their manager or supervisor if they ever suffer from any such illness mentioned above. Anyone who has household contact with someone suffering from sickness and diarrhoea should inform their manager. If symptoms don't develop, return to work is possible 24 hours after contact with the infected person, as this covers many incubation periods.

It is possible that people can still spread bacteria or viruses even after they feel better. Staff with diarrhoea or vomiting should not return to work until they have had no symptoms for 48 hours. Different action is required in special cases, as advised in the document **Food Handlers: Fitness to Work.**

If in doubt, the manager could consult either a medical practitioner or the Environmental Health Department for advice on the exclusion of the staff member from food handling and on their suitability to return after illness.

The law

Retained Regulation (EC) No 852/2004 Annex II Chapter VIII

2. No person suffering from, or being a carrier of, a disease likely to be transmitted through **food** or afflicted, for example, with infected wounds, skin infections, sores or diarrhoea is to be permitted to handle **food** or enter any food handling area in any capacity if there is any likelihood of direct or indirect **contamination**. Any person so affected and employed in a **food business** and who is likely to come into contact with food is to report immediately the illness or symptoms, and if possible their causes, to the food business operator.

Also on appointment, it is good practice to ask employees questions to determine whether they may be carriers of such illnesses (that is, be infected without showing symptoms). The form at Annex 1 of the document **Food Handlers; Fitness to Work** can be used to do this.

Staff should ask visitors entering food handling areas whether they are suffering from any illness that could be transmitted through food.

When outbreaks occur, it is important to note that workers who fall ill during an outbreak can easily be victims of the outbreak, not the cause.

If someone has vomited (or shed any other bodily fluids) anywhere on the premises of the **food business**, then effective **cleaning** and **disinfection** is vital. Sodium hypochlorite disinfectants are the best to use on cleanable surfaces. If Norovirus is suspected, contact your Environmental Health Department for advice.

Norovirus can be very difficult to kill in soft furnishings and sodium hypochlorite (bleach) cannot be used because it will cause damage Other liquid disinfectants and/or steam **cleaning** should be considered. In some cases, destroying the furniture may be the best way to ensure the complete elimination of the virus from the food business. Advice can be sought from the local authority if needed.

Cleaning materials can also spread norovirus, so should be disposed of immediately after **cleaning** contaminated areas. Those asked to clean these areas should take suitable precautions to prevent becoming infected, such as using gloves and masks, and ensure that when cleaning is complete, they wash their hands thoroughly.

Communicable Disease Outbreaks

In the event of a local food poisoning outbreak Food Business Operators should contact their local Environmental Health Department.

During international or national significant outbreaks of communicable diseases (such as COVID-19), food business operators should follow current government advice and consider how the spread of the disease can be minimised within the business. This is both to reduce the spread in the general population and to reduce the impact on the business itself.

Requirements for food handling

Hazards to food can occur whenever it is stored or handled. Proper procedures must be in place to ensure that its safety is maintained.

How to comply with the law

Delivery checks

Check deliveries for temperature, quality and **shelf life**, as well as the condition of the packaging. Reject **unfit food** or 'Use By' expired product. Return immediately on the delivery vehicle or set aside and mark clearly for later disposal.

Any deliveries showing signs of infestation, damage or inappropriate soiling must be rejected.

Check that delivery conditions do not allow for allow **contamination** of the food. Chilled food must be kept cold throughout delivery, storage preparation and service with only limited time spent outside of chilled temperatures.

Storage

Ambient stores must not be damp and must be kept clean and tidy to minimise 'foreign body' **hazards** and to prevent harbourage of **pests**.

Packs should be handled with care to prevent damage to packing that may allow **contamination** of the food (especially hermetically sealed containers and cans).

Non-food items may present a safety **hazard** if they contaminate food (e.g. **cleaning** materials). These should be clearly and appropriately labelled and stored away from food and packed in such a way that they cannot contaminate the food. Under no circumstances must **cleaning** materials or other hazardous substances be decanted into food containers.

Store pet **food** separately from **food**. Pet **food** must be clearly labelled and wrapped so that it does not present a risk of **contamination**.

Chilled stores must be run at suitable temperatures to comply with temperature control regulations. Guidance on temperature control is given **below**.

The law

Retained Regulation (EC) No 852/2004 Annex II Chapter IX

1. A food business operator is not to accept raw materials or ingredients, other than live animals, or any other material used in processing products, if they are known to be, or might reasonably be expected to be, contaminated with parasites, harmful micro-organisms or toxic, decomposed or foreign substances to such an extent that, even after the food business operator had hygienically applied normal sorting and/or preparatory or processing procedures, the final product would be unfit for human consumption.

2. Raw materials and all ingredients stored in a food business are to be kept in appropriate conditions designed to prevent harmful deterioration and protect them from contamination.

3. At all stages of production, processing and distribution, food is to be protected against any contamination likely to render the food unfit for human consumption, injurious to health or contaminated in such a way that it would be unreasonable to expect it to be consumed in that state.

Food labelled with 'Use By' date marks must be used by the expiry date.

Do not allow food to become injurious to health, contaminated or unfit for human consumption whilst in storage.

To protect food in storage from **contamination**:

- Ensure it is covered.
- If not in its original packaging, keep it in food safe containers.
- Separate **raw** and **ready-to-eat food**stuffs.

Preparation

Check food remains in good condition, with no signs of spoilage, e.g., no mould, unpleasant odours, or decay before using it.

When both **raw** and **ready-to-eat foods** are handled and prepared on the same premises, there must be effective procedures in place to prevent cross **contamination**.

Wrapping and packaging

If foods are decanted, they should be stored in suitable intact, clean, lidded containers to avoid spillage and **contamination**.

Wrapping and packaging materials pose risks of **contamination** to **food** and must be selected and handled accordingly. For example:

- Source **food** safe materials from a reputable supplier. Use suitable materials for the **food** concerned. These must be clean and fit for purpose.
- Store in a clean area away from sources of **contamination** (e.g. off the floor).

When wrapping and packing **food**:

- Use a **food** handling area.
- Avoid damaging the packaging or wrapping.

When **raw** meat or poultry has been wrapped, its packaging must be treated as contaminated when removed and disposed of.

The law

Retained Regulation (EC) No 852/2004 Annex II Chapter IX (cont.)

4. Adequate procedures are to be in place to control **pests**. Adequate procedures are also to be in place to prevent animals from having access to places where **food** is prepared, handled or stored (or where the **competent authority** so permits in special cases, to prevent such access from resulting in **contamination**)

5. The **cold chain** is not to be interrupted. However, limited periods outside temperature control are permitted, to accommodate the practicalities of handling during preparation, transport, storage, display and service of **food**, provided that it does not result in a risk to health. **food businesses** manufacturing, handling and wrapping processed foodstuffs are to have suitable rooms, large enough for the separate storage of raw materials from processed material and sufficient separate refrigerated storage

8. Hazardous and/or inedible substances, including animal feed, are to be adequately labelled and stored in separate and secure containers.

Good practice

Deliveries

Chilled and frozen **food** should be put away as quickly as practicable. Plan your staffing/delivery windows to allow this to happen.

For prepacked **foods** labelled with 'Use By' date marks, check the product has enough residual life to allow the **food** to be used within the date.

When storing **food**, "rotate the stock" to ensure that the product with the shortest shelf-life is used first.

For quality reasons, **'best before'** dates should also be checked.

Where possible, the competence of suppliers to handle and deliver **foods** safely should be checked.

It is recommended that a responsible and designated person be assigned to receive the deliveries. This person should have sufficient knowledge to ensure products are properly received.

Storage

Part used packs should be adequately resealed to prevent **contamination**. In some cases, it may be better to transfer the stock to lidded bins or other suitable containers. For example, part used canned **food** should not be kept in the can. **Food** decanted in this way should be labelled to allow effective management of **allergens** and **shelf life.**

Open **food** or **foods** not in impervious packing should not be placed on the floor.

Raw meat, fish and poultry should be kept in containers to avoid spillage of juices etc. and should be placed below **ready-to-eat foods** in refrigerators. Consider storing eggs in the refrigerator.

Separate refrigerators for **raw** and **ready-to-eat foods** are recommended.

Physical dividers should be used between **raw** and **ready-to-eat foods** in any shared display cabinet.

Frozen raw meat, fish and poultry should be stored away from frozen ready to eat food to avoid cross contamination.

The law

Retained Regulation (EC) No 852/2004 Annex II Chapter X

1. Material used for wrapping and packaging are not to be a source of **contamination**.

2. Wrapping materials are to be stored in such a manner that they are not exposed to a risk of **contamination**.

3. Wrapping and packaging operations are to be carried out so as to avoid **contamination** of the products. Where appropriate and in particular in the case of cans and glass jars, the integrity of the container's construction and its cleanliness is to be assured.

4. Wrapping and packaging material re-used for foodstuffs is to be easy to clean and, where necessary, to disinfect.

Wrapping and packaging

Materials and catering disposables to be used for **food** should also be kept in clean and dry stores that are free from **pests** and other sources of **contamination**.

Where a packaging material is used for both **raw** and **ready-to-eat** purposes, consider having separate designated dispensers.

Treat deliveries of packaging as carefully as you would **food**.

Food displays

The design of display equipment (especially self-service) can be important in removing other **contamination hazards**. Users should not reach across other **food**.

'Sneeze screens' may play a small part in reducing airborne **contamination**.

Prevent handles of utensils from falling into the **food**. (E.g., use tools with a handle longer than the bowls, or provide space for them to be stored when not in use).

Preparation

Comprehensive guidance on avoiding cross-contamination is available in the **FSA E. coli guidance** (England, Wales and Northern Ireland) and **FSS E. coli guidance** (Scotland).

The way to ensure this will depend on the activities undertaken by the business, as well as what is achievable. The options for a food business operator include:

1. Using permanent separate rooms for **ready-to-eat food** or **raw** food only.

OR

2. Using an area designated for the handling and preparation of **ready-to-eat food,** referred to as a 'clean area' on a permanent basis.

OR

3. Using an area designated for ready-to-eat foods based on time separation.

Customers' animals

Pets are not permitted in food preparation or storage areas. They may be permitted in, for instance, seated areas of catering premises at the discretion of the food business operator. This point should be considered when making policy with respect to guide and assistance dogs. The Equality and Human Rights Commission and Visit England have produced guidance for tourism businesses to welcome customers with assistance dogs.

Pest control

Effective pest control practices are vital to prevent contamination of food, thereby protecting your customers and your business. Failure to control pests is a common cause of prosecution for food business operators. Refer to section 'Structural requirements for food businesses' for design considerations.

How to comply with the law

This provision includes control of the following **pests**: insects, rats, mice, and birds.

Every effort must be made to **pest** proof the premises. An infestation may occur from time to time. These must be dealt with immediately to prevent risk to food. An effective **cleaning** regime will remove the grease and food and drink remains that are likely to encourage pest activity.

Dispose of any food that has been damaged by **pests**.

In a very few catering premises animals are kept either as pets or for security. (For example, in smaller operations, pubs, and guest houses, with residential accommodation in the same premises). Where domestic animals access food handling areas, **food business operators** must ensure food is protected from contamination.

Note that implementing the procedures for maintenance, waste management and cleaning described elsewhere in this guide will serve to protect your business from pest infestation.

Domestic animals should be kept out of **food** preparation and serving areas during trading periods and thorough cleaning should take place of food preparation areas when necessary.

To help protect wildlife, good practice advice is that permanent baiting should be strictly limited to sites with high potential for re-infestation when other methods of control have proven insufficient. For further guidance go to the **British Pest Control Association (BPCA)**.

The law

Retained Regulation (EC) No 852/2004 Annex II Chapter II

1.In rooms where **food** is prepared, treated or processed (excluding dining areas and those premises specified in Chapter III, but including rooms contained in means of transport) the design and layout are to permit good **food hygiene** practices, including protection against **contamination** between and during operations. In particular:

d). windows and other openings are to be constructed to prevent the accumulation of dirt. Those which can be opened to the outside environment are, where necessary, to be fitted with insect-proof screens which can be easily removed for **cleaning**. Where open windows would result in **contamination**, windows are to remain closed and fixed during production.

Retained Regulation (EC) No 852/2004 Annex II Chapter IX

Adequate procedures are to be in place to control **pests**. Adequate procedures are also to be in place to prevent domestic animals from having access to places where **food** is prepared, handled or stored (or where the **competent authority** so permits in special cases, to prevent such access from resulting in **contamination**)

Good practice

Train your staff to check and report signs of **pest** activity.

Where baits are used, ensure they are clearly abelled and kept away from foodstuffs.

Procedures which could be taken to control **pests** include:

- Using a reputable pest control contractor.
- Proofing of entrances and other access points.
- Insect screens.
- Good stock rotation of dry goods.
- Baiting with pesticides.
- Suitably located electronic fly killers. Fly killers should not be located where there is a risk of dead flies falling into food. For example, above work surfaces.

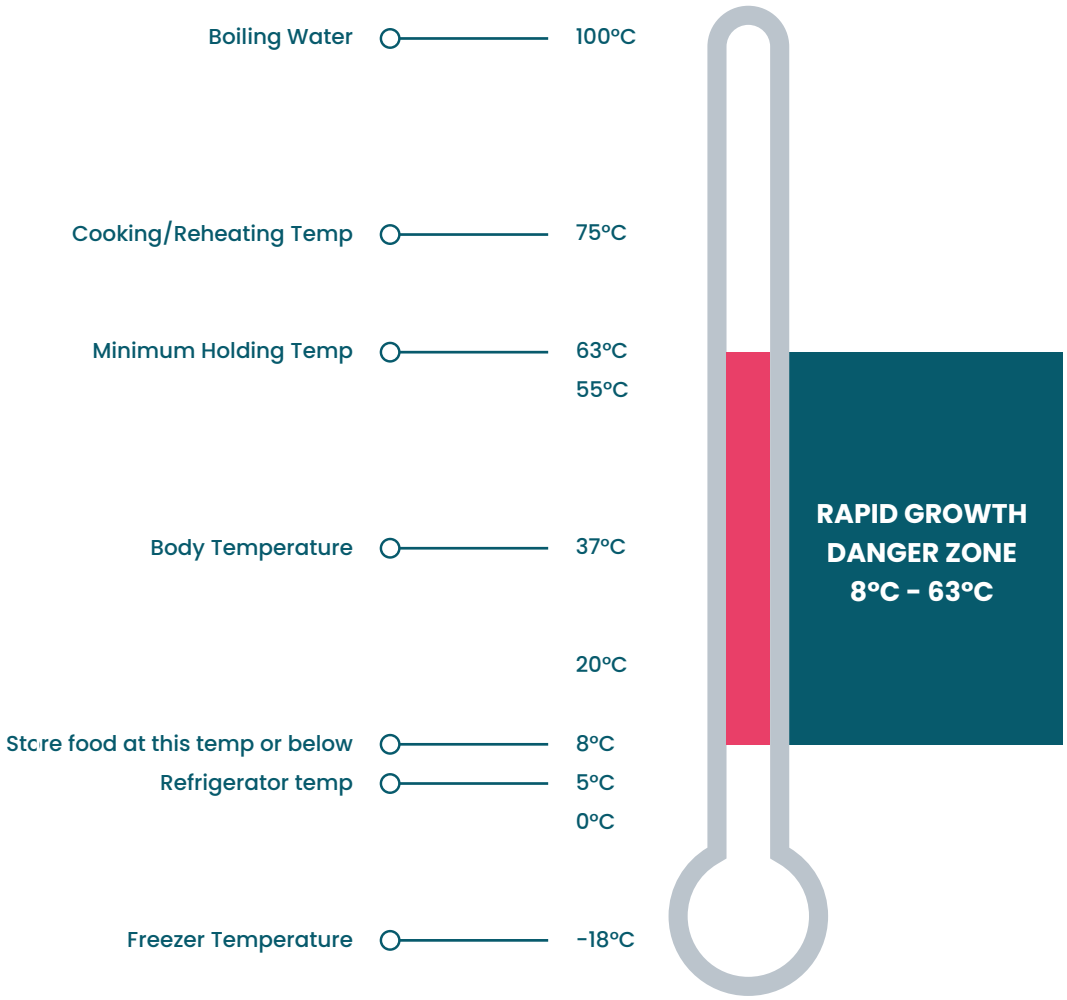
Temperature controls

This section provides guidance on the temperature control requirements within the UK. As there are different national regulations in Scotland, separate specific guidance is given below.

Micro-organisms that cause illness and **food** spoilage can grow most rapidly between 8°C and 63°C. This range is known as the **danger zone**. Keeping foods out of this **danger zone** will reduce the risks of food poisoning.

All the temperature control provisions relate to the temperature of **food** and not air temperature. Make sure that any temperature readings taken represent the **food** temperature in all parts of the holding unit. Do not rely solely on temperature readouts fitted to equipment.

See the chilling section of **Safer food, better business** (England, Wales and Northern Ireland), or chilling section from **CookSafe** (Scotland) or **Safe Catering** (Northern Ireland).



Cold storage – UK wide

Certain **foods** need to be kept out of the **danger zone** to promote **food** safety. This section provides guidance on what **foods** are at risk and which temperatures are important.

How to comply with the law

Food requiring refrigeration will usually be clearly labelled. This must be stored in your fridge. **Food** marked with a "Use By" date is most likely to pose a risk if not kept refrigerated.

Chilled food must be kept cold throughout delivery, storage preparation and service with only limited time spent outside of refrigeration.

Food made in your kitchen but not to be served immediately will normally need to be cooled through the **danger zone** as quickly as possible. (Ambient goods such as breads are exempt). Detailed guidance can be found in:

Safer food, better business for caterers | Food Standards Agency (England, Wales and Northern Ireland),

CookSafe Manual | Food Standards Scotland (Scotland),

Safe Catering (Northern Ireland).

Food cooked in advance must either be held hot or cooled as quickly as possible.

Foods requiring refrigeration should be thawed in the fridge.

Ensure run off liquid is drained safely into a container where it will not present a contamination risk.

The law allows for limited periods outside temperature control. National guidance is given below.

See 'Requirements for food handling' for further guidance on protecting food being cooled from contamination.

The law

Retained Regulation (EC) 852/2004 Annex II Chapter IX

5. Raw materials, ingredients, intermediate products and finished products likely to support the reproduction of harmful **micro-organisms** or the formation of toxins are not to be kept at temperatures that might result in a risk to health. The **cold chain** is not to be interrupted. However, limited periods outside temperature control are permitted, to accommodate the practicalities of handling during preparation, transport, storage, display and service of **food**, provided that it does not result in a risk to health. **food businesses** manufacturing, handling and wrapping processed foodstuffs are to have suitable rooms, large enough for the separate storage of raw materials from processed material and sufficient separate refrigerated storage.

6. Where foodstuffs are to be held or served at chilled temperatures they are to be cooled as quickly as possible following the heat-processing stage, or final preparation stage if no heat process is applied, to a temperature which does not result in a risk to health.

7. The thawing of foodstuffs is to be undertaken in such a way as to minimise the risk of growth of harmful microorganisms or the formation of toxins in the **foods**. During thawing, **foods** are to be subjected to temperatures that would not result in a risk to health. Where run-off liquid from the thawing process may present a risk to health it is to be adequately drained. Following thawing, **food** is to be handled in such a manner as to minimise the risk of growth of harmful microorganisms or the formation of toxins

Good practice

Follow manufacturer's storage advice.

Food Business Operators should use a method of cooling which ensures that food is:

- Cooled as quickly as possible.
- Placed into the refrigerator as soon as the temperature is low enough that the food will not increase the temperature of the fridge.

Cooled from 55˚C to 20˚C within two hours.

If you are using a blast chiller, ensure you follow the manufacturer's instructions. Otherwise, cooling can be speeded up by:

- Portioning into smaller containers.
- Ensuring containers are cold before use.
- Cutting/slicing joints before cooling.
- Use shallow containers.
- Use of ice baths.
- Rinsing under potable running water (e.g., for rice, vegetables, or pasta).
- Putting in a suitable fridge or freezer, protected from contamination. (Ensure that the food temperature of other items in the fridge is not raised significantly).

Implement a system of temperature **monitoring**, which could include manual checking of foods, food substitutes or automated temperature monitoring.

Ensure good stock rotation of food within the 'use by' and 'Best Before' dates.

Keep freezers at -18°C or colder unless the manufacturer's instructions on the food specify otherwise. Some products such as ice-cream may need to be kept at higher temperatures, if specified by the manufacturer, to allow them to be served.

Cold storage – England, Wales and Northern Ireland

The law makes specific temperature requirements for refrigerated food. Scottish requirements are covered below. (For mail order, see the distance selling guide).

How to comply with the law

The maximum allowable temperature for food that has to be kept cold is 8°C. Exemptions for preparation and handling are covered below.

There may be some cases where the normal maximum temperature of 8°C will not be cold enough. Foods affected will ordinarily be marked with the lower required storage temperature which must be observed, provided it is necessary for the safety of the food. (For example, **scombroid** fish).

Some food may also be kept at **ambient temperatures** if the **shelf life** is adjusted and does not pose a risk to health in accordance with a well-founded scientific assessment.

Most canned or similarly packed **foods** will not require refrigeration until opened. Some canned foods must be kept chilled even if unopened. Refer to the instructions.

Food that would normally be kept refrigerated may be held at **ambient temperatures** for service or on display for sale for a single period of up to four hours, and must then either be thrown away or placed back in the fridge and served at a chilled temperature. Care must be taken to ensure that the time period is strictly observed.

In the event of equipment breakdown, regard must be given to the time period elapsed before discovery of the breakdown.

Good practice

Set fridges to keep **food** between 1°C and 5°C to allow a margin of error below the legal standard.

Monitor temperatures to ensure the integrity of the chill chain from delivery through to service.

Canned meats may be refrigerated to aid slicing when opened.

The law

The Food Safety and Hygiene (England) Regulations 2013.

The Food Hygiene Regulations (Northern Ireland) 2006

The Food Hygiene (Wales) Regulations 2006

Schedule 4

Schedule 4 lays down temperature control requirements for **food businesses** except those subject to which Regulation (EC) 853/2004 applies

Schedule 4 lays down a maximum temperature for chill holding of food, the exemptions, and defences against variations from the holding temperature

Pre-cooling containers will ensure that the opened product will be at the correct temperature immediately it is put on cold display.

Label containers of decanted **foods** to allow affective management of allergens and shelf life.

If raw fish is kept on display for sale, it should be at the temperature of melting ice. This can be achieved by placing the fish in or on a bed of crushed ice. Good contact between ice and fish should be maintained.

Avoid excess heat, or large changes in temperature for eggs in shell. Store in a refrigerator where practicable.

Caterers who produce refrigerated or frozen products for others should take independent scientific advice regarding whether a 'use by' date is required for food safety and how to determine a safe use by date for each product. They should also seek the advice of the local authority officer.

If displaying refrigerated food at ambient temperatures, a system should be devised so that products are not displayed for more than 4 hours after production, e.g., coloured dots to indicate a time of disposal. This system should be documented.

If possible, do not display high risk food at ambient temperatures. Topping up ambient displays of refrigerated food throughout the day risks breaching the 4-hour **tolerance period** and should be avoided. The amount of **food** kept for service or display out of refrigeration should be kept to a minimum.

Where extensive handling or processing of **foods** takes place, during which **food** warms to **ambient temperature**, consider chilling during the process or use air-conditioning in the room.

When preparing food that should be refrigerated, minimise the length of time that the food is above 8°C. Plan preparation to avoid multiple periods out of refrigeration. Smaller batches can help.

In normal circumstances, a single limited period of up to two hours outside temperature control is unlikely to be questioned. For longer periods, some justification and a **hazard** analysis based on the **HACCP** principles may be expected.

The law (online edition)

Click below to access the appropriate national schedule:

England The Food Safety and Hygiene (England) Regulations 2013

Northern Ireland The Food Hygiene Regulations (Northern Ireland) 2006

Wales The Food Hygiene (Wales) Regulations 2006

Cold storage – Scotland

Scottish law makes specific requirements for holding food chilled. Requirements for England, Wales and Northern Ireland are covered above.

How to comply with the law

In Scotland, the requirement is for cold food to be kept "in a refrigerator or refrigerating chamber or in a cool ventilated place". However, the requirements stated above for **cold storage,** apply across the UK.

Food may be kept out of cold temperature control for the purposes of handling, preparation and display for sale, providing this poses no risk to health.

Further detailed advice on the application of the temperature control regulations in Scotland is available from **Food Standards Scotland.**

Good practice

Provide sufficient refrigeration for all the **food** that should be kept cold.

Where extensive handling or processing of **food** takes place, during which **food** warms to **ambient temperature**, consider chilling during the process or use air-conditioning in the room.

When preparing **food** which should be refrigerated, minimise the length of time that the **food** is above 8°C. Plan preparation to avoid multiple periods out of refrigeration. Smaller batches can help.

The law

The Food Hygiene (Scotland) Regulations 2006 (as amended).

Schedule 4

Schedule 4 lays down temperature control requirements for food businesses except those which are covered by Retained Regulation (EC) 853/2004.

Schedule 4 lays down a maximum temperature for chill holding of food, the exemptions, and defences against variations from the holding temperature.

Freezing and defrosting food – UK wide

It is common practice for Food Business Operators (FBO) to freeze food to be later defrosted for use. The FBO must take note of the impact upon the 'use by dates'.

How to comply with the law

The law allows for FBOs preparing food for direct consumption by the final consumer (e.g., in a restaurant or catering type scenario) to freeze food prior to the expiry of the 'use by' date. It can later defrost and prepare this food or use it as an ingredient for further processing for food which is intended to be served directly to the final consumer.

To do this safely the FBO must freeze the food before the expiry of its 'use by' date, including up to midnight on the use by date, and must be able to demonstrate when the product was frozen in order to prove that this was carried out prior to the use by date expiring. If the FBO cannot demonstrate when the product was frozen, the food will be considered unsafe in accordance with Article 14 of 178/2002 and will have to be disposed of. This would also breach the provisions for a food safety management system based on HACCP principles. (Section 'Management control/procedures').

When defrosting frozen food, it should additionally be labelled with the date defrosted and used before the use by date determined by your HACCP procedures or follow the manufacturer's instructions on the product label (whichever is soonest).

Good practice

When possible, freeze in the day of purchase.

To prove that the date of freezing is prior to the use by date you should keep the original label on the product and add another label that indicates the date frozen.

Products should be labelled clearly with the frozen-on date, a frozen shelf life, and labelled with the date when defrosted. Instructions such as "Once defrosted use within 24 hours" or according to manufacturer's instructions or assured advice where appropriate.

Whenever possible defrosting should be carried out in the refrigerator. Ready to eat foods must be protected from contamination during defrosting.

The law

Regulation (EC) 852/2004 Annex II Chapter IX

The thawing of foodstuffs is to be undertaken in such a way as to minimise the risk of growth of harmful microorganisms or the formation of toxins in the **foods**. During thawing, **foods** are to be subjected to temperatures that would not result in a risk to health. Where run-off liquid from the thawing process may present a risk to health it is to be adequately drained. Following thawing, **food** is to be handled in such a manner as to minimise the risk of growth of harmful microorganisms or the formation of toxins.

Chilled vacuum packed raw meats – shelf life, UK wide

Vacuum and modified atmosphere packed (VP/MAP) chilled fresh beef, lamb, and pork. Whole cuts of beef, lamb, and pork. (Processed and minced meat is out of scope).

How to comply with the law

For these specific products FBOs which are maintaining good hygiene practice may use a standard 13-day shelf life without further verification or validation.

Alternatively, FBOs can determine a safe shelf life for these products in line with their existing food safety management systems (HACCP) using suitable industry guides – see below.

Good practice

Once you open the vacuum pack, tray and cover the meat, store below 3°C with a shelf life based on your normal HACCP procedures.

Examples of industry guides

- **"Guidelines for Setting Shelf life of Chilled Foods in relation to non-proteolytic Clostridium botulinum" issued by Chilled Food Association/ Quadram Institute/Leatherhead Food Research/Meat & Livestock Australia/British Retail Consortium in 2018**,
- "Shelf Life of MAP and VP Raw Meat Products in Relation to non-proteolytic Clostridium botulinum" issued by BRC Global Standards in 2018.

Food Standards Scotland

- **Vacuum and modified atmosphere packed chilled foods guidance | Food Standards Scotland**

Food Standards Agency

- **Vacuum packaging | Food Standards Agency**

Hot holding – England, Wales and Northern Ireland

The law makes specific temperature requirements for **food** held hot. Scottish requirements are covered in the next section.

How to comply with the law

Hot **food** must be kept at 63°C or more after cooking or reheating, except as described below. Equipment must be capable of doing so.

For a single period of not more than 2 hours hot **food** may be kept at less than 63°C. It is up to the **food business operator** to be able to demonstrate this.

Food may be hot held below 63°C for longer than 2 hours only if based on a proper scientific assessment which shows there is no risk to health.

At the end of the time period, **food** must be either:

- Disposed of.
- Chilled to 8°C or less.
- Reheated to 63ºC or more and held above 63°C.

Good practice

It is good practice to ensure all **food** that is reheated reaches a core temperature of at least 75°C and is held at this for at least 30 seconds or equivalent (e.g., 70°C for 2 minutes) prior to being held hot. **Food** to be served hot should be thoroughly reheated through the **danger zone** as quickly as possible or it may become unsafe.

Hot **food** cabinets Bain Marie's and soup kettles are generally designed to hold food above 63˚C. They will not generally be suitable for cooking/heating **food**.

Do not overload hot **food** cabinets.

The law

The Food Safety and Hygiene (England) Regulations 2013.

The Food Hygiene Regulations (Northern Ireland) 2006

The Food Hygiene (Wales) Regulations 2006

Schedule 4

Schedule 4 lays down temperature control requirements for food businesses except those which are covered by Retained Regulation (EC) 853/2004.

Schedule 4 lays down a minimum temperature for the hot holding of **food**, the exemptions, and defences against variations from the holding temperature

Click below to access the appropriate national schedule:

England

Northern Ireland

Wales

Hot holding – Scotland

Scottish law makes specific temperature requirements for hot holding **food**. Requirements for England, Wales and Northern Ireland are covered above.

How to comply with the law

Hot **food** must be held at a temperature above 63°C after cooking or reheating, except as described below. Equipment must be capable of doing so.

Food may be kept out of hot temperature control for the purposes of handling, preparation and display for sale, providing this poses no risk to health.

Good practice

Hot food cabinets are not generally suitable for cooking/heating food.

Do not overload hot food cabinets.

The law

The Food Hygiene (Scotland) Regulations 2006 (as amended).

Hot Holding

2. (1) Subject to sub-paragraph (2), any person who keeps **food** with respect to which any commercial operation is being carried out at or in **food** premises otherwise than-

b. at a temperature above 63°C, is guilty of an offence.

(2) Sub-paragraph (1) shall not apply to any **food**–

a. which is undergoing preparation for sale;

b. which is exposed for sale or has been sold to a consumer whether for immediate consumption or otherwise;

c. which, immediately following any process of cooking to which it is subjected or the final processing stage if no cooking process is applied, is being cooled under hygienic conditions as quickly as possible to a temperature which would not result I n a risk to health.

d. which, in order that it may be conveniently available for sale on the premises to consumers, it is reasonable to keep otherwise than as referred to in sub-paragraph (1)

Reheating – Scotland

Scottish law makes specific temperature requirements for reheating **food**.

How to comply with the law

If **food** has been cooked and cooled it must be raised to a temperature of at least 82°C, unless this would adversely affect its quality. This should be determined on a case by case basis and the FBO must still be able to demonstrate that the food is safe.

The requirement does not apply to **food** prepared by third parties, for example cook-frozen prepared **foods**.

Good practice

Hot **food** should be thoroughly reheated through the **danger zone** as quickly as possible or it may become unsafe.

Food should be reheated as few times as possible, and wherever possible only once, so that the amount of times food passes through the **danger zone** is kept to the minimum.

Hot food cabinets are not generally suitable for cooking/heating food.

The law

The Food Hygiene (Scotland) Regulations 2006 (as amended)

Schedule 4 (Regulation 30)

Temperature control requirements

3. (1) **Food** which in the course of a commercial operation has been heated and which is thereafter reheated before being served for immediate consumption or exposed for sale shall, on being reheated, be raised to a temperature of not less than 82°C.

(2) Any person who contravenes sub-paragraph (1) is guilty of an offence.

(3) In any proceedings for an offence under subparagraph (2), it shall be a defence for the accused to prove that the **food** could not have been raised to a temperature of not less than 82°C without a deterioration of its qualities.

Surplus Food/donating leftover food to charity

Preventing food waste at source should always be the priority, but surpluses can arise for several reasons: for example, menu/product changes, food over-ordered, over-supplied or obsolete seasonal stock. Redistributing food that cannot be commercially used to those who can use it is good for the environment as well as your local community.

How to comply with the law

There are no different or additional legal requirements specifically for food donations. The relevant legal requirements and best practice considerations in this Guide continue to apply to food that your business can donate to the ultimate consumer.

If you intend to donate grab and go/takeaway (chilled) food in the same format in which it is sold to your customers, this will fall under your existing hazard analysis for that food.

If you are donating food in a format other than that in which you sell it, the food remains subject to the requirement for hazard analysis (see section 'Management control/procedures'). You may need to consider:

- Cooling procedures for food that has been held hot.
- Timing of donations to avoid them having to be discarded due to expired life.
- Packaging formats for food you intend to donate.
- Freezing food to allow the intended beneficiaries the time to collect it and plan its use.
- Labelling of the food with the required safety information.

Food past its 'Best Before' date can be redistributed, provided that the food is stored in appropriate conditions and meets food safety requirements. Food past its 'Use By' date **must not** be redistributed.

In addition to the above, you will need to assess any risks associated with the transfer of the donated food e.g., in relation to delivery or any intermediate storage before collection by the charity etc.

Good practice

Consider setting up arrangements with a local charity to pick up food on a regular basis if your business model routinely generates overproduction.

If you use dedicated procedures for safely storing food intended for donation, document these as for other food safety management systems. It may also be useful to take and record a final temperature check upon donation to the charity.

For further guidance go to:

WRAP - **WRAP-surplus-food-redistribution-labelling-guide-May-2020.pdf**

ZERO WASTE SCOTLAND - **ZWS1557 EEBS Food Redistribution Guide 020720_0.pdf (zerowastescotland.org.uk)**

Gov.UK - **Food and drink Waste hierarchy**

Management control/procedures

Preparation steps critical to food safety – identification and control

Hazard Analysis and **Critical Control Points (HACCP)** is an internationally recognised approach to the successful management of food safety. It is designed to help businesses focus on the activities critical to food safety in their business, and to find ways of controlling them. HACCP is defined as a preventative, science based, systematic approach to **food** safety that identifies **hazards** and controls them throughout all stages of the food chain. It has been designed to allow **food businesses** to systematically consider any **hazards** or problems that may occur, and focus on the activities that are critical to deal with those **hazards**.

A **hazard** is anything that could cause harm to the consumer and can be grouped into three main categories:

- **Microbiological Contamination** - by **micro-organisms** that cause **food** poisoning or spoilage.
- **Chemical Contamination** – by **cleaning** materials or heavy metals such as lead and mercury.
- **Physical Contamination** – by materials such as hair, wood, plastic, metal, stone, glass, insects or rodent droppings.

Article 5 requires **food business operators** to put in place permanent **food** safety procedures based on HACCP principles, allowing a level of operational flexibility in achieving safe food. The approach is based on seven principles (which are part of the legal requirement).

It is important that **food businesses** understand that HACCP-based procedures alone do not lead to the production of safe **food**. In order for it to work effectively, a foundation of basic good hygiene practice is needed. These are referred to as 'prerequisites' and include precautions covering the following areas:

- Allergen control.
- **Cleaning** and **disinfection**.
- Customer complaints.
- Design and layout of premises.
- Document control and recording.
- Effective management and supervision.
- Foreign body control.

The law

Article 5 (1) of Retained Regulation (EC) No 852/2004:

Food business operators shall put in place, implement and maintain a permanent procedure or procedures based on **HACCP** principles.

- Ingredient control (approved/reputable suppliers, specifications, and traceability).
- Laundry facilities/service.
- Maintenance.
- Personal hygiene and infection control.
- **Pest** control.
- Suitability of equipment.
- Temperature control and maintenance of the **cold chain.**
- Training.
- Waste management.
- Water quality.

These prerequisites or basic controls are covered in other sections of this guide.

This section of the guide provides advice on how to put in place procedures based on **HACCP** principles and gives an outline of the legal requirement.

Every catering business is different, with different menus, equipment and varying methods of **food** preparation and service; every caterer must apply the principles to reflect the risks in their own business.

This guide, together with the compliance toolkits **Safer food, better business** (England, Wales and Northern Ireland), **Safe Catering** (Northern Ireland) or **CookSafe** (Scotland) could assist smaller businesses to implement **HACCP**-based procedures tailored to the activities they undertake.

The **food business** should look at their operation step by step, from the selection of ingredients and suppliers through to the service of food to the customer. There will be some steps where **hazards** exist and which should be controlled. HACCP allows you to use your knowledge of your business and make specific decisions rather than being prescriptive.

The **hazard** analysis approach means the assessment of **hazards** and the management of **food** safety can be considered in easy logical steps. It should give a clearer focus on the controls that are critical to the individual business in making sure the **food** is safe when it is provided to the customer.

Allergens & HACCP

Food allergens are a significant **hazard** to those sensitive to them, whether present in **food** as an intended ingredient, or through cross **contact** in the manufacturing, preparation or **food** service environment.

How to comply with the law

You are required to recognise the possibility of illness or even death caused by an allergic or other hypersensitive reaction to a **food** in your business.

You must address the following: (This is a non-exhaustive list and is for non-pre-packed food e.g., in a restaurant).

- The need to recognise, retain and make available information about 14 key **allergens** (see Glossary) when used as ingredients. You may provide this information for non-prepacked food orally.
- The need to inform consumers that such information is available from staff on request and to ensure that there is a written notice, menu, ticket, or label that is clearly visible at the point that the customer chooses their food to indicate that allergen information is available from a member of staff.
- The need to recognise that customers may be allergic or have an intolerance to a wide range of foods other than the 14 key allergens which are not covered by the law.
- The need to describe **food** accurately and not mislead.
- The need to sell safe food, recognising that food with incorrect information may be unsafe.
- The need to ensure that the food remains safe when the food business has been made aware of a specific **allergen** requirement.
- All staff must be trained (as appropriate to their role) in the way that allergens are managed in your business.
- The need to consider the potential for allergen cross contact and how this can be eliminated, or the customer informed of the risk, when a customer makes a specific allergen request. If you (the FBO) are unable to provide safe food

The law

Regulation (EC) No 852/2004 Article 5

1. Food business operators shall put in place, implement, and maintain a permanent procedure or procedures based on the HACCP principles - See section “Article 5: Application of food safety management procedures based on the principles of HACCP”.

Regulation (EC) No 178/2002 Article 14

Food Safety Requirements

1. Food shall not be placed on the market if it is unsafe.

2. Food shall be deemed to be unsafe if it is considered to be:

(a) injurious to health;

(b) unfit for human consumption.

3. In determining whether any food is unsafe, regard shall be had:

(b) to the information provided to the consumer, ...concerning the avoidance of specific adverse health effects from a particular food or category of foods.

4. In determining whether any food is injurious to health, regard shall be had:

(c) to the particular health sensitivities of a specific category of consumers where the food is intended for that category of consumers.

or accurate information, in relation to a specific allergen request, you must not serve the food to the customer and advise the customer so they can make an informed choice.

It is important to be able to identify, manage and communicate allergen risks to customers. As additional controls may very well be needed when serving someone with a food hypersensitivity, a robust means of ensuring consumers are able to communicate their specific allergen requirements when consuming food in or from a catering business is crucial.

Whatever system is in place for managing allergen information, it must be flexible enough to allow changes to formulations and specifications to be made available to consumers. This includes menus, signs, boards, apps, labels on wrapped products, websites, events booking forms and information managed electronically e.g., computer databases, Food Information Systems, Menu Management Systems etc. See section below on substitute products. Food information must be accurate.

Depending on the type of food e.g., prepacked, non-prepacked, pre-packed for direct sale (PPDS) or loose, the following methods to communicate which **allergens** are present in the food may be acceptable:

- On the packaging.
- On the menu.
- On a display board.
- On a ticket.
- By directing the customer to ask a member of staff (staff must be trained as appropriately for their role).

Distance Selling

Distance selling means any supply that happens without the physical presence of the consumer and business at the same premises at the time of completing the contract for sale (e.g., agreed to the sale).

Examples of selling include:

- Online/websites.
- Via apps.
- Via delivery e.g., Deliveroo, Just Eat.
- Text messaging.
- Phone calls.
- Email.
- Interactive TV.
- Mail order.

You must make allergen information available for non-prepacked food available to the customer (for free) before they purchase the product and at the moment of delivery which may be:

- In writing e.g., labels, stickers on food or an enclosed menu/leaflet.
- Orally, e.g., by phone. If information is provided orally, it must be accurate, consistent, and verifiable.
- Online information, e.g., by a URL code or QR code, but there must be a way to easily match the online information to the food purchased. There should be a backup for those occasions when online access is not available and for those customers with no access to the internet.

Whatever the chosen method of presentation, you must always ensure that the allergen information is current and accurate.

The law

Regulation (EC) No 1169/2011 Article 14

a) Mandatory food information (for non-prepacked foods, allergens) shall be available before the purchase is concluded and shall appear on the material supporting the distance selling or be provided through other appropriate means clearly identified by the food business operator. When other appropriate means are used, the mandatory food information shall be provided without the FBO charging consumers supplementary costs

b) All mandatory particulars (for non-prepacked foods, allergens) shall be available at the moment of delivery.

Prepacked for Direct Sale

Prepacked for direct sale or PPDS is food that is packaged at the same place it is offered or sold to consumers, and by the same food business operator, and is in this packaging before it is ordered or selected.

Food is prepacked if:

- The food is fully or partly enclosed by the packaging.
- The food cannot be altered without opening or changing the packaging.
- The food is ready for sale to the final consumer.

Food sold in the following ways would not fall under the scope of PPDS requirements.

- Food that is placed within packaging such that the food can be altered without opening or changing the packaging (you must always protect the food from contamination).
- Food items that are not packed until an order is placed or at the customer's request.

When practices are changed, that may alter whether a food is PPDS or not, you must ensure that food safety procedures are updated, and the food remains safe. If food is no longer PPDS, information on the 14 allergens must still be made available as for non-prepacked foods.

It is strongly recommended that operators refer to guidance on PPDS foods on the **Introduction to allergen labelling changes (PPDS) | Food Standards Agency** (England, Wales and Northern Ireland).

Prepacked for Direct Sale (PPDS) legislation Toolkit | Food Standards Scotland (Scotland) or websites or from their Trade Associations e.g., UKH/NCASS.

Substituted Products

Food suppliers are legally obliged to provide allergen information to the caterer to enable the provision of the information to the final consumer.

When products are substituted, food business operators should ensure that suppliers are meeting their legal obligations and are providing the correct allergen information for substituted products.

The allergen information provided to customers must be kept up to date and accurate.

You should use reputable suppliers and if one or more of your suppliers have failed to provide the allergen data you may want to reconsider using any supplier who cannot meet their legal obligations.

The law

Food Safety Act 1990:

14 (1) Any person who sells to the purchaser's prejudice any **food** which is not of the nature or substance or quality demanded by the purchaser shall be guilty of an offence.

15 (3) Any person who sells, or offers or exposes for sale, or has in his possession for the purpose of sale, any **food** the presentation of which is likely to mislead as to the nature or substance or quality of the **food** shall be guilty of an offence.

(NI equivalent is Food Safety (Northern Ireland) Order 1991 – Articles 13(1) and 14(3) are the equivalents.)

Food Information (Amendment) (England) Regulations 2022

Food Information (Amendment)(Scotland) Regulations 2021

The Food Information (Amendment No. 2) Regulations (Northern Ireland) 2020

Retained EU Regulation (EC) No. 1169/2011

on the provision of food information to consumers (Article 8) requires food suppliers to provide information to the caterer to enable the provision of mandatory information to the final consumer.

The Health and Safety at Work Act 1974 may be a consideration in this section but is beyond the scope of this guide.

Good practice

Cross Contact

Allergen cross-contact occurs when an allergen is unintentionally incorporated into another food.

Many controls in place for other risks are also effective for food allergens.

Effective allergen segregation is possible by:

- Effective **cleaning**, washing up and hand washing.
- Physical separation – putting a lid or cover on food, using a clean knife, board, plate, pan, working area, PPE.
- Allergenic ingredients stored separately and labelled clearly.
- Segregated transport, storage, preparation, display, and service.
- Storage - ensure allergen containing foods are stored separately from allergen free equivalents – e.g., Gluten free bread store separately/not in contact with/above bread containing gluten.
- Spillage management, which prioritises allergen risks.
- Optimum management of dishwashing equipment – correct temperatures, products, maintenance and **cleaning**.
- Where practical, consider ventilation to reduce spread of airborne particulates e.g., flour.
- Where possible, prepare foods in order of least allergenic to most allergenic to manage cross contact?

The one control which does not work is cooking to a high temperature. Allergens cannot be "killed" the same way as bacteria by cooking.

Managing a specific food allergy requirement

Operators should encourage customers to inform them of **a specific food allergen requirement** every time they take an order. This can be done by:

- The server asking customers if they have an allergen requirement before taking their order (including allergens outside of the EU 14).
- Placing additional signage (over and above that required to comply with the law) on the premises, apps, and websites.

If a consumer says that they need to avoid a particular food because of a specific food allergen requirement, controls must be in place to manage their requirement and ensure that they are not served the food either as a deliberate ingredient or a possible allergen contaminant.

- Such requests must be considered critical safety information and managed carefully.
- Notification of such a request may be received in advance, e.g., by phone, email, or via an app or website or otherwise in writing. Requests may also be notified verbally to any member of staff within the **food business.**
- Such requests should be referred to staff who are trained to manage them.

A customer may ask a) whether they can eat a particular dish or product or b) what you would advise as a suitable choice.

- The staff member taking responsibility for the request must offer information about the 14 key allergen ingredients.
- Similarly, the staff member should advise a) whether any ingredient bought in has a relevant 'may contain' warning or b) has been prepared or served near a relevant allergen such that there is a risk of cross contact.
- If there is any doubt, give the customer the original packaging or product specification to enable them to decide.
- For allergens other than the 14, you may be able to offer information about ingredients (e.g., from labels or your recipe management system). There may also be a risk of cross contact in your kitchen. You will not be able to advise the customer of 'may contains' from the supplier and so the information about the allergen risk will be incomplete. You should advise the customer that you cannot provide full information about the allergen risk.

Ingredient information

- Prepacked foods bought in will be supplied with full ingredients information, which should be retained and managed carefully (e.g., when product is decanted, including leftovers, and partly filled containers).
- Beware of product substitution - see section above.
- In addition, 'may contain' information (about possible allergen cross contact from the supplier) should be retained and made available to the consumer. How this is done will be different for prepacked (e.g., on the packet), and non-prepacked (e.g., verbally, on a menu (link).
- Check that any materials produced in the business to summarise supplier data is regularly checked and updated.

(The length of time for which allergen ingredients information must be retained after the food is served/sold is not defined. A customer may report a reaction some time afterwards and may need to know what was in the food he or she had eaten. Some businesses keep this information for up to 6 months afterwards in line with other safety records).

Product Reformulation

When changing existing products, it is good practice not to add additional allergens. If you do, then where possible you should change the name to differentiate it.

Precautionary Allergen Labelling (PAL) e.g., 'may contain'

It is a legal requirement to inform customers of allergens that are intentional ingredients in food, whether this is using product labelling, on a menu or chalkboard or orally. There is no specific legal requirement to provide customers with any precautionary information on the unintended presence of allergens that may be in the food because of cross contact with other foods. However, if you fail to inform customers of the risk of cross contact with allergens, the food may be considered unsafe, in terms of article 14 of retained regulation 178/2002.

Unintended contact may occur:

- In the factory supply chain.
- In the kitchen.
- In presentation or service e.g., by customers at a serve yourself counter.
- When providing voluntary precautionary allergen information for non-prepacked food it is good practice to pass on to the customer any 'may contains' provided to you by the supplier (see above **managing a specific food allergen requirement).**
- If a customer makes a specific allergen request for an allergen outside of the 14 required to be declared by law, the FBO is unlikely to have information from the supplier on cross contact in the factory. So, the information will be incomplete, and you should inform the customer of this.
- It is good practice to inform customers of any potential risk of cross contact in your kitchen and the potential for the unintended presence of a specific allergen. Before doing this, you should carefully consider the allergens that are present in your kitchen and how the foods are stored and handled before informing the customer.
- You should consider the risk of allergen cross contact in your kitchen and decide what you can do to reduce the risk of allergen cross contact before you voluntarily inform customers of the 'may contains'. It is not helpful to allergy sufferers, and may be misleading, to make general statements that there is always a risk of the unintended presence of allergens in food prepared in your kitchen without having first considered the risk.
- When serving non-prepacked food in a busy kitchen with multiple allergens and cooking methods the permanent control of allergen cross contact can be extremely difficult. Especially when allergen requests are few. In this case it is better that the customer informs you of their specific allergen requirement (they have no obligation to do so) and for you to take extra care to prevent cross contact when preparing the meal.
- You should not use a precautionary allergen statement (e.g., 'may contain', 'not suitable for') unless you have carried out a thorough review of the risk of allergen cross contact in your kitchen and eliminated the risk where possible and a risk remains.

Other allergy considerations

- When considering ingredients that are not one of the 14 allergens required to be declared by law, if you make a claim (e.g., free from tomato), or you agree to a customer's specific allergen requirement you must provide food that does not contain the ingredient.
- If websites, menus, or other written materials make specific 'free from' allergen claims (e.g., 'nut free') then a business must ensure that no cross-contact is possible.
- There are legal thresholds for products claiming to be 'gluten free' (no more than 20mg/kg or 20 parts per million) or 'very low gluten' (no more than 100mg/kg or 100, parts per million). This may be achievable in a controlled manufacturing environment for a prepacked food but will be difficult in a busy kitchen for non-prepacked food.
- Food that is given away for free or donated is within scope of allergen requirements.
- Staff members may have or develop allergies to foods:
  - They may need support to avoid certain foods.
  - They should be supported to manage any reactions in the workplace. This will include a protocol for helping them with medication and may also involve calling paramedics.
- Appropriate systems should be in place to ensure that food prepared for those with an allergen requirement is accurately identified e.g., by a special label flag etc. Carefully consider the arrangements for delivery or 'distance selling' transactions.

Web addresses for external guidance on this topic are available in Annex 1.

Article 5: Application of food safety management procedures based on the principles of HACCP

Businesses have a duty to implement an effective **food** safety management system based on **HACCP** principles. Once you have completed your system, you have a legal duty to implement and follow it. This section deals with establishing permanent procedures for your business: Note that **allergen** management has been covered in the previous section, as permanent controls may not always be appropriate.

How to comply with the law

Implementing a HACCP based food safety management system

Keep up-to-date documented procedures that cover all **food** safety **hazards** and controls in the food operation.

Identifying hazards

A **food hazard** is anything that could cause harm to the consumer. The most important **hazards** are microbiological, biological, chemical or physical. Of these, the most important are likely to be harmful bacteria that contaminate and grow in **food**.

Food will go through many steps during production, for example, purchasing, delivery, storage, preparation, cooking, cooling, and service (including hot-holding and cold display). **Hazards** can occur at any or all steps and need to be identified.

Mostly these will be steps in the operation where:

- **Food** can become contaminated with **micro-organisms**, chemicals or foreign materials.
- Bacteria and other **micro-organisms** can multiply (and some can release **toxins**) if the food is held too long at an incorrect temperature. Toxins may be heat resistant and may not be destroyed by cooking. The only way to protect against food poisoning from bacterial toxins is to control the conditions in which high-risk foods like meat, poultry, seafood and dairy are handled.

The law

Retained Regulation (EC) No 852/2004 Article 5

1. **Food business operators** shall put in place, implement and maintain a permanent procedure or procedures based on the **HACCP** principles.

2a) identifying any **hazards** that must be prevented, eliminated or reduced to acceptable levels;

2b) identifying the **critical control points** at the step or steps at which control is essential to prevent or eliminate a **hazard** or to reduce it to acceptable levels;

2c) establishing **critical limits** at **critical control points** which separate acceptability from unacceptability for the prevention, elimination or reduction of identified **hazards**;

2d) establishing and implementing effective **monitoring** procedures at **critical control points**;

2e) establishing corrective actions when monitoring indicates that a critical control point is not under control;

2f) establishing procedures, which shall be carried out regularly, to verify that the measures outlined in subparagraphs (a) to (e) are working effectively;

2g) establishing documents and records commensurate with the nature and size of the **food business** to demonstrate the effective application of the measures outlined in subparagraphs (a) to (f).

How to comply with the law

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- **Food** can become contaminated with **micro-organisms**, chemicals or foreign materials.
- Bacteria and other **micro-organisms** can multiply (and some can release **toxins**) if the food is held too long at an incorrect temperature. Toxins may be heat resistant and may not be destroyed by cooking. The only way to protect against food poisoning from bacterial toxins is to control the conditions in which high-risk foods like meat, poultry, seafood and dairy are handled.
- **Micro-organisms** can survive a process that is designed to kill them, for example, when the **cooking time/temperature** combination is inappropriate or the **disinfection** of equipment is inadequate.
- **Micro-organisms**, chemicals and foreign materials can contaminate **food** directly or indirectly via **food handlers**, work surfaces or equipment.

Identifying critical control points

A business must identify **critical control points** in its own operation.

Control points are steps in the operation at which **hazards** must be controlled to ensure that the **hazard** is eliminated or reduced to a safe level so that the final product is safe to eat. The final opportunity to control or eliminate the **hazard** is the **critical control point**. Some worked examples appear along with a decision tree in Annex 1.

All controls are important for final product safety. Controls are steps where a hazard can be controlled, and you must monitor that they are effective. Some controls are critical to food safety in that they represent the last step where you can prevent, control or eliminate the hazard to ensure that food is safe to consume, for example cooking is often a critical control. These are known as critical control points (CCP) and must be monitored, and corrective actions taken if they are not met. A decision tree to determine whether a control is a critical control point can be found in Annex 1.

There are some steps where **hazards** cannot be controlled, for example, some ingredients contain harmful **micro-organisms** regardless of the reputability of the supplier, e.g. Campylobacter in raw chicken or E. coli O157 in raw beef. In these cases, some later controls will be critical.

The law

Retained Regulation (EC) No 852/2004 Article 5 (cont.)

When any modification is made in the product, process, or any step, **food business operators** shall review the procedure and make the necessary changes to it

4 Food business operators shall

a. provide the **competent authority** with evidence of their compliance with paragraph 1 in the manner that the **competent authority** requires, taking account of the nature and size of the **food** business;

b. ensure that any documents describing the procedures developed in accordance with this Article are up-to-date at all times;

c. retain any other documents and records for an appropriate period.

Establishing critical limits

Once the controls have been identified, establish targets to separate acceptable from unacceptable conditions. The **critical limits** should be as precise as possible. A good example of a measurable target is the maximum and minimum holding temperature of refrigerated storage of **raw** and **ready-to-eat food.** In some circumstances, a critical control may involve the effective implementation of a pre-requisite (e.g. **Disinfection** when using **time separation**).

At **critical control points**, these targets will be measurable or observable and are called **critical limits.**

Critical limits are important and must be monitored; if these limits have not been met, you must take **corrective action.**

Monitoring

The frequency of checks should be set for each **critical control point**; it is not necessary to measure **critical limits** every time a step is performed, it may be enough to carry out checks at regular intervals. In some cases, it may be useful to keep records, which will allow a manager or supervisor to check that the system is being followed, but it is not essential to keep records for each and every check Record keeping should reflect the size and nature of your business.

Checking temperatures does not always involve probing the product with a thermometer; delivery vehicles or storage chillers may be fitted with temperature measuring devices and these can be checked. However, air temperature measurements do not always reflect the temperature of **food** at every part of the chiller or vehicle, therefore occasional temperature checks of the **food** stored in them should be undertaken. Alternatively, food substitutes or automatic electronic monitoring systems could be used.

Temperature monitoring procedures must be designed to ensure that they do not present a risk of cross contamination.

For cooking, you may have established that a combination of time and temperature in a certain oven gives an acceptable result. Batch by batch, it would be acceptable to check that the setting is correct and that the batch is processed for the correct length of time. Periodically, there could be a check with a probe thermometer, referred to as a **verification** of a process. (A cooling method could be managed similarly).

Some controls will be the same for many different **foods**, which makes **monitoring** much easier. **Monitoring** does not have to be performed item by item; one check of the refrigerator temperature will verify that a large number of perishable **foods** are being stored at the critical temperature.

Other critical controls are more difficult to measure, for example, the effective **cleaning** and **disinfection** of equipment or good personal hygiene of staff, which will always be vital to the safety of the **food** and the prevention of cross **contamination**. Regular checks must be undertaken to ensure standards are kept to defined levels; this may be a visual check by a manager or supervisor.

Corrective actions

Ensure that **corrective actions** are identified to provide clear guidance on what to do when **critical limits** are not met and to ensure product safety.

If **monitoring** shows that a **critical limit** has been exceeded then take the **corrective action**.

Examples of **corrective action**:

- Where poor **cleaning** of **food** contact equipment has been identified, take the equipment out of service and clean again; assess the safety of any food that may have been affected and act accordingly.
- Where poor refrigeration temperature has been identified, adjust or repair the refrigeration unit; assess the safety of any **food** that may have been affected and act accordingly.
- Where an inadequate cooking temperature has been identified, continue cooking and reassess.
- If you suspect a **ready-to-eat food** has been contaminated with a harmful micro-organism dispose of the product.

The table in Annex 1 gives an example of the steps, **hazards**, controls and **monitoring** procedures that may apply to a typical catering operation. It is important to remember that each operation is different and the **food business operator** must focus on the actual **hazards** specific to their business and the controls that are critical to their operation.

Verification and review

Ensure there are additional procedures in place to verify that the **food** safety management procedures are working effectively. Examples can be as simple as reviewing customer complaints, observing your staff carry out their duties or questioning them to check their knowledge.

It is not satisfactory simply to go through this process once and then forget about it. The **food** safety system must be kept up to date. When changes are made, the system must be reviewed and amended, where necessary.

Examples include:

- The controls or methods of checking are found to be ineffective or impracticable.
- The menu changes and new ingredients may have new **hazards** associated with them, with differing controls.
- The method of preparation changes e.g., a change from commercially prepared mayonnaise to a 'home-made' mayonnaise, which will introduce a number of critical points that will need to be controlled.
- New equipment is introduced, e.g., the time and temperature that gave adequate cooking in one oven may not be the same in a new model of oven.
- New guidance is issued, or legislation is changed.

In any event, periodic reviews of all procedures are required even in the absence of change. **You** must notify your local authority if the changes made are significant.

Documentation

Documentation and record keeping should be appropriate to the nature and size of the operation and sufficient to assist in verifying that the **food** safety controls are in place and being maintained.

An effective system should not be over-complicated.

Bear in mind that a brief written explanation of your system, or adoption of a system such as Safer food, better business (SFBB) could demonstrate that the regulation had been complied with. SFBB allows documentation of things that have gone wrong in a diary – this is known as exception reporting. In Scotland, the equivalent system **CookSafe** takes a more prescriptive approach to record keeping.

An effective system is self-correcting and there should be sufficient documentation of **corrective actions** to show when critical failures have been identified and put right. Documenting failures allow appropriate review of the system to prevent recurrence.

Equally, the regulation does not demand written records of **monitoring** controls, but remember that if legal action is taken and you have insufficient written records a **'due diligence'** defence may be hard to prove.

Depending on the activities of the business, documentation may include:

- Records of **monitoring** and **verification** activities.
- Records of failures and **corrective action** taken.
- Record of **cleaning**, maintenance and **pest** control.
- Records of review of the food safety management systems.
- Evidence of training and supervision, which must include training on cross-**contamination** procedures.

Records must be kept for an appropriate time, long enough to ensure information is available in case a product needs to be traced back.

Good practice

Implementing a HACCP based system

You may find the following national templates helpful:

- **CookSafe (Scotland)**
- **Safe Catering (Northern Ireland)**
- **Safer Food Better Business (England, Wales and Northern Ireland).**

Identifying hazards

You will need to spend time looking at your business layout and procedures to establish where and when the **hazards** listed may occur. You should inspect your premises, look at what products you sell and the recipes used. Ask staff to help you by telling you what they do. Find out what problems have happened in the past.

Vulnerable Consumers

Consider whether you are serving vulnerable consumers, e.g., social care sites.

If so, refer to FSA guidance **'Reducing the risk of Vulnerable Groups contracting Listeriosis'**.

Controls

Signage may be useful to reinforce specific practices (e.g., handwashing or raw/ready-to-eat separation). When used, signage must be kept clean and maintained in good condition.

Identifying critical control points

For most recipes, only one or two steps in the process will be critical. For microbiological **contamination**, the cook (or reheat) step may be the only critical step, as it will kill all germs if properly managed. However, heat-stable **toxins** can develop during preparation stages if there is prolonged storage of contaminated food out of refrigeration.

To avoid re-contamination of cooked **foods** separation between **raw** and **ready-to-eat foods** (and equipment used for both types of **foods**) is also critical.

If you do not cook a **food** before supplying it to the consumer (e.g. a ham sandwich), the critical point may be to prevent it becoming contaminated and to keep the food cold at temperatures which will not allow bacteria to grow.

Monitoring

The best **monitoring** system is likely to be the easiest to manage. So, if your chefs are already doing something to check that cooking has been successful, this may be all you need (e.g., checking the juices of a roast chicken run clear before carving).

Corrective actions

High risk products may require discarding if exposed to **contamination** or kept out of refrigeration for a long period.

All **corrective actions** should be recorded.

Verification and review

Verification should ideally be carried out by someone other than the person responsible for **monitoring** and can be done in house or by external independent third party (for example if you are a member of a specific scheme).

Verification procedures can include:

- Audits (including of suppliers).
- **Validation** of **critical limits.**
- Review of **corrective action** taken.
- Calibration of instruments used for monitoring.
- Servicing of machinery.
- Environmental sampling.
- Shelf-life testing.

Thermometers used for temperature **monitoring** can be simply checked for accuracy. Two methods that do not require expensive equipment are:

- Ice point - mix a container of ice with just enough water to make it float. Agitate the probe in the water until a steady reading is achieved. This should be between -1°C and 1°C.
- Boiling point- bring water to a rolling boil, then agitate the probe until a steady reading is achieved. This should be between 99°C and 101°C.

If readings are outside the ranges above, the thermometer is defective. Changing the battery may resolve the problem - if not the thermometer will require repair or replacement.

Food businesses are advised to check and confirm that the controls in place are effective during both quiet and busy periods, and particularly when a new procedure is introduced.

Documentation

Try to keep records simple and keep them where the people doing the checks can easily find them.

Documents for recording checks should include the **critical limit** for that specific check, as this will remind the user of the critical limits and should tell staff what to do if they are not met.

Documents and records should be retained for a period of time which relates to factors such as the **shelf life** of the product, period of staff employment (for training records), frequency of scheduled programme etc. Three months would usually be adequate.

Review the systems at least once a year.

Documenting your **hazard** analysis approach will prove useful when discussing your system with an enforcement officer.

Food hygiene supervision and instruction and/or training

Food safety is the responsibility of everyone involved in catering and all staff must have an appropriate understanding of good food hygiene and food safety hazards. The aim of food hygiene and safety training is to ensure staff have the knowledge required to produce safe food.

The regulations do not require attendance on formal/accredited training courses, although these are useful to ensure that an adequate and verifiable level has been achieved. The appropriate knowledge and competencies can be obtained in a number of ways including on-the job training, in house training, e-learning, attendance at formal training courses and experience.

Those responsible for the development and maintenance of HACCP based Food Safety Management Procedures must be trained in HACCP principles.

It is important to recognise that if managers and supervisors are not suitably trained themselves, this can undermine the supervision, instruction, or training of their staff. See FSA training resources.

How to comply with the law

The **food business operator** has a responsibility to determine the level of training, instruction and supervision of **food handlers.** This underpins an effective **food** safety management system.

Training must be relevant to the job role, clearly linked to **food** safety **hazards** and controls and effectively delivered, understood and monitored. There is no legal requirement for any exam/certificate to be held.

Where third party materials (e.g. e-learning) are used as a basis for training, ensure that they are aligned with your business's **food** safety management system.

Those responsible for the development and maintenance of the procedures based on **HACCP** principles or for the operation of relevant guides must have received adequate training in the application of **HACCP** or related **food** safety management principles.

The law

Retained Regulation (EC) 852/2004 Annex II Chapter XII

Food business operators are to ensure:

1. That **food handlers** are supervised and instructed and/or trained in **food hygiene** matters commensurate with their work activity.

2. That those responsible for the development and maintenance of procedure referred to in Article 5(1) of this Regulation or for the operation of relevant guides, have received adequate training in the application of the HACCP principles.

3. Compliance with any requirements of United Kingdom law concerning training programmes for persons working in certain food sectors.

Supervision and instruction

Food handlers must be effectively supervised and instructed to ensure that they work in a hygienic manner. Management must ensure that the training is effective by **monitoring** the trained staff, and confirming that work is being carried out safely and hygienically in line with the company's **food** safety procedures. New starters, those with less experience and staff handling **high risk foods** may require a higher level of supervision.

Instruction and supervision will also be required when changes are made, for example when new equipment/techniques such as sous vide are introduced or legislation changes.

When relying on supervision, you must ensure that adequately trained supervisors are always on duty. Including when the usual manager, supervisor is not present.

Typical training consists of three stages of instruction, "the essentials of food hygiene", "hygiene awareness" and "food hygiene training". Typical content of each stage is as follows:

Essentials of food hygiene

All staff will usually need this training before starting work. Not all points may be relevant to all businesses. Ensure your version fits your business. This can be regarded as basic instruction to **food handlers**, which they must read and understand before commencing work.

Agency and temporary staff must receive the 'Essentials of Food Hygiene' and must be supervised/ instructed to the same standard as permanent staff carrying out similar duties.

- Ensure that you always wear clean clothing and keep yourself clean
- Your hands must always be washed thoroughly, and in particular:
  - Before handling **food**.
  - After using the toilet.
  - After handling **raw foods** or waste.
  - After every break.
  - After blowing your nose/sneezing.
- If you have been suffering from any skin, nose, throat, stomach or bowel trouble (including sickness or diarrhoea or an infected wound), tell your supervisor before you start work. You are breaking the law if you do not.
- All cuts and sores must be covered with a waterproof, high visibility dressing.
- Avoid unnecessary handling of **food**.
- Never eat or drink in a **food** room, and never cough or sneeze over **food**.
- If you see something wrong, tell your supervisor.
- Ensure **food** is not prepared too far in advance of service.
- Ensure that perishable **food** kept cold or hot is at safe temperatures.
- Keep the preparation of **raw** and cooked and ready to eat **food** strictly separate.
- When cooking/reheating **food**, ensure it reaches the required safe temperature.
- Be aware of **allergens** in **foods** and what to do to keep allergenic customers safe.
- Keep all equipment and surfaces clean. Clean as you go.
- Follow any **food** safety instructions either on **food** packaging or from your supervisor.

Staff must be told how to do their particular job hygienically, in particular at those control or **monitoring** points identified in the **HACCP** or **food** safety management system.

Hygiene awareness

This training will develop understanding of the basic principles of **food hygiene**. The topics covered and the time spent must be appropriate to the jobs of the individual, and may include:

- The business's **food** safety and hygiene policy and the role that person plays.
- Micro-organisms/germs: the potential to cause illness.
- Personal health and hygiene: the need for high standards, reporting illness, etc.
- Effective hand washing.
- Cross **contamination**: causes, Prevention, E. coli O157 control, etc.
- **Food** storage: protection, temperature control, etc.
- Allergen awareness.
- Waste disposal, **cleaning** and **disinfection**: materials, methods and storage.
- 'Foreign body' **contamination**.

Awareness of **pests** and signs of infestation.

Food hygiene training

This training is aimed at **food handlers** who handle open/unwrapped **foods**.

Training will build on previous training. It also covers:

- Legal obligations.
- **Food** poisoning and food borne **micro-organisms**: types and sources.
- Simple microbiology: **toxins**, spores, growth, and death.
- Premises and equipment.
- Common **food hazards**: physical, chemical, microbiological and **allergens**.
- Personal hygiene: basic rules and responsibilities.
- Preventing **food contamination** including E. coli O157 controls.
- **Food** poisoning and food borne illness: symptoms and causes.
- **Cleaning** and **disinfection**.
- **Pest** control.
- Effective temperature control of **food**, e.g. storage, thawing, reheating and cooking.
- How to take temperatures.
- Safe **food** storage.
- Allergen awareness.
- The specific role of the individual in delivering safe **food**.
- The importance of **food** safety systems, techniques and procedures involved.

This course must be of sufficient duration to ensure understanding. In-house training of an appropriate standard will satisfy the legal requirement even if it is not formally accredited.

Food safety training for food business operators, managers and supervisors

Further training is appropriate for those who specifically have a supervisory role and/or are **food business operators**. This will build on previous training and is likely to cover food safety management systems in more detail.

As food business operators, managers and supervisors have different levels of responsibility, different levels of training will be appropriate according to their duties. Before determining the level and content of training needed, the roles of these individuals will need to be defined.

Appropriate additional training may include:

- The implementation and supervision of a **food** safety management system.
- **Food** safety procedures.
- **Food** allergen management.
- The concept of **food** hazards and the risks associated with them.
- The terminology with respect to supervising **food** safety.
- The techniques involved in controlling and **monitoring food** safety.
- The risks linked to cross-**contamination**.
- The role temperature has to play in the control of food safety.
- The importance of supervising high standards of cleanliness in **food** premises.

These courses must be provided by trainers who have an adequate knowledge themselves, typically a level above that which they train. Trainers must have received training skills to ensure their competency.

Formal training courses can also be undertaken, and, as a guide, Level 3/ intermediate courses will typically involve 12 to 24 hours of training and Level 4/advanced courses will involve 24 to 40 hours of training.

Training in the application of HACCP principles

The **food business operator** must ensure that those within the business responsible for developing and maintaining the **HACCP** based **food** safety management procedures or for the operation of relevant guides are adequately trained. The level of training necessary will depend upon the size and complexity of the business and food safety risk.

There is no legal requirement to attend a formal training course/certificate. The appropriate knowledge may be obtained in other ways, including on the job training and self-study through expertly produced guidance. The training should aim to familiarise staff with the content and application of this Guide (Part 4 'Application of **food** safety management procedures based on the principles of HACCP') or SFBB, CookSafe or other relevant expertly produced guides. Training must cover:

- Identifying relevant **food hazards** in the business.
- Selecting appropriate control measures of **critical control points.**
- **Monitoring** controls to ensure they are working effectively and carry out any **corrective actions.**

- Documenting HACCP procedures and deciding upon appropriate record keeping showing the procedures are working.
- Reviewing the HACCP procedures to ensure they remain up to date.

Good practice

Any training undertaken should be placed into context by discussing **food** safety practices in your own kitchen, and how they fit with your **food** safety management system.

Where necessary, appropriate arrangements should be made for persons who are not proficient in English and/or persons with learning difficulties.

Managers and supervisors should have knowledge equal to or above that of their staff who are handling food. In this way, management decisions can be consistent with good practice.

Agency staff

When agency staff are employed, the proprietor of the catering business must ensure they have received appropriate training for the duties they will be expected to perform. If agency staff cannot provide suitable documentation, then the proprietor should assume that they are not trained and deploy or supervise them accordingly. It is good practice for employment agencies to:

- Train staff who they employ regularly to the stage appropriate to the job that they would normally do.
- Provide documentary evidence to the hirer.

Refresher Training

There is no specified frequency for refresher training. Regulated food safety qualifications certificates do not have expiry dates. Refresher training does not necessarily mean sending someone in the same level course again. Onsite supervised practical training should be used when management checks identify poor compliance with the management system or when a shortfall is identified.

Training Records

It is good practice to have a formal training plan for all food handlers, together with documented training records. Training should be carried out during the working day. It is not a legal requirement to keep training records, however written evidence of hygiene training may be very important when establishing compliance with the requirement for training or indeed if the need arises to provide a **"due diligence"** defence. It is recommended that training records are kept, and that staff should sign to say that they have received and understood any training they receive.

You may wish to consider using the training records in **Safer food, better business** (England, Wales and Northern Ireland) or **CookSafe** (Scotland), **Safe Catering** (Northern Ireland) for the induction of new members of staff. You will need to also include records for your own specific training.

E-Learning

Instruction/training can be carried out by e-learning or mixed learning methods. Evidence of training may be provided in ways such as certificates of completion. Formal qualifications may also be obtained following appropriate exams after e-learning.

There are a number of e-learning providers available now and it is important to ensure that the quality of the training and content meets your business needs. Things to look out for include:

- Does the training assess the competence of staff as they go through the course?
- How can they verify that the right person did the training?
- How long does the learning take?
- Is it possible to skip vital parts of the learning?
- Is it relevant to their job?
- How is their knowledge assessed?
- Is there any formal testing?

Formal qualifications

Whilst formal training is not a legal requirement, the following is a list of short courses that you may wish to use.

In England, Wales & Northern Ireland:

- Level 1 Award in Food Safety in Catering.
- Level 2 Award in Food Safety in Catering.
- Level 3 Award in Supervising Food Safety in Catering.
- Level 4 Award in Managing Food Safety in Catering.
- **HACCP** in Catering.

In Scotland:

- Introduction to Food Hygiene.
- Elementary Food Hygiene (REHIS course SCQF level 5, 1 credit).
- Intermediate Food Hygiene Course (REHIS course SCQF level 7, 3 credits).
- Diploma in Advanced Food Hygiene (REHIS course SCQF level 8, 5 credits).
- Controlling the Risk of Cross Contamination.
- Food Safety Management System for Caterers (based on Cooksafe).

- Elementary Certificate in HACCP for Food Manufacturing (REHIS course SCQF Level 5, 1 credit).
- Intermediate Certificate in HACCP for Food Manufacturing (REHIS course SCQF Level 6, 2 credits).
- Certificate in Advanced HACCP.

Formal Food Hygiene Training Courses

- Basic – This course is usually for food handlers and will provide an introduction to food hygiene. It will normally last for one day and is usually delivered off the job in an accredited training centre. A formal certificate will be awarded on the successful completion of an exam. It is recommended that staff handling high risk food undertake this training, ideally within three months of starting work (subject to training course availability).
- **Intermediate** – This course is usually for managers/supervisors with food handling staff responsibilities and will normally last for two-three days. This course covers food hygiene in more detail and the principles of HACCP. This course is usually delivered off the job in an accredited training centre and a formal certificate will be awarded on successful completion of an exam.
- **Advanced** - This course is usually for managers/supervisors with food handling staff responsibilities and will normally last for five days. It provides greater depth in food hygiene, food poisoning, microbiology and HACCP based systems. This course is usually delivered off the job in an accredited training centre and a formal certificate will be awarded on successful completion of an exam.

These courses are provided by many training and consultancy companies and some local authorities. In many cases these can be made bespoke for your specific training needs.

For more detailed guidance on Food Hygiene Training:

England, Wales, and Northern Ireland

Online food safety training | Food Standards Agency

Scotland

Foodstandards.gov.scot

If you require certified courses, the following organisations offer this:

- **City and Guilds**
- **Chartered Institute of Environmental Health (CIEH)**
- **Highfield Awarding Body for Compliance**
- **Royal Environmental Health Institute Scotland (REHIS)**
- **Royal Society for Public Health (RSPH)**
- **Society of Food Hygiene Technology (SoFHT)**

Training requirements for different categories of food handlers

There is no legal definition of a **food handler**, but for the purposes of this Guide a '**food handler**' is any person who is involved in a **food business** and handles **food**, whether it is open (unwrapped) or packaged.

Guidance is given for four categories of **food handlers** A-D. The table describes who must be supervised and instructed and/or trained. Other staff who are not **food handlers** may need some instruction or training as a matter of good practice. All **food handlers** must receive 'induction' training in the essentials of **food hygiene** prior to starting work.

The level of supervision and instruction and/or training required to comply with the legislation can only be determined by the work activities that they perform. The table provides a guide to compliance.

Category of staff		A	B	C	D
Duties		Handling low risk wrapped food; front-of-house activities not directly involving the preparation and personal handling of high risk open (unwrapped) food.	Preparation and handling of high risk open (unwrapped) foods.	Managers or supervisors who handle any type of food or are responsible for food safety management.	People with responsibility for development & maintenance of the system to comply with Article 5(1).
Typical job titles		Store person, waiting staff, bar staff (serving food and drink but not involved in food preparation), counter staff, servery assistant, cellar person, food delivery staff, maitre D'.	Commis chef, cook, catering supervisor, kitchen assistant & bar staff who prepare food, waiting staff who are involved in preparing food such as desserts.	Unit manager, unit supervisor, chef manager, bar or pub managers, chef, general manager, Head chefs, Executive chefs, Development chefs. (That is, staff based on-site with direct management role and handling food.) Owner/ operator of home catering or mobile catering business.	Any FBO, chef or manager in category C who writes safety management procedures. This will include recipes if these are referred to in the system.
Guide to compliance	Good Practice – Formal training level				
'The Essentials of Food Hygiene'		Before starting work for the first time			
Hygiene Awareness Instruction	Level 1 (introductory)	Before handling food unsupervised			
Food hygiene training	Level 2 (elementary)		Before handling high-risk food unsupervised		
Formal Training	Level 3 (intermediate)/ Level 4 (advanced) (elementary)			Good practice [according to responsibilities]	
Hazard analysis training					Before developing/ reviewing the food safety management system

Food crime

Consumers must have confidence that their food is safe and what it says it is. Food crime includes any serious fraud and related criminality in food supply chains. Food Business Operators should be mindful of the risk of food crime.

Food crime is dishonesty in food production or supply, which can be complex and may result in serious harm to consumers, businesses, or the overall public interest.

If there is a suspicion or concern that food crime is taking place in the supply chain, this should be reported to either The National Food Crime Unit (NFCU), covering England, Wales and Northern Ireland, or the Scottish Food Crime and Incidents Unit (SFCIU).

These units can be accessed through the following websites:

Reporting food fraud in **England, Wales, and Northern Ireland:**

https://www.food.gov.uk/enforcement/the-national-food-crime-unit

Reporting food fraud in **Scotland**:

https://www.foodstandards.gov.scot/consumers/food-crime/food-crime

Reports of this kind will benefit the industry in tackling food crime.

There are seven techniques used in food crime:

Crime technique	Definition
Theft	The dishonest appropriation of food, drink or feed products from their lawful owner with an intention to benefit economically from their subsequent use or sale.
Unlawful Processing	The slaughter, preparation, or processing of products of animal origin outside of the relevant regulatory framework.
Waste Diversion	The unauthorised diversion of food, drink or feed intended for disposal back into relevant supply chains.
Adulteration	Reducing the quality of a food product through the inclusion of a foreign substance, with the intention either to make production costs lower, or apparent quality higher.
Substitution	Replacing a food product or ingredient with another substance of a similar but inferior kind.
Misrepresentation of origin, quality, provenance or benefits	The marketing or labelling of a product so as to inaccurately portray its quality, safety, benefit, origin or freshness.
Document Fraud	The use of false or misappropriated documents to sell, market or otherwise vouch for a fraudulent or substandard product.

The following web pages can help food businesses check the approval codes on food to see if they are from approved food establishments.

Food Standards Agency England, Wales, and Northern Ireland **List of approved food establishments.**

Food Standards Scotland **List of approved food establishments.**

Variations for specific businesses

Domestic, movable and/or temporary premises

The responsibility to produce safe food remains with the proprietor of the commercial food operation, not just with the manager or hirer of the premises or mobile catering facility. This section covers only requirements which are specific to these businesses or are different from elsewhere in this guide. Further detailed guidance for outdoor and mobile **caterers** can be found in the **CIEH Guidance** or the **Mobile Traders Food Hygiene National Standards in Scotland.**

How to comply with the law

Siting

The premises must not be sited close to sources of **contamination** or **pests**, for example, it may not be acceptable to locate temporary or mobile premises close to waste areas or an area that would present risks of infestation and/or **contamination**.

Design & construction

If the premises cannot be proofed against **pest** access, then food must not be stored in the temporary premises unless it is in a storage unit or container that itself prevents access of **pests**.

The structure should be fully covered to the top and sides, including any food preparation, equipment, food storage areas and wash-up areas, to protect food and catering equipment from **contamination**. Where there is no covering to the stall, all food must be suitably protected from **contamination**.

Food Preparation surfaces must meet the standards in section 'Structural requirements for food businesses' above; for temporary premises and stalls it is acceptable to use plastic sheets or impervious cloths which would ordinarily be inadequately robust. They must nevertheless be clean and in good condition.

Equipment must be clean and free from **contamination** before work activities begin.

The law

Retained Regulation (EC) No 852/2004 Annex II Chapter III

Requirements for movable and or temporary premises

1. Premises, so far as is reasonably practicable, to be so sited, designed, constructed, and kept clean and maintained in good repair and condition as to avoid the risk of **contamination**, in particular by animals and **pests**.

2. In particular, where necessary:

a. appropriate facilities are to be available to maintain adequate personal hygiene (including facilities for the hygienic washing and drying of hands, hygienic sanitary arrangements and changing facilities);

b. surfaces in contact with food are to be in a sound condition and be easy to clean and, where necessary, to disinfect. This will require the use of smooth, washable, corrosion-resistant and non-toxic materials, unless **food business operators** can satisfy the **competent authority** that other materials used are appropriate;

Washing Facilities

There must be a basin or basins used for handwashing only, provided with hot and cold water or water at a suitable temperature, soap or **detergent** and a means of hygienic hand drying.

Where the source of the hot water is a hot water urn, there must be a safe and quick method of transferring the boiling water to the wash hand basin and a means of mixing this with cold water, without the risk of injury or cross **contamination**.

Where only low risk open foods such as biscuits, sweets, olives etc. are for sale and utensils are used for the handling of food, or where food is fully wrapped, a wash hand basin may not be justified; in this instance it may be acceptable to provide and use antiseptic wipes and/or disposable gloves as an alternative.

Hot and cold water, or water at a suitable controlled temperature, must be available for washing utensils and equipment together with a supply of **detergent**.

Equipment may be returned to the caterer's base depot for **cleaning**. Arrangements must be made for equipment that needs to be cleaned more frequently, for example whilst a mobile unit is away from the base depot, such as knives, tongs, and ice cream scoops.

As an alternative to providing **cleaning** facilities, an adequate supply of clean utensils can be provided, with dirty utensils being regularly replaced.

Standards specified above must apply for the washing of food, e.g., unprepared fruit and vegetables. For mobiles, facilities for washing food may be at the base depot or head office.

Cold **potable water** must be available in sinks used to wash food. If connected to a private supply, the safety and potability of the water will need to be verified and meet the **Private Water Supplies** Regulations (England) 2016. (Current regs needed for England & Wales) or in Scotland **The Private Water Supplies (Scotland) Regulations 2006** , **The Water Intended for Human Consumption (Private Supplies) (Scotland) Regulations 2017** and the Private Water Supplies Regulations (Northern Ireland) 2017/211.

Temporary facilities will ideally be connected to a **potable water** supply, preferably the mains water supply. Alternatively, tanked supplies or water bowsers may be used but these, and supplies in mobiles must comply with the following standards.

- The tank must be filled from **potable water** supplies, ideally mains.
- The tank must be kept clean and disinfected frequently.

The law

c. adequate provision is to be made for the cleaning and, where necessary, disinfecting of working utensils and equipment;

d. where foodstuffs are cleaned as part of the food business' operations, adequate provision is to be made for this to be undertaken hygienically;

e. an adequate supply of hot and/or cold potable water is to be available;

f. adequate arrangements and/or facilities for the hygienic storage and disposal of hazardous and/or inedible substances and waste (whether liquid or solid) are to be available;

g. adequate facilities and/or arrangements for maintaining and monitoring suitable food temperature conditions are to be available;

h. foodstuffs are to be so placed as to avoid the risk of **contamination** so far as is reasonably practicable

Waste

Waste must be removed frequently from food preparation and storage areas. It must be stored in lidded containers whilst awaiting collection from the site.

Liquid waste, e.g., from washing equipment, will ideally be linked into mains drainage. Holding tanks may be used if access to drainage is not available. They must be discharged carefully so that there is no risk of **food contamination**. They must not be emptied directly on to the ground.

Delivery

Appropriate **food** temperatures must be maintained during transport of **food** from domestic premises/ base depot/head office to the place at which it will be served or sold. Guidance on both hot and cold **food** delivery is given in section **'Temperature controls'**.

Mechanical refrigeration equipment should be considered and will normally be needed to achieve satisfactory temperatures. In some situations, for very short periods of time, insulated boxes with ice packs may be effective. The temperatures for this must also be monitored as per normal temperature monitoring procedures.

Hot holding equipment should be considered if **food** is to be stored for more than 2 hours, to maintain a holding temperature of 63°C or above.

You must have available equipment to check that **food** temperatures are suitable; this may include portable thermometers or temperature readouts built into equipment.

Domestic premises

Domestic activities that present a risk of **food contamination**, such as the access of pets, and the handling of laundry (especially heavily soiled materials and nappies), must not happen at the same time as commercial **food** preparation, and adequate steps must be taken to clean and disinfect the area before **food** is produced.

In addition, cases of **infectious disease** affecting other members of the household may present a risk.

Good practice

Siting

Where possible, temporary premises should be sited near to key services such as water, drainage and electricity.

Design and Construction

Many domestic refrigerators may not achieve consistently the temperatures required by law, especially units that do NOT have fan assisted circulation or which are overloaded.

Tents and marquees should be made of cleanable materials and **food** preparation areas should have easily cleanable linings.

Detailed **cleaning** schedules should be in place and equipment should be dismantled to facilitate effective **cleaning**.

Reusable cloth towels are not recommended due to the increased risk of cross **contamination**; single use towels should be used where possible.

In temporary facilities, it is good practice to provide a space and secure storage so that staff can change into work clothes outside the **food** preparation areas.

Self-contained hand wash units that run off a vehicles' electrical system are available. Bowls that fold or clip away make them easy to use.

Separate sinks should be used for washing equipment only. Where this is not practicable, the sink must be cleaned between different activities, applying the two-stage **cleaning** process. Facilities should be available nearby for draining and drying.

Use separate sinks for **food** washing. Where this is not practicable, the sink should be cleaned between different activities, applying the two-stage cleaning process.

An automatic dishwasher is recommended.

Empty water tanks daily and refill with fresh water.

Keep filling hoses clean.

Tanks should be enclosed or covered.

Clean water and wastewater containers should be identified.

If using plastic sacks, ensure they are strong enough to avoid spillage.

Storage tanks and water receptacles should be kept clean and disinfected periodically.

Transport

When **food** is transported it must be kept safe and free from contamination. The temperature chain is only as good as the weakest link and that is often the transport element. This section covers only requirements that are specific to transport or are different from elsewhere in this guide. This section also applies to home delivery services.

How to comply with the law

All hot and most cold **foods** need to comply with temperature control regulations and transport equipment and method will need to be chosen accordingly. See **temperature controls** in section 'Food hygiene and safety procedures'.

To protect **food** from **contamination**, the container selected and the **cleaning** regime necessary will be dependent upon the type of **food** transported and its intended use. For example, wooden crates used to transport raw vegetables to an outdoor event will not be suitable to transport prepared meals within a cook chill system. Containers that would be suitable may include:

- Cages.
- Trolleys.
- Bags.
- Boxes.
- Trays.
- Crates made of a wide variety of materials.

Vehicles used for transporting high risk, open **foods** must be enclosed and be capable of thorough **cleaning** and **disinfection**. General requirements for food handling, cleaning and disinfection will apply.

Food and non-**food** may be transported at the same time in the same vehicle providing that both are adequately separated and wrapped or packed and that there is no risk of spillage or contact that may contaminate **food**. Fully wrapped and packaged foodstuffs will generally meet this requirement. Open **foods** must be carried in enclosed vehicles or covered containers. These must be sufficient to protect against dust/debris from the vehicles or container falling into the **food** or dirt/fumes from traffic contaminating the **food**.

Food containers must not be used for non-foodstuffs where there is a risk of **contamination**.

The law

Retained Regulation (EC) No 852/2004 Annex II Chapter IV

Transport

1. Conveyances and/or containers used for transporting foodstuffs are to be kept clean and maintained in good repair and condition to protect foodstuffs from **contamination** and are, where necessary, to be designed and constructed to permit adequate **cleaning** and/or **disinfection**.

2. Receptacles in vehicles and/or containers are not to be used for transporting anything other than foodstuffs where this may result in **contamination**.

3. Where conveyances and/or containers are used for transporting anything in addition to foodstuffs or for transporting different foodstuffs at the same time, there is, where necessary, to be effective separation of products

Foods that are not **ready-to-eat** may present a source of contamination. Transport separately from **ready-to-eat foods.**

Home delivery **food** should be well protected in primary packaging. Insulated containers (or chilled vehicles) should be used to ensure that food is kept at suitable temperatures during the journey.

When temperature control during transport depends only upon insulation, ensure that food is properly cooled or heated before dispatch.

Temperature checks are only necessary for transport of perishable foodstuffs. This can be achieved either by:

- Thermometers built into vans or containers (if these are fitted, care must be taken to understand how the reading relates to actual food temperatures).
- Handheld thermometers.

The law

5. Where conveyances and/or containers have been used for transporting anything other than foodstuffs or for transporting different foodstuffs, there is to be effective **cleaning** between loads to avoid the risk of **contamination**

6. Foodstuffs in conveyances and/or containers are to be so placed and protected as to minimise the risk of **contamination**.

7. Where necessary, conveyances and/or containers used for transporting foodstuffs are to be capable of maintaining foodstuffs at appropriate temperatures and allow those temperatures to be monitored.

ANNEX 1 – Templates, tools, and useful links

The items referenced in this section are maintained and controlled independently of this Guide. They point Guide users to additional information relevant to those who control food safety management. The user is reminded to exercise discretion as to whether the detail represents compliance or good practice.

The Food Standards Agency has developed a simple toolkit 'Safer food, better business' (SFBB) to help small businesses to comply with Article 5 of Retained Regulation (EC) No. **852/2004**, which requires **food businesses** to put in place **food** safety management procedures based on the **HACCP** principles.

An equivalent toolkit has been developed by Food Standards Scotland (FSS) and it is called CookSafe. Food Business Operators in Scotland should use this.

Safer food, better business and **CookSafe** can be used by small **food businesses**, including **caterers**, **retailers** and care establishments in the UK, as an aid to compliance. Advice on using SFBB can be obtained from local authority Environmental Health Departments.

Safer food, better business can be accessed at **Safer food, better business (SFBB) | Food Standards Agency** CookSafe can be accessed at **CookSafe Manual | Food Standards Scotland** and Safe Catering at **Safe Catering | Food Standards Agency.**

Acrylamide

England and Wales

Acrylamide legislation | Food Standards Agency

Scotland

CookSafe - House rules - Acrylamide Management | Food Standards Scotland

Northern Ireland

Acrylamide (food.gov.uk)

Allergen Management

England, Wales, and Northern Ireland

Allergen guidance for food businesses | Food Standards Agency

Scotland

Food allergy advice | Food Standards Scotland | Food Standards Scotland

Allergen Training

England, Wales, and Northern Ireland

Food Standards Agency food allergy online training Module 5

Scotland

Online Allergy Training | Food Standards Scotland

Cleaning

England, Wales, and Northern Ireland

Safer food, better business for caterers | Food Standards Agency – Cleaning modules

Scotland

CookSafe - Cleaning house rules (Scotland)

CookSafe - House rules - Cleaning | Food Standards Scotland Cleaning Schedules

Chilling

England, Wales, and Northern Ireland

Safer food, better business for caterers | Food Standards Agency

Scotland

Foodstandards.gov. scot

E. coli Guidance

England, Wales, and Northern Ireland

E. coli cross-contamination guidance | Food Standards Agency

Scotland

Shiga toxin-producing E. coli (STEC) | Food Standards Scotland

Fitness to work

England and Wales

'Food Handlers Fitness to Work'

Scotland

'Food Handlers: Fitness to Work'

Northern Ireland

SC7 – Fitness to work assessment form for use by employers (food.gov.uk)

Food Labelling

Food Standards Agency - Food labelling e-learning course

HACCP

England, Wales, and Northern Ireland

Hazard Analysis and Critical Control Point (HACCP) | Food Standards Agency

Safer food, better business (SFBB) | Food Standards Agency Smaller businesses

FSA tool to create a business HACCP plan HACCP Tool

Scotland

CookSafe Manual | Food Standards Scotland

Northern Ireland

Safe Catering | Food Standards Agency

Pest Control

British Pest Control Association (BPCA)

Registration of a Food Business

How to register a food business | Food Standards Agency

Vacuum Packing

England, Wales, and Northern Ireland

Vacuum packaging | Food Standards Agency

Scotland

Vacuum and modified atmosphere packed chilled foods guidance | Food Standards Scotland

Waste

England, Wales, and Northern Ireland

Food and cooking oil waste | Food Standards Agency

Dispose of business or commercial waste: Your responsibilities - GOV.UK (www.gov.uk)

Scotland

CookSafe - House rules - Waste Control - Guidance | Food Standards Scotland

Miscellaneous FSA/ FSS materials

Food safety inspections and enforcement | Food Standards Agency

Food Safety Act 1990: a guide for businesses

Freezing requirements for fishery products intended to be eaten raw or lightly cooked

Freezing_fish_and_fishery_products.pdf (foodstandards.gov. scot)

Microbiological criteria, sampling and pathogens | Food Standards Scotland

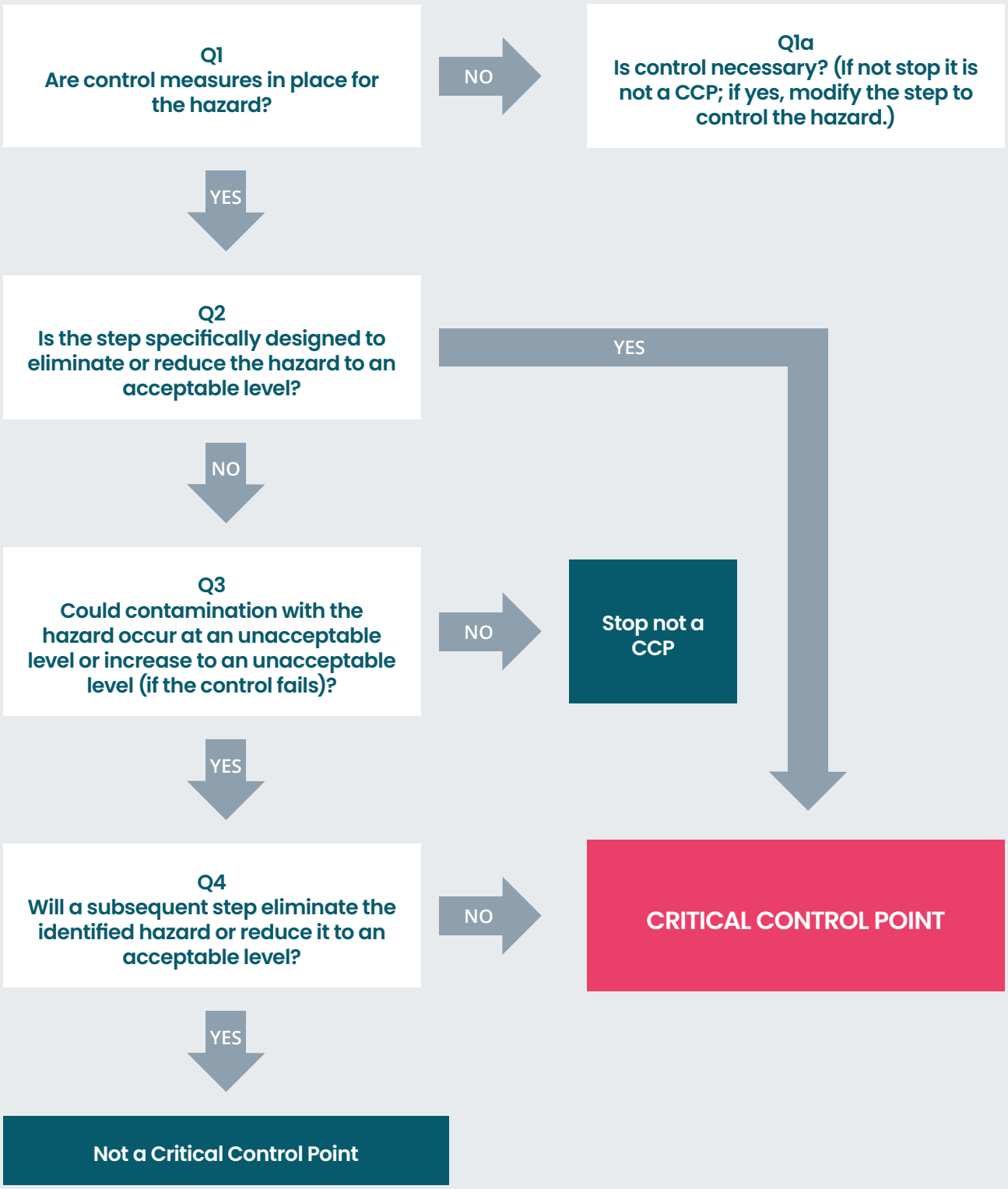
Traceability and product recall guidance

Examples of Generalised Analysis of Critical Steps, Hazards, Controls and Monitoring

Step	Hazard	Control*	Monitoring
Purchase & Delivery	Intrinsic contamination (Micro-organisms or Foreign Material)	Use reputable suppliers	Check delivery vehicles Check date codes, temperatures and condition of food
Storage	Bacterial Growth Further Contamination (by Micro-organisms, Foreign Material or Chemicals)	Store at correct temperatures Cover/wrap foods Separate raw/ cooked, high risk foods Stock rotation	Check Temperatures Visual checks Check date marks
Preparation	Bacterial growth Further contamination	Limit time at kitchen temperatures Use clean equipment Good personal hygiene	Visual checks Cleaning schedules
Cooking	Survival of Bacteria	Cook to centre temperature above 75°C for 30 seconds	Check temperatures
Cooling	Growth of surviving Spores Further contamination	Cool food rapidly. (Set a time appropriate to dish). Refrigerate when cooled - below 5°C. Keep foods covered, where possible	Check time and temperature check storage/layout - raw below ready to eat (RTE)
Chilled Storage	Growth of Bacteria Further Contamination	Store at correct temperatures Cover / wrap foods / stock rotation Separate raw / cooked foods	Check temperatures Visual checks - raw below ready to eat (RTE)
Reheating	Survival of Bacteria	Reheat to centre temperature above 75°C for 30 seconds (In Scotland 82°C is required for some foods)	Check temperatures
Hot Holding & Service	Growth of Bacteria Further Contamination	Keep food above 63°C Use clean equipment Keep covered, where possible	Check Temperatures Visual checks
Cold Service	Growth of Bacteria Further Contamination	Keep cool or display for a maximum of 4 hours Use clean equipment Keep covered, where possible	Check temperature and time Visual checks

*Suggested controls in this chart are indicative of good practice and for some foods only. For example, some cuts of meat may have no significant contamination in the centre, and cooking to temperatures below 75°C (rare) is acceptable.
They are not intended to be minimum compliance standards for all foods.
Other foods or drinks may involve different handling or preparation steps.
These will need to be analysed accordingly.

Decision Tree for Hazard Analysis and Critical Control Points



ANNEX 2 – List of abbreviations

BPCA

British Pest Control Association

CCP

Critical Control Point

CIEH

Chartered Institute of Environmental Health

CL

Critical Limit

E. coli

Escherichia coli

EHO

Environmental Health Officer

EU

European Union

FBO

Food Business Operator

FNAO

Food of Non-Animal Origin

FSA

Food Standards Agency

FSS

Food Standards Scotland

GP

General Practitioner

HABC

Highfield Awarding Body for Compliance

HACCP

Hazard Analysis and Critical Control Point

POAO

Products of Animal Origin

PPE

Personal Protective Equipment

REHIS

Royal Environmental Health Institute of Scotland

RSPH

Royal Society for Public Health

SFBB

Safer food, better business

SOFHT

Society of Food Hygiene and Technology

ANNEX 3 – Glossary of terms

Acidity

The amount of acid present in a solution, **food** or drink, expressed in terms of **pH**.

Alkalinity

The amount of alkali or base in a solution, **v** or drink, expressed in terms of **pH**.

Allergen

Under Annex II of **Retained Regulation (EU) No 1169/2011,** the 14 substances or products that cause allergies or intolerances, which must be identified and labelled, include cereals containing gluten (wheat, rye, barley, oats, spelt, kamut), crustaceans, egg, fish, peanuts, soybeans, milk, nuts (almonds, hazelnuts, walnuts, pecan nuts, Brazil nuts, pistachio nuts, macadamia or Queensland nuts), celery, mustard, sesame, sulphur dioxide and sulphites (at concentrations of >10mg/kg or 10mg/litre), lupin and **molluscs**; and the products thereof.

Ambient Temperature

The temperature of the surrounding environment; commonly used to mean room temperature.

Animal By Products

Includes any carcase or part of a carcase, including raw and cooked meat and former foodstuffs containing raw and cooked meats, which is no longer intended for human consumption.

Approval

The process whereby the **Competent Authority** satisfies itself that a **Food Business Operator** is able to comply with relevant requirements of Retained Regulation 853/2004 in addition to full compliance with Retained Regulation 852/2004.

Authorised officer

An official with powers to enforce food safety law such as environmental health officers, food safety officers or trading standards officers.

Best Before

Date mark used for low-risk foods; not appropriate for ready-to-eat foods that contain high-risk ingredients. The dates refer to the quality of the food rather than its safety. When the date expires, it doesn't mean that the food will be harmful, but it might begin to lose its flavour and texture. [Any food sold/supplied beyond the best before date must be of the nature, substance and quality demanded by the consumer in accordance with [s.14 of] the Food Safety Act 1990.]

Eggs have a 'best before' date of no more than 28 days after they are laid, and this date should be adhered to. After this date the quality of the egg will deteriorate and if any Salmonella bacteria are present, they could multiply to high levels and make you ill.

BS EN 1276

Quantitative suspension test for the evaluation of bactericidal activity of chemical disinfectants and antiseptics used in food, industrial, domestic, and institutional areas.

BS EN 1499

Standard for products for hygienic hand cleansing for **disinfection** in medical situations like hospitals, clinics and nursing homes, as well as for general use in the workplace and home.

BS EN 1500

Standard for hygienic hand rub products for hygienic hand cleansing for **disinfection** in medical situations like hospitals, clinics and nursing homes, as well as for general use in the workplace and home.

BS EN 13697

Quantitative non-porous surface test for the evaluation of bactericidal and/or fungicidal activity of chemical disinfectants used in **food**, industrial, domestic and institutional areas.

Caterers or Mass Caterers

Catering enterprises in which, in the course of a business, food is prepared to be ready for consumption by the final consumer.

Clean Water

Clean seawater or fresh water of a similar quality. Clean seawater means natural, artificial or purified water that does not contain anything harmful to health.

Cleaning

The removal of **food** residues, visible dirt, **food** particles and debris from surfaces, equipment and fittings using hot water, a **detergent** and energy (e.g. scrubbing).

Cold Chain

The process used to maintain optimal temperature conditions during the transport, storage, and handling of **food**, starting at the manufacturer and ending with the **retailer** or **caterer** before receipt by the final consumer. The good practice temperature for refrigerated **food** is between 1°C and 5°C.

Communicable Disease

Communicable diseases are those which can be transmitted from one person to another. By law, certain 'notifiable' diseases, including **food** poisoning, must be reported to a local authority under the Health Protection (Notification) Regulations 2010.

Competent Authority

Sometimes referred to as the Food Authority, The Food Standards Agency (FSA) is the Central Competent Authority in England. Wales and Northern Ireland. Food Standards Scotland (FSS) is the Competent Authority in Scotland. For hygiene related matters in catering, the competent Authority will be the local authority (where the FBO is registered). The local authority has a statutory duty to enforce the Food Safety Act 1990 and Regulations made under it. It must have regard to Code(s) of Practice when discharging its duties.

Complex Equipment

This includes equipment such as vacuum packers, slicers and mincers, where the complex nature of the equipment requires them to be fully dismantled before **cleaning** and **disinfection** to minimise the risk of cross **contamination** between raw and ready-to-eat **food**.

Contact Time

The amount of time that a disinfectant needs to be in contact with a surface.

Contamination

The presence or introduction of a **hazard** into **food**, including undesirable materials, **micro-organisms** or any taint that may affect the safety or wholesomeness of **food**.

Cooking Time/Temperatures

A defined measure necessary to destroy harmful **micro-organisms**.

CookSafe

This **food** safety management pack and toolkit has been developed by Food Standards Scotland to help small businesses comply with **food hygiene** regulations.

Corrective Action

Procedures to be followed when a deviation occur from the **critical limits**, i.e. the **critical control point** fails.

Critical Control Point

A point in a process where a failure to control a **hazard** could lead to an unacceptable risk of **food** poisoning or injury from food.

Critical Limit

An absolute tolerance value, which must be met for each control measure at a **critical control point.** Values outside the critical limits indicate a deviation and potentially unsafe product, so that corrective action must be taken.

Cross Contact (allergens)

Allergen cross contact occurs when an allergen is unintentionally incorporated into another food that is not intended to contain that allergenic food.

Cross Contamination

Cross contamination is when bacteria is spread between food, surfaces or equipment.

Cryogenic Cooling

A system of refrigeration using the injection of liquefied gas into the storage chamber.

Curing

A method of **food** preservation to prevent spoilage by the addition of a combination of salt, nitrates, nitrites or sugar. Many curing processes also involve **smoking**, the process of flavouring, or **cooking**. **Food** is preserved by the removal of available moisture through a process of osmosis.

Danger Zone

This is the temperature range between 8°C and 63°C where bacteria multiply rapidly; the optimum temperature for bacterial growth is usually around 37°C.

Detergent

Cleaning agent that does not have disinfectant properties; used for general **cleaning**, including the removal of grease and **food** residues.

Disinfection

The process of using chemicals to reduce pathogenic microorganisms from surfaces or equipment to a safe level.

Distributors

A company or individual who distributes or transports **food** or drink from one place to another.

Drainage systems

Any system designed to take wastewater from food premises to the sewage system. A "closed system" is not accessible for inspection or maintenance without the removal of an inspection hatch. Water and other contents of an "open system" can be seen flowing. A "partially enclosed system" combines an open and a closed system.

Due Diligence (defence)

A legal defence that involves taking all reasonable precautions and doing everything reasonably practicable to prevent an offence from occurring and having the evidence to demonstrate this. The degree of evidence required will depend on the size and complexity of the business.

Enforcement Officer

A person employed by local authority who enforces food safety (and sometimes food composition legislation). They are often as Environmental Health Officers. Specific roles and titles vary across the UK.

Escherichia coli O157

A particularly virulent type of Escherichia coli bacteria that can cause severe illness. Detailed information on practices to minimise associated risks is available **FSA E. coli guidance** (England, Wales and Northern Ireland) and **FSS E. coli guidance** (Scotland).

European Union

A unique economic and political partnership between 27 European countries that together cover much of the continent; it includes Austria, Belgium, Bulgaria, Croatia, Republic of Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, and Sweden.

Food

Any substance or product, whether processed, partially processed or unprocessed, intended to be or reasonably expected to be ingested by humans; includes drinks and ice.

Food Business

Any undertaking, whether for profit or not and whether public or private, carrying out any of the activities related to any stage of production, processing and distribution of **food**.

Food Business Operator

The natural or legal person(s) responsible for ensuring that the requirements of **food** law are met within the **food business** under their control.

Food 'contaminated in such a way that it would be unreasonable to expect it to be consumed in that state'

For example, if it contained substantial residues of antibiotics, or unpleasant foreign material, or significant solvent residues.

Food Grade Containers

Containers made of a material that is suitable to come into direct contact with food, have a smooth impervious finish which easily cleanable. It must be durable, leak-proof and able to be sealed or covered.

Food Handler

Anyone who handles or prepares **food**, whether open (unwrapped) or packaged.

Food Hygiene

The measures and conditions needed to control **hazards** and ensure fitness for human consumption of a **food**, taking its intended use into account. All measures required to be taken to ensure the safety and wholesomeness of **food**.

Food injurious to Health

Food would be 'injurious to health' if it was contaminated with toxic materials or harmful **micro-organisms** at levels which may cause harm in a substantial part of the population. It could be 'unfit' even if the harm were cumulative or only became apparent over a long period of time. An ingredient which showed up as an intolerant reaction in only a few individuals would not be covered. In law, food that is unsafe (injurious to health) must not be placed for sale.

Food of Non-Animal Origin

For example, nuts, fruit, vegetables; and includes composite products and products with a limited percentage of Products of Animal Origin, e.g., confectionary, meat extracts and concentrates, etc.

HACCP - Hazard Analysis and Critical Control Point

A system for identifying and assessing **hazards** to **food** safety and controlling the risks from those **hazards**. The International Commission on Microbiological Specifications for Foods (ICMSF) defines HACCP as: "a systematic approach to the identification and assessment of the microbiological **hazards** and risks associated with **food** and the definition of means for their control." However, there are hazards other than microbiological hazards which need to be controlled (see definition of hazards below).

Hazard

Anything which may cause harm to the consumer, e.g. **micro-organisms**, biological contaminants, physical objects, chemicals or **allergens**.

Heat Disinfection

This can be achieved by using very hot water, hot air or steam at a temperature of 82°C or above.

High Risk Foods

Foods which will support the growth of harmful organisms and will not undergo any further treatment that will destroy them.

Infectious Disease

See Communicable Disease.

Intervening ventilated space

An enclosed ventilated space e.g. a lobby situated between toilets and food rooms. The purpose of ventilating an enclosed space is to stabilise the environment and prevent the transfer of odours and stale air form the toilet to the food room.

Lux

A measure of light levels.

Micro-organisms

Any organism, such as a bacterium, protozoan, or virus, of microscopic size. Those which can cause harm to humans are often referred to as pathogens.

Molluscs

Bivalve molluscs (e.g., clams, oysters, mussels, scallops) have an external covering that is a two-part hinged shell that contains a soft-bodied invertebrate. Molluscs also include land and marine snails, octopus and squid.

Monitoring

The act of conducting a planned sequence of observations or measurements of control parameters to assess whether a control measure is under control.

Norovirus

A common virus that causes diarrhoea and vomiting. Norovirus can be transmitted by food handlers from person to person or via food.

Notifiable Disease

See Communicable Disease.

Pasteurisation

A form of heat treatment that kills most but not all vegetative pathogens and spoilage **micro-organisms** in milk and other **foods**, e.g. for milk, a common pasteurisation process is 72°C for at least 15 seconds.

Pathogens

Any micro-organism that can cause harm to humans.

Pest

Any unwanted animal, insect or bird that enters and may live in the premises or foodstuff.

pH

The relative **acidity** or **alkalinity** of a **food**, represented as a number ranging from 0 to 14.

Planned Preventative Maintenance

Planned preventative maintenance (PPM), also commonly referred to as planned or scheduled maintenance. It is essentially a scheduled maintenance routine, set out to ensure machinery, services and equipment are all maintained at regular intervals.

Potable Water

Water that meets legislative requirements as to its wholesomeness for drinking and for use in food preparation, being free from colour, taint, odour and pathogens. Under Article 2 of Retained Regulation (EC) No 852/2004

g) 'potable water' means

(i) as regards England, water meeting the requirements laid down in the **Private Water Supplies (England) Regulations 2016**

(ii) as regards Wales, water meeting the requirements laid down in the **Private Water Supplies (Wales) Regulations 2017**

(iii) as regards Scotland, water meeting the requirements laid down in the **Water Intended for Human Consumption (Private Supplies) (Scotland) Regulations 2017.**

Primary Products

The products of primary production, including products of the soil, of stock farming, of hunting and fishing.

Private Water Supplies

Private drinking water supplies are water supplies that are not provided by the statutory water undertaker, which may come from a variety of sources, including wells, springs, boreholes and streams; they are regulated under the Private Water Regulations (England) 2016 in England and **The Water Intended for Human Consumption (Private Supplies) (Scotland) Regulations 2017 in Scotland**

Products of Animal Origin

Includes fresh meat, meat products, meat preparations, dairy products, fishery products, shellfish, egg products, honey, snails, insects and fishmeal used in animal feed.

Raw foods

Foodstuff or ingredients that will require washing or cooking before being safe to eat such as raw meat, fish, game and poultry, and unwashed vegetables.

Ready-to-eat foods

Foodstuff or ingredients that are intended to be consumed without the need of further heat treatment or processing.

Registration of Food Premises

Under Article 6 of Retained Regulation (EC) No 852/2004 all **food businesses** must register with their local authority.

Retailers

Includes supermarkets, small convenience stores, confectioners, tobacconists and newsagents, health **food** shops, delicatessens and specialist retailers including butchers, fishmongers and bakers.

Safe Catering

This **food** safety management pack and toolkit has been developed by the Food Standards Agency Northern Ireland to help small businesses comply with **food hygiene** regulations.

Safer Food Better Business

This **food** safety management pack and toolkit has been developed by the Food Standards Agency to help small businesses comply with **food hygiene** regulations.

Sanitiser

A chemical for disinfecting equipment and work surfaces, hands, vegetables and salad items. Some sanitisers have **detergents** that aid **cleaning**.

Scombroid Fish

Dark marine meat such as tuna, **albacore**, mackerel, **bluefish**, **mahi-mahi**, **bonito**, **sardines** and **anchovies**.

Shelf Life

Usually refers to either 'Use by date' or 'Best before' date providing the maximum storage time for safety ('use by') or for quality ('best before').

Smoking

Smoking is the process of **flavouring**, **cooking**, or **preserving food** by exposing it to **smoke** from burning or smouldering material, most often **wood**. Types of smoking include 'cold smoking', where temperatures are typically between 20°C to 30°C for **foods** to take on a smoked flavour, but remain relatively moist; cold smoking does not cook **foods**. 'Hot smoking' exposes the **foods** to smoke and heat in a controlled environment at temperatures typically between 52°C to 80 °C; within this temperature range, **foods** are fully cooked, moist, and flavourful.

Sterilisation

The process or treatment with heat or chemicals to kill all **micro-organisms** and viruses.

Time separation

Is a method of preparation of raw and ready-to-eat **food**, where space is limited in a kitchen. To ensure that ready-to-eat **food** is protected from **contamination** from E. coli O157 and other pathogens that may be present in raw foods, surfaces must be thoroughly cleaned and disinfected using the **two stage cleaning process** after the area has been used to prepare raw **foods**. Work surfaces must not be used as the **food** contact surface; a suitable barrier, such as a chopping board should be used as the surface directly in contact with the **food**.

Tolerance period

Chilled **food** that should be stored below 8°C, may be stored above this temperature 'for service or display' for a single 'tolerance period' of 4 hours maximum.

Hot held **food** that should be stored above 63°C, may be stored below this temperature 'for service or display' for a single 'tolerance period' of 2 hours maximum.

Toxin

Any poisonous substance, often released by a pathogen.

Training

Bringing a person to a desired level or standard of efficiency and effectiveness by instruction and practice. Training involves the supervised practical implementation of knowledge gained in a learning environment (such as a training room, on-line, or on-site).

Two stage cleaning process

Stage 1: general **cleaning** using a **detergent**, which involves the physical removal of visible dirt, **food** particles and debris from surfaces and equipment.

Stage 2: **disinfection**, which involves the use of a disinfectant following the manufacturer's instructions for its dilution rate and contact time.

UK Food Hygiene Regulations

The Food Safety & Hygiene Regulations 2013 in **England** and the Food Hygiene Regulations 2006 in **Scotland**, **Wales** and **Northern Ireland**. (Click on links to the respective regulations)

Unfit Food

For example, food that is putrid or toxic or contains very unpleasant foreign material. In law, unfit **food** that is unsafe must not be placed for sale.

Use by date

A date mark required on highly microbiologically perishable food. Foods must not be used after this date as they may pose a food safety risk. Food beyond its use by date is deemed to be unsafe in law and must not be placed for sale nor distribution.

Validation

Simply put, "will the **HACCP** plan ensure that safe **food** will be produced?" and requires evidence that the elements of the **HACCP** plan are effective.

Before implementing **HACCP**, the contents of the plan must be validated to ensure that the **HACCP** plan will ensure safe **food** is produced. The main focus is to ensure that the **hazards** identified are complete, correct and have suitable controls in place, i.e. the CCPs have been correctly identified and can assure safe food. Validation activities may include:

- Challenge testing the equipment or machinery.
- Document review.
- Legislation (confirm that the **HACCP** plan meets legal requirements with regard to **food** safety).
- Meeting the relevant Code of Practice.
- Meeting the accepted recommended good practice.

Verification

Simply put "is the **HACCP** plan working, is it producing safe **food**?"

Verification is the application of methods, procedures, tests and other evaluations, in addition to **monitoring**, to determine ongoing compliance with the **HACCP** plan. It verifies that the **HACCP** system has been set up in the correct way, the **HACCP** plan is being followed correctly by the business and it continues to be effective, i.e. the CCPs are under control.

Verification activities may include:

- Internal audits.
- External audits on suppliers.
- Undertaking chemical or microbiological sampling and examinations.
- Undertaking raw material or end product testing.
- Ensuring that the prerequisites are under control.

Water Activity or aw

This is a measure of availability of water for the metabolic activity and growth of **micro-organisms**. The water activity scale extends from 0 (bone dry) to 1.0 (pure water), but most foods have a water activity level in the range of 0.2 for very dry **foods** to 0.99 for moist fresh **foods**.

Everyone involved in catering, from restaurants and canteens, to coffee shops and street food vendors, will find this Industry Guide a valuable help in achieving compliance with Retained Regulation (EC) No. 852/2004 and associated national regulations. This updated version of the Guide includes improved coverage of topics such as food crime, allergens, substitute products and volatile supply chains and donating food to charity.

UKHospitality

UKHospitality, UKHospitality Scotland and UKHospitality Cymru are the unified voice for the sector and seek to unlock the industry's full potential as one of the biggest engines for growth in the economy, and to ensure that the industry's needs are effectively represented by engaging with Governments, the media, employees and customers. Our key priorities are the revival of a sector hardest hit by COVID-19, safeguarding the future workforce of the sector, tackling the excessive tax burden the sector faces and ensuring that regulation on business is proportionate.

We are delighted to provide this one-stop Guide to serve the industry. As the only Industry Catering Hygiene Guide officially recognised by the Food Standards Agency and Food Standards Scotland, it is a 'must have' in every catering business. This Guide sets the foundation for all UKHospitality advisory services on food and safety compliance, helping businesses keep customers safe and mitigate risk.

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