BRITISH HOSPITALITY Association

Industry Guide to Good Hygiene Practice

Catering Guide

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

Food Industry Guides to **Good Hygiene Practice**

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BRITISH HOSPITALITY Association

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Contents

British Hospitality Association

With over 100 years of expertise, the BHA represents over 43,000 establishments across the UK. We focus on the needs of every part of the hospitality sector, big and small, restaurants, catering and attractions, hotels, serviced apartments and all visitor accommodation, corporate hospitality and events, clubs, food and service management and leisure establishments.

Prepared by industry for industry, this guide to Good Hygiene Practice is intended to give advice to caterers on how to comply with their legal obligations under Regulation (EC) No. 852/2004 on the hygiene of foodstuffs and with UK Food Hygiene Regulations to ensure the safety of the food served to their customers.

Last updated in 1995, this Food Industry Guide to Good Hygiene Practice for Catering has been developed by our Food Experts Group with valuable input from Environmental Health Practitioners and other stakeholders.

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 official guide for Food Enforcement Officers when inspecting businesses.

This guide is key to help you ensure your business is compliant with regulations and is a "must-have" in every catering business.

Ufi Ibrahim
Chief Executive
British Hospitality Association

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. This 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) with 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 must 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 the British Hospitality Association for preparing this guide.

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Lastly, thank you to Lielis Andrews at Vespr Communications for the editing of this guide.

Some text within the Industry to Good Hygiene Practice: Catering (1995) has been included within this revised guide.

1 INTRODUCTION

About this guide

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 Regulation (EC) No. 852/2004 on the hygiene of foodstuffs and with Food Hygiene Regulations. The text is intended to apply to all UK jurisdictions unless specific national variations are noted.

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 best 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 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 are required to take account of its contents when carrying out an inspection of your business.

This guide deals only with requirements of 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 EU Food Information for Consumers Regulation No. 1169/2011. 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' – This quotes the specific legal requirement.
- 'How to comply with the law' – This 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.
- 'Best practice' – This outlines best 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 'best practice' as a critical control, then it would be considered as part of your HACCP-based procedures for the purpose of enforcement.

As a consequence 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 in Annexe 1, 'Templates, tools, and useful links'.

Commonly used terms and abbreviations have a standard meaning throughout the guide. To check the definition, see Annexes 3 and 4.

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 Hygiene Ratings Scheme.

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 particular 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

The law

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.

You should 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)
- You may start trading before you have been visited by an Environmental Health Practitioner (or other authorised officer)
- The local authority should be notified of any significant change to the business.

Best practice

- Register your business at least 28 days before opening
- Invite your local EHO to visit your premises to give advice prior to opening
- Discuss your plans with your local authority in order to benefit from their advice
- 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.

Design and layout – general considerations

The law

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.
5. There is to 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.

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 should 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
- Access for effective cleaning can be obtained to all internal parts of the structure that require cleaning
- Articles, fittings and equipment can be installed to allow access for effective cleaning and disinfection
- The build-up of dirt in difficult to reach areas is avoided
- 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 harbourage. (see section below)
- Separate storage of non-food items, including cleaning chemicals, is provided.

Construction materials must

- Be suitable to allow the type of cleaning and/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
- Not lead to shedding of particles.

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, e.g. equipment washing.

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

Best 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 the kitchen through storage and preparation to service of ready-to-eat food as far as possible to minimise contamination
- Movable 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, 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.

Where the above is not practical, 'time separation' may be used with appropriate cleaning/disinfection procedures.

Ventilation

- 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 store rooms
- 300 lux in toilets and cleaning rooms
- 500 lux in food preparation areas.

Where artificial lighting is provided it should be positioned so as 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.

Specific requirements for design and layout of food rooms

The law

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;
   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;

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. in 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)
- Other 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 curved.

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.

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 so as 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.

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.

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, 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 disinfection.

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.

Best 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 cleanable 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 window sills 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

If your food safety management system requires separately designated equipment, utensils and containers for ready-to-eat foods from those used for raw foods, then sufficient space will need to be made available for their storage.

Ceramics and enamelware are suitable, provided that they are treated with care and 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 joints that are properly sealed, or abutting surfaces that can be separated for cleaning. 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

The law

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;

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.

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 an operational business are outlined in Section 3.

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.

Best 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).

Lavatories

The law

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.

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.

Best practice

- Ventilate intervening spaces 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
- Negative pressure within toilet facilities is always desirable
- 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
- 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.

Wash basins

The law

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.

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.

Best 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 to 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 for hand washing at a comfortable temperature through a single tap, which is preferably not hand-operated
- Supply bactericidal soap that meets BS EN 1499
- Provide single-use paper towels for hand drying in food handling areas. Site the hand-drying facility so that dripping hands do not contaminate open food or food utensils
- Provide bins nearby for soiled disposable towels.

Wash basins should be located so that they are safe to use, for example do not locate them next to fryers. Gels or wipes that meet BS EN 1500 provide an additional level of protection against cross-contamination (after hand washing and not as a replacement for it).

Washing facilities for food and equipment

The law

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.

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.

Suitable equipment includes:

- 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.

Best practice

If 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.

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.

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

The law

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

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

1b. 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.

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.

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 bain-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.

Live seafood may require clean water or clean seawater for storage rather than potable water.

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 should not be used for cleaning.

Ice

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

Steam

Potable water must be used if the steam may come into contact with, or become included in the food.

Drainage

The law

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.

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 waste water 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 backing up 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.

Best 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 facilitites to capture food waste that may obstruct drains, which should be emptied and cleaned regularly, e.g. filters to catch coffee grounds on coffee machines or filtered plugs in wash-up sinks.

Allow sufficent points of entry to allow access for unblocking, investigation and cleaning.

Staff changing facilities

The law

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.

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.

Best 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.

Cleanliness

The law

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

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

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

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.

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 or disinfected dependent on use. You must determine what is appropriate for your business.

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

- Food contact surfaces
- Hand contact surfaces (for example fridge handles)
- Sinks and 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) should 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.

Equipment and utensils

Utensils and equipment should 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 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.

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.

Best 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.

Equipment requirements

The law

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.

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.

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.

Best practice

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

Design features to consider when selecting equipment:

- Avoid sharp angles and edges
- 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. of commercial use.

Consider whether you need separate and/or colour-coded equipment for raw and ready-to-eat foods. Detailed information is available in the FSA E. coli O157 guidance.

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.

Food waste

The law

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 Community legislation applicable to that effect, and is not to constitute a direct or indirect source of contamination.

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 should 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.

Where refuse containers are used for the storage of waste awaiting collection and removal from site, they should have a lid and should 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 having an adequate number of waste containers with firmly fitted lids.

Best practice

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

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.

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.

Maintenance

The law

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.

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.

Best 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.

Personal hygiene – general requirements

The law

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.

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.

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 practise 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 should be changed when necessary to maintain hygienic standards to protect the food from risk of contamination.

Persons working in food handling areas must practise 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
- 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.

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 Annexe 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.

Best 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 or cover 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 according to 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)
- The use of separate identifiable or colour-coded packs of disposable gloves for different activities might help avoid cross-contamination.

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.

Hand washing

- Where frequent hand washing is required the use of a special food-safe barrier cream may be beneficial
- Cash may carry bacteria, so hands must be washed after handling it if you are going to prepare or handle food
- 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.

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

The law

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.

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

Best 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.

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 Annexe 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.

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.

It is possible that people can still spread bacteria or viruses even after they feel better, so it is important that they are excluded usually for a period of 48 hours from when symptoms stop. Different action is required in special cases, as advised in the document *Food Handlers: Fitness to Work*.

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 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.

Requirements for food handling

The law

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.
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.

Hazards to food 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.

Storage

Ambient stores must not be damp and should 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 should 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.

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 foodstuffs.

Preparation

Check food remains in good condition 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.

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

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 should be treated as contaminated when removed and disposed of.

Specific legislative requirements on packaging for food can be found in FSA guidance available at www.food.gov.uk/business-industry/guidancenotes/contaminants-fcm-guidance.

Best 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 foods 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 must be placed below ready-to-eat foods in refrigerators.

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.

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. (For example, 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.

The way to ensure this will depend on the activites 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 in particular. The Equality and Human Rights Commission and Visit England have produced guidance for tourism businesses to welcome customers with assistance dogs.

Pest control

The law

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.

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

4. 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).

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 2 for design considerations.

How to comply with the law

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

Every effort should 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 should ensure food is protected from contamination.

Best practice

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

Where baits are used, ensure they are clearly labelled 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.

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.

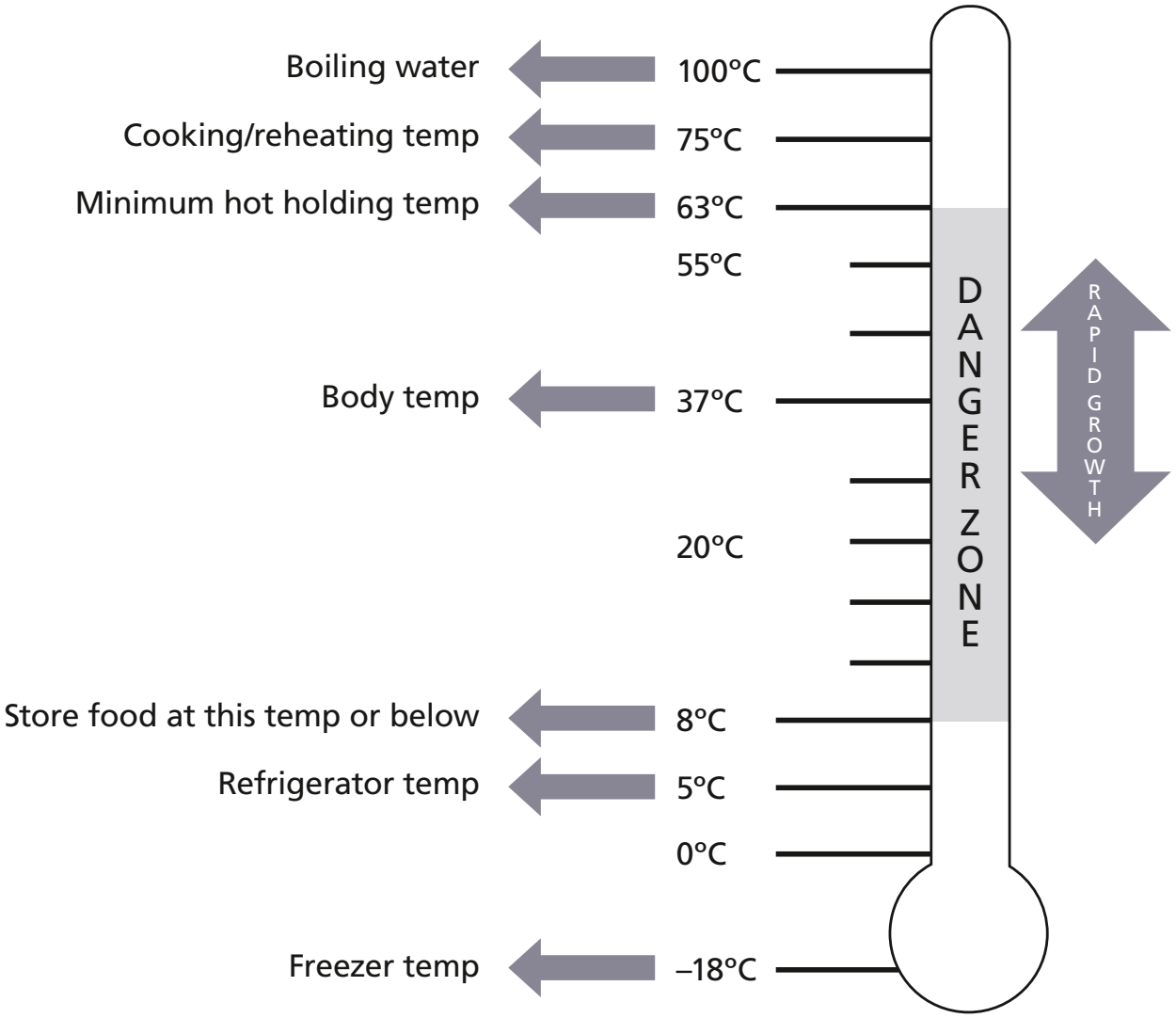
Temperature controls

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 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.

Guidance on temperature control is given in the Food Standards Agency's publication *Guidance on Temperature Control Legislation in the United Kingdom*.



Cold storage – UK wide

The law

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.

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.

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 paragraph 34 of the FSA guidance on temperature control legislation).

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

Defrosting 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.

Best 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 it is safe to do so
- 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
- Using shallow containers
- Using 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

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.

Web addresses for the appropriate national schedules can be found in Annexe 2.

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. 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.

Best 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.

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 effective 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 the shelf life and temperature requirements. 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 four-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.

Cold storage – Scotland

The law

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

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

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.

If it is not necessary to keep food cold for safety reasons, it may be held at ambient temperature for the shortest time possible. Further detailed advice on the application of the temperature control regulations in Scotland is available from Food Standards Scotland.

Best 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.

Hot holding – England, Wales and Northern Ireland

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 minimum temperature for the hot holding of food, the exemptions, and defences against variations from the holding temperature.

Web addresses for the appropriate national schedules can be found in Annexe 2.

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 two 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 two 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 63°C or more and held above 63°C.

Best 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 two 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 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.

Hot holding – Scotland

The law

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

Schedule 4

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 in 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)

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.

Best practice

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

Do not overload hot food cabinets.

Reheating – Scotland

The law

The Food Hygiene (Scotland) Regulations 2006 (as amended).Schedule 4

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.

Scottish law makes specific temperature requirements for reheating food.

How to comply with the law

If food has been cooked and cooled in your business it must be raised to a temperature of at least 82°C, unless this would adversely affect its quality. The requirement does not apply to food prepared by third parties, for example cook-frozen prepared foods.

Best practice

Food prepared by manufacturers that is reheated should reach a core temperature of at least 75°C and be held at this for at least 30 seconds or equivalent (e.g. 70°C for two minutes). Hot food should be thoroughly reheated through the danger zone as quickly as possible or it may become unsafe.

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

Preparation steps critical to food safety – identification and control

The law

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

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

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 flexibility. 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
- 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 and Wales), 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. Because of the flexible approach, many of the controls will be simple 'common sense' practices.

The hazard analysis approach allows the assessment of hazards and the management of food safety to 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 and HACCP

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.

Food Information Regulation 2014:

5. (1) A food business operator who offers for sale a relevant food to which this regulation applies may make available the particulars specified in Article 9(1)(c) of EU regulation 1169/2011 (labelling of certain substances or products causing allergies or intolerances) in relation to that food by any means the operator chooses, including, subject to paragraph (3), orally.

Food allergens are a significant hazard to those sensitive to them, whether present in food as a deliberate ingredient, or through cross-contamination in the manufacturing, preparation or food service environment.

How to comply with the law

A comprehensive assessment should recognise the possibility of illness or even death caused by an allergic reaction to a food.

Some catering businesses include the assessment, management and control of allergen risks within their HACCP, whilst others have a separate allergen management policy. Either method is acceptable, provided that it addresses the following:

- The need to recognise, retain and make available on request information about 14 key allergens (see Glossary) when used as ingredients
- The need to inform consumers that such information is available from staff on request
- The need to recognise that customers may be allergic or have an intolerance to a wide range of other foods
- The need to sell food of the nature, substance and quality demanded
- The need to describe food accurately and not mislead
- The need to sell safe food, recognising that food with incorrect information may be unsafe.

It is important to be able to identify, manage and communicate allergen risks to customers who have allergies to certain foods. As additional controls may very well be practicable when it is necessary to serve someone who has an allergy, a robust means of ensuring they identify themselves when consuming food in or from a catering business is crucial.

Whatever system is in place for storing allergen information, it must be robust enough to allow changes to formulations and specifications to be made available to consumers. This includes menus, signs, boards, labels on wrapped products, websites, events booking forms and information managed electronically, e.g. computer databases, PDAs, etc.

The following methods to communicate which allergens are present in the food are acceptable:

- On the packaging
- On the menu
- On a display board
- On a ticket
- By directing the customer to ask a member of staff.

All staff must be trained (as appropriate to their role) to use this system effectively and reliably.

Best practice

Cross-contamination

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
- Segregated transport, storage, preparation, display and service
- Spillage management, which prioritises allergen risks
- Optimum management of dishwashing equipment – correct temperatures, products and cleaning.

The one control which does not work is cooking to a high temperature. (For example, wok cooking does not 'kill' allergens. It may make them more dangerous).

Managing a food allergy request

If a consumer says that they need to avoid a particular food because of an allergy or intolerance, additional controls should be in place to manage their enquiry and ensure that they are not served the food either as a deliberate ingredient or a possible allergen contaminant.

- Such requests should be considered critical safety information and managed carefully
- Notification of such a request may be received in advance, e.g. by phone, email, or otherwise in writing. Requests may also be notified 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 should offer information about the 14 key allergen ingredients as well as any other ingredients the customer needs to avoid
- 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
- If there is any doubt, give the customer the original packaging or product specification to enable them to decide.

Ingredient information

- Foods bought in should be supplied with full ingredients information, which should be retained and managed carefully (e.g. when the product is decanted)
- Beware of product substitution. Substitute ingredients may not have the same allergen information. Ingredients that are one of the 14 key allergens should be highlighted on packaging and product data for these products
- In addition, 'may contain' information (about possible allergen cross-contamination) should also be retained

- Check that any materials produced in the business to summarise supplier data is regularly checked.

  (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 up to 2-3 weeks 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).

Other allergy considerations

- If websites, menus or other written materials make specific allergen claims (e.g. 'nut free') then a business must ensure that no cross-contamination is possible
- Staff members may have or develop allergies to particular 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 allergies is accurately identified. Consider carefully the arrangements for delivery or 'distance selling' transactions.

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

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

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.

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).

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.

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 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
- 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 Annexe 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.

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 prerequisite (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.

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 should 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 Annexe 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 that 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 carrying 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 should 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 'homemade' 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 should 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.

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 allows 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 non-conformances and corrective action taken
- Records of cleaning, maintenance and pest control
- Records of review of the food safety management systems
- Evidence of training and supervision, which should 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.

Best 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).

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.

Controls

Signage may be useful to reinforce specific practices (e.g. handwashing or raw/ready-to-eat separation). When used, signage should 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 that 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 an 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 according to factors such as the shelf life of the product, period of staff employment (for training records), frequency of scheduled cleaning programme, etc. Three months would usually be adequate.

Review the system at least once a year.

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

5 FOOD HYGIENE SUPERVISION AND INSTRUCTION AND/OR TRAINING

The law

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 national law concerning training programmes for persons working in food sectors.

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.

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.

Supervision and instruction

Food handlers should 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.

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 should read and understand before commencing work.

Agency and temporary staff must receive the 'essentials of food hygiene' and should be 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 should 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 that 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 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 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 should 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 controls, 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 should be provided by trainers who have an adequate knowledge themselves, typically a level above that which they train. Trainers should 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 12–24 hours of training and Level 4/advanced courses will involve 24–40 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 the 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 should 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 carrying out any corrective actions
- Documenting HACCP procedures and deciding upon appropriate record keeping to show the procedures are working
- Reviewing the HACCP procedures to ensure they remain up to date.

Best 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. It may be appropriate 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 staff should sign to say that they have received and understood any training they receive.

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 and 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
- Intermediate Food Hygiene
- Diploma in Advanced Food Hygiene.

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

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

- City and Guilds
- Chartered Institute of Environmental Health (CIEH)
- Highfield Awarding Body for Compliance (HABC)
- 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 best 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.

The table overleaf is a summary of the suggested training needs for food handlers.

Category of staff			Guide to compliance	'The essentials of food hygiene'	Hygiene awareness instruction	Food hygiene training	Formal training	Hazard analysis training
	Duties	Typical job titles	Good practice Formal training level		Level 1 (introductory)	Level 2 (elementary)	Level 3 (intermediate) Level 4 (advanced)	
Category A	Handling low risk wrapped food; front-of-house activities not directly involving the preparation and personal handling of high-risk open (unwrapped) food	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'		Before starting work for the first time	Before handling food unsupervised			
Category B	Preparation and handling of high-risk open (unwrapped) food	Commis chef, cook, catering supervisor, kitchen assistant and bar staff who prepare food, waiting staff who are involved in preparing food such as desserts.				Before handling high-risk food unsupervised		
Category C	Managers or supervisors who handle any type of food or are responsible for food safety management	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					Good practice (according to responsibilities)	
Category D	People with responsibility for development and maintenance of the system to comply with Article 5(1)	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.						Before developing/ reviewing the food safety management system

Domestic, movable and/or temporary premises

The law

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;
   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.

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.

How to comply with the legislation

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 and 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 should be suitably protected from contamination.

Food preparation surfaces must meet the standards in section 2 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 should be clean and free from contamination before work activities begin.

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 hand drying.

Where the source of the hot water is a hot water urn, there should be a safe and quick method of transferring the boiling water to the wash 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 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 2009.

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.

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 3 (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 should also be monitored as per normal temperature monitoring procedures.

Hot holding equipment should be considered if food is to be stored for more than two 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.

Best 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 vehicle's 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 waste water 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

The law

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.
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.

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 methods will need to be chosen accordingly. See temperature controls in section 3.

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.

Best practice

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)
- Hand-held thermometers.

ANNEXE 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 best 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 Regulation (EC) No. 852/2004, which requires food businesses to put in place food safety management procedures based on the HACCP principles. (SFBB can be accessed at www.food.gov.uk/sites/default/files/multimedia/pdfs/publication/sfbbwebfriendlypack0513.pdf)

SFBB 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.

Allergen control

FSA resources for allergen information

UK food allergen labelling technical guidance

Cleaning

CookSafe cleaning house rules

Food waste disposal guidance (CIEH)

Cleaning schedules

For examples of record keeping for cleaning see CookSafe, SFBB, or the FSA E. coli guide.

Food fraud

The National Food Crime Unit (NFCU), covering England, Wales and Northern Ireland, and the Scottish Food Crime and Incidents Unit (SFCIU) are committed to identifying and tackling serious criminal threats to UK food, drink and animal feed. Both units share a commitment to working with others across all sectors to encourage reporting, prevent offending and to bring those responsible to justice.

At the following web addresses, you can find out how to report information and learn more about the Units, including the Food Crime Annual Strategic Assessment.

Reporting food fraud (England, Wales and Northern Ireland)

Reporting food fraud (Scotland)

HACCP

EC guidance on application of HACCP

FSA guidance on HACCP

FSA tool to create a business HACCP plan

FSS CookSafe

Miscellaneous FSA/FSS materials

Campylobacter control poster

E. Coli guide

Effective hand washing guide

Food handlers: fitness to work

Food law inspections and your business

Food Safety Act 1990: A guide for businesses

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

Microbiological criteria for foodstuffs: Guidance for food business operators

Safe handling of eggs

Starting a food business

Temperature control legislation guidance in the United Kingdom

Traceability and product recall guidance

The Food Safety (Northern Ireland) Order 1991: A guide for food businesses

Waste cooking oil from catering premises

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

Step	Hazard	Control*	Monitoring
Purchase and delivery	Intrinsic containment (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/ready to eat, 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	Check temperatures
Cooling	Growth of surviving spores Further contamination	Cool food rapidly. (Set a time period appropriate to dish). Refrigerate when cooled – below 5°C. Keep foods covered, where possible	Check time and temperature
Chilled storage	Growth of bacteria Further contamination	Store at correct temperatures Cover/wrap foods/stock rotation Separate raw/ready to eat foods	Check temperatures Visual checks
Reheating	Survival of bacteria	Reheat to centre temperature above 75°C (In Scotland 82°C is required for some foods)	Check temperatures
Hot holding and 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 four hours Use clean equipment Keep covered, where possible	Check temperature and time Visual checks

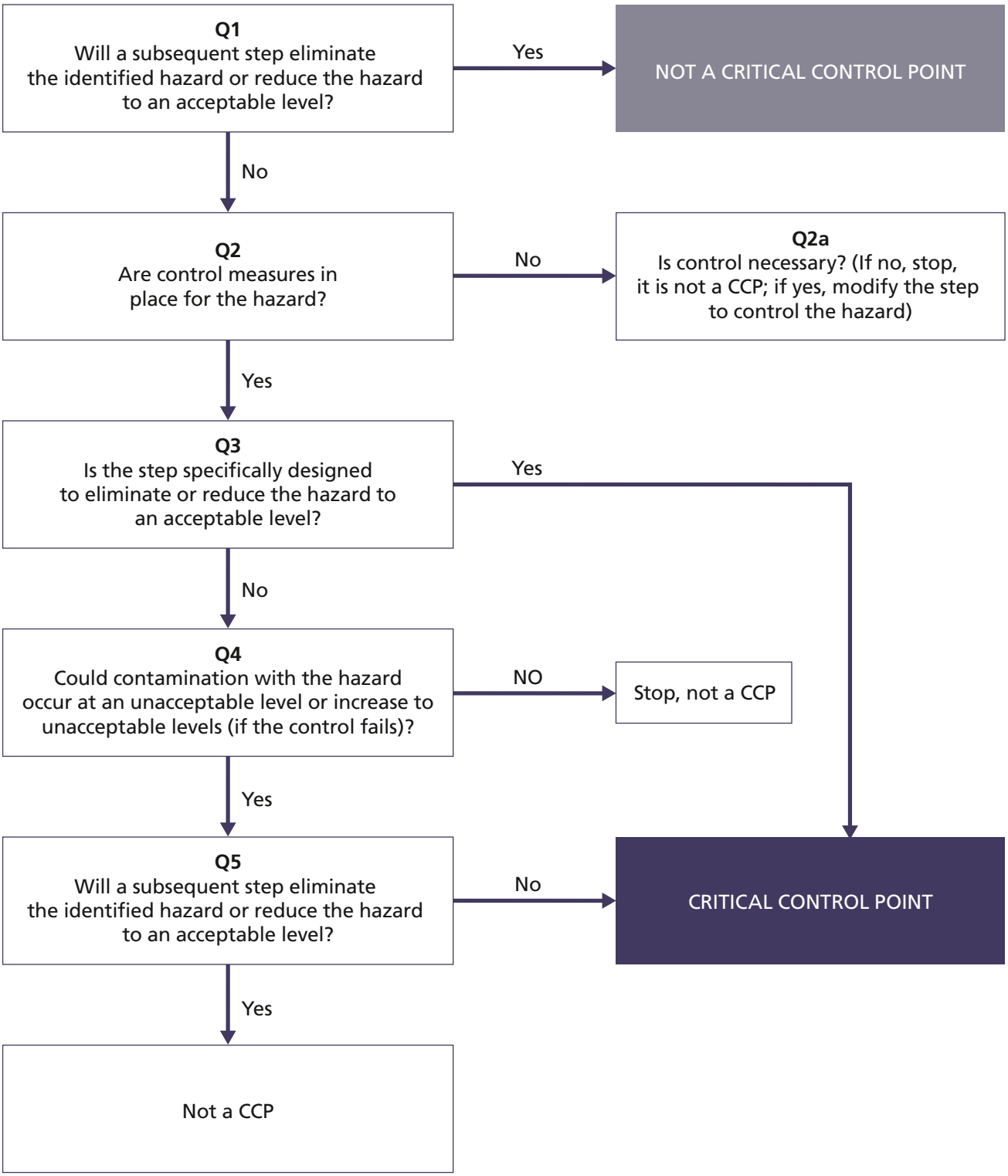
*Suggested controls in this chart are indicative of good practice and for some foods only. For example, some cuts of meat may have no significant contamination in the centre, and cooking to temperatures below 75°C (rare) is acceptable.

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



Regulation (EC) No. 852/2004 (hygiene of foodstuffs) and Regulation (EC) No. 853/2004 (specific hygiene rules for food of animal origin)

Regulation (EC) No. 852/2004 (available at: eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=OJ:L:2004:139:0001: 0054:en:PDF) is intended to ensure that common hygiene standards are applied in food businesses throughout the EU to protect public health and to facilitate the function of the free market in EU Member States. These requirements apply directly throughout the United Kingdom, and are given effect and supplemented by national rules that apply in the individual countries, including temperature control and enforcement.

Important elements of Regulation 852/2004 are as follows:

- A general obligation to ensure food is prepared, handled, supplied and sold in a hygienic manner (e.g. at a safe temperature)
- All food business operators (FBOs) must be registered with the 'competent authority', i.e. the local food authority
- Requirements for premises where food is handled or prepared, for equipment coming into contact with food and for the transport of food
- Food businesses (except primary producers) are required to develop, implement and maintain a permanent procedure or procedures based on the HACCP principles. This involves food businesses reviewing their activities, identifying the steps that are critical to safeguard food safety and to ensure that they are implemented and fully documented
- Businesses must supervise, instruct and/or train food handlers
- Food handlers suffering from or carrying diseases likely to be transmitted through food should not handle food or enter food handling areas
- It encourages the provision and use of industry guides, such as this one, to assist compliance. Development of such guides must include consultation with stakeholders, including enforcers and consumer representatives, and will be recognised by the Government (in the UK, by the Food Standards Agency and Food Standards Scotland). Food authorities must take account of recognised guides when assessing compliance by businesses.

Regulation 852/2004 requires you to register your business with your local food authority. The main legal reference is Article 6(2), which states:

"…every food business operator shall notify the appropriate competent authority, in the manner that the latter requires, of each establishment under its control that carries out any of the stages of production, processing and distribution of food, with a view to the registration of each such establishment.

food business operators shall also ensure that the competent authority always has up to date information on establishments, including by notifying any significant change in activities and any closure of an existing establishment."

All FBOs must inform their local food authority, usually the environmental health department, of the nature of their business. Standard forms for notifying the authorities are available from local food authorities and should be used. Article 6(2) of the Regulation also requires businesses to notify the competent authority (local food authority) of any significant changes in the size and activities carried out by the business or any closures of an existing business. It would be regarded as good practice to discuss any changes with the authority at an early stage, and you should notify them before the changes are implemented.

Specific food hygiene rules set out in Regulation (EC) No. 853/2004 (available at: eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=OJ:L:2004:139:0055:0205:en:PDF) may also apply if you handle or process foods of animal origin including meat, poultry, fish and milk and you supply these products to other food businesses. These rules do not apply to normal retail operations, but if you are preparing and/or packing products in a retail shop for supply to another food business, contact your local enforcement officer for advice.

Enforcement officers of the local food authority have powers to inspect your premises, take samples of food or materials and examine records. However, officers will also provide advice and assistance to businesses on how to comply with legal requirements.

It is a criminal offence to fail to meet the requirements of the Regulations, or to produce or have in possession or for sale, food that is unsafe, injurious to health or unfit for human consumption taking into account its intended use. Failure to comply with the Regulations can result in prosecution, fines, imprisonment and the closure of your business. Individuals can be prohibited from running a future food business. Media reports and adverse publicity associated with your business may also be economically detrimental.

If you cause your customers to become ill, they may also be able to claim damages from you or your insurers.

Regulation (EC) No 178/2002 (the general food law regulation)

To be considered safe, food must not be injurious to health or unfit for human consumption.

Various provisions relevant to food hygiene control are contained in the general principles and requirements of food law that must be met by caterers. This guide does not cover these unless they relate to the specific hygiene requirements, but caterers should be aware that Regulation 178/2002 (available at: eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=OJ:L:2002:031:0001:0024:en:PDF) includes the following key principles:

Article 2 provides the definition of 'food', which:

- Is any substance or product whether processed, partially processed or unprocessed intended to be, or reasonably expected to be ingested by humans
- Includes drink, chewing gum and any substance, including water, intentionally incorporated into the food during its manufacture, preparation or treatment
- Does not include feed, live animals (unless they are prepared for placing on the market for human consumption), plants before harvesting, medicinal products, cosmetics, tobacco and tobacco products, narcotic or psychotropic substances or residues and contaminants.

Article 5 sets out the general objectives of the principles of food law:

- To provide a high level of protection of human life and health
- To protect consumers' interests, including fair practices in food trade, the protection of animal health and welfare, plant health and the environment
- To allow free movement of food and feed within the EU.

Article 8 describes the aims of food law in the protection of consumers' interests in the prevention of:

- Fraudulent or deceptive practices
- The adulteration of food
- Any other practices which may mislead the consumer.

Article 14 lays down the general food safety requirements in that:

- Food shall not be placed on the market if it is unsafe
- Food shall be deemed unsafe if it is considered:
  - injurious to health
  - unfit for human consumption
- It places a responsibility on food businesses to provide information to consumers about the UK food they provide, supply or serve
- It indicates what factors need to be taken into account when determining whether food is injurious to health or unfit.

Article 16 states that laws concerning labelling, advertising and presentation of food are implemented by national rules that apply in individual countries, including the requirement that the setting in which food is displayed, shall not mislead consumers.

Article 17 makes the provision that food business operators are responsible for the food that they produce/provide.

Article 18 requires food business operators to keep records of food, food substances and food-producing animals supplied to their business, and also other businesses to which their products have been supplied. In each case, the information shall be made available to competent authorities on demand.

Article 19 requires food business operators to withdraw food that is not in compliance with food safety requirements if it has left their control and to recall the food if it has reached the consumer. Withdrawal is when a food is removed from the mark et up to and including when it is sold to the consumer; recall is when customers are asked to return or destroy the product.

Food businesses must also notify the competent authorities (their local food authority and the Food Standards Agency and Food Standards Scotland). Retailers and distributors must help with the withdrawal of unsafe food and pass on information necessary to trace it.

Where food business operators have placed a food on the market that is injurious to health, they must immediately notify the competent authorities. There are also similar provisions for animal feed.

Imports

Article 11 states that food imported into the European Union (EU) for placing on the market shall comply with the requirements of food law recognised by the EU, or, if there is a specific agreement between the EU and the exporting country, with requirements contained therein.

Exports

Article 12 states that food exported (or re-exported) from the EU shall comply with the requirements of food law, unless the authorities of the importing country have requested otherwise, or it complies with the laws, regulations and other legal and administrative procedures of the importing country.

In the case of exporting or re-exporting food, provided the food is not injurious to health or unsafe, the competent authorities of the destination country must have expressly agreed for the food to be exported or re-exported, after having been fully informed as to why the food could not be placed on the market in the Community.

Where there is a bilateral agreement between the EU or one of its Member States and a third country, food exported from the EU needs to comply with its provisions.

Regulation (EC) No 2073/2005 (microbiological criteria for foodstuffs)

The Regulation on the microbiological criteria for foodstuffs (Regulation (EC) 2073/2005 available at: eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=OJ:L:2005:338:0001:0026:EN:PDF) supplements the food hygiene legislation and is applicable to all food businesses involved in the production and handling of food.

The Regulation is flexible in its approach, in that sampling and testing plans should be determined on the basis of risk (for example, the type and size of business) and it is accepted that microbiological testing may not be appropriate for many catering businesses. You should discuss this with the enforcement officer.

The Regulation does not introduce a general requirement for routine end-product microbiological testing or the need to await results before placing a product on the market (positive release). Emphasis should be on using the microbiological criteria to help validate and verify the HACCP-based food safety management procedures.

Trade organisations, such as the British Retail Consortium and the Chilled Food Association have produced guidance on the Practical Implementation of the EC Regulation on Microbiological Criteria for Foodstuffs and on complying with this regulation, which may also be helpful.

National legislation

National legislation, in the form of Statutory Instruments (SIs), is needed in each of the UK countries to give effect to the EU Regulations and to enable their enforcement. All of the SIs have been amended at least once.

Food businesses should be aware that all the SIs giving effect to and enforcing EU Food Hygiene Regulations contain, at Schedule 4, national temperature control rules.

In **England**, Regulation (EC) 178/2002, Regulation (EC) 852/2004, Regulation (EC) 853/2004, Regulation (EC) 2073/2005 and the other EU Food Hygiene Regulations are given effect and enforced by The Food Safety and Hygiene (England) Regulations 2013.

In **Scotland, Wales and Northern Ireland**, Regulation (EC) 178/2002 is given effect and enforced by The General Food Regulations 2004.

In **Scotland, Wales and Northern Ireland**, Regulation (EC) 852/2004, Regulation (EC) 853/2004, Regulation (EC) 2073/2005 and the other EU Food Hygiene Regulations are given effect and enforced, respectively, by The Food Hygiene (Wales) Regulations 2006 and The Food Hygiene Regulations (Northern Ireland) 2006.

Titles of Regulations	SI numbers
The Food Safety and Hygiene (England) Regulations 2013	2013 No. 2996
The General Food Regulations 2004	2004 No. 3279
The Food Hygiene (Scotland) Regulations 2006	2006 No. 3 2007 No. 11 2010 No.69 2012 No. 75
The Food Safety, Food Hygiene and Official Controls (Sprouting Seeds) (Scotland) Regulations 2013	2013 No. 333
The Food Hygiene and Official Feed and Food Controls (Scotland) Amendment Regulations 2014	2014 No. 118
The Food Hygiene (Wales) Regulations 2006	2006 No. 31 (W.5)
Food Safety, Food Hygiene and Official Controls (Sprouting Seeds) (Wales) Regulations 2013	2013 (W. 298)
The Food Hygiene Regulations (Northern Ireland) 2006	2006 No. 3
Food Safety, Food Hygiene and Official Controls (Sprouting Seeds and Miscellaneous Amendments) Regulations (Northern Ireland) 2013	2013 No. 291

Regulation (EC) No 882/2004 (official feed and food controls)

The Official Feed and Food Control (England) Regulations 2009 (and parallel legislation elsewhere in the UK) are the national regulations that identify the authorities in the UK that are responsible for organising and undertaking enforcement checks in respect of feed and food. They provide the legal powers to these authorities to enable them to meet the obligations set out in Regulation (EC) No. 882/2004available at: eur-lex.europa.eu/legal-content/EN/TXT/?uri=celex:32004R0882R(01)), in particular with regard to monitoring, auditing and financing of official controls and reporting on enforcement activity.

The Regulations also provide the legal powers needed for the enforcement of the rules on import checks for feed and food of non-animal origin, including penalties for businesses that fail to comply.

ANNEXE 3 – List of abbreviations

BHA British Hospitality Association
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
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
RSPH Royal Society for Public Health
SFBB Safer Food, Better Business
SOFHT Society of Food Hygiene and Technology

ANNEXE 4 – 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, food or drink, expressed in terms of pH.

Allergen

Under Annexe II of Regulation (EU) No. 1169/2011 the 14 substances or products that cause allergies or intolerances, which should 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. Specific categories of animal by-products exist, which are further defined in Regulation (EC) 1774/2002.

Approval

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

Authorised officer

An official with powers to enforce food safety law, such as environmental health 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 are more about quality than safety, except for eggs. When the date expires, it doesn't mean that the food will be harmful, but it might begin to lose its flavour and texture.

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

Any business preparing and selling ready-to-eat provisions. This includes restaurants, cafés, takeaways, mobile and event caterers, and home caterers.

Clean water

Clean seawater or fresh water of a similar quality. Clean seawater means natural, artificial or purifed 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 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 best 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, either the Food Standards Agency or the local authority, that 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.

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 goes out of control.

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.

Cross-contamination

The transfer of micro-organisms from contaminated food to ready-to-eat foods by direct contact or indirectly through a 'vehicle' such as hands or utensils.

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 application, following general cleaning, of a bactericidal disinfecting agent or heat treatment to facilitate the reduction of micro-organisms 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 waste water 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

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 a local authority who enforces food safety (and sometimes food composition) legislation. They are often referred to 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 in the FSA E. coli guidance.

European Union

A unique economic and political partnership between 28 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, Sweden and the UK.

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 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.

Food of non-animal origin

For example, nuts, fruit and vegetables; includes composite products and products with a limited percentage of Products of Annual Origin, e.g. confectionery, 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 hazard 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.

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 and 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 71.7°C for 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.

Potable water

Water that meets legislative requirements (e.g. Council Directive 98/83/EC) as to its wholesomeness for drinking and for use in food preparation, being free from colour, taint, odour and pathogens.

Primary products

The products of primary production, including products of the soil, 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 2009.

Products of animal origin (POAO)

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 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.

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

The date specified by which time the product is still safe to eat and should be consumed; also known as product life.

Smoking

Smoking is the process of flavouring, cooking, or preserving food by exposing it to smoke from burning or smoldering 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.

Third country

A non-EU country.

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 four 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 two hours maximum.

Toxin

Any poisonous substance, often released by a pathogen.

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.

Unfit food

For example, food that is putrid or toxic or contains very unpleasant foreign material.

Use by date

A date mark required on highly microbiologically perishable food. Foods should not be used after this date as they may pose a food safety risk.

Validation

Simply put, 'will the HACCP plan ensure that safe food will be produced?' and this 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 (to 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, and 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 a_w

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 Regulation (EC) No. 852/2004 and associated national regulations. This updated version of the Catering Guide now includes improved coverage of topics such as allergens, E. coli cross-contamination and training.

The British Hospitality Association

The British Hospitality Association is the forum for leading businesses in the UK hospitality and tourism industry. We serve and represent over 43,000 private sector establishments. Working together with the industry and government, we aim to deliver three goals:

- Competitive advantage for our country
- Sustainable growth for our industry
- Valuable new jobs for people

We are delighted to provide this one-stop guide to serve the industry. Detailing best practice and standards for compliance, it is a 'must have' in every catering business. This guide sets the foundation for all BHA advisory services on food and safety compliance, helping business keep customers safe and mitigate risk.

To join go to **www.bha.org.uk/join/**

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Email **membership@bha.org.uk**