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## 1. Introduction

- 1.1 The Company believes the management of food safety relies heavily on having policies for the safe preparation, storage and handling of food. High standards of management of food services, food safety and good hygiene practice are therefore essential.
- 1.2 A food handler is a person who handles or prepares food and beverages. Therefore, this policy applies to any food service staff within the Company and covers the food service as delivered by the Company.
- 1.3 This policy should be read in conjunction with other existing Company policies. All staff have a duty to ensure compliance with the Company's other policies from time to time in force. This policy is related to the Company's Health and Safety, Fire Safety, and Environmental Policies.
- 1.4 This policy aims to ensure that the Company's workplace conduct is of a high standard and in accordance with the standards required by the Food Safety and Hygiene Regulations (England) Regulations 2013.
- 1.5 Any staff found in breach of this Food Hygiene Policy can potentially face disciplinary action.

## 2. Food Handling and Transportation

- 2.1 It is the employee's responsibility to ensure that all food handled by that employee is washed and stored correctly.
- 2.2 <<the manager/nominated employee>> must ensure that food temperatures are monitored and recorded on receipt to ensure microbiological food safety.
- 2.3 If, according to any relevant legislation, the employee is not handling the delivered food safely, the employee must notify <<insert name and title>> [notify the manager] **AND/OR** [notify <<insert name and title>> the delivery] **AND/OR** [notify the supplier].
- 2.4 <<the manager/nominated employee>> is required to make sure that any containers used for the transportation of food are visibly marked "for foodstuff only".  
  
[Should any of the containers used for the transportation of food be damaged, <<the manager/name and title, company's vehicles are cleaned to ensure food safety.]
- 2.5 A nominated member of staff must check expiry dates on any stored foods daily. <<the manager/nominated employee>> is responsible for ensuring that any food past its expiry date is discarded.
- 2.6 All staff are required to follow the instructions on food packaging.
- 2.7 All staff are obliged to use food on a first in/first out basis.

- 2.8 All dried foods should be stored in sealed containers to avoid potential contamination.

### 3. Equipment and Premises

- 3.1 Each employee is responsible to ensure that the necessary equipment (including uniforms and protective equipment) and services are available to enable them to follow the procedures to be followed at all times. Should any equipment be lost or damaged it is each employee's duty to notify the <<insert job title/name>>. It is <<the manager/name and title>>. It is <<the manager/name and title>> to keep all equipment in good order, repair and condition.
- 3.2 All equipment that comes into contact with food needs to be cleaned to minimize the risk of contamination. Employees are required to disinfect <<insert description of equipment>> according to the Company's guidelines on a <<weekly/daily>> basis.
- 3.3 The <<food handler name>> shall ensure that all premises involving the serving or storage of food shall be in good order and condition.
- 3.4 The <<insert job title/name>> is responsible for making sure that the washbasins for hands, hot and cold running water, soap and paper towels. When an employee becomes aware that the supply of hot and cold water, soap and/or drying materials are not available, he/she must notify <<the manager/name and title>>.
- 3.5 <<insert job title/name>> is responsible for monitoring the effectiveness of the ventilation in the premises. <<insert job title/name>> should the ventilation be out of order, <<insert job title/name>> to arrange for repairs as soon as possible.

### 4. Cross-contamination of Food

- Cross-contamination of food is a common cause of food poisoning. Cross-contamination occurs when one food item to another, for instance when raw meat is cooked on the same cooking utensils or hands. Employees must do the following at all times to avoid cross-contamination:
- 4.1 At all times, food preparation areas must be kept clean. Keep raw meat and poultry and ready-to-eat foods separate.
- 4.2 Employees must thoroughly wash their hands every time after handling raw meat and poultry.
- 4.3 Employees preparing food must ensure that cutting equipment (knives and chopping boards) before and after use. When preparing raw meat and poultry, staff must use separate knives and knives.]
- 4.4 It is the responsibility of the <<insert job title/name>> to make sure that raw meat and poultry are stored separately in the fridge. Where possible raw meat and poultry should be stored in a separate fridge from ready-to-eat food. Raw meat and poultry should always be refrigerated below 5°C.

## 5. Temperature Control

### 5.1 Chilled Food

Chilling food can help prevent bacteria growth so it is crucial that certain foods are kept at a particular cold temperature. All employees have a responsibility to ensure that they do not break the cold chain. All employees must ensure the cold chain at all times:

5.1.1 All cold food must be kept at 8°C or below. This is a legal requirement. All employees must check that the fridge temperature is at 8°C or below at regular intervals and record the temperature.

5.1.2 When food is kept out of the fridge for the food to be kept at 8°C or below, therefore it is possible to keep the food at a temperature of 8°C or below only happen for a maximum period of 4 hours a day. If some food is left after this period of time, the food must either be thrown away or kept chilled at this temperature.

5.1.3 Employees must not leave chilled food into a fridge straight away.

5.1.4 Employees must not leave food is kept out of the fridge for the shortest time possible.

### 5.2 Cooking Food

It is equally important to ensure that all cooked food is cooked properly, for the correct amount of time and at the correct temperature. It is important to ensure that all cooked food is cooked thoroughly and most meat products should be cooked thoroughly, especially foods such as chicken and most meat products should be cooked thoroughly, especially foods such as sausages and burgers, and meats that have been cooked and served. Certain cuts of meat can be cooked and served rare if the customer has requested this method, for instance beef or lamb. In order that foods are cooked safely, employees must comply with the following:

5.2.1 It is a legal requirement that cooked food that is kept hot for any reason should be kept at 63°C or above.

5.2.2 When food is kept out of the fridge for the food to be kept at 63°C or above, therefore it is possible to keep the food at 63°C or above only happen for a maximum period of 2 hours a day. If some food is left after this period of time, the food must either be thrown away or kept chilled at this temperature until it is used.

5.2.3 <<the manager>> must manage a food temperature throughout the day (from carrying out temperature checks to delivery to consumption).

5.2.4 If food has been cooked and is to be cooled this should be done as quickly as possible and should then be refrigerated straight away.

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5.2.5 It is the duty of staff keeping the display units to immediately

check that any display units are kept at the correct temperature and report any faults to their manager

## 6. Refrigerators

6.1 All staff should ensure that refrigerators are used for food storage ONLY.

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6.2 The allocated employee must record the temperature of each refrigerator morning and evening to ensure that the temperature in the refrigerator is kept below 5°C.

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6.3 The allocated employee must ensure that the following conditions are met:

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6.3.1 The refrigerator must be kept clean as spills occur;

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6.3.2 The door seals must be checked; and

The door seals must be checked; and

6.3.3 The refrigerator must be kept at the correct temperature.

The allocated employee is responsible for ensuring that the refrigerator is kept at the correct temperature.

6.4 The allocated employee must ensure that the following rules are followed:

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6.4.1 High risk foods must be stored between 0°C - 4°C;

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6.4.2 Fresh meat, poultry and fish must be stored between 0°C - 1°C;

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6.4.3 Frozen foods must be stored at -18°C; and

Frozen foods must be stored at -18°C; and

6.4.4 Cook-chill products must be stored at 5°C or below.

Cook-chill products must be stored at 5°C or below.

6.5 High Risk foods are those which, under certain conditions provide a supportive environment in which bacteria can easily multiply and these foods are not heat stable. Foods which require special treatment that would destroy such bacteria. Foods which include: all cooked meats and poultry; all cooked meat products; stock; milk, cream, artificial cream, custards and dairy products and products made with eggs (does not include pastries).

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## 7. Food Handling Staff

7.1 Food handlers must follow the following practical steps to avoid the risk of contamination of food:

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7.2 On arrival at work, all food handlers must:

- Wash their hands thoroughly
- Put on clean protective clothing
- Tie up long hair
- Remove jewellery
- Cover cuts/blows with a blue waterproof dressing

Food handlers must wear clean protective clothing and slip soles

7.3 All food handlers must wash their hands before and after contact with food, after a break, after emptying a rubbish bin, after using the toilet, after touching their nose and after cleaning. Hands must be washed with hot running water and then dried thoroughly.

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- 7.4 Food handlers with a wound must be covered with a coloured waterproof dressing.
- 7.5 Staff will not, while in the food preparation and service area, smoke, chew gum or eat in a food preparation area.
- 7.6 In food preparation and service areas, hair must be tied securely back from the face and worn with a hairnet.
- 7.7 Food handling staff must not wear watches and jewellery (except for a wedding band) while in the food preparation and service area.
- 7.8 Food handlers' fingernails must be short and clean. Nail polish must not be worn.
- 7.9 Perfume and aftershave must not be worn in the food preparation and service area.
- 7.10 If food handling staff are responsible for the repair of adequate sanitary and hand-washing facilities, including the supply of soap and [paper towels] AND/OR [clean towels] and [hand dryers] for hand drying, they must immediately notify <<insert name and title>>.
- 7.11 The allocated manager must ensure that food handlers receive adequate food hygiene training and supervision, instruction and advice.
- 7.12 The <<insert name and title>> is responsible for ensuring maintenance of day-to-day standards of food hygiene. It is also the responsibility of <<insert name and title>> that food handlers are made available to attend food hygiene training sessions or <<on-the-job/self-study/in-house>> training.
- 7.13 All employees handling food must ensure that they have attended food hygiene training and must attend food hygiene training and refresher training as required.]
- 7.14 Failure to comply with the requirements of personal hygiene and practice may result in disciplinary action.
- 7.15 Any staff that have symptoms of diarrhoea and/or vomiting are strictly forbidden from handling food in any food preparation area. This restriction applies until 24 hours have elapsed without any symptoms.

## 8. Occupational Health

- 8.1 It is the responsibility of <<insert name and title>> to notify <<insert name and title>> of any condition which may affect the ability to conform to the Company's food hygiene requirements.
- 8.2 Any member of staff who develops any of the symptoms mentioned above while handling food should stop work immediately and report to <<insert name and title>>.
- 8.3 All food handlers must maintain a high level of personal hygiene. Any staff suffering from or likely to be affected by diarrhoea, vomiting, a sore, infected wound, a skin infection, sores or any other condition which may affect the ability to handle food and maintain a high level of personal hygiene must not handle food in the food handling area.
- 8.4 Any food handler who develops any of the symptoms or diseases mentioned above, must report to <<insert name and title>> and explain the possible cause of the symptoms. Food handling staff suffering from diarrhoea or vomiting must not return to work until they have been free of symptoms for 24 hours.
- 8.5 Staff who have contracted an infectious disease outside of work must not return to work until they have been free of symptoms for 24 hours.

must report this to <<insert name and title>>.

9. **Accidents and Dangerous**

9.1 All staff must notify <<insert name and title>> in writing on the happening of any accidents or incidents using the Company's Accident Report Book.

9.2 Suspected outbreak of food poisoning must be reported immediately to <<insert name and title>>.

10. **Disposal of Waste**

10.1 Waste/refuse should not accumulate in kitchens or be left overnight.

10.2 Staff must remove refuse from areas where food is present [as soon as possible] OR [every day] in order to prevent its build up.

10.3 Staff must store food in [closed containers] OR [<<insert type of system agreed with the local authority>>]. <<insert name and title>> is responsible for ensuring that the refuse is removed on a [daily] OR [<<insert time frequency>>] basis and that the refuse is maintained in a clean condition and be foot operated. All staff must wash their hands after using the refuse containers. All staff must immediately notify <<insert name and title>> if the refuse container is damaged or missing.

10.4 Staff are prohibited from using the refuse container for the storage of food for any type of refuse.

10.5 All staff are responsible for reporting any pests or insects and <<insert name and title>> if any animals, vermin or insects are found in the storing facilities. All staff have a duty to keep any doors and windows of the refuse storage closed when not in use.

10.6 <<insert name and title>> must ensure that the refuse collectors do not enter the food or dining areas.

11. **Safe Handling of Broken**

12.1 All broken glass must be disposed of at the earliest opportunity.

12.2 When clearing up broken glass, staff must use heavy-duty gloves to protect themselves. A dust sheet must be used to collect the pieces of glass before mopping up.

12.3 Staff must never use broken glass in the food cubes.

12.4 If glass breaks near food, the food must be disposed of anything which may be contaminated.

12. **Cleaning**

12.1 It is the responsibility of <<insert name and title>> concerned with the management, production and serving of food that food handling premises are maintained to the highest standards as determined by the Food Safety Act 1990.

12.2 Staff must keep all storage areas and serving areas clean.

- 12.3 It is the responsibility of the Company to ensure that all food preparation tools, surfaces and equipment are cleaned regularly during the food preparation process and that they are cleaned between different tasks.
- 12.4 The Company will provide the necessary facilities in order to clean and sterilise all crockery and equipment used in food production and handling. Each employee should inform the manager in the event that such facilities are not available properly.
- 12.5 Where appropriate, the Company is responsible for providing food washing facilities with an adequate supply of cold potable water. <<insert name and title>> must ensure that these facilities are kept clean and disinfected.
- 12.6 Each employee is responsible for ensuring that as he/she goes. This means that any spill has to be cleaned immediately. All surfaces and equipment which come into contact with raw food must be cleaned every day. In addition, surfaces which come into contact with cooked food (for example, chopping boards, utensils and equipment) must be cleaned regularly.
- 12.7 When cleaning, employees must ensure he/she is using the correct cleaning products and follow the manufacturer's instructions.
- 13.8 Equipment which has been used for raw food must never be used for cooked food and must be cleaned and disinfected.
- 13.9 All staff are required to wash their hands before and after contact with food, after a break, before and after cleaning. Hands must be washed properly with running water and then dried thoroughly.

**This policy has been approved & signed by:**

**Name:** <<Insert Name>>

**Position:** <<Insert Position - e.g. Food Safety Resources Manager>>

**Date:** <<Date>>

**Signature:**