**Food Safety Policy**

**2021**



**This Policy covers the food produced and distributed by Funnells Ltd trading as**

**Funnells Kitchen and Beulah Street Food**

**Unit 19 Harvest Drive**

**South Lowestoft Industrial Estate**

**Lowestoft**

**NR33 7NJ**

**Unit 29 Ashwellthorpe Industrial Estate**

**Ashwellthorpe**

**Norfolk**

**NR16 1ER**

**Index**

|  |  |
| --- | --- |
|  | **Page** |
| Food Safety Policy Statement | 3 |
| Organisation and Responsibilities | 4 |
| Assessment of Suppliers | 5 |
| Specification for the Acceptance of deliveries | 6 |
| Storage arrangements for food | 7 |
| Stock rotation, personal food | 8 |
| Preparation & cooking- including Batch Cooking | 9 |
| Defrosting, freezer/ chiller breakdown | 10 |
| Labelling of in house prepared goods | 11 |
| Shelf lives | 12 |
| Temperature monitoring, | 12 |
| Cleaning and calibration of the probe Personal hygiene standards & code of conduct | 13 |
| Hand standards & hand washing | 14 |
| How to wash hands, glove policy, Illness Policy | 15 |
| Protective clothing & Laundry | 16 |
| Pest control, refuse, Allergies | 17 |
| Cleaning, washing up | 18 |
| Maintenance, glass and fragile plastics, Knife policy, Transportation of food | 19 |
| Visits from Environmental Health and Trading Standards, training policy | 20 |

**Food safety policy statement**

The Food Safety Act 1990 and associated Regulations, both EC & UK, place legal obligations on the business and all its employees engaged in work which may affect food safety to take all reasonable steps and exercise all due diligence to ensure the safety of that food.

Funnells Catering Ltd firmly believes in the importance of providing an environment for the preparation and service of food which is hygienic and fully complies with current legislation and good practice.

It is the policy of Funnells Catering Ltd, so far as is reasonably practicable, to ensure that

1. adequate resources are provided to allow proper provision to be made for food safety
2. premises, equipment and delivery vehicles are maintained to a standard that promotes food safety
3. all food handling procedures and practices are created, implemented & maintained at a standard that protects food safety
4. staff are trained in food safety and all food handling procedures to a level commensurate with their work activity. And that proper welfare facilities are in place
5. an assessment of all food safety hazards & the measures necessary to control those hazards is undertaken & that this is reviewed as necessary
6. all food safety standards are monitored and maintained in line with this policy on a regular basis

This policy will be reviewed by Funnells Catering Ltd, & amended and updated as and when necessary, but at least on an annual basis.

Signed by

**Organisation and responsibilities**

The food safety organisation of Funnells Catering Ltd reflects the management structure of the company.

Ultimate responsibility for food safety lies withDirectorNicholas Phillips

It is Nick’s responsibility is to

1. Be fully conversant with all aspects of this Food Safety Policy
2. Oversee on a regular basis the effective compliance with the Check Sheets which form part of this Food Safety Policy & are stored in the Food Safety Folder; including completion of the monthly review

Jamie Parslow will act as Deputy in Nick’s absence

All employees must act on a day to day basis to ensure that the Food Safety Policy is effectively implemented

They must report any deficiencies that they cannot resolve to Nick & must ensure that the Check Sheets are completed effectively & honestly on a daily basis, and that these are stored in the Food Safety Folder

The **Haccp (Hazard Analysis & Critical Control Point) team** at Funnells Catering Ltd are Director Nick Phillips & Sarah Daniels of The RedCat Partnership Ltd

**Assessment of Suppliers**

Funnells Catering Ltd acknowledges that the choice of supplier is the first step in ensuring that safe food is prepared. Before a supplier is chosen they will be subject to assessment by the Funnells Catering Ltd, to ensure that they can supply the business with food of a satisfactory quality, at the correct time/ price.

As a minimum this will involve

1. Recording full contact details of the supplier
2. Ensuring the supplier has an documented Food Safety Management System in place
3. Check that suitable food safety training procedures are in place
4. Receive a copy of their last local authority inspection form/ Food Hygiene Rating Scheme ‘Scores on the Doors’ or equivalent

Where serious complaints or issues arise concerning a supplier’s quality of food then their inclusion on the **approved supplier list** will be reviewed. This list is display in the office

Serious concerns would include;

1. Significant physical contaminant/ foreign body in a product
2. Any foreign body involving glass
3. Pest infestation
4. Repeated rejection of goods on delivery
5. Allegation of food poisoning arising from a product

At least a weekly visual check must be made on delivery vehicles to ensure

1. That the vehicle is in good condition and repair with no damage that could contaminate the food
2. That there is no visible dirt on the interior of the vehicle
3. That the driver is well presented- clean clothing and hands, no excessive jewellery, and not smoking
4. That temperature is within the required standard

These checks will be recorded on the Daily Record Sheets

Each delivery will be logged on the Daily Record Sheets to confirm that they conform to the standards below

**Specification for acceptance of deliveries**

*N.B. quantity must match the delivery note*

**Dry/ ambient goods including bottles/jars and chocolates/ drinks**

1. No moisture visible on product or packaging
2. All packaging in good condition and unopened
3. All product visually appears to be in good condition- no obvious taints or odours
4. Goods have appropriate shelf life- i.e. can be used on site before the expiry of the date stated on the packaging
5. No pest infestation

**Cans**

1. No denting or bulging
2. No rusting or leaking
3. Appropriate shelf life

**Raw meat and raw fish**

1. Must be delivered at a temperature of less than 8 o C
2. Must be clearly labelled with a shelf life
3. Any packaging in good condition
4. Generally fresh appearance, no ‘off’ odours
5. Appropriate shelf life

**Chilled goods**

1. Must be delivered at a temperature of less than 8 o C
2. Have clear labels showing shelf life
3. Packing in good condition and unopened
4. Visually acceptable quality
5. Appropriate shelf life
6. Separate storage during delivery from raw foods

**Fresh fruit and vegetables**

1. fresh condition- no dryness, discolouration, mould
2. no off smells
3. separate from Ready To Eat Foods

**Frozen goods**

1. All goods to be frozen solid, delivery temp to be minus 12 o C or lower
2. Clear labelling on shelf life
3. Shelf life adequate
4. Packaging intact
5. No freezer burns

**Storage arrangements for food**

All foods must be stored as follows;

**Frozen storage**

1. Frozen deliveries will be transferred quickly (within 15 minutes) to the freezers
2. The freezers must be maintained at a temperature below -18 o C
3. All food in the freezers must be covered in sealed boxes/ containers / cling film to prevent freezer burn. Aluminium foil is not to be used
4. The doors/ lids to the freezers must only be kept open for a minimum time possible to maintain temperature.
5. The temperature of the freezers must be monitored and recorded on a daily basis on the Daily Record Sheets
6. Raw products must be stored physically separate from cooked /ready to eat foods
7. 'In House' produced frozen foods must only be stored in the freezer for a maximum of 3 months. Bought in frozen foods must not be stored for longer than 6 months. Ensure all frozen foods are rotated.
8. To assist this all in house frozen foods must be labelled with the name of the product, the date produced and its use by date, and the initials of the person completing the label
9. Do Not refreeze any frozen stock

**Chilled storage**

1. Chilled food deliveries must be transferred quickly (within 15 minutes) to the chillers. Food stuffs can be stored in containers on the floor of the fridges- however external cardboard must not be used, all loose packaging to be removed
2. The chillers must be divided into sections according to type of food to allow raw and cooked foods to be kept physically separate. Trays are to be used for the raw meat to ensure that the risk of cross contamination is kept to minimum
3. All prepared goods must be labelled and food stuffs must be rotated
4. All chillers must be kept below 8 o C
5. The door of all chillers must be kept open for the minimum amount of time
6. All foods must be labelled (either manufacturers or in house)
7. All foods to be used within their shelf life All foods must be covered unless stored in an air tight container

**Ambient/ dried goods, tins, bottles**

1. Dried food deliveries are to the transferred to the store room and on the racking in the correct position
2. All dry goods that have been opened will be stored in airtight containers (which are clean and dry with no cracks or broken sections) the relevant usage information must be transferred to the container
3. If stock becomes damaged it must be discarded as soon as possible
4. Nuts must be stored in sealed containers once opened, and always on the bottom shelf

**Fruit and vegetables**

1. Fruit and vegetables must be stored on the chiller shelving in the raw or ready to eat section in containers (not in any external cardboard or wooden crates) or on the racking to the right of the chillers
2. Any deteriorating product must be removed, disposed of and recorded in the waste section on the weekly Record Sheets

###### Stock rotation

1. All foods will be stored continually in the same location, to aid stock control
2. All out of date stock must be disposed of immediately- if this is not possible it must be marked ‘NOT FOR USE’ & recorded on the Weekly Record Sheet
3. For ‘in-house’ prepared goods, the policy on the maximum shelf lives must be adhered to. This Information is to be included on the label.
4. Dates to be checked every week for dry goods, chilled foods each day - any out of date or suspect food to be brought to Nick or Jamie for disposal & recorded on the Weekly Record Sheet

**Personal food stuffs -** to avoid any confusion all foods brought onto the premises and stored in a food room- including the chillers **must** be marked with the member of staff’s full name. These will be disposed of should they become out of date / begin to spoil

**Preparation**

The following must be observed.

1. The preparation of raw meat, raw fish, raw vegetables & raw shell eggs must be segregated from the preparation of high risk foods (those that will not require any further cooking) to avoid cross contamination
2. Separate chopping boards (red for meat, blue for fish, yellow for cooked meats and green for vegetables etc) must be used, along with separate knives. Clean boards must be stored in the rack once they are air dried. This can be in any order but the boards should not be touching. Badly scoured boards must be planed or replaced.
3. Staff must wash their hands thoroughly after handling raw products and in accordance with the hand washing poster; Gloves are used for sandwich preparation; hands to be washed before & after use, Gloves to be changed frequently and when damaged. Wherever possible foods will be handled without direct hand contact i.e. using utensils
4. Food must only remain out of the chillers for the minimum amount of time, and in minimal quantities; Sandwich Fillings are generally not out for longer than 10 minutes
5. All equipment used for raw food preparation must be thoroughly disinfected, i.e. passed through the dishwasher rather than just wiped to remove all possible sources of contamination. Chef’s cloths/ tea towels must not be used to wipe utensils and equipment that has come into contact with any food
6. Al salad items are washed in the Food Sink before use
7. All foods are to be cooked thoroughly – with a core temperature of 75 0C in the centre of the product; The cooking temperatures will be recorded on the Daily Check Sheet

When preparation is completed, please refer to the guidelines on the storage of food/ shelf lives

**Batch Cooking & Cooling**

Items that are batch cooked must be cooled in quickly, and in the chillers or freezers without delay. The section of the Daily Record Sheet must be completed – with end of cooking temp, and then time & temp when placed in the chiller; this must not exceed 90 minutes from the end of cooking

**Food stuffs requiring special procedures**

1. Dishes containing egg- no dish served at Funnells contains raw shell egg. Egg is used as an ingredient but only in products that receive further cooking. All Eggs must be lion marked or equivalent and used within their date. Eggs are delivered weekly and used within that week
2. Rice dishes- if rice is cooked it will be cooled under running water & then placed into tubs & placed in the Chillers within 30 minutes
3. Minced meat products- the cooking of minced meat- sausages/ burgers/ mince will always be checked to ensure a core cooking temperature of 75 o C
4. Salads & Fresh herbs- always wash & visually check before use
5. Seafood- these are frozen and used within 3 days including the day of defrost; Crayfish tails in brine are used within the manufacturers guidelines

**Defrosting**

1. Frozen foods must only be defrosted before cooking if the labelling of the product does not identify that they can be cooked from frozen
2. All foods to be defrosted in the chillers, in a location where there is no risk of contamination of either the thawing product or other goods stored in the chiller, allowing sufficient time for a thorough defrost. If ice formations remain, further time should be allowed. The thawed liquor from frozen meats will be collected in the thawing container and carefully discarded. Raw foods must be defrosted in a suitable container/tray that will hold all the defrosting liquor
3. When defrosting in house frozen goods, a new label is to be applied/ existing labelled amended with a new shelf life of 3 days from the completion of defrosting.
4. Small portions of prawns can be defrosted in a colander under cold water

**Freezer/ chiller breakdown**

On discovery of a single chiller/freezer breakdown/power failure

1. Check the temperature of the stored goods, if the temperature of the frozen goods has not risen above minus 12 o C or the temperature of chilled goods has not risen above + 8 o C then the food may be placed in an alternative unit
2. Any frozen food that has been completely thawed must be used as fresh on the day or disposed of. If the food is still below 8 o C then it can be chilled and used within 3 days (prawns 2 days including 1 day of defrost) Refrigerated food whose temperature has risen above 10 o C must be disposed of.
3. Frozen food that has partly thawed must be used that day or discarded
4. Refrigerated foods between 8 and 10 o C must be used immediately
5. Actions to be noted on the daily Record Sheet

**If full power failure occurs**

1. The unit should be covered with insulating materials, until alternative storage is located. The doors must not be opened whilst the power is of, if at all possible
2. When power is restored – check temperature of the goods as above
3. If the temperature of the goods has risen above the guidance temperatures above it should be discarded
4. Again actions to be recorded on the Record Sheet & Nick notified straight away

**Labelling of in house prepared foods**

1. All in house prepared foods will have a label attached to the packaging or container. This is to be completed with all the details in legible print. All purchased (brought in) products which are removed from the packaging bearing a shelf life, if they are not going to be used immediately must also be labelled with a food label
2. The label should contain the following information

* Identity of the product
* Preparation date
* If in house –the correct *use-by* date in accordance with the shelf life list
* For brought in product- transfer information ‘after opening’ shelf life information
* If product is to be frozen complete the use-by section with maximum of 3 months
* One label per item (unless it is home produced product that is being defrosted- if info can be included on label give a shelf life of 3 days, if not place an additional label on the product) (prawns to have a three day shelf life from frozen- includes day of defrost in Chiller)
* Who did the preparation (Name of employee)

The ***use-by***date of any product means that the product is safe for use until 12.00 midnight on the use- by date. Absolutely **NO** product is to be used beyond its use by date.

A ***best before***date is a quality date- the product is not unsafe to eat after the date, but it will not be of the correct quality- may be dry / soft for example. No goods however are to be used beyond their best before date.

**Shelf life of products**

##### The Haccp team has completed an assessment of shelf lives, determined by liaison with each other and with reference to good manufacturing practice guidelines.

**The one day rule**

Once any open product is placed in any container from which it is used in small quantities (seasonings) and into which utensils / fingers are placed, the remaining product must be discarded if not used by the end of service on that day. Utensils etc that have been in contact with raw foods must not enter these containers.

**Temperature monitoring**

All chilled temperature monitoring will take place two times per day; in the morning and afternoon. Temperatures are recorded on the Daily Record Sheet

For chilled storage units the display dials or static thermometers will be read, and these will be checked against a properly cleaned and calibrated probe thermometer once per each week on a Friday.

Any readings that are above 8oC must be reported to Nick or Jamie immediately, such that appropriate remedial action can be taken.

The first action is to check the unit again after the door has been kept closed for ½ hour. If the temperature is still above 8oC then the foods should be relocated to another unit and the engineer called. Any action taken must also be on the Daily Record Sheet

A core cooking and a reheating temperature will be taken for foods in accordance with the daily temperature part of the Daily Record Sheet. The temperature will be taken with a sanitised and calibrated probe. The temperature for both must be in excess of 75oC. If 75oC is not achieved then the dish **must** be heated further.

Hot holding temperatures on the delivery vans or in the containers will also be monitored and recorded within their monthly Record Sheet; foods must be held above 63oC.

**Cleaning and Calibration of the probe(s)**

No probe is to be used in food without being thoroughly cleaned/ disinfected. Cleaning to take place by using an antibacterial wipe which is thoroughly wiped around the probe. The probe(s) must be calibrated formally each week on a Friday by placing them in boiling water, and in melting ice. The readings are to be recorded on the Weekly Record Sheet. Any deviances in the temperature readings must be taken into account in the subsequent measurements taken. If the temperatures deviate by more than 2 o C then the probe must be replaced.

At least 2 working probes must be on site and 1 in each of the delivery vans (Total 8 plus a spare; which will be calibrated if brought into use)

**Personal Hygiene Standards**

Staff will be notified of the acceptable standard of dress on Induction Training. Uniforms will be provided by the Company. Certain medical questions will be asked/ ascertained during the interview and subsequent induction regarding any pre-existing personal hygiene conditions which make it difficult for the employee to maintain the personal hygiene standards. Examples include Nail Biters, Typhoid /Paratyphoid sufferers, weeping skin conditions.

**Personal Hygiene;**

This code of conduct is to be given to all employees before they start work/ on Induction

1. All staff must wear the correct clean approved uniform including shoes & hats. All staff are required to wear flat closed toe shoes with a gripping sole; shoes must be easily cleanable i.e. not fabric
2. Hats or hair nets are to be worn by all food preparation staff, beards to be closely shaven (1- 2 days) or a beard snood worn
3. Fingernails to be short and clean- with no nail varnish or false nails
4. No Jewellery is permitted, apart from a plain metal wedding band style ring. Necklaces can be worn if they are enclosed by clothing. (Watches & discreet jewellery can be worn by the delivery drivers only)
5. Personal belongings including mobile phones and items of clothing must not be taken into the food room
6. Personal Items of food can be stored at work if they are marked with their owners name
7. All Haccp/ Food Safety procedures to be adhered to- no records to be falsified under any circumstances
8. All Staff to adhere to the Illness Reporting Procedure
9. All Staff to wash their hands thoroughly and frequently- see below
10. Staff are not permitted to eat whilst preparing food
11. All cuts and abrasions and opening on the skin will be covered by a fully waterproof brightly coloured plaster, finger stool, or food safe disposable glove.

**Hand washing**

Hands must be washed after the following circumstances

1. On entering the food areas and on returning from a break
2. After visiting the toilet
3. After touching the hair/nose/skin or any part of the body
4. After blowing the nose or using a handkerchief
5. Whenever they are dirty/ contaminated
6. After handling refuse, including lifting a refuse bin by hand, or cleaning
7. Regularly during service where money is also handled
8. Following handling raw meat, raw poultry, raw fish, shell eggs or raw vegetables
9. After handling deliveries
10. Frequently throughout the working day
11. Before and after wearing gloves
12. If staff need to use moisturiser than it must be food safe

**Equipment for hand washing**

1. Hands must be washed in the wash hand basin only. The food or equipment sinks must **not** be used for hand washing
2. Cold water only must **not** be used for hand washing
3. Antibacterial, liquid soap is provided and used at the wash hand basin Disposable paper towels or towel rolls must be used for hand drying. As many towels as necessary will be used to dry hands properly. The drying of hands on clothing or cloths is forbidden
4. Sanitizer is provided on the delivery vehicles

**How to wash your hands; procedure displayed at the Wash Hand Basin**

1. Hand washing must always involve soap and warm water. A quick rinse under the cold tap is not sufficient
2. Particular attention must be paid to the thumbs, tips of fingers, between the fingers, the hollow of the palms and wrists as these are most often missed
3. Hands will be wet before the soap is applied
4. The soap will then be worked into a lather, which will cover the whole of the front and back of the hands
5. All the soap will then be rinsed off
6. Hands will be dried thoroughly- more bacteria will survive on wet hands
7. Then the tap can be turned off using the paper towel

**Glove Policy**

The gloves mentioned in this policy are provided only for the purpose of protecting the food. They are the non powdered & non latex variety. Other gloves are provided for Health and Safety purposes in certain circumstances are not covered by this policy. All gloves used in contact with food will be single task, and disposable, and certified as food safe for use by the manufacturer & purchased form an approved supplier.

Staff using gloves will first wash their hands. Gloves must never be seen as a substitute for effective hand washing. Separate gloves must be used in between handling raw and cooked foods.

Utensils must be used to limit hand and hand in glove contact with the food. Gloves must be used when cleaning up vomit or other bodily fluids together with a disposable apron

Staff must be aware of the risk of dermatitis from wearing powder gloves- good hand hygiene and the use of moisturisers will prevent this. Staff must notify their line manager if they suspect dermatitis. Hand creams that are not ‘food safe’ must not be used whilst handling food.

Gloves can also be used as a second level of control if an employee has a plaster or graze on the hand / fingers to ensure adequate infection control, or if they need to use non food safe hand cream

**Illness policy**

All staff must report any illness especially if they are suffering from a food borne illness or any illness with similar symptoms. Staff may not be able to work if they have certain illnesses or symptoms as they could contaminate the food. Staff may need medical attention and may need a doctor’s approval before starting work again.

Symptoms that need to be reported are

* Diarrhoea
* Vomiting
* Nausea
* Ear, eye, and nose discharges
* A septic cut, wound or other skin condition that leaves an open wound or broken skin

Staff must also report symptoms of food borne illness among members of their immediate family-as they may be a symptomless carrier, but could contaminate the food.

If staff have been abroad and have had any of the symptoms- again, they must inform someone before returning to work.

Staff may need to see a doctor, if they do tell them that they are a food handler. They may be required to undergo further tests before returning to food handling.

Food handlers suffering from Diarrhoea or vomiting will not be able to return to work for 48 Hours from the time their symptoms stop– unless notified that it’s a Viral Gastroenteritis which can require exclusion for 72 hours- after the symptoms have ceased. An illness exclusion record will be completed, and an illness self certificate form; and a note made on the Daily Record Sheet

**ANY Sickness or diarrhoea at work for WHATEVER reason must be reported to Nick or Jamie without delay**

**Protective clothing**

Protective clothing is provided for food safety to protect the food from the food handler. Approved protective clothing will be provided by Funnells and must be worn; as per the personal hygiene standards.

Pens should not be stored in the hair, as this encourages hand-hair contact.

Other persons (Visitors) entering the food preparation areas- must stay well clear of the food; any maintenance will be scheduled to be undertake outside of food preparation times

Changing must take place in the facilities provided. No personal belongings to be taken/stored in the food preparation area

**Laundry**

All uniforms will be laundered at home on the hottest wash the fabric will bear; at least 60 O C for those staff who have handled raw meats & veg

Uniform must be kept without risk of contamination, and brought into work in a clean bag. All staff will have sufficient clothing provided to enable them to regularly change their clothes. Staff must change into their uniform at work or ensure the uniform is not contaminated- i.e. protected on the way to work.

Cloths laundered at work will be laundered on at least a 60 O C wash

**Pest control**

A formal approved pest control contract is be in place, in addition to these 6 formal visits; the presence of pests is formally monitored by staff on a daily basis and recorded on the Daily Record Sheet. In addition, staff must be vigilant to the signs of pests. If the presence of pests is found, all efforts must be taken to immediately remove the infestation and to fully review the pest proofing of the business.

If pest activity is identified or established the area affected will be subject to additional cleaning and any other measures deemed necessary to prevent contamination of the food or food contact surfaces.

**Refuse storage and disposal**

Food areas-All refuse receptacles must be kept as clean as possible. Open topped bins are used with an internal removal bag. All bins must be emptied as soon as they are full.

External areas- All skips and the areas surrounding them must be kept as clean as possible.

The approved contractor will remove the refuse at a suitable frequency to ensure no overflowing.

**Allergies**

Allergies will be noted down when taking a booking, and transferred to the white board; All utensils, equipment and cutlery etc used in the creation of the dish/ food must be thoroughly washed in the dish washer before use.

All goods on the delivery vehicles are wrapped and delivery staff are aware of the ingredients used; cakes which are nut free are labelled as such; any queries must be referred to Jamie or Nick to check the labels- Staff must be 100% sure of claiming something is free from that allergen to a customer. The Food Standards Agency Allergy Awareness Poster is displayed

**Cleaning**

1. Cleaning schedules are in place; they cover the structure and all items of equipment within food preparation areas. Records of cleaning are included as part of the Daily Record Sheet
2. Cleaning must take place in line with these cleaning schedules, and must be recorded
3. The cleaning schedule must be seen as a minimum standard & a ‘Clean as you go policy’ must be in place
4. Bleach is not to be used or stored on the premises
5. Minimum working quantities of chemicals are only to be stored in the Food Prep area. All concentrate to be stored in the under sink cupboard
6. Cleaning cloths and equipment are cleaned frequently throughout the day
7. Delivery vehicles are cleaned each day & recorded

**Washing up**

Washing up will be undertaken in the mechanical dishwasher which are set to operate (rinse) above 82oC.

A sink may be used for low risk items free from grease only. Heavy and loose soiling will be removed from all items to be washed in the dishwasher. They will be stacked ready to be washed. Items placed on the dishwasher trays must not overlap, and should be stacked according to size. The dishwasher will be operated in accordance with the manufacturer’s guidance, levels of detergents and rinse aid must be checked regularly. Items will be allowed to air dry once they have come out of the dishwasher. The cleanliness of all items will be checked prior to storage. Where items are not clean they will be rewashed. Should a tea towel be used it must be changed frequently.

**Maintenance**

A planned preventative maintenance regime is in place to ensure the physical standards of the building. Any defects noted by staff will be recorded and rectified. A record of such maintenance will be kept. Such defects will be recorded on the Check Sheet. The following situations are critical to food safety

1. Failure of refrigerators/ freezers/ bain-marie/ ovens
2. Evidence of pests
3. Drainage defects, including blockage and slow draining
4. Major equipment failure
5. Structural defects which give rise to a risk of contamination of the open food
6. Loss of an essential service-gas, electricity or water
7. Loss of hot water

These issues **must** be reported to Nick without delay. Prior to any maintenance work all food/ food contact surfaces likely to become contaminated will be removed from the area. The area will not be used for food preparation/ service/ storage whilst maintenance is being undertaken.

Following all maintenance the area being worked upon will be thoroughly sanitised and checked for physical contamination before being brought back into use.

**Glass and fragile plastics**

Whenever possible glass and fragile plastics will not be present in areas where open food is handled or stored. Staff are only permitted to use hard plastic or ceramic cups/ mugs to drink from.

It is not possible to prevent the use of glass or plastics. In order to prevent damaged glass or plastic getting into food, should a breakage occur then any open food will be discarded. All visible debris cleared up and disposed of safely in the external bin. A thorough inspection must take place to ensure that all the visible debris has been removed. Report breakage in the comments section of the Daily Record Sheet

**Knife & Utensil policy**

Only single piece knifes & utensils to be on site. All utensils must be good condition. Should utensils become damaged they must be discarded.

All utensils must be maintained to a high level of cleanliness, to avoid the risk of contamination by pathogenic bacteria and in turn cross contaminating foodstuffs.

The same utensil must not be used for raw food preparation and for the preparation of cooked/ ready to eat products without being disinfected by passing through the dishwasher. Clean utensils to be used if producing an ‘allergen free product’

**Transportation of foods in the delivery vehicles**

Food stuffs will need to be transported on the delivery rounds & to customers premises/ events; the vehicles are specifically designed for this purpose.

The food is securely wrapped &/or bagged and placed in a vehicle which does not pose a risk of contamination to the food. The vehicles are temperature controlled and kept clean and maintained. Journey times are kept to a minimum.

The temperature of the food will be checked at its destination; chilled foods must still be below 8 o C and hot foods must be above 63 o C. These temperatures to be recorded on the Daily Record Sheet. Delivery Vehicle temperatures of both chilled and hot hold sections are taken and recorded on their monthly record sheet

One of the delivery vehicles is unrefrigerated; any returned goods from this short round are to be disposed of

**Visits by Environmental Health and Trading Standards**

In the event of a visit, the following action will be taken;

1. The officers identification will be viewed and the purpose of their visit ascertained
2. Nick, Jamie or Iestyn can be called and informed of the visit
3. If the visit is as a result of a complaint- obtain as much detail as possible of the allegation
4. Ensure appropriate clothing and hand hygiene for persons entering and spending time in the Food Preparation area
5. All staff will be polite and helpful throughout the inspection, and answer all questions asked truthfully
6. If a member of staff is cautioned contact Sarah Daniels immediately
7. Make a note if the officer takes a sample(s) and of what and request duplicate samples

**Food Safety Reviews & Audits**

A monthly Review is carried out by Nick; in addition the RedCat Partnership will audit the business at least once per year.

**Training policy**

All staff will be appropriately trained commensurate to their duties and in accordance with accepted good practice

All staff will have at least a current Level 2 Award; with Nick the Level 3 Award

**Hazard analysis**

The following section contains a hazard analysis (see below for notes) for the production of food. The flow chart demonstrates the throughput of food through the premises from delivery of ingredients to delivery of the final product.

For each step, a hazard analysis has been undertaken. This identifies the hazards (the potential for harm) and highlights the controls put in place to ensure the harm does not occur. The detail of the control is contained within the policy and recorded on the various record sheets

The hazard analysis will be reviewed by Funnells Catering Ltd on at least an annual basis

Hazard analysis has the following benefits:

* It improves food safety and consumer protection
* Demonstrates compliance with the relevant legislation
* Focuses on preventing problems
* Increases efficiency within the business
* Improves staff motivation and quality awareness

###### What is a Hazard?

## A Hazard is anything that could cause harm to the consumer, and can be split into four main types:

**Biological -** food poisoning and spoilage bacteria, for example, salmonella, E.Coli, Campylobacter etc

These bacteria can be present in/on raw foods, present in/on pests, present in/on people and present in the premises.

**Chemical -** for example-cleaning chemicals, pest baits, lubricating oils/solvents, paints, additives and preservatives

### **Physical –**glass, plastic, wood, metal, insects, hair etc from a variety of sources such as the premise, containers, people

**Allergens** – see Allergen Section for list of the current Allergens

### **What are Control Measures?**

#### Some examples;

### **Bacterial hazards-** examples

* Good personal hygiene- hand-washing, uniform
* Strict separation between raw and cooked/ready to eat products
* Correct temperature control- chilling, freezing, cooking, cooling
* Chemical control- correct dilution of cleaning chemicals
* Minimize time foods spend at ambient temperature
* Correct stock control

### **Physical hazards**

* Visual checks at delivery and at all stages of the process
* Hats
* Protective clothing
* Cleaning & maintenance programme
* Effective pest control
* Limiting use of glass

### **Chemical hazards**

* Safe storage out of the Kitchen Area
* Correct use
* Personal Hygiene

**Allergen Hazards**

* Sealed containers
* Recipe specifications
* Allergen Guidance displayed & information transferred to the white board

The regulations require the business to detail and control the critical points- those where there is no later step that will prevent the harm from occurring. However, for simplicity a table detailing all the controls has been formatted.

### **Control Documentation**

Adequate safety controls must be in place to ensure the safety of the food. The control documents produced by Funnells Catering Ltd will enable the system to be monitored to ensure that the controls are working effectively. These are contained in the various Check Sheets

Entries onto these documents must never be forged. If they cannot be completed a note should be added as to why. These Record sheets & the Food Safety Folder are a history of the food on site

If a member of your team cannot carry out a task in accordance with the Hazard analysis plan it is vital that, they contact Nick or Jamie as soon as practicable.

This policy and the Food Safety Folder will enable the business to demonstrate its commitment to food safety. It will also help us to prove that we are using all **due diligence** in the operation of the food business-in the event of a customer complaint/allegation.

The controls will be monitored and the whole system reviewed and updated whenever the food operation changes or at least once per year.

**Due diligence-**the Haccp system will help satisfy the requirement of section 21 of the Food Safety Act 1990

**It is therefore vital that the controls are adhered to.**

Hazard Analysis

**Step; purchase of ingredients and the delivery to the Units**

**Hazards of purchase**

1. foods contaminated with food poisoning bacteria or toxins
2. foods contaminated with spoilage bacteria
3. physical contamination of the food
4. chemical contamination
5. allergen contamination

**Controls on purchase**

1. Only use approved suppliers/ supplier list displayed
2. acceptable delivery temperatures and conditions adhered to (Checked and Recorded)

|  |  |  |  |
| --- | --- | --- | --- |
| (Critical) control point | Monitoring procedure | Acceptable /target range | Corrective action |
| **Selection of reputable suppliers** | Supplier Audit by Funnells Catering Ltd | Food can only be obtained from Approved suppliers | Reject food at delivery, or isolate when found- label not for use and return; Record on Check Sheet |

**Hazards of delivery/ receipt/ collection (from known sources)**

1. growth of food poisoning bacteria on foods due to poor temperature control during transportation
2. damage to packaging/ tins with risk of bacterial/ chemical and physical contamination from vehicle, staff, pests etc
3. cross contamination of foods including allergen contamination

**Controls on delivery/ receipt/ collection**

1. visual checks on delivery/ collection
2. temperature, condition, date code checks on delivery/ collection
3. foods put away quickly following delivery
4. effective separation of raw and cooked
5. staff trained on what to accept/ reject

|  |  |  |  |
| --- | --- | --- | --- |
| (Critical) control point | Monitoring procedure | Acceptable /target range | Corrective action |
| **Receipt / delivery of food/ collection** | Purchase from approved suppliers and visually checked on delivery | Must be approved, no damage, within date and chilled foods below 8 o C and frozen foods –frozen solid below minus 12 o C | Delivery (or part)can be rejected- in accordance with policy |

**Step; storage; dry, chilled and frozen**

**Hazards of dry storage**

1. physical allergen or chemical contamination
2. contamination or infestation with pests
3. growth of food poisoning bacteria, spoilage bacteria or moulds
4. allergen contamination

**Controls on dry storage**

1. all foods are covered or once open containerised in pest proof containers
2. dry stores are kept clean, cool, dry and well ventilated, and checked for signs of pests
3. stock to be rotated so that stock with the shorter date code is used first, out of date stock to be thrown away

|  |  |  |  |
| --- | --- | --- | --- |
| (Critical) control point | Monitoring procedure | Acceptable /target range | Corrective action |
| **Storage of food in the dry store** | Visual inspections, included on cleaning schedule | Store to be clean, dry and free from pests. All stock within date & in sealed packets or containers | Clean the area & check for pests remove stock which is out of date/ damaged & rotate stock where necessary |

**Hazards of chilled storage**

1. growth of food poisoning bacteria and toxins
2. cross contamination of cooked or ready to eat foods by raw foods
3. physical or allergen contamination
4. food spoilage or exceeding shelf life

**Controls on chilled storage**

1. chillers to operate below 8 o C – temperature checks kept
2. raw foods stored away from cooked and ready to eat foods; either in different fridges or separate locations in walk in
3. all foods to be covered, all raw foods to be on a plate, tray or in a container
4. labelling to be in place and complete, all out of date food to be discarded
5. cleaning of chillers included on cleaning schedules
6. regular servicing and maintenance of chillers, including the seals
7. chillers not to be overloaded
8. chillers to be included on cleaning schedule – especially door handles & seals

|  |  |  |  |
| --- | --- | --- | --- |
| (Critical) control point | Monitoring procedure | Acceptable /target range | Corrective action |
| **Chilled storage** | Record taken two times per day  Visual check on cleanliness and date coding daily | Chillers kept below 8o C. All food covered and labelled | Goods to be moved to another unit and approved engineer called. Throw out- out of date foods, foods with visual contamination & food exceeding 8 o C |

**Hazards of frozen storage (including in house freezing)**

1. growth of food poisoning and spoilage bacteria due to thawing or inadequate freezing of goods due to inadequate temperature
2. contamination of cooked and ready to eat foods by raw foods
3. deterioration of food(freezer burn) due to food not being covered and prolonged shelf life

**Controls on frozen storage**

1. foods to stored below minus 18 o C
2. all foods to be kept wrapped or covered and raw stored away from cooked and ready to eat foods
3. labels to be used and foods rotated – foods to be kept for maximum 3 months for in house frozen goods, 6 months for commercially frozen
4. units not to be overloaded
5. units to be included on cleaning schedule
6. units to be regularly serviced, maintained and defrosted

|  |  |  |  |
| --- | --- | --- | --- |
| (Critical) control point | Monitoring procedure | Acceptable /target range | Corrective action |
| **Frozen storage** | Record taken of temperature 2 times per day  Visual check on cleanliness and date coding | Freezers kept below minus 18oC. all food covered and labelled | Goods to be moved to another unit and approved engineer called. Throw out- out of date foods, foods with visual contamination & food exceeding 8 o C |

**Step; preparation**

**Hazards of preparation**

1. cross contamination of cooked and ready to eat foods with food poisoning bacteria from raw foods, hands, utensils, equipment
2. growth of bacteria on foods due to time at increased temperature
3. physical, chemical or allergen contamination

**Controls on preparation**

1. separate areas, boards, equipment, knifes for raw and ready to eat/ cooked foods
2. Sandwich fillings out of refrigeration for minimal length of time
3. cleaning schedule and clean as you go regime
4. code of conduct for staff personal hygiene
5. premises compliant and pest free, chemicals stored out of preparation area
6. food left at ambient temperature for minimum time possible
7. dishwasher operates at above 82 o C (rinse cycle)

|  |  |  |  |
| --- | --- | --- | --- |
| (Critical) control point | Monitoring procedure | Acceptable /target range | Corrective action |
| **Preparation** | Visual checks, kitchen start up check | Complete separation of raw and ready to eat and cooked foods. No vehicles of contamination, no physical or chemical contamination | Throw out if contamination seen  Staff (re)training on code of conduct |

**Step; defrosting**

**Hazards of defrosting or thawing**

1. growth of food poisoning bacteria and toxins
2. cross contamination
3. inadequate defrosting

**Controls on defrosting or thawing**

1. defrosting under temperature control- planned in advance, not at ambient temperature
2. separation or raw and ready to eat and cooked foods
3. cleaning schedules
4. raw foods thawed on a plate/ in a container and safe disposal of thawing liquor
5. labelling of foods

|  |  |  |  |
| --- | --- | --- | --- |
| (Critical) control point | Monitoring procedure | Acceptable /target range | Corrective action |
| **Defrosting** | Visual checks on separation of raw foods, and that thawing is adequate, on cleaning schedule and labelling | Complete separation of raw and ready to eat and cooked foods. Completely thawed, and area clean  As per label | Throw out if contamination seen  Continue thawing until completely thawed  Clean again  Throw out- out of date foods |

**Step; cooking**

**Hazards of cooking**

1. survival and growth of food poisoning bacteria
2. formation of spores and presence of toxins
3. post cooking contamination- with bacteria
4. physical, allergen and chemical contamination

**Controls on cooking**

1. core temperature of 75o C at thickest part/ throughout
2. separation raw and cooked
3. code of conduct on personal hygiene for staff
4. cleaning schedule and clean utensils
5. premise compliant including pest free, with chemicals stored out of preparation area
6. specific guidance on minced foods/ burgers

|  |  |  |  |
| --- | --- | --- | --- |
| (Critical) control point | Monitoring procedure | Acceptable /target range | Corrective action |
| **Cooking (thorough)** | Cooking temperatures taken with probe | Core temperature at thickest part 75 o C taken using sanitized & calibrated probe | Continue cooking |

**Step; cooling**

**Hazards of cooling**

1. growth of surviving bacteria or spores
2. further contamination
3. physical or chemical contamination

**Controls on cooling**

1. rapid cooling as per policy; Foods covered and then labelled
2. separation raw and cooked
3. code of conduct for personal hygiene
4. cleaning schedule, premises compliant

|  |  |  |  |
| --- | --- | --- | --- |
| (Critical) control point | Monitoring procedure | Acceptable /target range | Corrective action |
| **Cooling** | Cooling temperatures recorded | In fridge within 90 minutes. In clean utensils. No contact raw and cooked | Throw out contaminated foods |

**Step; hot holding**

**Hazards of hot holding**

1. post cooking contamination with bacteria
2. growth of spores, food poisoning bacteria and associated toxins
3. cross contamination
4. physical, allergen or chemical contamination

**Controls on hot holding**

1. hold food above 63o C
2. code of conduct for personal hygiene for staff
3. clean equipment
4. food used as quickly as possible leftovers disposed off
5. visual checks for physical contamination

|  |  |  |  |
| --- | --- | --- | --- |
| (Critical) control point | Monitoring procedure | Acceptable /target range | Corrective action |
| **Hot Holding** | Hot holding temperatures & times recorded | Above 63o C. In clean equipment with clean utensils. No physical / allergen contamination | Adjust temperature/ quantities  Throw out if contaminated |

**Step; reheating**

**Hazards of reheating**

1. survival of food poisoning bacteria and toxins
2. physical contamination

**Controls on reheating**

1. thorough reheating to achieve 75 o C
2. food reheated only once and served immediately or hot held correctly
3. visual check for contamination

|  |  |  |  |
| --- | --- | --- | --- |
| (Critical) control point | Monitoring procedure | Acceptable /target range | Corrective action |
| **Reheating** | Reheating temperatures recorded | Above 75o C. In clean equipment with clean utensils. No physical contamination | Continue to reheat  Throw out if contaminated |

**Step; Cold service/ Delivery**

**Hazards of cold service/ delivery of chilled foods**

1. cross contamination
2. growth of food poisoning bacteria
3. physical , allergen , chemical contamination

**Controls on cold display in vehicles or at events**

1. High risk foods held below 8o C before service
2. raw and cooked foods kept separate
3. foods kept covered
4. cleaning schedule, premises compliant, personal hygiene code of conduct
5. Shelf lives

|  |  |  |  |
| --- | --- | --- | --- |
| (Critical) control point | Monitoring procedure | Acceptable /target range | Corrective action |
| **Cold or hot service/ delivery** | Temperatures & time recorded , visual checks | Below 8o C or above 63 oC. In clean equipment with clean utensils. No visual contamination | Move to another unit, call approved engineer  Throw out if contaminated |

**Step; waste**

**Hazard of waste**

1. growth of food poisoning bacteria/ spores/ toxins and cross contamination of hands and equipment
2. attraction of pests

**Controls on waste**

1. all bins and areas included on cleaning schedules
2. non hand operated bins
3. regular removal and collection
4. code of conduct on personal hygiene

|  |  |  |  |
| --- | --- | --- | --- |
| (Critical) control point | Monitoring procedure | Acceptable /target range | Corrective action |
| **Waste** | Visual checks | Visually clean | Empty and re clean |

**Summary of Control Points**

|  |  |  |  |
| --- | --- | --- | --- |
| (Critical) control point | Monitoring procedure | Acceptable /target range | Corrective action |
| **Selection of reputable suppliers** | Audit by Funnells Catering Ltd | Food can only be obtained from approved suppliers | Reject food at delivery, or isolate when found- label not for use and return |
| **Receipt / delivery / Collection of food** | Purchase from approved suppliers and visually checked on delivery | Must be approved, no damage, within date and chilled foods below 8 o C and frozen foods –frozen solid below minus 12 o C | Delivery (or part)can be rejected- in accordance with policy page |
| **Storage of food in the dry store** | Visual inspections, included on cleaning schedule | Store to be clean, dry and free from pests. All stock within date | Clean the area & check for pests remove stock which is out of date/ damaged |
| **Chilled storage** | Record taken three times per day  Visual check on cleanliness and date coding | Chillers kept below 8o C. all food covered and labelled | Goods to be moved to another unit and approved engineer called. Throw out- out of date foods, & foods with visual contamination or foods above 8 o C |
| **Frozen storage** | Record taken three times per day  Visual check on cleanliness and date coding | Chillers kept below minus 18o C. all food covered and labelled | Goods to be moved to another unit and approved engineer called. Throw out- out of date foods, & foods with visual contamination or foods above 8 o C |
| **Preparation** | Visual checks, kitchen start up check | Complete separation of raw and ready to eat and cooked foods. No vehicles of contamination, no physical or chemical contamination | Throw out if contamination seen  Staff (re)training on code of conduct |
| (Critical) control point | Monitoring procedure | Acceptable /target range | Corrective action |
| **Cooking (thorough)** | Cooking temperatures taken with probe | Core temperature at thickest part 75 o C taken using sanitized & calibrated probe | Continue cooking |
| **Cooling** | Cooling temperatures recorded | Below 8o C within 60. In clean utensils. No contact raw and cooked | Cool in smaller quantities  Throw out contaminated foods |
| **Hot Holding** | Hot holding temperatures recorded | Above 63o C. In clean equipment with clean utensils. No physical contamination | Adjust temperature/ quantities  Throw out if contaminated |
| **Reheating** | Reheating temperatures recorded | Above 75o C. In clean equipment with clean utensils. No physical contamination | Continue to reheat  Throw out if contaminated |
| **Cold or hot service & delivery** | Temperatures recorded , visual checks | Below 8o C or above 63 O C In clean equipment with clean utensils (tongs). No physical contamination | Move to another unit, call approved engineer  Throw out if contaminated out of temperature range |
| **Waste** | Visual checks | Clean | Empty and re clean |