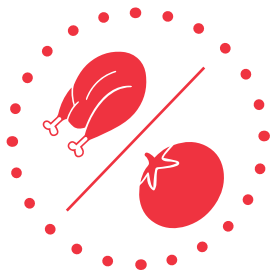




SAFER FOOD BETTER BUSINESS FOR CATERERS



BUSINESS TRADING NAME:

FOOD BUSINESS OPERATOR NAME:

DATE OF COMPLETION:

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HOW TO USE THIS PACK

Welcome to Safer Food Better Business for Caterers

IS THIS PACK FOR ME?

This is an adapted version of the standard Safer Food Better Business for Caterers pack produced by the Food Standards Agency. It is the same as the standard pack in that it has been developed to help small catering businesses (e.g. restaurants, cafes & takeaways) to manage food safety & comply with the law. It has been adapted though to allow your business to set clearer standards which should make your pack easier to understand & follow in practice. These include:

- Where / how to **store & prepare raw foods** (e.g. raw meats)
- How to use **cleaning & disinfection** materials
- When / how to carry out **temperature checks** & keep records
- Setting specific methods & a maximum **chilling down time** for pre-cooked, high-risk foods
- Setting a maximum **shelf-life** for pre-cooked, high-risk foods

IMPORTANT: You do not have to use this pack. The standard Safer Food Better Business for Caterers pack produced by the Food Standards Agency is available at **Safer Food Better Business For Caterers**. There are also specific packs available for the following types of businesses:

- Indian Cuisine
- Chinese cuisine
- Childminders
- Residential care homes (supplement)

In addition, alternative packs are used in other parts of the country.

CookSafe Manual | Food Standards Scotland

Safe Catering | Food Standards Agency

And, some very simple businesses may not need a pack at all.

If you are not sure what your business needs to do to comply with the law, contact your **Local Authority**.

REGISTRATION

All new food businesses (except certain specialist food businesses) must register with their Local Authority at least 28 days before opening. You also need to inform your Local Authority if you are planning on taking over an existing food business or there are any significant changes in your business. Further information on food business registration etc. is available at **Register a New Food Business | Food Standards Agency**

HOW DOES THIS PACK HELP ME COMPLY WITH THE LAW?

The law says that most food businesses must have a written food safety system i.e. a system that shows how the business makes sure that the food it sells is safe to eat. This pack will help you write a food safety system for your business. It is based on HACCP (Hazard Analysis and Critical Control Point) principles but avoids complicated language so that the pack is simple & easy to use.

Remember though that this pack is an important 'legal' document. You must read & complete the pack very carefully. You must also make sure that it is kept in good order, followed in practice, & available for inspection on your premises.

HOW DOES THE PACK WORK?

The pack comes into two halves. The first half of the pack contains your Safe Method sheets. As you work through & complete these sheets, you will be writing your food safety system. It is up to you how to complete these sheets, provided what you write is sufficient to ensure food safety. However, the more detail you provide, the more successful your pack is likely to be in practice.

The second half of the pack contains your Diary sheets. These should be used to keep a record that shows your Safe Methods sheets are being followed in practice.

WHO SHOULD TAKE CHARGE

All staff need to play their part but it is essential that someone senior shows leadership & takes charge of the pack.

OVERALL RESPONSIBILITY

The Food Business Operator is usually the person or company who owns the business & makes the big decisions about how it is run. This should be the person or company listed in the Operator Details section of the food business' registration form. The Food Business Operator has overall responsibility for ensuring that the business supplies safe food & complies with the law.

Name of Food Business Operator:

TAKING CHARGE

A senior person in the business needs to take charge of the pack. This could be the Food Business Operator or someone working on their behalf. The Person in Charge of the Pack needs to make sure that:

- The Safe Methods sections in the pack are fully completed / staff know how to use the pack & what they need to do
- The Safe Methods sections in the pack are fully implemented in practice / daily diary etc. records are kept
- The pack is regularly reviewed (see the Review section below & always kept available / in good order etc.

Name of Person in Charge of the Pack:

STAFF RESPONSIBILITIES

All staff are responsible for following the Safe Methods in the business' pack & for reporting any problems to the Food Business Operator. Some staff may also have special responsibilities e.g. for carrying out certain Opening or Closing Checks, checking food delivery or fridge temperatures, date labelling & stock control, cleaning & disinfection, making sure the business' records are up to date etc.

Member(s) of Staff:	Special Responsibilities:

REVIEW

It is essential that the Person in Charge of the Pack carries out an initial review (soon after the pack is introduced) & then regular periodic reviews to make sure that the Safe Methods sections in the pack are working in practice & that the pack is up to date with any changes e.g. staff, menu, process, equipment or other changes etc.

	Date:	By (Name):
Pack First Completed:		
Initial Review:		
Periodic Review:		
Periodic Review:		
Periodic Review:		

HOW TO USE THE SAFE METHODS

Front

The **'Safety point'** column highlights things that are important to make food safely.

The **'Why'** column tells you why the safety point is important.

The **'How do you do this?'** column is for you to write down what you do.

In some places you only need to tick a box. In other places you need to include some detail.

All of the original pictures have had to be removed from this pack for copyright reasons.

SAFE METHOD: DEFROSTING

Harmful bacteria can grow in food that is not defrosted properly.

SAFETY POINT	WHY?	HOW DO YOU DO THIS?
Food should be thoroughly defrosted before cooking (unless the manufacturer's instructions tell you to cook from frozen or you have a proven safe method).	If food is still frozen or partially frozen, it will take longer to cook. The outside of the food could be cooked, but the centre might not be, which means it could contain harmful bacteria.	Do you check food is thoroughly defrosted before cooking? Yes <input type="checkbox"/> No <input type="checkbox"/> If not, what do you do?
OPTIONS FOR DEFROSTING FOOD		
1. Ideally, plan ahead to leave enough time and space to defrost small amounts of food in the fridge.	Putting food in the fridge will keep it at a safe temperature while it is defrosting.	Do you use this method? Yes <input type="checkbox"/> No <input type="checkbox"/> How much time do you allow for defrosting?
2. If you cannot defrost food in the fridge, you could put it in a container and then place it under cold running water.	Cold water will help to speed up defrosting without allowing the outside of the food to get too warm.	Do you use this method? Yes <input type="checkbox"/> No <input type="checkbox"/> Which foods do you defrost in this way?
3. Raw meat and poultry (including large joints and whole birds) should not be defrosted under cold running water unless they are in a sealed container. For more information visit the FSA website .	Harmful bacteria could be spread from contaminating sinks, taps and surfaces.	How do you defrost raw meat and poultry?
4. If you use the sink to defrost some foods, make sure the sink is clean and empty. The sink should be cleaned and then disinfected after being used for defrosting.	Cold running water will help speed up defrosting.	Do you use this method? Yes <input type="checkbox"/> No <input type="checkbox"/> Which foods do you defrost in this way?

Food Standards Agency | food.gov.uk/10th

Back

Some safe methods have a **'Check it'** section, which tells you what to look for to make sure your method has worked.

The **'What to do if things go wrong'** column gives practical tips on how to tackle problems.

The **'How to stop this happening again'** column tells you how you can prevent problems.

If things go wrong, write down what happened and what you did in your diary. Each safe method reminds you to do this.

SAFE METHOD: DEFROSTING

SAFETY POINTS	WHY?	HOW DO YOU DO THIS?
5. Or you could defrost food in the microwave on the 'defrost' setting.	This is a fast way to defrost food.	Do you use this method? Yes <input type="checkbox"/> No <input type="checkbox"/> Which foods do you defrost in this way?
6. If necessary you could defrost food at room temperature. Follow the manufacturer's defrosting instructions. Food should be left out at room temperature for the shortest time possible. Ideally, defrost these foods in the fridge.	Foods will defrost quite quickly at room temperature, but harmful bacteria could grow in food if it gets too warm while defrosting.	Do you use this method? Yes <input type="checkbox"/> No <input type="checkbox"/> Which foods do you defrost in this way?
7. If you have another method of defrosting, write the details here:		Which foods do you defrost in this way?
THINK TWICE!		
Keep meat/poultry separate from other food when it is defrosting, to prevent cross-contamination. Once food has been defrosted you should use it immediately (within one day).		
CHECK IT	WHY?	HOW DO YOU DO THIS?
When you think food has defrosted, it is important to check to make sure.	The outside may look defrosted but the inside could still be frozen.	Check for ice crystals in the food using your hand or a skewer. Do you use this check? Yes <input type="checkbox"/> No <input type="checkbox"/> With birds, check the joints are flexible. Do you use this check? Yes <input type="checkbox"/> No <input type="checkbox"/> If you use another check, write the details here:
WHAT TO DO IF THINGS GO WRONG		HOW TO STOP THIS HAPPENING AGAIN
<ul style="list-style-type: none"> If food has not fully defrosted, continue to defrost the food until no ice crystals are left. Test again before cooking or reheating. Speed up the defrosting process e.g. by using cold water or a microwave (see the front of this sheet). Use an alternative menu item. If you do not have time to defrost for longer, replace the dish with a similar dish that is ready to serve. 		<ul style="list-style-type: none"> Change your defrosting method and make it safer, e.g. defrost smaller amounts. Make sure you allow enough time to defrost. Train staff again on this safe method. Improve staff supervision. If you defrost lots of food in your business you may wish to consider creating extra fridge space or using a special defrosting cabinet.

Write down what went wrong and what you did about it in your diary.

Food Standards Agency | food.gov.uk/10th

HOW TO USE THE DIARY



The pack contains a set of adapted Daily Diary record sheets. Use a new sheet each day to keep a record of the business' checks*. The person in charge of the business on the day is responsible for ensuring that these checks are completed & accurately recorded. There is also a 4-Weekly Review sheet to look back at & deal with any persistent problems.

Fill in the date using a new sheet each day.

Complete these checks at the start of each day.

Make a note of any opening problems here.

Keep a record of your temperature checks here**.

Complete these checks at the end of each day.

Make a note of any closing problems here.

Tick any extra actions or prove it checks completed.

The person in charge of the business on the day should complete this section.

DAILY DIARY RECORD Monday Date: _____

Opening Checks
 Sufficient Level 2 (or above) trained staff available all day. Staff fit for work. Clean work clothes provided / being worn.
 Hot running water available at all sinks & wash hand basins.
 Sufficient hand washing & cleaning (e.g. soap, paper towel, scouring pad, BSI276 or equivalent antibacterial spray etc.) materials provided.
 Premises clean & tidy. No signs of pest activity.
 Fridges & freezers temperature checked / working properly. Fridge temperatures recorded below.
 Other important (e.g. cooking, reheating, hot holding, blast chilling etc.) equipment in good working order.
 Separate raw food preparation area(s) & equipment provided.
 Food preparation areas, surfaces, utensils & equipment cleaned / disinfected.
 Infra-red / probe thermometer(s), probe wipes & spare batteries provided.
 Up to date (accounting for any new food supplies / recipes / dishes etc.) & accurate allergen information records available on site.
 Food traceability records available on site.
 Make a note of any problems / action taken here:

Delivery (Target 8°C)		Fridge (Target 8°C)				Cooking / Reheating (Target 75°C)		Hot-holding (Target 63°C)	
Product	Temp	Unit	AM	PM	Product	Temp	Product	Temp	
		1							
		2							
		3							
		4							
		5							

Closing Checks
 All pre-cooked foods fully cooled, covered, date labelled & put in the fridge or freezer.
 All other chilled & frozen foods checked as date labelled & in date. Any food on its Use By date thrown away.
 Fridges & freezers temperature checked again / working properly. Fridge temperatures recorded above.
 Food preparation areas are clean and disinfected (work surfaces, equipment, utensils etc.)
 Washing up finished.
 Dirty cleaning equipment cleaned or thrown away.
 Waste removed & new bags put in the bins.
 Floors swept & clean.
 Premises secure & protected against pest entry.
 Make a note of any problems / action taken here:

Extra Actions / Prove It Checks
 Premises deep cleaning
 Special equipment (e.g. ice machine) cleaning
 Maintenance & Repairs
 Extra pest control measures
 Thermometer / fridge temperature gauge accuracy checks
 Hot food / chilling down food Prove It temperature checks
 Make a note of any details here:

I confirm that all our safe methods were followed & effectively supervised today.

Name: _____
 Position: _____

This record should be kept (food record file) in a diary sheets folder. Any records more than 6 months old can be thrown away.

Tick if your check is satisfactory or make a note of any problems below.

Make a note of any temperature problems here**.

Tick if your check is satisfactory or make a note of any problems below.

Write the details of your extra actions or prove it checks here.

Write here to confirm that your safe methods have been followed on the day.

Make sure you store your records safely.

* **IMPORTANT:** You do not have to use the record sheets in this pack. Standard Safer Food Better Business Diary Sheets are available at: <https://www.food.gov.uk/sites/default/files/media/document/sfbb-diary-07-diary-and-4-weekly-review-feb-2020.pdf>.

** **IMPORTANT:** You do not have to keep temperature records provided you can confirm that the business' safe method targets are being met in another way.

QUESTIONS

WHAT DO I DO NEXT?

Work through the pack one section at a time & complete all the safe methods that are relevant to your business. It should not take more than about one hour to complete a section. Remember though, that your pack must be sufficient to ensure food safety. The more care you take consulting your staff & checking that your safe methods work in practice, the better your pack will be.

When you have worked through all the sections, make sure you and your staff:

- follow the safe methods all of the time
- keep a record of your checks every day

HOW DO I USE THE 'WORKING WITH FOOD?' FACTSHEET

Use the 'Working with food?' factsheet to train your staff on good personal hygiene on their first day at work. It has been designed to help overcome language difficulties. Food Safety Coaching videos are available on the [FSA YouTube channel](#).

HOW WILL I BENEFIT FROM USING THIS PACK?

Using the pack in your business will help you to:

- comply with food hygiene regulations
- show what you do to make food safely
- train staff
- protect your business' reputation
- improve your business, e.g. by wasting less food
- improve your Food Hygiene Rating

DO I NEED TO KEEP LOTS OF DAILY RECORDS?

No, you do not need lots of daily records unless you choose to do so. Once you have completed all the relevant safe methods & trained your staff etc., you only need to keep a diary record each day.

There are also legal requirements for keeping food traceability & waste transfer records, as well as providing accurate allergen information. See the Management safe methods section for more details.

DO I NEED TO USE A TEMPERATURE PROBE?

You can use this pack in your business without using a temperature probe. However, using a probe is the best way of being sure what you are doing is safe when cooking, reheating, hot holding or chilling food. An infra-red thermometer can also be really useful for checking food deliveries. See the Management safe methods section for more details.

WHERE CAN I GET MORE INFORMATION?

For more information on food safety, visit [the FSA website](#).

If unsure about any of the guidance in this pack, contact the Food Safety Team at your **Local Authority**.

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FOOD HYGIENE RATINGS

INTRODUCTION TO FOOD HYGIENE RATINGS

Following a food law inspection from your Local Authority, your business will receive a Food Hygiene Rating as part of the national Food Hygiene Rating Scheme.

Food Hygiene Ratings help customers choose where to eat or buy food. A high rating is good for business.

Ratings are a snapshot of the standards of food hygiene & safety found at the time of inspection. However it is the responsibility of the business to comply with food law at all times.

Your Food Hygiene Rating will be based on:

- The standard of hygiene used to handle food – including how food is prepared, cooked, cooled, reheated & stored
- The cleanliness & condition of the premises - including its layout, ventilation, hand washing facilities & pest control situation
- How well the business is managed to ensure food safety - including the procedures & checks in place to maintain required standards

UNDERSTANDING FOOD HYGIENE RATINGS

Following an inspection your business will be given a rating between 0 & 5:

5 – hygiene standards are very good

4 – hygiene standards are good

3 – hygiene standards are generally satisfactory

2 – some improvement is necessary

1 – major improvement is necessary

0 – urgent improvement is required

Using this pack properly, following the safe methods and completing the diary correctly will help ensure you are complying with the law and maximise your Food Hygiene Rating.

If you run a food business in Wales or Northern Ireland, you must display your Food Hygiene Rating sticker at each entrance where it can clearly be seen by customers. Food businesses in England are encouraged to do the same.

Following an inspection, businesses can appeal their rating, have a 'right to reply' and can request a re-visit from their Local Authority.

WHERE CAN I GET MORE INFORMATION?

The [UK Hospitality Catering Industry Guide to Good Hygiene Practice](#) provides a complete guide to food hygiene law, compliance & good practice for catering businesses.

The Food Safety Team at your [Local Authority](#) will also be able to provide more advice on how to make sure you receive the highest possible food hygiene rating. Every business should be able to achieve a 5/5 food hygiene rating.

More information about the Food Hygiene Rating Scheme is available on [the FSA website](#).

If unsure about any of the guidance in this pack, you can contact the Food Safety Team at your [Local Authority](#).

WHAT YOU NEED TO KNOW BEFORE YOU START

It is easy for you to spread bacteria and viruses to food without realising. These bacteria are invisible and could make customers ill. Your personal hygiene is important. This is what you need to do to keep food safe:

BEFORE YOU START WORKING WITH FOOD



Always wash your hands



Wear clean clothes



Wear an apron if handling unwrapped food



Tell your manager if you have vomiting or diarrhoea and do not work with food



Take off your watch and jewellery



It is a good idea to tie hair back and wear a hat or hairnet



WHEN YOU ARE WORKING WITH FOOD



No smoking



No eating or drinking



Avoid touching your face, coughing or sneezing over food



Cover cuts with a brightly coloured waterproof dressing

WASHING HANDS EFFECTIVELY



Step 1: Wet your hands thoroughly under warm running water and squirt liquid soap onto your palm



Step 2: Rub your hands together palm to palm to make a lather



Step 3: Rub the palm of one hand along the back of the other and along the fingers. Repeat with the other hand



Step 4: Put your palms together with fingers interlocked and rub in between each of the fingers thoroughly



Step 5: Rub around your thumbs on each hand and then rub the fingertips of each hand against your palms



Step 6: Rinse off the soap with clean running water and dry your hands thoroughly on a disposable towel. Turn off the tap with the towel and then throw the towel away

WHEN TO WASH HANDS



Before touching or handling any food, especially ready-to-eat food



After going to the toilet



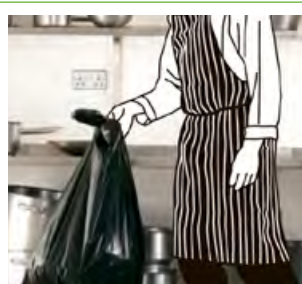
After every break



After touching raw meat, poultry, fish, eggs or unwashed vegetables



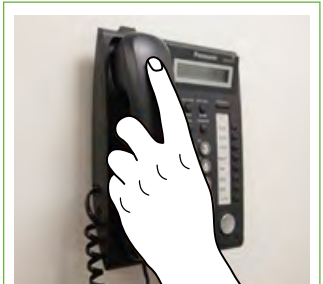
After touching a cut or changing a dressing



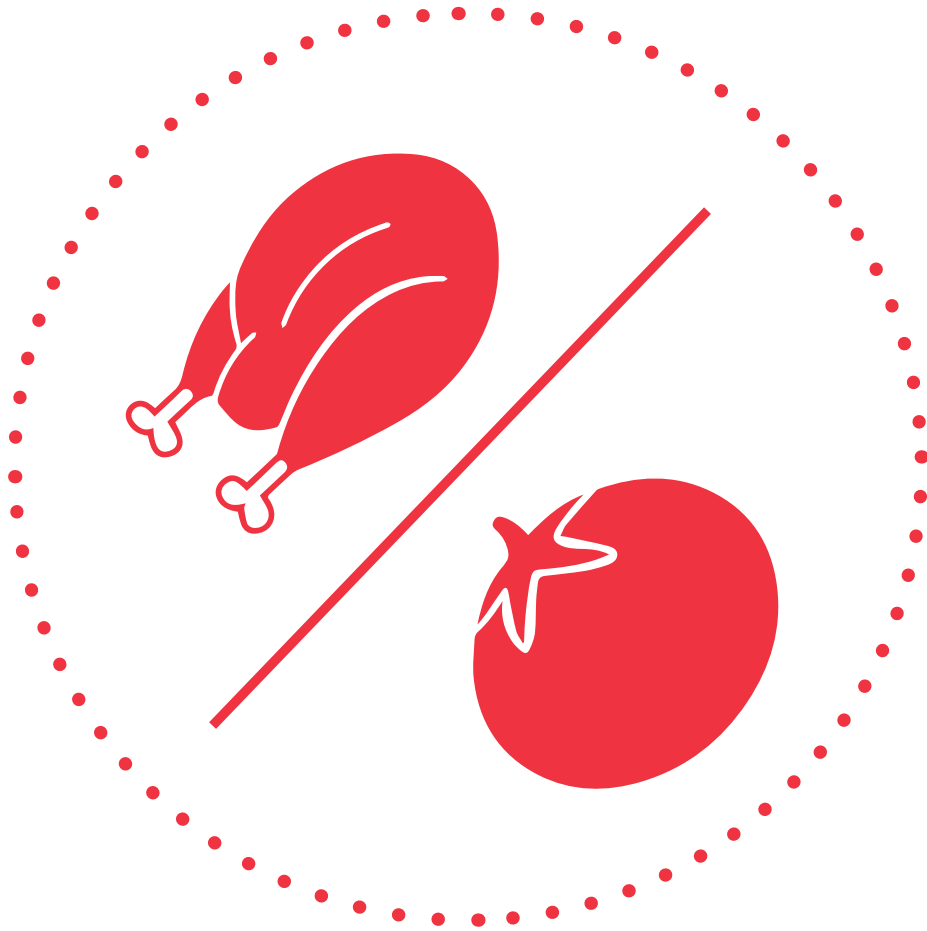
After touching or emptying bins



After any cleaning



After touching phones, light switches, door handles, cash registers and money



CROSS-CONTAMINATION

Cross-contamination is one of the most common causes of food poisoning. It happens when harmful bacteria, viruses or allergens are spread onto food from other food, surfaces, hands or equipment.



Cross-contamination is one of the most common causes of food poisoning. It happens when harmful bacteria or viruses are spread onto food from other food, surfaces, hands or equipment.



These harmful bacteria often come from raw meat / poultry, fish, eggs & unwashed vegetables. **It is particularly important to ensure that ready-to-eat foods are not contaminated in this way.**

Other sources of bacteria can include:

- staff
- pests
- equipment
- cloths
- dirt or soil

When you handle raw & ready-to-eat food in your business you may need to consider extra procedures to help keep the food you produce safe. More information can be found on **the FSA website** Do not forget that you should also protect food from 'physical contamination' (where objects get into food, e.g. broken glass or pieces of packaging) & 'chemical contamination' (where chemicals get into food, e.g. cleaning products or pest control chemicals).

This section also includes information on food allergies. Good cleaning & handling practices can help manage the risk of cross-contamination from allergens.



PERSONAL HYGIENE AND FITNESS TO WORK

It is vital for staff to follow good personal hygiene practices to help prevent bacteria & viruses from spreading to food.

SAFETY POINT	WHY?	HOW DO YOU DO THIS?
Staff should always wash their hands thoroughly before handling & preparing food. (See the 'Handwashing' method in the Cleaning section).	Handwashing is one of the best ways to prevent harmful bacteria & viruses from spreading.	Have you trained your staff to wash their hands before preparing food? Yes No
All staff should wear clean clothes when working with food. Ideally, they should change into clean work clothes before starting work & not wear these clothes outside food preparation areas.	Clothes can bring dirt & bacteria into food preparation areas. Wearing clean clothes helps to prevent this.	Do your staff wear clean work clothes? Yes No Do your staff change their clothes before starting work? Yes No
Work clothes should be appropriate for staff duties & protect food from contamination. Ideally, they should be light - coloured with no external pockets. It is also a good idea to wear a clean apron or disposable apron over work clothes.	Work clothes should minimise skin coming into contact with food & prevent hairs, fibres & the contents of pockets (which can carry bacteria) getting into food. Light colours show dirt clearly.	Describe your staff's work clothes here:
Staff should change aprons after working with raw food e.g. raw meat, poultry, eggs or unwashed vegetables.	Aprons help to stop dirt & bacteria from getting onto work clothes & they can be removed easily for washing, or thrown away if disposable.	Do your staff wear aprons / gloves when working with raw foods (e.g. raw meats)? Yes No N/a What aprons / gloves do your staff wear when working with raw foods? Do your staff change their aprons / gloves after working with raw foods? Yes No
It is good practice for staff to keep hair tied back & wear a hat when preparing food.	If hair is not tied back or covered, it is more likely to fall into food & staff are more likely to touch their hair.	Do staff keep hair tied back? Yes No Do staff wear hats or hairnets when preparing food? Yes No
Staff should not wear watches or jewellery when preparing food (except a plain wedding band).	Watches & jewellery can collect & spread dirt & harmful bacteria, & fall into the food.	Do your staff take off watches & jewellery before preparing food? Yes No
Staff should not smoke, drink, eat or chew gum while handling food. Staff should also avoid touching their face or nose, or coughing & sneezing over or near food, & wash hands if they do.	All of these lead to staff touching their face or mouth. Harmful bacteria can be spread from someone's face or mouth to their hands & then onto food.	Are staff trained not to do these things? Yes No

FITNESS FOR WORK

SAFETY POINT	WHY?	HOW DO YOU DO THIS?
Staff should be 'fit for work' at all times. This means that they must not be suffering from, or carrying, an illness or disease that could cause a problem with food safety.	People who are not 'fit for work' could spread harmful bacteria or viruses to food. See the FSA website for more information.	Do your food handlers understand the importance of being 'fit for work' & what they need to report? Yes No
Any member of staff who has diarrhoea &/or vomiting should report it to their manager immediately & either stay at home or go home straight away.	People suffering from these symptoms often carry harmful bacteria on their hands & can spread them to the food or equipment they touch.	
Staff who have had diarrhoea &/or vomiting should not return to work until they have had no symptoms for 48 hours.	Even if the diarrhoea & vomiting has stopped, someone can still carry harmful bacteria for 48 hours afterwards.	Do you check food handlers have been free of symptoms for 48 hours before returning to work? Yes No
Staff should tell their manager if they have any cuts or sores & these should be completely covered with a brightly coloured waterproof dressing.	Cuts & sores can carry harmful bacteria. Covering them prevents bacteria spreading to food. Coloured waterproof dressings can be seen more easily if they drop into food.	Do you have a first aid kit with coloured waterproof dressings? Yes No

WHAT TO DO IF THINGS GO WRONG	HOW TO STOP THIS HAPPENING AGAIN
<ul style="list-style-type: none"> If staff are not 'fit for work', move them out of food handling areas or send them home. Throw away any unwrapped foods they have handled. 	<ul style="list-style-type: none"> Train staff again on this safe method. Improve staff supervision.

Write down what went wrong & what you did about it in your diary.



MANAGE IT	WHY?	HOW DO YOU DO THIS?
Make sure that all staff understand the importance of being 'fit for work' & what they need to report.	This is so they understand how some types of illness can affect the safety of food & that they must tell their manager if they have these types of illness.	Make a note in your diary of when you have trained staff on this safe method. Have you done this for all your staff? Yes No
It is a good idea to have a separate area where staff can change & store their outdoor clothes.	Clothes could be a source of bacteria if they are left lying around.	Where do staff change & store their outdoor clothes?
It is good practice to keep a clean set of work clothes or disposable aprons for visitors.	Anyone entering the kitchen can bring in bacteria on their clothes.	Where do you keep clean uniforms / disposable aprons?

SAFE METHOD:

CLOTHS



Cloths can be one of the top causes of cross-contamination in the kitchen. It is essential to use them safely to prevent bacteria and allergens from spreading.

SAFETY POINT	WHY?
Use disposable cloths wherever possible, & throw them away after each task.	This will make sure that any bacteria & allergens picked up by the cloth will not be spread.
Always use a new or freshly cleaned & disinfected cloth to wipe work surfaces, equipment or utensils that will be used with ready-to-eat food. Cloths can't be used for both floors & other surfaces.	It is especially important to protect ready-to-eat food from bacteria. This is because the food will not be cooked, so any bacteria on the food will not be killed.
Take away re-usable cloths for thorough washing & disinfection after using them with raw meat / poultry, eggs or raw vegetables & surfaces that have touched these foods.	Raw meat / poultry & eggs are more likely to contain harmful bacteria than other foods. The soil on vegetables can also contain harmful bacteria.
If using re-usable cloths, make sure they are thoroughly washed, disinfected & dried properly between tasks (not just when they look dirty). Ideally, wash cloths in a washing machine on a very hot cycle. A suitably high temperature can be obtained using a hot cycle of 90°C. If you wash & disinfect cloths by hand, make sure all the food & dirt has been removed by washing in hot soapy water before you disinfect them. After washing, you can disinfect by using boiling water or a suitable disinfectant, following the manufacturer's instructions (please note bleach is not a suitable disinfectant).	Using dirty cloths can spread bacteria & allergens very easily. Cloths that are not dried properly can increase the risk of bacteria. A hot wash cycle will clean the cloths thoroughly & kill bacteria. This is called disinfection. If food or dirt is still on the cloths, this will prevent the disinfection process from being effective, so harmful bacteria might not be killed.

HOW DO YOU DO THIS?

Do you allow re-usable cloths in rooms where food is prepared?

Yes No

If you do, describe which tasks they can be used for:

If you do, describe how your re-usable cloths are cleaned & disinfected between uses:

Are re-usable cloths used to wipe work surfaces, equipment or utensils that will be used with ready-to-eat food?

Yes No

If they are, is a new or freshly cleaned & disinfected cloth used every time between uses?

Yes No N/a



DIFFERENT CLOTHS FOR DIFFERENT JOBS

JOB	THE BEST CLOTH FOR THE JOB	DO YOU DO THIS?	IF NOT, WHAT DO YOU DO?
Holding hot items (e.g. oven trays)	Clean tea towel or chef's cloth	Yes	
Washing up	Clean dish cloth, washing up brush or scouring pad	Yes	
Cleaning & disinfecting work surfaces, equipment & utensils used for ready-to-food	Clean scouring sponge, new or freshly cleaned & disinfected cloth, disposable cloth or paper towel	Yes	
Wiping other surfaces	Clean cloth, scouring sponge, disposable cloth or paper towel	Yes	
Wiping floors & mopping up spills	Clean floor cloth or mop	Yes	
Wiping hands	Disposable paper towel	Yes	
Wiping sides of dishes before serving	Disposable paper towel	Yes	
Drying ingredients	Disposable paper towel	Yes	

WHAT TO DO IF THINGS GO WRONG	HOW TO STOP THIS HAPPENING AGAIN
<ul style="list-style-type: none"> If you notice dirty cloths in the kitchen, remove them for cleaning immediately or throw them away. If you think your staff have used a dirty cloth, wash, disinfect & dry any equipment, work surfaces or utensils it has touched & throw away any food that might have been contaminated. 	<ul style="list-style-type: none"> Consider using disposable cloths if you are not using them already. Increase your supply of disposable/clean cloths. Train staff again on this safe method. Improve supervision.

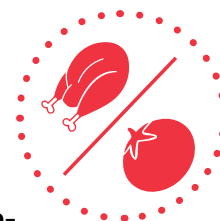
Write down what went wrong & what you did about it in your diary.



MANAGE IT	WHY?	HOW DO YOU DO THIS?
Have a special place in the kitchen for dirty re-usable cloths before they are washed & used again.	This is to prevent them being re-used before they have been washed.	Where do staff put dirty re-usable cloths?
Always keep a good supply of disposable/clean cloths in your kitchen.	Staff are more likely to use clean cloths if plenty are available.	Where do you keep new / clean cloths?

SAFE METHOD:

SEPARATING FOODS



Keeping raw & ready-to-eat food separate is essential to prevent harmful bacteria from spreading. Raw foods include raw meats & unwashed salad, vegetables & fruits. Ready-to-eat foods include cooked foods, washed salads, garnishes, desserts & other foods that will not be cooked before eating. For more information on separating foods visit [the FSA website](#).

SAFETY POINT	WHY	HOW DO YOU DO THIS?
<p>Delivery & collection</p> <p>Plan delivery times so that, if possible, raw foods arrive at different times to other foods. If delivered together, raw & ready-to-eat foods must be kept separate.</p>	<p>This helps to prevent harmful bacteria spreading from raw foods to ready-to-eat foods.</p>	<p>Are raw & ready-to-eat foods delivered together?</p> <p>Yes No</p> <p>If they are, how are raw foods kept separate?</p>
<p>Storage</p> <p>Ideally, store raw & ready-to-eat food in separate fridges, freezers & display units. If they are in the same unit, store raw meat, poultry, fish & eggs below ready-to-eat food. Unwashed fruit & vegetables should also be kept separate from ready-to-eat food & above raw meat.</p> <p>Use either separate containers for raw & ready-to-eat foods or clean & heat disinfect between uses.</p> <p>Cover cooked foods & other raw & ready-to-eat food using lids, foil or cling film. Coverings for raw & ready to eat foods should be kept separate.</p>	<p>This helps to prevent harmful bacteria spreading from raw foods to ready-to-eat foods.</p>	<p>Do you use dedicated fridges / fridge shelves for storing raw foods?</p> <p>Yes No</p> <p>Describe the fridges / fridge shelves you use for storing:</p> <p>Raw Meat / Poultry</p> <p>Raw Fish</p> <p>Eggs</p> <p>Unwashed Fruit / Vegetables</p> <p>Do you use dedicated raw food containers?</p> <p>Yes No</p> <p>If you do, describe your dedicated raw food containers below.</p> <p>If you do not, are your containers in good condition & heat disinfected (e.g. in a dishwasher above 82°C) between uses?</p> <p>Yes No N/a</p>
<p>Defrosting</p> <p>Keep raw defrosting foods in the fridge in a covered container, below ready-to-eat food, or in a separate area of the kitchen away from other foods.</p>	<p>When raw foods are defrosting, the liquid can contain harmful bacteria, which could spread to other foods.</p>	<p>Where do you defrost raw foods separately from other foods?</p>
<p>Preparation</p> <p>Prepare raw foods in different areas. If this is not possible, separate by preparing them at different times to ready-to-eat foods & thoroughly clean & disinfect between tasks using a '2 stage clean'.</p> <p>Where possible, ready-to-eat food preparation should take place before raw food preparation.</p> <p>Dedicated colour coded chopping boards & utensils should be used.</p> <p>Do not wash raw meat or poultry.</p> <p>More information on can be found at https://www.food.gov.uk/safety-hygiene/campylobacter</p>	<p>Harmful bacteria from raw meat / poultry can spread from chopping boards & knives to other foods.</p> <p>Washing meat does not kill bacteria & allergens, but it can splash harmful bacteria around the kitchen contaminating sinks, taps surfaces & ready-to-eat food.</p>	<p>Do you have separate areas for preparing raw foods?</p> <p>Yes No</p> <p>If not, do you have separate times for preparing raw foods & do you clean / disinfect any surface used immediately after?</p> <p>Yes No</p> <p>Do you have separate (e.g. colour-coded) chopping boards, utensils & equipment for preparing raw foods?</p> <p>Yes No</p> <p>Describe any separate areas, times & equipment etc. used for raw food preparation below (or on Page 22).</p>



SAFETY POINT	WHY?	HOW DO YOU DO THIS?
<p>Wash unwashed vegetables, salad & fruit in a separate, dedicated sink under running water.</p> <p>Where this is not possible, clean & disinfect the sink & use a dedicated bowl to protect the food during washing. Then place it in a colander for a final rinse under running water.</p>	<p>To remove soil residues (which may contain bacteria) & pesticides on the fruit, salad & vegetables which may stop it being safe to eat. Further information on two stage cleaning is in the 'Cleaning Effectively' section.</p>	<p>Do you have a separate sink for washing fruit, salad & vegetables?</p> <p>Yes No</p> <p>If not, do you clean & disinfect your sink between tasks. Also, do you use dedicated bowls & colanders for washing fruit, salad & vegetables?</p> <p>Yes No</p>
<p>Always use separate equipment, such as vacuum packers, slicers or mincers, for raw & ready-to-eat foods.</p>	<p>It is not possible to remove harmful bacteria from complex machinery & these bacteria can spread to food.</p>	<p>Do you use complex equipment, such as vacuum packers, mincers, food processors or slicers?</p> <p>Yes No</p> <p>If so, do you make sure that none of this equipment is used for both raw & ready-to-eat foods?</p> <p>Yes No</p> <p>Describe any complex equipment you use & what it is used for.</p>
<p>Cooking, e.g. grill, barbecue</p> <p>When you add raw meat make sure it does not touch or drip onto the food already cooking or ready-to-eat foods. Remember to wash your hands after handling raw meat or its packaging.</p> <p>Never use the same utensils, plates or containers for raw & cooked / ready-to-eat foods.</p> <p>It is a good idea to also have different colour utensils (e.g. tongs) for handling raw & cooked / ready-to-eat foods on the grill / barbecue.</p>	<p>Bacteria could spread from the raw meat to the other food & stop it being safe to eat.</p>	<p>How do you keep raw meat separate from cooking / ready-to-eat foods?</p> <p>Describe the tongs / utensils you use to:</p> <p>Load raw meat:</p> <p>Part-cooked meat:</p> <p>Serve cooked meat:</p> <p>How do you (e.g. heat) disinfect your probe if it is inserted into undercooked meat?</p>

THINK TWICE!

Equipment with moving parts

You should **not** use the same equipment, such as vacuum packing machines, slicers & mincers, for both raw & ready-to-eat foods. These are complex pieces of machinery with lots of moving parts & it is very difficult to clean them sufficiently, so bacteria from raw food could easily be transferred to ready-to-eat food. To clean this equipment effectively, it needs to be taken apart (vacuum packing machines require a specialist to do this.) If you are unsure of what to do, check with your Local Authority.

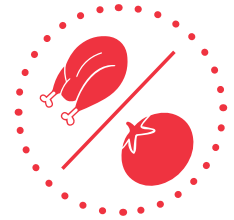
WHAT TO DO IF THINGS GO WRONG	HOW TO STOP THIS HAPPENING AGAIN
<ul style="list-style-type: none"> • If you think that ready-to-eat food has not been kept separate from raw food, throw away the food. • If equipment/surfaces/utensils have been touched by raw food, wash, disinfect & dry them to prevent harmful bacteria from spreading. 	<ul style="list-style-type: none"> • Train staff again on this safe method / improve staff supervision. • Re-organise delivery times & storage / food preparation areas to make it easier to keep food separate. • Make sure you have enough storage space & that it is well organised.

Write down what went wrong & what you did about it in your diary.



SAFE METHOD:

RAW FOOD PREPARATION SCHEDULE



Keeping raw food preparation activities separate from other activities is essential to prevent harmful bacteria from spreading. Remember to always:

- Clear the surface you are going to use before you start
- Wear suitable protective clothing
- Keep away from other activities
- Do not swap between activities
- Clean & disinfect all surfaces & equipment immediately after use
- Put everything away until you need it again

RAW FOOD PREPARATION SCHEDULE

Activity	Location	Day(s)	Time(s)	Colour-Coded / Designated Equipment & Utensils Used	Activities Nearby / Extra Prevention of Cross-Contamination Measures In Place
<i>Chicken preparation & trimming</i>	<i>Kitchen raw meat preparation table</i>	<i>Every day</i>	<i>09.00-10.00</i>	<i>Large red plastic chopping board Red handled raw meat knife Disposable plastic apron & gloves</i>	<i>No other activities in the kitchen at the same time. Raw meats must NOT be washed in the sink. Table to be completely clear before use. Table & equipment to be fully cleaned, disinfected & put away immediately after use.</i>
<i>Unplanned / extra raw food preparation during service</i>					

Completed / Reviewed By:	Position:	Date Completed / Reviewed:	Date(s) To Be Next Reviewed:

SAFE METHOD:

FOOD ALLERGIES



It is important to know what to do if you serve a customer who has a food allergy, because these allergies can be life-threatening. By law, you must tell your customers if certain food allergens are in the food you prepare (see the section on the next page).

You also need to refer to & complete the 'Managing Food Allergen information' pages in the Management section of this pack. All of the FSA's information, guidance & templates are available on [the FSA website](#).

SAFETY POINT	WHY?	HOW DO YOU DO THIS?
<p>Delivery & Collection</p> <p>Make sure, at the point of delivery, you label the food & check you have all the ingredient information you need from the supplier.</p>		<p>If you receive loose / unlabelled foods or remove foods from their packaging for storage, describe how you keep a record of the allergens these foods contain.</p>
<p>Preparation</p> <p>Make sure you do not contaminate foods for an allergic consumer while you are preparing food for them. Check the labelling information to make sure that any ingredients used to prepare the dish do not contain the food they are allergic to, including oils, dressings, glazes, sauces & garnishes.</p> <p>If the labels of any of the ingredients you are using to prepare that dish say they may contain certain food allergens or are not suitable for certain food allergy sufferers, you need to let the customer know & ask them if they still wish to order.</p> <p>When you have been asked to prepare a dish that does not contain a certain food, make sure work surfaces & equipment have been thoroughly cleaned first. Make sure staff wash their hands thoroughly before preparing the dish. You should also have separate preparation boards & equipment dedicated to allergy-free meals.</p> <p>If you make a mistake when preparing a dish for a customer with a food allergy, do not just remove the ingredient containing the allergen & still serve the food, start from scratch with fresh ingredients. Remember: unlike bacteria, allergens are always present in the food & cannot be removed or destroyed by cooking.</p>	<p>This helps to prevent small amounts of the food that a person is allergic to getting into the dish accidentally, which could prove fatal.</p>	<p>Do staff wash their hands before preparing food for allergic consumers? Yes No</p> <p>Are work surfaces & equipment thoroughly cleaned before use? Yes No</p> <p>Are separate, allergy-free meal chopping boards & utensils used? Yes No</p> <p>Describe any other precautions taken.</p> <p>Have staff who may prepare food for allergic consumers been trained on these precautions? Yes No</p>
<p>Storage</p> <p>It is important to make sure all foods are labelled clearly listing the allergens in the food, fully covered, resealed or placed into sealed containers if needed & any food spillages in storage areas / equipment are cleaned up quickly.</p> <p>Make sure you clearly label containers with the ingredients.</p>	<p>Allergens can easily be transferred from one food to another. This poses a risk of a customer with a food allergy being served contaminated food & suffering an allergic reaction.</p>	<p>Are allergen containing foods stored in separate, dedicated, sealed containers? Yes No</p> <p>Are these containers labelled with the allergen(s) in the food? Yes No</p>
<p>Service & Take Away Orders</p> <p>Cross contamination of a food allergy customer's order can take place during transport from your business to the customer's home & during service. You should take steps to prevent contamination such as keeping the food for the customer with an allergy separate, labelled & covered well. During service, it is also important to ensure that the right meal is served to the correct person.</p>	<p>If a food allergy customer's order is contaminated with allergens, they could suffer an allergic reaction.</p>	<p>Are take away or delivery foods for allergic customers clearly labelled & kept separate from other foods in the order? Yes No</p> <p>Describe any other precautions taken.</p>



THINK TWICE!

Which ingredients can cause a problem?

You must provide information about allergens to your customers if they are used as ingredients in the food & drink that you provide. You can find further information on [the FSA website](#)

These are some of the foods people may be allergic to & where they may be found:

Nuts (Namely almonds, hazelnuts, walnuts, pecan nuts, Brazil nuts, pistachio, cashew, Macadamia or Queensland nut).	In sauces, desserts, crackers, bread, ice cream, marzipan, ground almonds, nut oils.
Peanuts	In sauces, cakes, desserts. Don't forget groundnut oil & peanut flour.
Eggs	In cakes, mousses, sauces, pasta, quiche, some meat products. Don't forget foods containing mayonnaise or brushed with egg.
Milk	In yoghurt, cream, cheese, butter, milk powders. Also check for foods glazed with milk.
Fish	In some salad dressings, pizzas, relishes, fish sauce. You might also find fish in some soy & Worcestershire sauces.
Crustaceans	Such as prawns, lobster, scampi, crab, shrimp paste.
Molluscs	These include mussels, whelks, squid, land snails, oyster sauce.
Cereals containing gluten (namely wheat (such as spelt & Khorasan wheat), barley, rye & oats)	Also check foods containing flour, such as bread, pasta, cakes, pastry, meat products, sauces, soups, batter, stock cubes, breadcrumbs, foods dusted with flour.
Celery	This includes celery stalks, leaves & seeds & celeriac. Also look out for celery in salads, soups, celery salt, some meat products.
Lupin	Lupin seeds & flour in some types of bread & pastries.
Mustard	Including liquid mustard, mustard cress, mustard powder & mustard seeds, in salad dressings, marinades, soups, sauces, curries, meat products.
Sesame seeds	In bread, breadsticks, tahini, houmous, sesame oil.
Soya	As tofu or beancurd, edamame, tempeh, soya flour & textured soya protein, in some ice cream, sauces, desserts, meat products, vegetarian products.
Sulphur dioxide (when added & above 10mg/ kg in the finished food & drink)	In meat products, fruit juice drinks, dried fruit & vegetables, wine, beer.

WHAT TO DO IF THINGS GO WRONG

If you think a customer is having a severe allergic reaction:

- do not move them
- ring 999 & ask for an ambulance with a paramedic straight away
- explain that your customer could have anaphylaxis (pronounced 'anna-fill-axis')
- send someone outside to wait for the ambulance
- if the customer has an adrenalin or Epi pen, help them to get it.

HOW TO STOP THIS HAPPENING AGAIN

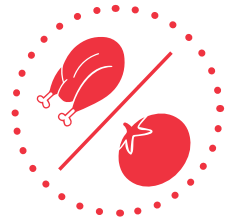
- Make sure all your staff understand how important it is to check all the contents of a dish if asked by someone who has a food allergy.
- Make sure you keep accurate & updated ingredient information for all ready-made products & staff know to check it.
- Review the way that staff prepare a dish for someone with a food allergy – are they cleaning effectively first & using clean equipment?
- Improve the descriptions on your menu.
- Train staff again on this safe method.
- Improve supervision.

Write down what went wrong & what you did about it in your diary.



SAFE METHOD:

PHYSICAL & CHEMICAL CONTAMINATION



It is very important to prevent objects & chemicals getting into food.

SAFETY POINT	WHY?
Follow the manufacturer's instructions on how to use & store cleaning chemicals. Store cleaning chemicals separately from food & make sure they are clearly labelled.	This is to prevent these chemicals getting into food.
Keep food covered.	This helps to stop things falling into the food.
Make sure you control pests effectively. (See the 'Pest control' safe method.)	This is to stop insects, droppings etc. getting into food, as well as preventing the spread of bacteria.
Make sure that any chemicals you use to control pests are used & stored in the correct way & clearly labelled.	This is to prevent these chemicals getting into food.
Always clear & clean as you go & take care to throw away packaging, string etc. as soon as you remove it. (See the 'Clear & clean as you go' safe method in the Cleaning section.)	Keeping surfaces clear & clean will help prevent chemicals & objects getting into food, as well as preventing the spread of bacteria.
Repair or replace any equipment or utensils that are damaged or have loose parts.	Loose parts may get into food by accident.
It is a good idea to have a rule of no glass in the kitchen.	This helps to prevent broken glass getting into food.



WHAT TO DO IF THINGS GO WRONG

- If chemicals or objects, such as glass, insects or coloured waterproof dressings get into food, throw the food away.
- If you find pests or signs of pests, take action immediately. (See the 'Pest control' safe method.)
- If you find objects in food that has been delivered, reject the delivery, if possible, & contact your supplier immediately.

HOW TO STOP THIS HAPPENING AGAIN

- Review how you use & store chemicals in your business.
- Review your pest control arrangements.
- Train staff again on this safe method.
- Improve staff supervision.

Write down what went wrong & what you did about it in your diary.



THINK TWICE!

When you clean work surfaces, make sure that any cleaning chemicals you use are suitable for surfaces touched by food. Check the manufacturer's instructions on how they should be used.

THINK TWICE!

Covering foods

It is important to keep food covered to help protect it from harmful bacteria. This is especially important for cooked food & other ready-to-eat food. Always use containers or bags that have been designed to store food. Suggested food coverings include kitchen foil, cling film, plastic boxes with lids or freezer bags. Keep unused food coverings clean & separate from food.

When you are covering food:

- Check the manufacturer's instructions to see if the covering is suitable for what you are using it for.
- Always make sure that the food is properly covered.
- Take care not to let the covering fall into foods.
- Never re-use foil, cling film or freezer bags & do not store food in opened tins.
- Make sure that plastic boxes are washed, disinfected & dried between uses.

Avoid re-using food packaging to store food. Often packaging is designed to be used once with a certain food, so it might not be safe to use it again, or to use it with a different food. If food packaging is used in a way that it was not designed for, chemicals could transfer into the food. Instead, use re-usable containers that have been designed to store food.

SAFE METHOD:

MAINTENANCE



Effective maintenance is essential to allow you to clean properly & keep pests out.

SAFETY POINT	WHY?
<p>All surfaces in the kitchen should be smooth & easy to clean. Repair structural damage as soon as it happens, e.g. damp/chipped plaster, broken tiles, holes in walls or windows.</p>	<p>Structural damage can make your premises harder to clean. It can attract pests, dirt & allows harmful bacteria to collect there.</p>
<p>Check extractor fans & filters regularly to make sure they are working properly & are free from grease & dirt.</p>	<p>This is to make sure the fans & filters can do their job properly.</p>
<p>Replace chopping boards that are scratched, pitted or scored.</p>	<p>Dirt & harmful bacteria can collect in any areas where the board is not smooth.</p>
<p>Repair or replace any equipment or utensils that are damaged or have loose parts.</p>	<p>Dirt & harmful bacteria can collect in damaged equipment/utensils. Loose parts may fall into food.</p>
<p>Throw away any cracked or chipped dishes & other tableware.</p>	<p>Dirt & harmful bacteria can collect in cracks or chips.</p>
<p>Make sure your cooking, hot holding & chilling equipment is well maintained & working properly.</p>	<p>If it does not work properly, food may not be kept safe.</p>
<p>Temperature probes should be checked regularly to make sure their readings are accurate.</p>	<p>If your probe is not accurate, then it will not give a reliable measure of whether food is at a safe temperature. (See the 'Prove it' safe method in the Management section.)</p>



WHAT TO DO IF THINGS GO WRONG	HOW TO STOP THIS HAPPENING AGAIN
<ul style="list-style-type: none">• If you think that equipment might not be working properly, check it straight away. Do not wait until it has broken down. Check that staff are using the equipment properly.• Look at the manufacturer's instructions to see if there is a troubleshooting section.• Contact the equipment manufacturer or your maintenance contractor, if you have one.• Use alternative equipment until the fault has been corrected.	<ul style="list-style-type: none">• Make your maintenance checks more frequent.• Encourage staff to report any structural damage or problems with equipment, so you know about problems early.• Train staff again on this safe method.• Improve staff supervision.

Write down what went wrong & what you did about it in your diary.



MANAGE IT	HOW DO YOU DO THIS?
<ul style="list-style-type: none">• Check your premises regularly for any structural damage or problems with equipment.• Put problems right as soon as possible, before they get worse or affect food safety. Make a note in your diary of what you do.• Put reminders in your diary of maintenance checks & make a note of any repairs you make.• It is a good idea to plan regular maintenance & servicing to keep the premises & its equipment in good condition.	<p>Do you do this?</p> <p>Yes Write any details here:</p>

SAFE METHOD:

PEST CONTROL



Effective pest control is essential to keep pests out of your premises & prevent them from spreading harmful bacteria.

SAFETY POINT	WHY?	HOW DO YOU DO THIS?
<p>Check your premises regularly for signs of pests. You could employ a pest control contractor. See the 'Suppliers & Contractors' safe method in the Management section.</p>	<p>Pests carry harmful bacteria.</p>	<p>Has your business been affected by pest activity within the past 12 months?</p> <p>Rats Mice Cockroaches None</p> <p>Have you checked to make sure that your premises is sealed to prevent pest entry (e.g. under doors, around pipework & electric cables, under the stairs)?</p> <p>Yes No</p> <p>Are all areas of your premises kept in a clean & tidy condition to deter pest activity & allow pest detection?</p> <p>Yes No</p> <p>How often do you check (including in voids, hard to reach areas & under the stairs) for signs of pest activity on your premises?</p> <p>Do you keep a record of these checks in your diary?</p> <p>Yes No</p> <p>Do you employ a pest control contractor?</p> <p>Yes No</p> <p>If you do, where do you keep your pest control records?</p> <p>Who is responsible for checking these records & signing off any recommendations?</p> <p>If your premises is or has a history of being affected by pests: Are your food & packaging stocks stored in containers to protect them from contamination?</p> <p>Yes No</p> <p>Are work tops & food contact equipment cleaned & disinfected before use each day?</p> <p>Yes No</p>
<p>Check deliveries thoroughly for signs of pests. Do not accept a delivery if it shows signs of pests such as gnawed packaging or insects.</p>	<p>Pests could come into your premises in a delivery.</p>	<p>How do you check deliveries?</p>
<p>Keep external areas tidy & free from weeds. Make sure bins have close-fitting lids & are easy to clean. Clean & disinfect regularly.</p>	<p>Weeds & rubbish can attract pests & provide them with food & shelter.</p>	<p>Are the external areas of your premises maintained in a clean & orderly condition to deter pest activity & allow pest detection?</p> <p>Yes No</p> <p>How often do you check the external areas of your premises for pest activity?</p>



TYPE OF PEST	SIGNS OF PEST
Rats & mice	Small footprints in dust, droppings, holes in walls & doors, nests, gnawed goods or packaging, grease or smear marks, urine stains on food packaging
Flies & flying insects e.g. moths	Bodies of insects, live insects, webbing, nests, droning or buzzing, maggots
Cockroaches	Eggs & egg cases, moulted 'skins', the insects themselves, droppings
Ants	Small piles of sand or soil, the insects themselves, flying ants on hot days
Birds	Feathers, droppings, nests, noise, the birds themselves
Beetles & weevils	Moving insects, particularly in dry food, small maggots

WHAT TO DO IF THINGS GO WRONG	HOW TO STOP THIS HAPPENING AGAIN
<ul style="list-style-type: none"> • If you see signs of a pest infestation, call a pest contractor immediately. Write the contact details for your pest contractor on the Contacts list in the diary. • If you think any equipment, surfaces or utensils have been touched by pests, they should be washed, disinfected and dried to stop harmful bacteria from spreading. • If you think food has been touched by pests in any way, throw it away. 	<ul style="list-style-type: none"> • Make your pest checks more frequent. • Maintain high standards of cleanliness & housekeeping to discourage activity. • Improve staff training on recognising signs of pests & encourage them to report problems immediately. • If you have persistent problems with pests, consider employing a pest contractor, if you do not have one already.

Write down what went wrong & what you did about it in your diary.



THINK TWICE!

Never let pest control bait/chemicals, including sprays, come into contact with food, packaging, equipment or surfaces, because they are likely to be poisonous to people.

MANAGE IT

- Make sure no food or dirty plates etc. are left out at night – these are a source of food for pests.
- Make sure that checks for pests are carried out regularly.
- Put reminders of when to check for pests in your diary.
- If you have a pest contractor, keep a record of their contact details & visits in your diary, as well as any feedback or action points they recommend. Make a note of when you have carried these out.



..... CLEANING

Effective cleaning is essential to get rid of harmful bacteria, viruses & allergens to stop them spreading to food.



Effective cleaning is essential to get rid of harmful bacteria, viruses & allergens to stop them spreading to food.



This section tells you about handwashing, cleaning effectively, how to 'clear & clean as you go' & developing a cleaning schedule.

SAFE METHOD:

HANDWASHING



Effective handwashing is essential to help prevent bacteria spreading to food.

Make sure all staff who work with food wash their hands properly before handling or preparing food, including after handling raw food & before handling ready-to-eat food. **Remember: effective hand washing takes time.**

For a video demonstration, visit the [FSA YouTube channel](#)

WASHING HANDS EFFECTIVELY			
<p>Step 1: Wet your hands thoroughly under warm running water & squirt liquid soap onto your palm.</p>	<p>Do you & your staff do this? Yes No</p>	<p>Step 2: Rub your hands together palm to palm to make a lather.</p>	<p>Do you & your staff do this? Yes No</p>
<p>Step 3: Rub the palm of one hand along the back of the other & along the fingers. Repeat with the other hand.</p>	<p>Do you & your staff do this? Yes No</p>	<p>Step 4: Put your palms together with fingers interlocked & rub in between each of the fingers thoroughly.</p>	<p>Do you & your staff do this? Yes No</p>
<p>Step 5: Rub around your thumbs on each hand & then rub the fingertips of each hand against your palms.</p>	<p>Do you & your staff do this? Yes No</p>	<p>Step 6: Rinse off the soap with clean running water & dry your hands thoroughly on a disposable towel. Turn off the tap with the towel & then throw the towel away.</p>	<p>Do you & your staff do this? Yes No</p>

CHECK IT	
<p>For hands to be washed properly, you need warm running water, liquid soap & preferably disposable towels. Ideally, antibacterial soap should meet standard BS EN 1499 for extra protection against harmful bacteria & contamination.</p>	<p>Do you have a wash hand basin in the kitchen? Yes No</p> <p>Is it unobstructed & easy to access? Yes No</p> <p>If not, describe the sink you use for hand washing?</p> <p>Is the wash hand basin or sink you use for handwashing supplied with warm running water, BS EN 1499 liquid soap & disposable towels? Yes No</p> <p>If not, describe the soap & hand drying materials you use?</p> <p>Are the wash hand basins in the toilets your staff use supplied with warm running water, liquid soap & a suitable hand dryer or hand drying materials? Yes No</p>



WHEN TO WASH YOUR HANDS			
<p>BEFORE touching or handling any food, especially ready-to-eat food (e.g. cooked meat) & AFTER touching raw meat, poultry, fish, eggs, unwashed vegetables or any packaging used for raw foods.</p>	<p>Do you & your staff do this?</p> <p>Yes No</p>	<p>After touching a cut or changing a dressing.</p>	<p>Do you & your staff do this?</p> <p>Yes No</p>
<p>When entering the kitchen e.g. after a break or going to the toilet.</p>	<p>Do you & your staff do this?</p> <p>Yes No</p>	<p>After touching items such as phones, light switches, door handles, cash registers & money.</p>	<p>Do you & your staff do this?</p> <p>Yes No</p>
<p>After touching or emptying bins.</p>	<p>Do you & your staff do this?</p> <p>Yes No</p>	<p>After touching your hair, face or blowing your nose.</p>	<p>Do you & your staff do this?</p> <p>Yes No</p>
<p>After any cleaning.</p>	<p>Do you & your staff do this?</p> <p>Yes No</p>	<p>Before preparing food for a customer who has declared a food allergy.</p>	<p>Do you & your staff do this?</p> <p>Yes No</p>

THINK TWICE!

If you use disposable gloves in your business, they should never be used as an alternative to effective handwashing.

When using disposable gloves make sure you:

- Wash your hands thoroughly before putting them on & after taking them off.
- Always change them regularly, especially between handling raw food & ready-to-eat food.
- Throw them away after use or if damaged.

Hygienic hand rubs & gels can be useful when used as an additional precaution, but should **never** be used as a replacement for effective handwashing. If hand rubs or gels are used they should comply with standard BS EN 1500.

WHAT TO DO IF THINGS GO WRONG

- If you think a member of staff has not washed their hands, make sure they wash them straight away & emphasise how important it is to wash their hands when working with food.

HOW TO STOP THIS HAPPENING AGAIN

- Make sure that hand basins are convenient with plenty of soap & disposable towels.
- Train staff again on this safe method.
- Improve staff supervision.



CLEANING EFFECTIVELY

Effective cleaning is essential to get rid of harmful bacteria and stop them spreading. Cleaning is also important to discourage pest activity.

SAFETY POINT	WHY?	HOW DO YOU DO THIS?
<p>Cleaning & disinfection needs to be carried out in two stages:</p> <p>1. Clean: Using either hot, soapy water or a cleaning product (such as a sanitiser), remove visible dirt, grease & debris from surfaces / equipment & wipe off or rinse.</p> <p>2. Disinfect: Following the manufacturer’s instructions, apply a disinfectant (such as a sanitiser) all over the surfaces / equipment & leave on for the required contact time.</p>	<p>Chemical disinfectants only work if surfaces have been thoroughly cleaned first to remove grease & other dirt.</p>	<p>Do you make sure a two-stage process is used for cleaning & disinfecting worktops & food contact surfaces?</p> <p>Yes No</p> <p>Have your staff been trained on how to carry out a two-stage cleaning & disinfection process?</p> <p>Yes No</p>
<p>Manufacturer’s instructions/BS EN standards:</p> <p>When using disinfectants or sanitisers, always follow the manufacturer’s instructions on the label. These instructions should tell you how to correctly dilute the product & how long you need to leave the product on the surface/ equipment for harmful bacteria to be reduced to safe levels. Sanitisers & disinfectants should meet relevant standards, either BS EN 1276 or BS EN 13697.</p>	<p>This is important to make sure that chemicals work effectively.</p>	<p>What is the name of the disinfectant or sanitiser you use?</p> <p>Does it meet a BS EN 1276 or BS EN 13697 standard?</p> <p>Yes No</p> <p>How is it supplied?</p> <p>Concentrated Ready-to-Use</p> <p>If it is concentrated, what dilution of the product (i.e. how much product to how much water) do you use?</p> <p>Have staff been trained on how to measure this dilution correctly?</p> <p>Yes No N/a</p> <p>What is the required contact time for the disinfectant or sanitiser you use to meet a BS EN 1276 or BS EN 13697 standard?</p>
<p>It is very important to thoroughly clean & disinfect surfaces & equipment after use for raw food, & before preparing ready-to eat foods.</p>	<p>This will help prevent harmful bacteria spreading from raw food on to ready-to-eat food.</p>	<p>Describe your process for cleaning & disinfecting worktops & food contact surfaces / equipment below:</p>

PROCESS	PRODUCTS (e.g. detergents or sanitisers)	MATERIALS (e.g. cloths, scouring pads or paper towels)
1. Cleaning		
2. Disinfection		

HIGH PRIORITY CLEANING

SAFETY POINT	WHY?	HOW DO YOU DO THIS?
<p>Regularly wash/wipe & disinfect all the items people touch frequently, such as work surfaces, sinks, taps, door handles, switches, can openers, cash registers, telephones & scales.</p>	<p>This will help prevent dirt & bacteria being spread to people's hands & then to food or other areas.</p> <p>Drying naturally helps prevent bacteria being spread back to these items on a towel / cloth used for drying.</p>	<p>How often do you clean & disinfect items people touch frequently?</p>
<p>Clean & disinfect fridges regularly at a time when they do not contain much food. Transfer food to another fridge or a safe cold area & keep it covered.</p>	<p>To clean a fridge thoroughly, you should take out all of the food & keep it cold somewhere else. If food is left out at room temperature, bacteria could grow.</p>	<p>How often do you clean & disinfect fridges?</p>
<p>Ideally use a dishwasher. Do not overload the dishwasher & make sure it is maintained & serviced regularly.</p> <p>If you do not have a dishwasher, wash plates, equipment, etc, in hot soapy water using bactericidal detergent.</p> <p>Ideally, separate sinks should be used for washing up equipment used for raw foods & equipment used for ready to eat foods.</p> <p>If you have to use the same sink, the water must be changed & the sink (including all taps/fittings) must be thoroughly cleaned & disinfected using a two stage clean between uses.</p>	<p>Dishwashers wash items thoroughly at a high temperature so this is a good way to clean equipment & kill bacteria (disinfect) & remove allergens. If you overload the dishwasher, it may not wash effectively.</p> <p>Cleaning & disinfecting is important to prevent bacteria spreading from raw to ready-to-eat food.</p>	<p>Do you have a dishwasher?</p> <p>Yes No</p> <p>If not, do you have separate sinks for washing up raw & ready-to-eat equipment/utensils?</p> <p>Yes No N/a</p> <p>If you only have one sink, do you clean & disinfect it (including taps/ other fittings) using a two stage clean between uses?</p> <p>Yes No</p>

OTHER CLEANING

SAFETY POINT	WHY?
<p>Items that do not touch food are not as high a priority but they should still be cleaned effectively. Examples include dry storage areas & floors.</p> <p>Take care when cleaning floors so other surfaces are not contaminated by splashing.</p> <p>For equipment or areas that are hard to clean, you may wish to employ a contract cleaner.</p>	<p>This prevents dirt & bacteria building up in the kitchen. It also removes any food which has fallen on the floor, which can attract pests e.g. mice & cockroaches.</p> <p>Contract cleaners have special equipment & experience of more difficult cleaning.</p>

THINK TWICE!

Effective cleaning needs to be carried out in two stages. Disinfectants will only work on clean surfaces. Always use a cleaning product to remove visible dirt & grease before disinfecting. Always check the manufacturer's instructions for the correct dilution & contact time for disinfectants or sanitisers.

When you are cleaning, remember to move food out of the way or cover it & to change your protective clothing. This is to prevent dirt, bacteria or cleaning chemicals from getting onto food.

MANAGE IT	WHY?	HOW DO YOU DO THIS?
<p>Fill out the cleaning schedule in the diary to show how you manage cleaning in your business. (See the 'Your Cleaning Schedule' safe method.)</p>	<p>This is to make sure that staff know what to clean, when & how.</p>	<p>Have you completed the cleaning schedule from the diary?</p> <p>Yes No</p> <p>If no, are you using another cleaning schedule?</p> <p>Yes No N/a</p>
<p>Make sure you always have a good supply of cleaning chemicals, materials & equipment. It can be helpful to put a reminder in your diary of when you should buy more.</p>	<p>Staff are more likely to clean properly if the right cleaning chemicals, materials & equipment are available.</p>	<p>Do you make sure you have a good supply of cleaning products?</p> <p>Yes No</p>
<p>Cleaning chemical stocks must not be stored in areas where food is handled.</p>	<p>This is because they could provide a source of contamination.</p>	<p>Where do you store your cleaning chemical stocks (away from areas where food is handled)?</p>

WHAT TO DO IF THINGS GO WRONG	HOW TO STOP THIS HAPPENING AGAIN
<ul style="list-style-type: none"> If you find that any item in your kitchen is not properly clean, clean & where necessary disinfect it, & allow it to dry. 	<ul style="list-style-type: none"> Review your cleaning schedule, including how you clean & how often. Make sure your cleaning chemicals, materials & equipment are suitable for the tasks you use them for & are being used correctly. Train staff again on this safe method. Improve staff supervision.

Write down what went wrong & what you did about it in your diary.



SAFE METHOD:

CLEAR & CLEAN AS YOU GO



Keeping your kitchen clear & clean makes it safer.

SAFETY POINT	WHY?
<p>It is a good idea to take off outer packaging from food before you bring food into the kitchen or storeroom.</p> <p>Remember to check if allergen information is on the inner packaging before disposing of the outer packaging so you can provide accurate information to your customers.</p>	<p>Outer packaging could have touched dirty floors etc. when it has been stored or transported before.</p>
<p>Take extra care with how you throw away packaging & food waste from raw food. If packaging from raw food touches work surfaces make sure you wash & then disinfect them afterwards.</p>	<p>Packaging & food waste from these foods are more likely to spread harmful bacteria & allergens to food & surfaces.</p>
<p>Keep your kitchen free from clutter & rubbish. Clear away dirty kitchen equipment as soon as possible.</p>	<p>Work surfaces are easier to keep clean when they are not cluttered. It is also important to clear away used equipment to prevent bacteria & allergens spreading from it to surfaces or food.</p>
<p>Keep sinks clear & clean them regularly.</p>	<p>This stops dirt building up & helps prevent bacteria & allergens from spreading.</p>
<p>Wash or wipe away spills as soon as they happen. Clean & then disinfect work surfaces after wiping up spills from raw food.</p>	<p>This stops dirt building up & helps prevent bacteria & allergens from spreading.</p>
<p>Wash work surfaces thoroughly between tasks. Use a new cloth (or one that has been washed & disinfected) to clean work surfaces before preparing ready-to-eat food.</p>	<p>This will help prevent dirt & bacteria & allergens spreading onto other foods from the surface. A dirty cloth could spread bacteria & allergens to the surface.</p>

MANAGE IT

'Clear & clean as you go' is the recommended way of keeping your kitchen clean as you work. How do you do this?



MANAGING FOOD WASTE

Managing food waste can help prevent fat, oils & grease from blocking your sinks, pipes & drains. Check with your Environmental Health Team if there are specific requirements in your area.

SAFETY POINT	WHY?	HOW DO YOU DO THIS?
Scrape food waste into the bin before washing. Ideally, use a separate a bin just for food waste.	This will help stop food & grease from blocking your sinks, pipes & drains.	Do you have sufficient / easy to access waste bins? Yes No
Use a strainer over the plughole to stop food going down the sink.		Do you use strainers in your sinks? Yes No
Food waste should be stored in a specific place, away from food preparation, before it is collected. This area should be cleaned & disinfected regularly.	Open lids & drainage holes on external bins can allow pest access.	Do you have a separate / secure waste storage area? Yes No Do you clean & disinfect this area regularly? Yes No Is your waste collected by an authorised waste carrier? Yes No Which carrier do you use? How often is your waste collected?
If your business uses a lot of cooking oil, it is important to consider how your waste oil will be collected & how to protect your drains. Waste oil cannot be put out with your other waste & cannot be poured down the drains. It is a good idea to fit grease traps on your sinks & appliances to protect your drains. Waste oil should be stored in sealed / leak-proof containers to avoid spillages & deter pests. Waste oil must be collected by an authorised waste oil carrier. You should keep a 'receipt' for any oil collected.		Does your business use a lot of cooking oil? Yes No Do you have sufficient grease traps to protect your drains? Yes No How & where is your waste oil stored? Who collects your waste oil? Where do you keep your waste oil collection 'receipts'?

WHAT TO DO IF THINGS GO WRONG	HOW TO STOP THIS HAPPENING AGAIN
<ul style="list-style-type: none"> • If you find that work surfaces or equipment are not properly clean, wash, disinfect & dry them before using them to prepare food. • If you find any packaging or waste lying around, throw it away immediately & clean & then disinfect the work surface thoroughly. • If sinks, pipes or drains get blocked check food is being scraped into bins before washing & that strainers are being used. 	<ul style="list-style-type: none"> • Review your clearing & cleaning practices. • Review staffing levels. • Consider changing the order / timing of tasks to make it easier to keep surfaces clear & clean. • Train staff again on this safe method. • Improve staff supervision.

Write down what went wrong & what you did about it in your diary.



YOUR CLEANING SCHEDULE



A cleaning schedule is a useful tool to help you clean effectively in your business.

WHAT TO DO

You can use the cleaning schedule supplied in the diary to write down how you clean in your business. This safe method should help you do this.

Alternatively, you may already have a cleaning schedule. If so, you can continue to use it, but it is a good idea to look at this safe method & review your schedule to make sure that it covers the right things.

It is important to write down how you do your cleaning, so you can show what you do. It is also useful for staff to be able to check how they should clean things, so you may wish to put your cleaning schedule on the wall.

SAFETY POINT	HOW DO YOU DO THIS?
<p>Walk through your premises & make a list of everything that needs cleaning. This will depend on what you do in your business.</p> <p>Some items should be cleaned more frequently than others & some should also be disinfected. You do not need to disinfect everything – concentrate on those items that will be touched by food & frequently touched items such as door handles.</p> <p>You will also need to clean & then disinfect surfaces or items that have been touched by raw food, or leaks or spills from these.</p> <p>Some specialist equipment will have instructions on dismantling & cleaning which should be followed.</p> <p>See the next page of this safe method.</p>	<p>You may find it helpful to go through the following examples of items that need cleaning & disinfecting:</p> <p>Items that come into contact with food</p> <ul style="list-style-type: none"> • Work surfaces & chopping boards • Equipment e.g. knives • Fridges & freezers • Equipment with moving parts e.g. food mixers, slicers, vacuum packing machines & processors • Sinks & soap dispensers • Re-usable cloths & work clothes • Ice machines <p>Frequently touched items</p> <ul style="list-style-type: none"> • Rubbish bins, broom & mop handles • Door handles, taps, switches, controls, cash registers & scales • Can openers, telephones, probe thermometers <p>Other items</p> <ul style="list-style-type: none"> • Floors, walls, ceilings • Storage areas • Waste areas & drains • Microwaves, ovens, dishwashers, hot-holding & display cabinets • Self-service & staff areas
<p>For each item, or group of items, write down what you do on your cleaning schedule.</p>	<p>Include details on:</p> <ul style="list-style-type: none"> • How you clean the item(s) • What chemicals you use & how to use them • What equipment you use • How often you clean the item(s)
<p>Review your schedule regularly & check that all cleaning is being done properly.</p>	<p>Train staff on the cleaning schedule, so they know what they have to do, & when. Supervise cleaning.</p>



EXAMPLE OF A CLEANING SCHEDULE

Fill in details of all the items you clean

Item	Frequency of cleaning					Precautions e.g. wear gloves or goggles	Method of cleaning
	After use	Every shift	Daily	Weekly	Other		
Work surface	X					Wear gloves	<ol style="list-style-type: none"> 1. Remove any obvious food & dirt. 2. Wash the surface with hot soapy water (detergent diluted according to manufacturer's instructions) to remove grease & any other food & dirt. 3. Rinse with clean water to remove the detergent & loosened food & dirt. 4. Apply a disinfectant. Make sure you leave it on for the contact time recommended by the manufacturer. 5. Rinse with clean water to remove the disinfectant. 6. Leave to dry naturally or use a clean disposable cloth.
Fridge				X		Wear gloves	<ol style="list-style-type: none"> 1. Remove all food & store it in a cool place, ideally another fridge or cool box. 2. Remove shelves & compartments from the fridge & wash them in hot soapy water & then disinfect. Allow to dry naturally or use a clean or disposable cloth. 3. Wash & then disinfect all surfaces of fridge with hot soapy water & dry with a clean or disposable cloth. 4. Replace shelves & compartments, & put the food back in the fridge. 5. Clean the outside & door seals, & disinfect the handles.

CLEANING TERMS

Detergent

A chemical (e.g. washing-up liquid) used to remove grease, dirt & food. Used for general cleaning.

Disinfectant

A chemical which kills bacteria. Check that surfaces are clean of grease, dirt & food before you use a disinfectant.

Sanitiser

A two-in-one product that acts as a detergent & a disinfectant. If you use a sanitiser, make sure you use it first to clean & remove grease, & then again to disinfect.

BS EN standards

Disinfectants & sanitisers should meet either BS EN 13697 or BS EN 1276 standards.

Dilution rate

Most cleaning chemicals are concentrated, so you need to add water to dilute them before they can be used. It is important to follow the manufacturer's instructions on how much water to use with the chemical. This is the 'dilution rate'. If you add too much or too little water, then the cleaning chemical might not work effectively.

Contact time

This is how long a cleaning chemical needs to be left on the item you are cleaning. It is important to follow the manufacturer's instructions on contact time for the chemical to work effectively.



CHILLING

Chilling food properly helps to stop harmful bacteria from growing.



Chilling food properly helps to stop harmful bacteria from growing.



Some foods need to be kept chilled to keep them safe, such as sandwiches, cooked meat, cooked fish, cooked rice & pasta, cream-based desserts, food with a 'use-by' date & food that says 'keep refrigerated' on the label.

SAFE METHOD:

CHILLED STORAGE & DISPLAYING CHILLED FOOD



Harmful bacteria can grow in food that is not chilled properly.

SAFETY POINT	WHY?	HOW DO YOU DO THIS?
<p>Certain foods need to be kept chilled to keep them safe, for example:</p> <ul style="list-style-type: none"> • food with a 'use by' date • food that says 'keep refrigerated' on the label • food you have cooked & will not serve immediately • ready-to-eat food such as salads, cooked meats, sandwiches & desserts. 	<p>If these types of food are not kept cold enough harmful bacteria could grow.</p>	<p>Do you regularly check that these types of food are kept chilled?</p> <p>Yes</p> <p>If not, what do you do?</p>
<p>Make sure you use food before its 'use by' date.</p> <p>For dishes you have prepared or cooked, use stickers, or another method of labelling, to keep track of when food should be used or thrown away.</p> <p>For guidance on how long to keep food, follow manufacturer's storage instructions on the product label.</p> <p>High risk ready to eat foods should be kept for a maximum of 3 days in total (day of cook / opening + 2 days) unless you have evidence that it is safe to keep them for longer.</p>	<p>Food with 'use by' dates, cooked dishes & other ready-to-eat food have a limited shelf life.</p> <p>Food cannot be supplied or served after its 'use by date'.</p>	<p>Do you date label pre-cooked & opened high risk foods to know when they should be used or thrown away?</p> <p>Yes No</p> <p>How many days can you keep these foods?</p> <p>How many days can you keep special foods e.g. salad & rice?</p> <p>When / how do you check if food is out of date & should be thrown away?</p>
<p>Follow the manufacturer's instructions on how to use fridges & chilled display equipment.</p>	<p>It is important to use equipment properly to make sure food is kept cold enough.</p>	<p>Do you follow the manufacturer's instructions for using your:</p> <p>Fridges?</p> <p>Display Units?</p> <p>If not, what do you do?</p>
<ul style="list-style-type: none"> • Pre-cool the display unit before you put chilled food in it. • Only display as much food as you think you will need. • Display food for the shortest time possible. <p>You could also:</p> <ul style="list-style-type: none"> • use a 'dummy' portion for display (which will not be eaten) • use photographs to show customers what the food looks like. 	<p>It is important to keep chilled food cold while it is on display to prevent harmful bacteria from growing in the food.</p> <p>If you keep high risk food on display at room temperature it is important that this is for not more than a single period of up to 4 hours.</p>	<p>Do you display chilled high risk food at or below 8°C?</p> <p>Yes No</p> <p>If you display high risk food above 8°C, how do you make sure this is not for more than 4 hours?</p>



CHECK IT	HOW DO YOU DO THIS?										
<p>It is recommended that fridges & chilled display equipment should be set at 5°C or below.</p> <p>This is to make sure that chilled food is kept at 8°C or below. This is a legal requirement in England, Wales & Northern Ireland, & recommended in Scotland.</p> <p>You should check the temperature of your fridges & chilled display equipment at least once a day starting with your opening checks (see the 'Management' section).</p> <p>To make sure equipment is working properly, check temperatures in between packs of chilled food using a clean, disinfected probe thermometer.</p>	<p>Some equipment will have a digital display or dial to show what temperature it is set at. You can use this to check the temperature of your equipment.</p> <p>If you do this, you should check regularly that the temperature shown on the display / dial is accurate using either a fridge thermometer or a probe thermometer.</p> <p>How do you check the temperature of chilling equipment?</p> <p>Fridge:</p> <table border="0"> <tr> <td>Digital display / dial</td> <td>Between / in foods with probe thermometer</td> </tr> <tr> <td>Fridge thermometer</td> <td>Water bottle / pot with probe thermometer</td> </tr> </table> <p>Chilled display unit:</p> <table border="0"> <tr> <td>Digital display / dial</td> <td>Between / in foods with probe thermometer</td> </tr> <tr> <td>Fridge thermometer</td> <td>Water bottle / pot with probe thermometer</td> </tr> </table> <p>If you do not do this, what do you do?</p> <p>Do you keep daily fridge temperature records?</p> <table border="0"> <tr> <td>Yes</td> <td>No</td> </tr> </table>	Digital display / dial	Between / in foods with probe thermometer	Fridge thermometer	Water bottle / pot with probe thermometer	Digital display / dial	Between / in foods with probe thermometer	Fridge thermometer	Water bottle / pot with probe thermometer	Yes	No
Digital display / dial	Between / in foods with probe thermometer										
Fridge thermometer	Water bottle / pot with probe thermometer										
Digital display / dial	Between / in foods with probe thermometer										
Fridge thermometer	Water bottle / pot with probe thermometer										
Yes	No										

THINK TWICE!

When you display cold food (e.g. on a buffet) you should use suitable chilled display equipment to keep it at 8°C or below. If this is not possible there is a '4 hour rule' exception:

You can display food out of chilled storage for up to four hours, but you can only do this once.

Make sure you know how long food has been on display or kept out of chilled storage. It is a good idea to label foods with the time they were taken out of the fridge or write this information in your diary so you can check the time easily. Food which has been displayed for less than four hours can be put back in the fridge & kept at 8°C or below until it is used. If it has been out for more than four hours it must be thrown away.

If you do take food out of chilled storage to display it, remove a small amount at a time. Make sure that food on display is used up before you add new food. This will make it easier to ensure that food is not left on display longer than 4 hours.

Some foods require storage at temperatures lower than 8°C to keep them safe so always follow the manufacturer's storage guidance.

Minimise the time chilled foods are kept out at room temperature during preparation. You can help do this by only preparing small batches one at a time.

PROVE IT

To check chilling equipment is working effectively you can use a disinfected temperature probe to check the food is kept at a safe temperature. (See the 'Prove it' safe method in the Management section for advice on using probes safely).

WHAT TO DO IF THINGS GO WRONG	HOW TO STOP THIS HAPPENING AGAIN
<ul style="list-style-type: none"> If your fridge or display equipment breaks down, use other equipment, or move the food to a cold area. If you cannot do this, or you do not know how long the equipment has been broken down, contact the Environmental Health Team at your Local Authority for advice. If food on display has not been kept chilled for more than four hours, throw it away. <p>Remember that some foods need extra care e.g. rice. See the safe method 'Foods that need extra care' in the Cooking section.</p>	<ul style="list-style-type: none"> Review your chilled display method & see if you can make it safer (using the front of this sheet). Train staff again on this safe method. Improve staff supervision. If you have frequent problems with your chilling equipment, consider whether it is suitable for your business. Generally, commercial equipment will be more suitable for catering.

Write down what went wrong & what you did about it in your diary.



SAFE METHOD:

CHILLING DOWN HOT FOOD



Harmful bacteria can grow in food that is not chilled down as quickly as possible.

SAFETY POINT	WHY?
If you cook food in advance to store & serve later, chill it down as quickly as possible & then put it in the fridge.	Harmful bacteria can grow in food that is left to chill down slowly.
Make sure that food is chilled down to room temperature (e.g. approximately 25°C) before you put it in the fridge.	Warm food will not chill down quickly inside a closed fridge & the temperature of your fridge could be affected.
It is important to set a maximum limit on the amount of time that high-risk food can be left to chill down before you put it in the fridge. This should generally be less than 2 hours.	If you do not this, you cannot be sure that the chilling down methods you have chosen are safe.
Avoid cooking large quantities / batches of high-risk food in advance, unless you can chill it down within this time limit.	Large quantities of food are more difficult to chill down quickly. Solid foods are also difficult to chill down quickly.

MAXIMUM TIME LIMIT	
What time limit have you set for high-risk foods to be chilled down to room temperature before you put them in the fridge?	

HOW TO CHILL DOWN HOT FOOD	
Cut joints of meat & whole birds into smaller pieces.	Smaller pieces of meat will chill down more quickly.
Divide large quantities / batches of food into smaller portions.	Smaller amounts of food will chill down more quickly.
Loosely cover pans of hot food & move them to a colder area. This method is only likely to be suitable for smaller portions of food.	Food will chill down more quickly in a colder area. Where possible, regular stirring will also help to chill down the food.
Loosely cover pans of hot food & stand them in cold water. You can also use ice to speed up this process.	Food will chill down more quickly in cold (especially iced) water. Where possible, regular stirring will also help to chill down the food.
Spread food out on a cold or pre-chilled tray.	Spreading food out will increase the surface area for food to cool more quickly. Regular turning will also help to chill down the food.
Use the 'cool' setting on your oven (provided your oven is not still hot).	This setting increases the air flow around the food helping it chill down more quickly.
Use a blast chiller to chill down food. This is likely to be the best option if you regularly chill down large quantities of high-risk food.	Blast chillers are specially designed to chill down hot foods quickly & safely. They are expensive but can help you to save space & improve the organization of your kitchen.
If you have another method of chilling down hot food, e.g. putting pasta under cold running water, write the details here:	

REMEMBER: Dividing food into smaller pieces or portions will always help & can be used in combination with other methods to make sure your food is chilled down as quickly as possible / within the time limit you have set.



CHILLING DOWN HOT FOOD - WHAT DO YOU DO?

Type of Food	Max. Batch Size	Chill Down Method / Combination of Methods	Other Details	Prove It Record
Large meat & poultry joints etc. e.g. roasting joints, hams, whole ducks / chickens		Divide into smaller pieces / portions Cover & chill down in a cold area Cover & chill down in cold / iced water Spread out on cold / shallow tray Chill down in a blast chiller		
Not Applicable				
Large quantities of individual items e.g. meat & poultry pieces, vegetables, rice		Divide into smaller pieces / portions Cover & chill down in a cold area Cover & chill down in cold / iced water Spread out on cold / shallow tray Chill down in a blast chiller		
Not Applicable				
Combination dishes e.g. lasagne, moussaka, pies, casserole dishes		Divide into smaller pieces / portions Cover & chill down in a cold area Cover & chill down in cold / iced water Spread out on cold / shallow tray Chill down in a blast chiller		
Not Applicable				
Liquid dishes e.g. curries, stews, soups, stocks, sauces, fillings		Divide into smaller pieces / portions Cover & chill down in a cold area Cover & chill down in cold / iced water Spread out on cold / shallow tray Chill down in a blast chiller		
Not Applicable				
Other:		Divide into smaller pieces / portions Cover & chill down in a cold area Cover & chill down in cold / iced water Spread out on cold / shallow tray Chill down in a blast chiller		
Not Applicable				

CHECK IT

First, try out different methods / combinations of methods to find out which is best at chilling down each type of food. The 'Prove It' pages in the Management section have advice on how to do this.

When you have chosen a method / combination of methods for a particular type of food, check that it is capable of chilling down your maximum batch size to room temperature within the time limit you have set (e.g. 2 hours).

Write the details of this check in the 'Prove It: Records' section of your Diary, including the (1) name / type of food (2) batch size / quantity cooked (3) chill down method / combination of methods used (4) temperature of the food at half hour intervals from just after cooking until it has chilled down to room temperature.

WHAT TO DO IF THINGS GO WRONG

If food has not been chilled down safely, it is best just to throw it away. This is because there may be toxins in the food.

Remember that some foods need extra care e.g. rice. See the 'Foods that need extra care' pages in the Cooking section.

HOW TO STOP THIS HAPPENING AGAIN

- Review your chill down method to make sure it was carried out properly. Consider reducing your batch sizes or choosing a better method.
- Re-train your staff & improve staff supervision.
- If you chill down lots of hot food in your business, consider investing in a blast chiller.

Write down what went wrong & what you did about it in your diary.



SAFE METHOD:

DEFROSTING



Harmful bacteria can grow in food that is not defrosted properly.

SAFETY POINT	WHY?	HOW DO YOU DO THIS?
Food should be thoroughly defrosted before cooking (unless the manufacturer's instructions tell you to cook from frozen or you have a proven safe method).	If food is still frozen or partially frozen, it will take longer to cook. The outside of the food could be cooked, but the centre might not be, which means it could contain harmful bacteria.	Do you make sure that foods which need to be defrosted are thoroughly defrosted before cooking? Yes No Which foods do you cook from frozen?
OPTIONS FOR DEFROSTING FOOD		
1. Ideally, plan ahead to leave enough time & space to defrost small amounts of food in the fridge.	Putting food in the fridge will keep it at a safe temperature while it is defrosting.	Do you mostly defrost food in this way? Yes No How much time do you allow for food to defrost in this way?
2. If you cannot defrost food in the fridge, you could put it in a container and then place it under cold running water.	Cold water will help to speed up defrosting without allowing the outside of the food to get too warm.	Which foods do you defrost in this way? None What is the maximum time you will allow foods to defrost in this way?
3. Raw meat & poultry (including large joints & whole birds), should NOT be defrosted in the sink unless they are in a sealed container. For more information visit the FSA website .	Harmful bacteria could be spread, contaminating sinks, taps & surfaces.	How do you defrost raw meat & poultry? N/a What is the maximum time you will allow raw meat & poultry to defrost in this way?
4. If you use the sink to defrost some foods, make sure the sink is clean & empty. The sink should be cleaned & then disinfected after being used for defrosting.	Cold running water will help speed up defrosting.	Which foods do you defrost in this way? None What is the maximum time you will allow foods to defrost in this way?



SAFETY POINTS	WHY?	HOW DO YOU DO THIS
5. Or you could defrost food in the microwave on the 'defrost' setting.	This is a fast way to defrost food.	Which foods do you defrost in this way? None
6. If necessary, you could defrost food at room temperature. Follow the manufacturer's defrosting instructions. Food should be left out at room temperature for the shortest time possible. Ideally, defrost these foods in the fridge.	Foods will defrost quite quickly at room temperature, but harmful bacteria could grow in food if it gets too warm while defrosting.	Which foods do you defrost in this way? None What is the maximum time you will allow foods to defrost in this way?
7. If you have another method of defrosting, write the details here:		Which foods do you defrost in this way? What is the maximum time you will allow foods to defrost in this way?

THINK TWICE!

Keep meat / poultry separate from other food when it is defrosting, to prevent cross-contamination. Once food has been defrosted you should use it immediately (within one day).

CHECK IT	WHY?	HOW DO YOU DO THIS?
When you think food has defrosted, it is important to check to make sure.	The outside may look defrosted but the inside could still be frozen.	Check for ice crystals in the food using your hand or a skewer. With birds, check the joints are flexible. Do you use these checks? Yes No If you use other checks, write the details here:

WHAT TO DO IF THINGS GO WRONG	HOW TO STOP THIS HAPPENING AGAIN
If food has not fully defrosted, continue to defrost the food until no ice crystals are left. Test again before cooking or reheating. Speed up the defrosting process e.g. by using cold water or a microwave (see the front of this sheet). Use an alternative menu item. If you do not have time to defrost for longer, replace the dish with a similar dish that is ready to serve.	Change your defrosting method & make it safer, e.g. defrost smaller amounts. Make sure you allow enough time to defrost. Train staff again on this safe method. Improve staff supervision. If you defrost lots of food in your business you may wish to consider creating extra fridge space or using a special defrosting cabinet.

Write down what went wrong & what you did about it in your diary.



SAFE METHOD:

FREEZING



It is important to take care when freezing food & handle frozen food safely.

SAFETY POINT	WHY?	HOW DO YOU DO THIS?
Put frozen food in the freezer as soon as it is delivered.	If frozen food starts to defrost, harmful bacteria could grow.	Is frozen food put in the freezer as soon as it is delivered? Yes No
Frozen food should be kept in sealed packaging.	Unprotected food can dry out & become discoloured & shrivelled in the freezer. Unwrapped food can also cause cross-contamination.	If food is unpackaged (e.g. loose in a carrier bag), do you make sure it is put in a sealed, food-safe container before it is frozen? Yes No
Food should be labelled so you know what it is, what it contains, where it came from, when it was delivered & when its 'Best Before' date expires.	Labelling food enables you to find & withdraw any food affected by a problem. If food is not labelled, your whole stock may have to be withdrawn. Food traceability also deters food crime.	If food does not have a label or you throw away the outer packaging, do you make sure the food is labelled with: The name of the food? Yes No A list of ingredients (or at least the allergens?) Yes No The name of the supplier? Yes No When it was bought / delivered? Yes No A 'Best Before' date? Yes No
If you are freezing fresh food, freeze it as soon as it has been delivered or prepared. Freeze hot food as soon as it has been properly chilled down.	The longer you wait before freezing food, the greater the chance of harmful bacteria growing. (See the 'Chilling down hot food' method.)	Is fresh & cooked food put in the freezer as soon as it has been delivered, prepared, or chilled down? Yes No
If you freeze bought-in food labelled with a 'Use By' date, you should also add a 'Frozen On' date when you freeze it.	The 'Use By' date may expire whilst the food is in the freezer. Without knowing when the food was frozen, it will not be clear if the food is safe to eat.	Do you add a 'Frozen On' date when freezing bought-in food labelled with a 'Use By' date? Yes No N/a
Divide food into smaller portions & put it in containers or freezer bags before freezing.	Smaller portions will freeze (& defrost) more quickly. The centre of larger portions takes longer to freeze, allowing harmful bacteria to grow. Using containers & freezer bags prevents cross-contamination.	Is food divided into smaller portions to help it freeze better? Yes No Is frozen food stored in containers or freezer bags? Yes No

HOW DO YOU DO THIS?

If you answered 'No' to any of the above questions, write down what you do:



THINK TWICE!

Once the food is defrosted it's shelf life depends on the amount of days left until expiry when it was frozen down.

PROVE IT

You can use the digital display, a dial thermometer or a probe thermometer to check your freezer is keeping food at a safe temperature. (See the 'Prove it' pages in the Management section for advice on using probes safely).

WHAT TO DO IF THINGS GO WRONG

If you find that your freezer is not working properly, you should do the following things:

- **Food that is still frozen** (i.e. hard & icy) should be moved to an alternative freezer straight away. If there is no alternative freezer, defrost food using the 'Defrosting' safe method.
- **Food that has begun to defrost** (i.e. starting to get soft & / or with liquid coming out of it) should be moved to a suitable place to continue defrosting using the 'Defrosting' safe method.
- **Fully defrosted food** (i.e. soft & warm) should be cooked, if appropriate (e.g. raw meat & poultry), until it is piping hot all the way through. After cooking, use the food immediately or chill or freeze it safely straight away. If this is not possible, throw it away.
- **Food that has to be kept frozen** (e.g. ice cream) cannot be re-frozen once it has started to defrost. You will have to use it immediately or throw it away.

Remember, some foods need extra care. See the 'Foods that need extra care' safe method in the Cooking section.

HOW TO STOP THIS HAPPENING AGAIN

- Get your freezer mended or buy a new one.
- Have freezers serviced regularly & check that they are working properly as part of your opening checks.
- Re-organise freezers so there is more space & they are kept closed as much as possible.
- Train staff again on this safe method.
- Increase staff supervision.

Write down what went wrong & what you did about it in your diary.





COOKING

It is essential to cook food properly to kill any harmful bacteria. If it is not cooked properly, it might not be safe for your customers to eat.



It is essential to cook food properly to kill any harmful bacteria. If it is not cooked properly, it might not be safe for your customers to eat.



It is also very important to handle ready-to-eat food carefully to protect it from harmful bacteria. This is because it will not be cooked or reheated before serving.

Do not forget that cooking does not remove allergens from food, so you need to handle food that contains allergens carefully.

This section includes information on cooking safely, foods that need extra care, reheating, hot holding & ready-to-eat food.

SAFE METHOD:

COOKING SAFELY



Thorough cooking kills harmful bacteria.

SAFETY POINT / WHY?	DO YOU DO THIS?
<p>Where appropriate, follow the manufacturer's cooking instructions for food products. The manufacturer has tried & tested safe cooking methods specifically for its products.</p>	<p>Do you follow the manufacturer's instructions for cooking food products?</p> <p>Yes No N/a</p>
<p>Preheat equipment such as ovens & grills before cooking. If you use equipment before it has preheated, food will take longer to cook. This means that recommended cooking times in recipes or manufacturer's instructions might not be long enough.</p>	<p>Do you preheat equipment before cooking?</p> <p>Yes No</p>
<p>Do not let raw food touch or drip onto cooked food e.g. when adding food to the grill, griddle or barbecue. Raw food can carry harmful bacteria, which could spread onto cooked food & stop it being safe. Never use the same utensils, plates or containers for raw & cooked or ready-to-eat food. It is a good idea to have different colour utensils e.g. tongs for handling raw & cooked food.</p>	<p>Have you completed the section on Page 21 explaining how you keep raw & cooked / ready-to-eat foods separate on your grill, griddle or barbecue?</p> <p>Yes No N/a</p> <p>Add any other information about how you make sure grilled, griddled & barbecued foods are cooked safely below.</p>
<p>It is a good idea to fully cook poultry in an oven first, then finish it on the barbecue. This will make sure that the poultry is cooked thoroughly. Juices should be clear, with no pink or red in them.</p>	<p>Do you cook poultry in the oven first when barbecuing?</p> <p>Yes No N/a</p>
<p>If you are using left over marinade as a sauce, make sure it is cooked until steaming hot. Marinades can carry bacteria from the raw meat or poultry if not cooked thoroughly.</p>	<p>Do you make sure marinade sauces are cooked until steaming hot?</p> <p>Yes No N/a</p>
<p>If you serve beef or lamb rare (whole cuts such as steaks & joints only), make sure all of the outside surfaces are fully cooked e.g. by sealing in a pan. This will kill harmful bacteria on the outside of the meat. Pork & rolled joints must not be served rare.</p>	<p>Do you serve whole cuts (e.g. joints & steaks) of beef or lamb rare?</p> <p>Yes No</p> <p>Do you make sure all outside surfaces are fully cooked?</p> <p>Yes No</p>
<p>Liver & offal, including dishes such as liver pate or parfait, must be cooked to a safe temperature in the centre of the meat (see 'Prove it'). Harmful bacteria can be found in the centre of liver as well as the outside.</p>	<p>Do you make sure that liver & offal, including dishes such as liver pate or parfait, are cooked all the way through?</p> <p>Yes No N/a</p> <p>What safe time temperature / combination are they cooked to in the centre of the meat?</p>
<p>Turn meat & poultry during cooking. This helps it cook more evenly & thoroughly.</p>	<p>Do you turn meat & poultry during cooking?</p> <p>Yes No N/a</p>
<p>Make sure liquid dishes, e.g. gravies, soups, sauces & stews are simmering & stir them frequently. This is to make sure the food is hot enough to kill bacteria. Stirring will help make sure the food is the same temperature all the way through.</p>	<p>Do you stir liquid dishes to make sure they are bubbling & hot enough all the way through?</p> <p>Yes No N/a</p>



CHECK IT – USE THESE CHECKS TO TELL IF FOOD IS PROPERLY COOKED

Check whole birds are cooked to a safe temperature in the thickest part of the leg (see 'Prove it'). The meat should not be pink or red & the juices should be clear.	Do you check whole birds are cooked in this way? Yes N/a	The largest piece of meat in stews, curries etc. should be cooked to a safe temperature in the centre with no pink or red (see 'Prove it').	Do you check stews & curries etc. are cooked in this way? Yes N/a
Check processed meat products e.g. sausages & burgers are cooked to a safe temperature in the centre with no pink or red (see 'Prove it'). Burgers must be thoroughly cooked unless you can show that they are safe to serve other wise (see below).	Do you check processed meat products e.g. sausages & burgers are cooked in this way? Yes N/a	Check combination dishes (e.g. contains meat & vegetables) are cooked to a safe temperature in the centre (see 'Prove it'). If you are cooking a large dish or batch, check in several places.	Do you check combination dishes are cooked in this way? Yes N/a
Stir liquid dishes regularly & check they bubble rapidly & are heated to a safe temperature in several places before serving (see 'Prove it').	Do you check liquid dishes are cooked in this way? Yes N/a	Some meat (e.g. beef & lamb) whole muscle cuts (e.g. joints & steaks) may be served 'rare' as long as they are fully seared to kill any harmful bacteria on the outside.	Do you check the outsides of 'rare' beef & lamb cuts (e.g. joints & steaks) are fully cooked? Yes N/a
Check fish is cooked to a safe temperature in the centre & the colour & texture has changed (see 'Prove it').	Do you do check fish is cooked in this way? Yes N/a	Check pork & rolled meat joints are cooked to a safe temperature in the centre (See 'Prove it'). Juices should not have any pink or red in them.	Do you check pork & rolled meat joints are cooked in this way? Yes N/a
Some fish (e.g. tuna) steaks may be served 'rare' as long as they have been correctly frozen beforehand to kill any parasites on the inside & are fully seared to kill any harmful bacteria on the outside. Further guidance is available at the FSA website . Raw fish dishes (with certain exceptions) must also be frozen to kill any parasites (see next section).	Do you ever serve any 'rare' fish steaks ? Yes No If you do, how do you make sure it is safe to eat?	Raw & less than thoroughly cooked (LTTC) meat, fish & egg dishes (except for some beef, lamb & fish steaks) require extra care to make them safe to eat. Examples of these dishes include: carpaccio, tartare, sushi / sashimi & LTTC burgers. You should inform your Local Authority (LA) & must have sufficient safety procedures in place before serving these dishes. See also page 57.	Do you ever serve any raw or LTTC meat, fish or egg dishes ? Yes No Have you informed your LA? Yes No N/a Are you able to demonstrate that you can do this safely? Yes No N/a

PROVE IT / TEMPERATURE PROBE CHECKS

Do you use a disinfected temperature probe to check dishes are properly cooked or reheated. Yes No N/a

If you do, describe what you do below:

(See the 'Prove It' safe method in the Management Section for advice on using probes safely).

What Types of Dishes?	When / How Often?	Time / Temperature Target	Do you keep records of these checks?
			Yes No
			Yes No
			Yes No

Examples of safe time / temperature combinations for cooking include:

80°C for at least 6 seconds 75°C for at least 30 seconds 70°C for at least 2 minutes 65°C for at least 10 minutes 60°C for at least 45 minutes

WHAT TO DO IF THINGS GO WRONG	HOW TO STOP THIS HAPPENING AGAIN
<ul style="list-style-type: none"> Cook the food for longer. Speed up the cooking process, for example by dividing the food into smaller quantities, or using different equipment. 	<ul style="list-style-type: none"> Review your cooking method. You might need to increase the time or temperature, or use different equipment. Train staff again on this safe method & improve staff supervision. Repair or replace equipment.

Write down what went wrong & what you did about it in your diary.

SAFE METHOD:

FOODS THAT NEED EXTRA CARE



Some foods need to be treated with extra care to make sure they are safe to eat.

Remember that raw food is often the main source of bacteria in the kitchen. Follow the advice in the 'Cooking Safely' safe method on how to cook these foods. You should also take care with the following foods.

SAFETY POINT	WHY?	HOW DO YOU DO THIS?
<p>Eggs</p> <p>Cook eggs & foods containing eggs thoroughly until they are steaming hot or, if serving eggs or egg dishes lightly cooked (e.g. soft boiled or in fresh mayonnaise or mousse), either use:</p> <ul style="list-style-type: none"> • Pasteurised egg, or • British Lion code or equivalent assurance scheme eggs <p>Make sure you rotate stock & use the oldest eggs first. Use eggs within the 'best before' date. You can freeze them for use later if required.</p> <p>Buy eggs from a reputable supplier & check to make sure you receive the standard of egg you ordered. Store eggs in a cool, dry place e.g. in the fridge or in a store away from other foods.</p>	<p>Eggs can contain harmful bacteria. If you cook them thoroughly this kills any bacteria.</p> <p>The British Lion code or equivalent assurance schemes demonstrates eggs have been produced in a safe manner & therefore can be eaten less than thoroughly cooked. Pasteurisation also kills harmful bacteria.</p> <p>Harmful bacteria can grow in eggs that are not handled or stored correctly</p>	<p>What types of eggs do you generally use?</p> <p>British Lion Code or Equivalent Eggs</p> <p>Standard British / Imported Eggs</p> <p>Are your eggs date-labelled after unpacking from the box?</p> <p>Yes No</p> <p>Are eggs kept away from / below other foods?</p> <p>Yes No</p> <p>List any lightly cooked / raw egg dishes served:</p> <p>Are these dishes prepared with pasteurised or British Lion Code equivalent eggs?</p> <p>Yes No N/a</p>
<p>Rice</p> <p>When you have cooked rice, make sure you keep it hot until serving or chill it down as quickly as possible & then keep it in the fridge.</p> <p>You can make rice chill down more quickly by dividing it into smaller portions, spreading it out on a clean tray, or running it under cold water (make sure the water is clean & drinking quality).</p>	<p>Rice can contain spores of a type of harmful bacteria that may not be killed by cooking or reheating.</p> <p>If cooked rice is left at room temperature, spores can multiply & produce toxins that cause food poisoning. Reheating will not get rid of these toxins.</p>	<p>Do you keep rice hot ready for service?</p> <p>Yes No</p> <p>Do you keep this rice at or above 63°C?</p> <p>Yes No</p> <p>How do you do this?</p> <p>Do you chill rice down & reheat it to order?</p> <p>Yes No</p> <p>Do you chill & refrigerate rice within 1 hour?</p> <p>Yes No</p> <p>How do you do this?</p>
<p>Pulses</p> <p>Follow the instructions on the packaging on how to soak & cook dried pulses, such as beans.</p>	<p>Pulses can contain natural toxins that could make people ill unless they are destroyed by the proper method of soaking & cooking.</p>	<p>How do you make sure dried pulses are soaked & safely cooked before service?</p>
<p>Shellfish (molluscs & crustaceans)</p> <p>Make sure you buy shellfish from a reputable supplier. Keep the product label for 60 days, after opening.</p>	<p>If you do not use a reputable supplier, you cannot be sure that shellfish have been caught & handled safely. It is a legal requirement to keep live bivalve mollusc labels for 60 days.</p>	<p>If you buy bags of live bivalve molluscs, how & where do you store the labels for 60 days?</p>



SAFETY POINT	WHY?	HOW DO YOU DO THIS?
<p>Crabs, crayfish, lobster & scallops should be prepared by someone with specialist knowledge.</p>	<p>Some parts of these shellfish cannot be eaten & some are poisonous, so it is important to know how to remove these parts safely.</p>	<p>If you prepare fresh crabs, lobsters, crayfish or scallops, which parts of these shellfish do you remove to make sure they are safe to eat?</p> <p style="text-align: right;">N/a</p>
<p>Crustaceans & molluscs such as prawns & scallops will change in colour & texture when they are cooked.</p> <p>For example, prawns turn from blue-grey to pink & scallops become milky white & firm. Langoustines (also called scampi or Dublin Bay prawns) are pink when raw & the flesh becomes firm & pink-white when it is cooked.</p> <p>Always follow the manufacturer's instructions for preparation & storage.</p>	<p>Undercooked shellfish dishes may not be safe to eat.</p>	<p>What types of crustaceans & molluscs do you serve?</p> <p style="text-align: right;">None</p> <p>How do you check that shellfish dishes are thoroughly cooked?</p> <p style="text-align: right;">N/a</p>
<p>Mussels & clams must be clean, alive & in a good condition before cooking.</p> <p>Mussels & clams must not be re-immersed or sprayed with water.</p> <p>Before cooking mussels & clams, throw away any with open or damaged shells.</p>	<p>If the shell is damaged or open before cooking, the shellfish might be dead / not safe to eat.</p>	<p>How do you store, check & prepare live mussels / clams before cooking?</p> <p style="text-align: right;">N/a</p> <p>In open containers so that they can breathe?</p> <p>Under a damp t-towel (not immersed in water)?</p> <p>Check shells are closed & not broken / cracked?</p> <p>De-beard & then rinse under running water?</p>
<p>To check that a mussel or clam is cooked, make sure the shell is open & that the mussel or clam has shrunk inside the shell. If the shell has not opened during cooking, throw it away.</p>	<p>If the shell does not open during cooking, the shellfish might be dead / not safe to eat</p>	<p>Do you check that all the mussels / clams have cooked & that their shells have opened before service?</p> <p>Yes No N/a</p>
<p>Fish: Make sure you buy fish from a reputable supplier.</p> <p>If you buy fresh fish make sure you store it between 0°C & 4°C. If you buy frozen fish then keep it frozen until you are ready to use it.</p>	<p>Certain types of fish, such as mackerel, tuna, anchovies & herrings, can cause food poisoning if not kept at the correct temperature.</p>	<p>Do you check that fresh tuna, mackerel & other high-risk fish deliveries are at or below 4°C?</p> <p>Yes No N/a</p> <p>Do you store fresh fish stocks at or below 4°C?</p> <p>Yes No N/a</p>
<p>Other foods that need extra care:</p> <p>Some businesses produce certain foods or use certain processes other than those included in this pack (some examples are provided below). If this is the case for your business, you must be able to demonstrate that you do these safely. Contact the Environmental Health Team at your Local Authority for additional guidance.</p> <p>Example processes include: Vacuum packing, sous vide / low temperature cooking, fermenting, smoking or curing meat / fish</p> <p>Example foods include: Kebabs, sushi / sashimi, liver parfait, fish / meat carpaccio & tartare, raw oysters, less than thoroughly cooked burgers</p>		
<p>Do you currently or plan to produce any of the extra care foods / carry out any of the extra care processes shown above?</p> <p>Yes No</p>	<p>If yes, list these foods / processes below:</p>	<p>If yes, have you informed your Local Environmental Health Team & when did you do this?</p> <p>Yes No N/a</p> <p>Date:</p>

SAFE METHOD:

REHEATING



It is very important to reheat food properly to kill harmful bacteria that may have grown since the food was cooked.

SAFETY POINT / WHY?	WHAT DO YOU DO?
<p>Make sure you use equipment that reheats / cooks food effectively & follow the equipment manufacturer's instructions.</p> <p>If equipment is not suitable for reheating, or is not used properly, the food might not get hot enough to kill bacteria.</p> <p>Food should never be reheated in a bain-marie or any other type of hot-holding equipment.</p>	<p>Do you reheat pre-cooked foods?</p> <p>Yes No N/a</p> <p>Do you use suitable equipment for reheating pre-cooked foods?</p> <p>Yes No N/a</p> <p>Do you follow the manufacturer's instructions for reheating pre-cooked foods?</p> <p>Yes No N/a</p>
<p>Preheat equipment such as ovens, grills & deep fat fryers before reheating.</p> <p>Food will take longer to reheat if you use equipment before it has preheated. This means that recommended reheating times in recipes or manufacturer's instructions might not be long enough.</p> <p>If you are reheating food in a microwave, follow the product manufacturer's instructions, including advice on standing & stirring.</p> <p>If you use a microwave to reheat food that you have cooked yourself, it is a good idea to stir it at stages while reheating.</p> <p>The manufacturer has tested its instructions to make sure that products will be properly reheated. Standing & stirring are part of the process of cooking / reheating in a microwave & help make sure the food is the same temperature all the way through.</p> <p>When food is microwaved, it can be very hot at the edges & still be cold in the centre – stirring helps to prevent this. When checking microwaved foods, test in a number of different areas in case of cold spots.</p>	<p>Describe the foods you reheat using an oven, griddle or grill: None</p> <p>Do you preheat ovens & grills before use?</p> <p>Yes No</p> <p>Describe the foods you reheat in the deep fat fryer: None</p> <p>What heat setting on the fryer do you use?</p> <p>Describe the foods you reheat on the hob or a wok range: None</p> <p>Are solid foods cut into small / thin pieces & liquid foods regularly stirred so that the centre of the food heats quickly?</p> <p>Yes No</p> <p>Describe foods you reheat in the microwave: None</p> <p>Do you regularly stir / mix food that is being reheated in the microwave?</p> <p>Yes No N/a</p> <p>Do you allow food to stand for a set time as part of the reheating process?</p> <p>Yes No</p>
<p>Serve reheated food immediately, unless it is going straight into hot holding.</p> <p>If food is not served immediately, the temperature will drop & harmful bacteria could grow.</p>	<p>Do you serve reheated food immediately?</p> <p>Yes No N/a</p> <p>Do you reheat food more than once?</p> <p>Yes No N/a</p> <p>Do you put food into hot-holding equipment without fully reheating it first?</p> <p>Yes No N/a</p>



THINK TWICE!

Remember, reheating means cooking again, not just warming up. Always reheat food thoroughly until it reaches a safe temperature in the centre (see 'Prove It' in 'Cooking Safely'). You should only reheat once. Do not put food into hot holding without reheating it properly first.

CHECK IT

How do you make sure foods are fully reheated?	N/a	Standard heat setting / time combination on equipment	Visual checks to ensure steaming all the way through	Probe thermometer temperature checks
Oven & Grill				
Deep Fat Fryer				
Hob / Wok Range				
Microwave				

PROVE IT / TEMPERATURE PROBE CHECKS

Do you use a disinfected temperature probe to check dishes are fully reheated? Yes No

Describe what you do below:

(See the 'Prove It' safe method in the Management Section for advice on using probes safely).

What Types of Dishes?	When / How Often?	Time / Temperature Target	Do you keep records of these checks?	
			Yes	No
			Yes	No
			Yes	No
			Yes	No

High-risk foods should be reheated to 75°C for at least 30 seconds (or an equivalent temperature / time combination - see page 55).

YOUR CHECK	TYPES OF DISH
If you use a different check, you will need to prove that it is safe. See the 'Prove it' safe method in the Management section. Give details of your check here:	

WHAT TO DO IF THINGS GO WRONG	HOW TO STOP THIS HAPPENING AGAIN
<ul style="list-style-type: none"> If the equipment seems to be working, reheat the dish for longer & then test it again. Speed up the reheating process by using smaller portions. 	<ul style="list-style-type: none"> Check your equipment is working correctly. Review your reheating method – you may need to increase the time & / or temperature, use different equipment or change the size of portions. Train staff again on this safe method. Improve staff supervision.

Write down what went wrong & what you did about it in your diary.



SAFE METHOD:

ACRYLAMIDE



It is important not to over-cook certain foods

WHAT IS ACRYLAMIDE?

Acrylamide is a chemical that is formed when certain foods are cooked (e.g. fried, roasted, baked, grilled or toasted etc.) at high temperatures (i.e. above 120°C).

The law requires food businesses to put in place what are called ‘mitigation measures’ to reduce the acrylamide levels in these foods. This is because acrylamide has the potential to cause cancer in humans.

Further information on acrylamide is available at: [Acrylamide | Food Standards Agency](#)

WHAT FOODS?

If you cook the following types of foods, you should put in place practical steps to reduce acrylamide. N/a

Raw potato products such as chips, french fries, other cut (deep-fried) & sliced potato crisps made from fresh potatoes, including potatoes that are deep fried & finished in the oven.	Bread products such as loaves, bread rolls & baguettes, toast & toasted sandwiches.	Sweet bakery products such as cookies, biscuits, scones, gingerbread, wafers & crumpets.	Savoury bakery products such as crackers, crisp bread & breadsticks.
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SAFETY POINT	WHY?	TICK IF YOU DO THIS
Chips & Deep-Fried Potatoes		N/a
When buying raw potatoes, ask your supplier for advice on the best variety to use for the type of cooking you are doing.	Certain potato varieties are lower in natural sugars & using these will help to keep acrylamide levels lower.	
Store raw, unpeeled potatoes that are going to be fried, baked or roasted in a cool, dark place, above 6°C. Do not store in the fridge.	Potatoes stored in the fridge can form more sugars, which can mean higher levels of acrylamide when the food is cooked.	
When buying cooked products from a supplier, tell them you will not accept over-baked or burnt products.	Check deliveries & reject products that are over-baked or burnt as these will have higher levels of acrylamide.	
Ask your cooking oil supplier for advice on the best oil to use for the type of cooking you are doing.	Cooking foods in the right oil for the type of cooking will help foods to fry quicker & keep acrylamide levels lower.	
Cut foods, such as potatoes, to similar sizes.	This will help all foods to cook more evenly.	
Where possible, when making chips or deep-fried potatoes, follow <u>one</u> of these steps:		Not Possible
Soak (for 30–180 minutes) in cold water after cutting. Rinse with clean water & drain.	These steps will remove excess sugars & help to keep acrylamide levels lower.	
Or - Soak for a few minutes in warm water. Rinse with clean water & drain.		
Or - blanch potatoes before cooking.		
Bread & Dough Products		N/a
Where possible, when making bread or dough products follow this step:		Not Possible
Extend the yeast fermentation time.	This will help to keep acrylamide levels lower in the finished product.	



SAFETY POINT	WHY?	TICK IF YOU DO THIS
Cooking		N/a
Cook foods to a golden yellow, or lighter colour		
Where appropriate, follow the manufacturer's cooking instructions for food products.	The manufacturer has tried & tested cooking methods specifically for its products.	
Deep-fry potato products, such as chips & French fries to a golden yellow, or lighter colour. The oil temperature for cooking should ideally be below 175°C.	Cooking to a golden yellow, or lighter colour, & deep-frying at lower temperatures will keep acrylamide levels low.	
When deep-frying take care not to over-fill baskets. Fill the basket only halfway.	This will help the foods to cook more evenly.	
Keep cooking oil quality at its best by skimming often to remove crumbs & food particles left in the oil.	This will prevent crumbs & food particles left in the oil from burning & will keep the oil quality for longer.	
Filter, change oils & clean cooking equipment as often as needed or as recommended by suppliers.	Reusing old, dirty oil & cooking equipment will increase the levels of acrylamide in deep-fried foods.	
When baking bread & sweet or savoury bakery products cook to a golden yellow, or lighter colour. Use the lowest oven temperature possible for the food.	Baking foods to a golden yellow, or lighter colour, & at lower oven temperatures will reduce acrylamide levels.	
When cooking foods such as toast & toasted sandwiches do not over-toast or burn.	Cooking bread to a golden colour, or lighter, will help to keep acrylamide levels lower.	
Where possible, set a timer to mark the cooking time. This could be on the oven, or fryer, or you can use a separate timer.	This will remind you to remove foods at the right time to prevent foods from becoming over-cooked or burnt.	

THINK TWICE!

Over-cooking or burning certain foods means that these foods can be higher in acrylamide.

Colour charts

Some suppliers have produced colour charts to show what colour is the best for certain foods to keep acrylamide levels low. You can ask if your supplier has these available. You do not have to use colour charts, but they can be useful for training your staff.

Colour charts for fries can be found at <http://goodfries.eu/en/>

WHAT TO DO IF THINGS GO WRONG	HOW TO STOP THIS HAPPENING AGAIN
<ul style="list-style-type: none"> Dispose of foods that are over-cooked or burnt. 	<ul style="list-style-type: none"> Review your cooking method. You might need to lower the cooking temperature or use different equipment. Train staff again on this safe method. Improve staff supervision. Repair or replace equipment that is broken or not working.

Write down what went wrong & what you did about it in your diary.



SAFE METHOD:

HOT HOLDING



It is very important to keep food hot until serving to prevent harmful bacteria from growing.

SAFETY POINT / WHY?	HOW DO YOU DO THIS?
Hot holding means keeping food hot after you have cooked or reheated it.	Do you hot hold food? Yes No
If you need to keep food hot, you should use suitable equipment. It is difficult to hold food at a consistent, safe temperature without suitable equipment.	Describe the types of food you hold in each type of equipment: N/a Cooker hob / oven Bain-marie Hot cabinet Hot display / service unit Rice cooker / soup kettle
Preheat hot holding equipment before you put any food in it. Putting food into cold equipment means it might not be kept hot enough to stop harmful bacteria growing.	Do you preheat your hot holding equipment before using it? Yes No N/a
Food must be cooked thoroughly & steaming hot before hot holding begins. Hot holding equipment is for hot holding only. It should not be used to cook or reheat food.	Do you always thoroughly cook or reheat food until it is steaming hot before putting it in your hot holding equipment? Yes No N/a

THINK TWICE

Hot food must be kept at 63°C or above, except for certain exceptions.

When you display hot food, e.g. on a buffet, you should use suitable hot holding equipment to keep it above 63°C. If this is not possible, you can take food out of hot holding to display it for up to two hours, but you can only do this once.

Food that has not been used within two hours, should either be reheated until it is steaming hot & put back in hot holding or chilled down as quickly as possible to 8°C or below. If it has been out for more than two hours throw it away.

If you do take food out of hot holding to display it, remember not to mix new food with the food that is already on display. This could lead to the older food being left out for too long.

Hot held food can be kept below 63°C, but only for a single period of up to 2 hours . If hot held food is kept below 63°C for longer than 2 hours, harmful bacteria can grow. Some of these bacteria produce toxins which are NOT destroyed by reheating – so the food cannot be made safe again.	Describe any high-risk foods that you 'hot hold' below 63°C? N/a How do you know / can you show that these foods are held for less than 2 hours? What do you do with the left overs of these foods after 2 hours? Do you top up / mix new food into these foods? Yes No N/a
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<p>High-risk food hot held for more than 2 hours must be kept at or above 63°C. If this food is not kept at or above 63°C, harmful bacteria can grow. Some of these bacteria produce toxins which are NOT destroyed by reheating – so the food cannot be made safe again.</p>	<p>Do you hot hold high-risk food for more than 2 hours?</p> <p>Yes No</p> <p>What settings on your equipment do you use to keep food at or above 63°C?</p> <p>How do you know these settings are accurate?</p>
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PROVE IT / PROBE THERMOMETER CHECKS

Do you use a disinfected temperature probe to check food is hot held at or above 63°C?

Yes No

(See the ‘Prove It’ safe method in the Management Section for advice on using probes safely).
Describe your temperature probe checks below:

Type of Food / Hot Holding Unit?	When / How Often?	Temperature Target?	Do you keep records of these checks?	
			Yes	No
			Yes	No
			Yes	No
			Yes	No
			Yes	No

OTHER CHECKS

Do you have another method for checking food is held at or above 63°C?

Yes No

Describe this method below.

<p>If you offer food deliveries, make sure the food is kept hot or cold until it arrives at the customer’s home. It is a good idea to use an insulated bag or box to transport food & make sure it stays covered until delivered. If food is not kept either hot or cold, harmful bacteria can grow in it. Using an insulated bag or box to transport food will help keep it at the correct temperature & in its best condition.</p>	<p>Do you offer food deliveries?</p> <p>Yes No</p> <p>How do you keep food at the right temperature until it is delivered to the customer?</p>
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WHAT TO DO IF THINGS GO WRONG	HOW TO STOP THIS HAPPENING AGAIN
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<p>If a dish is not hot enough at any point during hot holding:</p> <ul style="list-style-type: none"> reheat it until it is a safe temperature & put back into hot holding (you should only do this once), or chill down the food safely (see the ‘Chilling down hot food’ safe method in the Chilling section) & reheat it later before serving. <p>If you cannot do either of these things, throw the food away. Remember some foods need extra care. See the ‘Foods that need extra care’ safe method.</p>	<ul style="list-style-type: none"> Check your equipment is working correctly. Review your hot holding safe method. Try using a higher temperature setting or smaller quantities of food. Train staff again on this safe method. Improve staff supervision.
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Write down what went wrong & what you did about it in your diary.



SAFE METHOD:

READY-TO-EAT FOOD



It is important to handle ready-to-eat food safely to protect it from harmful bacteria & allergens.

Ready-to-eat food is food that will not be cooked or reheated before serving. This includes salads, cooked meats, smoked fish, desserts, sandwiches, cheese & food that you have cooked in advance to serve cold.

SAFETY POINT	WHY?	HOW DO YOU DO THIS?
<p>When preparing & handling food, you should:</p> <ul style="list-style-type: none"> • keep ready-to-eat food completely separate from raw meat, poultry, fish, eggs & unwashed vegetables • make sure work surfaces, chopping boards, knives etc. are clean & disinfected (especially if you have prepared raw food) • ideally, use separate colour coded chopping boards & utensils for ready-to-eat food • keep ready-to-eat food covered at all times during preparation & storage. 	<p>This protects food from harmful bacteria & allergens. This is especially important for ready-to-eat food because it will not be cooked or reheated before serving.</p> <p>It also helps keep allergens from spreading.</p>	<p>Which worktops do you use to prepare ready-to-eat foods to keep them separate from raw foods?</p> <p>Do you use colour-coded chopping boards?</p> <p>Yes No</p> <p>What colour chopping boards do you use for:</p> <p>Cooked meat, fish & eggs:</p> <p>Washed fruit & salad:</p> <p>Dairy & other foods:</p> <p>Is your ready-to-eat food equipment in good condition & easy to clean / disinfect?</p> <p>Yes N/a</p> <p>Where do you keep your ready-to-eat food equipment (separate from raw food equipment) when not in use?</p>
<p>Follow the manufacturer's instructions on how to store & prepare the food, if these are available.</p>	<p>The manufacturer's instructions are designed to keep the food safe.</p>	<p>Do you do this?</p> <p>Yes N/a</p>
<p>When preparing fruit, vegetables & salad ingredients:</p> <ul style="list-style-type: none"> • peel, trim, or remove the outer parts, as appropriate • wash them thoroughly by rubbing vigorously in a bowl of clean water • wash the cleanest ones first • Wash your hands before & after handling fruit & vegetables. <p>If you have prepared vegetables that have dirt or soil on the outside, clean & then disinfect chopping boards & work surfaces before preparing other food.</p>	<p>The dirt on vegetables & salad ingredients can contain harmful bacteria. Peeling & washing helps to remove the dirt & bacteria.</p>	<p>Do you do this?</p> <p>Yes N/a</p> <p>If not, what do you do?</p> <p>Do you have a separate sink & / or equipment (e.g. bowls & colanders) for washing salad, fruit & vegetables? Describe this equipment below.</p>



SAFETY POINT	WHY?	HOW DO YOU DO THIS?
<p>Make sure you keep ready-to-eat food cold enough. See 'Chilled storage & displaying chilled food' in the Chilling section.</p> <p>Do not use ready-to-eat food after the 'use by' date, if there is one.</p> <p>For food you have prepared, or removed from its original packaging, use stickers or another method to keep track of when food should be used by or thrown away.</p> <p>For guidance on how long to keep food once prepared or opened, follow manufacturer's storage instructions on the original product label. High risk ready-to-eat foods should be kept for a maximum of 3 days in total (day of cook / opening + 2 days) unless you have evidence that it is safe to keep them for longer. Cooked rice should only be kept for 1 day once prepared.</p>	<p>If these types of food are not kept cold enough, harmful bacteria could grow.</p> <p>You should never use food that has passed its 'use by' date because it might not be safe to eat.</p>	<p>Do you do this?</p> <p>Yes N/a</p> <p>Do you date label pre-cooked, defrosted, decanted & opened high risk foods:</p> <p>Yes No</p> <p>If not, how do you keep track of when these foods should be used or thrown away?</p> <p>How many days do you keep pre-cooked, defrosted, decanted & opened high risk foods?</p> <p>1 + 2 days Other</p> <p>How many days do you keep highly perishable foods e.g., salad & rice?</p> <p>1 + 1 day Other</p> <p>How often do you check if food will be out of date & should be thrown away?</p> <p>Daily before closing Other</p>
<p>If you slice cooked meat:</p> <ul style="list-style-type: none"> • follow the manufacturer's instructions when you clean the slicer • avoid handling the meat as much as possible – use clean tongs or slice meat straight onto a plate 	<p>Meat slicers need careful cleaning & disinfecting to prevent dirt building up & to stop harmful bacteria growing, in particular on the slicing blade.</p> <p>Hands can easily spread harmful bacteria onto food.</p>	<p>Do you use a slicer?</p> <p>Yes No</p> <p>How often do you clean it?</p> <p>Immediately after use Other</p> <p>Are your staff trained to use & clean it safely?</p> <p>Yes No</p>

WHAT TO DO IF THINGS GO WRONG	HOW TO STOP THIS HAPPENING AGAIN
<ul style="list-style-type: none"> • If you think that a food delivery has not been handled safely, reject the delivery. • If ready-to-eat vegetables, fruit or salad ingredients have not been washed properly, wash them following the advice on the first side of this Safe method & clean any work surfaces etc. they have touched. • If ready-to-eat food has been prepared on a work surface or with a knife that has been used for raw meat, poultry, fish, eggs or unwashed fruit & vegetables, throw the food away. • If ready-to-eat food has not been chilled safely, throw the food away. • If ready-to-eat food is past its use-by date, throw it away. 	<ul style="list-style-type: none"> • If you do not think a supplier handles food safely, consider changing to a new supplier. • Review the way you receive deliveries. • Review the way you store & prepare ready-to-eat food. • Train staff again on this safe method. • Improve staff supervision.

THINK TWICE!

You should not use the same equipment, such as vacuum packing machines, slicers & mincers, for both raw & ready-to-eat food. These are complex pieces of machinery with lots of moving parts & it is very difficult to clean them sufficiently, so bacteria from raw food could easily be transferred to ready-to-eat food.

If you are preparing both raw & ready-to-eat food, you should make sure, where possible, this is done in separate clean & disinfected areas. If this is not possible, surface & utensils used must be thoroughly cleaned & then disinfected between tasks.

Make sure staff wash their hands thoroughly between tasks, especially when working with raw & ready-to-eat food.

Write down what went wrong & what you did about it in your diary.





.....
MANAGEMENT
.....

Managing your business effectively
is vital for food safety.



Managing your business effectively is vital for food safety.



This section includes information on different management issues, including checks to do when you open & close, suppliers & contractors, stock control, & training & supervising staff. This section also includes information on managing food allergen information.

The Management section should be used alongside the diary, which should be signed every day by the person responsible for running the business.

SAFE METHOD:

OPENING & CLOSING CHECKS



It is essential that you & your staff do certain checks every time you open & close. This helps you maintain the basic standards you need to make sure that your business makes food safely.

OPENING CHECKS

You & your staff should do these checks at the beginning of the day. You can also add your own checks to the list.

- Sufficient Level 2 (or above) trained staff available all day. Staff fit for work. Clean work clothes provided / being worn.
- Hot running water available at all sinks & wash hand basins.
- Sufficient hand washing & cleaning materials (soap, paper towels, scouring pads, BS 1276 or equivalent antibacterial spray, etc.) provided.
- Premises clean & tidy. No signs of pest activity.
- Fridges & freezers temperature checked / working properly. Fridge temperatures recorded on form.
- Other important (e.g. cooking, reheating, hot holding, blast chilling etc.) equipment in good working order.
- Separate raw food preparation arrangements (areas, times, equipment etc.) in place.
- Food preparation areas, surfaces, utensils & equipment cleaned / disinfected.
- Infra-red / probe thermometer(s), probe wipes & spare batteries provided.
- Up to date (accounting for any new food supplies / recipes / dishes etc.) & accurate allergen information records available on site.
- Food traceability records available on site.

CLOSING CHECKS

You & your staff should do these checks at the end of the day. You can also add your own checks to the list.

- All pre-cooked foods fully cooled, covered, date labelled & put in the fridge or freezer.
- All other chilled & frozen foods checked as date labelled & in date. Any food on its Use By date thrown away.
- Fridges & freezers temperature checked again / working properly. Fridge temperatures recorded on form.
- Food preparation areas are clean & disinfected (work surfaces, equipment, utensils etc.).
- Washing up finished.
- Dirty cleaning equipment cleaned or thrown away.
- Waste removed & new bags put in the bins.
- Floors swept & clean.
- Premises secure & protected against pest entry.



Keep a record of your Opening Checks & Closing Checks as well as how you dealt with any problems in your diary.



SAFE METHOD:

EXTRA CHECKS

Carrying out extra checks regularly helps you make sure your methods are being followed.

Some of the safe methods in the rest of the pack advise you to check certain things regularly. These are less frequent than the daily opening & closing checks but still require regular completion.

In the table below there are examples of some recommended extra checks. Write down the details of any extra checks you do & how often you do them. When you carry out an extra check, make a note of it & what you did in your diary.

WHAT TO DO		DETAILS OF CHECK	HOW OFTEN?
Premises Deep Cleaning	e.g. including beneath / behind items of equipment, above high-level units, walls, ceilings, outside waste areas etc.	Deep clean all food preparation / storage areas & any outside (e.g. waste) areas including walls, ceilings, extractor canopies & pre-filters, vents etc.	
Special Equipment Cleaning	e.g. including any dishwashers, ovens, microwaves, fridges, freezers, ice machines, beer & syrup lines, beverage machines etc.	Empty (defrosting where necessary), remove any internal parts, clear any filters or jets, remove any limescale etc. deposits, thoroughly clean & disinfect all internal surfaces according to the manufacturer's instructions.	
Maintenance & Repairs	e.g. including clearing any fridge condensers, cleaning grease traps & drains, cleaning / changing ventilation system filters, carrying out repairs etc.	Follow the equipment manufacturer's instructions for maintaining each item of equipment.	
		Check for signs of damaged surfaces or equipment. Follow up outstanding repairs.	
Extra Pest Control Measures	e.g. including detailed checks beneath / behind items of equipment & food stores, inside any void or understairs areas, around doorways etc. for signs of activity or potential pest entry points.	Check all areas inside & outside the building for signs of pest activity.	
		Make sure all food stocks are fully protected against pests.	
		Check structure for holes & other places where pests could get in.	
Thermometer Checks	e.g. including checking they are accurate & there are sufficient spare batteries etc.	Place probe in boiling water & melting ice (should be within 1°C of 100°C & 0°C). Check any other thermometers against accurate probe.	
Additional checks			



Keep a record of any 'Extra Checks' & what you did in your diary.

SAFE METHOD:

PROVE IT



Temperature control is an essential part of keeping high-risk foods safe. You may therefore have already chosen safe methods which involve keeping daily temperature records. If not, you will need to carry out some 'Prove It' checks to show that the alternative methods you have chosen can keep food safe.

SAFE METHOD	WHAT TO DO	HOW TO DO IT
Chilled Storage & Displaying Chilled Food	The 'Chilled Storage & Displaying Chilled Food' safe method section explains that it is a legal requirement (with certain exceptions) for your fridges keep high-risk foods at or below 8°C. If you have chosen to use the display gauges on your fridges to make sure your fridges are working properly, you will need to carry out regular 'Prove It' checks to show that these gauges are accurate.	Use a probe thermometer to check an item of food in the fridge is at or below 8°C. Make sure to clean & disinfect the probe first. Also, that the probe is inserted so that the tip is in the centre (or thickest part) of the food. Alternatively, you can leave a food substitute (e.g. a bottle of water or a pack of butter / lard) in the fridge to make this check easier.
Cooking & Reheating	The 'Cooking Safely' & 'Reheating' safe method sections provide examples of safe time / temperature combinations for making sure that high-risk foods are thoroughly cooked / reheated. If you have chosen to use visual methods of checking to make sure that food is thoroughly cooked / reheated, you will need to carry out regular 'Prove It' checks to show that these methods are sufficient.	Cook / reheat as normal, then use a probe thermometer to check the food has been cooked / reheated to a safe time / temperature combination e.g. 75°C for 30 seconds. Make sure to clean & disinfect the probe first. Also, that the probe is inserted so that the tip is in the centre (or thickest part) of the food. If you cook food in large dishes or batches, check using the largest dish or batch you are likely to make. Also, check the food in several places.
Hot Holding	The 'Hot Holding' safe method section explains that it is a legal requirement (with certain exceptions) for your hot holding equipment to keep high-risk food at or above 63°C. If you have chosen to use the display gauges or a standard setting on your equipment to make sure that food is being kept sufficiently hot, you will need to carry out regular 'Prove It' checks to show that these gauges or settings are accurate.	Cook / reheat & set your hot holding / display equipment as normal, then use a probe thermometer to check the food after every 1½ - 2 hours, up until the longest time you are likely to keep it. Make sure to clean & disinfect the probe first. Also, to stir liquid foods / check solid foods in several places.
Chilling down hot food	In the 'Chilling Down Hot Food' safe method section, you will have set a maximum time & various methods for chilling pre-cooked, high-risk foods down safely. For each type of pre-cooked food, you will need to carry out a 'Prove It' check to show that the method you have chosen is effective at chilling it down to room temperature (or colder) within the maximum time allowed (in most cases this will be less than 2 hours).	Pre-cook the food as normal, then cool it using the method you have chosen. Use a probe thermometer to then check the food after 1½ - 2 hours to make sure that it is chilled down to room temperature. Make sure to clean & disinfect the probe first. Also, to stir liquid foods / insert the probe so that the tip is in the centre (or thickest part) of any solid foods.



A Daily Checks Record Sheet or the Daily Diary can be used to keep a record of any 'Prove It' checks carried out.



THERMOMETER TYPE	WHERE TO USE THE THERMOMETER	HOW TO USE THE THERMOMETER
Digital thermometer	These are generally easy to use & accurate. They can be used with lots of foods, but they are not suitable to go in the oven.	Clean & disinfect the probe, then insert the probe. Wait for the display to stabilise before taking a reading. Clean the probe thoroughly & disinfect it before you use it again. This helps to prevent cross-contamination.
Infra-red thermometer	These types of thermometers are used for testing cold surface temperatures of food when delivered or in fridges & freezers. They cannot be used for checking the temperature in the centre of cooked, reheated, or cooling food.	Direct the probe at the surface of the food avoiding any reflective packaging or sticky labels (as this gives a false reading). If the temperature seems high, use a clean, disinfected probe thermometer to confirm the reading.

CHECKING YOUR PROBE

It is essential to know that your probe is working properly, so you can rely on its readings. So you should check it regularly, for example once a month.

The manufacturer's instructions should include details of how often a probe needs to be checked & how to tell if it is accurate. A simple way to check a digital probe is to put it in iced water & boiling water:

- The readings in iced water should be between -1°C & 1°C .
- The readings in boiling water should be between 99°C & 101°C .

If the reading is outside this range, you should replace your probe or return it to the manufacturer to be calibrated.

LOOKING AFTER YOUR PROBE

It is very important to keep your probe clean, otherwise it could spread dirt & harmful bacteria to the food you are testing. Before the probe is inserted into food, clean & disinfect it, & again after use.

Probe wipes are a good way to clean & disinfect probe thermometers. However, make sure the wipes don't dry out as then they won't disinfect properly.

You need to look after your probe to prevent it from getting damaged & help keep it working properly. Avoid leaving a digital probe inside a fridge, freezer or on hot surfaces for a long period of time. When you are not using it, store it safely, away from extreme temperatures & liquids. Keep the probe in its case, if it has one. Avoid banging or dropping your probe. If the battery is low, replace it immediately.

MANAGING FOOD ALLERGEN INFORMATION



How you handle allergens is important for food safety & to keep your customers safe.

It is a legal requirement for food businesses to provide accurate information about the allergenic ingredients used in the food & drink they serve. You also need to refer to & complete the 'Food Allergies' pages in the Cross Contamination section of this pack. In 2021, the rules changed for food that is pre-packed for direct sale (PPDS), which must now carry full ingredients labelling on the packaging, with the allergens clearly emphasised.

WHAT TO DO	WHY	HOW DO YOU DO THIS																					
<p>Allergen Information</p> <p>You must be able to tell customers if the food you serve contains any of the 14 allergens listed on Page 24.</p> <p>You cannot refuse to do this & the information you provide must be accurate & up to date.</p>	<p>Customers with food allergies need accurate allergen information so that they can make safe food choices.</p> <p>Some allergic reactions caused by food allergies can be very serious, even fatal.</p>	<p>Who is in charge of making sure that customers are provided with accurate allergen information?</p> <p>Have all of the following staff received adequate allergen training?</p> <p>Managers / Supervisors</p> <p>Chefs / Kitchen Staff</p> <p>Front of House / Service Staff</p> <p>Free allergen training is available at: FSA Allergen Training</p>																					
<p>Loose Foods</p> <p>Non-packaged foods, or foods that are packaged after being ordered, are called loose foods.</p> <p>Allergen information regarding loose foods can be provided:</p> <ul style="list-style-type: none"> in writing e.g. on menus & chalkboards orally (provided this information can be verified in writing) <p>For loose foods, such as meals served in restaurants, there must be clear signposting letting customers know where to obtain allergen information if they need it.</p> <p>It is also a good idea to give information in the names or descriptions of the items on your menu, especially if they include any of the allergens listed on Page 24 e.g.</p> <ul style="list-style-type: none"> milk chocolate & almond slice sesame oil dressing 	<p>Written information needs to cover all of the allergens listed on Page 24 & every food on your menu, so customers are not misled by incomplete information.</p> <p>Providing allergen information in names & descriptions can also though help people with food allergies to spot which dishes contain certain allergens.</p> <p>If you display a signposting statement, customers know to ask if they need allergen information. This means your staff can help them make safe & informed food choices.</p> <p>Remember, if someone asks if a dish contains a certain ingredient, you must tell them about all the ingredients in the dish (& all the allergens they contain).</p> <p>There should always be a way for staff to check that the information they provide is correct & complete.</p> <p>Staff must know where to find written allergen information & be able to handle allergen enquiries correctly.</p>	<p>How do you provide allergen information for loose foods?</p> <table border="0"> <tr> <td>In Writing</td> <td>Orally</td> <td>N/a</td> </tr> </table> <p>If it is in writing, where is this information provided?</p> <table border="0"> <tr> <td>On Our Menus</td> <td>Other</td> <td>N/a</td> </tr> </table> <p>Has the person who prepared this information had adequate allergen training & confirmed every ingredient in every food on your menu?</p> <table border="0"> <tr> <td>Yes</td> <td>No</td> <td>N/a</td> </tr> </table> <p>Do you also use detailed information in the names or descriptions of the items on your menu?</p> <table border="0"> <tr> <td>Yes</td> <td>No</td> <td>N/a</td> </tr> </table> <p>If allergen information is provided orally, do you display a signpost statement advising customers to ask your staff for allergen information?</p> <table border="0"> <tr> <td>Yes</td> <td>No</td> <td>N/a</td> </tr> </table> <p>A free allergen signpost statement is available at: FSA Allergen Sign</p> <p>Where is your signpost statement displayed so customers can see it?</p> <p>Where do you keep a written record of the allergens in the food on your menu, for staff / customers to refer to when dealing with allergen enquiries?</p> <table border="0"> <tr> <td>Allergen Chart</td> <td>Other</td> </tr> </table> <p>A free Allergen Chart is available at: FSA Allergen Chart</p> <p>Has the person who prepared this record had adequate allergen training & confirmed every ingredient in every food on your menu?</p> <table border="0"> <tr> <td>Yes</td> <td>No</td> </tr> </table> <p>Where is your Allergen Chart kept so staff know where to find it?</p> <p>Have your staff been trained how to handle allergen information & 'free from' food requests?</p> <table border="0"> <tr> <td>Yes</td> <td>No</td> </tr> </table>	In Writing	Orally	N/a	On Our Menus	Other	N/a	Yes	No	N/a	Yes	No	N/a	Yes	No	N/a	Allergen Chart	Other	Yes	No	Yes	No
In Writing	Orally	N/a																					
On Our Menus	Other	N/a																					
Yes	No	N/a																					
Yes	No	N/a																					
Yes	No	N/a																					
Allergen Chart	Other																						
Yes	No																						
Yes	No																						

SAFE METHOD:

TRAINING & SUPERVISION



It is essential to train & supervise your staff effectively to make sure they handle food safely.

You should train your staff in all the safe methods that are relevant to the job they do. You should also supervise them to check they are following the safe methods properly.

WHAT TO DO	HOW?
Once you have completed all of the safe method sections in the pack, use them to train your staff. You need to be sure that each member of staff knows the safe methods for all the tasks they do.	Show the member of staff what to do, question them carefully on their knowledge & then ask them to show you how to follow the safe method in practice.
Watch the member of staff when they are carrying out a task as part of their work. When a member of staff has completed a task, ask them about how they followed the safe method, to help you find out if they did it correctly.	Make comments & observations to help the member of staff improve the way they work. Reward good performance by giving positive feedback when the member of staff has followed the safe method successfully. If the safe method is not being followed by the member of staff, tell them how they are going wrong & why it is important to follow the safe method.
Make sure that you train any new members of staff when they start.	Do not allow new members of staff to work unsupervised until they have been trained on the safe methods for the tasks they do.
Make sure you know what training each member of staff has received & provide refresher training when needed.	Make a note in the Staff Training section of the diary every time you train a member of staff.
All high-risk food handlers (e.g. cooks & chefs) should also complete a Level 2 or equivalent food hygiene training course. This will help them to understand why the business' safe methods are important. It is also a good idea for the Person in Charge of the Pack to complete a Level 3 or equivalent food hygiene training course. This will help them to prepare the pack correctly & supervise its use in practice.	Make sure that the business takes a copy of the certificate when a member of staff completes a food hygiene training course. Also make sure that new members of staff provide certificates for any food hygiene training they say they have received. Keep copies of these certificates in a Staff Training folder on the premises.

WHAT TO DO IF THINGS GO WRONG	HOW TO STOP THIS HAPPENING AGAIN
If staff are not following a safe method properly, train them again & make sure they understand why it is important to follow the method.	Use the weekly review in the diary to identify any problems with how staff are following safe methods & plan your training to address these.

MANAGE IT

It is important that there is always someone on site (i.e. a supervisor) to make sure that staff follow the business' safe methods & are able to solve any problems. If you are away from the business, you may need to pass this responsibility on to one or more members of staff. This will depend on the opening hours of the business & the number of shifts involved. Make sure to train any supervisors on all the safe methods (including the 'Management' safe methods) in the business' pack. They must also be trained on how to complete & sign the business' Daily Checklist or Daily Diary record sheets.
When a member of staff signs a record sheet, they are confirming that they made sure that the business' safe methods were followed & that any problems were recorded / solved. They can only do this when present on site. Therefore, where there are several shifts in a day, there will need to be a signature for each shift supervisor that day.
The Person Responsible for the Pack should always complete & sign the business' weekly review sheets.



CUSTOMERS

Customer feedback is a good indication of how well you are managing your business.

Keeping your customers happy & protecting their health with good food hygiene is essential to the success of the business. It is very important to pay attention to any complaints to check whether mistakes have been made & to prevent them happening again.

WHAT TO DO	HOW?
Listen to complaints.	<p>Always take complaints seriously, no matter what the circumstances - these could point out a problem in your business that needs to be addressed.</p> <p>Complaints could include customers who have:</p> <ul style="list-style-type: none"> • Symptoms of food poisoning after visiting your premises • Experienced an allergic reaction during or after visiting your premises • Found something in their food that made it unfit for eating
Find the source of the problem.	<p>Try & work out how the problem arose. To do this you may need to:</p> <ul style="list-style-type: none"> • Review the business' records for details of any problems • Check your 'Prove It' records, look around your workplace & speak with staff to ensure relevant safe methods are being followed • See if any other similar complaints have been received • Check if any staff have reported illness in the days before <p>While you are investigating, it may be appropriate to remove any of the same batch of food eaten from sale. It may also be appropriate to inform the supplier who provided you with the food if the problem may have arisen at their premises.</p>
Solve the problem.	<p>Review the relevant safe methods as you may need to change how you do things to prevent it happening again & retrain staff.</p> <p>Record any changes in the relevant section of your pack & make a note in your records.</p>

SAFE METHOD:

SUPPLIERS & CONTRACTORS



How you handle suppliers & contractors is important to food safety.

You are required by food law to take reasonable precautions & do all that is needed to protect your customers. If you do not do this, your business & reputation could suffer.

WHAT TO DO	WHY?	HOW DO YOU DO THIS?
<p>Choose suppliers very carefully.</p> <p>Make sure suppliers are registered with their local authority.</p> <p>Check if suppliers have a suitable food hygiene rating.</p> <p>Ask other businesses for recommendations.</p>	<p>It is important that you have reputable suppliers you can trust to supply & handle food safely, as well as deliver on time etc.</p> <p>Certification & quality assurance schemes can help to show that a business is reliable.</p>	<p>Do you check your suppliers are registered & have a suitable food hygiene rating?</p> <p>Yes No</p> <p>Do all your suppliers pack, transport & deliver their goods in a hygienic way?</p> <p>Yes No</p> <p>Do all your suppliers provide adequate allergen information?</p> <p>Yes No</p> <p>Do all your suppliers provide fully detailed invoices?</p> <p>Yes No</p>
<p>Make sure that your raw ingredients have been handled safely.</p> <p>Check the supplier has a food safety system.</p> <p>Carry out regular delivery checks.</p>	<p>The starting point for making food safely is to be confident about the safety of your raw ingredients & any ready-made products you buy in.</p>	<p>Do you buy foods from a cash & carry or local shops?</p> <p>Yes No</p> <p>If you use a vehicle, is it clean? Yes</p> <p>Do you use insulated bags for chilled & frozen foods? Yes</p> <p>Do you return & refrigerate these foods straight away? Yes</p>
<p>Keep a record of what food products you have bought, who you bought them from, the quantity & the date.</p> <p>Usually, the easiest way to do this is to keep copies of all your invoices & receipts.</p> <p>Or you might want to record the information in a different way.</p>	<p>This is a legal requirement & is so that you or an enforcement officer can check back to see where a food came from.</p> <p>Ideally, you should keep these records until you are sure that the food they refer to has been consumed without any problems.</p>	<p>How do you keep a record of the food products you have bought, who you bought them from, the quantity & the date?</p> <p>Copies of invoices & receipts</p> <p>Other:</p> <p>Where do you keep these records in a way that makes it easy for you or an enforcement officer to check them?</p> <p>Paper copies on site</p> <p>Other:</p> <p>Do you keep these records until the food has been used or consumed?</p> <p>Yes No</p> <p>If you move food between different sites, how do you keep a record of the food moved, where it came from, the quantity & the date?</p>
<p>Choose contractors carefully.</p>	<p>It is important to have contractors you can trust to deliver effective services.</p>	<p>Services such as pest control can help you to make food safely.</p> <p>Use the same checks you would use to choose suppliers (see top box).</p>

WHAT TO DO IF THINGS GO WRONG

If you are contacted by an unknown food supplier, check with your local authority to see if they are a registered & reputable business; they could be fraudulent. If you do not think that the food a supplier delivers has been handled safely (for example, if you think it has not been kept cold enough) reject the delivery, contact your supplier immediately & write the details in the diary. If you have repeated problems, what should you do?

Contact the supplier/contractor Write a letter of complaint Change supplier/contractor Contact your local authority



STOCK CONTROL

Effective stock control is an important part of managing food safety.

WHAT TO DO	WHY?	HOW DO YOU DO THIS?
Go through your menu & estimate how much of each ingredient you will need.	Working through the menu allows you to plan for your specific needs.	Review your menu regularly & how it affects your needs for stock. Discuss these needs with potential suppliers.
Plan ahead to make sure you have the right amount of stock & order carefully.	Not having too much stock is best for food safety & your profits.	Plan the stock you need for each shift. Make sure staff know the stock requirements for each shift & do a stock check before placing an order. Use suppliers who understand your business needs & supply stock on time. Have a written agreement with suppliers about your delivery requirements.
Check all stock when it is delivered to make sure that: <ul style="list-style-type: none"> it is within its 'use by' date it has been kept cold enough it has not gone off the stock is clean & not damaged, e.g. throw away any punctured vacuum packs, swollen packs or badly dented cans & check that tops are secure on bottles & jars & seals are unbroken. 	These checks are all to make sure that food is safe for you to use. Damaged packaging could mean that food will not be safe to use. Swollen or 'blown' packs can be a sign that bacteria have grown in food or drinks. If bottles or jars have been opened, or if seals have been broken, the food or drink might not be safe to use.	<p>Have you trained your staff how to check deliveries?</p> <p>Yes No</p> <p>What temperature do the following foods need to be delivered at?</p> <p>Chilled foods: Approximately 8°C Other</p> <p>Frozen foods: Approximately -18°C Other</p> <p>How do you check the delivery temperatures of these foods?</p> <p style="text-align: center;">Chilled Frozen</p> <p>Infra-red thermometer</p> <p>Probe thermometer</p> <p>Touch checks</p> <p>Temperature from vehicle</p> <p>Do you keep delivery temperature records / use the diary to record any issues or problems with deliveries?</p> <p>Yes No</p>
Follow the 'first in, first out' system of stock rotation, so that older stock is used first. This helps to avoid waste. Carry out regular stock checks & throw away any food that has passed its 'use by' date. If you freeze food, have a system in place to make sure it is clearly labelled with the date it is frozen.	It is against the law to serve food after its 'use by' date because it might not be safe to eat & could make your customers ill. If labelling is not clear on frozen food, new stock might be used before old stock.	<p>Have you trained your staff to follow a 'first in, first out' stock control procedure so that they know in what order to use foods?</p> <p>Yes No</p> <p>Do you check 'use by' dated foods on a daily basis?</p> <p>Yes No</p> <p>If you freeze food, do you label it with the date it is frozen or a durability date?</p> <p>Yes No</p> <p>If you move food from its original packaging, do you label it with the name of the food, where it came from, any allergens & durability date?</p> <p>Yes No</p>

WHAT TO DO IF THINGS GO WRONG	HOW TO STOP THIS HAPPENING AGAIN
<ul style="list-style-type: none"> If you find that you have more food in stock than you need & you do not think you will use it all before the 'use by' date, you could freeze some of it to be used in the future. Follow the manufacturer's instructions on freezing & label the food as appropriate. See 'Freezing safe method' If you think that a food delivery has not been handled safely, reject the delivery. Do not use the food & contact your supplier immediately. 	<ul style="list-style-type: none"> Review your ordering process. Review your stock rotation system. Review your agreement with your supplier. Train staff again on this safe method. Improve staff supervision.

SAFE METHOD:

PRODUCT WITHDRAWAL & RECALL



Responding quickly to any problems with food products you use or sell is an important part of managing food safety in your business.

Sometimes there will be a problem with a food product that means you will need to 'withdraw' it (when you should stop using / selling it) & / or 'recall' it (when customers are asked to return / destroy a product). You may find out about a problem with a product from:

- a manufacturer of the product
- a supplier or wholesaler
- a notice in newspapers
- your Local Authority
- a trade association
- the Food Standards Agency

If you hear about a problem with a product, you should stop using / selling it straight away. You might also need to tell your customers. There are a number of reasons that a product might be withdrawn or recalled. For example, it could have been found to:

- contain harmful bacteria
- be physically contaminated, e.g. with pieces of glass or metal
- be wrongly labelled, which could be a problem for people with food allergies

You or your staff may also notice a problem with a food product that means it may not be safe to eat. If this happens, you should stop using / selling it straight away & tell your Local Authority / the Food Standards Agency.

WHAT TO DO	HOW?
Make sure you know the details of the problem.	If a manufacturer or supplier has issued a product withdrawal or recall, make sure you know which product & which batches are affected.
As soon as you find out about a problem with a product, stop using / selling it.	Remove the affected product from anywhere you use, store or sell it & label it clearly to show it should not be used/sold. Remember to check if you have used the product as an ingredient in any food you have prepared & stored, e.g. in the freezer – if you have, ask your Local Authority for advice.
Make sure your staff know about the problem.	This is so your staff know what to do & do not use / sell the product.
Tell your customers if you need to.	If the problem is with a product that your customers might not eat or drink straight away, you may need to let them know that the product is being recalled & why. If the manufacturer or supplier asks you to put up a recall notice, you should do this. If you are not sure what to do, contact your Local Authority.

THINK TWICE!

It is a legal requirement to keep a record of what food products you have bought, who you bought them from, the quantity & the date. Usually the easiest way to do this is to keep all your invoices & receipts. You should keep this information in a way that makes it easy for you or an enforcement officer to check back to see where a product came from.



SAFE METHOD COMPLETION RECORD

To complete the pack you need to work through each section & complete all the safe methods that are relevant to your business. **Most small caterers will need to fill in all the methods.** But if, for example, a business does not hot hold food then the 'Hot holding' method will not be relevant to them.

It does not matter in what order you work through the safe methods. As you complete each one, fill in this record. When you have completed all the safe methods that are relevant to your business, this sheet will show that you have worked through the pack.

SAFE METHOD	DATE	COMPLETED BY	TICK HERE IF NOT RELEVANT
Cross-contamination			
Personal hygiene & fitness to work			
Cloths			
Separating foods			
Raw food preparation schedule			
Food allergies			
Physical & chemical contamination			
Pest control			
Maintenance			
Cleaning			
Handwashing			
Cleaning effectively			
Clear & clean as you go			
Managing waste			
Your cleaning schedule			
Chilling			
Chilled storage & displaying chilled food			
Chilling down hot food			
Defrosting			
Freezing			

SAFE METHOD:

SAFE METHOD COMPLETION RECORD



SAFE METHOD	DATE	COMPLETED BY	TICK HERE IF NOT RELEVANT
Cooking			
Cooking safely			
Foods that need extra care			
Reheating			
Acrylamide			
Hot holding			
Ready-to-eat food			
Management			
Opening & closing checks			
Extra checks			
Prove it			
Managing food allergen information			
Training & supervision			
Customers			
Suppliers & contractors			
Stock control			
Product withdrawal & recall			

Having completed the Safe Methods sections in your pack, click on the Submit Button to show your inspector.

After receiving the pack, your inspector will check it for possible improvements. Then, when your pack is finalised, you will be ready to train your staff & put your pack into practice.

Remember: this pack is important for your business to manage food safety & comply with the law.

Important: keep this pack safe where you & your staff can always find it.



DIARY

BUSINESS TRADING NAME:

FOOD BUSINESS OPERATOR NAME:

START DATE:



OPENING CHECKS

You should do these checks at the beginning of the day. You can also add your own checks to the list.

Sufficient Level 2 (or above) trained staff available all day. Staff fit for work. Clean work clothes provided / being worn.

Hot running water available at all sinks & wash hand basins.

Sufficient hand washing & cleaning (e.g. soap, paper towel, scouring pad, BS1276 or equivalent antibacterial spray etc.) materials provided.

Premises clean & tidy. No signs of pest activity.

Fridges & freezers temperature checked / working properly. Fridge temperatures recorded below.

Other important (e.g. cooking, reheating, hot holding, blast chilling etc.) equipment in good working order.

Separate raw food preparation area(s) & equipment provided.

Food preparation areas, surfaces, utensils & equipment cleaned / disinfected.

Infra-red / probe thermometer(s), probe wipes & spare batteries provided.

Up to date (accounting for any new food supplies / recipes / dishes etc.) & accurate allergen information records available on site.

Food traceability records available on site.

CLOSING CHECKS

You should do these checks at the end of the day. You can also add your own checks to the list.

All pre-cooked foods fully cooled, covered, date labelled & put in the fridge or freezer.

All other chilled & frozen foods checked as date labelled & in date. Any food on its Use By date thrown away.

Fridges & freezers temperature checked again / working properly. Fridge temperatures recorded.

Food preparation areas & touch points are clean & disinfected (work surfaces, utensils, equipment, taps, switches etc.).

All washing up has been finished.

Dirty cleaning equipment has been cleaned or thrown away.

Waste has been removed & new bags put into the bins.

Floors are swept & clean.

Premises secure & protected against pest entry.

'Prove it' checks have been recorded.

EXTRA CHECKS

Extra checks are less frequent than the opening & closing checks. See the 'Extra checks' safe method in the Management section. There is a box on each 'Daily Diary' sheet to record the 'Extra Checks' you have done that day.

STAFF TRAINING RECORD



Keep a record to show that each member of staff has been trained on & has agreed to follow all of the safe methods that are relevant to their duties. Chefs & managers should generally be expected to know all of the business' safe methods.

Staff name:			
Job Title:			
Start Date:			
Trainer name:			
General	Completed	N/a	
Before you start factsheet (Page 12) training			
Opening & closing checks (Page 68) training			
Minimum Level 2 (or equivalent) food hygiene training			
FSA (or equivalent) allergens training			
Cross-contamination	Completed	N/a	
Personal hygiene & fitness to work			
Cloths			
Separating foods			
Raw food preparation schedule			
Food allergies			
Physical & chemical contamination			
Maintenance			
Pest control			
Cleaning	Completed	N/a	
Hand washing			
Cleaning effectively			
Clear & clean as you go			
Managing waste			
Your cleaning schedule			
Chilling	Completed	N/a	
Chilled storage & displaying chilled food			
Chilling down hot food			
Defrosting			
Freezing			
Cooking	Completed	N/a	
Cooking safely			
Foods that need extra care			
Reheating			
Acrylamide			
Hot holding			
Ready-to-eat food			
Management	Completed	N/a	
Opening & closing checks			
Extra checks			
Prove it			
Managing food allergen information			
Training & supervision			
Customers			
Suppliers & contractors			
Stock control			
Product withdrawal & recall			
Staff confirmation			
I confirm that I have received the above training & that I will implement all of the business' SFBB safe methods that are relevant to my duties.			
Name:			
Date:			

Staff name:			
Job Title:			
Start Date:			
Trainer name:			
General	Completed	N/a	
Before you start factsheet (Page 12) training			
Opening & closing checks (Page 68) training			
Minimum Level 2 (or equivalent) food hygiene training			
FSA (or equivalent) allergens training			
Cross-contamination	Completed	N/a	
Personal hygiene & fitness to work			
Cloths			
Separating foods			
Raw food preparation schedule			
Food allergies			
Physical & chemical contamination			
Maintenance			
Pest control			
Cleaning	Completed	N/a	
Hand washing			
Cleaning effectively			
Clear & clean as you go			
Managing waste			
Your cleaning schedule			
Chilling	Completed	N/a	
Chilled storage & displaying chilled food			
Chilling down hot food			
Defrosting			
Freezing			
Cooking	Completed	N/a	
Cooking safely			
Foods that need extra care			
Reheating			
Acrylamide			
Hot holding			
Ready-to-eat food			
Management	Completed	N/a	
Opening & closing checks			
Extra checks			
Prove it			
Managing food allergen information			
Training & supervision			
Customers			
Suppliers & contractors			
Stock control			
Product withdrawal & recall			
Staff confirmation			
I confirm that I have received the above training & that I will implement all of the business' SFBB safe methods that are relevant to my duties.			
Name:			
Date:			

STAFF TRAINING RECORD



Keep a record to show that each member of staff has been trained on & has agreed to follow all of the safe methods that are relevant to their duties. Chefs & managers should generally be expected to know all of the business' safe methods.

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Job Title:		
Start Date:		
Trainer name:		
General	Completed	N/a
Before you start factsheet (Page 12) training		
Opening & closing checks (Page 68) training		
Minimum Level 2 (or equivalent) food hygiene training		
FSA (or equivalent) allergens training		
Cross-contamination	Completed	N/a
Personal hygiene & fitness to work		
Cloths		
Separating foods		
Raw food preparation schedule		
Food allergies		
Physical & chemical contamination		
Maintenance		
Pest control		
Cleaning	Completed	N/a
Hand washing		
Cleaning effectively		
Clear & clean as you go		
Managing waste		
Your cleaning schedule		
Chilling	Completed	N/a
Chilled storage & displaying chilled food		
Chilling down hot food		
Defrosting		
Freezing		
Cooking	Completed	N/a
Cooking safely		
Foods that need extra care		
Reheating		
Acrylamide		
Hot holding		
Ready-to-eat food		
Management	Completed	N/a
Opening & closing checks		
Extra checks		
Prove it		
Managing food allergen information		
Training & supervision		
Customers		
Suppliers & contractors		
Stock control		
Product withdrawal & recall		
Staff confirmation		
I confirm that I have received the above training & that I will implement all of the business' SFBB safe methods that are relevant to my duties.		
Name:		
Date:		

Staff name:		
Job Title:		
Start Date:		
Trainer name:		
General	Completed	N/a
Before you start factsheet (Page 12) training		
Opening & closing checks (Page 68) training		
Minimum Level 2 (or equivalent) food hygiene training		
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Cross-contamination	Completed	N/a
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Pest control		
Cleaning	Completed	N/a
Hand washing		
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Clear & clean as you go		
Managing waste		
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Chilling	Completed	N/a
Chilled storage & displaying chilled food		
Chilling down hot food		
Defrosting		
Freezing		
Cooking	Completed	N/a
Cooking safely		
Foods that need extra care		
Reheating		
Acrylamide		
Hot holding		
Ready-to-eat food		
Management	Completed	N/a
Opening & closing checks		
Extra checks		
Prove it		
Managing food allergen information		
Training & supervision		
Customers		
Suppliers & contractors		
Stock control		
Product withdrawal & recall		
Staff confirmation		
I confirm that I have received the above training & that I will implement all of the business' SFBB safe methods that are relevant to my duties.		
Name:		
Date:		

STAFF TRAINING RECORD



Keep a record to show that each member of staff has been trained on & has agreed to follow all of the safe methods that are relevant to their duties. Chefs & managers should generally be expected to know all of the business' safe methods.

Staff name:			
Job Title:			
Start Date:			
Trainer name:			
General	Completed	N/a	
Before you start factsheet (Page 12) training			
Opening & closing checks (Page 68) training			
Minimum Level 2 (or equivalent) food hygiene training			
FSA (or equivalent) allergens training			
Cross-contamination	Completed	N/a	
Personal hygiene & fitness to work			
Cloths			
Separating foods			
Raw food preparation schedule			
Food allergies			
Physical & chemical contamination			
Maintenance			
Pest control			
Cleaning	Completed	N/a	
Hand washing			
Cleaning effectively			
Clear & clean as you go			
Managing waste			
Your cleaning schedule			
Chilling	Completed	N/a	
Chilled storage & displaying chilled food			
Chilling down hot food			
Defrosting			
Freezing			
Cooking	Completed	N/a	
Cooking safely			
Foods that need extra care			
Reheating			
Acrylamide			
Hot holding			
Ready-to-eat food			
Management	Completed	N/a	
Opening & closing checks			
Extra checks			
Prove it			
Managing food allergen information			
Training & supervision			
Customers			
Suppliers & contractors			
Stock control			
Product withdrawal & recall			
Staff confirmation			
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Date:			

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Opening & closing checks (Page 68) training			
Minimum Level 2 (or equivalent) food hygiene training			
FSA (or equivalent) allergens training			
Cross-contamination	Completed	N/a	
Personal hygiene & fitness to work			
Cloths			
Separating foods			
Raw food preparation schedule			
Food allergies			
Physical & chemical contamination			
Maintenance			
Pest control			
Cleaning	Completed	N/a	
Hand washing			
Cleaning effectively			
Clear & clean as you go			
Managing waste			
Your cleaning schedule			
Chilling	Completed	N/a	
Chilled storage & displaying chilled food			
Chilling down hot food			
Defrosting			
Freezing			
Cooking	Completed	N/a	
Cooking safely			
Foods that need extra care			
Reheating			
Acrylamide			
Hot holding			
Ready-to-eat food			
Management	Completed	N/a	
Opening & closing checks			
Extra checks			
Prove it			
Managing food allergen information			
Training & supervision			
Customers			
Suppliers & contractors			
Stock control			
Product withdrawal & recall			
Staff confirmation			
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Separating foods			
Raw food preparation schedule			
Food allergies			
Physical & chemical contamination			
Maintenance			
Pest control			
Cleaning	Completed	N/a	
Hand washing			
Cleaning effectively			
Clear & clean as you go			
Managing waste			
Your cleaning schedule			
Chilling	Completed	N/a	
Chilled storage & displaying chilled food			
Chilling down hot food			
Defrosting			
Freezing			
Cooking	Completed	N/a	
Cooking safely			
Foods that need extra care			
Reheating			
Acrylamide			
Hot holding			
Ready-to-eat food			
Management	Completed	N/a	
Opening & closing checks			
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Prove it			
Managing food allergen information			
Training & supervision			
Customers			
Suppliers & contractors			
Stock control			
Product withdrawal & recall			
Staff confirmation			
I confirm that I have received the above training & that I will implement all of the business' SFBB safe methods that are relevant to my duties.			
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Staff name:			
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Personal hygiene & fitness to work			
Cloths			
Separating foods			
Raw food preparation schedule			
Food allergies			
Physical & chemical contamination			
Maintenance			
Pest control			
Cleaning	Completed	N/a	
Hand washing			
Cleaning effectively			
Clear & clean as you go			
Managing waste			
Your cleaning schedule			
Chilling	Completed	N/a	
Chilled storage & displaying chilled food			
Chilling down hot food			
Defrosting			
Freezing			
Cooking	Completed	N/a	
Cooking safely			
Foods that need extra care			
Reheating			
Acrylamide			
Hot holding			
Ready-to-eat food			
Management	Completed	N/a	
Opening & closing checks			
Extra checks			
Prove it			
Managing food allergen information			
Training & supervision			
Customers			
Suppliers & contractors			
Stock control			
Product withdrawal & recall			
Staff confirmation			
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STAFF TRAINING RECORD



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Job Title:		
Start Date:		
Trainer name:		
General	Completed	N/a
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Opening & closing checks (Page 68) training		
Minimum Level 2 (or equivalent) food hygiene training		
FSA (or equivalent) allergens training		
Cross-contamination	Completed	N/a
Personal hygiene & fitness to work		
Cloths		
Separating foods		
Raw food preparation schedule		
Food allergies		
Physical & chemical contamination		
Maintenance		
Pest control		
Cleaning	Completed	N/a
Hand washing		
Cleaning effectively		
Clear & clean as you go		
Managing waste		
Your cleaning schedule		
Chilling	Completed	N/a
Chilled storage & displaying chilled food		
Chilling down hot food		
Defrosting		
Freezing		
Cooking	Completed	N/a
Cooking safely		
Foods that need extra care		
Reheating		
Acrylamide		
Hot holding		
Ready-to-eat food		
Management	Completed	N/a
Opening & closing checks		
Extra checks		
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Training & supervision		
Customers		
Suppliers & contractors		
Stock control		
Product withdrawal & recall		
Staff confirmation		
I confirm that I have received the above training & that I will implement all of the business' SFBB safe methods that are relevant to my duties.		
Name:		
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Staff name:		
Job Title:		
Start Date:		
Trainer name:		
General	Completed	N/a
Before you start factsheet (Page 12) training		
Opening & closing checks (Page 68) training		
Minimum Level 2 (or equivalent) food hygiene training		
FSA (or equivalent) allergens training		
Cross-contamination	Completed	N/a
Personal hygiene & fitness to work		
Cloths		
Separating foods		
Raw food preparation schedule		
Food allergies		
Physical & chemical contamination		
Maintenance		
Pest control		
Cleaning	Completed	N/a
Hand washing		
Cleaning effectively		
Clear & clean as you go		
Managing waste		
Your cleaning schedule		
Chilling	Completed	N/a
Chilled storage & displaying chilled food		
Chilling down hot food		
Defrosting		
Freezing		
Cooking	Completed	N/a
Cooking safely		
Foods that need extra care		
Reheating		
Acrylamide		
Hot holding		
Ready-to-eat food		
Management	Completed	N/a
Opening & closing checks		
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Customers		
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I confirm that I have received the above training & that I will implement all of the business' SFBB safe methods that are relevant to my duties.		
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Job Title:		
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Trainer name:		
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Maintenance		
Pest control		
Cleaning	Completed	N/a
Hand washing		
Cleaning effectively		
Clear & clean as you go		
Managing waste		
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Cooking	Completed	N/a
Cooking safely		
Foods that need extra care		
Reheating		
Acrylamide		
Hot holding		
Ready-to-eat food		
Management	Completed	N/a
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Extra checks		
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Managing food allergen information		
Training & supervision		
Customers		
Suppliers & contractors		
Stock control		
Product withdrawal & recall		
Staff confirmation		
I confirm that I have received the above training & that I will implement all of the business' SFBB safe methods that are relevant to my duties.		
Name:		
Date:		

Staff name:		
Job Title:		
Start Date:		
Trainer name:		
General	Completed	N/a
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Opening & closing checks (Page 68) training		
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Personal hygiene & fitness to work		
Cloths		
Separating foods		
Raw food preparation schedule		
Food allergies		
Physical & chemical contamination		
Maintenance		
Pest control		
Cleaning	Completed	N/a
Hand washing		
Cleaning effectively		
Clear & clean as you go		
Managing waste		
Your cleaning schedule		
Chilling	Completed	N/a
Chilled storage & displaying chilled food		
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Defrosting		
Freezing		
Cooking	Completed	N/a
Cooking safely		
Foods that need extra care		
Reheating		
Acrylamide		
Hot holding		
Ready-to-eat food		
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Training & supervision		
Customers		
Suppliers & contractors		
Stock control		
Product withdrawal & recall		
Staff confirmation		
I confirm that I have received the above training & that I will implement all of the business' SFBB safe methods that are relevant to my duties.		
Name:		
Date:		

EMERGENCY CONTACTS LIST



Use this sheet to write down the contact details of the different people or services you & / or your staff may need to contact to make important decisions or to deal with an emergency.

For example:

- emergency manager / food business operator contact
- environmental health
- fridge engineer / electrician
plumber
- pest control
- refuse / recycling
- landlord / insurance

EMERGENCY MANAGER / FOOD BUSINESS OPERATOR CONTACT:	CONTACT IN CASE OF:
Contact name:	
Telephone:	
Email:	
Address:	

ENVIRONMENTAL HEALTH	CONTACT IN CASE OF:
Contact name:	
Telephone:	
Email:	
Address:	

FRIDGE ENGINEER:	CONTACT IN CASE OF:
Contact name:	
Telephone:	
Email:	
Address:	

PEST CONTROL	CONTACT IN CASE OF:
Contact name:	
Telephone:	
Email:	
Address:	

EMERGENCY CONTACTS LIST



(Continued)

ELECTRICIAN	
Contact name:	
Telephone:	
Email:	
Address:	

GAS ENGINEER	
Contact name:	
Telephone:	
Email:	
Address:	

PLUMBER	
Contact name:	
Telephone:	
Email:	
Address:	

Contact name:	
Telephone:	
Email:	
Address:	

Contact name:	
Telephone:	
Email:	
Address:	

SUPPLIER LIST



BUSINESS		DETAILS													
Name:															
Address:															
Telephone / email:															
Goods supplied:															
Specified delivery day(s):	M		T		W		T		F		S		S		
Specified delivery time(s):															
Special instructions:															
Local Authority registered or approved?	Yes		N/a		Food hygiene rated?	(0-5)				N/a					
Food industry (e.g. Salsa) accredited?	Yes		N/a		Other (e.g. Halal, organic) accredited?	Yes		N/a							
Traceability information with each delivery?	Yes				Allergen information with each delivery?	Yes									

BUSINESS		DETAILS													
Name:															
Address:															
Telephone / email:															
Goods supplied:															
Specified delivery day(s):	M		T		W		T		F		S		S		
Specified delivery time(s):															
Special instructions:															
Local Authority registered or approved?	Yes		N/a		Food hygiene rated?	(0-5)				N/a					
Food industry (e.g. Salsa) accredited?	Yes		N/a		Other (e.g. Halal, organic) accredited?	Yes		N/a							
Traceability information with each delivery?	Yes				Allergen information with each delivery?	Yes									

BUSINESS		DETAILS													
Name:															
Address:															
Telephone /email:															
Goods supplied:															
Specified delivery day(s):	M		T		W		T		F		S		S		
Specified delivery time(s):															
Special instructions:															
Local Authority registered or approved?	Yes		N/a		Food hygiene rated?	(0-5)				N/a					
Food industry (e.g. Salsa) accredited?	Yes		N/a		Other (e.g. Halal, organic) accredited?	Yes		N/a							
Traceability information with each delivery?	Yes				Allergen information with each delivery?	Yes									

SUPPLIER LIST

(continued)



BUSINESS		DETAILS												
Name:														
Address:														
Telephone / email:														
Goods supplied:														
Specified delivery day(s):	M		T		W		T		F		S		S	
Specified delivery time(s):														
Special instructions:														
Local Authority registered or approved?	Yes		N/a		Food hygiene rated?	(0-5)				N/a				
Food industry (e.g. Salsa) accredited?	Yes		N/a		Other (e.g. Halal, organic) accredited?	Yes		N/a						
Traceability information with each delivery?	Yes				Allergen information with each delivery?	Yes								

BUSINESS		DETAILS												
Name:														
Address:														
Telephone / email:														
Goods supplied:														
Specified delivery day(s):	M		T		W		T		F		S		S	
Specified delivery time(s):														
Special instructions:														
Local Authority registered or approved?	Yes		N/a		Food hygiene rated?	(0-5)				N/a				
Food industry (e.g. Salsa) accredited?	Yes		N/a		Other (e.g. Halal, organic) accredited?	Yes		N/a						
Traceability information with each delivery?	Yes				Allergen information with each delivery?	Yes								

BUSINESS		DETAILS												
Name:														
Address:														
Telephone /email:														
Goods supplied:														
Specified delivery day(s):	M		T		W		T		F		S		S	
Specified delivery time(s):														
Special instructions:														
Local Authority registered or approved?	Yes		N/a		Food hygiene rated?	(0-5)				N/a				
Food industry (e.g. Salsa) accredited?	Yes		N/a		Other (e.g. Halal, organic) accredited?	Yes		N/a						
Traceability information with each delivery?	Yes				Allergen information with each delivery?	Yes								

CLEANING SCHEDULE



Use this sheet to provide instructions to your staff on how / how often to clean or deep clean each area of your premises & any surfaces & equipment used.

For example:

- Main kitchen
 - Preparation kitchen
 - Service area
 - Wash up area
 - Fridges & freezers
 - Dry stores
 - Other storage areas
 - Bin rooms
- Work surfaces
 - Sinks
 - Hand contact points
 - Floors
 - Walls
 - Ceilings
 - Ventilation canopies
 - Ventilation filters
- Slicers
 - Mincers
 - Food processors
 - Vacuum packing machines
 - Ovens
 - Cookers
 - Fryers
 - Ice machines

REMEMBER: Most food areas, surfaces & items of equipment will also need to be disinfected to prevent the spread of harmful bacteria.

Item / Area	Frequency of cleaning					Precautions e.g. wear gloves or goggles	Method of cleaning
	After use	Everyshift	Daily	Weekly	Other		
Work surfaces	X					Wear gloves	<ol style="list-style-type: none"> 1. Remove any obvious food & dirt. 2. Wash the surface with hot soapy water (detergent diluted according to manufacturer's instructions) to remove grease & any other food & dirt. 3. Rinse with clean water to remove the detergent & loosened food & dirt. 4. Apply a disinfectant/sanitiser. Make sure you leave it on for the contact time recommended by the manufacturer. 5. Rinse with clean water to remove the disinfectant/sanitiser. 6. Leave to dry naturally or use a clean disposable cloth.

PROVE IT: RECORDS



Temperature control is an essential part of keeping high-risk foods safe. You may therefore have already chosen safe methods which involve keeping daily (e.g. delivery, fridge, cooking / reheating & hot holding etc.) temperature records. If not, you should use these sheets to record how you have proved that your alternative safe methods (e.g. using standard dial settings or set cooking processes etc.) are safe. You should also use these sheets to show that your chilling down hot food safe methods meet the target (e.g. chilling to room temperature within 2 hours) you have set.

SAFE METHOD	HOW DID YOU PROVE IT?	DATE
Dairy Foods Delivery	Standard check (vehicle print out provided by driver) = 2.4°C. 'Prove It' infra-red thermometer product (soft cheese) check = 2.8°C. Vehicle print out delivery check safe method confirmed as satisfactory.	xx/xx/xxxx
Display Chiller Temperature (display gauge reading)	Standard check (chiller display gauge reading) = 4.7°C. 'Prove It' infra-red thermometer check = 9.9°C. Display gauge not sufficiently accurate to ensure food safety. Infra-red thermometer check method to be tested instead.	xx/xx/xxxx
Display Chiller Temperature (infra-red thermometer method)	Standard check (infra-red thermometer) = 4.0°C. 'Prove It' probe thermometer product (sandwich) check = 3.8°C. Infra-red thermometer check safe method confirmed as sufficiently accurate. 'Chilled Storage & Display' safe method changed from display gauge to daily infra-red thermometer checks & records.	xx/xx/xxxx
Cooking	Set minimum burger cooking method (3 minutes either side on 230°C griddle). Standard visual check = no pink or red parts in the centre. 'Prove It' probe thermometer core temperature check = 77.1°C – maintained for more than 30 seconds. Target 75°C. Set cooking method & standard visual checks safe method confirmed as satisfactory.	xx/xx/xxxx
Chilling Down	Maximum (24 portion) lasagne tray cooked to core temperature of 90.4°C. Cooled in iced water bath next to food sink. Temperature after 1 hour 45 minutes = 23.6°C. Target of room temperature within 2 hours met. Iced water bath chilling down safe method confirmed as satisfactory.	xx/xx/xxxx
Hot Holding (dial at 5/10)	Standard (dial turned to 5/10) hot display cabinet setting checked. 'Prove It' probe thermometer (cooked chicken on display for 2 hours) check = 63.2°C. Target > 63°C. Borderline. Higher setting to be tested instead.	xx/xx/xxxx
Hot Holding (dial at 6/10)	New (dial turned to 6/10) hot display cabinet setting checked. 'Prove It' probe thermometer (cooked chicken on display for 2 hours) check = 67.5°C. Dial setting (6/10) safe method confirmed as satisfactory. 'Hot Holding' safe method changed accordingly.	xx/xx/xxxx



WEEKLY DIARY (MONDAY - SUNDAY + REVIEW) COVER

WEEK COMMENCING:

BUSINESS TRADING NAME:

PERSON(S) IN CHARGE THIS WEEK:

Opening Checks

Sufficient Level 2 (or above) trained staff available all day. Staff fit for work. Clean work clothes provided / being worn.	
Hot running water available at all sinks & wash hand basins.	
Sufficient hand washing & cleaning (e.g. soap, paper towel, scouring pad, BS1276 or equivalent antibacterial spray etc.) materials provided.	
Premises clean & tidy. No signs of pest activity.	
Fridges & freezers temperature checked / working properly. Fridge temperatures recorded below.	
Other important (e.g. cooking, reheating, hot holding, blast chilling etc.) equipment in good working order.	
Separate raw food preparation area(s) & equipment provided.	
Food preparation areas, surfaces, utensils & equipment cleaned / disinfected.	
Infra-red / probe thermometer(s), probe wipes & spare batteries provided.	
Up to date (accounting for any new food supplies / recipes / dishes etc.) & accurate allergen information records available on site.	
Food traceability records available on site.	

Make a note of any problems / action taken here:

Temperature Checks

Delivery (Target 8°C)		Fridge (Target 8°C)			Cooking / Reheating (Target 75°C)		Hot-Holding (Target 63°C)	
Product	Temp	Unit	AM	PM	Product	Temp	Product	Temp
		1						
		2						
		3						
		4						
		5						

Make a note of any problems / action taken here:

Closing Checks

All pre-cooked foods fully cooled, covered, date labelled & put in the fridge or freezer.	
All other chilled & frozen foods checked as date labelled & in date. Any food on its Use By date thrown away.	
Fridges & freezers temperature checked again / working properly. Fridge temperatures recorded above.	
Food preparation areas are clean and disinfected (work surfaces, equipment, utensils etc.).	
Washing up finished.	
Dirty cleaning equipment cleaned or thrown away.	
Waste removed & new bags put in the bins.	
Floors swept & clean.	
Premises secure & protected against pest entry.	

Make a note of any problems / action taken here:

Extra Actions / Prove It Checks

Premises deep cleaning		Make a note of any details here:
Special equipment (e.g. ice machine) cleaning		
Maintenance & Repairs		
Extra pest control measures		
Thermometer / fridge temperature gauge accuracy checks		
Hot food / chilling down food Prove It temperature checks		

I confirm that all our safe methods were followed & effectively supervised today.	Partly	Name: Position:
	Fully	

Add any notes or future reminders here:

Opening Checks

Sufficient Level 2 (or above) trained staff available all day. Staff fit for work. Clean work clothes provided / being worn.	
Hot running water available at all sinks & wash hand basins.	
Sufficient hand washing & cleaning (e.g. soap, paper towel, scouring pad, BS1276 or equivalent antibacterial spray etc.) materials provided.	
Premises clean & tidy. No signs of pest activity.	
Fridges & freezers temperature checked / working properly. Fridge temperatures recorded below.	
Other important (e.g. cooking, reheating, hot holding, blast chilling etc.) equipment in good working order.	
Separate raw food preparation area(s) & equipment provided.	
Food preparation areas, surfaces, utensils & equipment cleaned / disinfected.	
Infra-red / probe thermometer(s), probe wipes & spare batteries provided.	
Up to date (accounting for any new food supplies / recipes / dishes etc.) & accurate allergen information records available on site.	
Food traceability records available on site.	

Make a note of any problems / action taken here:

Temperature Checks

Delivery (Target 8°C)		Fridge (Target 8°C)			Cooking / Reheating (Target 75°C)		Hot-Holding (Target 63°C)	
Product	Temp	Unit	AM	PM	Product	Temp	Product	Temp
		1						
		2						
		3						
		4						
		5						

Make a note of any problems / action taken here:

Closing Checks

All pre-cooked foods fully cooled, covered, date labelled & put in the fridge or freezer.	
All other chilled & frozen foods checked as date labelled & in date. Any food on its Use By date thrown away.	
Fridges & freezers temperature checked again / working properly. Fridge temperatures recorded above.	
Food preparation areas & touch points are clean and disinfected (work surfaces, utensils, equipment, taps, door handles, switches etc.).	
Washing up finished.	
Dirty cleaning equipment cleaned or thrown away.	
Waste removed & new bags put in the bins.	
Floors swept & clean.	
Premises secure & protected against pest entry.	

Make a note of any problems / action taken here:

Extra Actions / Prove It Checks

Premises deep cleaning		Make a note of any details here:
Special equipment (e.g. ice machine) cleaning		
Maintenance & Repairs		
Extra pest control measures		
Thermometer / fridge temperature gauge accuracy checks		
Hot food / chilling down food Prove It temperature checks		

I confirm that all our safe methods were followed & effectively supervised today.	Partly	Name:
	Fully	

Add any notes or future reminders here:

Opening Checks	
Sufficient Level 2 (or above) trained staff available all day. Staff fit for work. Clean work clothes provided / being worn.	
Hot running water available at all sinks & wash hand basins.	
Sufficient hand washing & cleaning (e.g. soap, paper towel, scouring pad, BS1276 or equivalent antibacterial spray etc.) materials provided.	
Premises clean & tidy. No signs of pest activity.	
Fridges & freezers temperature checked / working properly. Fridge temperatures recorded below.	
Other important (e.g. cooking, reheating, hot holding, blast chilling etc.) equipment in good working order.	
Separate raw food preparation area(s) & equipment provided.	
Food preparation areas, surfaces, utensils & equipment cleaned / disinfected.	
Infra-red / probe thermometer(s), probe wipes & spare batteries provided.	
Up to date (accounting for any new food supplies / recipes / dishes etc.) & accurate allergen information records available on site.	
Food traceability records available on site.	
Make a note of any problems / action taken here:	

Temperature Checks								
Delivery (Target 8°C)		Fridge (Target 8°C)			Cooking / Reheating (Target 75°C)		Hot-Holding (Target 63°C)	
Product	Temp	Unit	AM	PM	Product	Temp	Product	Temp
		1						
		2						
		3						
		4						
		5						
Make a note of any problems / action taken here:								

Closing Checks	
All pre-cooked foods fully cooled, covered, date labelled & put in the fridge or freezer.	
All other chilled & frozen foods checked as date labelled & in date. Any food on its Use By date thrown away.	
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Floors swept & clean.	
Premises secure & protected against pest entry.	
Make a note of any problems / action taken here:	

Extra Actions / Prove It Checks	
Premises deep cleaning	Make a note of any details here:
Special equipment (e.g. ice machine) cleaning	
Maintenance & Repairs	
Extra pest control measures	
Thermometer / fridge temperature gauge accuracy checks	
Hot food / chilling down food Prove It temperature checks	

I confirm that all our safe methods were followed & effectively supervised today.	Partly	Name:
	Fully	
Add any notes or future reminders here:		

Opening Checks

Sufficient Level 2 (or above) trained staff available all day. Staff fit for work. Clean work clothes provided / being worn.	
Hot running water available at all sinks & wash hand basins.	
Sufficient hand washing & cleaning (e.g. soap, paper towel, scouring pad, BS1276 or equivalent antibacterial spray etc.) materials provided.	
Premises clean & tidy. No signs of pest activity.	
Fridges & freezers temperature checked / working properly. Fridge temperatures recorded below.	
Other important (e.g. cooking, reheating, hot holding, blast chilling etc.) equipment in good working order.	
Separate raw food preparation area(s) & equipment provided.	
Food preparation areas, surfaces, utensils & equipment cleaned / disinfected.	
Infra-red / probe thermometer(s), probe wipes & spare batteries provided.	
Up to date (accounting for any new food supplies / recipes / dishes etc.) & accurate allergen information records available on site.	
Food traceability records available on site.	

Make a note of any problems / action taken here:

Temperature Checks

Delivery (Target 8°C)		Fridge (Target 8°C)			Cooking / Reheating (Target 75°C)		Hot-Holding (Target 63°C)	
Product	Temp	Unit	AM	PM	Product	Temp	Product	Temp
		1						
		2						
		3						
		4						
		5						

Make a note of any problems / action taken here:

Closing Checks

All pre-cooked foods fully cooled, covered, date labelled & put in the fridge or freezer.	
All other chilled & frozen foods checked as date labelled & in date. Any food on its Use By date thrown away.	
Fridges & freezers temperature checked again / working properly. Fridge temperatures recorded above.	
Food preparation areas & touch points are clean and disinfected (work surfaces, utensils, equipment, taps, door handles, switches etc.).	
Washing up finished.	
Dirty cleaning equipment cleaned or thrown away.	
Waste removed & new bags put in the bins.	
Floors swept & clean.	
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Extra Actions / Prove It Checks

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Add any notes or future reminders here:

MANAGEMENT / WEEKLY REVIEW

As the person in charge of this pack, take time during the week to walk around the business & observe whether there are any problems / whether the business' safe methods are being followed in practice? Write the details of any problems & what you did about them below.

Also look back over the last week's diary entries. If there was a serious problem or recurrent issue (i.e. an issue that has occurred more than once), make a note of it here, find out why & record what you did to resolve it.

Please remember: this review requires completion even if no problems have been found.

Did you observe any serious problems or recurrent issues? Yes No

DETAILS	WHAT YOU DID ABOUT IT?
Damage to paintwork on ceiling above prep area. Staff member observed not washing hands after handling raw meat. Deep cleaning required in pot wash area. Delivery taken without being checked. Staff member observed decanting peanuts into wrong container.	Reported paintwork for repair. Safe method retraining to be provided to staff regarding checking deliveries, hand washing & handling of allergenic foods. Deep cleaning completed in pot wash area & added to cleaning schedule.

SAFE METHOD	CHECK LIST		
Have you reviewed your safe methods?	Yes	No	N/A
Has the business' allergen information been updated to reflect any menu, ingredient or supplier changes etc?	Yes	No	N/A
Have there been any premises, equipment, process or staffing changes which could affect the business' safe methods?	Yes	No	N/A
Have any new suppliers been recorded with contact information?	Yes	No	N/A
Have any cleaning / disinfection materials been changed? Does the business' cleaning schedule require updating?	Yes	No	N/A
Have any new staff been trained on the business' safe methods?	Yes	No	N/A
Do any existing staff require safe method refresher training?	Yes	No	N/A
Are any extra opening or closing checks required?	Yes	No	N/A
If any food complaints have been received, have they been investigated & the business' safe methods reviewed?	Yes	No	N/A
Have the business' thermometers been calibrated in the last 4 weeks & the results recorded?	Yes	No	N/A
Have any extra checks been completed & recorded?	Yes	No	N/A
Are regular prove it checks being completed & recorded?	Yes	No	N/A

ADDITIONAL DETAILS

Allergen matrix updated & new recipe sheets completed for lasagne & apple crumble specials. Cleaning schedule updated to include daily cleaning of pot wash area. Chef A requires retraining on food allergies, stock control & deliveries (planned for tomorrow & will be signed off on training record). Staff reminded of importance of keeping records. Daily system of temperature control checks & records to be trialled next week.

Name:	Position:	Date:
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MANAGEMENT / WEEKLY REVIEW

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Please remember: this review requires completion even if no problems have been found.

Did you observe any serious problems or recurrent issues?

Yes

No

DETAILS	WHAT YOU DID ABOUT IT?

SAFE METHOD	CHECK LIST		
Have you reviewed your safe methods?	Yes	No	N/A
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Have the business' thermometers been calibrated in the last 4 weeks & the results recorded?	Yes	No	N/A
Have any extra checks been completed & recorded?	Yes	No	N/A
Are regular prove it / daily temperature checks being completed & recorded?	Yes	No	N/A

ADDITIONAL DETAILS

Name:	Position:	Date:
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