



Corporate HACCP Manual

CORPORATE HACCP MANUAL

REVIEW CONTROL SHEET

SECTION	SECTION TITLE	DATE UPDATED	CURRENT ISSUE NUMBER
Front Cover, Review Control Sheet, Contents	N/A	September 2019	3
Food Safety Management Introduction	N/A	September 2019	3
Section 1	Pre-Requisites	September 2019	4
Section 2	Flow Diagrams and HACCP Charts	September 2019	2
Section 3	Work Instructions	September 2019	3
Section 4	Control Forms	September 2019	3
Section 5	Terms of Reference	September 2019	3

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Contents

Section	Page
Food Safety Management System Introduction	1 - 4
Food Safety Statement	1
Executive Summary	2 - 3
Section 1: Pre-Requisites	1.1 - 1.34
Acrylamide Policy	1.3 - 1.4
Allergens Policy	1.5 - 1.6
Foreign Bodies Policy	1.7 - 1.8
Cleaning Policy	1.9 - 1.11
Employee Training and Use of Agency Employees Policy	1.12 - 1.14
Infectious Diseases Control Policy	1.15
Maintenance Policy	1.16 - 1.21
Personal Hygiene Policy	1.22 - 1.24
Pest Control Policy	1.25
Procurement Policy	1.26 - 1.29
Temperature Control Policy	1.30 - 1.32
Special Diets Policy	1.33 - 1.34
Section 2: Flow Diagrams and HACCP Charts	2.1 - 2.104
Composite Recipes	2.3 - 2.14
High Risk Ready To Eat Foods (No Cooking Process Needed Including Vending)	2.15 - 2.22
HACCP Flow Diagram for Chilled High Risk (To Include A Cooking Process)	2.23 - 2.32
Dry Goods (Including Low Risk Vending And Retail)	2.33 - 2.42
Frozen Products	2.43 - 2.52
Raw Meat Cuts, Raw Meat Products, Poultry and Wet Fish	2.53 - 2.62
Meals on Wheels	2.63 - 2.68
Cook-Chill	2.69 - 2.80
Special Diets	2.81 - 2.92
Composite Recipes Including Blast Chilling and Vacuum Packing for Extended Storage	2.93 - 2.104
Section 3: Work Instructions	3.1 - 3.32
Organising/Executing Barbeques and Hog Roasts	3.3 - 3.8
Breakfast Clubs	3.9 - 3.12
Acrylamide	3.13 - 3.16
Foreign Bodies	3.16 - 3.18
Cleaning	3.19 - 3.27
Personal Hygiene	3.28 - 3.30
Food Storage and Temperature Control	3.31 - 3.36
Maintenance Contractors	3.37
Pest Control	3.38 - 3.41
Purchasing	3.42 - 3.51
Section 4: Control Forms	4.1 - 4.26
Cleaning Schedule Pro-Forma	4.3 - 4.4
General Cold Storage, Display, Vending and Deliveries Temperature Log Day	4.5 - 4.6
General Food Temperature Log	4.7 - 4.8
Food Temperature Log (Education Catering)	4.9 - 4.10
Food Transportation Temperature Log (Education Catering)	4.11 - 4.12

Section	Page
All-in-One Event Monitoring Form (Commercial Catering Use)	4.13 - 4.14
Cook/Chill Process Monitoring (Commercial Catering Use)	4.15 - 4.16
Sandwich Preparation Form (Commercial Catering Use)	4.17 - 4.18
Meals on Wheels Record Log	4.19 - 4.20
Infectious Diseases Control Form	4.21 - 4.22
Disclaimer Notice – Removal/Extension of Food During an Internal or External Function	4.23 - 4.24
Disclaimer Notice – Food Supplied by External Provider	4.25 - 4.26
Annual Calibration of Temperature Probes	4.27 - 4.28
Food and Drink Supplier Complaints Form	4.29 - 4.30
Section 5: Terms of Reference	5.1 - 5.4
Statement	5.3 - 5.4

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Food Safety Management System Introduction

Food Safety Statement

Cardiff Council is the legal operator of many types of food businesses across the Authority. These encompass a range of types of business together with a range of requirements and users including those considered to be vulnerable under Food Safety legislation.

On 1st January 2006 European food safety legislation was introduced. Article 5 of Regulation (EC) No 853/2004 requires all food businesses to implement a documented food safety management system based on the principles of Hazard Analysis Critical Control Points (HACCP).

Cardiff Council recognises and accepts its responsibility for providing safe food to all who use its services and its legal obligations thereto. This document has been developed to encompass all food related activities across the Authority and sets out how it can ensure, as far as is reasonably practicable, the safe production and sale of food.

Cardiff Council acknowledges that successful implementation of this policy will require commitment from all levels of management and employees and in turn will aim to ensure that all relevant employees are provided with the necessary information and training to enable them to correctly perform their duties. Unless there are stated exemptions it is expected that all the principles of this document will be adopted by all employees both permanent and temporary.

This document will be reviewed at appropriate intervals in accordance with HACCP principles, see Section 5 – Terms of Reference for more details. In recognition of the diversity and differing requirements of service users, this document has been produced by a cross Service Area team.

Executive Summary

The Hazard Analysis Critical Control Point (HACCP) System is an internationally accepted method of managing food safety by controlling identified food safety risks. It focuses on the prevention of food safety problems before they occur and is accepted by international authorities as the most effective means of controlling food borne diseases.

HACCP is based on 7 principles as follows:-

1. Identify any hazards that must be prevented, eliminated or reduced to acceptable levels.
2. Identify the Critical Control Points (CCP's) at the step/s at which control is essential to prevent or eliminate a hazard or reduce it to acceptable levels.
3. Establish the critical limits at CCP's, which separate acceptability from unacceptability for the prevention, elimination or reduction of identified hazards.
4. Establish and implement effective monitoring procedures at CCP's.
5. Establish corrective actions when monitoring indicates that a CCP is not under control.
6. Establish procedures to verify whether the measures outlined are working effectively: verification procedures shall be carried out regularly.
7. Establish documents and records commensurate to the nature and size of the business to demonstrate the effective application of the measures above to facilitate official controls.

This document is intended to be fluid and therefore is based on essential elements of HACCP whilst simplifying as far as is reasonably practicable those elements required to ensure the safe production of food.

This document will be included within the training programme, thereby, ensuring that all relevant employees are trained to a level commensurate with their work activities, aware of their role and importance in ensuring that Cardiff Council produce safe food for its customers.

As this is a fluid system, it will incorporate a series of pre-requisites, employee work instructions, HACCP charts and flow diagrams and control forms. The system is generic in nature but can be adapted to suit specific needs across the Authority. It is therefore

intended that this will increase employee flexibility as there will be one food safety management system in place and recognisable, irrespective of workplace.

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Section 1

Pre Requisites

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Acrylamide Policy

In 2015, the European Food Safety Authority (EFSA) produced a report on the risks related to the presence of acrylamide in food and concluded that the current level is a concern for public health. Acrylamide is a chemical substance, which forms in foods with high starch content, such as potatoes, bread and cereals, when cooked at high temperatures (above 120°C) such as in frying, grilling, roasting, toasting and baking. Acrylamide is a natural by-product of the cooking process, has always been present in our food and gives food a desirable colour, smell and taste. However, it is also considered a carcinogen and is capable of causing cancer in humans.

On 11 April 2018, Regulation (EU) 2017/2158 came into force across Europe. It requires food businesses to promote and support best practices in managing acrylamide and to recognise it as a food safety hazard. All food businesses are required to put in place steps to limit acrylamide formation through the cooking process. As acrylamide is a naturally forming by-product of the cooking process, it is not possible to eradicate its presence in foodstuffs. Therefore, the focus of the legislation is on an “As Low As Reasonably Achievable” (ALARA) approach to limit the levels within the food chain.

The legislation covers a comprehensive range of foodstuffs, not all of the products covered by the legislation will be applicable to Cardiff Council food premises. The full range is as follows:

- French fries, other cut and deep fried products (e.g. chips and fried roast potatoes) and sliced potato crisps from fresh potatoes.
- Potato crisps, snacks, crackers, and other potato products from potato dough.
- Bread.
- Breakfast cereals (excluding porridge).
- Fine bakery wares - cookies, biscuits, rusks, cereal bars, scones, cornets, wafers, crumpets and gingerbread, as well as crackers, crisp breads and bread substitutes.
- Coffee (roast coffee and instant/soluble coffee).
- Coffee substitutes.
- Baby food and processed cereal-based food intended for infants and young children as defined in Regulation (EU) No. 609/2013.

Cardiff Council understand the importance of ensuring that acrylamide is reduced through their food businesses. To that end food operators will ensure that the food products in the

list above, which also relate directly to their food businesses, are stored correctly, cooked to either a golden yellow colour or in line with the manufacturers guidance and that overcooked starchy foods will not be served to consumers.

Further guidance can be found in the work instructions section of this manual.

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Allergens Policy

Cardiff Council recognises that it has a legal obligation to inform all of its customers on the potential inclusion of the 14 main allergens listed in the European legislation EU Food Information for Consumers (EU FIC) Regulation (No. 1169/2011). The 14 main allergens (and their derivatives) that are specified in the legislation are:

- Celery
- Cereals containing gluten
- Crustaceans.
- Egg
- Fish
- Milk
- Mustard
- Nuts (namely almond, hazelnut, walnut, cashew, pecan nut, Brazil nut, pistachio nut and Macadamia nut/Queensland nut)
- Peanuts
- Soybeans
- Sesame seeds
- Sulphur dioxide and sulphites
- Lupin
- Molluscs

All food premises will compile information in regard the 14 listed allergens. This information can be provided either verbally or in a written format. All food premises must visually signpost customers to the source of the allergen information regardless of whether the information is to be provided verbally or in a written format. For food premises that undertake distance selling, e.g. providing off site buffets, mobile sandwich/snack retail, the EU FIC Regulation (No. 1169/2011) stipulates that allergen information must be provided:

- Before the purchase is concluded

and

- At the point of delivery

Food premises understand that this information can be provided orally or in writing but are conscious that the final consumer may not be the person ordering through a distance selling channel. Council premises work with a comprehensive list of ingredients and cannot guarantee any of its food products are free from allergens resultant from cross-contamination. Whilst cross-contamination of allergens cannot be excluded, appropriate measures will be taken in all food premises to minimise the risk as far as practicable. This statement will be clearly either communicated to all consumers through an oral channel or printed on any written document.

Cardiff Council maintains two children’s residential establishments, Crosslands Residential Home and Tŷ Storrie. Whilst these establishments are registered as food business operators (FBO), they do not undertake any commercial activities. Their core purpose is to provide alternative care and accommodation to children and young people. Some aspects of this HACCP will not apply to these establishments due to competing requirements. The documentation of allergens will not apply and other risk mitigating processes will be undertaken at site level. Within the aspect of allergen control, these risk mitigating processes will include assessment of residents prior to intake to assess allergenic requirements and retention of product packaging in order to provide allergen information.

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Foreign Bodies Policy

Cardiff Council recognises the risk that foreign bodies pose in a food premises and endeavours to minimise the risk of foreign bodies contaminating foodstuffs within a food premises.

Foreign bodies can be found in many forms including (this list is not exhaustive):

- Breakables (see below)
- Paper based bodies (packaging, notice boards)
- Notice board pins
- Jewellery
- Plasters

Cardiff Council food premises recognise the need to control the use of items that may become potential foreign bodies within the food production areas and as a result will ensure that notice boards are installed and maintained away from food production areas, that plasters are coloured blue (to ensure that they are easily identifiable) and that the policy on jewellery is implemented. All employees are trained to be vigilant in monitoring potential foreign bodies within the production areas and there are specific protocols in place for monitoring and dealing with breakables.

There are many forms of breakables, these include (this list not exhaustive):

- Glass, glassware and mirrors
- Hard plastics
- Wood
- Crockery
- Slate

At present breakables can be found throughout Council food premises. These areas include food preparation and service area windows, doors, display fridges, tables, drinking glasses, plates and serving equipment, washroom mirrors and lighting.

Foreign bodies from the above list can also be transferred into Council premises via delivery and packaging, so employees must be diligent when checking received goods. Visitors, including contractors, who enter Council premises, may also be a source of

contamination so it is paramount that visits such as maintenance jobs, are conducted during non-food production time or areas, as far as is reasonably practicable.

All employees are trained to identify the risk and follow the guidance below:

- Check all breakables and discard if it is chipped, cracked and/or scored.
- Do not stack wet breakables after washing.
- Store breakables upside down on clean shelving or matting to prevent chipping.
- Where food and drinks are supplied in glass containers, either decant or store in deep plastic containers and store on low shelves within the food rooms.
- Wooden display equipment will not be put through mechanical dishwashing and food products will not be placed directly on the boards. Where wooden display equipment is in a state of disrepair, they must be discarded.

In the event of a breakage, employees are trained to refer to the work instructions required controls and actions.

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Cleaning Policy

Cardiff Council recognises that cleaning is an essential and integral part of a successful catering business. It is important to clean to the highest standards to ensure the risk of microbiological contamination is minimal and to ensure good appearance.

Cleaning in a food preparation environment is the removal of soil, food residues, dirt, grease and other objectionable matter in order to facilitate the reduction in the number of dangerous bacteria to a safe level.

It is a legal requirement to keep food premises and areas of food preparation, equipment, utensils and materials clean to help to ensure the safety of food. Effective cleaning can also have an important impact upon a business's reputation and profitability.

High standards of cleanliness bring many benefits including:-

- Reducing the risk of food spoilage or food poisoning.
- Removing materials and food that could provide harbourage and nourishment for pests.
- Helping the prompt discovery of pest infestation.
- Preventing the physical contamination of food.
- Ensuring that the working environment is pleasant, safe and attractive; in turn promoting economical and effective working methods.
- To comply with the law.

Cardiff Council has robust and effective cleaning schedules in place in all establishments, which are updated on a regular basis, to ensure compliance with recommended guidelines. All Cleaning schedules are clear and concise, to ensure that instructions for employees are easily followed and easy to achieve. These are completed on the cleaning schedule pro forma which can be found in the control forms section.

Controls

Where annual audits are undertaken by catering management teams, standards of cleaning are monitored, which fulfils best practice under our due diligence.

All employees are trained in the use of cleaning chemicals, schedules and equipment and training is reviewed on a regular basis and updated when required.

All disinfectants and sanitisers conform to BS EN 1276:1997 and/or BS EN 13697:2001 and can be considered appropriate for use within kitchen environments. Individual establishment managers are responsible for ensuring that such products conform to the above standard at the point of purchase. All disinfectants and sanitisers must be within their use by date to ensure that the active bacteriostatic ingredient is effective during use.

Equipment is cleaned using dishwashers that conform to a rinse temperature of over 82°C. Where establishments have dishwashers that do not have a temperature display a rule of thumb used is that the dishes must come out of the dishwasher hot enough to air dry effectively. Temperatures of dishwasher rinse cycles will be monitored on a daily basis (using the Cleaning Schedule Pro-Forma). If dishwashers are not conforming to a rinse cycle of over 82°C, individual service areas must contact their maintenance contractor to service their machine. Where possible, Cardiff Council uses designated equipment and areas for the preparation of raw foods and RTE foods. Where a dishwasher is not available, equipment used for preparation of raw foods will not be shared with RTE foods.

Some equipment will be manually cleaned, for example, pots/pans, oven trays that have been used through the cooking process. Under no circumstances, will equipment that has been used for raw products and/or serving be manually cleaned only.

All Council food premises are subject to routine inspections undertaken by Environmental Health Officers from the Shared Regulatory Services.

Clean-As-You-Go (CAYG)

Cardiff Council operates a CAYG policy. This means that all employees are responsible for ensuring that equipment and work surfaces are cleaned and disinfected very quickly after soiling occurs, to avoid cross-contamination or injury to employees. All employees are trained to understand that raw areas and RTE (RTE) areas are never cleaned with the same equipment, i.e. cloths and spray bottles, and they must always think about health and safety when they are cleaning.

2-Stage Cleaning

Cardiff Council operates a 2-stage cleaning/disinfection process for all food preparation areas. This process differs slightly dependent on whether the area is a raw or RTE area. As part of a premises opening and closing procedures, all surfaces must be 2-stage cleaned. RTE areas may have a CAYG process followed in between tasks, however raw

areas must have a 2-stage cleaning process followed at all times. For further detail on these processes, please refer to the working instruction on cleaning.

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Employee Training and Use of Agency Employees Policy

Employee Training and Development Policy

Cardiff Council ensures that all employees are trained in food hygiene matters commensurate with their work activity.

Training is designed and carried out to ensure that all employees are able and qualified to carry out their duties, and to ensure at all times the highest standards of food safety and hygiene. Employees are trained in order to minimise the risk of food poisoning and food complaints and reduce the amount of supervision required. Cardiff Council ensures that employees are adequately supervised, provided with appropriate instructions and trained on food hygiene matters commensurate with their work activities.

Individual training records are maintained on Cardiff Council systems. Individual establishments also keep copies/records of relevant certificates and formal/informal training on site, to provide evidence to external inspectors/auditors that the employees have been properly trained to the required level.

The importance of personal hygiene is an integral part of induction training. All employees will receive the essential food hygiene information as part of the induction programme, with further training to promote high standards of food safety and hygiene also being provided.

All employees, directly handling open food and employed as food handlers, must be trained to at least Level 2 Award in Food Safety in Catering, or equivalent.

Cardiff Council aspires to provide all employees with supervisory duties and operations managers with at least Level 3 Award in Supervising Food Safety in Catering, or equivalent.

Employees involved with the management and implementation of the HACCP principles within this manual must be trained to at least Level 3 Award in Supervising Food Safety in Catering, or equivalent, preferably Level 4 Award in Managing Food Safety in Catering, or equivalent.

Formal qualifications will be renewed on a regular basis; it is deemed best practice to renew every 3 years.

All food safety qualifications will be accredited to one of the following professional bodies:

- Royal Society for Public Health (RSPH)
- Highfield Awarding Body for Compliance (HABC)

Managers may wish to integrate the HACCP requirements into individual's Personal Review (PR).

Casual Employees

Occasionally Cardiff Council will employ casual employees (directly employed by the Council, used on an ad hoc basis). These employees are governed by the same Council policies and guidelines as laid out in this HACCP manual. Furthermore, all casual employees are required to follow the rules and regulations as laid out by the different service areas managing the food premises outlets across Cardiff.

Use of Agency Employees

Cardiff Council has a third party system, which manages the list of approved agency suppliers that the Council may use in the recruitment of temporary, agency-based employees.

It is the responsibility of the hiring managers, wherever possible, to specify which attributes, including qualifications; candidates need in order to fulfil their role within Council food premises. Hiring managers may also interview potential candidates for suitability before the role commences, however, in practice, this is not always possible.

The minimum qualification required from employees sourced from agency suppliers is:

- Level 2 Award in Food Safety in Catering

It is the responsibility of the agencies to ensure that food safety training is current for all employees supplied to the Council. However, Cardiff Council will monitor the suitability of the training before candidates enter the food premises.

All employees sourced from agency suppliers are required to complete the "Infectious Diseases Control Form" that can be found in the monitoring forms section of this HACCP manual.

All employees sourced from agency suppliers are required to abide by the same Council policies and guidelines as laid out in this HACCP manual. Furthermore, all agency employees are required to follow the rules and regulations as set out by the different service areas managing the food premises outlets across Cardiff.

All agency employees must ensure that suitable protective clothing is worn whilst in the kitchen environments. Establishment managers will monitor adherence to this policy.

All agency employees are required by law to disclose any information regarding ill health occurring in the past 48 hours, i.e. vomiting, diarrhoea and nausea as well as any medical complaints, i.e. open cuts, sores, wounds, boils and skin conditions. This must be done prior to entering the food premises, in order that an informed decision can be made by the management team as to whether the person/s should be excluded from the food premises.

This information will be captured on the “Infectious Diseases Control Form and Questionnaire” to be found in the control forms section of this HACCP manual.

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Infectious Disease Control Policy

Cardiff Council aims to ensure, as far as is reasonably practicable, that all employees coming into contact with food, are fit to work and are free from infection that could be passed to and contaminate food.

The Council requires that:

- All potential employees working with food and drink (or likely to come into contact with high risk food preparation areas) complete a pre-employment medical questionnaire. This will be assessed by the relevant Directorate Catering Management prior to offering employment.
- Employees are in good health and have an awareness of the need for good hygiene.
- All employees are required to report certain illnesses or infections as detailed in the work instructions and also the following:
 1. Illness whilst on holiday abroad or on return home
 2. Sickness and/or diarrhoea or recurring bowel disorder
 3. Boils, septic cuts or skin infections
 4. Any ongoing medical problems if relevant to their employment

Infectious Disease Control is linked to and forms part of the Council's Personal Hygiene Policy, which includes the 'Infectious Disease Control Form and Questionnaire'.

Cardiff Council operates a 48-hour symptom free rule for all cases of diarrhoea and vomiting. Employees that handle foodstuffs, who develop symptoms of diarrhoea and vomiting should not attend work and must confirm with their line manager that they have been symptom free for 48 hours before returning to work; this will also be checked by the line manager during the corporate return to work interview. The above statements also includes employees preparing/handling food directly in Council operated establishments as well as employees preparing/handling food in a caring capacity within a service user's home/accommodation.

Maintenance Policy

Structural Requirements of Food Premises and Areas of Food Premises

General Statement

Cardiff Council recognises that all food premises and areas of food premises must be regularly and systematically cleaned and maintained and in a constant good state of repair and condition. They must allow adequate cleaning and/or disinfecting of all areas. They must be protected against the accumulation of dirt, contact with toxic materials, the shedding of particles into food and the formation of condensation or mould on surfaces. They must permit good food hygiene practices, including protection against cross-contamination before, during and after food preparation by equipment, materials, water, air supply or employees, and external sources of contamination by pests. They must provide suitable temperature conditions for hygienic processing and storage of products.

Structure

Flooring

All areas of food premises should be fitted with impervious and easy to maintain flooring with coved floor to wall joints as best practice. These surfaces should be maintained in a sound condition and regularly cleaned and sanitised.

Ceilings and Lighting

Ceilings and overhead fittings should be constructed and finished to prevent the accumulation of dirt, condensation, growth of moulds and should not shed particles, which could cause contamination. Lighting should be sufficient to ensure a safe working environment and allow for effective cleaning. Lights bulbs should be fitted with diffusers to prevent glare and to contain glass if a breakage should occur.

Doors

Doors should be easy to clean and disinfect, including fingerplates and/or handles. Doors should also be free from gaps underneath or around the frame, which may allow pest entry.

Work Surfaces

All work surfaces should be constructed of smooth, impervious, easy to maintain and clean material and be capable of being disinfected.

Drainage

All pipelines, vessels and equipment are self-draining to enable the disposal of food liquids and cleaning products. Where possible, pipe work is accessible for routine maintenance work.

Ventilation

Ventilation must be capable of removing excess heat and steam and odours from food preparation and cooking processes, refrigeration equipment and dishwashing. It must also be capable of removing odours and stale or damp air from employee facilities, customer areas and stores. Good ventilation reduces air temperature and relative humidity and all ventilation openings should be positioned to prevent any flow of air from contaminated to clean areas (e.g. from toilets or refuse storage areas to food rooms). All ventilation openings, e.g. windows, doorways, airbricks, ducted inlets etc. should be fitted with insect-proof screening, if deemed necessary.

Services

Gas and Electricity

All food premises will have either a combination of gas equipment and electrical equipment or just electrical equipment. Where gas equipment is used a ventilation hood fitted with outlet grease filters will be fitted and there must be access to the ducting, etc., for cleaning and maintenance. A regular programme of cleaning will be in place for the filters which will occur as dictated by system design and requirements.

Water

The cold water supplied to food all food premises that will be used with food and used for cleaning is potable and in most establishments is mains supplied. Cardiff Council has a food premises that has a private water supply, which is tested on a regular basis by the home council, Welsh Water/Dŵr Cymru and/or Natural Resources Wales. For further information on control measures and contingency plans for private water supplies, please refer to site specific operating plans and risk assessments held at Storey Arms Outdoor Education Centre.

Where hot water supply is interrupted, establishments will refer to the "Interruption to Hot Water Supply Protocol" located in the "Working Instruction for Maintenance Contractors".

Facilities

Food Preparation, Equipment Cleaning and Work Areas

In line with E.Coli 0157 guidance, where operationally possible, food premises will have designated work areas for raw and RTE (RTE) foods. Where this is not possible, kitchen employees will adhere to strict 2 stage disinfection processes between uses.

All food premises and areas of food premises should have separate sinks installed for the washing of food and for the washing of equipment. Where this is not possible, clear guidance will be in place for the disinfection between uses. Additionally, where possible food premises will have separate sinks for the preparation of raw and RTE foods. If this is not possible, use of equipment to prevent food coming into direct contact with the sink will be implemented. Where installed, dishwashers should be in good working order and of adequate capacity. The rinse cycle water temperature should exceed 82°C and these temperatures will be monitored on a daily basis (Refer to Cleaning Schedule Pro Forma). Maintenance will be reactive based on site-specific issues. No proactive servicing of dishwashers will take place. However, dishwashers will be subject to a strict process before, during and after their use. This will include:

- Checking the machine for signs of limescale, particularly around water jets, filters and drains.
- Pre-cleaning of equipment, utensils, dishes and cutlery.
- Correct loading of machine, avoiding overloading.
- Using the correct chemicals, including detergent and rinse aid (in line with manufacturers guidance).
- Using the hottest cycle, ensuring that the rinse cycle is over 82°C.
- Not interrupting the wash cycle.
- Regular cleaning of the machine, on a daily basis.

Dishwashers suspected of not conforming to the rinse cycle temperature of over 82°C, showing signs of limescale build-up and/or any other significant issue will be subject to a maintenance callout, site specific arrangements are in place.

If dishwashers malfunction and are unable to be used, there is a specific manual procedure that must be used, details can be found in the Work Instructions for Cleaning.

Other Storage Areas

All dry goods and vegetable storage areas should be in a good state of repair and adequately ventilated to provide cool, dry conditions. Sufficient storage racking or shelves must be available to allow all food and equipment to be kept clear of the floor. All racking must be made from materials that are durable and capable of being effectively cleaned.

Equipment Maintenance and Installation

General Statement

All articles, fittings and equipment with which food comes into contact, must be kept clean and be constructed of such materials and maintained in such condition and repair as to minimise risk of contamination and enable thorough cleaning.

All food premises should have their equipment installed in such a way that allows the surrounding area to be cleaned.

Equipment Installation

Good maintenance is essential to allow effective use of all equipment. There are robust reporting procedures in place in all food premises in order to report equipment damage or defects.

Where possible, all food premises will have kitchen equipment installed so that there is sufficient space to facilitate access to all surfaces. All stationary equipment should have either a floor clearance space to allow for thorough cleaning or be fixed firmly to the walls and floor and sufficiently sealed at joints.

All employees are aware to ensure areas where maintenance has been carried out are carefully and properly cleaned down before any food handling takes place. Where practicable, all maintenance works should take place outside of operational hours. When this is not possible, appropriate action will be taken by management to minimise risk.

Waste Management

Cardiff Council recognises that adequate waste management minimises the risk of physical and bacterial contamination of food within a food premises.

Refuse Storage and Disposal

Internal

All food premises should have, where possible, metal-framed plastic sack holders, fitted with a foot-operated cover. Bins with lids, lined with plastic refuse sacks, are an acceptable alternative. All sack holders or bins will be cleaned on a regular basis. All food premises will also have a sufficient number of waste receptacles for the size and capacity of business. All waste receptacles will be emptied and taken to an external refuse store when full **and** at the end of each session. Food waste bins should be lidded and foot operated. Where receptacles do not conform to these parameters operatives are trained to wash hands after touching receptacles.

External

Many of the Council's food businesses operate within buildings where the responsibility for premises management sits with a separate team/department and it is recognised that food businesses may not have control over external waste areas. Therefore, it is the responsibility of the food business to liaise with the respective building management to ensure that (where reasonably practicable) the following requirements are met:

- All food premises will have bulk waste storage in the form of external bins with sufficient capacity.
- A minimum collection frequency of once a week by an approved and licensed refuse contractor, must be undertaken.
- Waste storage areas or compounds should not be located in close proximity to the kitchen, will be hard surfaced and in sound condition (preferably laid to a suitable fall and drained).
- Waste storage areas or compounds should be cleaned on a regular basis, preferably weekly.

Cardboard and other bulky waste should be broken flat to reduce volume and, where possible, will be recycled.

Incineration or open burning of any waste product is not permitted on food premises.

Waste Oil

Used oil will be emptied on a weekly basis (or equivalent, i.e. five days use) and stored in a suitable container, supplied by the collection contractor, ready for collection. Collection

will be made by an approved, licensed supplier and all other waste management and environmental legislation/policy will be followed.

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Personal Hygiene Policy

Cardiff Council recognises that employees are potentially the most serious hazard in the food business and that poor personal hygiene practices amongst employees can result in the contamination of high-risk foods. The importance of personal hygiene is an integral part of induction training, with further training carried out to promote high standards of food safety and hygiene. All food production areas are fitted with suitable hand washing and drying facilities and personal protective equipment is provided.

Employee Facilities

All employees should change and store their street clothes and personal effects in separate areas away from the food rooms. Toilet facilities are separated from food rooms by lobbies. All facilities should be in a good state of repair and must be cleaned daily. Where possible Cardiff Council will provide lockers for employees clothing and other belongings located in a changing room.

Hand Washing

- Hands are to be washed in wash hand basins provided only for this purpose and no other.
- Each requires a supply of hot and cold running water, soap (preferably liquid variety and with antibacterial properties) and paper towels.

Hands should be washed frequently, but in particular on the following occasions, this list is not exhaustive:

- Before entering or re-entering any food room.
- After visiting the toilet.
- After handling raw food (meat, fish, pastry, eggs and vegetables).
- After handling dirty equipment (including money).
- After handling delivery packaging.
- After handling refuse.
- After cleaning surfaces or equipment.

Guidance on how to effectively wash your hands can be found in the work instructions of this document.

Personal Appearance

- All employees working in a food premises must be present for work in a clean state including hair, clothing and body. A high standard of personal cleanliness is required, with particular concern for the hands and hair. Long hair must be tied back.
- All employees must ensure that fingernails are cut short and kept clean. Nail varnish and false nails (including acrylics) must **not** be worn.
- False eyelashes must **not** be worn.
- All employees must ensure that makeup/perfume is kept to a minimum (site specific requirements may be in place).
- Employees working directly within the food production area are only allowed to wear a plain wedding band type ring with no stones. No piercings or any other jewellery of any type are allowed.
- All other employees working within the food environment must ensure that jewellery be kept to an absolute minimum and must refer to existing service area policy.
- Personal items such as mobile phones, mobile phone chargers, medicines, (this list is not exhaustive) must not be taken into the food room and should be kept in an office area.
- Employees working directly within the food production area must wear head coverings (e.g. hats, hairnets).

Cardiff Council maintains two children's residential establishments, Crosslands Residential Home and Tŷ Storrie. Whilst these establishments are registered as a food business operator (FBO), they do not undertake any commercial activities. Their core purpose is to provide alternative care and accommodation to children and young people. Some aspects of this HACCP will not apply to these establishments due to competing requirements. The aspects of personal appearance will not apply and other risk mitigating processes will be undertaken at site level.

Protective Clothing

Protective clothing must be worn by all food handlers and fulfil the following:

- Be clean and in a good state of repair.
- Washable and lightweight.
- Must cover all outer clothing and the hair. Full protective clothing must be worn when working with open high risk foods. Tabards and aprons will be acceptable with low risk duties only.

- Sensible, flat, fully enclosed shoes must be worn and where provided safety shoes must be worn in high risk areas.

Cardiff Council maintains two children's residential establishments, Crosslands Residential Home and Tŷ Storrie. Whilst these establishments are registered as a food business operator (FBO), they do not undertake any commercial activities. Their core purpose is to provide alternative care and accommodation to children and young people. Some aspects of this HACCP will not apply to these establishments due to competing requirements. Some aspects of protective clothing will not apply and other risk mitigating processes will be undertaken at site level.

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Pest Control Policy

Cardiff Council recognises that various pests such as rats, mice, ants, wasps, fleas, cockroaches, birds and other insects can infest premises both externally and internally and can cause extensive damage and potential contamination of food.

Infestations may occur for a variety of reasons including, age, structure and location of buildings, poor maintenance, poor stock control and poor hygiene and cleanliness. It may also occur through transference of deliveries.

Pests can cause foreign body contamination and cause contamination with food poisoning bacteria and viruses.

Cardiff Council aims to keep all areas as free, as is reasonably practicable, from all pests in order to minimise the potential spread of disease and to satisfy its statutory duties.

There are differing pest control arrangements in place throughout the Authority. However, the core practice throughout all of these arrangements is to promptly respond to any pest infestation and to take appropriate action, in any of our food premises.

All employees are trained to carry out regular out daily checks (Refer to Cleaning Schedule Pro Forma) and to report any suspected signs of pest infestation to their line manager, who will follow the guidance in the work instructions.

Procurement Policy

Purchase and Delivery of Foodstuffs

Purchasing

Cardiff Council uses nominated suppliers for purchasing goods. Public sector food procurement in Wales is carried on a national basis. This is managed by the National Procurement Service (NPS). Cardiff Council has representation on the Customer Forum Group (CFG) of the NPS. Suppliers are selected on their ability to meet contract requirements, which include hygiene legislation and best practice. Preceding the award of all tendered contracts, suppliers go through a rigorous tendering process and all high risk suppliers must undergo an external audit by nominated auditor, STS, prior to start of supply. In addition food contractors are regularly inspected by Environmental Health Officers.

Cardiff Council has taken into account the recommendations made by the Pennington Inquiry in March 2009, in relation to the procurement of foodstuffs.

All Cardiff Council suppliers must comply with the Council's "Broadly Compliant" Policy. This states that all food suppliers must score at least 3 out of 5 on the Food Hygiene Rating Scheme (FHRS) or equivalent to continue supplying to Cardiff Council.

On occasion bespoke, non-contracted suppliers may be required due to the diversity and complexity of the menus offered. Rigorous controls are in place to secure food safety in these circumstances. These include completing a Quality Assurance document which is scrutinised by Shared Regulatory Service (additional paid service – to be borne by individual service area) to ensure suitability before start of supply. Suppliers will also conform to the Council's "Broadly Compliant" Policy.

Cardiff Council recognises that there is a particular risk when purchasing raw and cooked meats. Operators will ensure that the segregation of raw and cooked meats from the same supplier is maintained. This can either be by ordering raw and cooked on different drops or ensuring that the company delivers the products in separate containers. Suppliers are audited by STS as per NPS guidelines.

There may be times when Council food premises may need to purchase food products outside of designated suppliers, i.e. from high street retailers. More details can be found in the 'Purchasing' work instructions of this HACCP manual.

Delivery

Effective delivery and receipt of goods is fundamental to food quality and safety in any catering operation. All food deliveries must be checked by the person/s in charge of the food premises or their nominated representative. Any delivery of foodstuffs left unattended in an outside location is unacceptable.

Before delivery is accepted there must be adequate storage capacity and facilities for the quantities being ordered.

Guidance on how to and when to check food deliveries and what to check for can be found in the work instructions section of this HACCP manual.

Date codes on packaging are classified under two headings:

- **“Use By”** - applies to highly perishable, short life high-risk foods where there is a microbiological risk to health identified by the manufacturer e.g. cooked meats, dairy products.

- **“Best Before”** - applies to perishable and non-perishable foods e.g. cereals, cans, bottles usually with a shelf-life of over 3 months. These products do not need to be consumed before expiry of these dates, however, it is best practice to do so and all Cardiff Council food premises will ensure that no foodstuff is used after the expiry of a best before date. Care must also be taken when using products to check labelling instructions, which may indicate, for instance:
 - Refrigerate, label and date after opening.
 - Store in a cool place.
 - Use within three days of opening.

After the use by date of the foodstuff has expired then a food is deemed to be unsafe for human consumption. Article 24 of the EU FIC states that foods with expired use by dates are unsafe in accordance with Article 14(2) to (5) of Regulation 178/2002 which are enforced in Wales by the General Food Regulations 2004.

Refrigerated Delivery

All high-risk refrigerated produce should be delivered at a maximum temperature of 5°C.

Frozen Delivery

All frozen food must be delivered at a maximum temperature of -15°C, there must be no evidence of freezer burn or defrosting and immediately after checking delivery, frozen goods must be transferred to frozen storage.

Monitoring

Temperatures of food deliveries can be recorded using the air temperature reading from the vehicle display. Delivery drivers are contractually obliged to provide these readings. On a weekly basis, temperatures between packs must be taken. These temperatures should only be taken between packs of RTE foodstuffs. All employees must ensure that these temperatures are recorded on the appropriate temperature recording form for every high risk delivery.

Procedure for the Rejection of Unsatisfactory Foodstuffs

If upon delivery the products are substandard, i.e. not to the correct temperature, damaged or soiled packaging, any foreign bodies present, poor shelf life dates and/or the product has not been delivered to the specification ordered, the foodstuff/s must be rejected. The person/s checking the delivery will follow the guidance for corrective actions in the work instructions found in this HACCP manual.

Traceability and Product Recall

Traceability

Cardiff Council food businesses are solely engaged in catering and supplying food directly to the consumer; therefore, we only need to ensure that all foodstuffs are purchased through reputable suppliers, who in turn have full and robust traceability systems in place. These systems are required to be in place as part of the procurement process and are assessed through the 3rd party audits carried out before supply commences.

Product Recall

Cardiff Council will act on any and all product recall requests from suppliers or NPS and will follow their instructions accordingly and immediately.

All relevant employees will be included in the dissemination of this information.

Sustainability

Sustainability is a central guiding policy for all the Council's activities and it has the following key aims:

- Delivering organisational, social and community benefits. Please refer to the Corporate Health and Wellbeing Policy.
- To assist in promoting the environmental, economic and social well-being of the citizens in Cardiff, as set out in the Community Strategy.
- To help ensure food procurement delivers sustainable development outcomes and health gains.
- To promote and facilitate healthy eating by improving access to a healthy balanced diet in order to improve the nutritional health of Cardiff residents.
- To assist in improving nutritional content of food provided in schools in line with the Welsh Government's Healthy Eating in Schools (Wales) Regulations 2013.
- To support the links between sustainable food procurement and health.
- Promote sustainable procurement awareness with employees and suppliers.
- To illustrate to food contractors the direction of travel being pursued by Cardiff Council in food procurement.
- To promote improved collaboration between Cardiff Council catering units.
- Use of purchasing power to promote the local and regional economy.
- To help encourage a diverse and competitive food supply market locally and regionally that reflects the character and capacity of the natural environment.
- To recognise the Council's role as a major purchaser of food products in Wales.
- Promoting Greater Environmental Sustainability.

Wherever possible, the Council aims to source its foods from local producers and manufacturers, and work closely with its suppliers to seek ways of ensuring that environmental considerations such as reducing road miles and farming methods are fully taken into account.

Temperature Control Policy

Temperature Control is an essential element of the Council's Food Safety Management System and the policy must be adhered to at all times. It is every employee's responsibility to control and maintain the correct temperature of high risk foods throughout the food chain whilst under their control.

Inadequate food temperature control is one of the most common causes of food borne illness and food spoilage. Controls include the correct use of time and temperature throughout the chain from receipt of foods to the final consumer.

The Food Hygiene (Wales) Regulations 2006 provide legislative limits for correct temperature control. Foods that require temperature control for safety must be held either:

HOT at a temperature at or above 63°C, after an initial cook temperature of 75°C (or equivalent)

CHILLED at or below a maximum temperature of 5°C

Within these requirements there will be food specific requirements that will require either a different time/temperature correlation in the case of the cooking of certain dishes or in the case of certain bacteria, a lower chilled storage temperature may be required and/or recommended by the food producer/manufacture.

The Council recognises that the legal limit for chilled foods is 8°C. However, due to the broad service provision within the authority, especially to vulnerable groups, the critical limit for chilled foods will be 5°C, which is in line with the guidance for healthcare and social care organisations titled "Reducing the Risk of Vulnerable Groups Contracting Listeriosis". However, as far as is possible the Council will aim to store all such high-risk foods at or below 4°C or in line with manufacturers labelling recommendations. Manufacturer's guidance on storage must always be followed. Temperature monitoring of refrigerated units will be undertaken using jelly pots or bottled water, in order to monitor actual food temperature as opposed to air temperature of refrigerated units. Further guidance can be found in the working instructions.

Foods will always be cooked and/or reheated to a time/temperature correlation of 75°C for 30 seconds. However where a dish requires a different combination the following options will be applied:

- 60°C for a minimum of 45 minutes.
- 65°C for a minimum of 10 minutes.
- 70°C for a minimum of 2 minutes.

It is likely that only the commercial catering unit will require a deviation to the standard time/temperature correlation.

It is acknowledged that there are some exemptions to temperature control requirements and employees that handle such products will have received the appropriate training to recognise this. Examples are cured/smoked products, soft cheeses that may ripen/mature at ambient temperature and rare cooked meats from non-boned, non-rolled, whole muscle cuts, i.e. steak.

FROZEN Foods purchased frozen will be stored at -18°C or below.

The chill chain is of paramount importance and in order to ensure the safety of our food products, the Council will only purchase from reputable suppliers who have received the appropriate approval.

Chilled deliveries will only be accepted at the legal limit of 5°C, or below. Any chilled deliveries received at a higher temperature will be rejected. Frozen foods will be accepted at -15°C or below, anything higher will be rejected.

Monitoring

Cardiff Council will monitor and record the temperature of foods from the point of receipt at the premises (in the case of chilled and frozen foods) and at all appropriate points through the chain to the final consumer. These will be detailed in the HACCP charts and flow diagrams and all appropriate employees will receive adequate training to carry out these tasks.

Temperature probes will be used generally, however, some sites may use infra-red thermometers. LED displays on equipment may be used as a guide; however it would be expected that:

- a) The cold storage units are serviced and the internal thermometer calibrated on a regular basis by a qualified and experienced technician.

and

- b) Probe thermometers will be used to carry out spot checks on the cold storage units. These can be weekly if there is good correlation between the LED display and the probe records. If poor correlation then the probe must be used daily until the equipment is displaying accurate temperatures.

This guidance also takes into account the use of infra-red thermometers.

It is the Council's aim that all sites will work towards using jelly pots/water to monitor fridge temperatures more accurately. These will reflect actual food storage temperatures without the need to penetrate foods intended for consumption.

Calibration

Temperature probes require regular calibration to ensure and maintain accuracy. As a minimum, all employees will be advised to check thermometers for accuracy on a weekly basis using boiling water/ice to determine each end of the temperature scale. Thermometers with readings that vary + or – 1oC may require recalibration/replacing and employees will be advised to contact line management.

These checks will not be necessary if the temperature probes are calibrated on an annual basis using testing equipment, which is registered under United Kingdom Accreditation Service (UKAS). Form titled “Annual Calibration of Temperature Probes” must be completed regularly and accurately, signed and filed on all catering sites that are utilising this method of calibration.

Employees directly using temperature probe equipment will also undertake regularly weekly checks of the integrity of the equipment, this will include ensuring that there is no damage to the needle probe, wiring and/or unit casing. Any damage must be reported to a supervisor/manager and the unit repaired and recalibrated or replaced.

Special Diets Policy

Cardiff Council have a number of educational facilities that specifically deliver educational services to children and young people that have additional learning needs (ALN) outside of mainstream education. These facilities also deliver catering services to those children and young people and it is often found that, as well as their ALN, they have specific additional dietary requirements. These “special diets” can range from being selective with the types of foods that they eat and where they are placed on the plate to very specifically prepared foods. Some of the diets that are specifically prepared are as follows:

- **Soft and bite sized** – This diet consists of foods that are typically soft in their raw or cooked states, e.g. soft red fruits, carrots, peas, mashed potato, fish fingers, sausages. The food is also chopped/cut into small bite sized pieces or is capable of being portioned at point of consumption into a bite sized portion, e.g. mashed potato.
- **Minced and moist** – This diet consists of foods that are either already minced at point of preparation, i.e. minced meat or foods that are put through a food processor after cooking. If the food is not naturally moist enough after the cooking process then additional liquid will be added to the food.
- **Puree** – This diet consists of all pureed foods. If no cooking is required, e.g. soft red fruits, etc., then the food will be pureed in its raw state. If the food requires cooking then the food is pureed after the cooking process.
- **PEG diet** – PEG stands for percutaneous endoscopic gastronomy and relates to a medical procedure whereby a feeding tube is placed through an individual’s skin and into their stomach in order to directly give them the nutrients and fluids that they need. This is a specific medical diet typically administered by either a trained healthcare professional or trained educational professional. The food itself is prepared in the kitchen and is blended down to the consistency of either single or double cream dependent on the needs of the individual and in consultation with their trained professional care giver.

Some of the diets discussed above are prepared in advance of service and in these cases the food is cooked, prepared (i.e. pureed/blended), cooled in a blast chiller and frozen. On the specified day of service the food is steamed to the standard correct core temperature (75°C for 30 seconds) and served.

Occasionally, the service uses pre-cooked meats (pre-cooked chicken breast strips) as part of the meal. If these products are used in the diets, then they will be either defrosted,

cooked and served or cooked from frozen and served (dependent on the manufacturer's guidance) on the day of service.

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Section 2

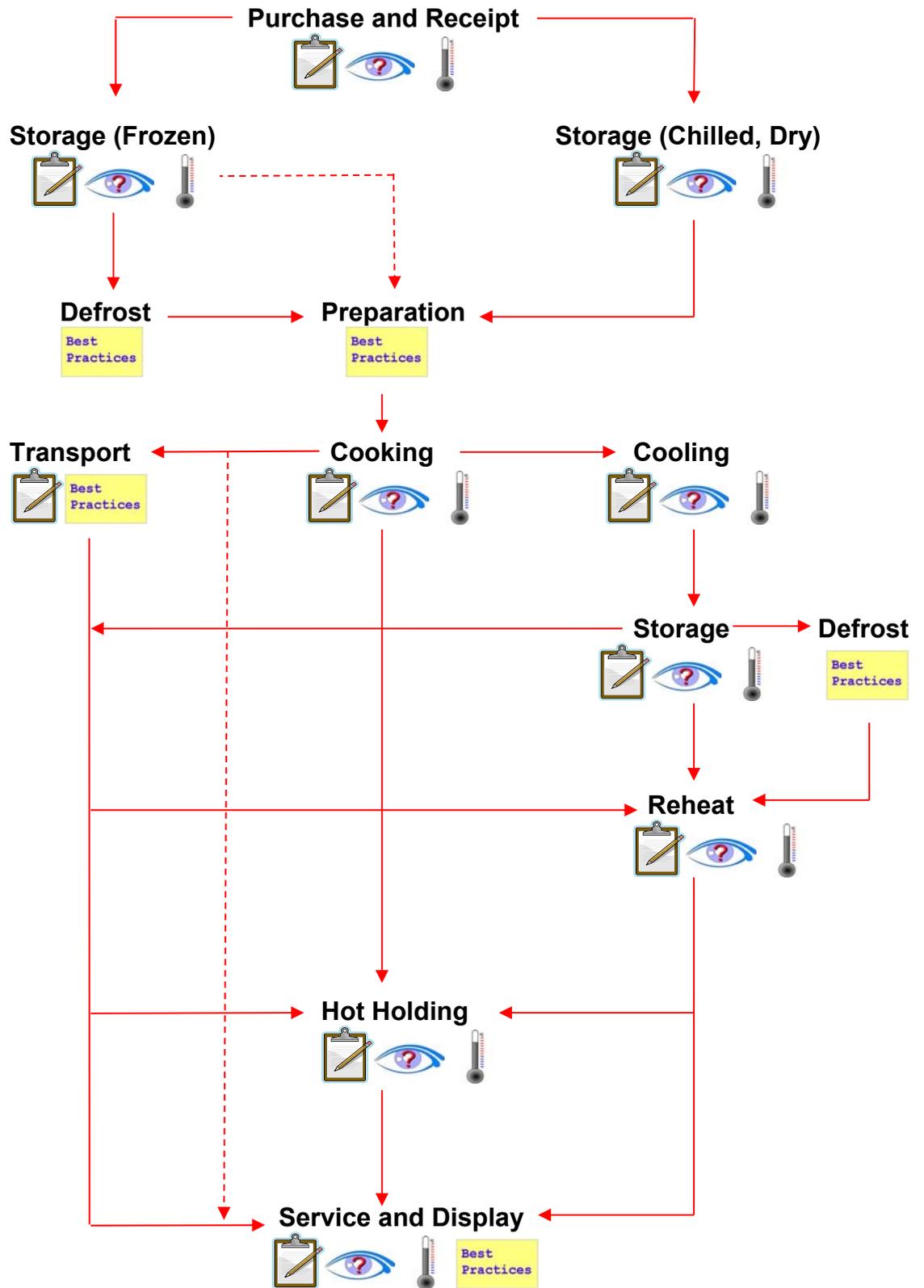
HACCP Charts and

Flow Diagrams

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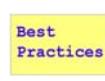
HACCP FLOW DIAGRAM FOR COMPOSITE RECIPES



 = Monitor and Record

 = Visual Checks

 = Record Temperatures

 = Follow Good Hygiene Practices

****Use this flow diagram and HACCP chart for foodstuffs such as lasagnes, curries, chilli con carne, etc. (This list is not exhaustive)****

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HACCP Control Chart for Composite Recipes

PROCESS STEP	HAZARDS AND SOURCES	CONTROL MEASURES	CCP Y/N	CRITICAL LIMIT	MONITORING and TARGETS (INCLUDE FREQUENCY)	CORRECTIVE ACTION AND RESPONSIBILITY (product and action to bring the CCP under control)*
Purchase and Receipt	Bacterial contamination due to cross-contamination from raw foods, employees and equipment	Use of reputable suppliers Delivery temperatures must be below 5°C/-15°C	N	5°C -15°C	Monitor and record all delivery temperatures	Reject delivery and inform supplier
	Growth of bacteria due to incorrect storage temperature	All deliveries must be checked for broken/damaged packaging and/or signs of contamination			Visual checks	Complete Food and Drink Supplier Complaints Form and forward to line manager
	Foreign body contamination	All deliveries must be checked and chemicals should not be received on the same delivery			Check use by/durability dates	Retrain employees
	Chemical contamination				Check condition of product and packaging	
	Acrylamide formation	If purchasing from a retail outlet, ensure raw products are transported separately from all other products and ensure that products are refrigerated within 2 hours				
		Bruised or damaged products will be rejected				
Storage	Growth of bacteria due to incorrect storage temperature	Ensure chilled products are stored between 0°C-4°C	N	5°C -18°C	Monitor and record fridge and freezer temperatures at least daily	See Below

HACCP Control Chart for Composite Recipes

PROCESS STEP	HAZARDS AND SOURCES	CONTROL MEASURES	CCP Y/N	CRITICAL LIMIT	MONITORING and TARGETS (INCLUDE FREQUENCY)	CORRECTIVE ACTION AND RESPONSIBILITY (product and action to bring the CCP under control)*
Storage (Cont'd)	<p>Growth of bacteria due to exceeding storage time limits</p> <p>Chemical contamination</p> <p>Acrylamide formation</p> <p>Foreign body contamination</p>	<p>Correct use of chemicals</p> <p>Foods protected from sources of contamination</p> <p>Open bags to be decanted into lidded, washable containers</p> <p>Separate raw and RTE foods in refrigerators and freezers</p> <p>Store raw foods below RTE foods</p> <p>Storage areas to be well maintained, clean and pest free</p> <p>Employee training and good hygiene practices</p> <p>Uncooked starchy foods are not to be stored in the fridge</p> <p>Bags of products are not to be stored against walls</p>	N	5°C -18°C	<p>Visual checks to ensure date coding is being followed</p> <p>Visual checks to ensure correct procedures are being followed</p>	<p>In the event of equipment temperatures being between 4°C and 5°C (chilled) or above -18°C (frozen) then the following will apply: Check temperature of jelly pot or bottled water with probe thermometer. If at, or above, 4°C/-18°C move product to another unit and follow breakdown procedure in work instructions.</p> <p>In refrigerators, if temperature of foods is over 4°C but below 5°C check manufacturers guidance, discard/use any foods needed to be stored below 4°C</p> <p>Discard foods above agreed temperatures (5°C or -18°C if freezers) or consideration given to using products</p> <p>Retrain employees</p> <p>Review working practices</p> <p>Discard products past manufacturers shelf life</p>

HACCP Control Chart for Composite Recipes

PROCESS STEP	HAZARDS AND SOURCES	CONTROL MEASURES	CCP Y/N	CRITICAL LIMIT	MONITORING and TARGETS (INCLUDE FREQUENCY)	CORRECTIVE ACTION AND RESPONSIBILITY (product and action to bring the CCP under control)*
Storage (Cont'd)	As Previous	<p>Once opened some products will have a shortened shelf life and may need to be refrigerated. Check manufacturers guidance</p> <p>Separate raw and high risk RTE foods, Store raw foods below RTE foods</p> <p>Ensure frozen products are stored -18° C or below</p> <p>Good stock rotation, first in first out rule</p> <p>Follow date coding, label foods</p>		As Previous	As Previous	As Previous
Defrost	<p>Growth of bacteria from poor temperature control</p> <p>Bacterial contamination from poor hygiene practices</p>	Defrost under controlled temperature conditions following manufacturers guidance, allowing adequate time for complete defrost	N	4°C	Visual checks	<p>Extend defrost time to ensure that food is completely defrosted</p> <p>Do not cook until completely defrosted</p> <p>Do not defrost in a microwave</p>

HACCP Control Chart for Composite Recipes

PROCESS STEP	HAZARDS AND SOURCES	CONTROL MEASURES	CCP Y/N	CRITICAL LIMIT	MONITORING and TARGETS (INCLUDE FREQUENCY)	CORRECTIVE ACTION AND RESPONSIBILITY (product and action to bring the CCP under control)*
Defrost (Cont'd)	<p>Bacterial contamination due to cross-contamination from raw foods, employees and equipment</p> <p>Inadequate defrosting leading to potential inadequate cooking and survival of food poisoning bacteria</p> <p>Foreign body contamination</p> <p>Chemical contamination</p>	<p>Raw foods to be defrosted separately in bottom of refrigerator</p> <p>Do not refreeze after thawing</p> <p>Employee training</p>	N	As Previous	As Previous	Retrain employees
Preparation	<p>Growth of bacteria due to too long a period at room temperature</p> <p>Bacterial contamination due to poor hygiene practices</p> <p>Foreign body contamination</p>	<p>Minimise time held at room temperature</p> <p>Good hygiene practices</p> <p>Employee training</p> <p>Clean As You Go</p> <p>Correct use of chemicals</p>	N		Visual checks to ensure good hygiene practices and correct procedures being followed	<p>Retrain employees</p> <p>Review working practices</p>

HACCP Control Chart for Composite Recipes

PROCESS STEP	HAZARDS AND SOURCES	CONTROL MEASURES	CCP Y/N	CRITICAL LIMIT	MONITORING and TARGETS (INCLUDE FREQUENCY)	CORRECTIVE ACTION AND RESPONSIBILITY (product and action to bring the CCP under control)*
Preparation (Cont'd)	Chemical contamination	<p>Thoroughly wash all fruit and vegetables in the raw sink utilising a bowl or colander. Ensure agitation of the fruit and vegetables</p> <p>Do not wash fruit and vegetables marked RTE</p> <p>Prepare raw foods separately from RTE foods, in designated raw area, using designated equipment for raw and RTE foods</p>	N		As Previous	As Previous
Cooking	<p>Survival of food poisoning bacteria due to inadequate cooking times and temperature</p> <p>Bacterial contamination</p> <p>Acrylamide formation</p>	<p>Ensure adequate cooking temperature and time, with regular stirring of liquids to ensure even heat distribution</p> <p>Cook on day of service and as close to service time where possible</p> <p>Employee training</p> <p>Cook starchy foods to golden yellow colour</p>	Y	75°C for 30 secs (or equivalent)	<p>Monitor and record core temperatures</p> <p>Visual checks</p>	<p>Increase cooking time until required temperature is achieved</p> <p>Discard food if further cooking not possible or is overcooked</p> <p>Review working practices</p> <p>Retrain employees</p> <p>Replace equipment if deficiencies noted</p>

HACCP Control Chart for Composite Recipes

PROCESS STEP	HAZARDS AND SOURCES	CONTROL MEASURES	CCP Y/N	CRITICAL LIMIT	MONITORING and TARGETS (INCLUDE FREQUENCY)	CORRECTIVE ACTION AND RESPONSIBILITY (product and action to bring the CCP under control)*
Hot Holding	<p>Growth of bacteria due to too long at incorrect temperature</p> <p>Bacterial contamination due to cross-contamination from raw foods, employees, equipment</p>	<p>Hold for maximum of 2 hours</p> <p>Hot hold at temperatures above 65°C</p> <p>Keep food covered</p> <p>Do not keep raw products in hot holding equipment</p> <p>Employee training</p> <p>Good hygiene practices</p>	Y	63°C	<p>Monitor and record core temperatures and time in hot holding</p> <p>Visual checks</p>	<p>Discard food after 2 hours in hot holding</p> <p>Review working practices</p> <p>Retrain employees</p>
Cooling	<p>Growth of bacteria due to too long a cooling period</p> <p>Bacterial contamination due to cross-contamination from raw foods, employees, equipment</p> <p>Foreign body contamination</p> <p>Chemical contamination</p>	<p>Cool rapidly in smaller portions/pieces. Use blast chiller/freezer, if available</p> <p>Place in cold storage immediately after cooling</p> <p>Use shallow containers for cooling</p> <p>Keep foods covered</p>	Y	Cool at ambient, covered for no longer than 90 mins and then put into cold storage	<p>Monitor start and finish of cooling times and record</p> <p>Visual checks</p>	<p>Discard food if left at ambient temperatures for longer than 90 mins</p> <p>Review working practices</p> <p>Retrain employees</p>

HACCP Control Chart for Composite Recipes

PROCESS STEP	HAZARDS AND SOURCES	CONTROL MEASURES	CCP Y/N	CRITICAL LIMIT	MONITORING and TARGETS (INCLUDE FREQUENCY)	CORRECTIVE ACTION AND RESPONSIBILITY (product and action to bring the CCP under control)*
Cooling (Cont'd)	As Previous	Employee training Good hygiene practices Stir cooling liquids for even cooling throughout Ensure cooling foods are separate from raw foods either in designated areas or separated by time	Y	Cool at ambient, covered for no longer than 90 mins and then put into cold storage	As Previous	As Previous
Storage	As previous storage step	As previous storage step Products cooked can only be kept for a maximum of production day plus 2 days in refrigerated storage or maximum of 30 days (inclusive of preparation day and cook/reheat day)	Y	5°C -18°C	As previous storage step	As previous storage step
Defrost	As previous defrost step	As previous defrost step	Y	4°C	As previous defrost step	As previous defrost step
Transport	Growth of bacteria due to incorrect storage temperature Foreign body contamination	Use of seals and/or locks for transport containers Employee training Good hygiene practices	Y	5°C 63°C	Monitor and record food temperature for each transport run on leaving main kitchen and arrival at venue.	Discard food products if locks and/or seals have evidence of tampering Retrain employees

HACCP Control Chart for Composite Recipes

PROCESS STEP	HAZARDS AND SOURCES	CONTROL MEASURES	CCP Y/N	CRITICAL LIMIT	MONITORING and TARGETS (INCLUDE FREQUENCY)	CORRECTIVE ACTION AND RESPONSIBILITY (product and action to bring the CCP under control)*
Transport (Cont'd)	<p>Bacterial contamination due to cross-contamination from raw foods, employees, equipment</p> <p>Chemical contamination</p>	<p>Ensure foods are transported below 5°C or above 65°C. If to be transported at ambient temperature, records must reflect this and time by which food must be eaten must be stated and customers to be advised accordingly</p> <p>Clear segregation of any chemicals on the vehicle</p> <p>Ensure all foods covered</p>	Y	5°C 63°C	<p>Seals or locks on transport containers must be secure upon leaving main kitchen and arrival at venue</p> <p>Visual checks to ensure good hygiene practices are being followed</p>	Discard food products if outside of temperature control for longer than 2 hours
Service and Display	<p>Growth of bacteria due to incorrect display temperature or too long on display</p> <p>Bacterial contamination due to cross-contamination from raw foods, employees, equipment</p> <p>Foreign body contamination</p>	<p>Serve food straightaway and ensure foods are displayed below 5°C or above 65°C</p> <p>If served/displayed at above 4°C/ambient keep times to a minimum (no longer than 2 hours from production time)</p> <p>Separate raw and RTE high risk foods</p>	Y	5°C 63°C	<p>Monitor and record service times</p> <p>Monitor and record display temperatures</p> <p>Ensure customers are aware of any time limitations (if applicable)</p>	<p>Discard food at end of service or if visibly contaminated or known to be contaminated by raw food, chemical or foreign body.</p> <p>Retrain employees</p>

HACCP Control Chart for Composite Recipes

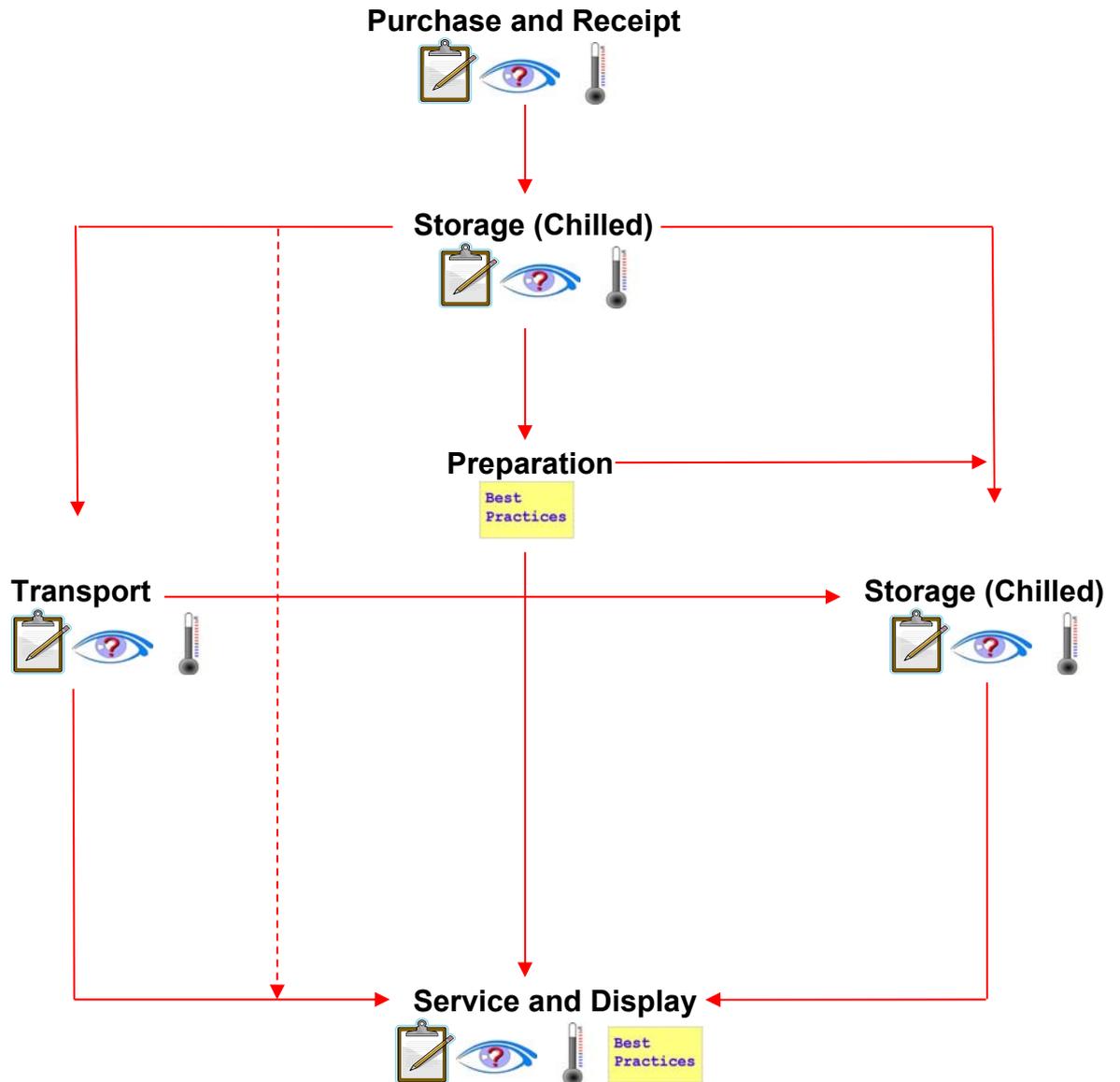
PROCESS STEP	HAZARDS AND SOURCES	CONTROL MEASURES	CCP Y/N	CRITICAL LIMIT	MONITORING and TARGETS (INCLUDE FREQUENCY)	CORRECTIVE ACTION AND RESPONSIBILITY (product and action to bring the CCP under control)*
Service and Display (Cont'd)	Chemical contamination	Keep foods covered until required Employee training Good hygiene practices	Y	5°C 63°C	Visual checks to ensure that good hygiene practices are being followed	As Previous

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**HACCP FLOW DIAGRAM FOR
HIGH RISK RTE FOODS (NO COOKING PROCESS NEEDED INCLUDING VENDING)**



= Monitor and Record
 = Record Temperatures

= Visual Checks
 = Follow Good Hygiene Practices

****Use this flow diagram and HACCP chart for foodstuffs such as sandwiches, baguettes, and salads (pre-bought or made on site) (This list is not exhaustive)****

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HACCP Control Chart for High Risk RTE Foods (No cooking process needed including vending)

PROCESS STEP	HAZARDS AND SOURCES	CONTROL MEASURES	CCP Y/N	CRITICAL LIMIT	MONITORING and TARGETS (INCLUDE FREQUENCY)	CORRECTIVE ACTION AND RESPONSIBILITY (product and action to bring the CCP under control)*
Purchase and Receipt	Bacterial contamination due to cross-contamination from raw foods, employees, equipment	Use of reputable suppliers. If purchasing from a retail outlet, ensure raw products are transported separately from all other products ensuring products are refrigerated within 2 hours	Y	5°C	Monitor and record all delivery temperatures	Reject delivery and inform supplier
	Growth of bacteria due to incorrect storage temperatures	Delivery temperatures must be 5°C (chilled) or below			Visual checks	Complete Food and Drink Suppliers Complaints form and forward to line manager
	Growth of bacteria due to length of time at ambient temperature	Ensure that deliveries are placed into cold storage within 20 minutes			Check Use By dates	Retrain employees
	Foreign body contamination	Employee training			Check condition of product and packaging	
	Chemical contamination	Deliveries must be checked for broken/damaged packaging and/or signs of contamination				
	Acrylamide formation	All deliveries must be checked and chemicals should not be received on the same delivery				
		Starchy food products that appear overcooked by manufacturer will be rejected				

HACCP Control Chart for High Risk RTE Foods (No cooking process needed including vending)

PROCESS STEP	HAZARDS AND SOURCES	CONTROL MEASURES	CCP Y/N	CRITICAL LIMIT	MONITORING and TARGETS (INCLUDE FREQUENCY)	CORRECTIVE ACTION AND RESPONSIBILITY (product and action to bring the CCP under control)*
Storage	Growth of bacteria due to incorrect storage temperature	Ensure foods are stored at or below 4°C (target) and -18°C or below	Y	5°C -18°C	Monitor and record refrigeration temperatures at least daily	In the event of equipment temperatures being recorded between 4°C and 5°C (chilled) or above -18°C (frozen) then the following will apply: Check temperature of jelly pot or bottled water with probe thermometer. If at, or above, 4°C/-18°C move product to another equipment unit and follow breakdown procedure work instructions. In refrigerators, if temperature of foods is over 4°C but below 5°C check manufacturers guidance, discard/use any foods needed to be stored below 4°C Discard foods above agreed temperatures (5°C or -18°C if freezers) or consideration given to using products Retrain employees Review working practices Discard products past manufacturers shelf life
	Growth of bacteria due to exceeding storage time limits	Good stock rotation, first in first out rule			Visual checks to ensure date coding being followed	
	Bacterial contamination due to cross-contamination from raw foods, employees, equipment	Follow date coding, label foods Separate raw and RTE foods. Raw foods must always be stored separate/below RTE foods			Visual checks to ensure correct procedures are being followed regarding correct storage, employees hygiene and foods	
	Foreign body contamination	Separate raw and RTE foods in refrigerators and freezers				
	Chemical contamination	Good employee hygiene and employee training Keep food covered Correct use of chemicals Storage areas to be well maintained, clean and pest free Foods protected from sources of contamination				

HACCP Control Chart for High Risk RTE Foods (No cooking process needed including vending)

PROCESS STEP	HAZARDS AND SOURCES	CONTROL MEASURES	CCP Y/N	CRITICAL LIMIT	MONITORING and TARGETS (INCLUDE FREQUENCY)	CORRECTIVE ACTION AND RESPONSIBILITY (product and action to bring the CCP under control)*
Preparation	<p>Growth of bacteria due to too long a period at ambient temperature</p> <p>Bacterial contamination due to cross-contamination from raw foods, employees, equipment</p> <p>Foreign body contamination</p> <p>Chemical contamination</p>	<p>Prepare foods in as short as time as possible and as close to service as practicable</p> <p>Good hygiene practices and employee training</p> <p>Clean as you Go</p> <p>Ensure foods covered where possible</p> <p>Wash all fruit and vegetables in the raw sink utilising a bowl or colander. Ensure agitation of the fruit and vegetables. Do not wash fruit and vegetables marked RTE</p> <p>Prepare raw foods separately from RTE foods, in designated raw area, using designated equipment for raw and RTE foods</p>	Y		<p>Visual checks for evidence of food spoilage and pests</p> <p>Visual checks to ensure good hygiene practices are being followed and correct use of equipment</p>	<p>Retrain employees</p> <p>Review working practices to reduce time of foods at ambient temperature</p> <p>Discard food if left ambient for 4 hours or more</p>
Chilled Storage (after preparation)	<p>Growth of bacteria due to incorrect storage temperature</p>	<p>Ensure foods are stored at or below 4°C (target)</p> <p>Ensure good stock rotation of foods, first in first out rule</p>	Y	5°C	<p>Monitor and record refrigeration temperatures at least daily</p>	<p>In the event of equipment temperatures being between 4°C and 5°C (chilled) or above -18°C (frozen) then the following will apply:</p>

HACCP Control Chart for High Risk RTE Foods (No cooking process needed including vending)

PROCESS STEP	HAZARDS AND SOURCES	CONTROL MEASURES	CCP Y/N	CRITICAL LIMIT	MONITORING and TARGETS (INCLUDE FREQUENCY)	CORRECTIVE ACTION AND RESPONSIBILITY (product and action to bring the CCP under control)*
Chilled Storage (after preparation) (Cont'd)	<p>Growth of bacteria due to incorrect storage time</p> <p>Bacterial contamination due to cross-contamination from raw foods, employees, equipment</p> <p>Foreign body contamination</p> <p>Chemical contamination</p>	<p>Follow Use by dates</p> <p>Keep food covered and labelled</p> <p>Separate raw and RTE foods, raw foods must always be stored below RTE foodstuffs</p> <p>Good employee hygiene and employee training</p> <p>Correct use of chemicals</p>	Y	5°C	Visual checks to ensure correct procedures are being followed regarding correct storage, employees hygiene and foods	<p>Check temperature of jelly pot or bottled water with probe thermometer. If at, or above, 4°C/-18°C move product to another unit and follow breakdown procedure in work instructions. In refrigerators, if temperature of foods is over 4°C but below 5°C check manufacturers guidance, discard/use any foods needed to be stored below 4°C</p> <p>Discard foods above agreed temperatures (5°C or -18°C if freezers) or consideration given to using products</p> <p>Retrain employees</p> <p>Review working practices</p> <p>Discard products past manufacturers shelf life</p>
Transport	Growth of bacteria due to incorrect storage temperature	Ensure foods are transported below 5°C.	Y	5°C	Visual checks to ensure good hygiene practices are being followed	Discard food products if locks and/or seals have evidence of tampering

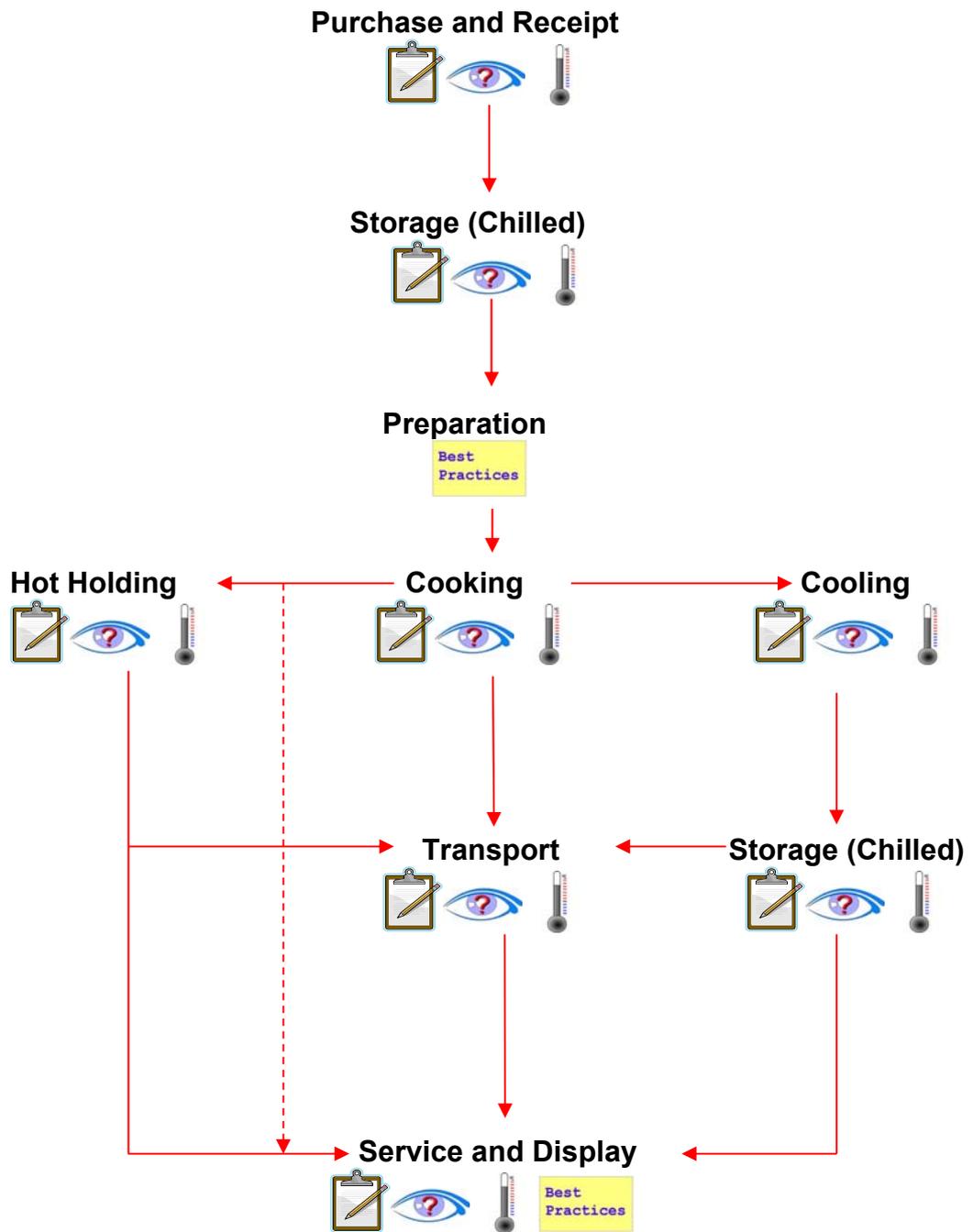
HACCP Control Chart for High Risk RTE Foods (No cooking process needed including vending)

PROCESS STEP	HAZARDS AND SOURCES	CONTROL MEASURES	CCP Y/N	CRITICAL LIMIT	MONITORING and TARGETS (INCLUDE FREQUENCY)	CORRECTIVE ACTION AND RESPONSIBILITY (product and action to bring the CCP under control)*
Transport (Cont'd)	<p>Bacterial contamination due to cross-contamination from raw foods, employees, equipment</p> <p>Foreign body contamination</p> <p>Chemical contamination</p>	<p>If to be transported at ambient temperature, records must reflect this and time by which food must be eaten must be stated and customers to be advised accordingly</p> <p>Use of seals and/or locks for transport containers</p> <p>Employee training</p> <p>Good hygiene practices</p> <p>Ensure all foods covered</p> <p>Clear segregation of any chemicals on the vehicle</p>	Y	5°C	<p>Seals or locks on transport containers must be secure upon leaving main kitchen and arrival at venue</p> <p>Monitor and record food temperature for each transport run on leaving main kitchen and arrival at venue.</p>	<p>Discard food products if outside of temperature control for longer than 2 hours</p> <p>Retrain employees</p>
Service and Display	<p>Growth of bacteria due to incorrect display temperature or too long on display</p> <p>Bacterial contamination due to cross-contamination from raw foods, employees, equipment</p>	<p>Serve food straightaway</p> <p>Ensure foods are displayed below 5°C</p> <p>If served/displayed at above 4°C/ambient keep times to a minimum (no longer than 2 hours from production time)</p>	Y	5°C	<p>Monitor and record service times and temperatures of display units</p> <p>Ensure customers are aware of any time limitations (if applicable)</p>	<p>Retrain employees</p> <p>Discard food if total preparation and display/served time exceeds 4 hours at ambient temperature or if visibly contaminated or known to be contaminated by raw food, chemical or foreign body.</p>

HACCP Control Chart for High Risk RTE Foods (No cooking process needed including vending)

PROCESS STEP	HAZARDS AND SOURCES	CONTROL MEASURES	CCP Y/N	CRITICAL LIMIT	MONITORING and TARGETS (INCLUDE FREQUENCY)	CORRECTIVE ACTION AND RESPONSIBILITY (product and action to bring the CCP under control)*
Service and Display (Cont'd)	Chemical contamination Foreign body contamination	Keep minimal amount of products on display, replenish from commercial fridges Separate raw and high risk RTE foods Keep foods covered until required Employee training Good hygiene practices	Y	5°C	Visual checks to ensure good hygiene practices are being followed	If product is made in-house and displayed for retail or vending sale, discard product after 24 hours (Follow High Risk RTE Protocol in Working Instruction for Food Storage and Temperature Control)

HACCP FLOW DIAGRAM FOR CHILLED HIGH RISK (TO INCLUDE A COOKING PROCESS)



= Monitor and Record



= Visual Checks



= Record Temperatures



= Follow Good Hygiene Practices

****Use this flow diagram and HACCP chart for foodstuffs such as pies, pasties, quiches that will be served warm/hot (This list is not exhaustive)****

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HACCP Control Chart for Chilled High Risk Foods (To include a cooking process)

PROCESS STEP	HAZARDS AND SOURCES	CONTROL MEASURES	CCP Y/N	CRITICAL LIMIT	MONITORING and TARGETS (INCLUDE FREQUENCY)	CORRECTIVE ACTION AND RESPONSIBILITY (product and action to bring the CCP under control)*
Purchase and Receipt	Bacterial contamination due to cross-contamination from raw foods, employees, equipment	Use of reputable suppliers. If purchasing from a retail outlet, ensure raw products are transported separately from all other products ensuring products are refrigerated within 2 hours	N	5°C	Monitor and record all delivery temperatures	Reject delivery and inform supplier
	Growth of bacteria due to incorrect storage temperature	Delivery temperatures must be 5°C or below			Visual checks	Complete Food and Drink Suppliers Complaints form and forward to line manager
	Growth of bacteria due to length of time at ambient temperature	Ensure that deliveries are placed into cold storage within 20 minutes			Check use by/durability dates	Retrain employees
	Foreign body contamination	Employee training			Check condition of product and packaging	
	Chemical contamination	All packaging must be checked for damage and/or signs of contamination				
	Acrylamide formation	All deliveries must be checked and chemicals should not be received on the same delivery				
		RTE starchy products that appear overcooked will be rejected				

HACCP Control Chart for Chilled High Risk Foods (To include a cooking process)

PROCESS STEP	HAZARDS AND SOURCES	CONTROL MEASURES	CCP Y/N	CRITICAL LIMIT	MONITORING and TARGETS (INCLUDE FREQUENCY)	CORRECTIVE ACTION AND RESPONSIBILITY (product and action to bring the CCP under control)*
Storage	Growth of bacteria due to incorrect storage temperature Bacterial contamination due to cross-contamination from raw foods, employees, equipment	Ensure foods are stored at or below 4°C (target) Good stock rotation, first in first out rule Separate raw and high risk RTE foods, Store raw foods below RTE foods	N	5°C	Monitor and record refrigeration temperatures twice daily	In the event of equipment temperatures being between 4°C and 5°C (chilled) or above -18°C (frozen) then the following will apply: Check temperature of jelly pot or bottled water with probe thermometer. If at, or above, 4°C/-18°C move product to another unit and follow breakdown procedure in work instructions. In refrigerators, if temperature of foods is over 4°C but below 5°C check manufacturers guidance, discard/use any foods needed to be stored below 4°C Discard foods above agreed temperatures (5°C or -18°C if freezers) or consideration given to using products Retrain employees Review working practices Discard products past manufacturers shelf life
	Growth of bacteria due to exceeding storage time limits	Correct use of chemicals			Visual checks to ensure correct procedures are being followed regarding correct storage, employee hygiene and foods	
	Foreign body contamination	Follow Use by dates, label foods			Visual checks to ensure date coding being followed	
	Chemical contamination	Keep food covered				
	Acrylamide formation	Good employee hygiene and employee training				
		Once opened some products will have a shortened shelf life. Manufacturer's guidance to be followed for correct storage				

HACCP Control Chart for Chilled High Risk Foods (To include a cooking process)

PROCESS STEP	HAZARDS AND SOURCES	CONTROL MEASURES	CCP Y/N	CRITICAL LIMIT	MONITORING and TARGETS (INCLUDE FREQUENCY)	CORRECTIVE ACTION AND RESPONSIBILITY (product and action to bring the CCP under control)*
Preparation	Growth of bacteria due to too long a period at ambient temperature	Prepare foods as close to service as practicable	N		Visual checks to ensure good hygiene practices are being followed and correct use of equipment Visual checks for evidence of food spoilage and pests As previous	Retrain employees Review working practices to reduce time at ambient temperature As previous
	Bacterial contamination due to cross-contamination from raw foods, employees, equipment Foreign body contamination	Minimise time held at room temperature Good hygiene practices Employee training Clean As You Go				
	Chemical contamination	Correct use of chemicals Ensure foods covered where possible Thoroughly wash all fruit and vegetables Prepare raw foods separately from RTE foods, in designated raw area, using designated equipment for raw and RTE foods Good hygiene practices Employee training Clean as you Go				

HACCP Control Chart for Chilled High Risk Foods (To include a cooking process)

PROCESS STEP	HAZARDS AND SOURCES	CONTROL MEASURES	CCP Y/N	CRITICAL LIMIT	MONITORING and TARGETS (INCLUDE FREQUENCY)	CORRECTIVE ACTION AND RESPONSIBILITY (product and action to bring the CCP under control)*
Cooking	Survival of food poisoning bacteria due to inadequate cooking times and/or temperature Bacterial contamination Acrylamide formation	Ensure adequate cooking temperature and time Cook on day of service and as close to service time where possible Employee training Cook starchy foods to golden yellow colour Follow manufacturers guidance on cooking times and cooking temperatures	Y	75° C for 30 secs (or equivalent)	Monitor and record core temperatures Visual checks	Increase cooking time until required temperature is achieved Discard food if further cooking not possible or is overcooked Review working practices Retrain employees Replace equipment if needed
Hot Holding	Growth of bacteria due to too long at incorrect temperature Bacterial contamination due to cross-contamination from raw foods, employees, equipment	Hold for maximum of 2 hours Hold at temperatures above 65°C Keep food covered Do not keep raw products in hot holding equipment Employee training and good hygiene practices	Y	63°C	Monitor and record core temperatures and time in hot holding Visual checks	Discard food after 2 hours in hot holding Review working practices Retrain employees

HACCP Control Chart for Chilled High Risk Foods (To include a cooking process)

PROCESS STEP	HAZARDS AND SOURCES	CONTROL MEASURES	CCP Y/N	CRITICAL LIMIT	MONITORING and TARGETS (INCLUDE FREQUENCY)	CORRECTIVE ACTION AND RESPONSIBILITY (product and action to bring the CCP under control)*
Cooling (Cont'd)	<p>Bacterial contamination due to cross-contamination from raw foods, employees, equipment</p> <p>Foreign body contamination</p> <p>Chemical contamination</p> <p>Growth of bacteria due to too long a cooling period</p>	<p>Cool rapidly in smaller portions/pieces</p> <p>Place in cold storage immediately after cooling</p> <p>Use shallow containers for cooling</p> <p>Keep foods covered</p> <p>Ensure cooling foods are kept separate from raw meats either in separate areas or separated by time</p> <p>Employee training and good hygiene practices</p> <p>Use blast chiller/freezer, if available</p>		Cool at ambient for no longer than 90 minutes and then put in cold storage	<p>Visual checks</p> <p>Monitor start and finish of cooling times/temperatures and record</p>	<p>Retrain employees</p> <p>Discard food if left at ambient temperatures for longer than 90 mins</p> <p>Review working practices</p>
Storage	As previous Storage Step	As previous Storage Step	Y	5°C	As previous Storage Step	As previous Storage Step

HACCP Control Chart for Chilled High Risk Foods (To include a cooking process)

PROCESS STEP	HAZARDS AND SOURCES	CONTROL MEASURES	CCP Y/N	CRITICAL LIMIT	MONITORING and TARGETS (INCLUDE FREQUENCY)	CORRECTIVE ACTION AND RESPONSIBILITY (product and action to bring the CCP under control)*
Transport (Cont'd)	<p>Growth of bacteria due to incorrect storage temperature</p> <p>Bacterial contamination due to cross-contamination from raw foods, employees, equipment</p> <p>Foreign body contamination</p> <p>Chemical contamination</p>	<p>Ensure foods are transported below 5°C or above 65°C. If to be transported at ambient temperature, records must reflect this and time by which food must be eaten must be stated and customers to be advised accordingly</p> <p>Use of seals and/or locks for transport containers</p> <p>Employee training</p> <p>Good hygiene practices</p> <p>Ensure all foods covered</p> <p>Clear segregation of any chemicals on the vehicle</p>	Y	5°C 63°C	<p>Visual checks to ensure good hygiene practices are being followed</p> <p>Monitor and record food temperature for each transport run on leaving main kitchen and arrival at venue.</p> <p>Seals or locks on transport containers must be secure upon leaving main kitchen and arrival at venue</p>	<p>Discard food products if locks and/or seals have evidence of tampering</p> <p>Discard food products if outside of temperature control for longer than 2 hours</p> <p>Retrain employees</p>
Service and Display	<p>Growth of bacteria due to incorrect display temperature or too long on display</p>	<p>Serve food straightaway</p> <p>Ensure foods are displayed below 58°C or above 65°C</p>			<p>Monitor and record service times</p> <p>Monitor and record display temperatures</p>	<p>Discard food at end of service</p> <p>Retrain employees</p>

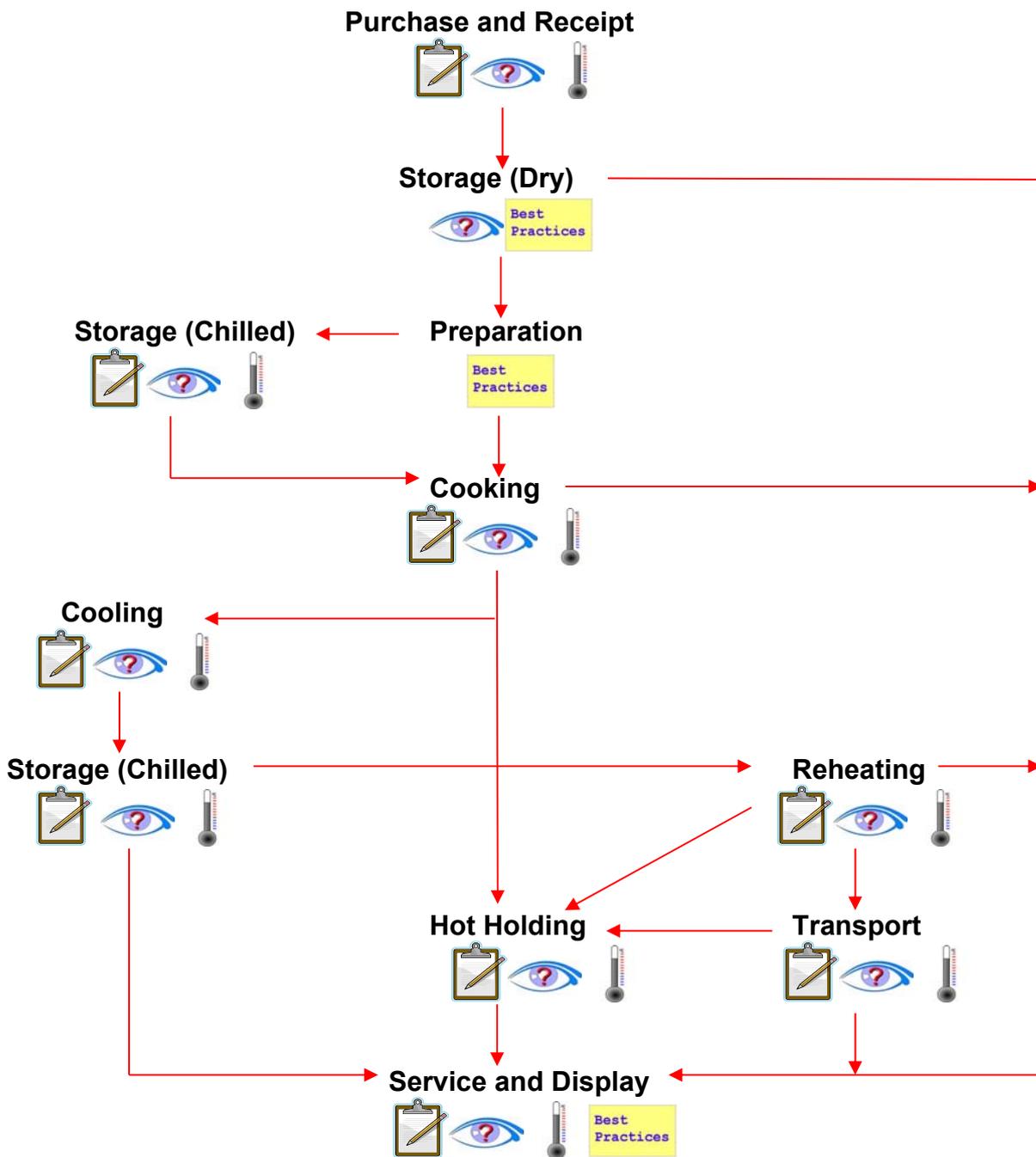
HACCP Control Chart for Chilled High Risk Foods (To include a cooking process)

PROCESS STEP	HAZARDS AND SOURCES	CONTROL MEASURES	CCP Y/N	CRITICAL LIMIT	MONITORING and TARGETS (INCLUDE FREQUENCY)	CORRECTIVE ACTION AND RESPONSIBILITY (product and action to bring the CCP under control)*
	<p>Bacterial contamination due to cross contamination cross-contamination from raw foods, employees, equipment</p> <p>Foreign body contamination</p> <p>Chemical contamination</p>	<p>If served/displayed at above 4°C/ambient keep times to a minimum (no longer than 2 hours from production time)</p> <p>Separate raw and RTE high risk foods</p> <p>Keep foods covered until required</p> <p>Employee training</p> <p>Good hygiene practices</p>	Y	5°C 63°C	<p>Ensure customers are aware of any time limitations (if applicable)</p> <p>Visual checks to ensure that good hygiene practices are being followed</p>	

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HACCP FLOW DIAGRAM FOR DRY GOODS (INCLUDING LOW RISK VENDING AND RETAIL)



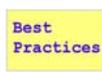
= Monitor and Record



= Visual Checks



= Record Temperatures



= Follow Good Hygiene Practices

****Use this flow diagram and HACCP chart for foodstuffs such as rice, pasta (that include a cooking process and/or retail confectionary/drinks (This list is not exhaustive)****

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HACCP Control Chart for Dry Goods (Including low risk vending and retail)

PROCESS STEP	HAZARDS AND SOURCES	CONTROL MEASURES	CCP Y/N	CRITICAL LIMIT	MONITORING and TARGETS (INCLUDE FREQUENCY)	CORRECTIVE ACTION AND RESPONSIBILITY (product and action to bring the CCP under control)*
Purchase and Receipt	<p>Bacterial contamination due to cross-contamination from raw foods, employees and equipment</p> <p>Foreign body contamination</p> <p>Chemical contamination</p>	<p>Use of reputable suppliers</p> <p>All deliveries must be checked</p> <p>All deliveries must be checked and chemicals should not be received on the same delivery</p> <p>All deliveries must be checked for broken/damaged packaging and/or signs of contamination</p>	N		<p>Check all deliveries</p> <p>Check durability dates, out of date foods</p> <p>Check condition of product and packaging (including condition of tinned goods)</p>	<p>Reject delivery and inform supplier</p> <p>Complete Food and Drink Suppliers Complaints Form and forward to line manager</p>
Storage	<p>Bacterial contamination</p> <p>Foreign body contamination</p> <p>Chemical contamination</p> <p>Out of date/ short coded foods</p>	<p>Foods protected from sources of contamination</p> <p>Open bags to be decanted into lidded, washable containers</p> <p>Storage areas to be well maintained, clean and pest free</p> <p>Good stock rotation, first in first out rule</p> <p>Good hygiene practices</p> <p>Employee training</p>	N		<p>Visual checks of foodstuffs and for signs of pest infestations</p>	<p>Discard products past manufacturers shelf life</p> <p>Discard contaminated products</p> <p>Review working practices</p> <p>Retrain employees</p>

HACCP Control Chart for Dry Goods (Including low risk vending and retail)

PROCESS STEP	HAZARDS AND SOURCES	CONTROL MEASURES	CCP Y/N	CRITICAL LIMIT	MONITORING and TARGETS (INCLUDE FREQUENCY)	CORRECTIVE ACTION AND RESPONSIBILITY (product and action to bring the CCP under control)*
Storage (Cont'd)	As Previous	Once opened some products will have a shortened shelf life and may need to be refrigerated. Check manufacturer's guidance. Bags of products are not to be stored against walls	N		As Previous	As Previous
Preparation (Cont'd)	Bacterial contamination due to cross-contamination from raw foods, employees, equipment Bacterial contamination due to poor hygiene practices Foreign body contamination Chemical contamination	Good hygiene practices Employee training Clean As You Go Well maintained and clean equipment Prepare raw foods separately from RTE foods, in designated raw area Use separate equipment for raw and RTE foods	N		Visual checks to ensure good hygiene practices, correct procedures being followed and correct use of equipment Visual checks for evidence of food spoilage	Retrain employees Review working practices
Chilled Storage (after preparation)	Bacterial contamination due to cross-contamination from raw foods, employees, equipment	Open tins to be decanted into lidded, washable containers Follow manufacturers guidance on shelf life	Y	5°C	Visual checks to ensure good hygiene practices, correct procedures being followed	In the event of equipment temperatures being between 4°C and 5°C then the following will apply:

HACCP Control Chart for Dry Goods (Including low risk vending and retail)

PROCESS STEP	HAZARDS AND SOURCES	CONTROL MEASURES	CCP Y/N	CRITICAL LIMIT	MONITORING and TARGETS (INCLUDE FREQUENCY)	CORRECTIVE ACTION AND RESPONSIBILITY (product and action to bring the CCP under control)*
Chilled Storage (after preparation) (Cont'd)	<p>Bacterial contamination due to poor hygiene practices</p> <p>Growth of bacteria due to exceeding storage time limits</p> <p>Foreign body contamination</p> <p>Chemical contamination</p>	<p>Label and date code opened or decanted products</p> <p>Good hygiene practices</p> <p>Employee training</p>	Y	5°C	Visual checks for evidence of food spoilage	<p>Check temperature of jelly pot or bottled water with probe thermometer. If at, or above, 4°C move product to another unit and follow breakdown procedure in work instructions</p> <p>If temperature of foods is over 4°C but below 5°C check manufacturers guidance, discard/use any foods needed to be stored below 4°C</p> <p>Discard foods above agreed temperatures 5°C or consideration given to using products</p> <p>Retrain employees</p> <p>Review working practices</p> <p>Discard products past manufacturers shelf life</p>
Cooking and Reheating	<p>Survival of food poisoning bacteria due to inadequate cooking times and/or temperature</p>	<p>Ensure adequate cooking temperature and time</p> <p>Cook on day of service where possible</p>	Y	75° C for 30 secs (or equivalent)	<p>Monitor and record core temperatures</p> <p>Visual checks</p>	<p>Increase cooking time until required temperature is achieved</p> <p>Discard food if further cooking not possible</p>

HACCP Control Chart for Dry Goods (Including low risk vending and retail)

PROCESS STEP	HAZARDS AND SOURCES	CONTROL MEASURES	CCP Y/N	CRITICAL LIMIT	MONITORING and TARGETS (INCLUDE FREQUENCY)	CORRECTIVE ACTION AND RESPONSIBILITY (product and action to bring the CCP under control)*
Cooking and Reheating	Bacterial contamination	<p>Cook as close to service time where possible</p> <p>Employee training</p> <p>Do not reheat rice, must be cooked and served hot or cooked, cooled and served cold</p>	Y	75° C for 30 secs (or equivalent)	As Previous	<p>Review working practices</p> <p>Retrain employees</p> <p>Replace equipment if deficiencies noted</p>
Hot Holding	<p>Growth of bacteria due to too long at incorrect temperature</p> <p>Bacterial contamination due to cross-contamination from raw foods, employees, equipment</p> <p>Foreign body contamination</p> <p>Chemical contamination</p>	<p>Only hot hold for maximum of 2 hours</p> <p>Hot hold at temperatures above 65°C</p> <p>Keep food covered</p> <p>Do not keep raw products in hot holding equipment</p> <p>Employee training and good hygiene practices</p>	Y	63°C	<p>Monitor and record core temperatures and time in hot holding</p> <p>Visual checks</p>	<p>Discard food after 2 hours in hot holding</p> <p>Review working practices</p> <p>Retrain employees</p>

HACCP Control Chart for Dry Goods (Including low risk vending and retail)

PROCESS STEP	HAZARDS AND SOURCES	CONTROL MEASURES	CCP Y/N	CRITICAL LIMIT	MONITORING and TARGETS (INCLUDE FREQUENCY)	CORRECTIVE ACTION AND RESPONSIBILITY (product and action to bring the CCP under control)*
Cooling	<p>Growth of bacteria due to too long a cooling period</p> <p>Bacterial contamination due to cross-contamination from raw foods, employees, equipment</p> <p>Foreign body contamination</p> <p>Chemical contamination</p>	<p>Cool rapidly in smaller portions/pieces</p> <p>Place in cold storage immediately after cooling</p> <p>Use shallow containers for cooling</p> <p>Keep foods covered</p> <p>Ensure cooling foods are kept separate from raw meats either in designated areas or separated by time</p> <p>Employee training</p> <p>Good hygiene practices</p> <p>Use blast chiller, if available or potable, cold running water</p>	Y	Cool at ambient, covered for no longer than 90 minutes and then put in cold storage	<p>Monitor start and finish of cooling times/temperatures and record</p> <p>Visual checks</p>	<p>Discard food if left at ambient temperatures for longer than 90 minutes</p> <p>Review working practices</p> <p>Retrain employees</p>
Storage (Chilled)	As previous storage (chilled) step	As previous storage (chilled) step	Y	5°C	As previous Chilled Storage (after preparation) step	As previous Chilled Storage (after preparation) Step
Transport	Growth of bacteria due to incorrect storage temperature	<p>Employee training</p> <p>Good hygiene practices</p> <p>Ensure all foods covered</p>	Y	5°C 63°C	Visual checks to ensure good hygiene practices are being followed	Discard food products if outside of temperature control for longer than 2 hours

HACCP Control Chart for Dry Goods (Including low risk vending and retail)

PROCESS STEP	HAZARDS AND SOURCES	CONTROL MEASURES	CCP Y/N	CRITICAL LIMIT	MONITORING and TARGETS (INCLUDE FREQUENCY)	CORRECTIVE ACTION AND RESPONSIBILITY (product and action to bring the CCP under control)*
Transport (Cont'd)	<p>Bacterial contamination due to cross-contamination from raw foods, employees, equipment</p> <p>Foreign body contamination</p> <p>Chemical contamination</p>	<p>Ensure foods are transported below 5°C or above 65°C. If to be transported at ambient temperature, records must reflect this and time by which food must be eaten must be stated and customers to be advised accordingly</p> <p>Use of seals and/or locks for transport containers</p> <p>Clear segregation of any chemicals on the vehicle</p>	Y	5°C 63°C	<p>Monitor and record food temperature for each transport run on leaving main kitchen and arrival at venue.</p> <p>Seals or locks on transport containers must be secure upon leaving main kitchen and arrival at venue</p>	<p>Discard food products if locks and/or seals have evidence of tampering</p> <p>Retrain employees</p>
Service and Display	<p>Growth of bacteria due to incorrect display temperature or too long on display</p> <p>Bacterial contamination due to cross-contamination from raw foods, employees, equipment</p> <p>Foreign body contamination</p>	<p>Serve food straightaway</p> <p>Ensure foods are displayed below 5°C or above 65°C</p> <p>If served/displayed at above 4°C/ambient keep times to a minimum (no longer than 2 hours from production time)</p> <p>Separate raw and RTE high risk foods</p>	Y	5°C 63°C	<p>Monitor and record service times</p> <p>Monitor and record display temperatures</p> <p>Ensure customers are aware of any time limitations (if applicable)</p>	<p>Discard food at end of service</p> <p>Discard out of date products in vending and retail points</p> <p>Retrain employees</p>

HACCP Control Chart for Dry Goods (Including low risk vending and retail)

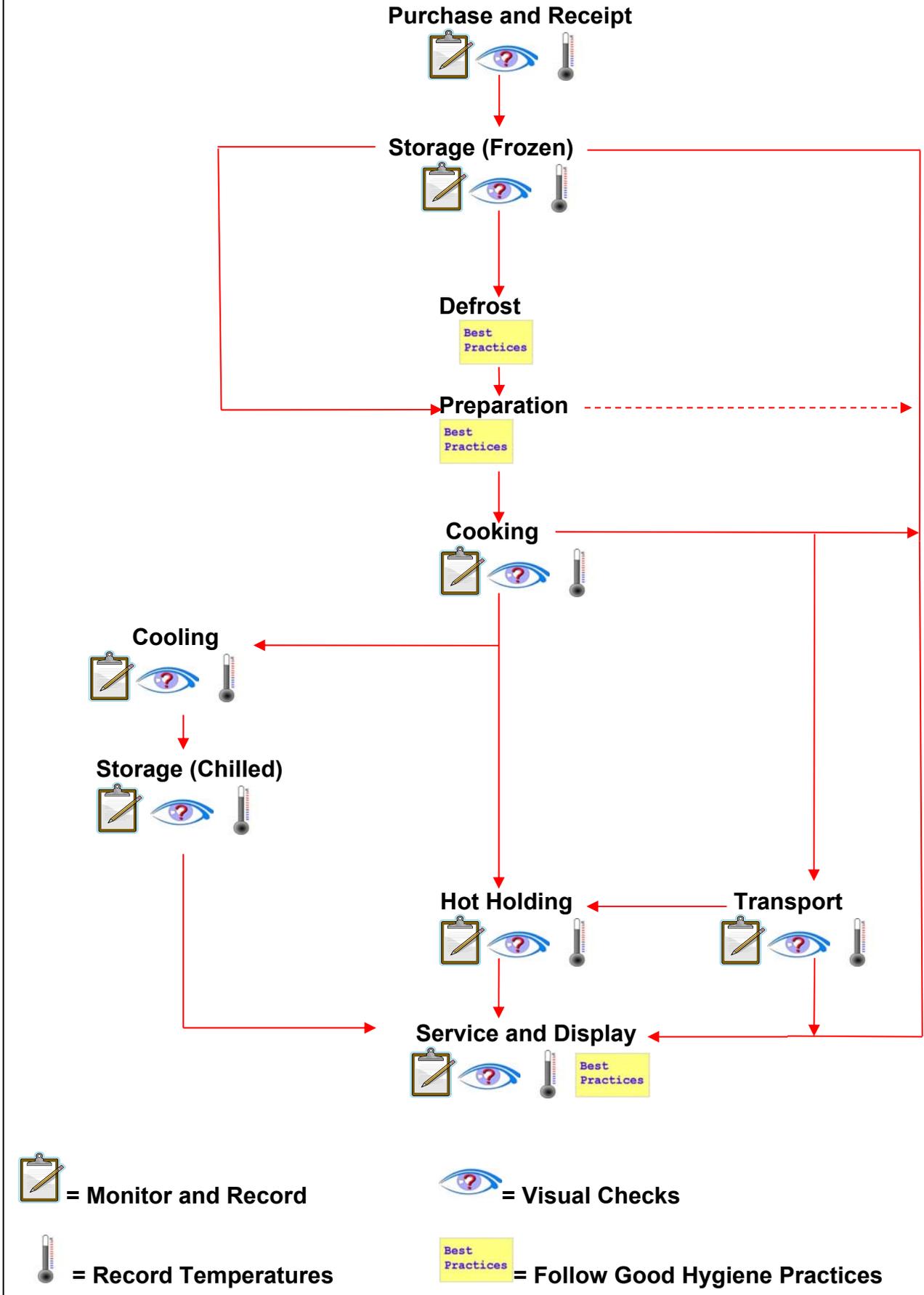
PROCESS STEP	HAZARDS AND SOURCES	CONTROL MEASURES	CCP Y/N	CRITICAL LIMIT	MONITORING and TARGETS (INCLUDE FREQUENCY)	CORRECTIVE ACTION AND RESPONSIBILITY (product and action to bring the CCP under control)*
Service and Display (Cont'd)	Chemical contamination	Keep foods covered until required Employee training Good hygiene practices Ensure good stock rotation (First in, First Out) and check dates in vending machines and retail points	Y	5°C 63°C	Visual checks to ensure that good hygiene practices are being followed and stock rotation	As Previous

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HACCP FLOW DIAGRAM FOR FROZEN PRODUCTS



****Use this flow diagram and HACCP chart for foodstuffs such as ice cream, frozen desserts, frozen snack items, etc. (This list is not exhaustive)****

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HACCP Control Chart for Frozen Products

PROCESS STEP	HAZARDS AND SOURCES	CONTROL MEASURES	CCP Y/N	CRITICAL LIMIT	MONITORING and TARGETS (INCLUDE FREQUENCY)	CORRECTIVE ACTION AND RESPONSIBILITY (product and action to bring the CCP under control)*
Purchase and Receipt	Bacterial contamination due to cross-contamination from raw foods, employees, equipment	Use of reputable suppliers	Y	-15°C	Monitor and record all delivery temperatures Visual checks Check Use By dates Check condition of product and packaging	Reject delivery and inform supplier Complete Food and Drink Suppliers Complaints form and forward to line manager Retrain employees
	Growth of bacteria due to incorrect storage temperature	If purchasing from a retail outlet, ensure products are transported separately from all other products and ensure that products are placed into frozen storage as soon as practically possible to prevent defrosting.				
	Growth of bacteria due to length of time at ambient temperature	Delivery temperatures must be -15°C or below				
	Foreign body contamination	Ensure that deliveries are placed into freezers within 20 minutes				
	Chemical contamination	Employee training				
		All deliveries must be checked for broken/damaged packaging and/or signs of contamination All deliveries must be checked and chemicals should not be received on the same delivery.				

HACCP Control Chart for Frozen Products

PROCESS STEP	HAZARDS AND SOURCES	CONTROL MEASURES	CCP Y/N	CRITICAL LIMIT	MONITORING and TARGETS (INCLUDE FREQUENCY)	CORRECTIVE ACTION AND RESPONSIBILITY (product and action to bring the CCP under control)*
Storage	<p>Bacterial contamination due to cross-contamination from raw foods, employees, equipment</p> <p>Growth of bacteria due to incorrect storage temperature</p> <p>Degradation of product due to exceeding storage time limits</p> <p>Foreign body contamination</p> <p>Chemical contamination</p>	<p>Ensure foods are stored at or below -18°C</p> <p>Ensure good stock rotation of foods, first in first out rule</p> <p>Follow durability dates, label foods</p> <p>Keep food covered</p> <p>Separate raw and high risk RTE foods, raw foods must always be stored separate/below ready to eat foodstuffs</p> <p>Good employee hygiene and employee training</p> <p>Employee training Correct use of chemicals</p>	Y	-18°C	<p>Monitor and record freezer at least daily</p> <p>Visual checks to ensure date coding being followed</p> <p>Visual checks to ensure correct procedures are being followed regarding correct storage, employees hygiene and foods</p>	<p>In the event of equipment temperatures being recorded at above -18°C then the following will apply:</p> <p>- check temperature of foods with probe thermometer, if at -18°C or below move product to another equipment, unit and follow breakdown procedure work instructions</p> <p>Give consideration to cooking thawed products, if applicable or using straightaway</p> <p>Discard all foods above agreed temperatures, if conditions above are not practicable</p> <p>Retrain employees</p>
Defrost	<p>Growth of bacteria due to poor control of temperature during defrosting</p>	<p>Defrost under controlled temperature conditions following manufacturers guidance, allowing adequate time for complete defrost</p>	Y	4°C	<p>Visual checks</p>	<p>Extend defrost time to ensure that food is completely defrosted</p> <p>Do not defrost in a microwave</p>

HACCP Control Chart for Frozen Products

PROCESS STEP	HAZARDS AND SOURCES	CONTROL MEASURES	CCP Y/N	CRITICAL LIMIT	MONITORING and TARGETS (INCLUDE FREQUENCY)	CORRECTIVE ACTION AND RESPONSIBILITY (product and action to bring the CCP under control)*
Defrost (Cont'd)	<p>Bacterial contamination due to poor hygiene practices Inadequate defrosting leading to potential of inadequate cooking and survival of food poisoning bacteria</p> <p>Foreign body contamination</p> <p>Chemical contamination</p>	<p>Employee training Do not refreeze after thawing</p> <p>Raw foods to be defrosted separately in bottom of refrigerator</p>	Y	4°C	Visual checks	Retrain employees
Preparation	<p>Bacterial contamination due to cross-contamination from raw foods, employees, equipment</p> <p>Foreign body contamination</p> <p>Chemical contamination</p>	<p>Prepare foods in as short as time as possible and as close to service as practicable</p> <p>Use separate equipment for raw and RTE foods</p> <p>Good hygiene practices</p> <p>Employee training</p> <p>Clean as you Go</p> <p>Ensure foods covered where possible</p>			Visual checks to ensure good hygiene practices are being followed and correct use of equipment	<p>Retrain employees</p> <p>Review working practices to reduce time of foods at ambient temperature</p> <p>Discard food if left ambient for 4 hours or more</p>

HACCP Control Chart for Frozen Products

PROCESS STEP	HAZARDS AND SOURCES	CONTROL MEASURES	CCP Y/N	CRITICAL LIMIT	MONITORING and TARGETS (INCLUDE FREQUENCY)	CORRECTIVE ACTION AND RESPONSIBILITY (product and action to bring the CCP under control)*
Preparation	As previous	Prepare raw foods separately from RTE foods, in designated raw area, using designated equipment for raw and RTE foods			As previous	As previous
Cooking	Survival of food poisoning bacteria due to inadequate cooking times and temperature Bacterial contamination Acrylamide formation	Ensure adequate cooking temperature and time Cook on day of service where possible Cook as close to service time where possible Employee training Cook starchy foods to golden yellow colour Follow manufacturer's guidance on cooking times and cooking temperatures	Y	75° C for 30 secs (or equivalent)	Monitor and record core temperatures Visual checks	Increase cooking time until required temperature is achieved Discard food if further cooking not possible or is overcooked Discard food if further cooking not possible Review working practices Retrain employees Repair or replace equipment if deficiencies noted
Cooling	Growth of bacteria due to too long a cooling period Bacterial contamination due to cross-contamination from raw foods, employees, equipment	Cool rapidly in smaller portions/ pieces Place in cold storage immediately after cooling Use shallow containers for cooling	Y	Cool at ambient for no longer than 90 minutes and then put in cold storage	Monitor start and finish of cooling times/temperatures and record Visual checks	Discard food if left at ambient temperatures for longer than 90 mins Review working practices Retrain employees

HACCP Control Chart for Frozen Products

PROCESS STEP	HAZARDS AND SOURCES	CONTROL MEASURES	CCP Y/N	CRITICAL LIMIT	MONITORING and TARGETS (INCLUDE FREQUENCY)	CORRECTIVE ACTION AND RESPONSIBILITY (product and action to bring the CCP under control)*
Cooling	Foreign body contamination Chemical contamination	Keep foods covered Ensure cooling foods are kept separate from raw meats either in designated areas or separated by time Employee training Good hygiene practices Use blast chiller/freezer, if available	Y	Cool at ambient for no longer than 90 minutes and then put in cold storage	As previous	As previous
Storage (Chilled)	Growth of bacteria due to incorrect storage temperature Growth of bacteria due to incorrect storage time Bacterial contamination due to cross-contamination from raw foods, employees, equipment Foreign body contamination Chemical contamination	Ensure foods are stored at or below 4°C (target) Ensure good stock rotation of foods, first in first out rule Follow Use by dates, label foods Keep food covered Separate raw and high risk RTE foods, raw foods must always be stored below RTE Good employee hygiene and employee training Employee training	Y	5°C	Monitor and record refrigeration temperatures at least daily Visual checks to ensure correct procedures are being followed regarding correct storage, employees hygiene and foods	In the event of refrigerated equipment temperatures being recorded between 4°C and 5°C (chilled) then the following will apply: - check temperature of jelly pot or bottled water with probe thermometer. If at or above 4°C move product to another equipment unit, and follow breakdown procedure work instructions.

HACCP Control Chart for Frozen Products

PROCESS STEP	HAZARDS AND SOURCES	CONTROL MEASURES	CCP Y/N	CRITICAL LIMIT	MONITORING and TARGETS (INCLUDE FREQUENCY)	CORRECTIVE ACTION AND RESPONSIBILITY (product and action to bring the CCP under control)*
Storage (Chilled) (cont'd)	As previous	Correct use of chemicals	Y	5°C	Visual checks to ensure date coding being followed	<p>If temperature of foods is above 4°C but below 5°C check manufacturers guidance and discard/use any foodstuffs that need to be stored below 4°C</p> <p>Consideration may be given to cook products</p> <p>Retrain employees</p> <p>Review working practices</p>
Hot Holding	<p>Growth of bacteria due to too long at incorrect temperature</p> <p>Bacterial contamination due to cross-contamination from raw foods, employees, equipment</p> <p>Foreign body contamination</p> <p>Chemical contamination</p>	<p>Only hot hold for maximum of 2 hours</p> <p>Hot hold at temperatures above 65°C</p> <p>Keep food covered</p> <p>Do not keep raw products in hot holding equipment</p> <p>Employee training</p> <p>Good hygiene practices</p>	Y	63°C	<p>Monitor and record core temperatures and time in hot holding</p> <p>Visual checks</p>	<p>Discard food after 2 hours in hot holding</p> <p>Review working practices</p> <p>Retrain employees</p>
Transport	Growth of bacteria due to incorrect storage temperature	Use of seals and/or locks for transport containers	Y	5°C 63°C		

HACCP Control Chart for Frozen Products

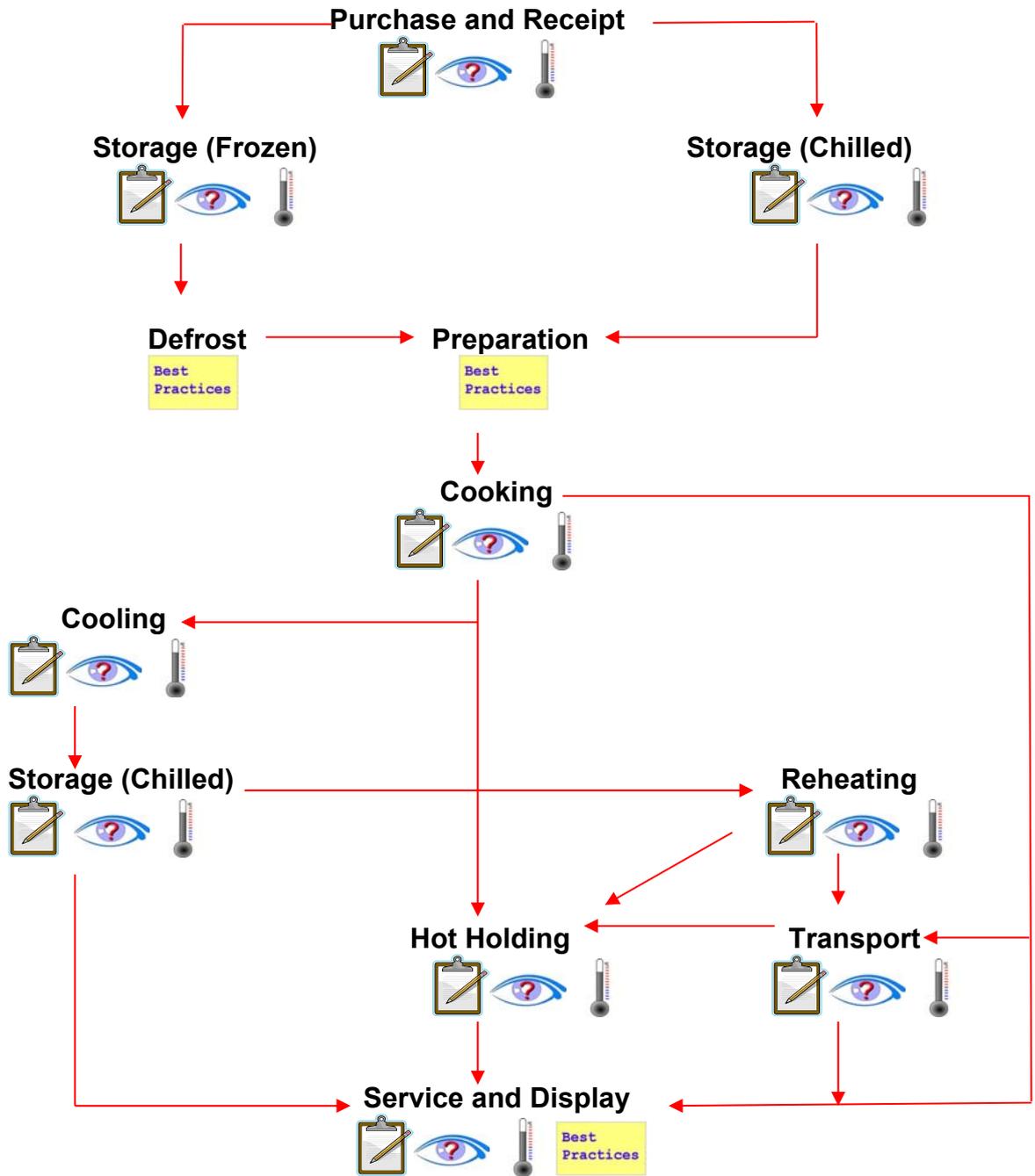
PROCESS STEP	HAZARDS AND SOURCES	CONTROL MEASURES	CCP Y/N	CRITICAL LIMIT	MONITORING and TARGETS (INCLUDE FREQUENCY)	CORRECTIVE ACTION AND RESPONSIBILITY (product and action to bring the CCP under control)*
Transport (Cont'd)	<p>Bacterial contamination due to cross-contamination from raw foods, employees, equipment</p> <p>Foreign body contamination</p> <p>Chemical contamination</p>	<p>Ensure foods are transported below 5°C or above 65°C.</p> <p>If to be transported at ambient temperature, records must reflect this and time by which food must be eaten must be stated and customers to be advised accordingly</p> <p>Ensure all foods covered</p> <p>Clear segregation of any chemicals on the vehicle</p> <p>Employee training</p> <p>Good hygiene practices</p>	Y	5°C 63°C	<p>Monitor and record food temperature for each transport run on leaving main kitchen and arrival at venue.</p> <p>Seals or locks on transport containers must be secure upon leaving main kitchen and arrival at venue</p> <p>Visual checks to ensure good hygiene practices are being followed</p>	<p>Discard food products if locks and/or seals have evidence of tampering</p> <p>Retrain employees</p> <p>Discard food products if outside of temperature control for longer than 2 hours</p>
Service and Display	<p>Bacterial contamination due to cross-contamination from raw foods, employees, equipment</p> <p>Foreign body contamination</p>	<p>Serve food straightaway</p> <p>Ensure foods are displayed below 5°C or above 65°C</p> <p>If served/displayed at above 4°C/ambient keep times to a minimum (no longer than 2 hours from production time)</p>	Y	5°C 63°C	<p>Monitor and record service times</p> <p>Monitor and record display temperatures</p>	<p>Discard food at end of service or if visibly contaminated or known to be contaminated by raw food, chemical or foreign body.</p> <p>Retrain employees</p>

HACCP Control Chart for Frozen Products

PROCESS STEP	HAZARDS AND SOURCES	CONTROL MEASURES	CCP Y/N	CRITICAL LIMIT	MONITORING and TARGETS (INCLUDE FREQUENCY)	CORRECTIVE ACTION AND RESPONSIBILITY (product and action to bring the CCP under control)*
Service and Display (Cont'd)	<p>Growth of bacteria due to incorrect display temperature or too long on display</p> <p>Chemical contamination</p>	<p>Keep foods covered until required</p> <p>Employee training</p> <p>Good hygiene practice</p> <p>Separate raw and RTE high risk foods</p>	Y	5°C 63°C	<p>Visual checks to ensure that good hygiene practices are being followed</p> <p>Ensure customers are aware of any time limitations (if applicable)</p>	As previous

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HACCP FLOW DIAGRAM FOR RAW MEAT CUTS, RAW MEAT PRODUCTS, POULTRY AND WET FISH



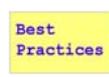
= Monitor and Record



= Visual Checks



= Record Temperatures



= Follow Good Hygiene Practices

****Use this flow diagram and HACCP chart for foodstuffs such as joints of boned and non-boned meat (beef/pork/lamb), whole poultry (chicken/guinea fowl, etc.) and whole/filleted fresh fish (This list is not exhaustive)****

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HACCP Control Chart for Raw Meat Cuts, Raw Meat Products, Poultry and Wet Fish

PROCESS STEP	HAZARDS AND SOURCES	CONTROL MEASURES	CCP Y/N	CRITICAL LIMIT	MONITORING and TARGETS (INCLUDE FREQUENCY)	CORRECTIVE ACTION AND RESPONSIBILITY (product and action to bring the CCP under control)*
Purchase and Receipt	Bacterial contamination	Use of reputable suppliers	N	5°C -15°C	Monitor and record all delivery temperatures	Reject delivery and inform supplier
	Growth of bacteria due to incorrect storage temperature	Delivery temperatures must be below 5°C/-15°C		Visual checks	Complete Food and Drink Supplier Complaints Form and forward to line manager	
	Foreign body contamination	All deliveries must be checked for broken/damaged packaging		Check Use by/durability dates		
	Chemical contamination	All deliveries must be checked and chemicals should not be received on the same delivery If purchasing from a retail outlet, ensure raw products are transported separately from all other products and ensure that products are refrigerated within 2 hours		Check condition of product and packaging		
Storage	Foreign body contamination	Ensure chilled products are stored between 0°C – 4°C	N	5°C -18°C	Visual checks to ensure date coding is being followed	In the event of equipment temperatures being between 4°C and 5°C (chilled) or above -18°C (frozen) then the following will apply:
	Chemical contamination					

HACCP Control Chart for Raw Meat Cuts, Raw Meat Products, Poultry and Wet Fish

PROCESS STEP	HAZARDS AND SOURCES	CONTROL MEASURES	CCP Y/N	CRITICAL LIMIT	MONITORING and TARGETS (INCLUDE FREQUENCY)	CORRECTIVE ACTION AND RESPONSIBILITY (product and action to bring the CCP under control)*
Storage (Cont'd)	<p>Growth of bacteria due to incorrect storage temperature</p> <p>Growth of bacteria due to exceeding storage time limits</p>	<p>Good stock rotation, first in first out rule</p> <p>Follow date coding</p> <p>Ensure frozen products are stored at -18°C or below</p> <p>Employee training and good hygiene practices</p> <p>Correct use of chemicals</p> <p>Separate raw and RTE foods in refrigerators and freezers</p>	N	5°C -18°C	<p>Monitor and record fridge and freezer temperatures at least twice daily</p> <p>Visual checks to ensure correct procedures are being followed</p>	<p>Check temperature of jelly pot or bottled water with probe thermometer.</p> <p>If at, or above, 4°C/-18°C move product to another unit and follow breakdown procedure in work instructions.</p> <p>In refrigerators, if temperature of foods is over 4°C but below 5°C check manufacturers guidance, discard/use any foods needed to be stored below 4°C</p> <p>Discard foods above agreed temperatures (5°C or -18°C if freezers) or consideration given to using products</p> <p>Retrain employees</p> <p>Review working practices</p> <p>Discard products past manufacturers shelf life</p>
Defrost	Bacterial contamination due to poor hygiene practices	Do not use frozen joints of above 6lbs/3kgs	N	4°C	Visual checks	Extend defrost time to ensure that food is completely defrosted

HACCP Control Chart for Raw Meat Cuts, Raw Meat Products, Poultry and Wet Fish

PROCESS STEP	HAZARDS AND SOURCES	CONTROL MEASURES	CCP Y/N	CRITICAL LIMIT	MONITORING and TARGETS (INCLUDE FREQUENCY)	CORRECTIVE ACTION AND RESPONSIBILITY (product and action to bring the CCP under control)*
Defrost (Cont'd)	<p>Growth of bacteria due to poor control of temperature during defrosting</p> <p>Inadequate defrosting leading to potential of inadequate cooking and survival of food poisoning bacteria</p> <p>Foreign body contamination</p> <p>Chemical contamination</p>	<p>Defrost under controlled temperature conditions following manufacturers guidelines, allowing adequate time for complete defrost</p> <p>Employee training</p> <p>Raw foods to be defrosted separately in bottom of refrigerator</p>	N	4°C	As previous	<p>Do not cook until completely defrosted</p> <p>Do not defrost in a microwave</p> <p>Retrain employees</p>
Preparation	<p>Growth of bacteria due to too long a period at room temperature</p> <p>Bacterial contamination due to poor hygiene practices</p> <p>Foreign body contamination</p> <p>Chemical contamination</p>	<p>Minimise time held at room temperature</p> <p>Good hygiene practices</p> <p>Employee training</p> <p>Clean As You Go</p> <p>Correct use of chemicals</p> <p>Prepare raw foods separately from RTE foods, in designated raw area</p>	N		Visual checks to ensure good hygiene practices and correct procedures being followed	<p>Retrain employees</p> <p>Review working practices</p> <p>If under BBQ conditions, discard if left at ambient temperatures for too long (refer to BBQ work instructions)</p>

HACCP Control Chart for Raw Meat Cuts, Raw Meat Products, Poultry and Wet Fish

PROCESS STEP	HAZARDS AND SOURCES	CONTROL MEASURES	CCP Y/N	CRITICAL LIMIT	MONITORING and TARGETS (INCLUDE FREQUENCY)	CORRECTIVE ACTION AND RESPONSIBILITY (product and action to bring the CCP under control)*
Cooking and Reheating	<p>Survival of food poisoning bacteria due to inadequate cooking times and/or temperature</p> <p>Bacterial contamination</p>	<p>Ensure adequate cooking temperature and time</p> <p>Cook on day of service where possible and as close to service time where possible</p> <p>Employee training</p>	Y	75° C for 30 secs (or equivalent)	<p>Monitor and record core temperatures</p> <p>Visual checks</p>	<p>If under BBQ conditions, discard if left at ambient temperatures (refer to BBQ work instructions)</p> <p>Increase cooking time until required temperature is achieved and discard food if further cooking not possible</p> <p>Review working practices</p> <p>Retrain employees</p> <p>Replace equipment if deficiencies noted</p>
Hot Holding	<p>Growth of bacteria due to too long at incorrect temperature</p> <p>Bacterial contamination due to cross-contamination from raw foods, employees, equipment</p> <p>Foreign body contamination</p> <p>Chemical contamination</p>	<p>Only hot hold for maximum of 2 hours and at temperatures above 65°C</p> <p>Keep food covered</p> <p>Do not keep raw products in hot holding equipment</p> <p>Employee training</p> <p>Good hygiene practices</p>	Y	63°C	<p>Monitor and record core temperatures and time in hot holding</p> <p>Visual checks</p>	<p>Discard food after 2 hours in hot holding</p> <p>Review working practices</p> <p>Retrain employees</p>

HACCP Control Chart for Raw Meat Cuts, Raw Meat Products, Poultry and Wet Fish

PROCESS STEP	HAZARDS AND SOURCES	CONTROL MEASURES	CCP Y/N	CRITICAL LIMIT	MONITORING and TARGETS (INCLUDE FREQUENCY)	CORRECTIVE ACTION AND RESPONSIBILITY (product and action to bring the CCP under control)*
Cooling	Growth of bacteria due to too long a cooling period	Cool rapidly in smaller portions/ pieces	Y	Cool at ambient, covered for no longer than 90 minutes and then put in cold storage	Monitor start and finish of cooling times/temperatures and record Visual checks	Discard food if left at ambient temperatures for longer than 90 mins Review working practices Retrain employees
	Bacterial contamination due to cross-contamination from raw foods, employees, equipment	Place in cold storage immediately after cooling Use shallow containers for cooling				
	Foreign body contamination	Reduce size of joints to agreed limits				
	Chemical contamination	Ensure cooling foods are kept separate from raw meats either in designated areas or separated by time and keep covered				
		Employee training				
		Good hygiene practices				
		Use blast chiller/freezer, if available				

HACCP Control Chart for Raw Meat Cuts, Raw Meat Products, Poultry and Wet Fish

PROCESS STEP	HAZARDS AND SOURCES	CONTROL MEASURES	CCP Y/N	CRITICAL LIMIT	MONITORING and TARGETS (INCLUDE FREQUENCY)	CORRECTIVE ACTION AND RESPONSIBILITY (product and action to bring the CCP under control)*
Storage	As previous storage step	As previous storage step	Y	4°C	As previous storage step	As previous storage step
Transport	<p>Growth of bacteria due to incorrect storage temperature</p> <p>Bacterial contamination due to cross-contamination from raw foods, employees, equipment</p> <p>Foreign body contamination</p> <p>Chemical contamination</p>	<p>Ensure foods are transported below 5°C or above 65°C. If to be transported at ambient temperature, records must reflect this and time by which food must be eaten must be stated and customers to be advised accordingly</p> <p>Use of seals and/or locks for transport containers</p> <p>Employee training</p> <p>Good hygiene practices</p> <p>Ensure all foods covered</p> <p>Clear segregation of any chemicals on the vehicle</p>	Y	5°C 63°C	<p>Monitor and record food temperature for each transport run on leaving main kitchen and arrival at venue.</p> <p>Seals or locks on transport containers must be secure upon leaving main kitchen and arrival at venue</p> <p>Visual checks to ensure good hygiene practices are being followed</p>	<p>Discard food products if locks and/or seals have evidence of tampering</p> <p>Discard food products if outside of temperature control for longer than 2 hours</p> <p>Retrain employees</p>

HACCP Control Chart for Raw Meat Cuts, Raw Meat Products, Poultry and Wet Fish

PROCESS STEP	HAZARDS AND SOURCES	CONTROL MEASURES	CCP Y/N	CRITICAL LIMIT	MONITORING and TARGETS (INCLUDE FREQUENCY)	CORRECTIVE ACTION AND RESPONSIBILITY (product and action to bring the CCP under control)*
Service and Display	Growth of bacteria due to incorrect display temperature or too long on display	Serve food straightaway	Y	5°C 63°C	Monitor and record service times	Discard food at end of service Retrain employees
	Bacterial contamination due to cross-contamination from raw foods, employees, equipment	Ensure foods are displayed below 5°C or above 65°C			Monitor and record display temperatures	
		If served/displayed at above 4°C/ambient keep times to a minimum (no longer than 2 hours from production time)			Ensure customers are aware of any time limitations (if applicable)	
	Foreign body contamination	Separate raw and RTE high risk foods			Visual checks to ensure that good hygiene practices are being followed	
	Chemical contamination	Keep foods covered until required				
	Employee training					
	Good hygiene practices					

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HACCP FLOW DIAGRAM FOR MEALS ON WHEELS

Purchase and Receipt



Storage (Frozen)



Cooking



Transport



Service



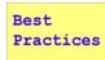
= Monitor and Record



= Visual Checks



= Record Temperatures Practices



= Follow Good Hygiene

****For specific use of the Meals on Wheels Service****

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HACCP Control Chart for Meals on Wheels

PROCESS STEP	HAZARDS AND SOURCES	CONTROL MEASURES	CCP Y/N	CRITICAL LIMIT	MONITORING and TARGETS (INCLUDE FREQUENCY)	CORRECTIVE ACTION AND RESPONSIBILITY (product and action to bring the CCP under control)*
Purchase and Receipt	<p>Bacterial contamination due to cross-contamination from raw foods, employees, equipment</p> <p>Growth of bacteria due to incorrect storage temperature</p> <p>Growth of bacteria due to length of time at ambient temperature</p> <p>Foreign body contamination</p> <p>Chemical contamination</p>	<p>Use of reputable suppliers</p> <p>Delivery temperatures must be -15°C or below</p> <p>Ensure that deliveries are placed into freezers within 20 minutes</p> <p>Employee training</p> <p>All deliveries must be checked</p> <p>All deliveries must be checked and chemicals should not be received on the same delivery</p>	N	-15°C	<p>Monitor and record all delivery temperatures</p> <p>Visual checks</p> <p>Check Use By dates</p> <p>Check condition of product and packaging</p>	<p>Reject delivery and inform supplier</p> <p>Complete Food and Drink Suppliers Complaints form and forward to line manager</p> <p>Retrain employees</p>
Storage	<p>Growth of bacteria due to incorrect storage temperature</p> <p>Degradation of product due to exceeding storage time limits</p> <p>Bacterial contamination due to cross-contamination from employees, equipment</p>	<p>Ensure foods are stored at or below -18°C</p> <p>Ensure good stock rotation of foods</p> <p>Follow durability dates, label foods</p> <p>Keep food covered</p> <p>Good employee hygiene and employee training</p>	Y	-18°C	<p>Monitor and record freezer at least twice daily</p> <p>Visual checks to ensure correct procedures are being followed regarding correct storage, employees hygiene and foods</p>	<p>In the event of equipment temperatures being recorded at above -18°C (frozen) then the following will apply:</p> <p>Check temperature of foods with probe thermometer. If at or above -18°C move product to another equipment unit, and follow breakdown procedure work instructions</p>

HACCP Control Chart for Meals on Wheels

PROCESS STEP	HAZARDS AND SOURCES	CONTROL MEASURES	CCP Y/N	CRITICAL LIMIT	MONITORING and TARGETS (INCLUDE FREQUENCY)	CORRECTIVE ACTION AND RESPONSIBILITY (product and action to bring the CCP under control)*
Storage (Cont'd)	Foreign body contamination Chemical contamination As previous	Employee training Correct use of chemicals	Y	-18°C	Visual checks to ensure date coding being followed	Discard all foods above agreed temperatures (-18°C in freezers) or consideration may be given to cook products Retrain employees Review working practices Discard products past manufacturers shelf life
Cooking	Survival of food poisoning bacteria due to inadequate cooking times and temperature Bacterial contamination Acrylamide formation	Ensure adequate cooking temperature and time Cook on day of service Cook as close to service time where possible Employee training Cook starchy foods to golden yellow colour Follow manufacturer's guidance on cooking times and cooking temperatures	Y	75° C for 30 secs (or equivalent)	Monitor and record core temperatures Visual checks	Increase cooking time until required temperature is achieved Discard food if further cooking not possible or is overcooked Review working practices Retrain employees Repair or replace equipment if deficiencies noted

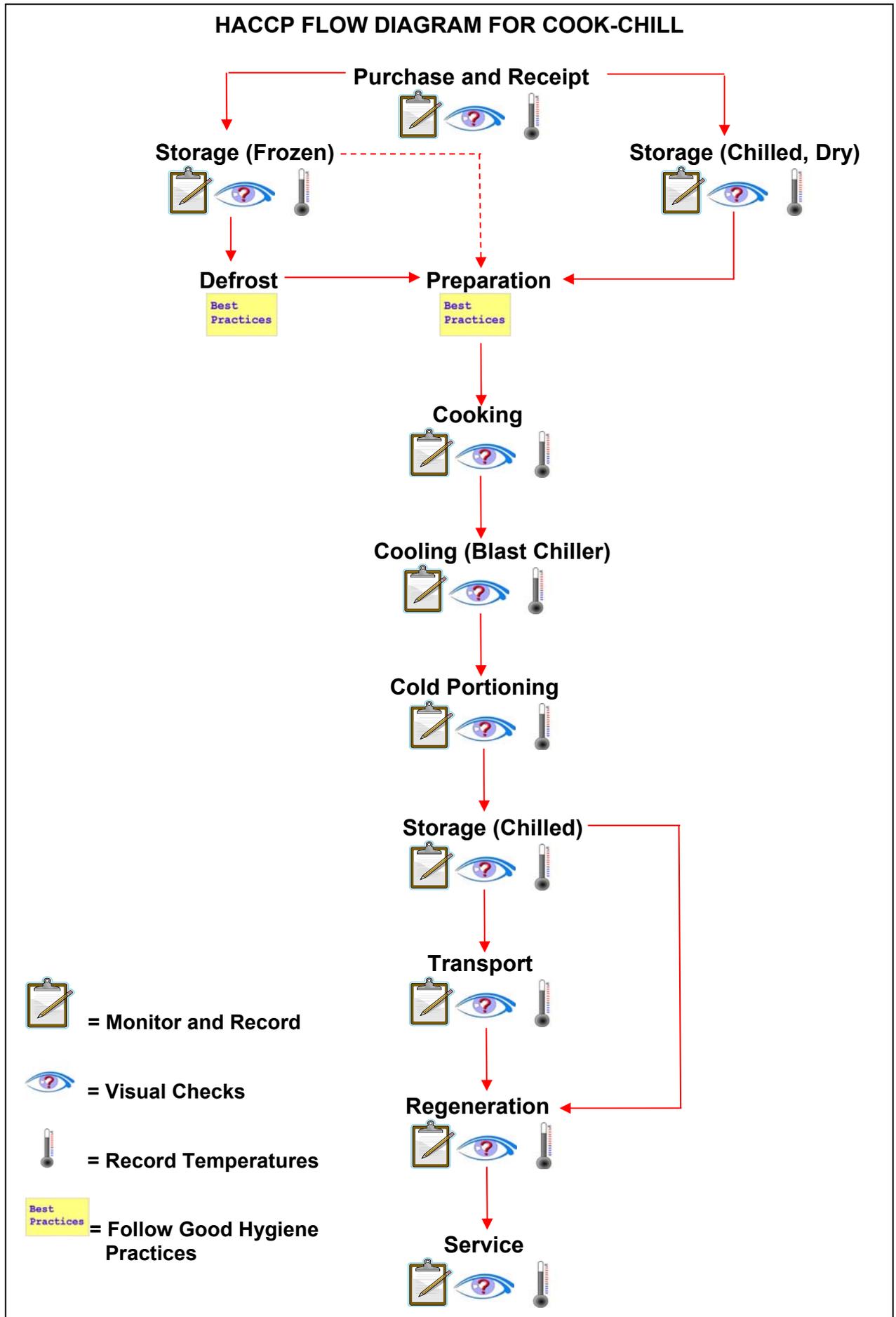
HACCP Control Chart for Meals on Wheels

PROCESS STEP	HAZARDS AND SOURCES	CONTROL MEASURES	CCP Y/N	CRITICAL LIMIT	MONITORING and TARGETS (INCLUDE FREQUENCY)	CORRECTIVE ACTION AND RESPONSIBILITY (product and action to bring the CCP under control)*
Transport	<p>Growth of bacteria due to incorrect storage temperature</p> <p>Bacterial contamination due to cross-contamination from raw foods, employees, equipment</p> <p>Foreign body contamination</p> <p>Chemical contamination</p>	<p>Ensure foods are transported above 65°C.</p> <p>Use of seals and/or locks for transport containers if not containers are not supervised by Council employees</p> <p>Employee training Good hygiene practices</p> <p>Ensure all foods covered</p> <p>Clear segregation of any chemicals on the vehicle</p> <p>Use of temperature controlled transport boxes</p>	Y	63°C	<p>Monitor and record food temperature for each transport run on leaving main kitchen and at each venue/domestic property</p> <p>Seals or locks on transport containers must be secure upon leaving main kitchen and arrival at venue (if applicable)</p> <p>Visual checks to ensure good hygiene practices are being followed</p>	<p>Discard food products if locks and/or seals have evidence of tampering</p> <p>Discard food products if outside of temperature control for longer than 2 hours</p> <p>Retrain employees</p> <p>As previous</p> <p>Repair or replace equipment if deficiencies noted</p>
Service	<p>Growth of bacteria due to incorrect display temperature or too long on display</p>	<p>Serve food straightaway</p> <p>Customers to be advised not to reheat foodstuffs</p> <p>Keep foods covered until required</p> <p>Employee training</p>	Y	5°C 63°C	<p>Monitor and record service times</p> <p>Ensure customers are aware of any time limitations (if applicable)</p>	<p>Advise customers to discard food if not consumed or left out a ambient for too long</p> <p>Retrain employees</p>

HACCP Control Chart for Meals on Wheels

PROCESS STEP	HAZARDS AND SOURCES	CONTROL MEASURES	CCP Y/N	CRITICAL LIMIT	MONITORING and TARGETS (INCLUDE FREQUENCY)	CORRECTIVE ACTION AND RESPONSIBILITY (product and action to bring the CCP under control)*
Service	<p>Bacterial contamination due to cross-contamination from raw foods, employees, equipment</p> <p>Foreign body contamination</p> <p>Chemical contamination</p>	<p>Good hygiene practices</p> <p>If served/displayed at ambient keep times to a minimum (2 hours for hot served products and customers to be advised accordingly)</p>	Y	5°C 63°C	Visual checks to ensure that good hygiene practices are being followed	As previous

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****This flow diagram and HACCP chart is for those establishments employing this specific process. As at March 2019, this is only the commercial arm Cardiff Catering****

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HACCP Control Chart for Cook-Chill

PROCESS STEP	HAZARDS AND SOURCES	CONTROL MEASURES	CCP Y/N	CRITICAL LIMIT	MONITORING and TARGETS (INCLUDE FREQUENCY)	CORRECTIVE ACTION AND RESPONSIBILITY (product and action to bring the CCP under control)*
Purchase and Receipt	Bacterial contamination due to cross-contamination from raw foods, employees and equipment	Use of reputable suppliers. If purchasing from retail outlets, ensure raw products are transported separately from all other products. Ensure that products are refrigerated within 2 hours	N	5°C -15°C	Monitor and record all delivery temperatures	Reject delivery and inform supplier
	Growth of bacteria due to incorrect storage temperature	Delivery temperatures must be below 5°C/ -15°C			Visual checks	Complete Food and Drink Supplier Complaints Form and forward to line manager
	Foreign body contamination	All deliveries must be checked for broken/damaged packaging and/or signs of contamination			Check use by/durability dates	Retrain employees
	Chemical contamination	Chemicals should not be received on the same delivery			Check condition of product and packaging	
	Acrylamide formation	Bruised or damaged products will be rejected				
		Products that appear overcooked by the manufacturer will be rejected				

HACCP Control Chart for Cook-Chill

PROCESS STEP	HAZARDS AND SOURCES	CONTROL MEASURES	CCP Y/N	CRITICAL LIMIT	MONITORING and TARGETS (INCLUDE FREQUENCY)	CORRECTIVE ACTION AND RESPONSIBILITY (product and action to bring the CCP under control)*
Storage	Growth of bacteria due to incorrect storage temperature	Employee training and good hygiene practices	N	5°C -18°C	Monitor and record fridge and freezer temperatures at least daily	<p>In the event of equipment temperatures being between 4°C and 5°C (chilled) or above -18°C (frozen) then the following will apply:</p> <p>Check temperature of jelly pot or bottled water with probe thermometer. If at, or above, 4°C/-18°C move product to another unit and follow breakdown procedure in work instructions. In refrigerators, if temperature of foods is over 4°C but below 5°C check manufacturers guidance, discard/use any foods needed to be stored below 4°C</p> <p>Discard foods above agreed temperatures (5°C or -18°C if freezers) or consideration given to using products</p> <p>Retrain employees</p> <p>Review working practices</p> <p>Discard products past manufacturers shelf life</p>
	Growth of bacteria due to exceeding storage time limits	Correct use of chemicals			Visual checks to ensure date coding is being followed	
	Foreign body contamination	Foods protected from sources of contamination			Visual checks to ensure correct procedures are being followed	
	Chemical contamination	Open bags to be decanted into lidded, washable containers				
	Acrylamide formation	Separate raw and RTE foods or store raw foods below RTE foods				
		Storage areas to be well maintained, clean and pest free				
		Ensure chilled products are stored between 0°C-4°C and frozen products are stored -18°C or below				
	Good stock rotation, first in first out rule					

HACCP Control Chart for Cook-Chill

PROCESS STEP	HAZARDS AND SOURCES	CONTROL MEASURES	CCP Y/N	CRITICAL LIMIT	MONITORING and TARGETS (INCLUDE FREQUENCY)	CORRECTIVE ACTION AND RESPONSIBILITY (product and action to bring the CCP under control)*
Storage (Cont'd)	As Previous	<p>Bags of products not to be stored against walls</p> <p>Uncooked starchy foods are not to be stored in the fridge</p> <p>Once opened products will have a shortened shelf life and may need to be refrigerated (if not already). Check manufacturer's guidance</p> <p>Follow date coding, label foods</p>	N	5°C -18°C	As Previous	As Previous
Defrost	<p>Growth of bacteria due to poor control of temperature during defrosting</p> <p>Bacterial contamination due to poor hygiene practices</p> <p>Foreign body contamination</p> <p>Chemical contamination</p>	<p>Defrost under controlled temperature conditions following manufacturers guidance, allowing adequate time for complete defrost</p> <p>Raw foods to be defrosted separately in bottom of refrigerator</p>	N	4°C	Visual checks	<p>Extend defrost time to ensure that food is completely defrosted</p> <p>Do not cook until completely defrosted</p> <p>Do not defrost in a microwave</p> <p>Retrain employees</p>

HACCP Control Chart for Cook-Chill

PROCESS STEP	HAZARDS AND SOURCES	CONTROL MEASURES	CCP Y/N	CRITICAL LIMIT	MONITORING and TARGETS (INCLUDE FREQUENCY)	CORRECTIVE ACTION AND RESPONSIBILITY (product and action to bring the CCP under control)*
Defrost (Cont'd)	Inadequate defrosting leading to potential of inadequate cooking and survival of food poisoning bacteria	Do not refreeze after thawing Employee training	N	4°C	As previous	As previous
Preparation	Growth of bacteria due to too long a period at room temperature Bacterial contamination due to poor hygiene practices Foreign body contamination Chemical contamination	Minimise time held at room temperature Good hygiene practices Employee training Clean As You Go Correct use of chemicals Thoroughly wash all fruit and vegetables Prepare raw foods separately from RTE foods, in designated raw area, using designated equipment for raw and RTE foods Joints of meat/meat products to be less than 2.5kg and less than 100mm in thickness	N		Visual checks to ensure good hygiene practices and correct procedures being followed	Retrain employees Review working practices

HACCP Control Chart for Cook-Chill

PROCESS STEP	HAZARDS AND SOURCES	CONTROL MEASURES	CCP Y/N	CRITICAL LIMIT	MONITORING and TARGETS (INCLUDE FREQUENCY)	CORRECTIVE ACTION AND RESPONSIBILITY (product and action to bring the CCP under control)*
Cooking	<p>Survival of food poisoning bacteria due to inadequate cooking times and temperature</p> <p>Bacterial contamination</p> <p>Acrylamide formation</p>	<p>Ensure adequate cooking temperature and time</p> <p>Must be cooked on the same day as the entire process will be completed</p> <p>Employee training</p> <p>Stir liquids regularly to ensure even heat distribution</p> <p>Cook starchy foods to golden yellow colour and follow manufacturer's guidance on cooking times/temperatures</p> <p>Meat joints/products must be less than 2.5kg and less than 100mm in thickness</p>	Y	75°C for 30 secs (or equivalent)	<p>Monitor and record core temperatures</p> <p>Visual checks</p>	<p>Increase cooking time until required temperature is achieved</p> <p>Discard food if further cooking not possible or is overcooked</p> <p>Review working practices Retrain employees</p> <p>Replace/repair equipment if deficiencies noted</p>
Cooling (Blast Chiller)	Growth of bacteria due to too long a cooling period	<p>Cool rapidly in smaller portions/pieces</p> <p>Use shallow containers for cooling</p>	Y	1°C-3°C in 90 mins or under	Monitor start/finish of cooling times and final temperature	<p>Discard food if not cooled to target temperature in under 90 mins.</p> <p>Review working practices</p>

HACCP Control Chart for Cook-Chill

PROCESS STEP	HAZARDS AND SOURCES	CONTROL MEASURES	CCP Y/N	CRITICAL LIMIT	MONITORING and TARGETS (INCLUDE FREQUENCY)	CORRECTIVE ACTION AND RESPONSIBILITY (product and action to bring the CCP under control)*
Cooling (Blast Chiller cont'd)	Bacterial contamination due to cross-contamination from raw foods, employees, equipment	Cool as soon as possible following cooking, preferably immediately Keep foods covered Employee training Good hygiene practices Use of blast chiller is mandatory for this process	Y	1°C-3°C in 90 mins or under	Record cooling times and temperatures Visual checks	Retrain employees Replace/repair equipment if deficiencies noted
Cold Portioning	Growth of bacteria due to incorrect temperature of cold portioning room Bacterial contamination due to cross-contamination from raw foods, employees, equipment, poor hygiene practices	Room must be regulated at a temperature of 10°C or less Carry out cold portioning procedure immediately after cooling (Blast Chiller) Portioning of food must be completed in under 30 minutes	Y	<10°C	Monitor temperature of cold room and record Monitor start/finish time of cold portioning process and record Visual Checks	Review working practices Retrain employees Replace/repair equipment if deficiencies noted

HACCP Control Chart for Cook-Chill

PROCESS STEP	HAZARDS AND SOURCES	CONTROL MEASURES	CCP Y/N	CRITICAL LIMIT	MONITORING and TARGETS (INCLUDE FREQUENCY)	CORRECTIVE ACTION AND RESPONSIBILITY (product and action to bring the CCP under control)*
Cold Portioning	Foreign body contamination	As previous	Y	<10°C	As previous	As previous
	Chemical contamination					
Storage (Chilled)	Growth of bacteria due to incorrect storage temperature	Ensure chilled products are stored between 0°C-3°C	Y	3°C	Monitor and record fridge and freezer temperatures at least daily	In the event of equipment temperatures being recorded at above 3°C then the following will apply:
	Growth of bacteria due to exceeding storage time limits	Follow date coding			Visual checks to ensure date coding is being followed	- check temperature of jelly pot or bottled water with probe thermometer. If at or above 3°C to another refrigerated unit, and follow breakdown procedure work instructions.
	Foreign body contamination	Employee training and good hygiene practices			Visual checks to ensure correct procedures are being followed	If temperature of jelly pot/bottled water is above 3°C discard foodstuffs.
	Chemical contamination	Correct use of chemicals				Retrain employees
		Foods protected from sources of contamination				Review working practices
		Storage areas to be well maintained, clean and pest free				
		Products can only be kept for maximum of 5 days (inclusive of preparation day and regeneration day)				

HACCP Control Chart for Cook-Chill

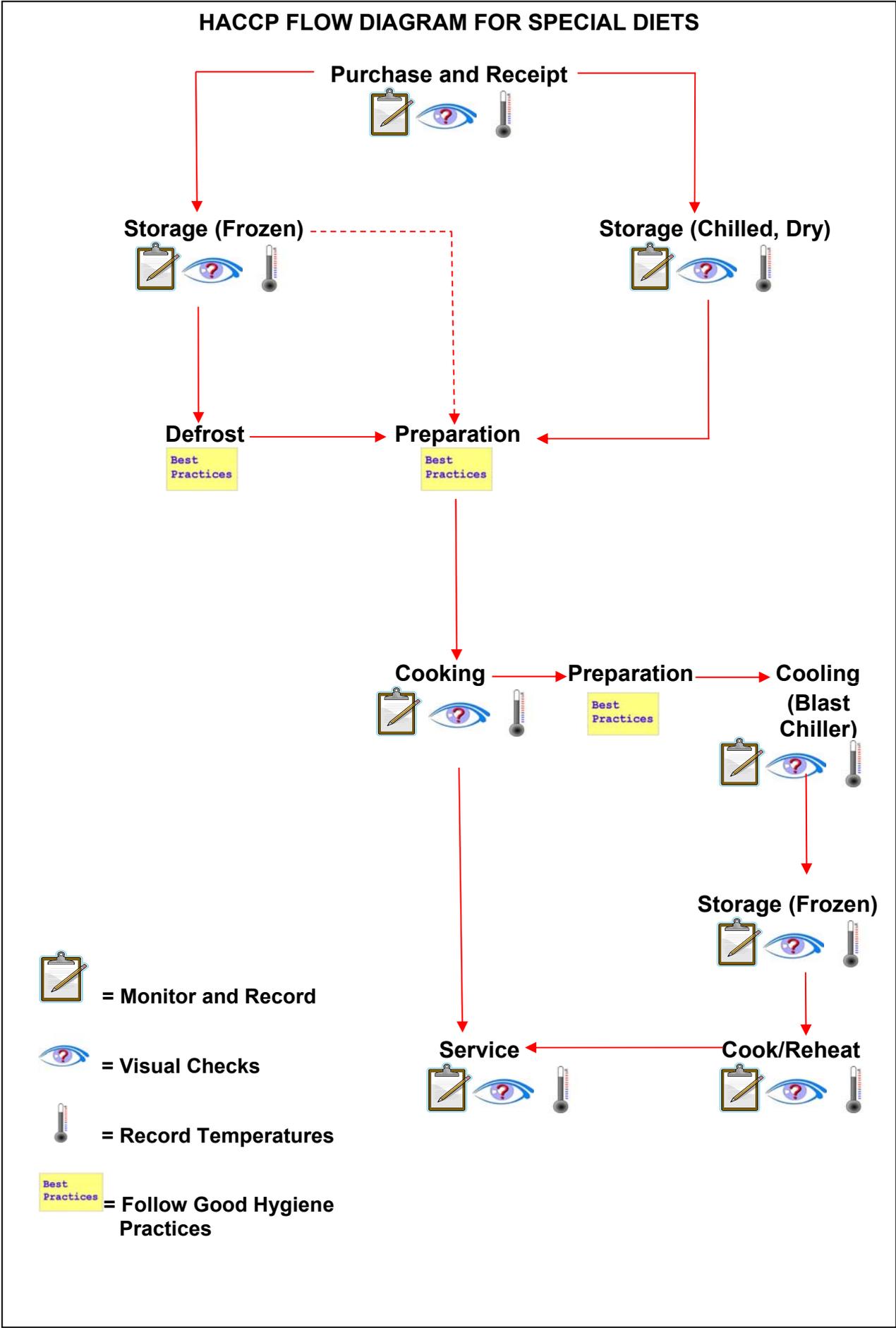
PROCESS STEP	HAZARDS AND SOURCES	CONTROL MEASURES	CCP Y/N	CRITICAL LIMIT	MONITORING and TARGETS (INCLUDE FREQUENCY)	CORRECTIVE ACTION AND RESPONSIBILITY (product and action to bring the CCP under control)*
Transport	<p>Growth of bacteria due to incorrect storage temperature</p> <p>Bacterial contamination due to cross-contamination from raw foods, employees, equipment</p> <p>Foreign body contamination</p> <p>Chemical contamination</p>	<p>Ensure foods are transported between 0°C-3°C</p> <p>Use of seals and/or locks for transport containers if containers are not supervised by Council employees</p> <p>Employee training Good hygiene practices</p> <p>Ensure all foods covered</p> <p>Clear segregation of any chemicals on the vehicle</p>	Y	3°C	<p>Monitor and record food temperature for each transport run on leaving main kitchen and arrival at each venue</p> <p>Seals or locks on transport containers must be secure upon leaving main kitchen and arrival at venue (if applicable)</p> <p>Visual checks to ensure good hygiene practices are being followed</p>	<p>Discard food products if locks and/or seals have evidence of tampering</p> <p>Discard food products if outside of temperature control for any length of time</p> <p>Discard food products if temperature rises above 3°C</p> <p>Replace/repair equipment if deficiencies noted</p> <p>Retrain employees</p>
Regeneration	<p>Survival of food poisoning bacteria due to inadequate cooking times and temperature</p> <p>Bacterial contamination</p>	<p>Ensure adequate regeneration temperature and time</p> <p>Foods must not be allowed to cool to under 65°C. If foods cool they must be disposed of</p> <p>Employee training</p>	Y	75°C for 30 secs (or equivalent)	<p>Monitor and record core temperatures</p> <p>Visual checks</p>	<p>Increase cooking time until required temperature is achieved</p> <p>Discard food if further cooking not possible</p> <p>Review working practices</p> <p>Retrain employees</p>

HACCP Control Chart for Cook-Chill

PROCESS STEP	HAZARDS AND SOURCES	CONTROL MEASURES	CCP Y/N	CRITICAL LIMIT	MONITORING and TARGETS (INCLUDE FREQUENCY)	CORRECTIVE ACTION AND RESPONSIBILITY (product and action to bring the CCP under control)*
Regeneration (Cont'd)	As previous	Must be regenerated no more than 30 minutes from leaving chilled storage	Y	75°C for 30 secs (or equivalent)	As previous	Replace/repair equipment if deficiencies noted
Service	<p>Growth of bacteria due to incorrect storage/holding temperature or too long at ambient temperature before service</p> <p>Bacterial contamination due to cross-contamination from raw foods, employees, equipment</p> <p>Foreign body contamination</p> <p>Chemical contamination</p>	<p>Serve food within 15 mins of regeneration</p> <p>Keep foods covered until required</p> <p>Employee training</p> <p>Good hygiene practices</p>	Y	65°C	<p>Monitor and record service temperature/times</p> <p>Visual checks to ensure that good hygiene practices are being followed</p>	<p>Discard food products that have not been served within 15 minutes of transport.</p> <p>Review working practices</p> <p>Retrain employees</p> <p>Replace/repair equipment if deficiencies noted</p>

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****This flow diagram and HACCP chart is for those service areas employing this specific process. As at June 2019, this includes only Education Catering.****

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HACCP Control Chart for Special Diets

PROCESS STEP	HAZARDS AND SOURCES	CONTROL MEASURES	CCP Y/N	CRITICAL LIMIT	MONITORING and TARGETS (INCLUDE FREQUENCY)	CORRECTIVE ACTION AND RESPONSIBILITY (product and action to bring the CCP under control)*
Purchase and Receipt	Bacterial contamination due to cross-contamination from raw foods, employees and equipment	Use of reputable suppliers	N	5°C -15°C	Monitor and record all delivery temperatures	Reject delivery and inform supplier
	Growth of bacteria due to incorrect storage temperature	Delivery temperatures must be below 5°C/-15°C			Visual checks	Complete Food and Drink Supplier Complaints Form and forward to line manager
	Foreign body contamination	All deliveries must be checked for broken/damaged packaging and/or signs of contamination			Check use by/durability dates	Retrain employees
	Chemical contamination	All deliveries must be checked and chemicals should not be received on the same delivery			Check condition of product and packaging	
	Acrylamide formation	If purchasing from a retail outlet, ensure raw products are transported separately from all other products and ensure that products are refrigerated within 2 hours				
		Bruised or damaged products will be rejected				

HACCP Control Chart for Special Diets

PROCESS STEP	HAZARDS AND SOURCES	CONTROL MEASURES	CCP Y/N	CRITICAL LIMIT	MONITORING and TARGETS (INCLUDE FREQUENCY)	CORRECTIVE ACTION AND RESPONSIBILITY (product and action to bring the CCP under control)*
Purchase and Receipt (Cont'd)	As previous	Products that appear overcooked by the manufacturer will be rejected	N	5°C -15°C	As previous	As previous
Storage	<p>Growth of bacteria due to incorrect storage temperature</p> <p>Growth of bacteria due to exceeding storage time limits</p> <p>Foreign body contamination</p> <p>Chemical contamination</p> <p>Acrylamide formation</p>	<p>Employee training and good hygiene practices</p> <p>Correct use of chemicals</p> <p>Foods protected from sources of contamination</p> <p>Open bags to be decanted into lidded, washable containers</p> <p>Separate raw and high risk RTE foods, Store raw foods below RTE foods</p> <p>Storage areas to be well maintained, clean and pest free</p> <p>Ensure chilled products are stored between 0°C-4°C</p>	N	5°C -18°C	<p>Monitor and record fridge and freezer temperatures at least daily</p> <p>Visual checks to ensure date coding is being followed</p> <p>Visual checks to ensure correct procedures are being followed</p>	<p>In the event of equipment temperatures being between 4°C and 5°C (chilled) or above -18°C (frozen) then the following will apply:</p> <p>Check temperature of jelly pot or bottled water with probe thermometer. If at, or above, 4°C/-18°C move product to another unit and follow breakdown procedure in work instructions</p> <p>In refrigerators, if temperature of foods is over 4°C but below 5°C check manufacturers guidance, discard/use any foods needed to be stored below 4°C</p> <p>Discard foods above agreed temperatures (5°C or -18°C if freezers) or consideration given to using products</p> <p>Retrain employees</p>

HACCP Control Chart for Special Diets

PROCESS STEP	HAZARDS AND SOURCES	CONTROL MEASURES	CCP Y/N	CRITICAL LIMIT	MONITORING and TARGETS (INCLUDE FREQUENCY)	CORRECTIVE ACTION AND RESPONSIBILITY (product and action to bring the CCP under control)*
Storage (Cont'd)	As previous	<p>Ensure frozen products are stored -18° C or below</p> <p>Good stock rotation, first in first out rule</p> <p>Follow date coding, label foods</p> <p>Bags of products are not to be stored against walls</p> <p>Uncooked starchy foods are not to be stored in the fridge</p>	N	5°C -18°C	As previous	<p>Review working practices</p> <p>Discard products past manufacturers shelf life</p>
Defrost	<p>Growth of bacteria due to poor control of temperature during defrosting</p> <p>Bacterial contamination due to poor hygiene practices</p> <p>Inadequate defrosting leading to potential of inadequate cooking and survival of food poisoning bacteria</p>	<p>Defrost under controlled temperature conditions following manufacturers guidance, allowing adequate time for complete defrost</p> <p>Raw foods to be defrosted separately in bottom of refrigerator</p> <p>Do not refreeze after thawing</p>	N	4°C	Visual checks	<p>Extend defrost time to ensure that food is completely defrosted</p> <p>Do not cook until completely defrosted</p> <p>Retrain employees</p>

HACCP Control Chart for Special Diets

PROCESS STEP	HAZARDS AND SOURCES	CONTROL MEASURES	CCP Y/N	CRITICAL LIMIT	MONITORING and TARGETS (INCLUDE FREQUENCY)	CORRECTIVE ACTION AND RESPONSIBILITY (product and action to bring the CCP under control)*
Defrost (Cont'd)	Foreign body contamination Chemical contamination	Employee training	N	4°C	As previous	As previous
Preparation	Growth of bacteria due to too long a period at room temperature Bacterial contamination due to poor hygiene practices Foreign body contamination Chemical contamination	Minimise time held at room temperature. Good hygiene practices Employee training Clean As You Go Correct use of chemicals Thoroughly wash all fruit and vegetables Prepare raw foods separately from RTE foods, in designated raw area, using designated equipment for raw and RTE foods	N		Visual checks to ensure good hygiene practices and correct procedures being followed	Retrain employees Review working practices
Cooking	Survival of food poisoning bacteria due to inadequate cooking times and temperature	Must be cooked on the same day as the entire process will be completed	Y	75°C for 30 secs (or equivalent)	Monitor and record core temperatures Visual checks	Increase cooking time until required temperature is achieved

HACCP Control Chart for Special Diets

PROCESS STEP	HAZARDS AND SOURCES	CONTROL MEASURES	CCP Y/N	CRITICAL LIMIT	MONITORING and TARGETS (INCLUDE FREQUENCY)	CORRECTIVE ACTION AND RESPONSIBILITY (product and action to bring the CCP under control)*
Cooking (Cont'd)	Bacterial contamination Acrylamide formation	Ensure adequate cooking temperature and time Employee training Stir liquids regularly to ensure even heat distribution Cook starchy foods to golden yellow colour Follow manufacturer's guidance on cooking times and cooking temperatures	Y	75°C for 30 secs (or equivalent)		Discard food if further cooking not possible or is overcooked Review working practices Retrain employees Replace/repair equipment if deficiencies noted
Preparation (After Cooking)	Bacterial contamination Foreign body contamination Chemical contamination Growth of bacteria due to too long outside of temperature control	Preparation to be undertaken whilst products still hot. No cooling period allowed Preparation to be undertaken away from raw area Minimise time food held at room temperature	Y	1°C-3°C in 90 mins or under	Visual checks to ensure good hygiene practices and correct procedures being followed Monitor and record start/finish of cooling times and final temperature (including time at room temperature during second stage preparation)	Move onto next stage if food is held at room temperature for longer than 20 minutes Discard food if moving onto next stage is not possible Review working practices Retrain employees

HACCP Control Chart for Special Diets

PROCESS STEP	HAZARDS AND SOURCES	CONTROL MEASURES	CCP Y/N	CRITICAL LIMIT	MONITORING and TARGETS (INCLUDE FREQUENCY)	CORRECTIVE ACTION AND RESPONSIBILITY (product and action to bring the CCP under control)*
Preparation (After Cooking) (Cont'd)	As Previous	<p>Second stage preparation should not take longer than 20 minutes. This step forms part of the cooling process</p> <p>Good hygiene practices</p> <p>Employee training</p> <p>Clean As You Go</p>	Y	1°C-3°C in 90 mins or under	As Previous	As Previous
Cooling (Blast Chiller)	<p>Growth of bacteria due to too long a cooling period</p> <p>Bacterial contamination due to cross-contamination from raw foods, employees, equipment</p>	<p>Cool rapidly in smaller portions/pieces</p> <p>Use shallow containers for cooling</p> <p>Keep foods covered</p> <p>Employee training</p> <p>Good hygiene practices</p> <p>Use blast chiller is mandatory for this process</p>	Y	<p>1°C-3°C in 90 mins or under</p> <p>-5°C in under 90 minutes for frozen storage</p>	<p>Monitor start/finish of cooling times and final temperature (including time at room temperature during second stage preparation)</p> <p>Record cooling times and temperatures</p> <p>Visual checks</p>	<p>Discard food if not cooled to target temperature in under 90 mins.</p> <p>Review working practices</p> <p>Retrain employees</p> <p>Replace/repair equipment if deficiencies noted</p>
Storage (Frozen)	Growth of bacteria due to incorrect storage temperature	Ensure frozen products are stored -18° C or below	Y	-18°C	Monitor and record fridge and freezer temperatures at least daily	As below

HACCP Control Chart for Special Diets

PROCESS STEP	HAZARDS AND SOURCES	CONTROL MEASURES	CCP Y/N	CRITICAL LIMIT	MONITORING and TARGETS (INCLUDE FREQUENCY)	CORRECTIVE ACTION AND RESPONSIBILITY (product and action to bring the CCP under control)*
Storage (Frozen) (Cont'd)	<p>Growth of bacteria due to exceeding storage time limits</p> <p>Foreign body contamination</p> <p>Chemical contamination</p>	<p>Good stock rotation, first in first out rule</p> <p>Follow date coding, label foods</p> <p>Separate raw and high risk RTE foods</p> <p>Correct use of chemicals</p> <p>Foods protected from sources of contamination</p> <p>Storage areas to be well maintained, clean and pest free</p> <p>Ensure frozen products are stored below -18°C and are only kept for maximum of 56 days (inclusive of preparation day and regeneration day)</p> <p>Products being stored in frozen storage must be</p>	Y	-18°C	Visual checks to ensure date coding is being followed	<p>In the event of equipment temperatures being above -18°C (frozen) then discard foods above agreed temperatures or consideration given to using products</p> <p>Retrain employees</p> <p>Review working practices</p> <p>Discard products past manufacturers shelf life</p>

HACCP Control Chart for Special Diets

PROCESS STEP	HAZARDS AND SOURCES	CONTROL MEASURES	CCP Y/N	CRITICAL LIMIT	MONITORING and TARGETS (INCLUDE FREQUENCY)	CORRECTIVE ACTION AND RESPONSIBILITY (product and action to bring the CCP under control)*
Storage (Frozen) (Cont'd)	As Previous	frozen on day of production Employee training and good hygiene practices	Y	-18°C	As Previous	As Previous
Cook/ Reheat	Survival of food poisoning bacteria due to inadequate cooking times and temperature Bacterial contamination	Ensure adequate cooking temperature and time Must be regenerated no more than 30 minutes from leaving chilled storage Foods must not be allowed to cool to under 65°C. If foods cool they must be disposed of Employee training Specific instructions printed/displayed on product for cook/chill vending	Y	75°C for 30 secs (or equivalent)	Monitor and record core temperatures Visual checks	Increase cooking time until required temperature is achieved Discard food if further cooking not possible Review working practices Retrain employees Replace/repair equipment if deficiencies noted

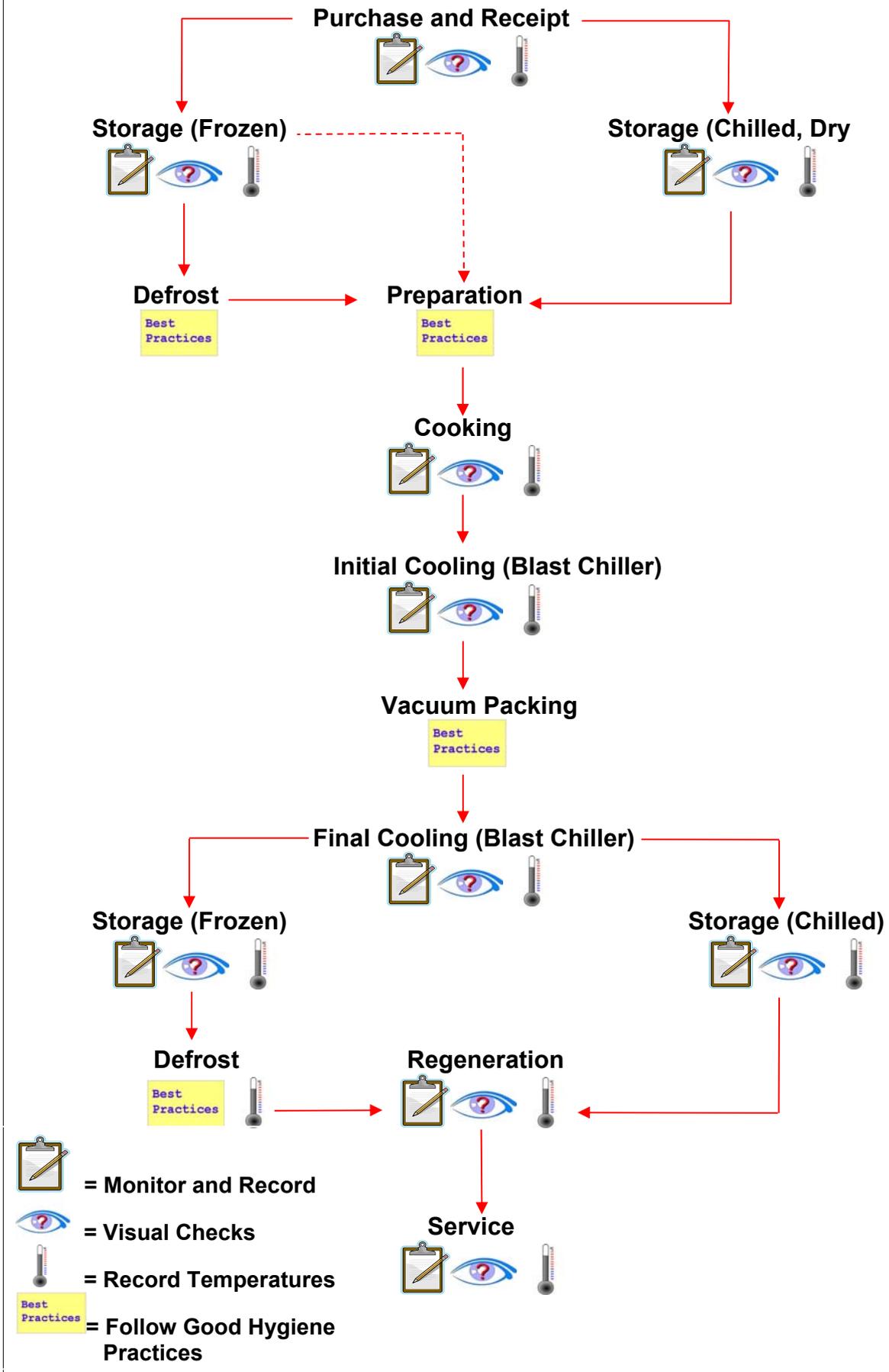
HACCP Control Chart for Special Diets

PROCESS STEP	HAZARDS AND SOURCES	CONTROL MEASURES	CCP Y/N	CRITICAL LIMIT	MONITORING and TARGETS (INCLUDE FREQUENCY)	CORRECTIVE ACTION AND RESPONSIBILITY (product and action to bring the CCP under control)*
Service (Cont'd)	<p>Growth of bacteria due to incorrect storage/holding temperature or too long at ambient temperature before service</p> <p>Foreign body contamination Bacterial contamination due to cross-contamination from raw foods, employees, equipment</p> <p>Chemical contamination</p>	<p>Service of food must commence within 15 mins of cook/reheat</p> <p>Keep foods covered until required</p> <p>Employee training</p> <p>Good hygiene practices Separate raw and RTE high risk foods</p> <p>Keep foods covered until required</p>	Y	65°C	<p>Monitor and record service temperature/times</p> <p>Visual checks to ensure that good hygiene practices are being followed</p>	<p>Discard food products that have not been served within 15 minutes of cook/reheat.</p> <p>Review working practices</p> <p>Retrain employees</p> <p>Replace/repair equipment if deficiencies noted</p> <p>Discard food at end of service or if visibly contaminated or known to be contaminated by raw food, chemical or foreign body.</p>

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HACCP FLOW DIAGRAM FOR COMPOSITE RECIPES INCLUDING BLAST CHILLING AND VACUUM PACKING FOR EXTENDED STORAGE



Use this flow diagram and HACCP chart for foodstuffs such as lasagnes, curries, chilli con carne, etc. (This list is not exhaustive)*

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HACCP Control Chart for Composite Recipes Including Blast Chilling and Vacuum Packing for Extended Storage

PROCESS STEP	HAZARDS AND SOURCES	CONTROL MEASURES	CCP Y/N	CRITICAL LIMIT	MONITORING and TARGETS (INCLUDE FREQUENCY)	CORRECTIVE ACTION AND RESPONSIBILITY (product and action to bring the CCP under control)*
Purchase and Receipt	Bacterial contamination due to cross-contamination from raw foods, employees and equipment	Use of reputable suppliers. If purchasing from retail outlets, ensure raw products are transported separately from all other products. Ensure that products are refrigerated within 2 hours	N	5°C -15°C	Monitor and record all delivery temperatures	Reject delivery and inform supplier
	Growth of bacteria due to incorrect storage temperature	Delivery temperatures must be below 5°C/ -15°C			Visual checks	Complete Food and Drink Supplier Complaints Form and forward to line manager
	Foreign body contamination	All deliveries must be checked for broken/damaged packaging and/or signs of contamination			Check use by/durability dates	Retrain employees
	Chemical contamination				Check condition of product and packaging	
	Acrylamide formation	Chemicals should not be received on the same delivery				
		Bruised or damaged products will be rejected				
	Products that appear overcooked by the manufacturer will be rejected					

HACCP Control Chart for Composite Recipes Including Blast Chilling and Vacuum Packing for Extended Storage

PROCESS STEP	HAZARDS AND SOURCES	CONTROL MEASURES	CCP Y/N	CRITICAL LIMIT	MONITORING and TARGETS (INCLUDE FREQUENCY)	CORRECTIVE ACTION AND RESPONSIBILITY (product and action to bring the CCP under control)*
Storage	Growth of bacteria due to incorrect storage temperature	Employee training and good hygiene practices	N	5°C -18°C	Monitor and record fridge and freezer temperatures at least daily	In the event of equipment temperatures being between 4°C and 5°C (chilled) or above -18°C (frozen) then the following will apply: Check temperature of jelly pot or bottled water with probe thermometer. If at, or above, 4°C/-18°C move product to another unit and follow breakdown procedure in work instructions. In refrigerators, if temperature of foods is over 4°C but below 5°C check manufacturers guidance, discard/use any foods needed to be stored below 4°C Discard foods above agreed temperatures (5°C or -18°C if freezers) or consideration given to using products Retrain employees Review working practices Discard products past manufacturers shelf life
	Growth of bacteria due to exceeding storage time limits	Correct use of chemicals			Visual checks to ensure date coding is being followed	
	Foreign body contamination	Foods protected from sources of contamination			Visual checks to ensure correct procedures are being followed	
	Chemical contamination	Open bags to be decanted into lidded, washable containers				
	Acrylamide formation	Separate raw and RTE foods or store raw foods below RTE foods				
		Storage areas to be well maintained, clean and pest free				
		Ensure chilled products are stored between 0°C-4°C and frozen products are stored -18°C or below				
	Good stock rotation, first in first out rule					

HACCP Control Chart for Composite Recipes Including Blast Chilling and Vacuum Packing for Extended Storage

PROCESS STEP	HAZARDS AND SOURCES	CONTROL MEASURES	CCP Y/N	CRITICAL LIMIT	MONITORING and TARGETS (INCLUDE FREQUENCY)	CORRECTIVE ACTION AND RESPONSIBILITY (product and action to bring the CCP under control)*
Storage (Cont'd)	As previous	<p>Bags of products are not to be stored against walls</p> <p>Uncooked starchy foods are not to be stored in the fridge</p> <p>Once opened some products will have a shortened shelf life and may need to be refrigerated (if not already). Check manufacturer's guidance</p> <p>Follow date coding, label foods</p>	N	5°C -18°C	As previous	As previous
Defrost	<p>Growth of bacteria due to poor control of temperature during defrosting</p> <p>Bacterial contamination due to poor hygiene practices</p> <p>Foreign body contamination</p>	<p>Defrost under controlled temperature conditions following manufacturers guidance, allowing adequate time for complete defrost</p> <p>Raw foods to be defrosted separately in bottom of refrigerator</p>	N	4°C	Visual checks	<p>Extend defrost time to ensure that food is completely defrosted</p> <p>Do not cook until completely defrosted</p> <p>Do not defrost in a microwave</p> <p>Retrain employees</p>

HACCP Control Chart for Composite Recipes Including Blast Chilling and Vacuum Packing for Extended Storage

PROCESS STEP	HAZARDS AND SOURCES	CONTROL MEASURES	CCP Y/N	CRITICAL LIMIT	MONITORING and TARGETS (INCLUDE FREQUENCY)	CORRECTIVE ACTION AND RESPONSIBILITY (product and action to bring the CCP under control)*
Defrost (Cont'd)	Inadequate defrosting leading to potential of inadequate cooking and survival of food poisoning bacteria Chemical contamination	Do not refreeze after thawing Employee training	N	4°C	Visual checks	Extend defrost time to ensure that food is completely defrosted Do not cook until completely defrosted Do not defrost in a microwave Retrain employees
Preparation	Growth of bacteria due to too long a period at room temperature Bacterial contamination due to poor hygiene practices Foreign body contamination Chemical contamination	Minimise time held at room temperature Good hygiene practices Employee training Clean As You Go Correct use of chemicals Thoroughly wash all fruit and vegetables Prepare raw foods separately from RTE foods, in designated raw area, using designated equipment for raw and RTE foods	N		Visual checks to ensure good hygiene practices and correct procedures being followed	Retrain employees Review working practices

HACCP Control Chart for Composite Recipes Including Blast Chilling and Vacuum Packing for Extended Storage

PROCESS STEP	HAZARDS AND SOURCES	CONTROL MEASURES	CCP Y/N	CRITICAL LIMIT	MONITORING and TARGETS (INCLUDE FREQUENCY)	CORRECTIVE ACTION AND RESPONSIBILITY (product and action to bring the CCP under control)*
Cooking	<p>Survival of food poisoning bacteria due to inadequate cooking times and temperature</p> <p>Bacterial contamination</p> <p>Acrylamide formation</p>	<p>Ensure adequate cooking temperature and time</p> <p>Must be cooked on the same day as the entire process will be Completed</p> <p>Employee training</p> <p>Stir liquids regularly to ensure even heat distribution</p> <p>Cook starchy foods to golden yellow colour</p> <p>Follow manufacturer's guidance on cooking times and cooking temperatures</p> <p>Meat joints/products must be less than 2.5kg and less than 100mm in thickness</p>	Y	75°C for 30 secs (or equivalent)	<p>Monitor and record core temperatures</p> <p>Visual checks</p>	<p>Increase cooking time until required temperature is achieved</p> <p>Discard food if further cooking not possible or is overcooked</p> <p>Review working practices Retrain employees</p> <p>Replace/repair equipment if deficiencies noted</p>

HACCP Control Chart for Composite Recipes Including Blast Chilling and Vacuum Packing for Extended Storage

PROCESS STEP	HAZARDS AND SOURCES	CONTROL MEASURES	CCP Y/N	CRITICAL LIMIT	MONITORING and TARGETS (INCLUDE FREQUENCY)	CORRECTIVE ACTION AND RESPONSIBILITY (product and action to bring the CCP under control)*
Initial Cooling (Blast Chiller)	Growth of bacteria due to too long a cooling period	Start cooling process immediately after cooking	Y	Under 85°C within 10 mins	Monitor and record start/finish of cooling times and final temperature	Discard food if not cooled to target temperature in under 90 mins.
	Bacterial contamination due to cross-contamination from raw foods, employees, equipment	Product must be below 85°C in order to vacuum pack Cooling period must not be longer than 90 mins total (including vacuum pacing and final cooling) Restrict initial cooling to no longer than 10 minutes Employee training Good hygiene practices Use of blast chiller is mandatory for this process Cool rapidly in smaller portions/pieces Use shallow containers for cooling				Review working practices Retrain employees Replace/repair equipment if deficiencies noted

HACCP Control Chart for Composite Recipes Including Blast Chilling and Vacuum Packing for Extended Storage

PROCESS STEP	HAZARDS AND SOURCES	CONTROL MEASURES	CCP Y/N	CRITICAL LIMIT	MONITORING and TARGETS (INCLUDE FREQUENCY)	CORRECTIVE ACTION AND RESPONSIBILITY (product and action to bring the CCP under control)*
Vacuum Packing	Bacterial contamination due to cross-contamination from raw foods, employees, equipment	<p>Must commence immediately after cooking</p> <p>Vacuum packing machine must only be used for RTE foods</p> <p>Vacuum pack bags/storage containers must be stored in RTE areas of the kitchen</p> <p>Individuals that undertake this process must wear a disposable apron</p> <p>Disposable aprons must be stored in a RTE area</p> <p>Ensure that seal on vacuum pack is secure</p> <p>Employee training</p> <p>Good hygiene practices</p>	Y		Visual checks to ensure that good hygiene practices are being followed	<p>If seal on vacuum bag fails, products can be re-decanted into new bag and re-sealed if within the 90 minutes cooling range</p> <p>If seal fails whilst in refrigerated storage, consideration may be given to immediately using that product, if with 4 days (production day plus two). If product cannot be used then it must be discarded</p> <p>If seal fails whilst in frozen storage, product must be discarded</p> <p>Review working practices</p> <p>Retrain employees</p> <p>Replace/repair equipment if deficiencies noted</p>
Final Cooling (Blast Chiller)	Growth of bacteria due to too long a cooling period	<p>Cool rapidly in smaller portions/pieces</p> <p>Use shallow containers for cooling</p>	Y	1°C-3°C in 90 mins or under for chilled storage	Monitor and record start/finish of cooling times and final temperature	<p>Discard food if not cooled to target temperature in under 90 mins.</p> <p>Review working practices</p>

HACCP Control Chart for Composite Recipes Including Blast Chilling and Vacuum Packing for Extended Storage

PROCESS STEP	HAZARDS AND SOURCES	CONTROL MEASURES	CCP Y/N	CRITICAL LIMIT	MONITORING and TARGETS (INCLUDE FREQUENCY)	CORRECTIVE ACTION AND RESPONSIBILITY (product and action to bring the CCP under control)*
Cooling (Blast Chiller) (Cont'd)	Bacterial contamination due to cross-contamination from raw foods, employees, equipment	Cool as soon as possible following cooking, preferably immediately Keep foods covered Employee training Good hygiene practices Use of blast chiller is mandatory for this process		-5°C in under 90 minutes for frozen storage	As Previous	Retrain employees Replace/repair equipment if deficiencies noted
Storage	Growth of bacteria due to incorrect storage temperature Growth of bacteria due to exceeding storage time limits Foreign body contamination Chemical contamination	Ensure chilled products are stored between 0°C-3°C and products can only be kept for maximum of 4 days (inclusive of preparation day and regeneration day) Ensure frozen products are stored below -18°C and products can only be kept for maximum of 56 days (inclusive of preparation day and regeneration day)	Y	3°C -18°C	Monitor and record fridge and freezer temperatures at least daily Visual checks to ensure date coding is being followed Visual checks to ensure correct procedures are being followed	In the event of equipment temperatures being recorded at above 3°C then the following will apply: - check temperature of jelly pot or bottled water with probe thermometer. If at or above 3°C to another refrigerated unit, and follow breakdown procedure work instructions. If temperature of jelly pot/bottled water is above 3°C discard foodstuffs. Retrain employees

HACCP Control Chart for Composite Recipes Including Blast Chilling and Vacuum Packing for Extended Storage

PROCESS STEP	HAZARDS AND SOURCES	CONTROL MEASURES	CCP Y/N	CRITICAL LIMIT	MONITORING and TARGETS (INCLUDE FREQUENCY)	CORRECTIVE ACTION AND RESPONSIBILITY (product and action to bring the CCP under control)*
Storage (Cont'd)	Growth of anaerobic bacteria	<p>Products being stored in frozen storage must be frozen on day of production</p> <p>Follow date coding</p> <p>Employee training and good hygiene practices</p> <p>Correct use of chemicals</p> <p>Foods protected from sources of contamination</p> <p>Storage areas to be well maintained, clean and pest free</p>	Y	3°C -18°C	As Previous	Review working practices
Defrost	<p>Growth of bacteria due to incorrect storage temperature</p> <p>Foreign body contamination</p> <p>Chemical contamination</p>	<p>Defrost in controlled conditions allowing adequate time for complete defrost</p> <p>Products to be defrosted in dedicated refrigerator</p> <p>Do not refreeze after thawing</p>	Y	3°C	<p>Monitor and record fridge temperatures at least daily</p> <p>Visual checks to ensure date coding is being followed</p>	<p>Do not cook until completely defrosted</p> <p>Do not defrost in a microwave</p> <p>Retrain employees</p>

HACCP Control Chart for Composite Recipes Including Blast Chilling and Vacuum Packing for Extended Storage

PROCESS STEP	HAZARDS AND SOURCES	CONTROL MEASURES	CCP Y/N	CRITICAL LIMIT	MONITORING and TARGETS (INCLUDE FREQUENCY)	CORRECTIVE ACTION AND RESPONSIBILITY (product and action to bring the CCP under control)*
Defrost (Cont'd)	As Previous	Products can be kept for 24 hours post full defrost Employee training	Y	3°C	Visual checks to ensure correct procedures are being followed Visual checks to ascertain when full defrost has been achieved	As Previous
Regeneration	Survival of food poisoning bacteria due to inadequate cooking times and temperature Bacterial contamination	Ensure adequate regeneration temperature and time Foods must not be allowed to cool to under 65°C, otherwise they must be disposed of Employee training Must be regenerated no more than 30 minutes from leaving chilled storage	Y	75°C for 30 secs (or equivalent)	Monitor and record core temperatures Visual checks	Increase cooking time until required temperature is achieved Discard food if further cooking not possible Review working practices Retrain employees Replace/repair equipment if deficiencies noted
Service	Growth of bacteria due to incorrect storage/holding temperature or too long at ambient temperature before service	Service of food must commence within 15 mins of regeneration Foods must not be allowed to cool to under 65°C. If foods cool they must be disposed of	Y	65°C	Monitor and record service temperature/times Visual checks to ensure that good hygiene practices are being followed	Discard food products that have not been served within 15 minutes of service. Review working practices Retrain employees

HACCP Control Chart for Composite Recipes Including Blast Chilling and Vacuum Packing for Extended Storage

PROCESS STEP	HAZARDS AND SOURCES	CONTROL MEASURES	CCP Y/N	CRITICAL LIMIT	MONITORING and TARGETS (INCLUDE FREQUENCY)	CORRECTIVE ACTION AND RESPONSIBILITY (product and action to bring the CCP under control)*
Service (Cont'd)	<p>Bacterial contamination due to cross-contamination from raw foods, employees, equipment</p> <p>Foreign body contamination</p> <p>Chemical contamination</p>	<p>Keep foods covered until required</p> <p>Employee training</p> <p>Good hygiene practices</p>	Y	65°C	As Previous	Replace/repair equipment if deficiencies noted

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Section 3

Work Instructions

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Work Instructions for Organising/Executing Barbeques and Hog Roasts

Cardiff Council recognises that barbeques/hog roasts may be organised and operated within a number of different settings, including within educational facilities, and recognises the importance of having stringent food safety controls. These range from events for a few individuals to large corporate events and may take place on Council properties or external sites if requested. Cardiff Council also acknowledges that barbeques may be organised by external parties to be held on Council properties. In these instances, the event may be perceived to be Council run and as such they have a duty of care to follow these instructions.

As well as food safety, anyone organising a barbeque also has a duty to ensure health and safety. All barbeques must be risk assessed, guidance for which can be found within the Council's health and safety policy.

Why is food poisoning generally higher in warmer conditions?

- Higher temperatures allow bacteria to multiply more rapidly.
- Food is often prepared in advance and not thoroughly cooked.
- Meat products are not thoroughly cooked or do not reach the specified core temperatures.
- Raw and cooked foods are stored and/or cooked together increasing the risk of cross-contamination.
- Vegetables and fruit are bought and eaten without washing.

Do

- Purchase food from reputable supplier.
- Ensure that food is transported in controlled conditions, either in commercial transport units or cool boxes.
- Store food containers out of direct sunlight.
- Ensure that all transported raw food items will be kept separate from RTE products.
- Ensure that allergen information (packaging) is retained to provide information to consumers where needed/necessary. This should include all pre-formed meats, marinades, breads and sauces.
- Ensure that all cooks wear protective clothing consisting of either Council provided uniform and/or apron.

- Ensure that the barbeque is controlled at all times to maintain the safety of the food, employees, guests and/or public.
- Cook all foods in accordance to the HACCP charts and guidelines within this manual
- Ensure that temperature control monitoring is carried out at various points during cooking and is recorded in accordance with the HACCP charts within this manual.
- Carry out visual checks to ensure the food is of high standards at all times, i.e. cut into the middle of the burger or sausage. It should be piping hot inside with no pink meat left. Preferably a probe should be used to ensure that the correct core temperature has been reached, i.e. 75°C for 30 seconds. This should be monitored and recorded.
- Ensure that whole pigs are **not** cooked at once. Pigs should be jointed with each joint cooked separately and in line with the HACCP charts within this manual.
- Store food under controlled conditions, either in refrigerators or cool boxes, both of which must be monitored in accordance with this HACCP manual.
- Ensure handling of RTE products, i.e. rolls and breads, is minimal and food handlers wash their hands after handling raw products and before handling RTE products.
- Serve any RTE foodstuffs, i.e. salads, in controlled conditions, serving small amounts and replenish frequently.
- Ensure all high risk, RTE products that have remained outside of temperature control longer than 4 hours are discarded; this includes preparation time.
- Ensure that food to be served or is required to be kept hot is held either on the barbeque shelf or in chaffing dishes and temperatures monitored and recorded.
- Dispose of all rubbish and any leftover food in sealed bags and place in external containers.
- Ensure that if using charcoal barbeque, coals are white and no flames are present before cooking process commences. Preferably use gas barbeque.
- Wash hands frequently.
- Ensure that raw fruit and vegetables are washed in potable water.
- Ensure that frozen food is properly thawed before cooking commences.
- Use clean, disinfected equipment and clean regularly. Any equipment that comes into contact with raw foods must not come into contact, at any time, with equipment that is used with RTE/cooked foods. All equipment that is used with raw foods should be washed in a commercial dishwasher on at 82°C rinse cycle.
- Use different utensils for raw, cooking and cooked food. Segregate raw, cooking and cooked areas on the barbeque.

- When cleaning the utensils and equipment that have been used with raw foods, ensure that separate cleaning cloths are used (this includes throughout the washing up process).
- Where possible use colour coded boards:

Red: Raw Meat	Blue: Fish
Yellow: High Risk Food	Brown: Raw Vegetables
White: Dairy and Bakery	Green: Salad

Don't

- Do not allow young persons under the age of eighteen to cook food on a barbeque.
- Do not allow smoking around the preparation or cooking of food in a barbeque setting.
- Do not allow drinking of alcohol whilst in control of a barbeque.
- Do not allow any high risk, RTE product to remain outside of temperature control for longer than 4 hours.
- Do not attempt to reheat food.
- Do not prepare food too far in advance.
- Do not serve burgers and sausages rare, because there may be bacteria throughout the product due to the mincing process.
- Do not add a sauce or marinade to cooked food if it has been used with raw products.



Do not cook chicken on a barbeque unless in a commercial catering setting.
Food handlers have food safety awareness with at least 1 person supervising food production with Level 2 Award in Food Safety in Catering.

Personal Hygiene

- Always wash your hands thoroughly with soap and warm water working up a lather and paying attention to your wrists, hands, fingers, thumbs, fingernails, fingertips and in between the fingers. The process should last a minimum of 30 seconds.
- Rinse the soap off your hands with clean, warm water.
- Dry hands with a disposable paper towel and the use towel to turn off tap. Preferably use non hand-operated taps, to avoid transference of bacteria.

- Hands should be washed frequently, but in particular on the following occasions, this list is not exhaustive; after visiting the toilet, after handling raw food (meat, fish, pastry, eggs and vegetables), after handling dirty equipment (including money), after handling delivery packaging, after handling refuse, after cleaning surfaces or equipment.
- Do not handle food when you are ill with stomach problems, such as diarrhoea or vomiting or have been ill in the previous 48 hours.
- Do not touch food if you have sores or cuts, unless they are covered with a waterproof dressing.
- Don't wear jewellery when handling food.
- Do not wipe hands in uniforms.
- Change soiled aprons.

HACCP Control and Work Instruction Chart for Barbeques and Hog Roasts

Purchases and Deliveries



- Use of reputable suppliers, if purchasing from a retail outlet ensure raw products are transported separately from other products and ensure that products are refrigerated within 2 hours (if not in a cool bag)
- Temperatures must be 5°C or below (Chilled) and -15°C or below (Frozen)
 - Monitor and record temperatures; visual checks

Storage



- Ensure all foods are stored at or below 4°C (target) (chilled) and -18°C or below (Frozen)
 - FIFO (First in first out) rules apply
 - Separate raw and high risk RTE foods
 - Raw foods must always be stored below RTE foods
 - Check use by dates, label foods
 - Store away from chemicals
 - Monitor and record temperatures, visual checks

Defrosting



- Do not defrost foods at ambient temperatures for any longer than 2 hours before (finishing defrosting under refrigerated conditions)
 - Do not defrost in direct sunlight
 - Defrost in rooms that are well ventilated and free from pests
 - Once thawed cook within 24 hours
- Always defrost in controlled conditions in the fridge (Place on trays and cover) or cool boxes
 - Keep raw foods separate from RTE foods

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Preparation



- Wash and disinfect workbenches prior to preparation
- When preparing foods use designated equipment and work areas for raw and RTE foods
- Ensure that you have adequate chopping boards, knives, utensils and service cloths to allow for segregation
 - Work methodically ensuring good food hygiene "CLEAN AS YOU GO"
 - Wash hands when starting each new job
 - Prepare foods in as short as time as possible and as close to service as practicable Thoroughly wash all fruit and vegetables
 - Keep all food covered to prevent cross-contamination
 - Ensure areas are pest free
 - Visually check all foods

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Cooking

Griddle –Charcoal –Gas Barbeque



- Inspect your grill before you start making sure the racks are clean, the cover fits snugly, and there are no cracks or holes in the grill pan
- A charcoal fire takes 30-45 minutes to reach the proper cooking heat after you light it, you can tell when the coals are at proper cooking temperature because grey ash will form evenly over the briquettes/coals
 - Do not use lighter fluid as this will taint foods
 - Let the gas grill heat up for at least 10 minutes before starting to cook
- Gas grills may have lava rocks that are heated by the gas flame and cook like charcoal, keep the rocks clean to prevent a build-up of grease that may lead to flare-ups during cooking which can lead to you serving burnt and under cooked food
 - Turn meat and poultry during cooking as this helps cook more evenly
 - Cook foods on day of service and as close to service time where possible
 - Discard foods if left to long at ambient temperatures
 - Increase cooking time until required temperature is achieved
 - Keep all food covered to prevent cross-contamination
- Avoid prolonged exposure of food under sunshine and keep food cold by using ice-packs
 - Cook meat thoroughly to destroy harmful bacteria
- Ensure all food persons have Level 2 Food Hygiene and Level 3 for all persons in charge

- Ensure all food personnel are well and have not reported any sickness in the past 48 hours
 - Monitor and record temperatures, visually check
- Cut burgers, sausages to ensure centres are cooked, preferably use a probe thermometer to check core temperature at 75°C or above
 - Use separate equipment and utensils for raw foods
- Segregate areas on the barbeque for raw and cooked foods, **do not mix**
Do **not** place vegetarian foods on meat areas, use a separate Barbeque when practicable



Hot Holding



- Monitor and record temperatures
- Only hold foods for a maximum of 2 hours and then discard
 - Keep all food covered to prevent cross-contamination
 - Hold hot foods above 65°C
- Do not keep raw products stored on or in hot holding trays or hotplate



Service



- Serve food straightaway
- Ensure all foods that are displayed are below 5°C or above 65°C
 - Monitor temperatures and record
- If served /displayed at ambient keep time to a minimum (no longer than 4 hours from production time for cold served products and 2 hours for hot served products)
 - Monitor temperatures and record
- Ensure all food personnel are well and have not reported any sickness in the past 48 hours
 - Wear protective uniforms
 - Do not handle or touch food with bare hands
 - Keep all food covered to prevent cross-contamination
 - Cover all cuts with blue plasters
 - Discard all left over food
- Ensure that all food allergen information is readily available for consumers (See *pre-requisite section titled "Allergens Policy"*)

Legend:

Visual Checks



Monitor and Record



Record Temperatures



Follow Good Hygiene Practices



Work Instructions for Breakfast Clubs

Breakfast clubs are a specific food operation that takes place within many educational facilities across the city. The service that they provide is primarily low risk as there is little food preparation and no raw food handling. The service is based around typical breakfast items such as cereals, milk, toast, yoghurts and fruit. Whilst the majority of this manual can be used to manage the food safety aspects of these services, this chapter provides a useful overview of the key food safety aspects that are required, with specific signposting to other chapters and control forms required.

The expanded HACCP flow diagram below will support the operations and form the foundation on which the management of food safety within these operations can be built. Furthermore, the below do's don'ts and general tips will aid individuals within these food operations.

HACCP Control and Work Instruction Chart for Breakfast Clubs

Purchases and Deliveries



- Use reputable suppliers, ensure deliveries are stored within 20 minutes of receipt, if purchasing from a retail outlet ensure products are refrigerated within 2 hours (if not in a cool bag) (See *Work Instruction for Purchasing*)
- Temperatures of delivered goods must be 5°C or below (Chilled) and -15°C or below (Frozen)
 - Monitor and record temperatures; visual checks

Use the control form titled “General Cold Storage, Display, Vending and Deliveries Temperature Log”



Storage



- Ensure all foods are stored at or below 4°C (target) (Chilled) and -18°C or below (Frozen) (See *Work Instruction for Food Storage and Temperature Control*)
 - FIFO (First in first out) rules apply
 - Check use by dates, label foods
 - Store away from chemicals
 - Monitor and record temperatures, visual checks
- If temperatures are recorded between 4°C and 5°C (chilled) or above -18°C (frozen) then operators must check the temperature of jelly pot or bottled water

with probe thermometer. If the temperature of jelly pot or bottled water is at, or above, 4°C/-18°C move product to another unit and follow breakdown procedure in work instructions. If temperature of jelly pot is over 4°C but below 5°C check manufacturers guidance, discard/use any foods needed to be stored below 4°C

****Use the control form titled “General Cold Storage, Display, Vending and Deliveries Temperature Log”****

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Preparation



- Wash and disinfect worktops (*See Work Instruction for Cleaning*)
 - Wash all fruit before use
- Ensure that all food handlers are equipped with appropriate attire for a food preparation area (*See Work instruction for Personal Hygiene*)
- When preparing foods use clean and disinfected equipment and work areas
 - Work methodically ensuring good food hygiene “CLEAN AS YOU GO”
- Ensure all food handlers wash hands effectively before starting work and in-between tasks (*See Work Instruction for Personal Hygiene*)
- Prepare foods in as short as time as possible and as close to service as practicable
 - Keep all food covered to prevent cross-contamination
 - Ensure areas are pest free
 - Visually check all foods

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Cooking Toaster





- Inspect your toaster before you start making sure that toaster is clean and free of debris
- Only place products suitable for toasting into toaster, e.g. sliced bread. Refer to manufacturer’s instructions if other bread products require toasting
- Cook toast and other starchy products to golden yellow colour. Discard toast that has been overcooked/toasted
 - Keep all food covered to prevent cross-contamination
 - Ensure all food handlers have Level 2 Food Hygiene qualification
- Ensure all food personnel are well and have not reported any sickness in the past 48 hours
 - Visually check products

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Service





- Serve food straightaway
- Ensure all high risk foods that are displayed are kept below 5°C or above 65°C

- Monitor temperatures and record
- If served /displayed at ambient keep time to a minimum (no longer than 4 hours from production time for cold served products and 2 hours for hot served products)
- Monitor temperatures and record
- Ensure all food personnel are well and have not reported any sickness in the past 48 hours
 - Wear protective uniforms
 - Do not handle or touch food with bare hands
- Keep all food covered to prevent cross-contamination
 - Cover all cuts with blue plasters
 - Discard all left over food
- Ensure that all food allergen information is readily available for consumers (See *pre-requisite section titled “Allergens Policy”*)

Legend:

Visual Checks



Monitor and Record



Record Temperatures



Follow Good Hygiene Practices



Do

- Ensure that a cleaning schedule is developed, implemented and maintained (See *control from titled “Cleaning Schedule Pro Forma*).
- Ensure that an allergen matrix is developed, implemented and maintained (See *pre-requisite section titled “Allergens Policy”*). Where a matrix is not practicable, ensure that allergen information (packaging) is retained to provide information to consumers where needed/necessary. This should include all breads, jams/marmalades and cereals.
- Vegetables and fruit are washed before preparation/consumption.
- Purchase food from a reputable supplier.
- Ensure that food is transported in controlled conditions, if purchased from a retailer, either in commercial transport units or cool boxes.
- Store food containers out of direct sunlight.
- Ensure that all food handlers wear protective clothing consisting of either Council provided uniform and/or apron.
- Cook all foods in accordance to the HACCP charts and guidelines within this manual.
- Carry out visual checks to ensure the food is of a high standard at all times.

- Ensure handling of RTE products, e.g. rolls and breads, is minimal and food handlers wash their hands after handling raw products and before handling RTE products.
- Serve any RTE foodstuffs, e.g. yoghurts, in controlled conditions, serving small amounts and replenish frequently.
- Wash hands frequently.
- Ensure that raw fruit and vegetables are washed in potable water.
- Use clean, disinfected equipment and clean regularly. Any equipment that comes into contact with raw foods must not come into contact, at any time, with equipment that is used with RTE/cooked foods. All equipment that is used with raw foods should be washed in a commercial dishwasher on at 82°C rinse cycle.
- When cleaning utensils and equipment that have been used with raw foods ensure that separate cleaning cloths are used, this includes throughout the washing up process..
- Where possible use colour coded boards relevant to the service provision:
 - White: Dairy and Bakery
 - Green: Fruit and Salad

Don't

- Do not allow any high risk product to remain outside of temperature control for longer than 4 hours.
- Do not attempt to reheat food.
- Do not prepare food too far in advance.
- Do not allow individuals that are suffering with a gastrointestinal issue, or have suffered with a gastrointestinal issue within 48 hours, handle food.



Food handlers have food safety awareness with at least 1 person supervising food production with Level 2 Award in Food Safety in Catering.

Work Instructions for Acrylamide

Due to its natural occurrence during the cooking process, the management of acrylamide follows a general rule of thumb, which is that the darker the colour of a starchy product, the greater the acrylamide level, so simple rules include:

- Cook to a golden yellow colour where appropriate, “Go for Gold”.
- Do not overcook starchy foods.
- Follow manufacturers’ instructions.

Cardiff Council recognises that it has a legal obligation to actively ensure that acrylamide is reduced as low as reasonably achievable (ALARA) in its foodstuffs. Of the eight categories of foodstuffs covered by the legislation (See Acrylamide Policy in Section 1 – Pre-Requisites), only four will be applicable to the food businesses within Cardiff Council. These are:

- French fries, other cut and deep fried products (e.g. chips and fried roast potatoes) and sliced potato crisps from fresh potatoes.
- Bread.
- Breakfast cereals (excluding porridge).
- Fine bakery wares - cookies, biscuits, rusks, cereal bars, scones, cornets, wafers, crumpets and gingerbread, as well as crackers, crisp breads and bread substitutes.

Some of the above products will be produced within catering establishments and others will be purchased ready-made. The below guidance, specific to each food category, should be followed to ensure that acrylamide is kept ALARA within Cardiff Council food businesses.

1. French fries, other cut and deep fried products (e.g. chips and fried roast potatoes) and sliced potato crisps from fresh potatoes

Purchasing

- Check on receipt for bruised or damaged fresh potatoes and reject as necessary. Check for moist or damp packaging on paper packs, or moisture inside plastic packs.

- Whole, fresh potatoes should be stored and delivered out of refrigeration throughout the food chain (above 6°C), including at point of delivery (this does not include prepared, packaged potatoes).

Storage

- Do not store whole, fresh potatoes in the fridge. Keep in a dark place or container that does not let in the light and keeps them aired and cool but above 6°C (dry store is ideal).
- Do not bruise.
- Ensure that bags are not resting against walls.
- Follow manufacturer's instructions on storage for all other potato products.

Cooking

- Cooking instructions differ for potato products. Always read and strictly follow the manufacturer's instructions given on the packaging.
- If making home-made chips follow **one** of the following steps:
 - Soak for 30-120 mins in cold water after cutting, rinse with clean water and drain.
 - Soak for a few minutes in warm water. Rinse with clean water and drain.
 - Blanch potatoes before cooking.
- Do **not** serve over-cooked products.
- Keep the temperature between 160°C and 175°C when frying. When applying 'two-step frying', do the first step (pre-frying) at 160°C. Do not overfill the frying basket. Only fill the basket up to the halfway mark. When deep-frying smaller quantities (less than a half-full frying basket) reduce the cooking time. Discard any fries that are darker than golden yellow.
- Oil used for deep frying should be maintained by skimming and/or filtering frequently (using safe practices) to remove fines and crumbs.
- Change the oil regularly.
- Keep the temperature between 180°C and 220°C when using an oven; use the lower temperature when using a turbofan or any other fan-assisted oven. Turn products over halfway through the total cooking time. Discard any product that are darker than golden yellow.
- When preparing smaller quantities than indicated on pack, reduce the cooking time, to avoid excessive browning of the product.

- Cook all potato products (fried or baked) until a **golden yellow colour - “Go for Gold”**.
- Where possible, use computerised fryers with pre-set time/temperature.
- Do **not** overcook. Always avoid frying/baking until the product colour gets brown/too dark). Discard if necessary.

2. Bread (Cooked and Par-Baked)

Purchasing

- Suppliers should be expected to follow good practice guidance and cook products to a golden yellow colour (“Go for Gold”) where possible.
- Products should be rejected upon delivery if they are over-cooked.

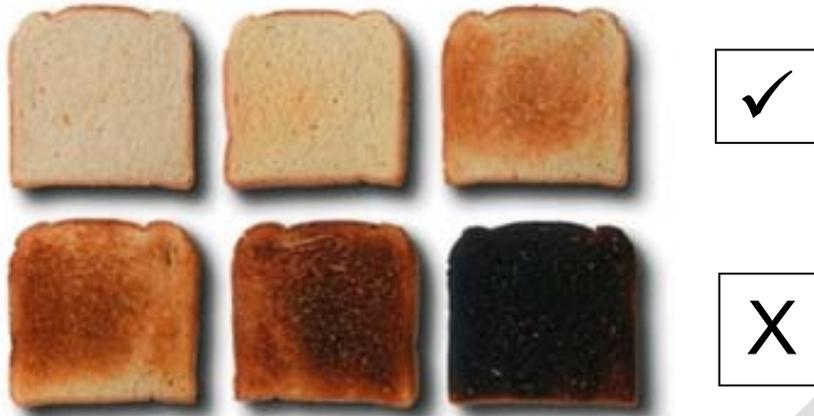
Storage

- Follow manufacturer’s storage instructions.

Cooking

- Ensure that manufacturers provide preparation instructions on product pre-mixes (bread mixes) to ensure that the acrylamide levels are as low as reasonably achievable in the final products.
- Follow manufacturer’s instructions, for example, the pre-heating of trays and ovens.
- If making bread, use ingredients and methods that allow for longer yeast fermentation and proving time.
- Use a lower oven temperature and extend the cooking time.
- All products (Freshly made or par-baked) shall be baked to a lighter colour endpoint and do not overcook the crust.
- Some products are darker in colour such as wholemeal and seeded baked goods. In this case, simply ensure that they are not overcooked as per manufacturer’s guidance.
- Do not overcook. Aim for a **golden yellow colour - “Go for Gold”** but allowing for darker finish where darker ingredients are used e.g. wholemeal flour, brown sugar.
- Discard any products that are over-cooked.
- When toasting bread, toast until the lightest level acceptable (optimal colour) – do **not** overcook and do **not** serve burnt toast. This includes toasting bread on panini machines. See below pictorial representation.

Pictorial Representation of Toasted Bread Product.



3. **Fine bakery wares - cookies, biscuits, rusks, cereal bars, scones, cornets, wafers, crumpets and gingerbread, as well as crackers, crisp breads and bread substitutes**

Purchasing

- Suppliers should be expected to follow good practice guidance and cook products to a golden yellow colour (“**Go for Gold**”) where possible.
- Products should be rejected upon delivery if they are over-cooked.

Storage

- Follow manufacturer’s storage instructions.

Cooking

- Ensure that manufacturers provide preparation instructions on product pre-mixes (cake mixes, muffin mixtures, cookie doughs/mixes) to ensure that the acrylamide levels are as low as reasonably achievable in the final products and follow manufacturer’s instructions, for example, the pre-heating of trays and ovens.
- Use a lower oven temperature and extend the cooking time.
- All products (Freshly made or par-baked) shall be baked to a lighter colour endpoint and do not overcook the crust.
- Some products are darker in colour such as cookies, chocolate muffins, etc. In this case, simply ensure that they are not overcooked as per manufacturer’s guidance.
- Do not overcook.
- Discard any products that are over-cooked.

Work Instructions for Foreign Bodies

Cardiff Council recognises the importance of regulating potential foreign bodies in the kitchen environment due to the significant health risks.

Do

- Wherever possible use stainless steel or toughened plastic equivalents.
- Fit either diffusers to all fluorescent tubes or use safety coated light strips.
- Restrict glass materials, e.g. containers, mirrors, etc., within the food preparation areas and be diligent when using glass materials elsewhere within the food business.
- Use blue plasters in all food production areas.
- Exercise care when breaking down/discarding packaging within food production areas.

Don't

- Use ordinary glass, porcelain and enamelware in food preparation areas.
- Use worn or damaged equipment.
- Use notice boards which require metal pins in food production areas.

Instructions for all breakages

Broken materials are physical hazards and very often they are difficult to see the product when it breaks as very fine splintering can occur. Splinters may also land some distance away from the initial breakage.

If a material breaks in a food preparation area, these are the steps to be followed:

- Isolate the area.
- Cease food production in the area and report the breakage to your Line Manager or Supervisor.
- Any exposed food in the area must be discarded. It is best practice to record the food wastage, stating the reason for disposal to prove due diligence. Any equipment that is in the location must be thoroughly washed and allowed to dry. Re-inspect any contaminated equipment prior to commencing production.

- Place broken material in relevant disposal bag and remove immediately, as per service area policy. In some sites this may be labelled dedicated bins and in others it will be placed into recyclable containers.
- Personnel involved in a breakage situation or clean-up operation must change their uniform.
- Personnel involved in the incident must complete the breakages section on the cleaning schedule.
- If the incident results in an injury, of any description, the accident must be reported to Line Manager or Supervisor and the corporate Accident/Dangerous Occurrence Form must be completed.



Carry out regular visual checks of equipment. Discard any cracked, chipped and/or damaged materials.

DRAFT

Work Instructions for Cleaning

Cardiff Council recognises the importance of ensuring that an impeccable standard of cleaning takes place in all of our food premises. All food handlers are aware of the following do's and don'ts with regard to cleaning:

Do

- Follow instructions, i.e. the food premises cleaning schedule.
- Plan cleaning so that high-risk areas are cleaned first.
- Start at the top and work down.
- Use the correct chemicals and equipment including correct concentration, dosage and contact times following manufacturer's guidance.
- Use antibacterial disinfectant or sanitiser that conforms to official standards; BS EN 1276:1997, BS EN 13697:2001. Probe wipes used for disinfecting probes must also confirm to these standards.
- Regularly check that disinfectants and sanitisers are within their use by date to ensure that the active bacteriostatic ingredient in them is effective during use.
- Ensure that **separate** cleaning cloths are used for raw food and RTE food areas. Best practice would be to use disposable cloths.
- Pay particular attention to hand-contact surfaces, such as handles on refrigerators, doors and taps.
- Change water that becomes cool or dirty.
- Report defective or damaged equipment, shortage of chemicals or absence of protective clothing.
- Empty waste bins when full.
- Remove or cover all foodstuffs before cleaning commences.
- Read all cleaning schedules carefully and make sure all instructions are understood.
- Store cleaning equipment and chemicals separately from food, preferably in locked cupboards. Ensure that cleaning equipment/chemical storage areas are kept clean and tidy.
- Ensure that soiled/dirty cleaning cloths are kept separate from new/clean cleaning materials so that they do not become a cross-contamination hazard.
- Throw all disposable cloths away or ensure that reusable cloths are disinfected at 90°C either through mechanical (washing machine) or physical (boiling on stove) means.

- Cleaning materials, e.g. trigger spray bottles used for raw food areas/equipment must be stored separately in the raw area.
- Wash your hands after handling cleaning materials using warm water and soap.
- If in doubt, ask your manager.

Don't

- Mix chemicals unless specified by manufacturer's guidance.
- Use wash hand basins for washing equipment.
- Misuse chemicals or cleaning equipment.
- Transfer chemicals to unmarked or food containers.
- Use the same equipment for cleaning toilets and food room.
- Use the same cleaning cloths for raw and RTE food areas.
- Allow the use of kitchen cleaning materials/equipment outside of the kitchen environment.

Standards

Cleaning schedules help to communicate standards and to ensure that cleaning is carried out and managed effectively.

The Council's cleaning schedules include all of the following:

- The areas, items and surfaces to be cleaned.
- The job title of the person who must carry out the cleaning task.
- The frequency of cleaning.
- The method of cleaning and the standard to be achieved.
- The chemicals, materials and equipment needed.
- The safety precautions to be taken and the protective clothing and equipment to be worn, such as goggles and gloves.
- List of any breakages that have occurred.
- The initials or signature of the person who carried out the task.
- A manager's signature confirming that the work has been checked.

Instructions on how to clean various areas and pieces of equipment should be produced by individual service areas.

All employees are aware of the general standards required when cleaning. The list below (although not exhaustive) details the general standards:

- All surfaces that come into contact with food must be thoroughly cleaned to remove food debris and grease, disinfected, rinsed and allowed to air dry before use.
- All spillages should be cleaned as they occur.
- All cleaning equipment, i.e. scrubbers, mops and cloths that become contaminated during cleaning should be thoroughly cleaned and disinfected before storing, or disposed of, if cleaning is not possible.
- Used mop heads and cloths must be changed once a month or after approximately 30 uses (whichever is sooner).
- All areas must be kept clean and free from debris.
- Deep cleaning of all establishments will be carried out periodically by all employees
- All food surfaces will be disinfected prior to food production, e.g. 2-stage cleaning process.
- Vending machines are cleaned according to the premises cleaning schedule.
- Food preparation machinery must be cleaned and disinfected immediately after each use. Machine must be dismantled and the separate component parts thoroughly cleaned, disinfected and allowed to air dry before re-assembling. Machinery that cannot be dismantled and has been used for preparing raw foods must not be used for preparing RTE foods at any time.
- Designated utensils must be used for raw and cooked food, but if this is not possible, utensils must be cleaned/disinfected, between each use using heat disinfection, i.e. a dishwasher.
- If it is not possible to designate areas for the preparation of raw from RTE foods in the kitchen, working surfaces must be thoroughly cleaned and disinfected between processes, using the 2-stage cleaning process. Wiping with a dishcloth is not sufficient.
- All internal refuse bins must be cleaned daily.



Use disposable cloths where possible.

Use appropriate chemicals registered to British Standards - BS
EN 1276:1997, BS EN 13697:2001.

Methods for 2-Stage Cleaning

This process must be used as part of a premises opening and closing procedures. All surfaces must go through a 2-stage cleaning process before food preparation begins and at the end of each working day. This process must also be used when cleaning raw areas after each raw food preparation activity. The 2-stage cleaning process is as follows:

- **Stage 1: General Cleaning using a Detergent**

Remove all visible dirt, food particles and grease from surfaces by washing using warm soapy water. This will ensure the removal of all debris/residues from the surface before moving to stage 2.

- **Stage 2: Disinfection**

Using a disinfectant which conforms to BS EN 1276:1997, BS EN 13697:2001, spray surfaces thoroughly ensuring that entire surface is covered. Leave disinfectant for designated contact time (refer to manufacturers guidance). Then rinse and allow to air dry.

Dish-Washing Procedures

Manual Dish-Washing (using 1 sink)

- The order of washing up should be planned, so that glasses or lightly soiled items are cleaned first and equipment that has been used for raw food preparation are cleaned last.
- Remove any heavy or loose materials by scraping and rinsing in cold water.
- Place articles in the sink in an anti-bacterial detergent solution with hand warm water, and wash to remove dirt residue, allowing sufficient contact time according to manufacturer's guidance.
- Rinse in clean hot running water and allow to air dry.
- Cloths/scourers used for raw food equipment/utensils washing must be separate from the cloths/scourers used for RTE equipment/utensils.
- Items should be stacked in a clean area, ready for use.
- If these items are to be used for RTE foods then they **must** be sprayed with antibacterial spray after drying and rinsed with fresh, clean water.
- The sink area (including taps and other fittings) must be 2 stage cleaned after use.

Manual Dish-Washing (using 2 sinks)

- The order of washing up should be planned, so that glasses or lightly soiled items are cleaned first.
- Remove any heavy or loose materials by scraping and rinsing in cold water.
- Place articles in the first sink in a detergent solution with hand warm water and wash to remove dirt residue and grease.
- Place articles in the second sink to disinfect at 85°C-94°C for at least 15 seconds.
- Leave for sufficient time to kill bacteria. Baskets for disinfecting purposes should be maintained in good condition and inspected regularly. They should be loaded so that all surfaces of crockery and equipment are fully exposed to the rinse water.
- Remove articles from second sink, allow to drain and air dry.
- Items should be removed and stacked in a clean area, ready for use.
- Items that have come into contact with raw foods must be cleaned last after all other items.

Dishwashers

- Remove excess food and if necessary, pre-soak or spray item.
- Pack articles in a neat and orderly fashion in the dishwasher racks, so that the items do not overlap and place racks in the machine.
- Do **not** overload the machine.
- Do **not** interrupt the wash cycle once the machine has started.
- The hottest cycle of the machine should be used. Do **not** use a short cycle or low temperature cycle.
- The rinse cycle, with an injection of rinse aid should operate at a temperature above 82°C.
- Remove the racks and allow the cleaned items to drain and air dry.
- This is the only acceptable way of cleaning items that have come into contact with raw foods and RTE foods together.
- The dishwasher should undergo regular checks by operatives. Should there be a build-up of limescale within the machine, the dishwasher must be serviced by a competent engineer and limescale removed.
- If machine does not reach a target rinse cycle of over 82°C, then a competent engineer must be requested to check/service the machine.
- Dishwashers must be regularly cleaned, preferably on a daily basis. This includes both the outside and the inside of the machine. Operatives should ensure that the inside of the dishwasher is free from debris and that the outlet is clean and clear.



Use dishwashers where possible

Interruption to Hot Water Supply

Cardiff Council recognises that the physical facilities within which the various food operations take place are varied and include both old and new buildings. As a result, there may be occasions where interruptions to hot water supply occur. Additionally, the severity of this problem will depend on the length of time the hot water supply will be interrupted. This is a significant problem in food operations which have a statutory obligation to supply foodstuffs to service users, i.e. Education free school meals provision. Interruption of the hot water supply should not severely affect any cleaning regimes (with the exception of handwashing) due to the use of disinfectants conforming to British Standards BS EN 1276:1997 and/or BS EN 13697:2001. However, operators should be aware that whilst the first stage of the two stage clean can be completed with cold water, it may need to be repeated due to cold soapy water not having the same cleaning effect on grease as warm soapy water.

When an establishment experiences a cessation in their hot water supply, the below hot water interruption protocol/short term decision tree should be implemented to ensure the safe preparation and service of foodstuffs.

Hot Water Interruption Protocol *(To be used in conjunction with decision tree)*

In the event of a food production establishment experiencing an interruption to the hot water supply, efforts should be made to ascertain the period of time in which the establishment will not receive hot water. The below steps outline the potential actions, these do not necessarily have to be followed in order as the remedial actions will depend on the period of time that the establishment will be without hot water.

Immediate short term interruption (1-3 hours)

1. If possible, restrict food preparation so that no active food handling takes place, i.e. chopping and cutting, for any product (both RTE and raw). Jars, packets, dried foods and frozen not meat/fish products can be prepared and cooked.

2. Ensure that the hand soap product used in the establishment is anti-bacterial and ensure that through handwashing takes place despite the lack of hot water (As per the Work Instruction for Personal Hygiene).
3. Ensure that all equipment and utensils are cleaned through a dishwasher. Ensure that dishwasher is cold water fed.

Short term interruption (Over 3 hours to 2 days)

4. *OPTION 1* - Consider decanting food production to alternative premises. The alternative premises must be suitable for professional food production and must follow the guidelines for food production as laid out in this manual.
5. *OPTION 2* – If *OPTION 1* is not possible, consideration should be given to changing the food offer. This means that raw foods (raw meat, fish, fruit and vegetables that have come into contact with soil) must not be prepared. Pre-prepared and RTE foodstuffs from fridges and freezers can be used and a relatively full food service can be offered. Ensure that points 2 and 3 (above) are also followed. Changes to food offer must be communicated to and approved by the Shared Regulatory Service's (SRS) Food Safety Team. The Food Safety Team can be contacted using email address foodsafetycardiff-srswales@valeofglamorgan.gov.uk.
6. *OPTION 3* - If *OPTION 2* is not possible, then consideration should be given to purchasing/organising a ready-made food service, e.g. delivered meals. This can be in multiple forms and depends on the needs of the service. It could take the form of another premises within the same service area producing the food (cold or hot) and transporting it to the affected premises for service only. It could include requesting a food operation from another Directorate to produce the food (hot or cold) and transport it to the affected premises. For both of these options, the guidelines contained in the HACCP charts for transporting food (Section 2) must be followed. Alternatively, arrangements could be made with a supplier to deliver ready-made hot or cold meals. In this case, food operators must ensure that usual supplier arrangements are used and the guidelines for purchasing (including monitoring records) contained in this manual are followed.

Medium term interruption (3-5 days)

7. For medium term interruption of hot water supply *OPTION 3* outlined above will not be a suitable alternative, unless suitable hand washing facilities can be established. Therefore, portable wash hand basins capable of providing hot and cold water, along with drainage, would need to be installed at the affected

premises. If portable wash and basins are installed, dishwashers are cold water fed and all equipment, utensils, crockery and cutlery are cleaned through the dishwasher, then it is also feasible to reinstate raw food production. If portable wash had basins cannot be implemented only OPTIONS 2 and 4 outlined above are viable in the medium term.

Long term interruption (More than 5 days)

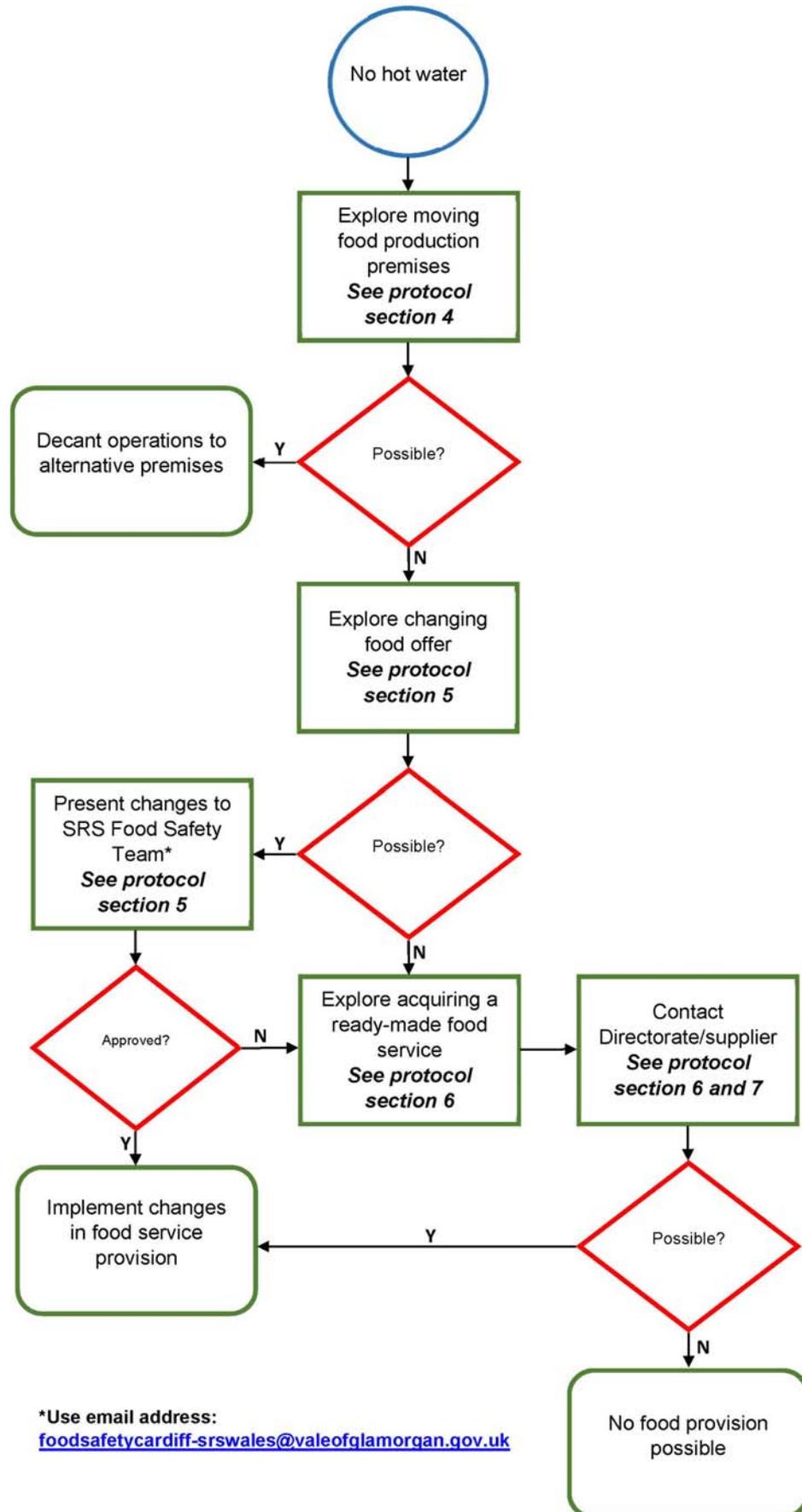
8. If OPTION 3 is to be maintained in the long term, a strict regime of portable wash hand basin maintenance must be initiated. Portable wash hand basins do not have mains connected potable water nor do they have mains drainage. Therefore, they create harbourage for waterborne bacteria, e.g. legionella, and will need to be regularly and thoroughly emptied, drained, cleaned and refilled.

It should be noted that if a service area, at any point during the interruption of the hot water supply, decides to install portable wash hand basins or any other alternative to provide the food production premises with hot water, then full food preparation can continue.

In the event that an establishment has an interruption to all water supply, then the establishment must not undertake any food preparation activities until water supply has been restored.

Short Term Hot Water Interruption Decision Tree

(To be used in conjunction with hot water interruption protocol)



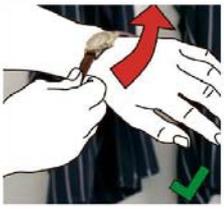
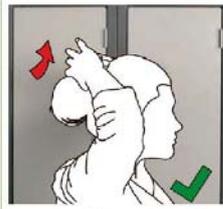
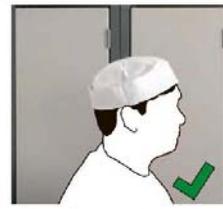
Work Instructions for Personal Hygiene

Personal hygiene is an integral part of the Food Safety Management system and training must be carried out at induction with further formalised training carried out as appropriate.

Employee Facilities

All employees must change and store their street clothes and personal effects in separate areas away from the food rooms.

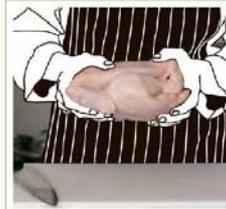
BEFORE YOU START WORKING WITH FOOD

			
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	

(Sourced from the Food Standards Agency Website www.food.gov.uk/sfbb, 2019)

Hand Washing

WHEN TO WASH HANDS

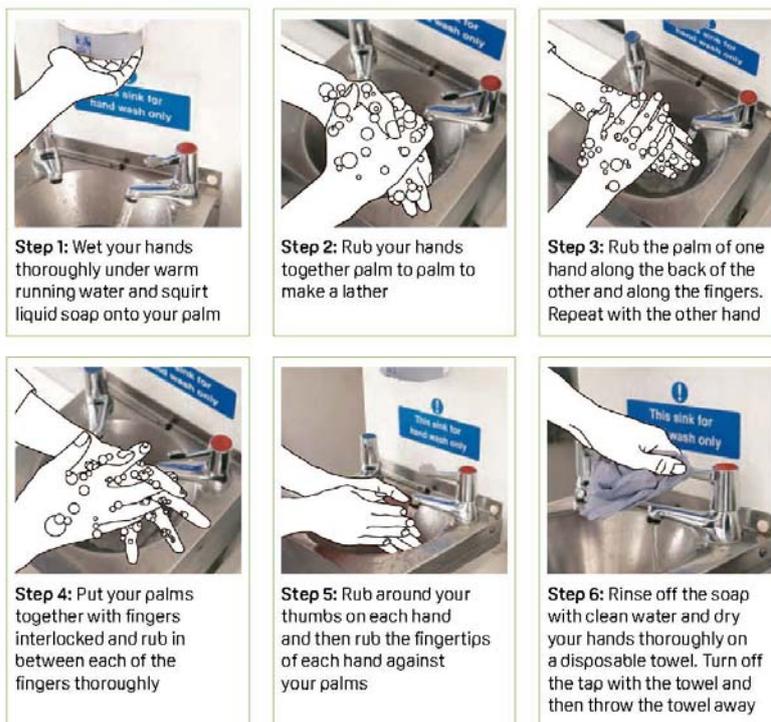
			
Before touching or handling any food, especially ready-to-eat food	After going to the toilet	After every break	After touching raw meat, poultry, fish, eggs or unwashed vegetables
			
After touching a cut or changing a dressing	After touching or emptying bins	After any cleaning	After touching phones, light switches, door handles, cash registers and money

(Sourced from the Food Standards Agency Website www.food.gov.uk/sfbb, 2019)

Must Do's

- Hands must be washed in wash hand basins (WHBs) provided only for this purpose.
- Each WHB requires a supply of hot and cold running water, soap (preferably liquid variety and antibacterial) and paper towels.
- Hands must be washed before entering or re-entering any food room.
- Hands must be washed after visiting the toilet.
- Hands must be washed after handling raw food (meat, fish, pastry, eggs and vegetables).
- Hands must be washed after handling dirty equipment (including money).
- Hands must be washed after handling delivery packaging.
- Hands must be washed after handling refuse.
- Hands must be washed after cleaning surfaces or equipment.
- Paper towels must be used to turn off taps after hand washing, in order not to contaminate clean hands.

WASHING HANDS EFFECTIVELY



(Sourced from the Food Standards Agency Website www.food.gov.uk/sfbb, 2019)

Personal Appearance

- All employees working in a food premises must be present for work in a clean state including hair, clothing, and body. A high standard of personal cleanliness is required, with particular concern for the hands and hair. Long hair must be tied back.
- All employees must ensure that fingernails are cut short and kept clean. Nail varnish and false nails (including acrylics) must not be worn.

- No false eyelashes are to be worn in the food area.

Protective Clothing

Protective clothing must be worn by all food handlers and fulfil the following:

- Clean and in a good state of repair.
- Washable and lightweight.
- Cover all outer clothing and the hair.
- Sensible, flat, fully enclosed shoes must be worn and where provided safety shoes must be worn in high risk areas.
- Separate aprons or disposable aprons must be worn when preparing raw foods and must be removed/discarded once all raw food preparation is completed.

Bad Habits

The following bad habits must be avoided in food premises (this list is not exhaustive):

- All employees must not travel to and from work or to and from venues, wearing their protective clothing. This should be either stored at work or brought to work separately, so that all changing of clothes are on site. Employees must not take breaks in their work provide uniform (Service Area specific requirements may in place).
- Direct handling of high-risk food should be avoided whenever possible.
- Hand to mouth activities including; smoking or chewing tobacco, eating food in food rooms.
- Tasting food by dipping fingers or reusing an unwashed spoon.
- Scratching or touching the hair and face.
- Coughing or sneezing over food.
- Washing hands in a food or equipment sink.
- Sitting on food preparation surfaces.

WHEN YOU ARE WORKING WITH FOOD



(Sourced from the Food Standards Agency Website www.food.gov.uk/sfbb, 2019)

Work Instructions for Food Storage and Temperature Control

Cardiff Council recognises the importance of ensuring that stringent controls on food storage are carried out in all food premises.

Refrigeration and Freezer Equipment

All food premises will have sufficient refrigeration and freezer capacity for the amount and style of catering being practised. Refrigeration and freezer equipment should be located away from heat producing appliances, in well-ventilated areas. Operational temperatures of refrigeration and freezer units will be:

- Fridges 1°C to 5°C (Ideally refrigeration units will be between 1°C and 4°C)
- Freezers -18°C or lower

In order to accurately monitor core food temperatures, temperatures of refrigerated cold storage units **must** be taken using a probe thermometer and either use of jelly pots or bottled water. Jelly pots and bottled water are to be marked “DO NOT CONSUME” and must be changed on a weekly basis. Probe thermometers are to be inserted to jelly pot/water for 30 seconds and temperature recorded on appropriate monitoring form.

All food premises will follow the following guidelines for the use of the refrigeration and freezer units:

- All foods must be covered, dated and clearly labelled.
- Food should be so arranged within the cabinet, to prevent cross-contamination i.e. raw foods stored below all other foods.
- Do not overstock as this prevents effective air circulation between foods.
- All canned foods **must** be decanted into a suitable container and covered, clearly labelled and dated according to manufacturer’s guidance.
- All opened products must be dated and used in accordance with manufacturer’s guidance.
- During use, the doors of the refrigerator should be opened for as short a time as possible.
- Stored food must be checked regularly to ensure that the “Best Before” or “Use By” dates have not expired and the quality of foodstuffs is acceptable.

- All outer cardboard and packaging must be removed from foodstuffs before storing in the refrigerator.
- In refrigerators storing raw and cooked foods, the raw foods must **always** be stored **below** cooked and/or RTE foods.
- If, for any reason, the refrigerator is not in use for an extended period of time, clean thoroughly, switch off and leave door open. However, ensure that it is operating at the correct temperature before re-commencement of use.
- Regular defrosting of cold storage equipment must be undertaken to ensure efficient working conditions.
- Ensure cold storage equipment is cleaned regularly and Spillages must be wiped up immediately in accordance to the cleaning schedule.
- Ensure that the door seals are not split or damaged, kept clean and free from mould using sanitiser.

Batch Cooking

Where batch cooking (composite recipes) takes place there must be clear guidelines that are followed in regards to cooling and storage of foodstuffs that have been cooked ready for future services:

- All foodstuffs that are to be cooled can **only** remain at ambient temperatures for 90 minutes or less; ideally to below 10°C, and then refrigerated. It should be noted that dependent on the product and the ambient conditions, a temperature of below 10°C may not be achievable. However, foodstuffs cannot be left to cool at ambient temperatures for longer than 90 minutes and **must** be refrigerated at this point.
- Decant products into cool containers and cover. For sauce based products decant into cool, shallow containers and cover.
- Ensure that cooked temperature and time are recorded along with the cooled temperature and time.
- Composite recipes stored under refrigerated conditions can only be kept for production day, plus 2 days (total 3 days).
- Composite recipes prepared under the cook/chill process and stored under refrigerated conditions can only be kept for production day, plus 3 days, plus regeneration day (total 5 days).
- Composite recipes vacuum packed and stored under refrigerated conditions can only be kept for production day, plus 2 days, plus regeneration day (total 4 days).

- Composite recipes stored under frozen conditions can only be kept for 30 calendar days from date of production.
- Composite recipes that are vacuum packed and stored under frozen conditions can only be kept for 56 calendar days from date of production.

All composite recipes that have been batch cooked and put under cold storage conditions must be clearly labelled with the following:

- Description of product
- Date of production
- Use by date
- Employee name

Freezing Foodstuffs Purchased/Delivered Fresh

Cardiff Council recognises that there may be occasions where foodstuffs that are purchased or delivered into establishments under chilled conditions may need to be frozen for production purposes. The guidelines below must be followed:

- Any product being frozen should ideally be frozen on day of purchase/delivery or within 1 day of the manufacturers Use By Date (UBD).
- Any product being frozen on site can only be kept for a maximum of 56 calendar days from date of freezing.
- Once defrosted the product must be used within 24 hours. Products may be left out at ambient temperatures for no longer than 4 hours in order to 'kick start' the defrosting purposes. After the 4 hours they must be placed in a refrigerator to continue defrosting.

All foods to be frozen must be clearly labelled with the following:

- Description of product
- Date of freezing
- Use by date
- Employee name

Breakdown Procedure

In the result of the cold storage units not operating correctly the following procedure must be undertaken:

- If temperature of cold storage rises between 4°C and 5°C (refrigeration) or above -18°C (freezer), monitor temperature every 30 minutes. In refrigerated units, if any product requires storage at under 4°C move products to alternative cold storage unit that is operating correctly or cook/use products.
- If temperatures rise above 5°C (refrigeration) or -15°C (freezer) consideration must be given to move all products to an alternative cold storage facility or being cooked/disposed of.
- Instigate Service Area specific maintenance procedures.

Cooking Equipment

All food handling operators will be made aware that sufficient time must be given to pre-heat ovens, etc., before placing food inside and that care must be taken to ensure that the equipment is operating correctly, i.e. temperature gauge accurate, gas jets efficient and that ovens must not be overloaded as it will reduce the cooking temperature.

Microwave Oven

The danger of microwave ovens relates to undercooking, as the temperature is not evenly distributed in certain foods.

All food handlers will be made aware of the following points to ensure thorough cooking when using a microwave oven:

- Refrigerated foods will take longer to cook than foods at room temperature.
- The amounts of food placed in the oven will increase/reduce the cooking time.
- Standing time must be allowed on completion of cooking, to allow for heat penetration and cooking to finish.
- Foods cooked or re-heated must be temperature checked using a probe thermometer to ensure it has reached a minimum temperature of 75°C for 30 seconds.
- Follow manufacturer's guidance on wattage of machine and specified times.

We will **not** cook or warm baby milk or foods in a microwave. However, we **will** supply hot water in a suitable container for the customer to heat own products.

Food Holding and Service Equipment

All food premises that contain Bain Marie's, hot cupboards, hot displays, etc., will ensure that the equipment used is capable of holding food at a temperature of 65°C or above. They will also ensure that cold food service and display units are capable of holding food at a temperature of 5°C or below. All food display equipment will be, where possible, suitably screened on the customer side.

Taking and Recording Temperatures

Temperatures of all cooked, high risk food must be taken and recorded. These include:

- Meats
- Fish
- Composite recipes, i.e. Bolognese sauce
- Milk based sauces and gravies
- Rice

Temperatures are required of at least one batch of cooked high risk foods or at least 2-3 items, if cooking individual portions and/or pieces of foods.

When using probe wipes to disinfect probe thermometers, the probe wipes must conform to BS EN 1276:1997 and/or BS EN 13697:2001 and must be within their use by date. Operators must ensure that needle probe is agitated properly using the wipe and proper contact time allowed (Refer to manufacturer's guidance). If probe wipes are unavailable, clean needle probe with hot soapy water and then treat with disinfectant, allowing correct contact time (In same format to 2 stage cleaning). Probes that have been used on raw meat deliveries (including between packs) and/or undercooked foods can only be disinfected using thermal disinfection (boiling hot water); probes must be placed into boiling hot water for a minimum of 15 seconds.

If using infrared thermometers, please be aware that these will only record the surface temperatures of the foodstuffs.

Forms to use:

- General Cold Storage, Display, Vending and Deliveries Temperature Log
- General Food Temperature Log – This must be used by all food premises except City Hall Special Functions (Cardiff's commercial catering arm) and Education Catering who have service area specific forms.

Food Wrappings/Packaging

For the purposes of controlling cross-contamination; in particular reference, but not restricted, to E.Coli O157, **separate** dispensers of wrapping and coverings such as cling film, foil, baking paper/parchment **must** be used for raw foods and RTE foods and labelled as such.

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Work Instructions for Maintenance Contractors

Cardiff Council recognises the importance of monitoring any contractor entering Council premises due to the significant health risks that they can be responsible for.

When working in any Council food preparation or food service areas, contractors must:

- As far as reasonably practicable carry out all maintenance work before or after operating hours.
- Where this is not possible, i.e. in an emergency situation, they must ensure that food safety is paramount to avoid contamination or risk to foodstuffs, employees, food equipment and/or customers.
- Unit managers are responsible for the hygiene control of all visitors and contractors whilst they are in the food preparation areas.
- No contractor should begin work in a food area until given authorisation by the Unit Manager. All contractors should complete the “Infectious Diseases Control Form” located in the Control Forms section of this manual, to ensure that operatives working in a kitchen are free from vomiting and diarrhoea symptoms for at least 48 hours.
- All tools must be stored safely as to not cause risk to employees or customers.
- All areas must be cleaned and tidied upon completion.
- If repairs are temporary, ensure the Unit Manager is informed.
- No major maintenance work to be undertaken whilst food preparation unit is operational.
- Maintenance contractors should avoid standing or moving across food preparation surfaces.
- If possible, movable equipment needing repair should be removed from food production areas for maintenance work.

Work Instructions for Pest Control

Cardiff Council recognises that pests can cause a serious risk to food safety, if not managed effectively and management of pests requires a combined approach across multiple stakeholders. This document details what to look out for and best practice guidance in terms of pest control.

Common Pests

- Rodents, i.e. Rats and mice. These are the most common causes of pest issues
- Cockroaches and other insects
- Birds
- Stored product pests, i.e. biscuit beetles, weevils
- Flies
- Cats and dogs

What to look out for:

- Gnawed packaging, products and equipment.
- Damaged structure, including wiring: Rodents are capable of chewing through wood and are well known for digging extensive burrow systems for shelter, food storage and nesting. Mice only need a gap of 5mm to gain entry and rats only need a gap of 20mm in diameter. Operatives should also be aware of gaps underneath doors (especially external doors), holes to cavity walls and around pipework/ductwork, and gaps to ventilation panels, drains and ceiling tiles.
- Grease marks on products and along wall/floor joints: These are dark grey marks left on surfaces, mostly along wall junctures and skirting boards, by repeated contact with the oils in fur.
- Droppings, i.e. faeces and urine: mice droppings are often black, rod-shaped and 3-6mm long. Rat droppings are dark brown in a tapered, spindle shape about 12mm long. Both type of droppings may have green/blue tinge if bait has been taken. Do **not** touch droppings. Mice urinate often as they move and the urine has a strong ammonia-like odour.
- Live/dead bodies and/or egg cases: Typical mice lengths range between 60-90mm and the tail adds 100mm, their weight is less than 25g and fur colour varies from light brown to grey. A Field Mouse has larger ears, more prominent eyes, a longer tail and has a white underside. Rats come in two varieties; the Brown Rat weighs over 500g and measures about 23cm without the tail, which is shorter than its body. It has a

blunt muzzle, small hair-covered ears and its colour varies from brown to black. The Black Rat weighs 250g and is shorter than its brown cousin. It has a pointed muzzle, large, almost hairless ears, a more slender body, and a long thin tail that is longer than its body. It is also rarely found in the UK.

- Feathers.
- Odour.

It is important that all areas of the food production area are inspected for these signs of pest infestation, including under and behind equipment, storerooms and cupboards and the immediate vicinity outside of the food production area. It may be necessary to use equipment such as a torch to inspect hard to see/reach areas.

In order to take a proactive role in the management of pests, it is the responsibility of food operators to ensure that regular monitoring for signs of pest activity in food preparation areas takes place. Daily checks will be necessary and these should be recorded on the Cleaning Schedule Pro-Forma.

Pest control procedures will be service area specific, however, these procedures must include notification to the Shared Regulatory Service - Food Safety Team (foodsafetycardiff-srswales@valeofglamorgan.gov.uk) and the Council's Pest Control department or equivalent pest control contract company. This is to ensure that all parties are aware of any suspected infestation and appropriate actions/contingency plans can be implemented. The procedures should also include the following points:

1. Do **not** clear away any evidence of activity or undertake any cleaning until instructed by an Environmental Health Officer (Food Safety Team) and/or Pest Control Officer to do so.
2. Do **not** start food preparation until such time as advised by an Environmental Health Officer (Food Safety Team).
3. If evidence is found after food preparation has started, **immediately** cease food preparation and do **not** resume until such time as advised by an Environmental Health Officer (Food Safety Team).
4. Contact the responsible person of the building requesting that a call be made to the Council's Pest Control department or equivalent pest control contract company.
5. Do not undertake any food preparation.

6. Ensure that any exposed equipment (Pots, pans, utensils, crockery, cutlery) are cleaned through a dishwasher.
7. Two stage clean all surfaces, shelves and hand contact surfaces.
8. Sweep and mop floors, including under work tables and equipment, paying close attention to corners and difficult to reach areas once area has been given all clear by an Environmental Health Officer (Food Safety Team) and/or Pest Control Officer.
9. Discard all porous items in the kitchen, i.e. boxes, serviettes, paper disposables.
10. Discard of all open foods in the kitchen.
11. If activity was found in store room areas 2 stage clean all jars, bottles, tins and plastic containers. Discard any products stored in porous material, i.e. flour, sugar, discard any open product that had not been correctly stored, i.e. in lidded plastic container. Sweep and mop floor, including under shelving units and paying close attention to corners and difficult to reach areas. 2 stage clean all storage racking/shelving units.

Where there are on-going pest issues, the Food Safety Team may agree contingency plans to allow continuation of service, these may include restrictions on location of service and type of food produced. Where this occurs it is imperative that these contingency plans are followed and no deviation is exercised unless with the express authorisation of an Environmental Health Officer (Food Safety Team).

How to prevent an infestation:

- Encourage employees to be vigilant at all times and report any suspected signs immediately. Daily checks of all food production areas, paying close to attention to under and behind equipment, must be made and recorded.
- Store products off the ground and away from walls.
- Store opened products in airtight, clean containers.
- Maintain good levels of maintenance on structure, including lighting of store areas.
- Maintain good levels of cleanliness throughout the food premises.
- Do not store foodstuffs outside.
- Regularly remove rubbish from the food production areas.
- Ensure that areas that require remedial work, including any gaps under doors, around pipework/ductwork, ventilation panels, drains and ceiling tiles and reported and corrected immediately.



Be alert to evidence of pests.

Keep building perimeter clean and clear of disused equipment, rubbish and weeds.

Employ an approved pest control contractor.

Ensure that contractor's visits are regularly scheduled.

Ensure refuse from all food areas is regularly removed and always by the end of the day.

Keep external refuse storage areas clean and tidy.

Storage bins are to be securely lidded at all times.

Ensure deliveries are made at times when employees are present to accept them.

Maintain good housekeeping and food rotation (FIFO).

Clean up food spillages immediately.

Keep doors and window closed as much as possible.

If food areas are open for ventilation ensure they are screened.

Do not allow domesticated animals into food areas.

Ensure that areas of ingress and egress (holes and gaps) are filled and secure.

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Work Instructions for Purchasing

Delivered Supplies

Delivery vehicles must be clean and capable of holding foodstuffs at the appropriate temperature. These temperatures must be checked on delivery before being accepted. The condition of foodstuffs must also be checked on delivery. The delivery area must be kept clean and free from waste materials to minimise any risk of infestation and contamination. Ideally, there will be weighing scales available to enable food weights to be checked and a probe thermometer must always be available to check the temperature of frozen and chilled foods on arrival.

Checking Delivery

The person in charge of the food premises or their nominated representative must ensure that goods are received and checked, to ensure that:

- The goods are checked against the delivery note for quantity and complying with specification.
- The quality is acceptable.
- The condition of the food is acceptable (no sprouting, soft, mouldy produce; other visible defects).
- There is no damage/soiling to packaging by pests or infestation.
- There is no damage to tins - blown, rusty, dented, no damaged seams and there is no leaking.
- The temperature of goods is correct i.e. chilled or frozen.
- The labelling is correct (must be complete for pre-packaged foods - Information to include product description, full ingredients list with allergen advice storage conditions, and "use by/best before" dates).
- Shelf life dates (Best before end and use by date) have not expired.
- Check for adequate shelf life for use.
- Dependent on food type, that the date code period of the goods is sufficient to enable sale before expiration.

Any goods not meeting the parameters set out above must be considered unsaleable (not fit for sale) and should be rejected at the point of delivery. At this point the complaints procedure should be invoked and the process outlined below should be followed.

Supplier Complaints Process

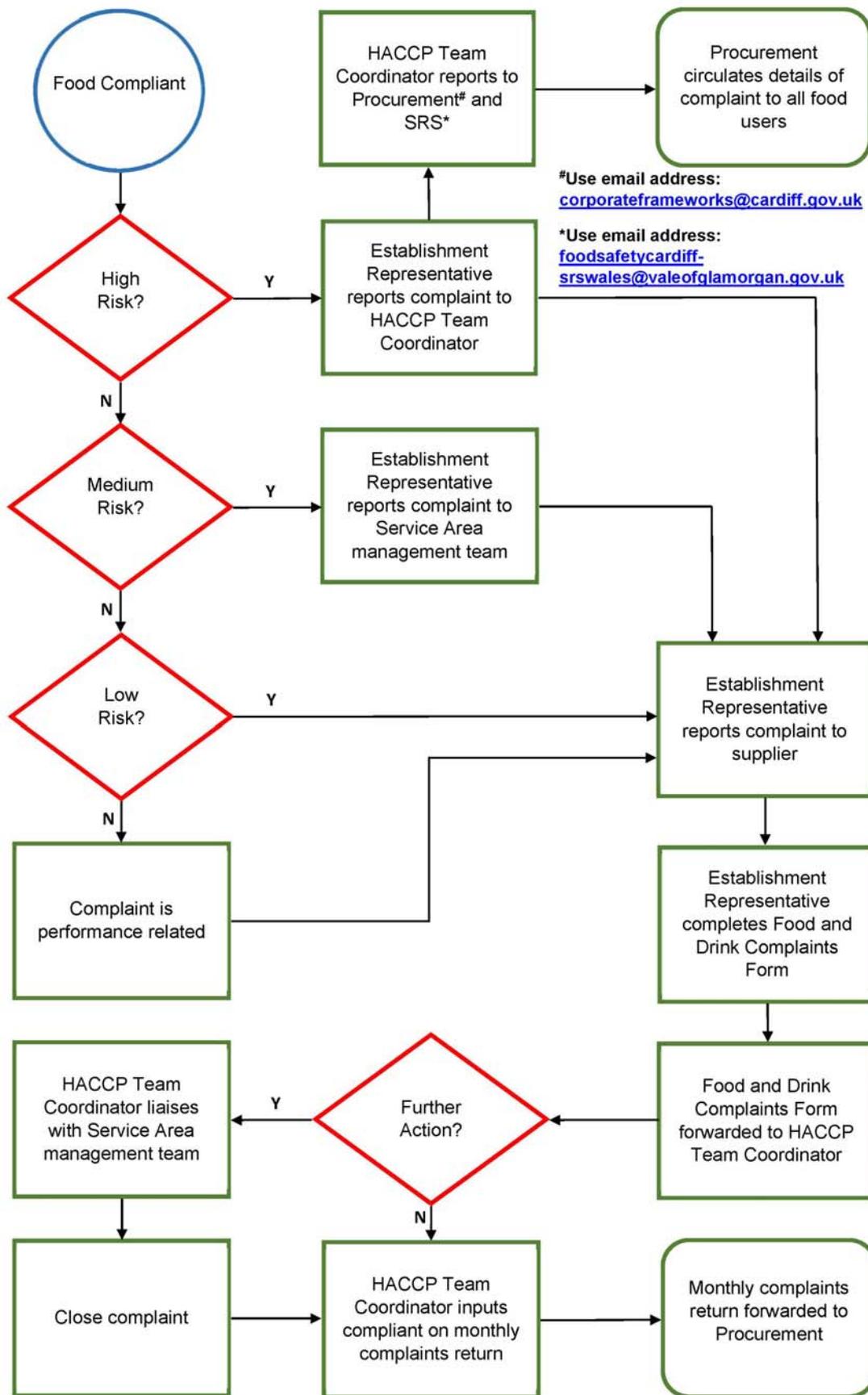
1. If a food or drink product is delivered that does not meet the standards set out above then the establishment representative (e.g. Head Chef, Catering Manager, Cook in Charge) must reject the product at the point of delivery.
2. Supplier complaints will fall under three categories. These are:
 - a. **Performance:** Performance issues have no risk to health but demonstrate a lack of customer service and/or delivery of the expected level of service. Examples include incorrect delivery time, late delivery, non-delivery, non-delivery of specific items, delivery of products with short use by dates (under three days), delivery of incorrect quantities, unprofessional delivery staff.
 - b. **Health Risk – Low:** Low risk issues that involves minimum risk to health. Examples of this would be substitute product delivered, order not meeting original requirements/specification
 - c. **Health Risk – Medium:** Medium risk would be a complaint that could increase the risk to health. Examples of this would be high-risk products being delivered at the incorrect temperature but identified immediately and returned to the supplier. Further examples would be inferior quality foodstuffs.
 - d. **Health Risk – High:** Evidence of high risk cross-contamination with the potential in causing a food borne illness, examples would be cooked meat still raw in the centre, blood stains on outer and inner packaging, blown tins and vacuum packed goods and contaminated products.
3. For complaints falling under **Performance** and **Health Risk – Low** categories the establishment representative must contact the supplier and inform them of the complaint. A Food and Drink Supplier Complaints Form must then be completed. The Food and Drink Supplier Complaints Form can be found in Section 4 of this manual.
4. For complaints falling under the **Health Risk – Medium** category the establishment representative must contact the supplier and inform them of the complaint. The establishment representative must contact their management team and inform them of the complaint. A Food and Drink Supplier Complaints Form must then be completed. The Food and Drink Supplier Complaints Form can be found in Section 4 of this manual.
5. For complaints falling under the **Health Risk – High** category the establishment representative must contact their HACCP Team Coordinator to inform them of the complaint. The HACCP Team Coordinator will contact representatives within

Procurement our CorporateFrameworks@cardiff.gov.uk and Shared Regulatory Services (SRS) - Food Safety Team (foodsafetycardiff-srswales@valeofglamorgan.gov.uk) to inform them of the complaint. The representative from Procurement will circulate the complaint to all food users within the Council to ensure that all food operators remain vigilant to any potential issues. The establishment representative must also contact the supplier to inform them of the complaint, as well as completing a Food and Drink Supplier Complaints Form. The Food and Drink Supplier Complaints Form can be found in Section 4 of this manual. .

6. All Food and Drink Supplier Complaints Form must be sent to the Service Area HACCP Team Coordinator who will assess whether the complaint requires further action. If further action is needed, the HACCP team, Coordinator will liaise with the service area management team to carry out the further action before closing the complaint.
7. When the complaint is closed or if it did not require any further action the HACCP Team Coordinator will collate all complaints and input them onto the monthly complaints return spreadsheet. This spreadsheet is owned by Procurement and is updated and circulated to food users on a regular basis. Copies of the spreadsheet can be acquired from Procurement. The monthly return must be sent through to procurement at the start of each month with the complaints collected for the immediate past month.

The process chart overleaf outlines and details the process for each of the category of complaints.

Supplier Complaints Process Chart/Decision Tree



Storage

All food deliveries must be properly stored within 20 minutes under appropriate conditions.

Basic principles of food storage:

- Food should be covered or wrapped, however, remove all outer delivery packaging, boxes, plastic outer packaging etc. This must be done away from food preparation areas to avoid contamination from staples etc. Please ensure that all date coding and batch codes are transferred from outer packaging onto decanted products.
- Raw foods (including dirty vegetables) ideally must be stored separately. Where this is not possible store below/separately to cooked/ready-to-eat items.
- Food should be date coded for stock rotation, put all shorter dates towards the front and all longer dates towards the back.
- Defrosting of food must be carried out in controlled cool conditions.
- All foods must be stored off the floor on shelves, in containers, or in food bins. Full sacks must also be stored off the floor on duckboards. There needs to be sufficient space beneath the lowest shelf to allow effective cleaning and pest inspection.
- Ensure the shelves are free from any covering i.e. cardboard, paper etc. The shelves should be made of an impervious material and capable of being easily cleaned.
- Clingfilm and other transit wrappings must be removed from fruit and vegetables to reduce mould growth and condensation.
- Spread fresh fruit on racks to reduce the risk of bruising and to allow air to circulate freely.
- Fruit should be examined daily and mouldy items removed to avoid rapid mould spread.
- Fruit and vegetables should be stored in a cool area. If refrigeration space is available, this can prolong the life of goods. Bananas should not be stored in the refrigerator.
- Before storing eggs check for any cracked or broken eggs and discard.
- Store eggs in the bottom of the refrigerator, above raw meat, poultry and fish, to avoid cross-contamination.
- Hands must always be washed after handling raw eggs.
- Milks and creams must be kept separate from all raw products, as they are high risk foods.
- Crates of milk must not be stored below raw meat.

- Milk powder must not be reconstituted until needed for use and then only in the required quantities (if any has to be stored, it should be treated as fresh milk).
- Weekly checks must take place of dry storage areas to ensure no cans are blown, rusty or have seam leakage. These must be disposed of and recorded appropriately.
- Labelling on canned meat must be checked for storage recommendations, as sometimes it requires being stored under refrigeration.
- When opening new packages, the foodstuff must be emptied into food containers or food bins with tight fitting lids, taking care to enter the date coding on the labels provided and securing them to the container.
- Foodstuffs must be physically checked regularly to ensure food is not stored beyond its “Best Before” or “Use By” date. If any food is found to be out of date, it must be disposed of and the relevant stock forms clearly marked.
- Containers for the storage of food must be thoroughly cleaned and dried when empty, before re-filling.

Cold storage

The temperature of all cold storage must be checked at least twice daily. All employees must be aware that temperatures must be checked prior to the start of food preparation and then again at the end of the daily operations. All temperatures must be recorded on the appropriate temperature record sheet.

Rotation and Labelling

All new foodstuffs should be stored in correct stock rotation, i.e. newest stock behind old stock, to encourage use of the oldest stock first - FIFO. It is essential to take note of date coding as food is not always delivered in correct chronological order.

Goods with expired date codes should be removed from the premises, as should all unsaleable items. Items awaiting disposal must be segregated from good stock and clearly labelled or signed “not for use.”

Ice

Ice for human consumption **must** be purchased pre-made and bagged.

Purchasing from retail outlets

Cardiff Council recognises that there are circumstances where employees may need to purchase foods from retailers rather than foods be delivered and this work instruction

details the controls that must be taken and how shopping bags must be packed to reduce risk.

It is agreed that where foods are to be shop bought, employees must use supermarkets from a national chain as the primary choice. These stores will have undergone the required level of audit that we, as an Authority, require.

Where availability of product is restricted within these stores, or where there is an emergency bespoke requirement, consideration may be given to using other premises. However, the premises considered must meet the minimum requirement of a 3 food hygiene rating under the FHRS.

From November 2013 mandatory display of food hygiene ratings has been required by law and users will be able to easily identify premises meeting this requirement. The rating of premises can also be checked prior to use on the Food Standards Agency website <https://ratings.food.gov.uk>.

Please note, however, use of premises/suppliers outside of agreed corporate contracts must only occur in exceptional circumstances. Further advice can be sought from the Procurement Team at corporateframeworks@cardiff.gov.uk.

The food safety risks are the same whether the food is delivered to our premises or chosen and packed by employees at the supermarket. Employee should be aware of the following:

Date coding

- High risk foods such as RTE cooked meats will always have a 'Use By' date and will be found within the chiller sections. You should choose the product with the longest date, however once opened you must refer to the manufacturer's instructions as many of these foods will tell you how long to keep the food once opened. Do **not** use product passed its 'Use By' date as it may cause illness.
- If chilled food with a 'Use By' date is to be frozen, ideally it should be frozen as quickly as possible after purchase but must be frozen before the Use By date expires. Once frozen the food should be used within 1 month. Some products may not be suitable for freezing and if this is the case it will be stated on the packaging.

- 'Best Before' dates are given to foods that are generally found at ambient temperature e.g. biscuits, tinned goods etc. It is not good practice to purchase, keep or use such foods past the 'best before' date.

Packaging

- All packaging must be clean and intact.
- Avoid foods with damaged and/or soiled packaging and/or packets.
- Avoid raw meats and poultry
 - with leaking packaging due to the risk of bloods and raw juices contaminating other foods you buy.
- Avoid dented and/or blown tins.
- Avoid broken seals and/or popped lids on jars.

Product

- Check meats, fish and cheeses for signs of discolouration, odour and changes in appearance or composition, i.e. slimy meats, sunken eyes and pale gills on fish.
- Check packaged breads for signs of staleness and/or mould.
- Check fruit and vegetables for signs of spoilage, i.e. bruising and/or mould growth.

Bag packing

How we pack shopping bags can affect the safety of the food. Cross-contamination can occur through poor handling and packing. Packaging can be damaged by incorrect and/or rough handling and care must be taken. Cool bags should be used to transport chilled and frozen foods.

Do

- Use separate shopping bags for raw meat, poultry, raw fish and chilled RTE foods.
- If only one bag is being used always pack the chilled RTE foods above any raw meat, poultry and/or raw fish.
- Aim to pack all foods of a certain type together e.g. all chilled RTE, all raw meats, all vegetables, all frozen, etc. and ensure that heavy items are placed at the bottom and the lighter items on top.
- Keep cleaning chemicals and toiletries separate to foods.
- Aim to avoid glass jars and bottles together due to the risk of smashing and resultant glass contamination. Consider weight of bags – manual handling.

- Return to premises straightaway, store food immediately upon return.

Don't

- Jumble everything together and hope for the best!

Customer Complaints

The process for how customer complaints are handled will vary within service area/Directorates, depending on the type of food provision and the resource available. However the following steps should be followed as a minimum.

1. The establishment representative should document the complaint, record contact details of the customer and assess whether the complaint is a food safety issue. The complaint should be raised with a more senior person within the operation.
2. If the complaint is a food safety issue, the HACCP Team Coordinator should be contacted and a full investigation completed.
3. The investigation should include an exploration of the events that led to the food safety issue, including the supplier of the foodstuff/s, the individual/s working at the time of the complaint, the monitoring records of the establishment along with working practices of the establishment.
4. It may be necessary to involve Shared Regulatory Service - Food Safety Team (foodsafetycardiff-srswales@valeofglamorgan.gov.uk) should a wider issue/problem be identified.
5. The outcome of the investigation along with any corrective actions should be recorded, communicated to the service area management team and a review date set to ensure that corrective action/s have been properly implemented.
6. The customer who raised the complaint should have the outcome of the investigation communicated to them.

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Section 4

Control Forms

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CARDIFF COUNCIL

CLEANING SCHEDULE PRO FORMA



Establishment _____

Week Ending _____

Item/Area to be Cleaned	Product	Method All electrical appliances must be switched off and isolated before cleaning	Cleaning Frequency	PPE**	Breakages	Operatives Initial/Signature						
						Person Responsible	Mon	Tue	Wed	Thu	Fri	Sat
Dishwasher Temperature - Temperature to be recorded daily*						°C	°C	°C	°C	°C	°C	°C
Dishwasher	As per site based protocols	Clean inside and outside of dishwasher using appropriate disinfectant ensuring the correct contact time**	Daily									
Pest Control Checks – Use guidance contained in the Work Instructions for Pest Control												

Managers Signature _____

Date _____

*Do not remove this task from the schedule

** Must follow cleaning manufacturer's guidance

Item/Area to be Cleaned	Product	Method All electrical appliances must be switched off and isolated before cleaning	Cleaning Frequency	PPE**	Breakages	Operatives Initial/Signature							
						Person Responsible	Mon	Tue	Wed	Thu	Fri	Sat	Sun

Managers Signature _____

Date _____

*Do not remove this task from the schedule
 ** Must follow cleaning manufacturer's guidance

CARDIFF COUNCIL GENERAL COLD STORAGE, DISPLAY, VENDING AND DELIVERIES TEMPERATURE LOG



Establishment _____

Week Ending _____

Monday

Cold Storage Area	Time (AM)	Temp (°C)	Time (PM)	Temp (°C)	Del. Company	Del. Temp (°C)	Del. Time	Cold Storage Time	Signature	Full Name

Tuesday

Cold Storage Area	Time (AM)	Temp (°C)	Time (PM)	Temp (°C)	Del. Company	Del. Temp (°C)	Del. Time	Cold Storage Time	Signature	Full Name

Wednesday

Cold Storage Area	Time (AM)	Temp (°C)	Time (PM)	Temp (°C)	Del. Company	Del. Temp (°C)	Del. Time	Cold Storage Time	Signature	Full Name

Thursday

Cold Storage Area	Time (AM)	Temp (°C)	Time (PM)	Temp (°C)	Del. Company	Del. Temp (°C)	Del. Time	Cold Storage Time	Signature	Full Name

Friday

Cold Storage Area	Time (AM)	Temp (°C)	Time (PM)	Temp (°C)	Del. Company	Del. Temp (°C)	Del. Time	Cold Storage Time	Signature	Full Name

Saturday

Cold Storage Area	Time (AM)	Temp (°C)	Time (PM)	Temp (°C)	Del. Company	Del. Temp (°C)	Del. Time	Cold Storage Time	Signature	Full Name

Sunday

Cold Storage Area	Time (AM)	Temp (°C)	Time (PM)	Temp (°C)	Del. Company	Del. Temp (°C)	Del. Time	Cold Storage Time	Signature	Full Name

Cold Storage and Delivery Corrective Actions

Signature _____ Print _____ Designation _____

Notes

- All food premises must complete the cold storage section of this form, chilled storage should be between 1°C and 4°C and must not exceed 5°C. Frozen storage must be below -18°C.
- All establishments receiving food deliveries must complete the delivery section of this form. Deliveries must be placed in cold storage within 20 minutes.
- Ensure that checks are made to ascertain the integrity of the packaging of products. Any issues must be recorded in the Cold Storage and Delivery Corrective Actions box.
- Retail purchases do not need to be completed on this form. Refer to work instructions for retail purchases.

CARDIFF COUNCIL GENERAL FOOD TEMPERATURE LOG



Establishment _____

Week Ending _____

Monday

Menu Item	Cook °C	Time	Cool °C (under 90 mins)	Time	Reheat °C	Time	Serve/ Despatch °C	Time	Signature	Full Name

Tuesday

Menu Item	Cook °C	Time	Cool °C (under 90 mins)	Time	Reheat °C	Time	Serve/ Despatch °C	Time	Signature	Full Name

Wednesday

Menu Item	Cook °C	Time	Cool °C (under 90 mins)	Time	Reheat °C	Time	Serve/ Despatch °C	Time	Signature	Full Name

Thursday

Menu Item	Cook °C	Time	Cool °C (under 90 mins)	Time	Reheat °C	Time	Serve/ Despatch °C	Time	Signature	Full Name

Friday

Menu Item	Cook °C	Time	Cool °C (under 90 mins)	Time	Reheat °C	Time	Serve/ Despatch °C	Time	Signature	Full Name

Saturday

Menu Item	Cook °C	Time	Cool °C (under 90 mins)	Time	Reheat °C	Time	Serve/ Despatch °C	Time	Signature	Full Name

Sunday

Menu Item	Cook °C	Time	Cool °C (under 90 mins)	Time	Reheat °C	Time	Serve/ Despatch °C	Time	Signature	Full Name

Diary Notes	
Probe Check**	
Hot Check (99°C to 101°C)	Cold Check (-1°C to 1°C)

These checks are not necessary if probes are calibrated annually using testing equipment registered under the United Kingdom Accreditation Service (UKAS). The "Annual Calibration of Temperature Probes" should be checked should this section not be completed.

Signature _____ **Print** _____ **Designation** _____

Notes

- All cooked and reheated foods must be 75°C for 30 seconds.
- Temperatures of all cooked, high risk food (meats, fish, rice, composite recipes, i.e. Bolognese sauce, milk based sauces, gravies) must be taken and recorded
- All food to be cooled must only be stored at ambient temperature for 90 minutes or less, preferably to under 10°C.

- All foods to be served hot must be above 65°C.

CARDIFF COUNCIL



FOOD TEMPERATURE LOG (EDUCATION CATERING)

Establishment _____

Week Ending _____

Monday

Menu Item	Cook °C	Time	Cool (under 90 mins) °C	Time	Reheat °C	Time	Serve/ Despatch °C	Time	Signature	Meal Numbers		
										Inf	Jun	Ad.

Tuesday

Menu Item	Cook °C	Time	Cool (under 90 mins) °C	Time	Reheat °C	Time	Serve/ Despatch °C	Time	Signature	Meal Numbers		
										Inf	Jun	Ad.

Wednesday

Menu Item	Cook °C	Time	Cool (under 90 mins) °C	Time	Reheat °C	Time	Serve/ Despatch °C	Time	Signature	Meal Numbers		
										Inf	Jun	Ad.

Thursday

Menu Item	Cook °C	Time	Cool (under 90 mins) °C	Time	Reheat °C	Time	Serve/ Despatch °C	Time	Signature	Meal Numbers		
										Inf	Jun	Ad.

Friday

Menu Item	Cook °C	Time	Cool (under 90 mins) °C	Time	Reheat °C	Time	Serve/ Despatch °C	Time	Signature	Meal Numbers		
										Inf	Jun	Ad.

Diary Notes

Probe Check**

Hot Check (99°C to 101°C)	Cold Check (-1°C to 1°C)

These checks are not necessary if probes are calibrated annually using testing equipment registered under the United Kingdom Accreditation Service (UKAS). The "Annual Calibration of Temperature Probes" should be checked should this section not be completed.

Signature _____ Print _____ Designation _____

- Notes**
- All cooked and reheated foods must be 75°C for 30 seconds.
 - Temperatures of all cooked, high risk food (meats, fish, rice, composite recipes, i.e. Bolognese sauce, milk based sauces, gravies) must be taken and recorded
 - All food to be cooled must only be stored at ambient temperature for 90 minutes or less, preferably to under 10°C.
 - All foods to be served hot must be above 65°C.

CARDIFF COUNCIL FOOD TRANSPORTATION TEMPERATURE LOG (EDUCATION CATERING)



Production Kitchen/Dining Centre (delete as applicable) _____

Week Ending _____

Monday

Menu Item	Cook °C	Time	Despatch/Received °C	Time	Serve °C	Time	Signature	Security Seal Numbers

Tuesday

Menu Item	Cook °C	Time	Despatch/Received °C	Time	Serve °C	Time	Signature	Security Seal Numbers

Wednesday

Menu Item	Cook °C	Time	Despatch/Received °C	Time	Serve °C	Time	Signature	Security Seal Numbers

Thursday

Menu Item	Cook °C	Time	Despatch/Received °C	Time	Serve °C	Time	Signature	Security Seal Numbers

Friday

Menu Item	Cook °C	Time	Despatch/Received °C	Time	Serve °C	Time	Signature	Security Seal Numbers

Meal Numbers	Monday	Tuesday	Wednesday	Thursday	Friday
Infants					
Juniors					
Adults					

Diary Notes

Probe Check**	
Hot Check (99°C to 101°C)	Cold Check (-1°C to 1°C)

These checks are **not** necessary if probes are calibrated annually using testing equipment registered under the United Kingdom Accreditation Service (UKAS). The "Annual Calibration of Temperature Probes" should be checked should this section not be completed.

Signature _____ Print _____ Designation _____

Notes

- All hot food received from a Production Kitchen must be above 65°C.
- All cold food received from a Production Kitchen must be below 5°C.
- Temperatures of all cooked, high risk food (meats, fish, rice, composite recipes, i.e. Bolognese sauce, milk based sauces, gravies) must be taken and recorded
- All foods to be served hot must be above 65°C.

CARDIFF COUNCIL ALL-IN-ONE EVENT MONITORING FORM (COMMERCIAL CATERING USE)



Event Name	Event Date	Event Time	Duty Chef

This document will be stored in Rm 200, City Hall with all relevant documentation attached and kept for one year. Function sheet must be attached for traceability.

Important Temperatures and Targets			
Refrigeration	1°C to 4°C (Critical Limit 5°C)	Hot Holding	63°C or above
Freezing	-18°C or below (Critical Limit -15°C)	Cooling	To under 10°C within 90 mins from cooking
Cooking	75°C for 30 seconds	Reheating	75°C for 30 seconds

Checks to be made twice during event	City Hall		City Hall		Castle/Mansion		Castle/Mansion	
	Time	Time	Time	Time	Time	Time	Time	Time
Refrigerators/Chill/Cold Display Temperature Check								
Freezers Temperature Checks								
Corrective Actions Required ✓x	Reject Food/Record ✓x		Re-Check Temperature/Record d✓x		Cooked Off ✓x		Wastage ✓x	
Breakdown/Name of Refrigerator/Freezer ✓x	Engineer Called ✓x		Time/Record ✓x		Food Removed to New Location ✓x		Wastage ✓x	

Cardiff Catering Van Deliveries	Van Condition Cleanliness ✓x	Separation of Raw and Cooked/Ready-to-Eat Foodstuffs ✓x	Pick up Time from Kitchen	Arrival Time at Location	Driver Print Only	Hand Over Duty/Manager Chef/ Print Only

Cardiff Catering Van Deliveries: Details of Food Items	Temp/Leaving	Fresh/Frozen	Par/Prep	Full/Cooked	Temp/Arrival

Corrective Actions Required ✓x	Reject Food ✓x	Sent back ✓x

Reasons

Attach Supplier Delivery Sheets when Foodstuffs are Directly Delivered to the Venue ✓x

Service Time of Food	Finish Time of Function

CARDIFF COUNCIL COOK/CHILL PROCESS MONITORING (COMMERCIAL CATERING USE)



Event Name	Event Date	Event Time	Duty Chef

Cooking/Cooling Step							
Product	Cook °C	Time	Cool °C	Start Time	Finish Time	Signature	Full Name

Corrective Actions

Notes

- All cooked foods must be 75°C for 30 seconds.
- Temperature of all food must be taken and recorded.
- All food must be cooled in a blast chiller to 3°C (or under not below 1°C to avoid freezing) in under 90 minutes.
- Start and finish times of cooling and final cool temperature must be recorded.

Cold Portioning Step					
Cold Room Temp °C	Start Time	Cold Room Temp °C	Finish Time	Signature	Full Name

Corrective Actions

Corrective Actions:

Notes

- Temperature of cold room must be at or below 10°C throughout duration of cold portioning.
- Cold portioning activity must be carried out immediately after cooling (blast chiller).
- Cold portioning activity must be completed in under 30 minutes.
- Start and finish time of cold portioning activity must recorded.

Good standards of personal hygiene are very important for the safe preparation of sandwiches. Please following guidelines in 'Personal Hygiene Work Instructions'

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CARDIFF COUNCIL



MEALS ON WHEELS RECORD LOG

Driver Probed Meal Temperature Log

Route _____

4 Week Period Ending _____

Week Ending	Monday		Tuesday		Wednesday		Thursday		Friday		Saturday		Sunday	
	Temp (°C)	Time												
Main Meal														
Dessert														
Driver Sign.														

Week Ending	Monday		Tuesday		Wednesday		Thursday		Friday		Saturday		Sunday	
	Temp (°C)	Time												
Main Meal														
Dessert														
Driver Sign.														

Week Ending	Monday		Tuesday		Wednesday		Thursday		Friday		Saturday		Sunday	
	Temp (°C)	Time												
Main Meal														
Dessert														
Driver Sign.														

Week Ending	Monday		Tuesday		Wednesday		Thursday		Friday		Saturday		Sunday	
	Temp (°C)	Time												
Main Meal														
Dessert														
Driver Sign.														

Signature _____ Print _____ Designation _____

Notes

- All cooked and reheated foods must be 75°C for 30 seconds.
- All foods to be served hot must be above 65°C.

CARDIFF COUNCIL



MEALS ON WHEELS RECORD LOG

Manual Probe Calibration Log

Route _____

4 Week Period Ending _____

Week Ending	Monday		Tuesday		Wednesday		Thursday		Friday		Saturday		Sunday	
	Hot (°C)	Cold (°C)	Hot (°C)	Cold (°C)	Hot (°C)	Cold (°C)	Hot (°C)	Cold (°C)	Hot (°C)	Cold (°C)	Hot (°C)	Cold (°C)	Hot (°C)	Cold (°C)
Kitchen														
Driver														
Sign.														

Week Ending	Monday		Tuesday		Wednesday		Thursday		Friday		Saturday		Sunday	
	Hot (°C)	Cold (°C)	Hot (°C)	Cold (°C)	Hot (°C)	Cold (°C)	Hot (°C)	Cold (°C)	Hot (°C)	Cold (°C)	Hot (°C)	Cold (°C)	Hot (°C)	Cold (°C)
Kitchen														
Driver														
Sign.														

Week Ending	Monday		Tuesday		Wednesday		Thursday		Friday		Saturday		Sunday	
	Hot (°C)	Cold (°C)	Hot (°C)	Cold (°C)	Hot (°C)	Cold (°C)	Hot (°C)	Cold (°C)	Hot (°C)	Cold (°C)	Hot (°C)	Cold (°C)	Hot (°C)	Cold (°C)
Kitchen														
Driver														
Sign.														

Week Ending	Monday		Tuesday		Wednesday		Thursday		Friday		Saturday		Sunday	
	Hot (°C)	Cold (°C)	Hot (°C)	Cold (°C)	Hot (°C)	Cold (°C)	Hot (°C)	Cold (°C)	Hot (°C)	Cold (°C)	Hot (°C)	Cold (°C)	Hot (°C)	Cold (°C)
Kitchen														
Driver														
Sign.														

Signature _____ Print _____ Designation _____

Notes

- Cold - Agitate the probe thermometer in a cup of melting ice and water. The thermometer should read between -1°C and 1°C.

- Hot - Agitate the probe thermometer in boiling (unsalted) water. The thermometer should operate between 99°C and 101°C.

CARDIFF COUNCIL

INFECTIOUS DISEASES CONTROL FORM



As the manager of a Cardiff Council food premises you are required to exclude anyone from working or helping with any catering event if they have an infection that can be passed on through food or if they are likely to contaminate the food either directly or indirectly. This includes:

- People suffering with vomiting and/or diarrhoea
- People who have been diagnosed by the GP (doctor) or hospital as suffering with:
 1. Salmonella (including Typhoid and Paratyphoid)
 2. Campylobacter
 3. Vibrio
 4. Yersinia
 5. Bacillus
 6. Staphylococcus aureus
 7. Clostridium Perfringens
 8. Protozoa e.g. Cryptosporidiosis, Giardia Lamblia
 9. Shigella
 10. E. coli O157
 11. Hepatitis
 12. Norovirus
 13. Threadworm and Taenia solium
- People who have had close contact with someone suffering from these symptoms or illnesses
- People known to be carriers of any of the infections mentioned above

NB the length of time that someone suffering is from any of these illnesses is required to remain away from work varies with the seriousness of infection. Contact the Health Improvement Team for further advice (TEL: 029 20871161/029 20871657 or e-mail communicabledisease@cardiff.gov.uk)

Any of these people can spread bacteria and viruses in their faeces and vomit which can easily be passed onto food through their hands or using equipment that they have handled.

To help protect your customer from the risk of illness you are required to answer the questions on the following page and it is your responsibility to provide the correct and accurate information.

CARDIFF COUNCIL

INFECTIOUS DISEASES QUESTIONNAIRE



Site	
Unit/Agency Manager	
Agency Worker	

	Yes (Please Tick)	No (Please Tick)
At present or in the last seven days have you suffered from:		
1. Diarrhoea and/or vomiting		
2. Stomach pain and/or fever		
3. Jaundice		
Have you ever had typhoid, paratyphoid OR are known to be a carrier of Salmonella Typhi or Paratyphi?		
Are you a carrier of any type of Salmonella?		
In the last 21 days have you been in contact with (at home or abroad) anybody who may have been suffering from typhoid or paratyphoid?		

Provide full details of countries you have visited in the last 6 weeks?

If any of the information changes between completing this questionnaire and the day of your employment it is **your** responsibility to inform us.

Unit/Agency Manager (Signed)	
Signed (Agency Worker)	
Date	

CARDIFF COUNCIL DISCLAIMER NOTICE – REMOVAL/EXTENSION OF FOOD DURING AN INTERNAL OR EXTERNAL FUNCTION



PLEASE COMPLETE FORM IN FULL

Event	
Client Name	
Telephone Number	
Email Address	

Cardiff Council does not accept any liability or responsibility for the condition and safety of any food and/ or beverages that the Client/ Customer/ Organiser has requested either:

- *remains in the function room for consumption past the recommended time of 2 hours; and/or*
- *any food items that the Client/Customer/ Organiser has taken away with them.*

For the avoidance of doubt Cardiff Council will not be responsible for any food or beverages which remains in the possession of the Client/ Customer/ Organiser which has been prepared more than 2 hours in advance. Cardiff Council does not accept liability or responsibility whatsoever and howsoever arising (to the extent permitted by law) for any food and/ or beverages which may be consumed past the recommended 2 hours after cooking/ preparation.

List All Food Items Requested to Remain in the Function Room

--

List All Food Items Requested to be Removed from Function Room

--

In completing and signing this form I understand that I am taking responsibility for consumption of all items food or beverages that have been cooked/prepared after 2 hours. I acknowledge and accept that Cardiff Council may decide not to allow the retention of any food or drink items to any persons whether noted in this form or not.

Client Signature	
Signature of Behalf of Cardiff Council	
Name	
Designation	
Date	

Notes

- **Attach completed form to relevant internal paperwork or bill for traceability.**

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CARDIFF COUNCIL DISCLAIMER NOTICE – FOOD SUPPLIED BY EXTERNAL PROVIDER



PLEASE COMPLETE FORM IN FULL

Event	
Client Name	
Telephone Number	
Email Address	

Cardiff Council does not accept any liability or responsibility whatsoever and however arising (to the extent permitted by law) for any food or otherwise that has been supplied by any external (non Cardiff Council employee) provider. For the avoidance of doubt Cardiff Council accepts no liability in respect of any food or beverages not supplied by Cardiff Council and/or brought on to Cardiff Council premises or otherwise. Please note that Cardiff Council will not be responsible in any way for any food poisoning complaints or otherwise caused by items of food or drink brought on to the premises or otherwise mentioned in this form

List All Food Items Supplied

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In completing and signing this form I understand that I am taking responsibility for all items (whether home prepared or purchased) that have been brought on to Cardiff Council premises or otherwise. I acknowledge and accept that Cardiff Council may accept or decline entry to any persons bringing food that is listed in this form and retains the right to refuse entry to any persons who bring food onto Cardiff Council premises whether noted in this form or not.

Client Signature	
Signature of Behalf of Cardiff Council	
Name	
Designation	
Date	

Notes

- **Attach completed form to relevant internal paperwork or bill for traceability**

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Establishment:	
Directorate:	
Name	
Designation:	

Product details

Supplier Name:		Date of Delivery:	
Product Name:		Product/Batch Code:	
Delivery Note Number:		BBE/UBD:	
Framework/Contract Number			

Type of complaint – please ✓ and follow guidance on the following page to determine nature of risk

<i>Health Risk - Low</i>		<i>Performance - Short Use By Date</i>	
<i>Health Risk – Medium</i>		<i>Performance - Incorrect Quantities</i>	
<i>Health Risk – High</i>		<i>Performance – Other</i>	
<i>Performance - Late/Non Delivery</i>			

Full details of complaint and action agreed with supplier and/or management

Signed:	Date:
----------------	--------------

MANAGEMENT USE ONLY

<i>Managers Name:</i>	
<i>Date Complaint Received:</i>	
<i>Further Action Taken (Delete as necessary: If YES, detail action:</i>	YES/NO
<i>Date entered onto Complaints Database:</i>	
<i>Signed:</i>	

Guidance

Health Risk - Low

Low risk issues that involves minimum risk to health. Examples of this would be substitute product delivered, order not meeting original requirements/specification

Health Risk - Medium

Medium risk would be a complaint that could increase the risk to health. Examples of this would be high-risk products being delivered at the incorrect temperature but identified immediately and returned to the supplier. Further examples would be inferior quality foodstuffs.

Health Risk - High

Evidence of high risk cross-contamination with the potential in causing a food borne illness, examples would be cooked meat still raw in the centre, blood stains on outer and inner packaging, blown tins and vacuum packed goods and contaminated products.

Performance

Performance issues have no risk to health but demonstrate a lack of customer service and/or delivery of the expected level of service. Examples include incorrect delivery time, late delivery, non-delivery, non-delivery of specific items, delivery of products with short use by dates (under three days), delivery of incorrect quantities, unprofessional delivery staff.

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Section 5

Terms of Reference

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Terms of Reference

Statement

The HACCP Manual will be reviewed on an annual basis or sooner, if practices or legislation dictates.

The HACCP Manual has been developed by the Corporate HACCP Team. The Corporate HACCP Team is comprised using a cross-Directorate approach with individuals nominated that have a responsibility for the management of food operations within their Directorate, has sufficient knowledge and oversight of food operations within their Directorate and has the mechanisms with which to disseminate information throughout their Directorate.

The Corporate HACCP Team must have a nominated lead officer, who will coordinate review meetings and administration of the Corporate HACCP manual. The lead officer must have at least a level 4 food safety qualification, accredited and certified by Chartered Institute of Environmental Health, Royal Society for Public Health or Highfields Awarding Body for Compliance. The current membership of the Corporate HACCP Team is as follows:

Team Member	Designation	Directorate/Service Area
Hilary Butler	Food Health and Safety Officer	Economic Development Venues Conference and Catering
Theo Callender (Lead Officer)	Training and Compliance Manager	Education and Lifelong Learning Education Catering
Karen Francis	Team Leader	Resources Assistive and Community Response Teams
Bernadette Lewis	Senior Administration Officer	Planning, Transport and Environment Waste Strategy and Enforcement
Raymond Vincent	Training and Compliance Officer	Education and Lifelong Learning Education Catering
Lynne Walsh	Social Policy Initiatives Officer	Social Services Strategy Performance and Resources

Additionally, the Shared Regulatory Service (SRS) will also provide an advisory service on any fundamental changes made during review sessions. If a team member should experience a change of duties and/or leave the organisation it will be the responsibility of the Corporate HACCP Team to decide whether a replacement is necessary and recruit from a relevant Service Area. Individuals must have at least a basic understanding of food safety and preferably have a level 3 food safety and/or HACCP qualification.

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