

### **1. Haringey Council Procedure**

- 1.1 Haringey Council has a duty to assess the risks posed to the health and safety of its employees and anyone else who may be affected by its activities. Significant risks identified during this process must be reduced to the lowest reasonably practicable level. This duty includes the safe and hygienic provision of food and drink by any individual, department, service, company or others within Haringey Council, irrespective of whether the provision is for profit or not.
- 1.2 Haringey Council recognises and acknowledges its responsibility for food safety and will ensure that the provision of food and drink is safe and complies with food hygiene legislation, of which key legislation includes:
- **Regulation (EC) 178/2002** - general principles of food law.
  - **Regulation (EC) 852/2004** - requirements for HACCP and other requirements, including structural and equipment requirements for food operations.
  - **Food Safety and Hygiene (England) Regulations 2013** - executes EU regulations, enforcement arrangements and temperature control requirements.
  - **Food Information Regulations 2014** - general food labelling requirements.
  - **Food Safety Act 1990** - ensures that food meets consumers expectations in terms of nature, substance and quality and is not misleadingly presented.
- 1.3 This procedure sets out the management arrangements and standards required to ensure that the Council complies with legal requirements that apply to food safety and hygiene, the aim of which is to protect employees, service users and visitors from food related illness or other harm that may arise from the chemical, biological or physical contamination of food.

### **2. Scope of Procedure**

- 2.1 This procedure applies to all food handling, food catering or any other activity relating to food, beverages and alcoholic drinks undertaken by employees of Haringey Council. This applies to all Council workplaces (including schools, nurseries, residential care homes), events and food supplied by the Council where food handlers are employed by the Council.
- 2.2 The procedure applies to all staff employed by Haringey Council, including temporary employees, agency workers, trainees and students on work experience.
- 2.3 This procedure does not apply to non-employees, third party food handlers or external food catering services supplying or handling food. However, food legislation requires all food business operators to ensure the safe and hygienic provision of food and drink. Therefore, it is recommended that this procedure be adopted for non-Council employees and external services who handle food and drink for and on behalf of the Council.
- 2.4 For food premises owned by the Council but not managed by them, the Council leasing agreement will state the responsibilities of both parties with regard to structural and fixed equipment. However, the day to day operation is the responsibility

of the occupier and must at all times comply with legislation, including food legislation.

- 2.4 This procedure does not apply where employees bring or prepare food for their own personal consumption.

### 3. Key Terms and Summary Information

#### 3.1 Key Terms

Food	Any substance or product, whether processed or unprocessed, intended to be or reasonably expected to be consumed by humans. This to include drinks and water or any substance incorporated into the food during its preparation or treatment.
Food handler	Any person, including staff, contractors, students and outside vendors, supplying and handling food for consumption.
High risk foods	Ready to eat foods which support the multiplication of pathogenic microorganisms and are intended for consumption without treatment which would destroy such organisms. These types of foods are more likely to be implicated in food poisoning incidents by allowing food poisoning organisms to multiply, and which are not killed by subsequent cooking. Such foods are usually high in protein, require strict temperature control and protection from contamination. They include cooked meat, poultry and meat products including gravy and stock, milk, cream and dairy produce, eggs, shellfish, cooked rice.
Low risk foods	Ambient stable foods that do not support the growth of pathogens. This means food that can be stored at room temperature and will not become dangerous to consume under normal circumstances. They include bread, biscuits, cereals, crisps, chocolate and cakes, but not cream cakes.
Food handling	Any operation in the production, preparation, processing, packaging, storage, transport, distribution and sale of food.
Food business operator	The natural or legal person responsible for ensuring that the requirements of food law are met within the food business under their control.
Hazard Analysis Critical Control Point (HACCP)	A food safety management system which identifies, evaluates and controls hazards which are significant for food safety.
Use by and best before dates	A <b>use by date</b> on food is about safety. Foods can be eaten until the use-by date but not after, and you must carefully follow storage instructions. After the use-by date, don't eat it, cook it or freeze it. The food could be unsafe to eat or drink, even if it has been stored correctly and looks and smells fine. A lot of foods including meat and milk can be frozen before the use-by date so plan ahead.

	<p>A <b>best before date</b> is about quality and not safety. The food will be safe to eat after this date but may not be at its best. Its flavour or texture might not be as good. The best before date will only be accurate if the food is stored according to the instructions on the packaging.</p>
Detergents, disinfectants and sanitisers	<p><b>Detergents</b> clean the surface and remove grease, but they do not kill bacteria and viruses.</p> <p><b>Disinfectants</b> kill bacteria and viruses and should be used on a visibly clean surface. They do not work effectively if the surface is covered in grease or visible dirt. It is also important to leave the product on the surface for the time specified in the instructions.</p> <p><b>Sanitisers</b> can be used to both clean and disinfect as part of a two-stage approach. First use the sanitiser to clean the surface, removing any dirt, food and grease. Re-apply to the visibly clean surface and leave for the required time to disinfect the surface.</p>

## 4. Responsibilities for Implementation

### 4.1 Directors

- 4.1.1 Bring to the attention of all their staff the contents of this procedure and monitor its implementation.
- 4.1.2 Ensure managers/head teachers are aware of their health and safety responsibilities and that risk assessments (including for PPE) are carried out.

### 4.2 Manager/Head Teacher

Managers and Head Teachers shall be responsible for:

- 4.2.1 Complying with this procedure and informing employees and those under their control of this procedure, ensuring they comply with it and any other supporting arrangements.
- 4.2.2 Ensuring that a food business where food is sold, cooked, stored, handled, prepared or distributed is registered as a food business with the local authority, irrespective of whether food is supplied for profit or not. This can include a café, school and nursery caterer, mobile unit, food stalls and pop ups and care homes, etc.  
  
For more information or if in any doubt about what activities need to be registered, contact Haringey Council's Environmental Health (Food Safety) Team on their webpage [here](#).
- 4.2.3 Implementing appropriate food management systems in support of this procedure.
- 4.2.4 Providing food providers and food handlers with suitable information relating to their duties under this procedure.

- 4.2.5 Ensuring adequate information, instruction and training is provided to staff with responsibilities for food handling and food preparation.
- 4.2.6 Maintaining the food premises in accordance with food safety legislation.
- 4.2.7 Ensuring there is Public Liability insurance covering their food service/catering activity.

#### 4.3 Food Service Manager/Food Business Operator

The Food Service Manager/Food Business Operator (employed by Haringey Council) is responsible for:

- 4.3.1 Communicating this procedure and any associated arrangements to staff and demonstrating full management support for this procedure.
- 4.3.2 Ensuring a documented food safety management system based on HACCP principles is in place. The Food Standards Agency '[Safer Food Better Business](#)' pack is a basic food safety management system template that meets the minimum legal requirements and should be used.
- 4.3.3 Effectively implementing and monitoring food safety and hygiene standards on a day-to-day basis.
- 4.3.4 Ensuring all food handling/catering staff receive appropriate food hygiene training, food allergen and any other training commensurate with their job role and responsibilities.
- 4.3.5 Ensuring compliance with food hygiene legislation and supporting the Manager/Head Teacher in acting upon any recommendations made by Environmental Health Officers.
- 4.3.6 Maintaining auditable records of food safety and hygiene inspections/checks and equipment calibration and monitoring checks.
- 4.3.7 Ensuring all food is purchased from reputable suppliers and is prepared in a safe and hygienic manner to prevent contamination as far as is reasonably practicable.
- 4.3.8 Ensuring those handling and preparing food maintain good personal hygiene standards, particularly in relation to hand washing, wearing of jewellery, wearing of clean protective clothing, covering cuts, reporting infections, tying back long hair.
- 4.3.9 All new and existing employees handling food and anyone else entering a food handling area must be supplied with the 'Personal Hygiene Rules' at Appendix 2.

**Note:** Although this procedure does not apply to third party external companies or individuals, it is recommended that the above responsibilities be adopted by food service/catering Managers who provide food and drink for and on behalf of the Council.

#### 4.4 Food Handling/Catering staff

All food handling/catering staff shall:

- 4.4.1 Co-operate with management to ensure all aspects of this procedure and the food safety management system are adhered to.
- 4.4.2 Immediately report to management any symptoms of diarrhoea or vomiting, skin infection or infected wounds, or are suffering from or carrying a disease likely to be transmitted through food.
- 4.4.3 Carry out their duties in accordance with any training given and in line the food safety management system and this procedure.
- 4.4.4 Follow and maintain good personal hygiene practice to minimize the risk of food contamination. All staff should read and understand the 'Personal Hygiene Rules' at Appendix 2.

#### 4.5 Corporate Health and Safety Team

- 4.5.1 Provide assistance, advice and support in connection with this procedure and call-in specialist assistance if necessary (please see below).
- 4.5.2 Assist managers/head teachers in undertaking food safety related incident investigations.

### 5. Specialist Advice

- 5.1 Should you require any further information on any aspect of this procedure please contact the [Corporate Health & Safety Team](#).

### 6. Other documents you may need to consider

#### 6.1 Legislation and Guidance (hyperlinks)

- 6.1.1 [Safer Food Better Business: Caterers Pack - FSA](#)
- 6.1.2 [Safer Food Better Business: Retailers Pack - FSA](#)
- 6.1.3 [Safer Foods Better Business: Residential Care Homes Supplement Pack - FSA](#)
- 6.1.4 [HACCP guidance note - FSA](#)
- 6.1.5 [Food Hygiene guidance note - FSA](#)
- 6.1.6 [Allergen guidance for food businesses - FSA](#)

#### 6.2 Forms and Procedures (hyperlinks)

- 6.2.1 [HSP17 Food Handlers Fitness to Work Procedure](#)

## 7. Action to Take

### 7.1 Food Safety Management System

7.1.1 Haringey Council requires all Council operated catering facilities, food retailers, residential care homes or any other service that produces or sells food to put in place, implement and maintain a food safety management system.

7.1.2 All food business operators are required by law to put in place, implement and maintain an appropriate written food safety management system based on HACCP principles.

The Food Standards Agency (FSA) has developed template food safety management systems for food businesses that can be used to help put food safety management systems and procedures in place. These packs are called 'Safer Food Better Business'.

#### 7.1.3 Safer Food, Better Business (SFBB)

7.1.3.1 The FSA have developed SFBB packs for caterers (e.g., cafes, restaurants, and other small catering businesses), retailers and residential care homes. The food business operator for 'high risk' food operations are required to complete and implement the respective pack for their food establishment in order to show that food safety and hygiene regulations are being complied with and that a food management system is in place.

7.1.3.2 The following food establishments should use the corresponding food safety management packs as a minimum:

- Haringey Council school caterers – Caterers pack (although pack can be adapted to meet their requirements).
- Haringey Council café, restaurant – Caterers pack.
- Haringey Council retail business selling food (e.g., shop) – Retailers pack.
- Haringey Council residential care home (but not nursing home) – Caterers pack plus the residential care home supplement.

The packs and guidance can be downloaded from the FSA's [Safer Food Better Business webpage](#). You can also download the guidance from Section 6.1 'Legislation and Guidance'.

7.1.3.3 The food business operator is responsible for:

- Downloading and printing the respective pack (including the diary) for their establishment from the FSA's webpage above.
- Ensuring that the relevant 'safe method' sheets are properly completed.
- Ensuring that all diaries, 4 weekly reviews and other records are properly completed and maintained.
- Ensuring the safe methods are observed by all food handlers.
- Ensuring that other staff know how to use the pack and that the diary is completed in their absence.



- Storing all the completed diary pages safely until the next visit from a local authority food safety officer.

7.1.4 For those Council food services or retailers that handle 'low risk' wrapped foods, food safety and hygiene practices as outlined in this procedure must be followed. Alternatively, the SFBB retailers pack can also be used in addition.

For all other food operations, the food safety and hygiene practices should be followed as a minimum, but it is essential that the relevant SFBB food safety management pack is also used.

7.1.5 This procedure also gives basic food safety and hygiene advice for all departments that occasionally provide, handle or prepare food for social events, departmental lunches, training courses etc. They must ensure that:

- They understand the risks associated with the food that they are dealing with.
- They have received instruction, either written or verbal, on how the food should be prepared, stored, served and disposed of, and where required have received training in food safety.
- They understand and comply with the need for good personal hygiene.

## 7.2 Food Premises Registration

All food establishments must be registered with their enforcing authority at least 28 days before opening – this will be the local authority within which the premises fall. Once registered, the management of the food area is responsible for notifying the enforcing authority of any significant change, including changes to food activities or closure of the establishment. The need for registration excludes events that do not happen on a regular basis. It is a criminal offence not to register a food business unless exempt.

To register a food establishment with the Food Safety Team at Haringey Council, please visit the Council's website [here](#).

## **GENERAL REQUIREMENTS**

This section provides basic general guidance on the safe handling of food and associated training requirements that all food business operators and food handlers must follow as a minimum. In addition, food business operators must also make full use of the relevant Safer Food Better Business pack appropriate to their food establishment (see Section 7.1.3).

## 7.3 Training

The law requires that all food handlers must be supervised and instructed and/or trained in food hygiene matters commensurate with their work activity.

#### 7.3.1 *Handling and serving low risk or wrapped food items in food areas.*

In general, employees who handle low risk or wrapped foods, or work in a food area (i.e., a catering kitchen, food outlet or food service) but do not directly handle food e.g., waiting or cash point employees, kitchen porters and cleaners, are required to have a Level 1 Food Safety award.

#### 7.3.2 *Handling and preparing high risk food items.*

Employees who are involved in routinely handling high risk foods or whose main role is catering are required to have a Level 2 Food Safety award (equivalent to the Chartered Institute of Environmental Health (CIEH) Level 2 Foundation Certificate in Food Safety).

#### 7.3.3 *Handling any food on an occasional basis, not in food areas.*

Employees who handle low or high-risk food on an occasional basis such as to lay out food for a small charity event, but not in a food area (i.e. a catering kitchen, food outlet or food provision service) and is not employed as a food handler are required to have a Level 1 Food Safety award.

#### 7.3.4 *Supervisors and catering managers.*

Employees who supervise staff who handle low risk foods in food areas are required to have a Level 2 Food Safety award (equivalent to the Chartered Institute of Environmental Health (CIEH) Level 2 Foundation Certificate in Food Safety), within 3 months of starting work.

Employees who supervise staff who handle high risk foods are required to have a Level 3 Food Safety award (equivalent to the Chartered Institute of Environmental Health (CIEH) Level 3 Intermediate Certificate in Food Safety), prior to starting work.

Catering managers or food service managers are required to have a Level 3 Food Safety award (equivalent to the Chartered Institute of Environmental Health (CIEH) Level 3 Intermediate Certificate in Food Safety), prior to starting work.

#### 7.3.5 Food safety and hygiene training can be obtained through completing accredited courses provided by the Chartered Institute of Environmental Health (CIEH) [here](#) or the Royal Society for Public Health [here](#).

#### 7.3.6 An assessment must be undertaken after completing any of the above food hygiene and safety courses in order to gain the recognised qualification (regulated by OFQUAL/CEAA). Any online courses undertaken must include an assessment (examination) in order to gain the recognised qualification (please confirm this with the course provider before undertaking the course). Upon successful completion of the assessment, a quality assured certificate will be provided verifying this. A copy of this certificate must be retained by the Manager/Head Teacher.

#### 7.3.7 The Manager/Head Teacher shall ensure that employees receive refresher training for the above food safety training (Levels 1-3) every 3 years.

#### 7.3.8 The Manager/Head Teacher shall keep staff records of all food safety training.



#### 7.4 Food Storage

- 7.4.1 Food should be purchased from reputable suppliers.
- 7.4.2 Food deliveries must be processed immediately and not left unattended. Checks should be carried out on the condition of the food and packaging, the 'best before' and 'use by' dates and the temperature of the chilled or frozen food.
- 7.4.3 Food must be stored in accordance with the food safety management system. For high-risk foods, this will be safer food better business, and for low risk food, this procedure should be followed (as a minimum). Food should be stored in an appropriate area, covered and away from sources of contamination and at the appropriate storage temperature.
- 7.4.4 Date coding should be observed, and food **not** used beyond its "use by" date. A system of stock rotation must be in place (place items with the shortest shelf life at the front and always use the oldest first). Where food is decanted into a storage container the date should be noted and kept with the food along with any manufacturer's instructions on usage and storage.

#### 7.5 Cleaning, disinfection, and chemicals

- 7.5.1 Clean and disinfect food areas and equipment between different tasks, especially after handling raw food. Clean as you go. If you spill some food, clear it up straight away and clean the surface thoroughly.
- 7.5.2 Cleaning chemicals must be used in accordance with manufacturer's instructions in respect of chemical concentration and application (i.e., contact time). Training must be given in their correct use. Only chemicals that are considered 'food safe' may be used on surfaces in contact with food.
- 7.5.3 Cleaning equipment should be easy to clean, kept clean and in good condition. Disposable paper towels/roll should be used for cleaning and disinfecting using sanitiser and disposed of after each use. Mop heads should be kept clean and replaced, as necessary. In between use, mop heads should be rinsed, wrung out and stored to dry head uppermost.
- 7.5.4 Use a cleaning schedule to make sure that surfaces and equipment are cleaned when they need to be and to stop cleaning products being used incorrectly. The schedule should show:
  - What needs to be cleaned.
  - What needs to be disinfected.
  - How often it needs to be done.
  - How the cleaning/disinfecting needs to be done.

You should also include cleaning instructions showing:

- Cleaning procedures.

- What cleaning products should be used.
- How the products should be used, including how much they should be diluted and how long they should be left in contact with the surface, following the manufacturer's instructions.
- How the products should be stored – but not in food areas.

7.5.5 Chemical contamination can be caused by cleaning chemicals and other chemicals used in food areas and on food equipment. All cleaning chemicals must be stored in clearly labelled containers, away from food and should not be decanted into other containers.

## 7.6 Prevention of physical contamination

7.6.1 Physical contaminants of food can include: glass, plastic, pen lids, paper clips, plastic, drawing pins, jewellery, false nails, hair, insects, rodent droppings, plasters and food packaging, etc. Equipment in poor condition can also be a source of physical contamination and must be taken out of use and either repaired or discarded. Items that may cause physical contamination of food must be kept to a minimum in food areas or else properly managed. For example, the use of glass should be avoided where possible in food preparation and storage areas.

## 7.7 Personal hygiene

7.7.1 All employees involved in food handling must maintain a high level of personal hygiene. They must wear suitable clean clothing for the area in which they are working, including where necessary appropriate head covering and footwear. Suitable changing facilities must be provided so that employees do not wear their food area clothes outside the work area.

Examples of clothing that is appropriate for typical food handling activities are given below:

**Catering outlet (e.g., school kitchens, residential care home kitchens):** Where preparation and handling of open high-risk food is taking place, on entering food handling areas, employees must wear clean protective clothing (e.g. chef's jacket), head covering (e.g. hat or hair net), non-slip footwear, and then wash their hands at a dedicated wash hand basin.

**Department coffee shop/sandwich outlet and provision of low-risk foods:** Where there is handling of pre-packaged sandwiches and low risk foods such as biscuits and hot drinks, employees must wear clean clothing, clean apron, and then wash their hands at a dedicated wash hand basin.

7.7.3 Effective handwashing is extremely important to help prevent harmful pathogens from spreading from peoples' hands.

All food preparation areas and any area where unwrapped food is handled must have a dedicated wash hand basin with running hot and cold-water supply, liquid soap and

disposable towels or an air dryer. Re-usable towels are not permitted. Separate sinks provided for food or equipment washing must not be used for hand washing.

All staff that handle food must wash their hands:

- On entering the kitchen or preparation area.
- Before preparing or handling food.
- After touching raw food.
- After handling food waste or emptying a bin.
- After cleaning.
- After using the toilet.
- After smoking.
- After blowing your nose or sneezing/coughing into a tissue.
- After touching you mouth, nose or hair.
- After touching light switches, phones, door handles and cash registers.

Staff should dry their hands on a disposable towel. This is because harmful bacteria can spread on wet or damp hands. Use a disposable towel to turn off the tap.

- 7.7.4 All staff preparing or handling food and persons working in a food handling area must read and follow the 'Personal Hygiene Rules' at Appendix 2.

## 7.8 Employee sickness

- 7.8.1 Food handlers must report infectious/potentially infectious conditions to management prior to work or immediately if taken ill at work, or if becoming ill after returning from abroad.

Reportable conditions will include:

- Diarrhoea or vomiting.
- Stomach pain, nausea, fever, or jaundice.
- Household member with diarrhoea or vomiting.
- Infected skin, nose, or throat.

Staff with diarrhea or vomiting should not return to work until they have had no symptoms for 48 hours.

- 7.8.2 Management must determine any further action to be taken, each case being considered on an individual basis. The Council's 'Food Handlers Fitness to Work' procedure must be observed when deciding the course of action to take – See Section 6.2 'Forms and Procedures' for the link to the procedure. The procedure outlines the action to take regarding food handling while suffering from certain infections. It also aims to help managers and staff prevent the spread of infection by advising which illnesses and symptoms staff should report and what managers should do in response

as well as advise on any other action that may be required to prevent the spread of infection.

- 7.8.3 The 'Health, Safety & Hygiene Rules for Food Handlers' leaflet in Appendix 1 of the 'Food Handlers Fitness to Work' procedure contains a simple summary of the symptoms and requirements that anyone working in a food handling area needs to be aware of.

## 7.9 Temperature Control

- 7.9.1 All chilled and hot held foods must be stored in accordance with Schedule 4 of the Food Safety and Hygiene (England) Regulations 2013.

The following temperature parameters must be complied with:

- Refrigerators, walk-in chillers, and chilled cabinets: Target temperature 1°C to 5°C, maximum legal temperature 8°C.
- Freezers: Target temperature -18°C.
- All food at the end of cooking: 75°C or over at the core of the food.
- Food which is hot held: At or above 63°C.
- Reheating food: 75°C or over at the core of the food.
- Cook chill foods: Cook to 75°C or over, cool down as soon as possible but within 90mins before refrigerating.

- 7.9.2 Temperatures must be taken at the 'core' of the product and once the temperature displayed has stabilised. The only exception is when taking the temperature of frozen food – this can be taken by placing the thermometer probe in between products in the freezer. Probes must be cleaned and sanitised with an appropriate sanitising wipe between each sample temperature to eliminate the risk of cross-contamination of other foods. If there are no sanitising wipes readily available, the metal piece of the probe must be washed in clean, hot soapy water, rinsed, and then disinfected in hot water at >82°C for 30 seconds.

- 7.9.3 Temperatures of refrigerators, chilled cabinets, walk in chillers and freezers must be checked at least twice a day (i.e., at the beginning and end of the day). Temperatures must be measured using a disinfected temperature probe in hot food, and a temperature probe in 'dummy' food (e.g., pre-packed jelly, butter, or water), and recorded on a temperature record sheet. The temperature recording template in Appendix 1 can be used to record temperatures of chilled and frozen food. Any adverse temperatures must be notified to management immediately.

## 7.10 Structure

- 7.10.1 All areas where food is served, prepared, and stored must be in good condition, and:
- The floors and walls must be maintained in good condition and be made of impervious, non-absorbent, washable, and non-toxic materials with a smooth surface. Unvarnished or unpainted wood is not acceptable.

- The ceilings must be constructed and finished to prevent the accumulation of dirt and reduce condensation so as to avoid mould growth and peeling paint.
- The windows and openings which are open to the outside environment must be fitted with insect proof screens.
- The doors must be smooth and have a non-absorbent surface that is easy to clean.
- All food contact surfaces must be maintained in sound condition, and be made of smooth, non-absorbent, washable, corrosion resistant and nontoxic materials.
- The food stores should be rodent and pest proof and holes in walls and ceilings, particularly around where pipes pass through, should be effectively sealed.

#### 7.11 Toilets

- 7.11.1 Toilets must be provided with sufficient mechanical or natural ventilation, a wash hand basin with hot and cold running water, liquid soap disposable paper towels or air dryer must be provided within the toilet facility. Toilets must not open directly into rooms where food is handled.

#### 7.12 Ventilation

- 7.12.1 Adequate ventilation must be provided to ensure a satisfactory, safe working environment and to reduce humidity and temperatures that would assist the rapid multiplication of pathogens. Odour must also be controlled to prevent causing a nuisance to premise or residential accommodation next to or above the site. The ventilation system should flow from a clean to a dirty area, e.g., from a serving area to a washing area.

#### 7.13 Maintenance

- 7.13.1 All equipment within food premises must be kept well maintained and in good repair. This will require regular routine inspection and preventative maintenance by competent persons and as recommended by the manufacturer. Faults must be reported immediately to the manager. If necessary, the equipment must be taken out of use until it has been repaired or disposed of.

#### 7.14 Transportation of food

- 7.14.1 Any food transported within or by the Council must be protected from contamination during transportation, i.e., transported in containers which do not pose a risk to the food and which prevent physical contamination.

Where food is required to be kept under temperature control (e.g., sandwiches for departmental buffets), suitable containers should be used such as insulated boxes,

cool boxes, and the time which the food is being transported be kept as short as possible.

#### 7.15 Pest Control

Rodents, insects, and birds can carry food pathogens and spread diseases either by direct contact with food or cross contamination through food contact surfaces. This can occur from their bodies or legs, or by faecal or urine deposits.

Adequate procedures must be in place to ensure that pests are controlled. Training of food handlers must include recognition of signs of pest infestation. Cleaning procedures must be implemented to ensure there is no food source for pests. Foods must be protected from contamination from pests. Monitoring of pest activity can be done through regular inspection, daily checking for signs of pests during cleaning in addition to having a pest control contract in place. The structure of the premises must be maintained in good repair to prevent access by pests. If a problem is detected it must be reported immediately to the manager and remedial action taken promptly. Any foods that may have been contaminated by pests must be disposed of immediately.

#### 7.16 Waste Disposal

Suitable arrangements should be in place to remove food waste and other refuse from rooms as quickly as possible to avoid accumulation. Bins in food areas should have a pedal operated lid. Refuse stores must be kept clean and free of animals and pests. External bins must be fitted with a lid and be kept closed and the area around them kept clean.

#### 7.17 New Staff

All new food handlers are required to do the following as set out in the Council's 'Food Handlers Fitness to Work' procedure (see Section 6.2 – 'Forms and Procedures' for the link to the procedure):

- Complete the 'Pre-Placement / Visitor / Returning from abroad' form as required. This will help provide information to the Manager about the individual's fitness for employment as a food handler or for specific task within or near a food handling area.
- Read and sign the 'Food Handlers Information and Declaration Form' before they start work.
- Read the 'Health, Safety & Hygiene Rules for Food Handlers' leaflet to remind them of the basic rules when working in food handling areas.



#### 7.18 Food Safety Signs and Information

7.18.1 Where possible, it is recommended that signs reminding staff and visitors of food safety and hygiene procedures are used. Some examples would include:

- In-house produced signage regarding safe practices.
- 'Wash your hands' signs.
- Signs designating wash hands basins and sinks.
- Colour coding rules.
- The wearing of protective over clothing.
- Specified operating temperatures of equipment such as refrigerators.

7.18.2 In addition, relevant health and safety signs should be displayed, covering:

- Dangerous equipment; operation, maintenance, and cleaning.
- Steam ovens.
- Wearing of Personal Protective Equipment (PPE).
- Service isolation points.
- Fire safety signs.
- First aid signs.

#### 7.19 GM Foods and Allergens

##### 7.19.1 GM Foods

Foods that contain genetically modified (GM) ingredients must be brought to the attention of the consumers through either verbal advice provided by trained staff or by displaying a notice that informs customers how to obtain such information.

##### 7.19.2 Allergens

A food allergen is a substance which causes an allergic reaction to the susceptible individual. The consequences can be fatal if those suffering from allergies mistakenly consume incorrectly labelled food or food which has been contaminated with the allergen. Allergens must be clearly highlighted in the ingredient list of all packaged food. Consumers should be alerted to allergen information by use of an allergy information box with a statement such as 'Allergy advice: for allergens, see ingredients in bold'.

Those providing non-packaged foods and those packaged for direct sale, for example cafes, must also ensure that mandatory allergen ingredients information is available and easily accessible for the consumer. The information can be provided in different ways, including verbally, but any information provided must be accurate and that 'hidden' allergenic ingredients are also identified, such as nuts used in a cheesecake base. Do not assume consumers will ask for information; there must be clear directions as to where this information can be found, for example, signage instructing customers to ask if they require information regarding ingredients. If asked whether food contains an allergen, the person serving the food must never guess. If they are unsure, they must say so.

Common food allergens include:

- Celery.
- Cereals containing gluten.
- Crustaceans.
- Eggs.
- Fish.
- Lupin (a type of legume.)
- Milk.
- Molluscs.
- Mustard.
- Nuts.
- Peanuts.
- Sesame seeds.
- Soya.
- Sulphur dioxide (sometimes known as sulphites).

More information can be found on [Allergen Guidance for Food Businesses](#) from the Food Standards Agency.

7.19.3 In schools, kitchen staff will need to be able to easily identify those pupils with specific dietary requirements. Practices to identify children with dietary needs could include:

- Coloured wrist bands.
- A photograph of the child alongside details of their allergy in the kitchen or serving area.

More information and training for caterers in schools can be found on [AllergyWise for Schools Course](#) from [Anaphylaxis Campaign](#).

7.19.4 In care homes, there will be a 'care record outlining the resident's dietary needs. There must be a process in place to ensure dietary needs on the care record are communicated to those serving food.

## 7.20 Cross Contamination

Cross contamination can be defined as the transfer of micro-organisms or other materials (e.g., allergens in food residues) from contaminated surfaces (including raw foods) to other surfaces and foods. It includes direct contact, drip, and indirect contamination by, for example, hands, equipment or work surfaces.

To avoid cross contamination, the following must be implemented:

- Keep raw and ready to eat food separate at all stages of preparation, storage, and distribution. The same equipment or working surface must not be used to handle raw and high-risk foods, or ready to eat foods such as lettuce, unless disinfected between uses. Raw foods must be stored separately from ready to eat foods, e.g., in a separate chiller or if in the same chiller, on the bottom shelf below ready to eat foods. The liquid from raw meat, fish and poultry must not come into contact with high risk or ready to eat foods.

- Separate areas of the food preparation area should be dedicated to raw and ready to eat food preparation. Where this is not possible, raw food should be prepared first and then the area must be cleaned and disinfected thoroughly before being used for ready to eat food preparation.
- Wash ready to eat whole or pre-cut/pre-prepared fruit and vegetables.
- Separate equipment must be used for raw and ready to eat foods, e.g., chopping boards and knives. Where this is not possible, the equipment must be thoroughly cleaned and disinfected between use.
- Maintain high standards of personal hygiene at all times.
- Wash hands, particularly after handling raw food or using the toilet.
- Exclude persons with infectious or potentially infectious conditions.
- Maintain high standards of pest control.
- Use correct cleaning procedures. Hand contact and food contact surfaces must be kept clean and regularly disinfected.

## 8. Complaints and External Inspections

### 8.1 Complaints

Where a complaint is received in relation to food matters, whether from staff, members of the public or other consumers, it must be recorded. All food complaints must be reported by the Manager to Haringey Council's Corporate Health and Safety Team by emailing them at [Health.SafetyAdvice@haringey.gov.uk](mailto:Health.SafetyAdvice@haringey.gov.uk). The Manager should also report any complaint concerning food borne illness, contamination of food or food allergens to the Council's Food Safety team as well. The Manager must investigate the incident thoroughly with the support of the Health and Safety Team if necessary and where appropriate, must take whatever remedial action is deemed necessary.

When investigating a complaint, employees must take the following action:

- Record the details of the complaint, including any details of any injury or illness suffered.
- The Manager of the food area must be informed as soon as possible and investigate the complaint as appropriate.
- If the food is returned by the consumer, it should be kept in its original wrapper or container if possible, covered, labelled, and placed in a freezer, particularly if the food is of perishable nature or a mould complaint.
- Do not pull or remove a foreign object found in the food – leave it in place.
- Do not throw away any food associated with the complaint.
- The Manager should follow up with the complainant if possible, of any action taken during the investigation.
- Where complaints relate to a manufacturer or supplier, they must be notified as soon as possible.
- Suspected outbreaks of food poisoning must be reported to the Council's Food Safety Team immediately via the Council's [website](#).

#### 8.2 External Inspections

The Council's food establishments may receive visits from the Council's Environmental Health team for routine inspections, complaints, advisory visits, food poisoning investigation and sampling. Inspectors have the right to enter and inspect the premises at any reasonable time and will usually arrive without making an appointment. How often your premises is routinely inspected will depend on the type of business and its previous record. Some premises might be inspected at least every 6 or 12 months, whilst others less often.

All visits made by an inspector should be dealt with by:

- Requesting and if necessary, verifying means of identification.
- Not denying them entry as local authority inspectors have the right to enter and inspect your premises at any reasonable time.
- Establishing the purpose of the visit.
- Accompanying the inspector in the food area.
- Making notes where necessary, especially any that are of particular importance.
- Ensuring that the inspector gives the Manager a summary of their findings before they leave the premises, which should be noted and actioned as necessary by the Manager.
- Inspectors can take enforcement action to protect the public. They will allow enough time to make changes unless there is an immediate risk to public health.
- The food business operator can appeal a decision made by the inspector if they do not agree with the actions the inspector has taken. If the food business operator is considering this course of action, they must first discuss this with the Corporate Health and Safety Team.
- Remaining polite, cooperative, and professional at all times throughout the visit.

#### 9. Record Keeping

9.1 The amount of documentation which is required depends upon the size of the food operation. However, the Council requires records to be kept of all monitoring which has been put in place. Examples of records which should be kept include:

- Temperature monitoring.
- Cleaning schedules.
- Training records.
- Invoices and delivery notes for foods (required for food traceability).
- Pest control reports.
- Food handlers, their fitness to work records.
- Customer complaints.

9.2 Temperature and cleaning records should be kept for 12 months. All other records should be kept for 6 years.

## 10. Monitoring and Review

- 10.1 Management should regularly check that this procedure is being followed by staff. If it is not, they must find out why not and put measures in place to ensure it is.
- 10.2 This safety procedure must be reviewed by the Council's Corporate Health, Safety and Wellbeing Board within a period not greater than 26 months and where necessary, it will be revised as soon as practicable where changes in statute or industry best practice deem the content out of date.

## 11. Approval of the Procedure

- 11.1 This safety procedure was reviewed by the Corporate Health, Safety and Wellbeing Board and approved by the Council's Head of Organisational Resilience on 11<sup>th</sup> May 2021. Any required variations from this safety procedure should be brought to the attention of the Council's Head of Organisational Resilience.

Approved by (print name): Andrew Meek

Signature:

A handwritten signature in blue ink, appearing to read 'AMeek', written over a light blue circular stamp.

Date: 06/08/2021

## Health and Safety Procedure

HSP40 Food Safety Procedure



### APPENDIX 1

#### **Fridge / Freezer / Cold Room / Display Chill Temperature Records**

Month:..... Year:.....

Temperature of Fridge / Freezer / Cold Room / Display Chiller												
(Insert Name or Number of Units in Shaded Boxes Below)												
Unit											Comments / Action	Sign
Date	AM	PM	AM	PM	AM	PM	AM	PM	AM	PM		
1 <sup>st</sup>												
2 <sup>nd</sup>												
3 <sup>rd</sup>												
4 <sup>th</sup>												
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31 <sup>st</sup>												

#### Target temperatures:

- Fridges, walk-in chillers and chilled cabinets: 1°C to 5°C, must not exceed 8°C
- Freezers: -18°C

Dates checked by Manager/Supervisor on:	/ /	/ /	/ /	/ /
Sign				



### **APPENDIX 2**

#### **Personal Hygiene Rules**

##### **1. Handwashing**

All staff that work with food must wash their hands thoroughly with liquid soap and water at designated wash hand basins. Hands should be dried on disposable towels so that pathogens do not spread.

Hands must always be washed:

- On entering the kitchen or preparation area.
- Before preparing or handling food.
- After touching raw food.
- After handling food waste or emptying a bin.
- After cleaning.
- After using the toilet.
- After smoking.
- After blowing your nose or sneezing/coughing into a tissue.
- After touching your mouth, nose or hair.
- After touching light switches, phones, door handles and cash registers.

##### **2. Clothing**

Anyone in a food handling area must wear clothing that is protective, clean and suitable.

##### **3. When preparing or handling food**

- Keep hair tied back and wear a suitable head covering, e.g. hat or hair net.
- Do not wear a watch or jewellery (except a wedding band).
- Do not touch your face and hair, smoke, spit, sneeze, eat or chew gum.
- Keep fingernails short and clean and avoid wearing nail extensions.
- Avoid wearing nail polish, perfume or aftershave.
- Do not lick your fingers.
- Do not taste food with your fingers or utensils that are put back into the food.
- Do not cough or sneeze over food.
- Cover cuts and sores with a waterproof, brightly coloured plaster.

##### **4. Staff health and fitness for work**

Anyone handling food or entering a food handling area must immediately report to the Manager if they:

- Are suffering from or carrying a disease likely to be transmitted through food.
- Have infected wounds, skin infections or sores.
- Have diarrhoea.

Staff with diarrhoea or vomiting are not allowed back to work until they have had no symptoms for 48 hours.

Management and food handlers must read and understand the Council's 'Food Handlers Fitness to Work' procedure.