

## 1. Introduction

Implementing high standards of food safety management is both a legal and a moral responsibility imposed on everyone who prepares food for the consumption by others. It is therefore extremely important for BAM FM to provide visible and continuous evidence of its commitment to implementing good food safety standards.

The aim of this procedure is to provide catering management with guidance that will allow them to achieve the highest possible standards in the delivery of catering services while providing the best guarantee of food safety. In addition, the implementation of this procedure will help the Company to achieve our legal compliance obligations in support of our Hazard Analysis Critical Control Point (HACCP) planning arrangements in the delivery of all catering services.

The procedure is 'generic' and is suitable for use on all catering contracts being delivered by BAM FM. However, in recognition that not all catering contracts are set-up or managed in the same way, the procedure allows for customising the service delivery to meet the needs of each contract operational requirements.

## 2. Food safety policy

BAM FM is committed to the provision of food for our customers which is safe to eat and meets their quality expectations. The Company recognises and accepts its responsibility to comply with the standards laid down in current legislation and industry best practices.

The Company has developed and implemented procedures relating to food safety which meet all statutory and legal requirements. In addition through commitment to continual improvement the Company monitors, develops and implements best practice processes.

The Company recognises that a successful approach to food safety can only be achieved through the adoption of a culture of safe working practices and processes. To this end, the Company will:

- a) Ensure on-going commitment to this policy at all levels of the organisation.
- b) Ensure all workers are suitably informed and trained to allow them to perform their tasks and duties in a hygienic and safe manner which does not compromise the safety, soundness or wholesomeness of the food they are preparing or serving.
- c) Measure performance in relation to food safety by audit and investigation of incidences of injury or ill health.

Senior management within the Company will continually review the food safety policy and associated procedures at regular intervals for continuing adequacy.

## 3. Food safety management planning

It is the responsibility of the Facilities / Contract Manager to ensure that a suitable Food Safety Management Plan is developed, implemented and maintained to effectively manage, monitor and record the safe delivery, storage, preparation and customer service of all foods, for catering services under their control. An example

of a generic Food Safety Management Plan can be seen at [4890-231](#) and may be used as the basis for a fully developed plan for all catering contracts. It is intended that internal Food Safety Auditors and Environmental Health Officers (EHO) may use this plan (and procedure) as a means of assessing the quality and success of food safety management provided by BAM FM.

#### 4. Hazard analysis critical control point (HACCP)

HACCP provides a system of controlling the hazards associated with food safety, with the emphasis on prevention.

Prevention is achieved by a number of control measures most notably, a series of checks at critical points throughout a food product's life, from obtaining the raw material to the distribution, preparation, storage and consumption of the product.

The main requirements of the Company HACCP system include:

- a) The Identification of the potential food hazards in the operation and the point at which these hazards may occur
- b) The identification and implementation of suitable control measures for the identified hazards, particularly at points that are considered critical to food safety.
- c) Continuous monitoring of the effectiveness of the control measures implemented at the various critical control points.
- d) Regular reviews of the hazards and the continuing suitability of the controls measures being adopted.

##### 4.1 Hazards

Food safety hazards may be divided into 4 main categories:

- a) Microbiological hazards - such as bacteria, viruses, moulds that contaminate, multiply, or are inherent in foods.
- b) Physical hazards ("foreign bodies") - such as glass, wood, pieces of metal.
- c) Chemical hazards - such as cleaning chemicals, pesticides and metals.
- d) Natural hazards - such as toxins present in raw kidney beans and oily fish.

##### 4.2 Control measures

The control measures detailed in the Food Safety Management Plan should be introduced to eliminate the identified hazards or reduce these hazards to a safe level i.e. do not lead to unsafe food or food poisoning.

It is essential that staff strictly adhere to the control procedures at the Critical Control Points (CCP) as failure at this stage can lead to unsafe food or food poisoning. In order to facilitate this requirement, all catering staff responsible for implementing the Food Safety Management Plan will receive suitable training that is appropriate to their designated function / work requirements.

### 4.3 Monitoring

In most situations, the food safety monitoring procedure will comprise of a visual inspection by a manager or supervisor, to ensure that the correct control methods are being implemented.

Visual monitoring must focus upon the specific controls required of each stage of production and not consist of a generalised overview of the operation, since individual problems could be overlooked. Written record-keeping for the key monitoring procedures is required.

The majority of monitoring activities do not need recording. However, where CCP are being monitored, it is important to be able to demonstrate that the controls have been checked and found to be effective. This may be of benefit in, for example, the case of a food poisoning allegation and assist in demonstrating to the effectiveness of our food safety management practices to an EHO. Essential records include:

• Food delivery checks	• Delivery vehicle / driver checks
• Refrigerator / freezer temperature checks	• Vending machine checks
• Food production (cooking, cooling, reheating) checks	• Food service temperature checks (hot and cold)
• Food storage checks	• Thermometer calibration
• Pest control	• Staff illness / return to work
• Food poisoning / foreign body complaints	• General complaints
• Cleaning	• Staff training
• Repairs and maintenance records	• Management audits
• Agreement to report infection	• Sampling at a Central Production Unit (CPU)
• Odour management (CPU only)	• Weekly food delivery temperature records (for hot food delivery)

Note: Documents for recording some of this information are available in the 'Forms' section of the OH&S management system.

### 4.4 Reviewing

It is important that the introduction of any new food safety planning arrangements is not a "one-off" exercise. It is necessary not only to show that the planning arrangements are being implemented but also that they are being reviewed to ensure they remain effective and any new problems which may be identified are addressed.

The food safety planning arrangements should not be regarded as just a matter of hazard identification, controls implementation; monitoring and record-keeping but **must include a programme of reviews / audits of the planned arrangements** by Competent Persons.

## 5. Cleaning and maintenance schedules

The Catering Manager is to ensure that a cleaning and maintenance schedule is developed and monitored and that staff are adequately trained to a standard which enables them to carry out their allotted task safely. The cleaning schedule will include:

- a) Daily cleaning that is carried out to ensure high levels of kitchen hygiene.
- b) All food preparation areas being sanitised as appropriate during the working day.

All work equipment used in the delivery of catering services is subject to the requirement of the Provision and Use of Work Equipment Regulations (PUWER) 1998. These require employers to have systems in place to inspect and maintain work equipment as well as to train equipment users - refer to [fm-swp-10](#) for further guidance.

## 6. Personal hygiene

The following list, though not exhaustive, represents the minimum acceptable hygiene standards of BAM FM workers who are required to work in the contract catering facilities:

- a) All workers must take care with personal cleanliness. Frequent washing and the use of deodorant / antiperspirant are prerequisites.
- b) All food handlers are required to wash their hands thoroughly:
  - Before handling foods – especially when asked to handle raw food.
  - After handling waste products.
  - After every break.
  - After visiting the toilet.
  - Before starting work.
  - After blowing their nose or touching their skin or hair.
- c) Nails must be short and clean, nail polish not worn and only minimal face make up should be worn.
- d) Ensure cuts and sores are covered with a waterproof high visibility dressing.
- e) Do not smoke, eat or drink in a food room, and never cough or sneeze over food.
- f) Workers who are required to wear a uniform will be provided with the appropriate clothing / uniform by the Company. Moreover:
  - The uniform must be worn, in full, at all times when on duty and for food preparation workers the uniform must include a head covering.
  - Workers should present a clean, smart appearance at all times. Uniforms provided **must not** be worn to and from work, and should be regularly laundered and maintained in good repair.
  - Smoking should be discouraged at any time workers are wearing their uniform.

- g) Shoes must fully cover the worker's feet, having a low heel and a slip resistant sole.
- h) Workers must wear items of protective clothing required for specific tasks, e.g. personal protective equipment required when handling chemicals.
- i) Hair should be clean and neat and covered with the headwear provided. Long hair must be off the shoulder, either under the headwear or tied back.
- j) With the exception of wedding rings jewellery must not be worn. Any visible body piercing which cannot be easily removed should be covered with a blue plaster.
- k) Strong smelling perfume / aftershave should not be worn by food handlers as it may taint the food.

## 7. Notification of illness and exclusion of food handlers

Any worker found to be suffering from any of the conditions listed below should not handle food or drink. In certain circumstances they should not be permitted back to work until they have been given clearance by a medical practitioner or the Environmental Health Department. In addition, all workers should notify their supervisor if they are suffering from any infectious conditions, vomiting, diarrhoea or septic lesion.

With regards to working in a CPU, all persons entering the CPU are required to complete 'An agreement to report infection' form (see [4890- 242](#)) before they enter the food production areas of the facility.

Illness	EHO to be notified	GP to be visited	Conditions for a return to work
Cholera	Yes	Yes	Clearance by GP
Dysentery	Yes	Yes	3 negative faecal specimens
Food poisoning	Yes	Yes	Symptoms free *
Salmonella	Yes	Yes	Symptoms free * and clearance by GP
Hepatitis	Yes	Yes	7 days after one-set of jaundice
Nasal / Eye discharge	No	If necessary	Clearance by GP
Typhoid / Para typhoid	Yes	Yes	12 negative faecal specimens
Septic wounds / boils	No	If necessary	When septic lesions healed

*\*'Symptom free' means that there has been no vomiting for 48 hours and the bowel habit has returned to normal for 48 hours plus (where requested by a GP) three negative faecal specimens. In most cases the local EHO will be notified by the workers GP of the infection and will arrange for the analysis of the samples taken.*

All workers must be instructed, on appointment to notify their line manager or supervisor if they ever suffer from any of these ailments. The line manager or supervisor must be notified before work is commenced.

- a) If a worker has sought medical attention then the advice of the medical professional should always be followed. The doctor will advise when the worker is fit to resume work.
- b) Where medical attention has not been sought, the manager or supervisor should consider whether it is appropriate for the person to remain at work or be sent home.

A record should be kept of all instances when food handlers are unable to work due to illness. This record should include:

- c) Workers name and occupation.
- d) The nature of incapacity.
- e) Date and time last worked.
- f) Date and time illness commenced.
- g) Date and time returned to work.

Note: This information may be subject to the General Data Protection Regulation, and must be treated as personal / sensitive data and kept secure.

On return to work after any illness, form (see [4890-239](#)) should be completed and maintained in a suitable register under the control of the Facilities / Contract Manager.

## 8. Delivery requirements

The following standards are set to ensure high quality and safe food produce is delivered.

- a) Use nominated or authorised suppliers.
- b) Orders delivered checked against order forms.
- c) Ensure best before use by dates have not expired.
- d) Ensure correct storage conditions and temperature controls.
- e) Check for overall quality, freshness and weight.
- f) Chilled food to be stored at 5°C below - deep freeze (-18°C).
- g) Record delivery temperatures.
- h) Segregate and manage non-conforming food products.

Any deviation from these standards should be recorded on form [4890-241](#) (or equivalent).

### 8.1 Required temperature and standards

Products	Temperature and standards
Raw meat	<ul style="list-style-type: none"> <li>• Probe to check temperature below 8°C.</li> <li>• Place in correct storage equipment on bottom shelf of chiller.</li> </ul>
Cooked meat	<ul style="list-style-type: none"> <li>• Probe to check temperature below 8°C.</li> <li>• Cover and place in correct storage equipment away from raw produce.</li> </ul>

Dairy products	<ul style="list-style-type: none"> <li>Probe to check temperature below 8°C on high risk items and store in chiller.</li> </ul>
Bakery products	<ul style="list-style-type: none"> <li>Probe to check temperature below 8°C on high risk items and store in chiller.</li> </ul>
Dry goods	<ul style="list-style-type: none"> <li>Check for overall quality, weight, breakages and damaged cans</li> </ul>
Fresh fruit and vegetables	<ul style="list-style-type: none"> <li>Check for overall quality, freshness and weight.</li> </ul>
Sandwiches / rolls	<ul style="list-style-type: none"> <li>Probe to check temperatures below 8°C and store in a Chiller</li> </ul>

### 8.1.1 Chilled storage

Temperature and standards
<ul style="list-style-type: none"> <li>Refrigerate immediately to avoid growth of bacteria at room temperature.</li> <li>Ensure raw / cooked products stored separately.</li> <li>Raw products stored in separate chiller or alternatively on bottom shelf.</li> <li>Daily stock rotation</li> <li>Chilled storage below 8°C</li> <li>Check chiller temperature twice daily and record on days of operation.</li> <li>Do not use beyond the dated shelf life.</li> <li>Dispose of suspect stock.</li> </ul>

### 8.1.2 Freezer storage

Temperature and standards
<ul style="list-style-type: none"> <li>Check all stock delivered below -15°C and record.</li> <li>Return to supplier if temperature incorrect.</li> <li>Check freezer temperature twice daily and record on days of operation</li> <li>Ensure all foods are covered (and labelled) to prevent freezer burn.</li> <li>Weekly stock rotation.</li> <li>Do not use products beyond their shelf life date.</li> <li>Dispose of suspect product.</li> </ul>

### 8.1.3 All frozen foods

Temperature and standards
<ul style="list-style-type: none"> <li>Must be thoroughly thawed before cooking unless manufacturer's instructions state otherwise.</li> <li>De-frost in refrigerator in correct storage equipment to prevent cross contamination.</li> <li>Check delivery below -15°C and place in deep freeze.</li> <li>Temperature probe food to ensure thawed to a maximum of 5°C.</li> </ul>

## 9. Preparation

- a) Wash all salad / fruit items to prevent chemical / physical contamination.
- b) Hygiene rules followed in particular to wash hands with antibacterial soap to prevent contamination.
- c) Ensure all work preparation surfaces sanitised to prevent cross contamination prior to use.
- d) Follow daily cleaning schedules.

- e) Separate preparation areas for ready to eat and uncooked products. If this is not possible the products should be separated by time and cleaning.
- f) Minimise time of product at room temperature to less than 30 minutes to prevent growth of bacteria.
- g) Colour coded equipment such as chopping boards and cleaning systems i.e. mop heads, handles, buckets, cloths etc. can be used to help prevent cross-contamination and demonstrate good food safety practice if utilised correctly.

## 10. Cooking / regeneration

- a) It is essential to ensure correct cooking practice to prevent survival of bacteria due to inadequate heating.
- b) Achieve a core temperature of 82°C (Scotland), 75°C for 30 seconds (England) checking all protein foods and record one per daily.
- c) Limit raw joints to 2.5 kg.

## 11. Cooling

- a) Minimise the time food is kept at room temperature to prevent the growth of bacteria.
- b) Chilled as soon as possible but within 1 hour 30 minutes maximum. Where possible, blast chilling should be used.
- c) Times and temperatures must be recorded.
- d) For CPU facilities, extreme care must be taken during the cook – chill process to maintain the integrity of the food. Records of all activities are to be maintained to ensure temperature integrity at all times

## 12. Food poisoning / foreign body complaints

Food complaints can originate from customers, clients, workers, EHO's or Trading Standards Officers and can be made in person, by telephone or by letter. Complaints from the client or enforcing authorities must be confirmed in writing from the person lodging the complaint.

The complainant may allege illness has been caused through consumption of food prepared or served by the Company or that a foreign object has been found in food served. Form [4890-241](#) (or equivalent) should be used to record a complaint.

Whatever the nature of the complaint it is important that it is taken seriously and dealt with in a professional manner as mishandling of complaints can result in damage to the Company reputation and loss of custom. On receiving a complaint alleging food poisoning or a foreign object:

- a) A member of staff should immediately inform the Catering Manager.
- b) The Catering Manager should deal with the complaint, replace the meal if necessary and complete the appropriate documentation.
- c) Every effort should be made to speak directly to the person(s) affected in order that detailed information is available.



- d) Where possible the suspect food or foreign body should be obtained from the customer.

On receiving a complaint at a CPU facility of alleged food poisoning or a foreign object then the local Food Sampling Procedure should be enacted.

### 13. Waste disposal

Food waste is a common source of food poisoning bacteria i.e. from raw food scraps e.g. meat, vegetable peelings etc. It is also attractive to pests and may cause an odour nuisance. As such:

- a) A clean as you go” policy should be adopted and waste should be disposed of frequently during food preparation.
- b) The Catering Manager should ensure that a suitable number of covered bins are provided and they are routinely emptied and cleaned to avoid accumulation and / or overflowing of waste within the catering area. The use of disposable bags (with a proper bag holder or bin) is strongly recommended to minimise the need for extensive cleaning.
- c) Bins should be cleaned on a regular basis.
- d) Outdoor bins and skips should be kept away at least 8 metres away from doors and windows of food preparation areas.
- e) Bins and skip areas should be generally clean and tidy, with regular waste removal, and bins / skips should have tight fitting lids in order to prevent pest infestation.

### 14. Pest control

A pest is any animal, insect or bird which can damage or contaminate our food. Common pests include rats, mice, birds, cockroaches, flies and stored product insects e.g. weevils, beetles, mites etc. Many animals, birds and insect pests may carry food poisoning bacteria. We must therefore ensure that our food supplies are always kept free of pests such that.

- a) Incoming food deliveries should be checked for any signs of pest contamination or damage.
- b) Food deliveries should not be left outside where they may be attacked by birds, rodents, foxes or domestic pets etc.
- c) Check the premises regularly for signs of pest infestation. If signs of pest activity are discovered, notify the Facilities / Contract Manager. A specialist pest control contractor should be used to carry out treatment and provide advice on any necessary proofing measure.
- d) Prior to any treatment being conducted by contractors full details of the treatment must be discussed and suitable precautions taken to ensure the safety of food and the well being of staff and others using the facility.
- e) Records of all pest control contractor visits should be maintained.
- f) Ensure that all work surfaces, equipment, utensils, etc., are thoroughly sanitised wherever pest activity has been found.
- g) Ensure that windows and doors to the kitchen and food storage are provided with insect-proof screens where:-

- They open directly onto food preparation areas.
  - They are opened for ventilation during food preparation;
  - They are necessary to prevent a risk of infestation and / or contamination;
  - There is a previous history of problems with flying insects would indicate the need.
  - Screens should be removable or accessible for easy cleaning.
- h) Where installed, ensure that electronic fly killers are kept clean and regularly serviced. They should not be sited over preparation tables or equipment storage racks.

## 15. Training

All BAM FM workers and contractors must receive site specific induction training before commencing work in the site catering facilities. In addition they should also be trained to use of any work equipment their employment requires them to operate.

The Food Safety (General Food Hygiene) Regulations 1995 require the Company to “Ensure that food handlers engaged in the food business are supervised’ instructed and / or trained in food hygiene matters commensurate with their work activity”. The title of “Food handler” is not clearly defined, however it is accepted that Catering Managers, Chefs, Cooks, Catering Assistants, General Assistants, Kitchen Porters, Drivers and in-house Auditors are food handlers and require appropriate training.

Training needs should be reviewed at regular intervals by the Catering Manager (minimum annually). Refresher or update training may be necessary at irregular intervals in relation to the level of risk and nature of the particular contract requirements, the food handled and the skills, knowledge and experience of the worker.

The following level of training for Food Handlers required by BAM FM is in line with industry standards:

	STAGE 1	STAGE 2	STAGE 3	
Category of Staff	Hygiene Basics	CIEH – Food Hygiene Training and Basic Hazard Awareness	CIEH – Intermediate Certificate	CIEH – Advanced Certificate
<b>Category (A) -</b> All Food Handlers	Before starting work for the first time	Within 3 months of commencing work	Not necessary	Not necessary
<b>Category (B) -</b> Food Preparation Staff	Before starting work for the first time	Within 3 months of commencing work	Not necessary	Not necessary
<b>Category (C) -</b> Management / Supervisory Staff	Before starting work for the first time	Within 3 months of commencing work	Within 12 months or next available course	Nominated persons only

Training needs should be reviewed at least annually. Employee refresher training may be necessary at irregular intervals and the frequency will be related to the risk and nature of the business, the food handled and the skills, knowledge and experience of the worker.

## 16. Allergen awareness

It is a requirement that all staff are aware of the EU Food information for Consumers Regulations (EU FIC) 2014 which came into force on 13<sup>th</sup> December 2014. This legislation requires that information on the 14 named allergens is available to consumers. These allergens are:

• Eggs	• Milk
• Peanuts	• Fish
• Sesame seeds	• Mustard
• Crustaceans (crab, lobster, crayfish, shrimp, prawn)	• Molluscs (mussels, oysters, squid)
• Tree nuts (almonds, hazelnuts, walnuts, cashews, pecans,, brazils, pistachios, macadamia)	• Cereals containing gluten (wheat, rye, barley, oats and their hybridised strains)
• Soya	• Celery and celeriac
• Sulphur dioxide and sulphites (at a concentration of more than 10 parts per million)	• Lupin

## 17. Food sampling and microbiological testing (CPU only)

The Catering Manager is to ensure an annual plan for menu sampling is produced and at the start of each year, a sampling programme is also prepared. This will include routine menu testing to assist in the assessment of hygiene standards and procedures and to measure the microbiological quality of food over a production five day period (120 hours). Menu sampling / testing should be carried within the first month of any new menu cycle.

This programme should include testing for TVC; Presumptive Enterobacteriaceae;  $\beta$ -Glucuronidase Positive E-Coli, Yeast and Mould, Clostridium Perfringens, Bacillus Cereus, Staphylococcus Aureus, Salmonella and Listeria. Details of results must be made available to the local authority, if requested.

## 18. References and related documents

The Food Safety (General Food Hygiene) Regulations 1995

The Provision and Use of Work Equipment Regulations 1998

The Food information for Consumers Regulations 2014

General Data protection Regulation

[4890-231](#) Generic food safety management plan

[4890-232](#) Daily Cook – Chill – Regen Temperature Sheet

[4890-233](#) Daily Cook – Regen Temperature Sheet

[4890-234](#) Daily Hot and Cold Delivery Temperature Sheet

[4890-237](#) Vending record sheet

- [4890-239](#) Return to work form
- [4890-240](#) Food hygiene basics
- [4890-241](#) Notification of complaint or discrepancy in food supply
- [4890-242](#) Agreement to report infection