



A guide to
HACCP
for caterers



A guide to HACCP for caterers

Preface

This HACCP pack has been reproduced with permission from Breckland District Council. Its translation has been undertaken on behalf of the London Borough of Hammersmith & Fulham. It is designed to help small businesses improve standards of food hygiene by controlling food hazards effectively.

The pack is intended as a starting point. It is not a definitive guide, as in many cases it gives examples rather than all the answers. Please contact any member of your councils food safety team for further advice or information.

The advice and information given in this document is based on the best information available at the time. Revisions will take place from time to time particularly as a result of feedback from you, the user.

Your food safety team is here to protect the public and the best way we can do this is by supporting our food businesses.

Contact

How to contact the food safety team at the London Borough of Hammersmith & Fulham

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Introduction

Why you need to use this HACCP pack

HACCP is a system that you, the proprietor of a business must use to make sure that food you prepare is safe to eat. It involves identifying what things could make food unsafe and then deciding how to stop those things happening.

HACCP is a requirement of EC 852/2004, Article 5 and it is a legal requirement to have a written system based on the HACCP principles.

Keeping some records will:

- help you comply with the law
- make it less likely that something will be missed out
- help you explain it to your staff
- help you defend yourself if legal action is taken against you
- help you prevent food poisoning and complaints
- help you protect your customers
- help make you a more effective manager.

About this pack

This HACCP pack can:

1. Help you make decisions about
 - which hazards may affect your business
 - how to control the hazards
 - what checks you need to make
 - what to do if checks reveal a problem
 - the training needed for each of your food handlers.
2. Give examples of hazard controls, checks, corrective action etc, as well as examples of records that you may find useful.
3. Be used to help you to train your staff.

Because every food business is different this pack needs to be amended to reflect what happens in your own business.

This HACCP pack will not:

automatically ensure that you comply with the law relating to HACCP. Compliance with the law will depend on how effectively you use the pack and whether or not you put it into practice long-term.



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Who should use this pack?

This pack should be used by the proprietor of a business together with the staff such as cook, chef, manager, so that everyone's expertise is shared and so that the proprietor knows as much as the rest of the staff. It is therefore recommended that use of the pack is not delegated by the proprietor directly to some other person. The decisions to be made are vital to the success of the business and to the safety of customers and staff.

It can be used by anyone who has been trained to the level of the Foundation Level 1 Certificate and has some knowledge of their own business. If it is some time since you did the Foundation Level 1 course you may find it useful to purchase a copy of the course book or to attend the course again.

What is the role of the food safety team?

The requirement for HACCP makes proprietors of food businesses responsible for food hygiene at all times. It is no longer the job of environmental health to come along and provide a list of things that need doing. When you have completed your hazard analysis you will be doing this yourself. The main job of the food safety team from now on will be to check how effective your HACCP system is and to offer you advice.



What is HACCP?

What do you have to do?

In its simplest form HACCP requires that the following seven stages are considered and documented.

You must:

1. Identify all the things in your food operation which might go wrong (hazards) and result in food poisoning or cause injury.
2. Decide the steps in the food operation at which things can go wrong.
3. Decide which of these steps are critical to making sure food is safe, and therefore must be properly controlled (critical control points).
4. Put in place procedures to stop things going wrong (controls), and make sure that you/your staff always carry them out.
5. Decide how to check the controls are working and then carry out the checks (monitoring).
6. Decide the action to be taken if the monitoring indicates a control is not working (corrective action).
7. From time to time, you must examine your food business to see if anything has changed which might need your control measures to change. It must be kept up to date (Review).



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How to use this hazard pack

STEP 1: Which steps apply to your business?

Using the flow diagram on page 10, your menus and by consulting your employees, think through the steps in your business and what happens to the food.



Tick each box that applies to your operation and transfer the stages onto table 1 on page 11. If you have a business with a large menu you could photocopy the table on page 11 and use one table for different foods e.g. cooked meats, cooked pies.

STEP 2: Which hazards apply to your business?

What are hazards?

Hazards are things that can go wrong with food. They may make the food unsafe to eat and cause harm to your customers. There are three types of hazard that can affect food.

Bacterial hazards e.g. Salmonella, E coli

- survival of bacteria in high risk foods. If raw food is not cooked properly, harmful bacteria may survive and cause food poisoning
- multiplication of bacteria in high risk foods. If high risk food is kept in the 'danger zone' for too long harmful bacteria may multiply and cause food poisoning
- contamination of high risk food by bacteria. If harmful bacteria get on to high risk or ready to eat food, food poisoning may occur

Chemical hazards e.g. bleach and cleaning chemicals

- food may be contaminated by harmful chemicals used in the premises.

Physical hazards

- food may be contaminated by dirt, glass, nuts and bolts, rodent droppings, insects, etc.

A list of common hazards in catering premises are given on Information Sheet 1 (page 13).



Now, at each step, write the hazards that need to be controlled in column 2 of Table 1. Remember that there is more than one stage at which many of the hazards will occur.

STEP 3: What are the critical control points in your operation?

What are critical control points (CCPs)

A critical control point is a particular step where a hazard must be controlled to make sure that the food is safe to eat.

For example, 'cooking' chicken is a critical control point because if the bacteria are not killed food poisoning may occur. The hazard at this step is 'survival of harmful bacteria in high risk foods'. In comparison, 'storage' of the raw chicken is not a critical control point because the bacteria will be killed later when it is cooked.



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Therefore:

- any step at which high risk or ready to eat food may be contaminated is critical
- any step where bacteria can multiply in high risk or ready to eat food is critical
- cooking and reheating steps are critical because there are no steps later on at which bacteria will be killed.

A critical control point should be looked at as the 'last chance to get it right'. Aim to have as few CCPs as possible, without compromising food safety. If there are too many CCPs, they may not be addressed thoroughly. CCPs help you to concentrate on the most vital areas of your business.



Now identify which steps of your operation are critical and fill in column 3 of table 1 (CCPs)

STEP 4: Control measures

What are control measures?

Control measures are the things you need to do to prevent problems occurring.

Hazards must be controlled at all critical points. Control measures must remove the hazard or reduce it to a safe level.

For example, hazard controls:

- cook high risk food to a core temperature of 75°C. (This controls the hazard 'survival of bacteria in high risk foods' during cooking)
- prepare raw food in a separate area from high risk and ready to eat foods. (This controls the hazard 'bacterial contamination of high risk and ready to eat food during preparation').

Refer to information sheets 2 and 3 on pages 14-15 for a list of possible controls. Consider the examples of controls given; do they apply to your operation?



Now, fill in column 4 of table 1 with the control measures for each step of your operation.

STEP 5: Monitoring

Monitoring procedures check whether control measures are working properly.

Examples of monitoring procedures:

1. Temperature checks for fridges, freezers and cold display units to ensure that the air temperature is between 0-5°C.
2. Checks of core temperatures of food after cooking/reheating to ensure 75°C for 30 seconds.
3. Temperature checks of food kept hot to ensure 63°C or above.
4. Stock rotation checks e.g. checks of use-by dates.
5. Visual and supervisory checks.
6. Checks that raw food is being prepared in separate areas to high risk foods.
7. Checks to ensure food is cooled within 1½ hours of cooking, where possible.
8. Checks to test that food is totally defrosted before cooking/serving.



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Now, establish how often you need to carry out each monitoring check and complete column 5 of table 1. Refer to information sheet 4 on pages 16 to 18 for a list of possible monitoring checks.

STEP 6: Corrective action

If your check shows that your controls have not worked properly you must do something to put it right.

For example:

- if the probe thermometer check on cooked meat shows a temperature of 65°C, carry on cooking the meat until it reaches 75°C.
- if you see raw food being prepared on a surface which is supposed to be for cooked food, remove the raw food and disinfect the surface before using it again for cooked food. Inform the manager/owner who can find out why it happened.



Now complete column 6 of Table 1 for each of your controls

STEP 7: Review

It's important that the HACCP remains a working document. It's never complete as control systems are rarely perfect and require constant updating and improvement. Your HACCP must be reviewed once or twice a year or when the following occurs:

1. Change of menu.
2. Introduction of new equipment.
3. Structural alterations.
4. Changes in key members of staff.

Use column 7 of table 1 and the review record sheet on page 21 when necessary to write down any changes. Always remember to date and sign when you review.



Records

Without records and documents it is difficult to show how you are meeting the HACCP requirement. It would also be difficult if charged with a Food Safety Act offence, to use the defence of due diligence to show that you have done everything possible to avoid committing an offence.

It is therefore essential that up to date records are completed on the premises and held for a period of twelve months on site. This will enable Food Safety Officers from Hammersmith & Fulham Borough Council to audit the documentation to assess whether you are meeting the requirements of the new HACCP legislation. In addition if you were to be charged with a Food Safety Offence then you would stand a better chance of forming a due diligence offence.

Examples of records to be held on site:

- training
- food temperatures (after cooking, when stored chilled, frozen or hot)
- cleaning schedules
- delivery monitoring
- stock rotation
- pest control
- calibration of equipment (e.g. probe thermometers)

Record keeping must not, however, get in the way of running the business. For instance, it may not be practical to record every time you probe food to check the cooking temperature. We have provided some black record sheets to help you along the way.



Putting your new system into practice

Once you have completed your hazard table and decided how to keep your records, you will have made the important decisions.

You will now need to:

- **carry out any work** to enable your premises to comply with your controls. For instance, you may need an additional refrigerator to separate raw and cooked food or you may need to decide which work surfaces should be used for raw or cooked food. You should therefore look at each of your controls and make sure they can be put into practice and that adequate equipment is available.
- **carry out training.** Train all members of staff. This may be in two parts. First, go through the hazard table with the members of staff concerned. Go through the whole hazard table so that they know what needs doing and why. Follow this up with practical instruction, showing how the controls should be put into practice. For instance, give a demonstration of the areas to be used for high-risk foods and raw foods. Refresher training will be needed from time to time and also retraining when checks show that controls are not working.
- **address pest control within the premises.** Do you need a contract, when and how are you going to monitor for pests if you plan to do it yourself? You need to plan how you intend to control pests within the premises. Carry out any pest proofing of the building, train staff on the sign of pest activity and record your monitoring.
- **trial your system.** Now put the whole system into practice and trial it for a month or two. It may need changing. You may also find that your training has not been as thorough as you thought or your record sheets may not be totally appropriate. Make sure that everyone is aware that it is on trial and that you need feedback so that you can get it right.
- **informing staff.** Staff should feel that this is their system and not just something imposed by 'the boss'. They need to have input to it, so try to involve them and make them all aware that you welcome feedback.

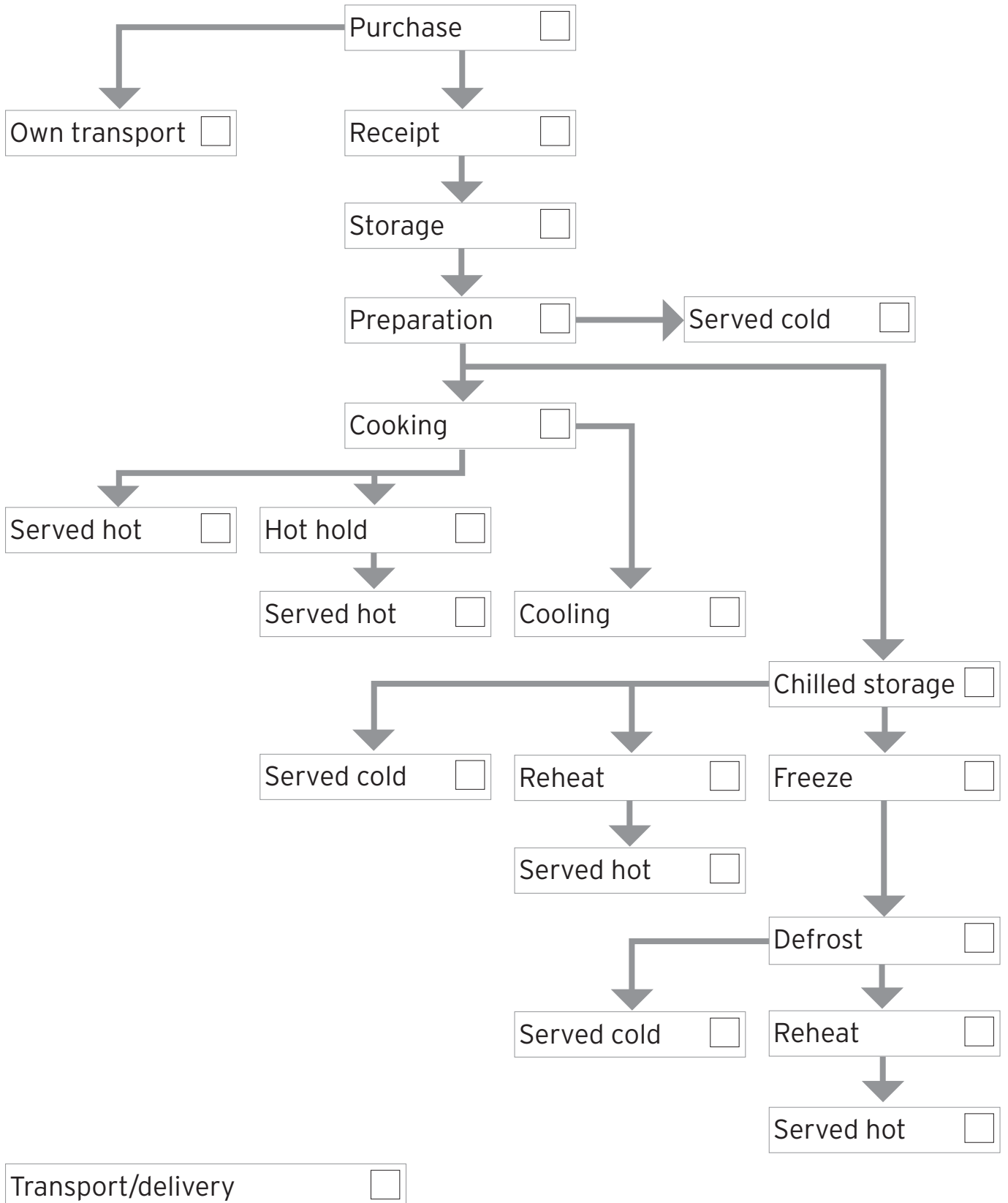
If you need any help please contact any member of the food team who will be pleased to advise.



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Which steps apply to your business?

Please or each box





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Information sheet 1

Examples of hazards which may apply to your business

Hazards that apply at particular steps

- survival of harmful bacteria due to inadequate cooking (**cooking**)
- harmful bacteria may multiply if chilled high risk foods are not kept cold enough (**keeping food cold**)
- harmful bacteria may multiply if hot high risk foods are not kept hot enough (**hot holding**)
- harmful bacteria may multiply if cooling of high risk foods takes too long (**cooling**)
- harmful bacteria may multiply if reheating of high risk foods is not thorough or takes too long, (**reheating**)
- Harmful bacteria may multiply if high risk food is kept too long (**Stock control**).

Hazards that apply at most steps

- bacterial contamination of high risk food by raw food (**Cross contamination**)
- bacterial and physical contamination of food by bacteria, dirt, hair, jewellery, from people and clothing (**personal hygiene**)
- bacterial and physical contamination of food by bacteria and debris from dirty surfaces or by loose/broken pieces of equipment or structure (**cleaning and maintenance**)
- bacterial and physical contamination of food by droppings and hairs from rodents and by flying and crawling insects (**pest control**)
- bacterial, chemical and physical contamination of food by soil and other contaminants (**natural contamination**)
- bacterial, physical and chemical contamination of food from packaging, chemicals and cleaning equipment and refuse (**other contamination**).



Information sheet 2

Examples of hazard controls

- use reputable suppliers
- check goods on receipt
- store food at safe temperatures
- cover/wrap foods
- separate raw/cooked foods
- stock rotation
- limit handling times
- use clean equipment
- good personal hygiene
- hygienic premises
- adequate cooking e.g. cook to a safe temperature
- adequate cooling
- training.



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Information sheet 3

Food hazard analysis

Example only

Checklist of all controls

Cooking

- cook to 75°C
- juices clear/no pink meat/no blood present
- standard times/levels used
- thoroughly defrost frozen foods before cooking.

Keeping food cold

- high risk food to be below 8°C
- food in fridge within 15 minutes of delivery
- speedy preparation/maximum time out of fridge - 1½ hours
- buffet display maximum four hours.

Hot holding

- hot food above 63°C
- preheat equipment and food
- food in equipment straight after cooking/reheating.

Cooling

- cool as quickly as possible/within 1½ hours
- cool in shallow trays/small portions
- standard procedures used
- place food in fridge to complete cooling.

Reheating

- reheat to 75°C as quickly as possible
- reheat only once
- standard procedures used
- follow manufacturers instructions.

Stock control

- all high risk food to have use-by date
- no food to be kept after use-by date
- maximum shelf life three days from production.

Cross contamination

- high risk food covered
- store cooked food over raw foods in refrigerators
- separate refrigerators, equipment, work surfaces, for raw and high risk foods
- separate stacking of clean and dirty equipment.

- separate cooling and defrosting of high risk foods away from raw foods
- sanitise probe thermometer
- sanitise surfaces for high risk foods before use
- use colour coded chopping boards for raw and high risk foods.

Personal hygiene

- personal hygiene standards complied with
- wash hands before handling high risk food
- minimum handling of food
- clean overclothing and hats
- wash hand basin properly equipped.

Cleaning and maintenance

- all surfaces look clean
- food contact surfaces sanitised
- only clean equipment/utensils to be used
- cleaning schedule and methods complied with adequate cleaning equipment/materials
- cleaning chemicals used properly
- surfaces to be cleanable and in good repair
- cleaning after maintenance carried out.

Pest control

- refuse bins clean with tight fitting lids
- pest proofing provided and used
- fly killer in use
- pest contract effective
- no pests present.

Natural contamination

- thorough washing/sanitising.

Other contamination

- containers/packaging not damaged
- chemical storage and use
- cleaning equipment clean/intact/properly used
- no food/equipment near floor
- waste bins emptied and away from food.



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Information sheet 4

Examples of monitoring procedures

Purchase/receipt of food

Food should be delivered at 8°C or less, must be within the date code and with the food coverings/outer packaging intact. You may decide to specify the maximum temperature for food to be delivered at and the minimum date code that you will accept food at.

- **Monitoring**
 - check and record the temperature of food on delivery. Sometimes the air temperature of the refrigerated vehicle is written on your invoice. If the temperature of food is too high staff may have to refuse delivery
 - check 'use-by' and 'best before' dates on food
 - check packaging to ensure intact and in good condition.

Storage

All chilled high-risk food must be kept at or below 8°C, frozen food should be stored at or below -18°C. Food in storage should be rotated so that the dates shown are not exceeded. Loose dry goods (flour, rice, etc.) should be stored in sealed plastic containers.

- **Monitoring**
 - check and record the temperature of food in chilled storage so that a temperature of 8°C or below is maintained
 - check and record the temperature of food in frozen storage so that a temperature at or below -18°C is maintained
 - check date codes on food e.g. everyday for chilled foods and once a month for dried or frozen foods, dependent upon the business.

Preparation

Ensure that the time food is out of temperature control is reduced to a minimum. Always separate cooked and raw foods. Use clean equipment and wash hands before and after handling raw and cooked food. Designate an area (which can include a cutting board) for the use of preparing raw meat and poultry only. You could provide colour coded cutting boards for using different food types.

- **Monitoring**
 - visual checks to ensure thorough cleaning/disinfection of work equipment and work surfaces, separation of raw and cooked foods and proper use of your hand washing facilities.

Cooking

All food must be cooked thoroughly to kill food poisoning bacteria. After cooking food must be separated from raw meats and unwashed vegetables.

- **Monitoring**
 - use a temperature probe to check the core temperature of the food at the completion of cooking. The core temperature must reach 75°C or above.
 - cut meat to ensure that the juices run clear throughout.



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Cooling

Hot food must be cooled as quickly as possible by either decanting into shallow containers or cutting into smaller pieces, where possible and by placing in a cool area to be transferred finally into the refrigerator within 1½ hours. Keep food covered where possible.

- **Monitoring**

- check time taken for foods to cool by using a probe thermometer
- set a time period appropriate to the dish for cooling.

Hot holding

Once food has been thoroughly cooked you can store/display the food in a hot display unit. The hot food must be above 63°C. All food should be protected from contamination during hot holding by enclosing it in a unit and keeping it covered where possible.

- **Monitoring**

- check temperature of all food in hot holding equipment daily during service periods using a probe thermometer
- Introduce a system to show how long foods have been on display for sale.

Reheating

The core temperature of all reheated foods must be 75°C or equivalent.

- **Monitoring**

- check centre temperature of every product reheated using probe thermometer unless standard procedures which specify the cooking temperature and time to cook are used and random checks can be made.

Chilled storage

The temperature of refrigerators and display units may vary during the working day. For example during busy periods when the fridge door is frequently opened or during defrost cycles. Regular checks are necessary to show the temperature of food stored in the chilled storage is 8°C or below.

- **Monitoring**

- locate the warmest (and maybe the coldest) part of the unit. Always check temperatures at the warmest point
- be aware that air temperatures will fluctuate much faster than the actual temperature of the food especially when the doors are frequently opened and closed
- the law relates to food temperatures. In many cases it is more convenient to measure air temperatures. To achieve a food temperature of 8°C or below the air temperature must be between 0° and 5°C
- The temperature of chilled storage must be checked at least twice a day by either:
 - placing a thermometer in the unit and measuring the air temperature
 - inserting a probe thermometer into the food. Or
 - Inserting a probe thermometer into a test material e.g. A cup of jelly
 - visual checks to ensure that food is covered where possible to avoid risk of contamination.



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Service

Cold service foods - It is important to serve high-risk foods as quickly as possible after removing the food from refrigerated storage to avoid the food getting warm.

Hot foods - serve high-risk foods quickly to avoid them from cooling down.

- **Monitoring**

- check cold food temperatures during service and ensure food is not left above 8°C for more than four hours
- introduce a system to show how long foods have been on display for sale
- check hot food temperatures during service with a probe thermometer to ensure that food remains above 63°C
- visual checks to ensure food is covered where possible.



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Review sheet

Step	What has changed?	When did it change?	Date and signature



Training

Everyone who works in a food business needs training. The type and level of training depends on the work they do. The regulations require that all food handlers are supervised and instructed and/or trained to ensure that they work hygienically.

The person responsible for the development and maintenance of your HACCP system must receive adequate training in the application of the HACCP principles.

1. Everyone must have been told about **the essentials of food hygiene** before they start work (an example follows on page 24).
2. **Hygiene awareness training** gives people some basic knowledge of food hygiene and how to work hygienically. This is normally carried out by the proprietor of a business and is often part of on-the-job training. It is needed by anyone who handles low risk or wrapped food. (an example follows on page 25).
3. **Foundation level food hygiene training** is a legal requirement for anyone who handles open high risk foods, for instance in the catering trade or at delicatessen counters. This formal training is also needed by supervising staff and managers if they are to manage effectively. Courses will usually be of about 6 hours duration. Larger organisations may use in-house training to deliver this level of training.
4. **HACCP training.** The supervisor responsible for the HACCP system must know enough to play their part in your HACCP system. In particular, the controls and monitoring procedures for each person's job must be clear to them. This pack is designed to help you train your staff in your HACCP system.
5. **Refresher training.** This is vital to make sure that staff do not forget what they have learnt and continue to put it into practice. This can be done at staff meetings, or on a one to one basis. It is recommended that formal refresher training be carried out at least every three years.
6. **Retraining** or instruction when failures have occurred. If hygiene problems are not to recur staff must be retrained and/or given new instructions. Use of the hazard sheets may help this as well as on-the-job retraining.
7. **Training records.** It is recommended that you record training given to staff. Records clearly demonstrate that measures are in place to ensure that staff can recognise food safety hazards and how they should control them to prevent things from going wrong (see example on page 27).



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Who carries out training?

Stage 1 & 2 training is usually carried out 'in-house' by the proprietor of the business or an appointed senior member of staff such as a supervisor.

Stage 3 training is usually done by an accredited training organisation although 'in-house' courses of an appropriate standard will satisfy the legal requirement even if they are not accredited.

- Level 1 courses last for about 6 hours e.g. Foundation Level food hygiene courses.
- Level 2 courses will normally be between 12 and 24 hours in duration. e.g. Intermediate food hygiene courses
- Level 3 courses involve 24 to 40 hours of tuition e.g. Advanced food hygiene courses.

Examples of organisations running accredited training courses:

- The Chartered Institute of Environmental Health
- The Royal Institute of Public Health and Hygiene
- The Royal Society for the Promotion of Health
- Society of Food Hygiene Technology.

Contact your local food safety team for details of training providers in the area

Training level guide

Category of staff	Job examples	Stage 1	Stage 2	Stage 3	
		Essential information	Hygiene awareness	Formal training	
		Before starting work	Within 1 month	Level 1	Level 2 & 3
				Within 3 months	Where appropriate
Handle low risk or wrapped food only	Storeman, shop assistant, bar person, server assistant, food delivery, waiter/waitress	✓	✓		
Prepare open high risk food	Chef, cook, kitchen assistant, bar staff who prepare food	✓	✓	✓	
Handlers who have supervisory duties	Managers, supervisors, proprietor of food business	✓	✓	✓	✓



The essentials of food hygiene

This training must be given before any person starts work for the first time

1. Keep yourself clean and wear clean clothing.
2. Always wash your hands thoroughly using hot water and soap:
 - before starting work
 - after using the toilet
 - before handling food
 - after handling raw food or waste
 - after every break
 - after blowing your nose or touching your face or hair.
3. Tell your supervisor before starting work if you are suffering from:
 - a skin condition
 - an infection affecting your nose, cold, flu or anything causing a runny nose or sneezing
 - an infection of the throat or chest, sore throat or cough
 - stomach or bowel problems, vomiting, diarrhoea, irritable bowel
 - infected wound or sore.

You are breaking the law if you do not tell your supervisor

4. Cover cuts and sores with a waterproof and brightly coloured dressing.
5. Avoid unnecessary handling of food.
6. Do not smoke, eat or drink in any food room.
7. Never sneeze or cough over food.
8. If you see something wrong - tell your supervisor.
9. Do not prepare food too far in advance.
10. Keep perishable food either refrigerated or piping hot.
11. Keep the preparation of raw and cooked food strictly separate.
12. When reheating food ensure it gets piping hot.
13. Clean as you go. Keep all surfaces and equipment clean.
14. Follow any food safety instructions either on the food packaging or from your supervisor.



Hygiene awareness training

Hygiene awareness training should be given within one month of commencing employment and include the following:

1. The importance the business places on good hygiene practices.
2. How bacteria can cause illness.
3. The importance of good personal hygiene, why high standards are needed.
4. The causes of cross contamination and how it can be prevented.
5. Correct food storage including temperature control and protection from contamination.
6. Cleaning and disinfection materials, methods of use and safe storage.
7. Waste disposal arrangements.
8. How to prevent foreign body contamination of food.
9. Awareness of food pests.
10. How to do their job hygienically. In particular, instruction on control and monitoring of the points critical to the safety of the food they handle.



Formal training

This type of training to be given within three months of commencing employment to handlers of high risk open foods. The course must cover the following areas:

1. Food poisoning organisms, types and sources.
2. Simple microbiology, including the growth of bacteria, toxins and spores.
3. Layout and structure of premises.
4. Temperature control e.g. storage, thawing, reheating and cooking
5. Personal hygiene including rules and responsibilities.
6. Common food hazards and control measures.
7. Prevention of food contamination.
8. Food poisoning, symptoms and causes.
9. Cleaning and disinfection.
10. Legal obligations.
11. Pest control.



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Training record

Example only

Name: Mr Doe

Job title: Assistant cook

		Date training carried out	Person carrying out training	Type of training e.g. formal course, on the job
1	Essentials of food hygiene	10/05/02	Head chef	Before starting work
2	Hygiene awareness training	10/05/02	Head Chef	Before starting work
3	Foundation level 1 training	12/06/02	External training provider	Formal
4	HACCP training/instruction	05/08/02	Proprietor of business	On the job
5	Refresher training			
6				



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Training record

Name: _____

Job title: _____

		Date training carried out	Person carrying out training	Type of training e.g. formal course, on the job
1	Essentials of food hygiene			
2	Hygiene awareness training			
3	Foundation level 1 training			
4	HACCP training/instruction			
5	Refresher training			
6				



Pest control

It is a legal requirement for food businesses to take all reasonable precautions to prevent food pests. Namely rats, mice, cockroaches and flying insects gaining entry into food storage and preparation areas. This is to prevent the contamination of food stuffs.

You must ensure that any gaps and holes to the external doors, windows, pipes, drains etc. must be filled or covered with a solid, durable material in order to minimise pest entry points into the food preparation and storage areas.

Many food businesses decide to set up a contract with a reputable pest control company who undertake regular monitoring of the premises for pests. You can monitor for pest yourselves by carrying out regular, thorough checks for evidence of pests. You will need to keep a record of those checks (see our example sheet for more help on page 28).

Hazards associated with pests include:

Bacterial and physical contamination of food by droppings and hairs from rodents and by flying and crawling insects

Examples of control measures:

- keep internal and external areas clean and tidy
- provide refuse bins with tight fitting lids and keep them clean
- pest proof windows, doors and other openings, provide self closing external doors
- provide flying insect killer and replace bulbs in May each year
- employ pest control company.

What checks should be carried out? How often? What records shall I keep?

- manager to check above controls at least weekly
- check pest control contract is up to date and recommendations carried out
- check premises for signs of rodents and insect pests.

Corrective action

- if defects found, notify owner/manager immediately, carry out repairs as necessary
- if signs of pests found notify owner/manager immediately, treat infestation
- improve procedures and proofing, retrain, improve instruction/supervision.



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Pest control record

Check points	Date of check	Checked by (initials)	Notes	Contractor called	Work completed	Supervisor (initials)
1. Behind cooker in kitchen	01.05.0	TLF	Mouse droppings in boiler cupboard. Baited on 2.9.95 by Killlopest.	01.05.05	12.05.05	AS
2. Under sink unit in kitchen			Final bait on 10.9.95. Bait untouched.			
3. Larder						
4. Behind freezer in store	01.06.05	TLF	Insects (psocids) in flour bin. Phoned Environmental Health Department for advice.	N/A	01.06.05	AS
5. Boiler cupboard			Flour thrown away. Bin disinfected and surrounding area thoroughly checked.			
6.						
Frequency of checks						
Monthly						
Person nominated to make checks						
Chef	02.07.05	TLF	Satisfactory			AS
Responsible person (supervisor)						
A Smith						

Example only



Cleaning and disinfection

Why is regular cleaning so important?

Because it is a legal requirement to keep premises, equipment, utensils and materials clean to help to ensure the safety of food. Therefore cleaning is an essential and integral part of operating a food business.

What is the difference between cleaning and disinfection?

Cleaning means the removal of soil, food residue, dirt, grease and other unwanted materials. In order to clean properly, energy has to be applied in the form of heat energy (hot water or steam), chemical energy (detergents) or physical energy (manual labour). Usually a combination of two or more forms of energy is used.

Disinfection is an important stage of the cleaning process, as disinfection reduces the number of harmful bacteria (not spores or toxins) to safe levels. Disinfection may be carried out using:

- heat, preferably moist heat at a temperature above 82°C
- steam
- chemicals, either separately or in combination with the above.

What do I need to disinfect?

Surfaces where the presence of high levels of food poisoning bacteria, may have an adverse effect on the quality or safety of food, should be disinfected regularly. Such surfaces include:

- direct food contact surfaces such as worktops, chopping boards, knives, mixing bowls, serving dishes and slicing machines
- hand contact surfaces, such as tap and door handles i.e. refrigerator, telephones and toilet seats
- food workers hands - disinfection may be achieved by the use of bactericidal soap or alcohol based disinfectants or both
- cleaning materials and equipment such as mops, cleaning cloths, scrapers and brushes.

What cleaning materials should I use?

It is essential to use the correct cleaning materials.

Detergents or degreasers are required to remove grease and food particles so that surfaces are prepared for the action of disinfectants.

Disinfectants should be used on surfaces which come into contact with food or hands, and must be of a 'food safe' type. They kill bacteria but do not have cleaning properties. It is important to clean items or areas with detergent before using disinfectants.

Sanitisers are chemicals which have detergent and disinfectant properties. They should be treated in the same way as disinfectants i.e. made up daily if necessary and the correct contact time allowed. Always follow the manufacturer's instructions.

For advice on the most appropriate materials for your needs it is recommended that you contact your supplier.



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Guidelines for disinfection

There only needs to be small numbers of food poisoning bacteria present to cause harm to humans, so effective disinfection is essential to keep your premises safe. Many people go wrong when cleaning as they do not carry out disinfection properly or they re-infect disinfected surfaces, for example by using dirty cloths to rinse. In order to carry out disinfection effectively always follow the guidelines below:

- ensure chemicals used in food areas are food safe and designed for use on food surfaces
- always follow the manufacturer's instructions
- make up the solution to the specified strength and never mix different chemicals
- rinse away all traces of detergent from clean surfaces before attempting to disinfect them
- use a fresh solution of disinfectant every time you carry out a cleaning task and do not top up an existing solution
- do not soak cloths or mops in disinfectant solutions for long periods, such as overnight, because the solution weakens and may allow bacteria to grow
- always leave disinfectants on a surface for the contact time recommended by the manufacturer
- rinse thoroughly, unless the manufacturer's instructions state that rinsing is unnecessary and to allow to air dry.

What is the best way to clean?

1. **Pre-clean:** removal of loose soil by wiping, scraping, rinsing or soaking.
2. **Main clean:** loosening the remaining soil by the use of detergents.
3. **Intermediate rinse:** removal of soil and chemicals.
4. **Disinfection:** reduction of the remaining bacteria to a safe level.
5. **Final rinse:** removal of the disinfectant.
6. **Drying:** air drying or physical drying using disposal paper towels.

If the soiling is light, then the pre-clean may be combined with the main clean. Disinfection may be incorporated in the main clean when using a chemical sanitiser, which creates a four stage process - pre-clean, main clean and disinfection, rinse and dry.

Cleaning schedules

It is recommended that cleaning schedules are drawn up. A schedule informs the person cleaning what standard is required. They are also useful for monitoring that cleaning has been carried out and managing cleaning. A cleaning schedule should include:

- items and surfaces to be cleaned
- what cleaning materials should be used and the method
- how often items/areas should be cleaned
- any safety precautions for staff
- the signature of the person who carried out the task
- a signature confirming that the work has been checked.

To give you a hand we have included some examples of information found within cleaning schedules and blank schedules to help you organise cleaning within your food business (see pages 32-35).



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Cleaning method

Sink washing	Dishwasher	Clean and sanitise food contact surfaces	Clean and sanitise food contact equipment	Cleaning surfaces	Cleaning and degreasing equipment
<ul style="list-style-type: none"> stack dirties and remove debris wash in hot water with detergent in first bowl brushes and scourers to be used as necessary and discarded when worn hot rinse in second bowl air dry on clean draining rack clean tea towel or paper towel to polish/dry off when necessary 	<ul style="list-style-type: none"> use of tablets/liquid in accordance with instructions cycles to include hot rinse 	<ul style="list-style-type: none"> wash with hot soapy water in sink or from bucket using clean cloths rinse off spray with disinfectant and leave for e.g. 30 seconds (as instructions) leave to air-dry or wipe dry with paper towel 	<ul style="list-style-type: none"> switch off power, disconnect lead and remove debris. take apart and wash with hot soapy water in sink or from bucket using brushes, scourers etc as necessary rinse off spray with disinfectant and leave for e.g. 30 seconds or as instructions leave to air-dry or wipe dry with paper towel 	<ul style="list-style-type: none"> wash with hot soapy water from sink or bucket using clean cloths, brushes, scourers, etc use degreaser as necessary rinse off leave to dry 	<ul style="list-style-type: none"> clean as for food contact equipment but use degreasers and follow manufacturers instructions dispose of grease and fats properly
Items to be cleaned					
Pots and pans Ovenware	Cutlery Crockery Cutting boards	Worktops Inside fridge	Slicing machine Food mixer	Walls Floors Ceiling Doors	Grease filters Griddle Fryers



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Example only

Cleaning schedules

Room: main kitchen

Item	Person responsible	Product	Method	Frequency
Walls, doors, woodwork	Cleaner	Easy Degreaser	Solution strength: 2 cups per bucket of hot water Contact time: 5 minutes Apply with: Clean cloth or mop Rinse with: Clean Water Dry:	Daily
Chopping boards and food preparation surfaces	Chef	Easy Sanitiser	1. Remove food debris 2. Wipe surface with clean damp cloth 3. Sprinkle on sanitiser and wipe 4. Rinse cloth and wipe over surface 5. Allow to air dry	After use
Fridges	Second Chef	Easy Sanitiser	1. Make up sanitiser solution (2 scoops /bucket) 2. Wipe all surfaces with solution 3. Rinse thoroughly with clean water 4. Allow to air dry	Weekly



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Cleaning schedules

Room:

Item	Person responsible	Product	Method	Frequency



Cleaning monitoring checklist

Date	Item/area cleaned	Cleaned by	Checked by	Problems/action taken



Stock control

Correct storage of food is essential for a hygienic and efficient food business. The rate of food spoilage is affected by temperature, stock rotation practices and packaging. Good stock rotation is important for the following reasons:

1. Maintains correct stock levels to avoid wastage.
2. Ensures older food is used first.
3. Improves pest control.
4. It is an offence to sell food that is unfit, injurious to health or contaminated in such a way that it would be unreasonable to expect it to be consumed in that state.
5. It is bad practice to sell food after the 'best before' date. 'Best before' dates are a guideline issued by manufacturers to help prevent food businesses selling substandard food. If food is found to be unfit - having been sold past the 'best before' date it would be not only an offence but very damaging to any due diligence defence.
6. The Regulations require proprietors to identify food hazards, put into place effective control and monitoring procedures to ensure food safety. Monitoring stock will help to prevent potentially unfit food being eaten by your customers.

How do I ensure good stock rotation?

1. Check all purchases/deliveries to confirm that the quality is acceptable and that all products are within their durability date e.g. use-by, best before date.
2. If products are opened and transferred to larger or alternative storage containers they should be labelled to show the contents and the date of arrival and the date by which they should be used.
3. Carry out a periodic stock check, the frequency of which will depend on the type and normal durability of the stock carried e.g. highly perishable items will need to be checked daily.
4. When a high risk/ready to eat food product, e.g packets of cooked ham, are opened the shelf life of the product may change as the product is no longer sealed. It is important that the instructions given on the package should be followed once the food has been opened. Many jars and packets of food now show the wording 'after opening refrigerate and consume within two days'.
5. Products which are labelled 'after opening keep refrigerated and consume within' should be clearly labelled to indicate when they are opened to ensure correct stock rotation.

A system of identifying the age/remaining shelf life of products which have been prepared on the premises and/or which have been removed from the manufacturer's packaging should be established to ensure good stock rotation. This may be achieved by dating the products or by using a colour coded system.

In order to assist in providing a due diligence defence it is recommended that close attention is paid to date labelling. In particular:

- (a) Food which is produced in the kitchen then put in the refrigerator or freezer for use another day should be labelled with the date of production and guidance given about the expected shelf life.
- (b) Refrigerated or frozen products received undated should be labelled with the date of receipt and guidance sought from the manufacture about the expected shelf life.
- (c) Open packets or jars of food should be labelled with the date of opening. Ensure that all food in storage is properly wrapped or covered and labelled. This will ensure the quality of the food is assured and that it is used on the first-in, first-out basis.



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Old product should never be added to loose freshly decanted product.

To help you we have included a blank form on page 38 for recording important information about the food delivered to your premises.



Temperature control

Why take temperature readings?

There are a number of reasons why taking temperature readings are important:

1. They show food is being stored at temperatures which limit the growth of bacteria capable of causing food spoilage and/or food poisoning.
2. They provide a check that refrigerated equipment is working correctly.
3. Certain foods must be kept at or below 8°C. It is recommended that you operate refrigerated equipment at between 2°C and 5°C. In order for you to know whether you are complying with this requirement checks must be made. There are no defined temperatures for freezers although we would recommend they operate at -18°C or below.
4. Proprietors of food businesses must identify potential food hazards, decide which of these hazards need to be controlled to ensure food safety and then put into place effective control and monitoring procedures to prevent the hazards causing harm to consumers. Proper temperature control is the single most important measure in preventing food poisoning and therefore must be strictly controlled.

Why record temperature readings

1. It is an offence to sell food which is unfit, substandard or which may cause harm to the person consuming it. The principal defence available to a person accused of selling such food is one of due diligence. This requires them to prove they 'took all reasonable precautions and exercised all due diligence to avoid committing the offence'. Written records are considered essential when trying to establish a defence in cases where temperature control is an issue.
2. It clearly demonstrates that measures are in place to control a major food safety hazard (see 4 above) even though written records are not necessarily a legal requirement.

What type of thermometer should I use?

You must be able to rely on the readings it gives and therefore accuracy is most important. Digital thermometers are recommended. Not only are they very accurate but different probes can be used which enable hot and cold food as well as air temperatures to be tested.

Alternatively, relatively cheap fridge/freezer thermometers can be used but it is important their accuracy is established.

How and when?

It is recommended that you make regular checks of your equipment for storing cold foods to ensure that it is working correctly and maintaining food at 8°C or below. You can use the thermometer built into the equipment but this will only measure the air temperature at a single point in the refrigerator and not the food.

It is advisable to use alternative equipment such as an independent thermometer or probe thermometer. Probe thermometers can be used to check both hot and cold temperatures and will measure both air and food temperatures.

Use of probe thermometers

It is recommended that high risk foods requiring cooking through to the centre should be probed on an occasional basis where standard recipes and quantities are used. For new or changed recipes it is suggested that initially one item from each batch is probed. In all cases however you must take care that probe thermometers do not contaminate or taint the food being probed. Make sure probes are kept clean and disinfected before use with ready to eat food, otherwise probed food must be discarded. Where antibacterial wipes are used, these must be suitable for use with food.



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Calibration on probe thermometers

Please note that probe thermometers should be checked regularly for accuracy. As a helpful reference in doing your own checks; pure water and ice mixture should measure between 1°C to +1°C, and pure boiling water should measure between 99°C and 101°C. If your thermometer appears not to be working correctly it should be replaced or sent for service. For further advice refer to the manufacturers instructions.

How often do I check temperatures?

It is recommended that the following temperature records are maintained:

- (a) Chilled and frozen foods on receipt.
- (b) Refrigerator temperatures - three times per day (target temperature 0 to 5°C).
- (c) Freezer temperatures - once per day (target temperatures -18°C or below).
- (d) Hot food at random (target temperature on completion of cooking to be above 75°C or after hot holding to be above 63°C).

The temperature record sheet on pages 41-42 and the delivery record check on page 38 will help you to record your monitoring checks.

Temperature guide

The following temperature rules must be followed to ensure safe food production:

- (a) Perishable food to be stored in the refrigerator (0 to 5°C) or freezer (below -18°C).
- (b) When cooking food it must achieve a core temperature of 75°C.
- (c) If hot food is not to be served immediately it should either be:
 - i) held hot, i.e. above 63°C (if held for longer than two hours) or
 - ii) cooled rapidly within 1½ hours and refrigerated or frozen
- (d) Reheating of foods should be thorough, i.e. a core temperature of 75°C should be achieved.
- (e) Perishable food must whenever possible be held under refrigeration. As such, only small quantities of food should be held at room temperature during the service period with back up stock held under refrigeration. Any left at the end of service which has been held at room temperature should be discarded as its safety cannot be assured.



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Cold storage temperature records

Date	Time	Fridge storage/display temperature (food 8°C or less) Air temperature 0°C to 5°C					
		1	2	3	4	5	6
Monday	a.m.						
	p.m.						
Tuesday	a.m.						
	p.m.						
Wednesday	a.m.						
	p.m.						
Thursday	a.m.						
	p.m.						
Friday	a.m.						
	p.m.						
Saturday	a.m.						
	p.m.						
Sunday	a.m.						
	p.m.						

Supervisors check (signature) _____



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Hot food temperature records

Date	Time	Core temp 75°C after cooking or re-heating		Hot hold 63°C or above	
		Description of food	Temp °C	Description of food	Temp °C
Monday	a.m.				
	p.m.				
Tuesday	a.m.				
	p.m.				
Wednesday	a.m.				
	p.m.				
Thursday	a.m.				
	p.m.				
Friday	a.m.				
	p.m.				
Saturday	a.m.				
	p.m.				
Sunday	a.m.				
	p.m.				

Supervisors check (signature) _____



Suggested personal hygiene standards

Every person working in a food handling area must maintain a high degree of personal cleanliness. The following rules of personal hygiene must be adhered to at all times:

1. Always wash your hands thoroughly before starting work, after handling raw foods, before handling high-risk foods, and after visiting the lavatory.
2. Remove all jewellery, except for plain wedding rings, before starting work.
3. Keep fingernails short and clean; do not use nail varnish.
4. Keep cuts, burns or other wounds covered with waterproof dressings.
5. Do not smoke in any room where food is handled or stored.
6. Do not lick fingers when handling food or wrapping materials.
7. Do not pick your nose, teeth or ears, or scratch your head or backside.
8. Do not cough or sneeze over food.
9. Always wear clean washable overclothing when handling food. Personnel preparing open food should also wear a head covering.
10. If you are suffering from, or suspect you may be suffering from, an illness likely to be transmitted through food you must inform the manager or proprietor of the business. This includes infected wounds, skin infections, sores, diarrhoea or vomiting.

The following rules then apply:

- anyone with diarrhoea and/or vomiting must not handle food. They can return to food handling duties once they have been symptom free for 48 hours
 - food handlers with infected wounds, skin infections or sores on their hands, face, neck or scalp must be excluded from work until they have healed
 - food handlers whose eyes, ears, or mouth are weeping/discharging must not handle food until they are better.
11. Do not eat or drink whilst handling/preparing food.
 12. Do not wear perfume or heavy make-up whilst handling/preparing food.



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Record of problems found

Example only

Date	Problem	Action taken	Name
02/05/ 05	Checked thermometer in fridge 1 and found air temperature above 10°C.	Adjusted the dial on the fridge to lower temperature and monitored the temperature of fridge throughout the afternoon. Temperature dropped to 3°C.	JD



Record of problems found

Date	Problem	Action taken	Name



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