



FOOD SAFETY POLICY

Production areas

January 2024/2025

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Section 1

1.0 Food Safety Policy Introduction

This Food Safety Policy aims to provide the organisation, senior management, and all food handlers with a food safety management system and a framework to support the highest levels of food safety and best industry practices to meet legislative food safety compliance.

This policy reflects the daily catering production and services for all food production facilities across University campuses during and outside of term.

1.1.0 Our Commitment and Approach to Food Safety

- Food safety responsibilities and expectations are detailed in all catering job descriptions.
- We employ suitably qualified and trained food craft and service professionals.
- Training is provided for all catering staff commensurate with their work activity. All staff are trained before starting work and training is updated annually or when new procedures are introduced.
- A program of bite-size training is in place and constantly updated to reflect any changes in policy or procedures.
- The Head of Catering and Event Services and the Head Chef review food safety systems at least annually.
- Comprehensive Food Safety Audits are carried out every 6 - 12 months.
- The Head Chef and the management team ensure that all recording and control systems are carried out efficiently and accurately in accordance with the policy.
- All catering staff work within the policy and 'best practice' for food handling, personal hygiene, cleaning, and health and safety at work arrangements.
- Failure to comply with the codes of practice will be dealt with under the disciplinary procedures.
- Records are kept for at least 3 months in order to show that systems are in place and conscientiously followed.
- When an outlet has been closed and is ready for reopening, a comprehensive pre-opening check is carried out.

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1.1.1 Food Safety Policy Statement

The University of Liverpool is committed to achieving the highest food safety standards across its campuses through policy, procedure, and the competent management of its catering services.

The policy applies to all workplaces and food supplied by in-house food production, café retail, catering outlets, hospitality, and approved external companies delivering on-site. By adopting best industry practices, meeting all relevant food regulations, and nurturing a positive and inclusive approach to food safety, the University will ensure a food-safe environment for all staff, students, and visitors.

To meet standards and ensure compliance with the Food Safety and Hygiene Regulations 2013 (as amended in 2016) and Regulation EC 852/2004, the University has produced a comprehensive Food Safety Management system based on the principles of Hazard Analysis of Critical Control Points (HACCP) and Natasha's Law 2021. The Food Safety Management system has been created and implemented to prevent the risk of a food hazard involving a biological, chemical, physical, or allergenic contaminate that has the potential to cause an adverse effect on the health or safety of consumers.

The catering management team at the University of Liverpool is responsible for fully implementing and constantly monitoring the Food Safety System, ensuring that all food handlers abide by the policy and procedures.

The University recognises the integral role the operational team plays in the production and service of safe food across the organisation and undertakes to provide adequate funding, facilities, equipment, training, and support to all food handlers to enable them to perform their duties to the highest standards of food safety.

The policy and food safety system will be reviewed annually or earlier should changes to the catering production, facilities, or management responsibility change.

Signed	
Name	
Position	
Date	
Review date	

1.1.2 Legislative Requirements

The University of Liverpool commits to complying with the following food safety regulations:

- Food Safety and Hygiene Regulations 2013 (as amended in 2016) and Regulation EC 852/2004
- Food Information for Consumers Regulations (EU FIC) No. 1169/2011
- Food Information Regulations 2014 (SI 2014/1855)
- European Directives 2003/89/EC & European Directives 2006/142/EC,
- UK Food Information (Amendments) Regulation 2019, (Natasha's Law)
- Food information to consumers (FIC) Regulation (EU) No 1169/2011
- The Workplace (Health, Safety and Welfare) Regulations 1992
- Commission Regulation (EU) 2017/2158

1.1.3 Responsibilities - Campus Outlets and Production Facilities

The following table outlines the catering service areas and associated responsibilities for the two parts of the catering business (Kitchen Production Outlets and Non-Food Production Outlets)

Kitchen Food Production Outlets	Café Outlets (Non-Production Areas)
Vine Court Restaurant	Sydney Jones Library Café
The Courtyard Food Court	Law and Social Justice Café
Management School Café	Chemistry Café
Waterhouse Café	Frohlich Café Bar
Ness Gardens Botanic Kitchen	Life Sciences Café
Central Production Unit (CPU)	Eleanor Rathbone Café
	Refectory Café Leahurst Campus
	The Augustus John
	Delivered To You
Hierarchy of Responsibility	
Head Chef	Site Managers (Retail and Vending Manager/Deputy Retail and Vending Manager)
Senior Chefs	Supervisors/Team Leaders
Chef	Hospitality Assistants
Assistant Chefs	

1.1.4 Directors and Senior Managers

- Ensuring adequate resources (human, financial, and equipment) are made available to obtain high food safety standards.
- Ensuring all food safety prerequisites are in place and fit for purpose.

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- Reporting on food safety matters and reviewing the food safety system as required.
- Ensuring all food safety monitoring, documentation, and record keeping is carried out as policy dictates.
- Establishing a deep-seated food safety culture.

1.1.5 Site Managers/Supervisors/Team Leaders

- A thorough understanding of the HACCP system (including allergens).
- Ensuring all staff members are aware of their responsibilities and adhere to food safety standards.
- Displaying a copy of the Food Safety Statement on the staff notice board.
- Ensuring all staff attend food safety training as dictated by company policy.
- Allowing staff to have sufficient time to complete their duties in respect of food safety.
- Ensuring that only approved food suppliers are used.
- Ensuring the pest contractor carries out site visits as policy dictates and all remedial actions are recorded.
- Liaising with the Environmental Health Officer when appropriate.
- The handling alleged food poisoning cases and food complaints.
- Ensuring bi-annual inspections of the premises are carried out and all remedial carried out, and remedial actions are completed.
- Making suitable arrangements for clean protective clothing for kitchen and front-of-house staff.

1.1.6 Chefs/Hospitality Assistants

- Meeting the standards set out in the Essentials of Food Hygiene.
- Attending food hygiene and allergen training as requested by their Line Manager.
- Adhering to the food safety procedures and carrying out any monitoring or recording of CCPs as instructed.
- Providing accurate information to customers regarding food allergens upon request.
- Reporting to their Line Manager if they are suffering from diarrhoea and/or vomiting.
- Reporting any concerns regarding food safety, including any signs of pest activity.
- Co-operating with their line manager regarding the implementation of HACCP.

1.1.7 Document Control.

Controlled documents:

The Head of Catering and Event Services maintains a system to control all documents relating to food safety. This ensures that a single documentation source is retained, tracked, updated, and used as the 'master' food safety policy.

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This includes but is not limited to:

- Food Safety Policy and HACCP documents.
- Procedures and specifications (COSHH Data, Food Safety Audits)
- Staff training records
- Document record formats

The “controlled document” is:

- All documentation relating to the policy, including the master document and appendices, will be saved in the Catering Services Health & Safety SharePoint folder
- The policy will be reviewed annually during July & August, as noted in the Catering Services Health & Safety Annual Plan
- Hard copies will be printed and held at each production and non-production outlet
- If the documentation requires updating outside of the annual review, then:
 - The saved version of the controlled document must be updated
 - All hard copies will be removed and replaced at each production and non-production outlet

1.1.8 Changes to the controlled document

Changes are made to a controlled document after sign-off by the Head of Catering & Event Services

- Any hard/soft versions of the controlled document in circulation must be updated
- The footer in the amended section is to be updated

The hard/soft of any uncontrolled (in-use) document is replaced, e.g., records formats

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1.1.9 Review of Controlled Documentation

All documents (in part or whole) are reviewed annually unless:

- Earlier review date is specified.
- When critical information changes:
 - Key personnel.
 - Major equipment changes.
 - Process changes.
 - Change of contractor or suppliers, such as chemicals, consumables, and packaging.
 - New catered outlet or service provision
 - Change of structure or layout.
 - Review change due to complaints or non-conformance.
 - Legislative or enforcing authorities require policy, process, or procedure changes.

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1.2.1 Specifications

The University of Liverpool uses the Procure Wizard system to access all food specifications produced by their supply base and associated food manufacturers. All ingredients, recipes, and production methods are constantly updated and maintained electronically on the Procure Wizard system.

Technical Data Sheets and COSHH assessments inform our cleaning chemicals purchases.

1.2.2 Approved Suppliers

Raw materials, supplied foods, food contact packaging, and wrapping, chemicals

- Central Procurement maintains a list of all approved suppliers.

1.2.3 Records completion and storage in relation to Food safety Due Diligence

Records and monitoring sheets are:

- Kept on approved forms **or** approved digital formats.
- Completed by the appropriate personnel on duty, signed off and dated by a Site Manager/Supervisor/Team Leader at the close of each week.
- Mistakes are:
 - Crossed through with a single horizontal line.
 - The correct entry is written beside it, and the change is 'initialed' and dated.
- Changes to digital records are restricted to Senior/Site Managers.
- Stored in a safe, dry, pest-proof environment and are identified for easy retrieval.
- Records will be kept for **3 Months** (*unless otherwise specified for individual records*) beyond the date completed.

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Section 2

2.1 Introduction to Prerequisites

Some controls for food safety are common in that they are required throughout catering operations. They must be in place before the HACCP-based controls specific to our business are implemented - they are described as prerequisites to HACCP.

Some hazards can occur at numerous steps in the catering process (not specific to one particular process step) or have the potential to occur across the operation. These are often controlled by prerequisite food hygiene requirements that are 'generic' (e.g., premises maintenance and welfare facility checks, pest control, training, and general hygiene practices).

The prerequisite programs are vital to ensure that the base environmental and operating conditions are appropriate and suitable for preparing and serving safe food.

Effective and strictly implemented prerequisite programs are a crucial part of the food safety management system and underpin the HACCP plan which forms part of this Food Safety Management system.

Table 1.0: Management Implementation.

Action	Sign	Date completed
Read the pre-requisites		
Review and amend as necessary.		
Ensure all controls described can be fulfilled.		
Ensure all staff are made aware of the contents.		
Train staff in the relevant Standard Operating Procedures / Work Instructions.		

2.1.1 Premises, Design and Layout

- Adequate space is available.
- Adequate drainage, lighting, and ventilation are present.
- The premises and equipment are easy to clean and are kept clean.
- The design and layout of the food handling areas minimise the risk of cross-contamination of ready to eat and non-ready-to-eat foods and allergen foods, physical and chemical where possible. If not possible, time separation techniques are employed.
- Adequate facilities are provided for the cleaning and disinfection of equipment, dishwashers, dedicated food preparation, pot washing sinks, and wash-hand basins.
- Suitable and adequate storage is provided for chemicals to minimise the risk of chemical contamination.
- Only food-grade (or suitable for food) equipment is used.
- Any defects are reported immediately. Further checks are completed as part of the internal audit program.
- The supply of hot water to general sinks is to achieve at least 50°C.

- Externally stored refuse is kept away from food areas and in covered bins.
- Premises are suitably pest-proofed and regularly monitored.
- Maintenance records are kept for cooking appliance, dishwashers and refrigerators.
- A waste contractor is employed to remove and safely dispose of all food and associated waste at least once per week.

2.1.2 Condition of Building Structure and Services

The premises and services shall be fit for purpose and be maintained to ensure product safety and legal compliance.

Floor

- Flooring in the food handling areas is a non-porous, cleanable, and stable surface.

Walls

- Walls are surfaced to allow for cleaning & sanitising and avoidance of physical contamination.
- Surfaces, cladding, jointing, and edging are checked regularly, and repairs are planned appropriately to minimise the risk of physical contamination.

Ceilings

- Where feasible, ceilings are surfaced to allow for cleaning.

Windows

- Windows are checked regularly for damage.
- Damages are reported immediately, and areas affected by breakages are quarantined until cleaned.

Lighting

- Cleanable, covered lighting is provided in food handling areas to ensure even coverage of illumination.

Ventilation

- Ventilation outlets and inlets are sufficiently separated to prevent cross-contamination of air flows.

Extraction Systems

- Canopy is regularly cleaned, and gas interlock serviced, the ductwork is accessible and cleaned at least once per annum.

Water

- Clean 'mains' water feeds only to ensure it is safe to drink and for use in food preparation and ice machines.

Sinks

- Designated and signed where necessary (e.g., personal hygiene, food prep, cleaning).
- Provided with potable water (hot and cold).
- Made of stainless steel.
- Provided with food safe tap fittings.

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2.1.3 External Contaminants

External contaminants are controlled by:

Potential External contaminant	Control
<ul style="list-style-type: none"> Pest infestations 	<ul style="list-style-type: none"> Pest control contract Proofing of the unit and pest control measures in the adjoining storage units. Covered refuse Regular contracted removal of refuse Removal of any undergrowth
<ul style="list-style-type: none"> Dust/particles matter 	<ul style="list-style-type: none"> Doors/windows are kept shut or have mesh/ fly screens Air conditioning is filtered.
<ul style="list-style-type: none"> Fumes/odours 	<ul style="list-style-type: none"> Doors/windows kept shut Air conditioning filtered Extraction system (for cooking fumes)
<ul style="list-style-type: none"> Floods from drainage 	<ul style="list-style-type: none"> Routine maintenance of drains
<ul style="list-style-type: none"> Litter 	<ul style="list-style-type: none"> Regular cleaning activities around the site.

2.1.4 Staff Changing, Welfare & Washing Facilities

- Appropriately located facilities are provided for hand washing.
- The supply of hot water at wash stations achieves a mixed temperature of 38-42 °C to enable effective handwashing.
- Each station is provided with anti-bacterial soap, disposable hand towels, and hand sanitiser.
- Handwash sinks are knee, hip, or elbow operated, or staff are trained to turn taps off to avoid contamination.
- Sufficient toilets are provided for staff to enable compliance with the Workplace (Health, Safety, and Welfare) Regulations 1992; these are:
 - Separated from the food handling areas.
 - Cleaned regularly.
- Sufficient space allows staff to change and store their street clothes and personal belongings away from the food handling areas.

2.1.5 Equipment Cleaning Facilities

- Adequate space is available.
- Adequate drainage, lighting, and ventilation are present.
- Adequate facilities are provided for cleaning and disinfection of equipment, food, and hands - dedicated sinks and wash-hand basins have been installed.
- Suitable provision is present for the draining and drying of equipment.
- Two sinks are provided for the washing of equipment.

2.1.6 Waste Management

Effective waste management is essential in preventing pest infestation.

- All waste and refuse in the kitchen are stored in liners and transferred to the storage area when full.
- Stored refuse is placed in a designated area away from food preparation areas and covered to prevent the attraction of pests and odour generation.
- Regular collections are made to remove the refuse.
- Regular cleaning of refuse areas is carried out.

2.1.7 Training & Supervision

- Food handling staff are trained in food safety to ensure compliance with the law and to ensure a high standard of personal hygiene and safe food handling practices are maintained. Records are to be maintained.

Aims

- To document our policy in relation to food safety and hygiene training of all staff members.
- To maintain records of the training that has been completed.

Contents

- Food hygiene training summary
- Recording of training
- Supervision

2.1.8 Summary of Training Requirements

Who	What	Method	When	Recurrence
All Staff	Food Safety & Hygiene (Level 2)	Online	Week 1 of employment induction	3 years
Grade 5 and above	Food Safety & Hygiene (Level 3)	Online	Within 3 months of employment	3 years
All staff	Food Allergy Awareness	Online	Week 1 of employment induction	Annually

A summary matrix of training is maintained using a dedicated SharePoint file.

2.1.9 Supervision of Food Handlers

All food handlers, particularly temporary or less experienced staff, are to be supervised by the Site Manager or Person in Charge.

The Site Manager is responsible for the overall standards of behaviour of the team and compliance with The University of Liverpool HR policies.

Staff in training (including work experience placements and apprenticeships) will be allocated a “Buddy” to ensure that supervision and the transfer of “Know how” occur and are embedded into their daily activities.

Under 18’s will undertake a personal risk assessment and development plan.

Consultation on changes to processes and procedures will be undertaken as part of staff meetings and briefings, arranged as needed. These will be recorded.

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2.2.0 Cleaning and Disinfection

Aims

To document the procedure for developing and using cleaning schedules and checklists specific to our premises and operation.

Contents

- Introduction
- Cleaning schedules
- Cleaning checklists

Forms

Form no.	Title	Location
FH Form 3.1	Cleaning schedule Diary	Section 3
FH Form 3.2	Cleaning checklist (weekly)	Section 3

2.2.1 Cleaning Introduction.

We ensure our premises and equipment are cleaned and disinfected adequately in order to reduce the risk of contamination and food poisoning.

High standards of cleanliness reduce the risk of pest activity.

Effective, planned cleaning and disinfection is carried out by documenting and implementing cleaning schedules for equipment and structure to ensure the highest possible standards of cleanliness throughout the operation. Completed checklists are used to demonstrate compliance with the schedule.

2.2.2 Cleaning is Carried Out with the Two-step Process:

Step	Aim	Materials
1 - Clean	Remove debris & grease	Dishwasher, wash cycle. Hot, soapy water. Degreaser (see chemicals list)
2 – Sanitise	Render the surface microbiologically safe	Dishwasher rinse cycle. Sanitiser/disinfectant (see cleaning schedules for product use).

2.2.3 Cleaning Schedules

The cleaning schedule is a document that details the following:

- What is to be cleaned
- The frequency it should be cleaned
- What cleaning method and chemicals should be used
- Any health and safety considerations, for example, personal protective equipment.

All information can be found in the **COSHH Reference File** in Sharepoint.

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2.2.4 Cleaning Checklists

To record that cleaning is being completed according to the Cleaning Schedule, the Cleaning Checklist is signed off by:

- The staff member who has undertaken and completed the cleaning tasks.
- The Site Manager/Supervisor/Team Leader to confirm the cleaning has been carried out to a satisfactory standard.

2.2.5 Personal Hygiene

We require our staff to complete a health assessment form on the first day of their employment. We also require them to report any illness and complete a return-to-work questionnaire after any absence due to ill health.

Rules for food handlers are documented and communicated to them via the induction and Level 2 food hygiene training.

Aims

To provide details on how Personal Hygiene is controlled within our food handling areas.

Contents

- Personal hygiene rules
- Procedure for health assessment of new food handlers
- Procedure for health assessment of food handlers returning to work following illness.
- Laundry facilities.

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2.2.6 Personal hygiene rules

We have a strict personal hygiene policy to prevent contamination of food by food handlers. All food handlers must read and comply with these rules.

- Wash yourself before you come to work.
- Food handlers must wear the protective clothing that is provided (including headwear) at all times whilst handling food.
- Non-food handlers working in a food-handling area are to maintain a high degree of personal cleanliness and wear clean clothing. Where necessary, protective clothing must be worn.
- Ensure your hair is tied back. Headwear and/or hairnets can be used to ensure best practice.
- Do not wear protective clothing outside.
- Store outdoor clothing neatly in the facilities provided and not in a food room.
- Do not wear jewellery, except for permitted sleeper earrings and/or a plain wedding ring.
- Do not wear watches (if wristbands must be worn, they should be covered to reduce the risk of contamination).
- Cover/remove any stud piercings.
- Keep fingernails short and clean with no nail varnish (clear or coloured); no false nails.
- Do not wear perfume or aftershave.
- Do not cough or sneeze over the food.
- Cover all wounds with blue, detectable waterproof dressings. If the wound is located on the hand or wrist, this should be further protected by the use of a glove.
- Do not smoke in any food room (smoking is only permitted in the specified area). This includes the use of e-cigarettes.
- Do not eat or drink in any food preparation room.
- Wash your hands before starting work, after using the toilet, after handling raw foods (and before handling ready-to-eat foods), after handling rubbish, regularly throughout the day and whenever the hands are contaminated.
- Use paper towels when touching taps where non-hand operable taps are not installed.
- Report to your line manager if you are suffering from, or known to be a carrier of, a disease likely to be transmitted through food or while affected with infected wounds, skin infections, sores, diarrhoea or vomiting. Management will then take the necessary action to ensure food safety is not compromised. You must not return to work until you have been symptom-free for at least 48 hours.
- Visitors to the kitchen (including maintenance) should be made aware of their hygiene responsibilities and wear protective clothing if they present a risk of contamination.

2.2.7 Health Assessment Procedure for All New Employees

- On their first day, all new food handlers (including front-of-house staff) are asked to complete **FH Form 3.3**.
- If any of the answers to the questions on **FH Form 3.3** are yes, further advice should be sought from a medical practitioner before employing in a food handling capacity.
- Dates when new staff members complete the assessment check are completed on the Training Summary Matrix or recorded on personal staff files.

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2.2.8 Procedure for When A Staff Member Is Ill

- All staff members must report to management when they are suffering from an illness, especially if they are suffering from symptoms of food poisoning.
- If they are not at work, the staff member must report to management by phone and not in person.
- If they fall ill during work, they must report this immediately to management and provide details of what food they have handled/prepared and what areas they have worked in. If you are unsure about whether a member of staff can return to work, ask the Site Manager or HR advisor.

2.2.9 Return-to-work Procedure for Food Handlers Returning to Work Following Illness

- On returning to food handling duties following an illness or holidays in areas where food poisoning is endemic, employees are asked to complete **FH Form 3.4**.
- This is checked and then signed off by their manager as appropriate.

Forms

Form no.	Title	Location
FH Form 3.3	Food handler's health assessment questionnaire	Section 3
FH Form 3.4	Food handler's return to work questionnaire	Section 3

Note: Confidential personal information must be stored securely

2.3.0 Health Assessment Guidance

Condition	Action to be taken
Carrier of typhoid or paratyphoid?	Exclude from employment until clearance is given in writing from G.P.
Contact with a typhoid or paratyphoid sufferer	Exclude from employment until clearance is given in writing from G.P.
Skin rash/dermatitis	OK, if not weeping or bleeding; if weeping or bleeding, then exclusion until clear. Staff suffering from dermatitis should avoid handling food groups that may cause further irritation. Staff should refer to the HSE dermatitis guidelines (poster)
Septic cuts on the hands	OK, if not weeping or bleeding; if weeping or bleeding, then exclusion until clear.
Boils	OK, if not weeping or bleeding; if weeping or bleeding, then exclusion until clear.
Diarrhoea and/or vomiting	Exclude until symptoms have stopped for at least 48 hours, or if severe, clearance has been issued in writing from G.P. Ensure strict personal hygiene is practiced on return.
Bowel disorders (Crohn's disease, Irritable Bowel Syndrome, Ulcerative Colitis)	OK, as long as the food handler carries out good hygiene practices and notifies the manager of issues such as diarrhoea.
Discharges from the eye, ear, nose, mouth	OK, if not weeping or bleeding; if weeping or bleeding, then exclusion until clear.

2.3.1 Laundry Facilities

- We have arranged adequate laundry to ensure that clothing and cloths for food hygiene are adequately sterilised.
- All protective clothing must be laundered at a temperature of at least 60°C.
- If staff are expected to launder their clothes, it must be included in their contract that they must use a washing machine cycle capable of temperatures in excess of 60°C.

2.3.2 Approval of Food Suppliers

Aims

- To document our procedure for the approval of food suppliers.

Contents

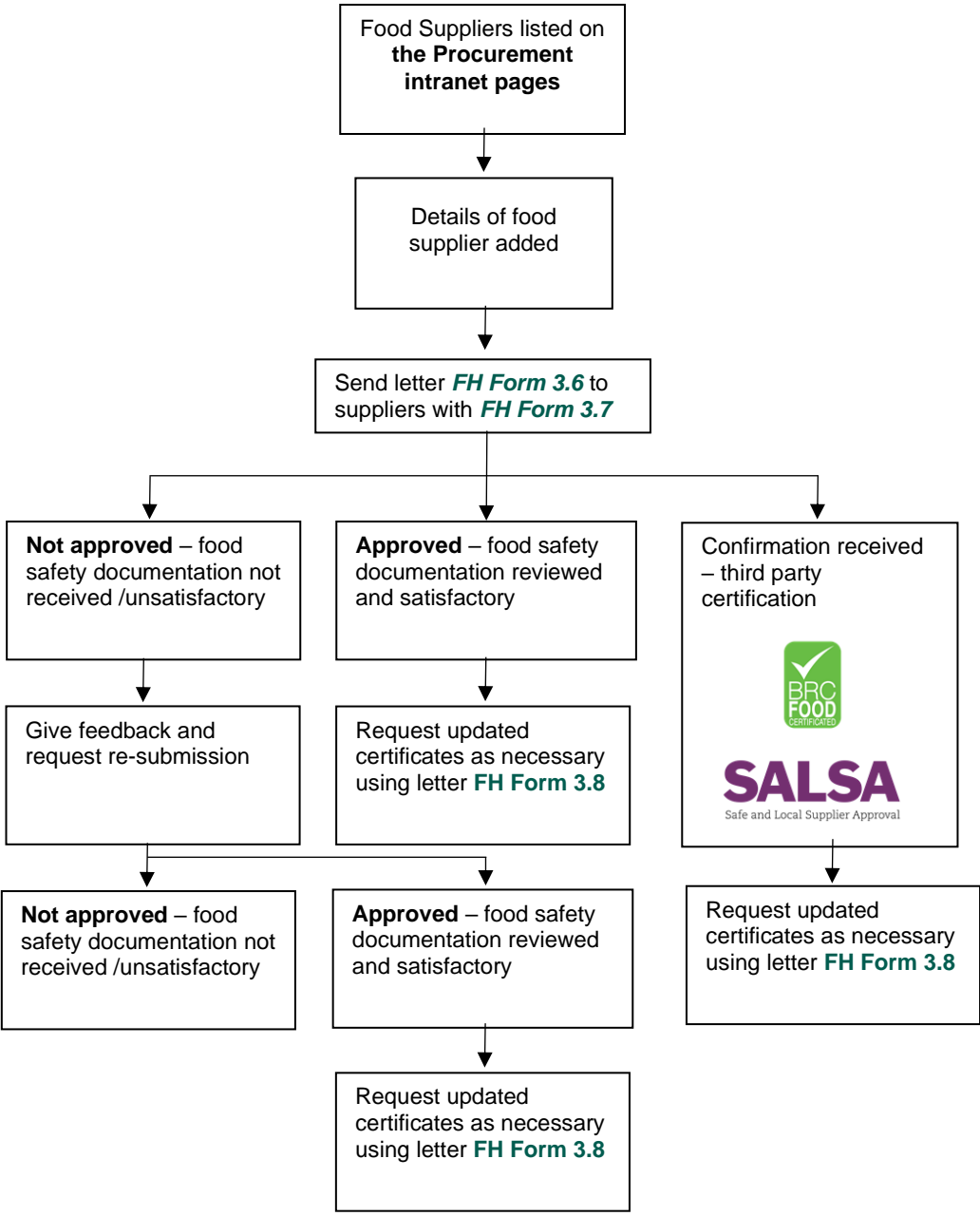
- Approval procedure for food suppliers

Arrangements are in place to assess the food hygiene standards of our suppliers, and appropriate records are kept:

- Via central procurement and the TUCO procurement framework.

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- Third-party certification, including SALSA and the BRC Global Standard for Food, are among the preferred methods of pre-certification.
- The highest priority suppliers are those who supply **high-risk food** (high protein content and which will not be subject to any further heat treatment), although all food suppliers should be considered.
- All food, beverage, chemical, and disposable suppliers are listed and controlled via the Procure Wizard system.



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Forms

Form no.	Title	LOCATION
FH Form 3.5	List of approved suppliers	Central Procurement
FH Form 3.6	Letter requesting supplier approval certificate	Section 3
FH Form 3.7	Supplier information request form	Section 3
FH Form 3.8	Letter requesting updated approval certificate	Section 3

2.3.3 Contamination Prevention (including E. coli)

Aims

- To document our policy about the prevention of contamination.
- To maintain records of glass/brittle plastic presence, breakages, and knife control.

Contents

- Microbiological contamination.
- E. coli controls.
- Use of eggs
- Glass and brittle plastic
- Cleaning chemicals and pest control measures
- Metal, wood and plastic

The risk of contamination and cross-contamination has been eliminated or reduced wherever possible. This includes risks of physical, chemical, microbiological, and allergic origin at all process steps.

The risks of cross-contamination have been analysed for each step in operation and are documented in HACCP Documentation.

The following procedures are in place to prevent contamination:

- Microbiological contamination
- Glass and brittle plastic
- Cleaning chemicals and pest control measures
- Metal, wood and plastic

Further details of the procedures can be found below.

2.3.4 Microbiological Contamination

The following steps are taken to prevent microbiological contamination:

- There is a logical flow from preparation to cooking and post-cooking.
- There is segregation of ready to eat and non-ready to eat foods
- Disposable aprons are worn when handling raw fish/meat and unprepared vegetables (soiled) and are removed or changed before handling ready to eat foods.

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- All staff receive induction training in food hygiene, which includes the controls required to address the risks
- The documented HACCP includes prerequisites and 'Critical Controls' that reflect the management of the risks.
- Regular audits and inspections are undertaken to identify any non-conformances of the controls that have been implemented

2.3.5 E. coli 0157 Controls:

The University of Liverpool recognises the serious and significant hazard posed by E. coli and, in particular, E. coli O157.

The Guidance was updated by the Food Standards Agency in 2019. It has been studied, and the company makes every effort to comply with it in the following ways:

Introduction

- E. coli O157 is a food poisoning bacterium that can cause serious illness and even death in severe cases.
- Controls ensure that:
 - All ready-to-eat (RTE) foods are protected against direct or indirect contamination from E. coli O157 that could be present in non-ready-to-eat (non-RTE) foods, such as unwashed veg.
 - Ready-to-eat foods can safely be consumed without further cooking or other processing, such as cooked meat, fruit, salads, pies, cheeses, and sandwiches.
 - Non-RTE foods are foods that need to be cooked or further processed to ensure they are safe to eat, such as the washing of fruit.

Layout of preparation areas

- Separation of RTE foods and non-RTE foods during preparation and storage, any areas/equipment where time separation is a necessary control are to be controlled by Time Separation: Preparation of non-RTE prior to RTE and full clean down and sanitisation of surfaces and equipment in between the two food risk groups.
- Workflow and chains of activities must not mix non-RTE and RTE processes.
- Areas where raw meat are products are prepared are designated a 'Raw' preparational areas.
- Separate storage areas for non-RTE and RTE foods are provided, where possible. Where this is not possible separate shelves are used with non-RTE foods always stored underneath RTE foods and shelves labelled indicating use.

Separation

- Separate food wash sinks are used for non-RTE and RTE foods. Where this is not possible food wash sinks are disinfected between use.
- Separate equipment such as chopping boards, containers, and utensils (where necessary) are provided for RTE food.
- RTE equipment is washed in designated equipment wash sinks and disinfected correctly.

Washing and disinfection of ready-to-eat fruit and vegetables

- Fruit, vegetables and salad leaves that are intended to be ready-to-eat are washed to remove any physical, chemical or microbiological contamination such as soil, insects and stones.
- Foods are thoroughly agitated during the washing process.

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- Particular care is taken to avoid contaminating foods that are to be eaten raw, i.e. by using a clean disinfected sink or dedicated sink.
- Soiled vegetables are prepared on separate chopping boards to ready-to-eat salads and fruit.
- A visual inspection of food items is undertaken to identify any physical contamination.

Disinfection

- Colour coded cloths/disposables are used for disinfection of surfaces.
 - Drying cloths may not be used for any other purpose.
 - Single use / disposable towels are provided for use in RTE and non-RTE preparation areas
- Sanitisers and disinfectants meet BS EN 1276 and/or BS EN 13697.
- Sanitisers are used according to the manufacturer’s instructions; staff are aware of contact times and the correct method of use.
- Surfaces are sanitised at least twice (at the beginning and end of each shift) and whenever used for food preparation, using the correct method and contact time.
- Hand contacts such as taps, basins, and fridge door handles surfaces are cleaned and disinfected adequately and regularly.
- Heat cloths are only used to protect hands from hot surfaces and not for cleaning.
- Knives and utensils used both for RTE and non-RTE foods are cleaned and disinfected between use.

Packaging

- Only food-grade packaging is used

Personal hygiene

- Staff carrying out both RTE & Non-RTE processes must:
 - Use disposable aprons when handling non-RTE foods (and remove them when finished).
 - Use disposable gloves as above or conduct rigorous hand washing between processes.
 - Wash hands and wrists before moving to RTE process.
 - IF uniform becomes contaminated it must be changed (before moving to an RTE process).
 - Non-hand operable taps should be provided, where these are used by non-RTE and RTE food handlers.
 - Alternatively, paper towel is used by food handlers when using the taps (to turn taps off).
 - Bactericidal soap is available and is used.

2.3.5.1 Use of eggs

Products that are made from raw egg may contain Salmonella bacteria, which can also be present on the shell of the egg itself.

- The following guidelines apply to raw eggs. Any risk is greatly reduced when eggs are cooked thoroughly.
- Eggs are supplied from certified flocks: Confirmation of inoculation status is recorded in the supplier approval file.

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- All food handlers are made aware of the following policy and monitored to ensure they are adhered to at all times:
- Store eggs in a cool dry place (or in a chiller), and always away from ready to eat foods.
- Ensure eggs are clearly marked with a 'best before' date (or transfer from the outer carton); ensure strict stock rotation.
- Store raw eggs away from high-risk foods e.g. dairy products, cooked meat.
- Hands must always be washed after handling eggs.
- Cracked or damaged eggs are not to be used under any circumstances.
- Preparation surfaces, utensils and containers should be cleaned and disinfected (sanitised) as a matter of course and always between the preparation of different dishes.
- Where eggs purchased by the company are 'Lion Quality', ensure the Lion Quality mark is visible (this is for emergency purchases e.g. from approved reserve suppliers such as Tesco or Sainsbury).
- Raw eggs must, in general, be fully cooked or alternatively, pasteurised eggs utilised.

2.3.6 Glass & Brittle Plastic Policy

In order to reduce the likelihood of physical contamination from glass and brittle plastics, The University of Liverpool operates a policy of ensuring glass & brittle plastics are excluded from food processing areas as far as possible.

- Foods/ingredients are purchased without glass packaging; where ingredients are unavoidably supplied in glass, they will be stored in deep-sided tubs and on lower shelves.
- Fluorescent tubes/light bulbs will be protected by plastic shields in all food handling & storage areas or where food packaging is stored.
- Light fittings/shields will only be cleaned or maintained during non-service hours.
- Any windows found to be cracked or broken will be made safe immediately until the necessary repairs can be carried out.
- Glass thermometers or other probes will not be used in any part of the premises.
- Glass, brittle plastic, and other sources of contamination have been removed from the kitchen areas where possible. If removal is not possible, monitoring of these materials will take place.
- If there is a breakage incident, the details should be recorded, including what was broken, the location, and details of the food/packaging that was discarded as a result. The breakage should be recorded.
- Tubs/containers that fall and become damaged will be discarded immediately.

2.3.7 Metal, Wood & Plastic

Structural materials are designed, installed, and monitored to avoid the risk of fragmentation /production of physical contaminants.

- Only food-grade wooden equipment or containers are permitted
- Wooden pallets can be brought into the delivery areas but should be removed as soon as stock is inspected and stored.
- Plastics used for equipment/storage/packaging is food grade and monitored.
- Where possible, plastic items will be coloured to enhance the spotting of breakages/fragments.

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- Wear and tear (including equipment bodywork and non-food contact areas) is monitored, with damages being reported for repair.
- Temporary repairs must be made promptly and effectively to minimise any hazard from unattended damages.

2.3.8 Use and Storage of Chemicals

The following measures are in place for general substance contamination:

- All chemicals used within the business are from approved suppliers and are only used as outlined in the site COSHH assessments.
- Cleaning chemicals are kept in closed containers and secure storage areas or lockable cupboards away from food handling areas except when in use.
- Manufacturer’s instructions and dilution rates are followed at all times.
- Products that must be decanted are transferred into clearly labelled containers.
- Staff may not bring medicines/home cleaning chemicals or other substances into the kitchens without the relevant controls.

2.3.9 Pest Control Policy, Controls and Procedures

Pest Control Contract

- A competent Pest Control company is contracted.
- The pest control contract will be established with regular visits and emergency call-out arrangements. Recommendations must be followed up, actioned, monitored, and signed off when completed. This can be done on the documentation supplied by the pest control contractor or their online portal, if available.
- The contractor will follow the pest control procedure to ensure the premises are free from pests as reasonably possible.
- The pest control contract will cover rodents, crawling insects, and flying insects and the servicing and emptying of the electric fly killers.

Our Responsibility

- To ensure maintenance operatives and contractors must ensure that clean-up processes following works are fully completed.
- All sightings and evidence of pests are reported to the manager immediately, recorded, and the contractor informed.
- Electric fly-killers are operational at all times and serviced (including replacement of UV light tubes) in accordance with the supplier’s recommendations; catch trays are emptied at each contractor visit.
- Refuse is covered during storage and disposed of frequently, and exterior doors are kept closed.
- The premises are kept clean, and food is covered and sealed during storage.
- Staff are trained on how to detect and prevent pest infestation.
- There are no open baits in food handling areas.
- There are no fly killers above food preparation areas.
- Deliveries are checked for signs of pest infestation.

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- Food is stored off the floor.
- The premises are pest-proofed
- No leaking taps or water pipes

Monitoring to identify and prevent pest problems

- Evidence of damage and debris caused by pests.
- Droppings, footprints, egg cases, or smear marks.
- Cracks and holes in the building structure or around the walls, doors, or windows.
- Check for ammonia odour
- Excess nesting material, such as shredded paper or organic material, such as leaves

What we do if signs of pest activity are discovered

- The manager is informed immediately.
- The pest control contractor is contacted immediately
- If an infestation is suspected, equipment, utensils, and food preparation surfaces are adequately cleaned and disinfected at the beginning of each service. Foods in soft packaging are to be placed into hard-lidded containers.
- Food suspected to be contaminated by pests is thrown away immediately.

2.4.0 HACCP Process Controls.

Aims

To provide details on how the Critical Control Points of the preparation and service of the foods identified in the HACCP should be undertaken.

Contents

- Why do we check and record temperatures?
- What foods must be checked?
- What equipment do we use?
- Procedure for calibrating probe thermometers
- Monitoring of goods receipt temperatures
- Monitoring of refrigerator and freezer temperatures
- Monitoring of cooking and reheating temperatures
- Monitoring of chilling times and temperatures
- Monitoring of hot holding temperatures

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Forms

Form no.	Title	Location
FH Form 3.9	Check of temperature probes	Section 3
FH Form 3.10	Goods receipt temperatures	Section 3
FH Form 3.11	Log of refrigerators and freezers	Section 3
FH Form 3.12	Temperature of refrigerators and freezers	Section 3
FH Form 3.13	Cooking and reheating temperatures	Section 3
FH Form 3.14	Temperature of foods during hot holding	Section 3
FH Form 3.15	Ambient display times	Section 3
FH Form 3.16	Cooling times and temperatures	Section 3
FH Form 3.17	Kitchen 'due diligence' diary	Section 3
FH Form 3.25	Cold food collection and display temperatures	Section 3

2.4.1 Why Do We Check and Record Temperatures?

- We are required to provide evidence that the food we sell is safe to eat by documenting our procedures and keeping records of the checks being undertaken.
- Temperature records help to confirm compliance with our food safety management system (HACCP).
- If there is a food safety issue with our business, we may rely on the defence of 'due diligence'. This means we have taken all 'reasonable precautions' to control risks and produce safe food. Our temperature records can form part of that defence.

2.4.2 What Foods Must be Checked?

Our HACCP identifies the 'high-risk' foods from our menu that we need to monitor.

These are the foods that are high in protein (can support the growth of bacteria) and will not have any further treatment to make them safe to consume.

Examples include cooked meat and poultry, dairy and egg products, and cooked rice.

What equipment do we use?



Two digital temperature probes



Infrared 'gun'
(Where required as indicated
by HACCP)



Disinfecting probe wipes

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All food and water temperature checks
(One for RTE and one for non-RTE foods)

Temperature checks of goods received, chilled & frozen storage, and hot water. Not used for cooking/reheating checks

Disinfecting temperature probes before and after use

Staff must be trained to use the correct procedure when taking and recording temperatures.

Where do we store our records?

Completed temperature records are stored in the relevant sections of the Due Diligence Diary or the black boxes in each café.

2.4.3 Procedure for Calibrating Probe Thermometers

- Probe thermometers are calibrated every month by checking the temperature of melting ice and tested to zero degrees. Where deviations of more than 1°C are identified, the probe must have its battery replaced or be returned to the supplier for recalibration or be replaced.
- The results are recorded on **FH Form 3.9**.

2.4.4 Goods Receipt Temperatures

- All foods are subject to visual inspection when they are delivered.
- The temperature of high-risk food is checked using a digital probe or infra-red 'gun.'
- **FH Form 3.10** or the Due Diligence Diary is used to record the checks.
- High-risk chilled food (plus any special care items identified in special HACCPs) should be at or below 5°C. Food items above 8°C are rejected.
- Frozen food should be at or below -15°C. Food items above -15°C are rejected.
- Suppliers are contacted and requested to improve their delivery service if they consistently deliver foods outside the acceptable range.
- The Head Chef/Manager is informed of any problems identified.

2.4.5 Monitoring of Refrigerator and Freezer Temperatures

- The temperature of the refrigerators and freezers where food is stored is checked and recorded at least twice daily.
- **FH Form 3.12** or the Due Diligence Diary is used to record the checks.
- Preferably, an item of food (suitable food 'simulant' left in the unit) is to be probed. Alternatively, an infra-red 'gun' can be used.
- If time constraints prevent the probing of items, the equipment's temperature gauge/LED display is checked. However, food items must be checked with a probe thermometer once a week – a 'P' is added to the record to indicate this.
- Refrigerators and walk-in chillers must be operating at or below 8°C. If the air temperature is found to be 8°C, the food temperature should be monitored using a probe thermometer and simulant. Freezers should be at or below -15°C (except for ice cream freezers that are in service and can be at -12°C).
- If food is found to be at or over 8°C, the equipment is adjusted and rechecked after 30 minutes.

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- If after 30 minutes, chilled high-risk food is still above 8°C, it is moved to an alternative refrigerator that keeps food at 8°C or less.
- The Head Chef/Manager should be informed of any problems identified.

2.4.6 Monitoring of Cooking and Reheating Temperatures

- High-risk foods are reheated to ensure that the centre of the food has reached at least 75°C for 30 seconds.

Equivalent time temperature combinations may be used and these will be specified for a particular dish where necessary:

- 70°C for 2 minutes
- 65°C for 10 minutes
- 60°C for 45 minutes
- Beef, venison and lamb steaks/joints (not including rolled joints) can be just seared.
- UK farmed Atlantic salmon, Atlantic halibut, and rainbow trout may be served undercooked as no parasites are present. Other marine fish is cooked to 60°C for 1 minute or must be pre-frozen, referring to the use of fish, section.
- At least 3 recorded checks are undertaken during every service.
- **FH Form 3.13** or the Due Diligence Diary is used to record the checks.

The monitoring of cooling/chilling times and temperatures

High-risk foods are cooled via:

- Cold water rinsing (rice only).
- Blast chiller (preferred)
- Ice baths.
- Ambient temperature (avoided if possible).
- High-risk foods are cooled/chilled as quickly as possible and placed into the refrigerator as soon as it is safe to do so.
- Chilling food in a blast-chiller is the preferred method. The food is spread out on shallow, metal trays and the door is not opened unnecessarily during the process. A blast-chiller should be able to reduce the temperature to below 8°C within 90 minutes.
- Other cooling methods should aim to reduce the temperature to below ambient temperature (<20°C) within 90mins to allow the food to be safely placed into a storage chiller.
- **FH Form 3.13** or the Due Diligence Diary is used to record the checks.
- We note the actual temperature of each batch of high-risk foods cooled at ambient after 90 minutes.
- The method used is detailed on the monitoring form.

2.4.7 Monitoring of Hot-holding Temperatures

- The temperature of foods that are being held hot is checked and recorded during every service.
- The foods are probed at least once during service (or every 2 hours if on display for extended services).

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- The foods must be above 63°C. Corrective action will be taken and recorded if the temperature is below 63°C.
- If a dish is not hot enough at any point during hot holding or display, we either reheat it until it is above 75°C and return to hot holding (only once), or the food is chilled to below 8°C within 90 minutes and reheat for service at a shorter display time. If we cannot achieve either of these actions, the food is discarded.
- **FH Form 3.14** or the Due Diligence Diary is used to record the checks.
- Alternatively, warm food can be held/displayed at temperatures below 63°C for a period not exceeding 2 hours, but we must keep quantities of food to a minimum. Where time control is in use, it is monitored and recorded using **FH Form 3.14**.

2.4.8 Monitoring of Cold Display

- The temperature of foods displayed is checked and recorded during every service. The food must be at 8°C or below.
- If the food is not cold enough, it will be moved to another display fridge that can meet the requirement of keeping food at or below 8°C or to a storage fridge capable of holding food at 5°C.
- Food on display is probed at least once every 4 hours.
- Alternatively, cold food can be held/displayed at temperatures above 8°C for a period not exceeding 4 hours, but we must keep quantities of food to a minimum. Where time control is in use, it is monitored and recorded using **FH Form 3.15**.

2.4.9 Maintaining the Performance of Refrigerators and Freezers

Overloading chilled and frozen storage equipment can affect temperature control. We check to ensure:

- Fridges and freezers are not overloaded.
- Airflows are not blocked.
- Freezers are defrosted regularly.
- Fridges and freezers are serviced regularly

2.4.10 Cold food collection and display temperature recording

- Cold food, to be displayed in buffet style, must be probed on collection and again when displayed at the destination.
- High risk items included in each buffet must have the collection and delivery temperatures recorded on **FH Form 3.25**.
- The food must be at 8°C or below with a target of below 5°C.
- The booking reference number must be recorded on **FH Form 3.25** for each delivery.
- Paperwork must be returned to Delivered To You and stored in the appropriate file.

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2.5.0 Stock Control and Labelling

Aims

To document our policy about stock control and date labelling.

Contents

- Stock rotation and date labelling of foods
- Non-conforming products

Forms

Form no.	Title	Location
FS Form 3.18	Non-conformance log weekly notes	Section 3

2.5.1 Stock rotation and date-labelling of foods

- Effective stock rotation is important in controlling the growth of bacteria, moulds and yeast when the shelf-life of food is being exceeded. It also controls the deterioration in quality of long-shelf-life products.
- All received high-risk foods are prepared and supplied intact with original expiry dates.
- All bought-in long shelf-life/ambient-stable foods/ingredients are sold or processed before the expiry of their 'Best Before' date.
- Non-perishable ingredients in use must have a "best before" date applied.
- High-risk foods must have "use by" date applied.
- Stock checks must ensure the stock is rotated within the applied shelf-life.
- Foods are not used if they are:
 - Beyond their expiry date.
 - Damaged/visually contaminated.
 - Otherwise unfit or of poor quality.
- All incoming foods can be tracked via lot numbers/delivery notes to enable arrival date to be traced.
- If food batches are broken down the date label is applied to all sub-packs (if not already labelled), (ingredient/allergy information is already logged).
- Foods prepared on the premises are provided with a 'Use By' date in accordance with the shelf-life as set out in the table below.
- Stock is used on a first in first out basis (FIFO).

Table 2.5.2 Product Shelf-life Summary.

Preparation method	Shelf-life
Foods cooked and chilled on premises	Day of preparation plus 2 days.
Foods defrosted under refrigeration on the premises*	Day of defrost plus 2 days.

Chilled foods prepared on the premises	Day of preparation plus 2 days.
Chilled foods that are frozen on the premises*	Day of preparation plus 3 months.
Opened packs of dried or long-life foods	Within original 'Best Before' date or pack instructions.
Decanted dried foods or long-life foods	Transfer original 'Best Before' date (or pack instructions) onto decanted container.
Prepared low-risk foods (e.g. biscuits, dry mixes, vinegar-based products).	Day of preparation plus 2 weeks max (based on quality)

*Foods that are frozen from in-house delivery stock must show a "frozen on" label/date, which must be more the 4 days before the supplier expiry on the pack.

2.5.3 Monitoring/Non-Conformance Action

- Any foods that have exceeded their use by dates or are poor quality are marked as 'DO NOT USE' and discarded.
- If for any reason it has to be kept, it is segregated it from all other foods, wrapped, marked 'DO NOT USE' and placed in the sealed quarantine container.
- Record any out of date, damaged or otherwise non-conforming product, on the Non-conformance / log.
- Non-conformance that affects safety, must be escalated to senior management immediately and food processing must stop if there is an ongoing risk.
- Both Quality and Safety non-conformances will be investigated.

2.5.4 Equipment, Servicing and Maintenance

Aims

- To document our equipment standards.
- Outline provisions for maintenance of equipment and structure.

Contents

- Equipment standards
- Maintenance overview
- Maintenance procedure

Equipment standards

- Equipment on site is suitable and safe for the task.
- Where possible equipment and racking are wheeled to allow ease of movement for cleaning and layout changes.
- Where equipment is permanently sited, it shall be sealed to the floor.
- Equipment is of food-grade material and easy to clean.
- Equipment is subject to visual inspection by staff and managers and is repaired as necessary either by in-house maintenance or a contractor approved engineer.

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- Appliances (cooking, cleaning, refrigeration) will be serviced as per the manufacturer's recommendations by qualified engineers/operatives.
- Cleaning schedules are in place.

Maintenance overview

- Planned maintenance arrangements are in place for 'appliances' and emergency contact details and servicing reports are held and remedial actions completed.
- Equipment and premises are checked daily by designated staff and any maintenance required is logged. The following steps are carried out when maintenance is carried out.

Maintenance procedure

- Open foods are put away or cleared from the area being worked on.
- Contractors are advised of the need to:
 - Ensure all lubricants used are food grade as appropriate.
 - To remove all tools and working debris (any potential physical contaminates) on completion.
 - Any additional controls required should be agreed in advance.
- Any unforeseen situations are to be reported to the Manager or Person in Charge.
- All PPM servicing where possible, takes place outside service times.
- Temporary repairs are avoided, but where needed must provide; a cleanable, stable surface until a permanent repair can be made.
- Light tube/bulb changing only takes place outside of service times due to the risk of contamination.
- Any breakages recorded on glass/plastic breakage log.

Hand back after maintenance

- Check areas to ensure any tools, nuts, bolts etc. have not been left.
- Clean and disinfect any equipment or surfaces that may have become contaminated.

2.5.5 Food Conformity and Labelling

Aims

- To document the labelling control arrangements.

Contents

- Product conformity
- General labelling information
- Quantity information
- Ingredient & Nutritional information
- Allergen labelling
- Labelling checks

Product Conformity

Form no.	Title	Location
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FS Form 3.18	Non-conformance log weekly notes	Section 3
FH Form 3.19	Opening check list	Section 3
FH Form 3.20	Closing check list	Section 3

- All products will conform to current legislative requirements and quality required by The University of Liverpool.
- Conformity requirements are set out in the prerequisite programs and the HACCP plan in Section 2.
- Opening and Closing Checks are carried out daily to ensure products are compliant.
- A combination of recorded checks as part of the audit process, and ongoing staff observation during processes is expected to identify non-conforming products (based on safety and/or quality). These will be recorded on the non-conformance log weekly notes, with further actions being taken according to the type/severity of the non-conformance and the product's location when the non-conformity has been identified (as described in other Prqs).

General Labelling Information

To sell food and drink products, the label must be conforming to Natasha's Law and be:

- permanent
- visible and easy to understand
- not misleading

Foods packed and labelled within the University for use within university outlets will show the following:

- the name of the food
- a 'best before' or 'use by' date (or instructions on where to find it)
- any necessary warnings
- quantity information
- a list of ingredients (if there are more than 2)
- instructions for use or cooking, if necessary
- Allergen information.

Quantity information

- Net quantity in grams, kilograms, millilitres or litres will be placed on packaged product over 5g or 5mL:
- Solid foods packed in a liquid must show the drained net weight.
- You must be able to see the quantity information when you read the name of the food on the label.
- Weight or volume of foods is not shown where the product is sold by number, providing you can clearly see the number of items inside the packaging.

Ingredient & Nutritional labelling

We provide compliant nutrition labelling for:

- Pre-packaged foods not covered under the exemptions outlined in Annex V of 1169/2011.

Internal delivery/transfers.

Aims

To document our policy in relation to inter-site food delivery.

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Contents

- Internal delivery control.

Internal Delivery Control

- All high-risk food is packaged and held under refrigeration until dispatch.
- Deliveries will be made in a refrigerated vehicle where possible. In the event that high-risk goods are delivered in an ambient vehicle, delivery times will be limited to 30 minutes.
- Temperature monitoring is carried out by:
 - Dispatch personnel
- Delivery drivers will report problems immediately to their line manager.
- Where a vehicle breaks down during a delivery run:
 - Delivery driver to call their line manager immediately.
 - Arrangements made to send a second vehicle and recovery contractor.
 - Where product temperature is not compromised (see HACCP), the second vehicle can continue delivery or transferred stock. This will be recorded on the Vehicle check sheet.
 - If a second vehicle cannot be sent or temperature control is lost, stock will be returned to the despatch unit for wastage and recorded on non-conformance / log.
- All vehicles are subject to planned maintenance

2.5.6 Acrylamides

Acrylamide is a chemical substance formed when starchy foods, such as potatoes and bread, are cooked at high temperatures (above 120°C). It can be formed when foods are:

- Baked
- Fried
- Grilled
- Toasted
- Roasted

Acrylamide is not deliberately added to foods – it is a natural by-product of the cooking process and has always been present in our food. Laboratory tests show that acrylamide in the diet causes cancer in animals. Scientists currently agree that acrylamide in food has the potential to cause cancer in humans, and it would be prudent to reduce exposure.

It is found in a wide range of starchy foods, including:

- Roasted potatoes and root vegetables
- Chips, crisps, toast, cakes, biscuits, cereals and coffee

Best practice, mitigation measures, and benchmark levels for the reduction of the presence of acrylamide in food have been established as set out in Commission Regulation (EU) 2017/2158 'establishing mitigation measures and benchmark levels for the reduction of the presence of acrylamide in food.'

Acrylamide in Bakery Products

We minimise acrylamide in bread (including toast) and bakery products that we bake in-house such as biscuits, cakes, scones, bread rolls, etc. by:

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- Using approved suppliers and specifying that acrylamide levels are to be as low as possible
- Using a lower temperature for a longer time to achieve the same final moisture content and avoid excessive crust browning.
- Following the manufacturers' baking instructions (and any colour guides they may provide) carefully when finishing par-baked products.
- We follow any available baking colour guides when baking bread, baked products, toasting bread, or toasting sandwiches.
- If colour guides are unavailable, we aim for a golden colour.
- Where we use rye and darker flour baked goods that are already darker in colour, we follow any instructions and ensure they are not overcooked.

Acrylamide in Fried/Roasted Potato Product

We minimise acrylamide in potato products such as roasted potatoes, chips, fries, root vegetables, crisps, etc. by:

- Using low starch/sugar potatoes
- Checking that potatoes are in good condition and are not bruised/damaged
- Storing potatoes in a cool dark, dry area above 6°C, and not refrigerating potatoes
- Cutting potatoes/chips/crisps to a uniform size so that none are overcooked
- Reducing the sugar before deep frying potato products we have prepared by either soaking for 5 minutes in warm water and then rinsing in clean water or blanching potatoes first
- Not pre-seasoning potato products
- Only half filling fryer baskets - frying smaller quantities for a shorter period
- Using an oil cooking temperature of less than 175°C
- Regularly filtering and skimming oils and fats to remove fines and crumbs
- Pre-frying in oil set at a cooking temperature of less than 160°C for multiple cooked products, e.g. double cooked chips
- Frying until golden yellow
- Following manufacturers' instructions and available colour guides carefully when deep frying frozen potato products or oven cooked products
- Following manufacturers' instructions and available colour guides carefully for in-house oven cooked products
- Setting oven temperatures to 180-220°C and cook until golden yellow.

2.5.6.1 Use of Fish

- Fish (or cephalopod molluscs) which are to be eaten raw or not fully cooked through must have undergone a freezing process where the whole product is fully frozen at -20°C for 24 hours or -35°C for 15 hours.
- The above is subject to FSA exemptions covering specified wild fisheries, Atlantic farmed salmon or hot smoked fish where the core temperature has reached 60°C for 1min.
- We will ensure it is clear which fish products supplied have already undergone a freezing process pre-delivery.

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- In-house freezing is recorded on the Frozen Fish Log and supported by freezer temperature records carried out to support the core HACCP.
- Marinating processes, which render raw fish acceptably safe to eat need not be pre-frozen but must be covered by a Special HACCP addition. This must also be backed up by clear scientific evidence.

2.5.6.2 Genetically Modified Foods

- University policy is that it does not knowingly sell any foods that contain Genetically Modified Organisms (GMOs).
- If there is doubt, the product will be investigated and removed if GM ingredients are found.

2.5.7 Traceability

- Records of purchases from suppliers are stored for 7 years.
- All foods prepared are for use within the University estate.
- Food ingredients are provided by approved suppliers who have adequate arrangements for traceability in place.
- Packaged ingredients are provided with date-coding such as 'Use By' or 'Best Before', which enables a degree of traceability.

2.5.8 Genetically modified foods

- University policy is that it does not knowingly sell any foods that contain Genetically Modified Organisms (GMOs).

2.5.9 Food Safety Verification Processes.

Aims

To provide information and procedures relating to verification via the following inspections:

- Enforcement - Environmental Health Officers (EHOs)
- Food Safety Consultant
- Contracted Pest control
- Internal – Self-assessment/audits
- Opening and closing checks

Contents

Details relating to:

- Environmental Health Officers visit procedure.
- Food safety audits
- Pest control inspections
- Internal audits
- Opening checks and Closing checks

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Forms

Form no.	Title	Location
FH Form 3.22	Internal audit	Section 3
FH Form 3.19	Opening check list	Section 3
FH Form 3.20	Closing check list	Section 3

2.6.0 Environmental Health Officers Visit Procedure

Food hygiene law is enforced by the local authority's Environmental Health Department.

When an enforcement officer visits, we:

- Ask the officer to present their identification card and note details.
- Introduce the Site Manager (for non-food- production areas). Introduce the Head Chef for food production areas.
- Ensure the management and staff co-operate fully.
- Ask the officer to provide a debrief at the end of their inspection so that notes can be made of any necessary issues that can be promptly actioned.
- Request that the correspondence be sent to the Head of Catering and Event Services
- File copies of correspondence in the Food Hygiene Records Folder.
- Details of any action taken as a result of the visit are recorded by marking off on the correspondence itself in a letter to the EHO or on an action plan.

We are given a Food Hygiene Rating based on:

- How hygienically our food is handled.
- The condition of the structure in the food handling areas.
- How we manage and document food safety.

2.6.1 Food Safety Audits

Internal and external audit reports are marked off with details of the action taken and supported with action/completion dates.

Audits are completed at least 6 monthly by the Head Chef, Site Manager, or their nominated representative or an external Food Safety Consultant.

Actions must be tracked and signed off by the Head Chef/Site Manager

2.6.2 Opening Checks

We use **FH Form 3.19** to complete our Opening Checks. These checks must cover but are not limited to the following:

Adequate supply of hot water

- The temperature of the hot water supply should be checked frequently using a probe thermometer.
- The temperature of the hot water supply at the sink should be at or above 50°C.

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Dishwasher operating correctly

- Check to ensure the curtains are in place and the machine is clean (if applicable).
- Check that there are adequate supplies of chemicals.
- Allow the machine to fully warm up before operating.
- Check no error messages are displayed on the control panel.
- At the very least, crockery, cutlery, and glassware should be very hot to the touch as they first leave the dishwasher, with water evaporating rapidly.

All foods are dated, within date, and protected.

- High-risk and perishable foods are labelled with a 'use by' date, either by the supplier or in accordance with our 'in-house' system.
- Any food beyond its 'use by' date is discarded.
- All foods are covered to prevent them from becoming contaminated.

Adequate supplies of hand-washing materials

- The hand wash basins are checked for adequate supplies of bactericidal soap and paper towels.
- Supplies are replenished if necessary.
- Stocks of hand washing materials are checked and re-ordered if necessary.

Checking supplies of cleaning materials

- The kitchen is checked to ensure an adequate supply of detergent, disinfectant, sanitiser, and three colours of disposable cloths are available.
- Supplies are replenished if necessary.
- Stocks of cleaning materials are checked and re-ordered if necessary.

Food preparation areas – clean and sanitised

- Before food preparation takes place, food-contact surfaces are cleaned and disinfected according to the instructions given on the sanitiser label.
- Disposable cloths are used.

Staff are fit for work.

- All staff including casual and agency are asked to complete a health questionnaire on their first day of work (and before they handle food).
- Food handling staff are checked to ensure they wear clean protective clothing, any cuts have been covered with blue plasters, and excessive jewelry has been removed (in line with this policy).
- Any staff illnesses are reported, and appropriate action is taken, including exclusion, if necessary.
- Any staff returning to work following recovery from sickness must complete a 'Return to Work' Questionnaire (**FH Form 3.4**).

2.6.3 Closing Checks

We use **FH Form 3.20** or Closing Checks

Food is stored correctly.

- A check is carried out to ensure all foods are covered and protected against the risk of contamination.

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- No temperature-controlled food is left out.
- Rubbish has been removed, and new bags have been put into the bins
- A check is carried out to ensure all rubbish is removed from the kitchen and bins are left clean.
- The kitchen is checked at the end of the day to ensure that all cleaning cloths are disposed of or disinfected and replaced for the next day.
- The cleaning schedule and checklist have been completed, and cleaning tasks have been completed to an acceptable standard.
- Food past its 'use by' date has been thrown away.
- Food items are checked to make sure they are not out of date and disposed of if they are.

2.6.4 Complaints Handling and Food Recalls.

- Adequate arrangements for the dealing of alleged food poisoning and food complaints have been made.

Aims

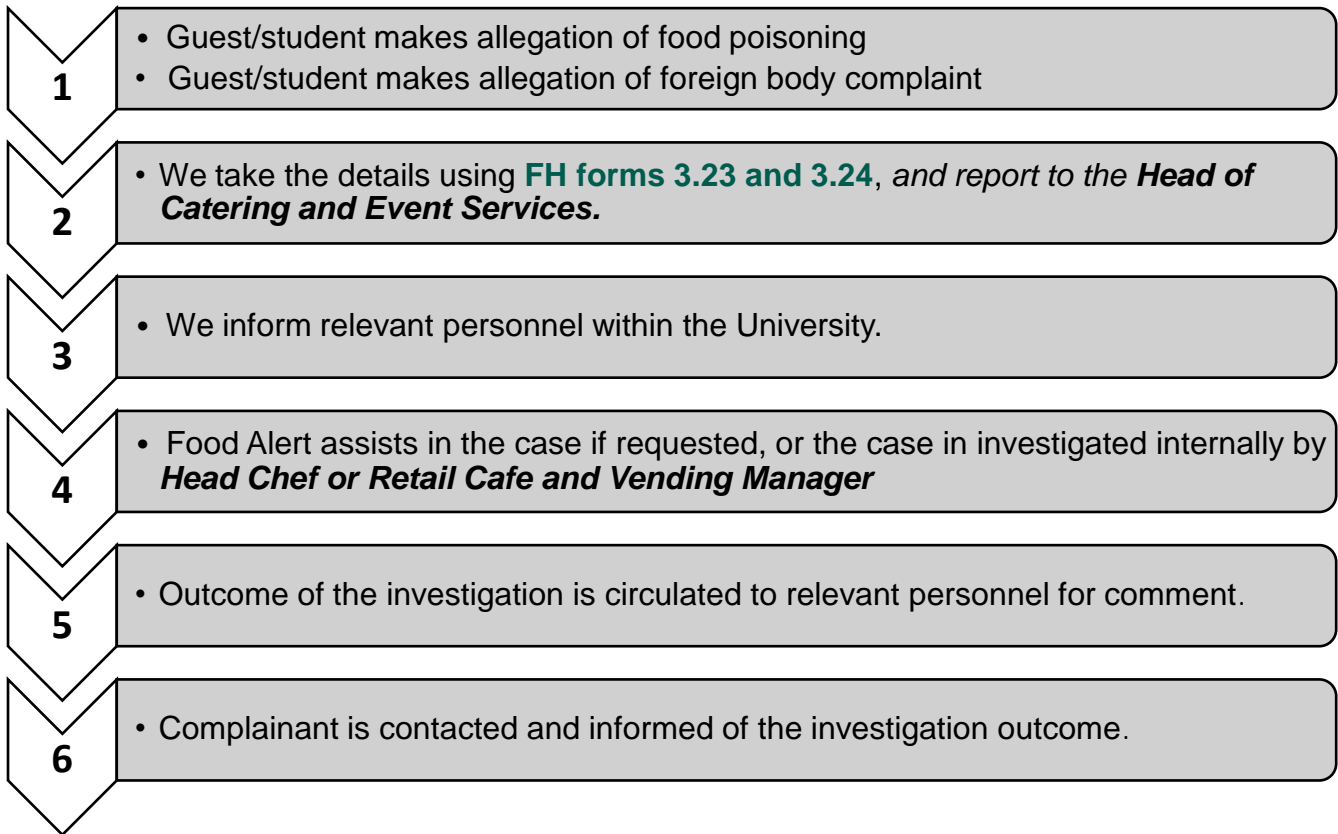
To provide a procedure for handling customer allegations of food poisoning and foreign body complaints.

Contents

- Procedure for handling customer allegations of food poisoning and foreign body complaints.
- Handling product recalls.

Forms

Form no.	Title	Location
FH Form 3.23	Alleged food poisoning form	Section 3
FH Form 3.24	Customer Complaint Record	Section 3



2.6.5 Procedure for Handling Product Recalls

- FSA notifications are monitored and acted on.
- Supplier notices are monitored and acted on.
- If a problem occurs with any foods for internal transfer, the receiving unit and The University of Liverpool services management are informed immediately.
- Where final customers/students need to be informed of any recall this will be done via:
 - Social media channels.
 - Student bodies.
 - Site notices.
 - Assistance from Liverpool Council.

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Section 3

3.0 Appendices

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FH Form 3.1: Cleaning schedule diary

Day	Notes	Yes / No	Signature
Monday			
Tuesday			
Wednesday			
Thursday			
Friday			
Saturday			
Sunday			



FH Form 3.2: Cleaning checklist (weekly)

Week commencing: /

All cleaning activities must be carried out in accordance with cleaning schedule detailed in **FH Form 3.1**. Any cleaning outstanding must be completed as soon as possible and where applicable the 'clean as you go' policy adopted. Initial in the appropriate box when cleaning activity is completed.

Item/task	Location	Date task completed	Completed by	Initials

Manager's weekly check

Cleaning carried out to the satisfactory standard? Manager's signature:

Details of any corrective action required:

*If you have answered **No** please explain why

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FH Form 3.3: Food handler's health assessment questionnaire

Name of employee			
Address			
At present, or in the last 7 days were/are you suffering from:			
i) diarrhoea			Yes/No
ii) stomach pain, nausea or fever			Yes/No
At present, are you suffering from:			
i) skin infections of the hands, arms or face, e.g. boils, styles, septic fingers, discharge from eye/ear/gums/mouth			Yes/No
ii) jaundice			Yes/No
Do you suffer from:			
i) a recurring bowel disorder?			Yes/No
ii) recurring infections of the skin, ear or throat?			Yes/No
Have you ever had typhoid or paratyphoid fever <u>or</u> are you now known to be a carrier of <i>Salmonella</i> Typhi or Paratyphi?			Yes/No
Are you a carrier of <i>Salmonella</i> ?			Yes/No
In the last 21 days have you been in contact with anyone, at home or abroad, who may have been suffering from typhoid or paratyphoid?			Yes/No
Countries visited in the last 6 weeks			
Name of Doctor			
Address			
Tel. No			

The answers to the above questions are to the best of my knowledge accurate and I acknowledge that failure to disclose information may lead to termination of my employment.

Signed			
Date			

FH Form 3.4: Food handler's return to work questionnaire (3 parts)

PART 1 To be completed by all food handlers when returning to work after an illness

Name:	Date of return:
--------------	------------------------

Please answer the following questions:

During your absence from work, did you suffer from any of the following:

Please tick and date when the symptoms ceased	Yes	No	Date
(a) Diarrhoea?			
(b) Vomiting?			
(c) Discharge from gums/mouth, ears or eyes?			
(d) A sore throat with fever?			
(e) A recurring bowel disorder?			
(f) A recurring skin ailment?			
(g) Any other ailment that may present a risk to food safety?			
Have you recently taken any medication to combat diarrhoea or vomiting?			

Signature (food handler):	Date:
----------------------------------	--------------

PART 2 To be completed by the Manager/Supervisor

If the answer to all of the above questions was 'No', the person may be permitted to return to food handling duties. **(Complete and sign below)**

However, if the answer to any of the questions was 'Yes', the person should not be allowed to handle food until they have been free of symptoms for 48 hours or, if formally excluded, medical advice states that they can return to their duties.

(See Part 3)

I confirm that		may resume food handling duties.
Signature (Manager/Supervisor)		Date:

/contd.

PART 3 To be completed by the Manager/Supervisor after medical advice has been taken

What medical advice was received by the employee?	✓
(a) Exclusion from work until medical clearance is given	
(b) Move to safe alternative work until clearance is given	
(c) Return to full food handling duties	

If (a) or (b) is ticked, appropriate action must be taken. If (c) is ticked, the food handler may resume duties immediately.

I confirm that		may resume food handling duties.
Signature (Manager/Supervisor)		Date:

NB Where medical clearance has been given by the G.P., you must receive a copy of this in writing.

FH Form 3.6: Letter requesting supplier approval certificate

[Date]
[Name]
[Position]
[Company name]
[Address]

Dear [Name]

We are currently reviewing our food safety systems and suppliers.

Please find enclosed an information request form regarding food safety standards of your operation. I would appreciate it if you could please complete the form and return with the information as appropriate.

We confirm that all chilled and frozen foods must be maintained at the correct temperature throughout the distribution chain:

- Chilled high-risk foods should be delivered at or below 5°C. If the temperature exceeds 8°C the goods will be returned.
- Frozen foods should be delivered at or below –15°C. If the temperature exceeds this temperature the goods will be returned.

Also:

- You will provide accurate and up-to-date information regarding food allergens within products supplied to us as well as informing us if this information changes.

We trust that this is self-explanatory and look forward to your reply.

If you have any queries regarding the contents of this correspondence, please do not hesitate to contact me.

Yours sincerely

[Name]
[Position]

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FH Form 3.7: Supplier information request form

Company requesting information:	
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Supplier details	
Name of supplier	
Address	
Contact name	
Telephone number	
Fax number	
E-mail address	
Foods supplied	

Information requested	Attached						
Third party certification (please provide documented evidence)							
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 33%; padding: 5px;">British Retail Consortium: Global Standard for Food</td> <td style="width: 33%; padding: 5px;">Safe and Local Supplier Approval (SALSA)</td> <td style="width: 34%; padding: 5px;">Other (provide details)</td> </tr> <tr> <td style="height: 30px;"></td> <td></td> <td></td> </tr> </table>	British Retail Consortium: Global Standard for Food	Safe and Local Supplier Approval (SALSA)	Other (provide details)				
British Retail Consortium: Global Standard for Food	Safe and Local Supplier Approval (SALSA)	Other (provide details)					

OR	
Hazard Analysis Critical Control Points (HACCP)	
CCP monitoring sheets	
Most recent external independent report (e.g. Environmental Health Officer)	
Pest control contract and last 3 service reports	
Summary of food hygiene training completed	

Information received: sign off by restaurant	
Name	
Signature	
Date	

FH Form 3.8: Letter requesting updated approval certificate

[Date]
[Name]
[Position]
[Company name]
[Address]

Dear [Name]

As a supplier to our business, we appreciate you operating to high standards of food safety.

We understand your third-party certification/documentation is [due for renewal shortly/has expired] and would ask that you forward to us either by post or email the latest version for our records.

In the meantime, we would like to take this opportunity to remind you to please keep us updated regarding any changes to the allergens information you may have previously supplied.

We trust that this is self-explanatory and look forward to your reply.

Should you have any queries regarding the contents of this correspondence, please do not hesitate to contact me.

Yours sincerely

[Name]
[Position]

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FH Form 3.9: Check of temperature probes

Probe	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Signature of person completing												
Manager's check												
Date action taken	Action taken											

Melting ice should be at 0°C+/-1°C. The actual probe temperature readings must be recorded (i.e. not ticks)
 Where deviations are identified the probe should be returned to the supplier for recalibration or replacement
 Guidance on the completion of this form can be found in **section 2.4.3** of the food safety manual



FH Form 3.10: Goods receipt temperatures

Delivery Temperatures										
Supplier	Type		Temp (°C)	Supplier non-conformance (✓ if appropriate)				Accept/Reject (✓ or x)	Initials	
	Chill	Frozen		Late	Short	Temp	No Stock			Damage
All gluten-free foods free from contamination? (Please circle as appropriate).									Yes	No

FH Form 3.11: Log of refrigerators and freezers

Fridge / Freezer number	Location



FH Form 3.12: Temperatures of refrigerators and freezers

Fridge/freezer	Monday		Tuesday		Wednesday		Thursday		Friday		Saturday		Sunday	
	am	pm	am	pm	am	pm	am	pm	am	pm	am	pm	am	pm
Initials														
Action taken, if necessary														
Weekly sign off and comments														
Temperature of fridges to be at or below 5°C Temperature of freezers to be at or below -18°C Guidance on the completion of this form can be found in section 2.4.5 of the food safety manual														



FH Form 3.13: Cooking and reheating temperatures

Date	Time	Food	°C	Comment/action	Signature

Manager's sign off and comments

Monitoring to occur of bulk produced high protein foods: meat, poultry, fish, shellfish, dairy produce, rice
 Core temperature are:

- 75°C for 30 seconds
- Non-exempt ,marine fish 60° C for 1 minute

Or as specified in Special HACCP(s)
 (NB reheating temperature in Scotland: 82°C)
 Guidance on the completion of this form can be found in **section 2.4.6** of the food safety manual



FH Form 3.17: Kitchen 'due diligence' diary

Date				Chef on Duty			
CRITICAL CONTROL POINT: DELIVERY TEMPERATURES							
Control temperature	Supplier	Food checked	°C	Action taken	Initials		
≤5°C							
≤5°C							
≤5°C							
≤5°C							
≤-15°C							
≤-15°C							
CRITICAL CONTROL POINT: FRIDGE AND FREEZER TEMPERATURES							
Unit	Control temp	°C AM	°C PM	Unit	Acceptable range	°C AM	°C PM
Fridge 01	≤5°C			Walk-in 1	≤5°C		
Fridge 02	≤5°C			Walk-in 2	≤5°C		
Fridge 03	≤5°C			Freezer 01	≤-18°C		
Fridge 04	≤5°C			Freezer 02	≤-18°C		
Fridge 05	≤5°C			Freezer 03	≤-18°C		
Fridge 06	≤5°C			Walk-in 1	≤-18°C		
Initials				Initials			
CRITICAL CONTROL POINT: COOKING/REHEATING TEMPERATURES							
Food	Control temp (See HACCP alternatives)	Time	Temperature °C	Initials			
	>75°C/30 sec						
CRITICAL CONTROL POINT: HOT HOLDING							
Food	Control temp	Time	Temperature °C	Initials			
	≥63°C						
	≥63°C						
	≥63°C						
CRITICAL CONTROLPOINT: CHILLING TIMES AND TEMPERATURES							
Food	Time cooling started	Temperature at start °C	Time ended	cooling	Temperature at end °C	Initials	
PROBLEMS IDENTIFIED		ACTION TAKEN			MANAGER'S SIGNATURE		
MANAGER'S SIGNATURE							



FH Form 3.18: Non-conformance log weekly notes

Weekly Notes	
Monday	
Tuesday	
Wednesday	
Thursday	
Friday	
Saturday	
Sunday	



FH Form 3.19: Opening check list

Area	✓/✗	Comment
<ul style="list-style-type: none"> Adequate supply of hot water 		
<ul style="list-style-type: none"> Dishwasher operating correctly 		
<ul style="list-style-type: none"> No signs of pest activity 		
<ul style="list-style-type: none"> All foods are dated and within date 		
<ul style="list-style-type: none"> Adequate supplies of hand washing materials 		
<ul style="list-style-type: none"> Checking supplies of cleaning materials 		
<ul style="list-style-type: none"> Food preparation areas – clean and sanitised 		
<ul style="list-style-type: none"> Staff are fit for work 		

Checks completed by	
Position	
Date	



FH Form 3.20: Closing check list

Area	✓/✗	Comment
<ul style="list-style-type: none"> Food stored correctly 		
<ul style="list-style-type: none"> Waste has been removed and new bags put into the bins 		
<ul style="list-style-type: none"> Cleaning cloths are removed and replaced 		
<ul style="list-style-type: none"> Checking of equipment 		
<ul style="list-style-type: none"> Equipment switched off/isolated 		
<ul style="list-style-type: none"> Cleaning schedule checklist completed 		
<ul style="list-style-type: none"> Food past its 'use by' date has been thrown away 		

Checks completed by	
Position	
Date	



FH Form 3.21: Weekly check list

Weekly Tasks	Week Commencing	
---------------------	------------------------	--

Pest Sightings Log			
Date	Pests sighted	Reported to?	Initial

Glass Breakages Log			
Date	Item broken	Cleaning Completed	Initial

Maintenance Log				
Date	Issue	Reported to?	Complete	Initial

Weekly Cleaning Tasks			
	YES	NO	Initial
All weekly cleaning tasks completed			
All cleaning schedules completed and signed off			
Cleaning equipment maintained in good condition?			

Staff Illness Log			
Date	Staff Name	Return to Work form completed (Yes / No)	Manager Initial

New Starter Log			
Date	Staff Name	Induction Training completed (Yes / No)	Manager Initial

Kitchen Visitor Log				
Date	Name	Visitor Health Form completed (Yes / No)	Reason for Visit	Manager Initial

All Records completed suitably?	Yes	No	Signed	
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FH Form 3.22: Internal audit

Area	✓/✗	Comment	Date completed
1. Temperature control			
• Fridges ≤5°C			
• Freezers ≤-18°C			
• Hot holding ≥63°C			
• Correct chilling practices			
• Water temperature ≥50°C unless mixer taps are fitted			
• Dishwasher operating correctly			
• 2 temperature probes available with wipes			
2. E. coli control and control over cross-contamination			
• No cross-contamination during storage			
• No cross-contamination during handling			
• Food covered during storage			
• Adequate spray sanitisers provided			
• Correct use of sinks			
• Adequate wash hand facilities			
• Food containers stored off the floor			
• Disposable cloths used for disinfecting surfaces			
• Correct use of colour coded chopping boards, containers tongs and knives			
• Separate complex equipment (vacuum packers, slicers, mincers etc.) signed/used for ready-to-eat and non-ready-to-eat foods			
3. Stock rotation			
• Foods within 'use by' dates			
• Foods within 'best before' dates			
• Prepared foods date coded			
• No other stock rotation issue			



Area	✓/ x	Comment	Date completed
4. Cleaning			
• Rubbish bins clean and not overflowing; lidded during storage			
• Equipment and utensils clean			
• Structure clean			
• No other cleaning issue			
5. Personal hygiene			
• Correct protective clothing being worn			
• Hands being washed as appropriate			
• Jewellery not worn (personal hygiene policy complied with)			
• Staff facilities in good condition			
• No other personal hygiene issues			
6. Pest control			
• No evidence of pest activity			
• Electric fly killer functioning			
• No proofing issues			
7. Structure			
• Walls in good condition			
• Floors in good condition			
• Ceilings in good condition			
• Adequate lighting			
• Adequate drainage			
• No other structure issue			
• Glass restricted/controlled			



Area	✓/✗	Comment	Date completed
8. Records			
• Records filed in food safety records folder			
• Food safety records folder older than three months are thrown away			
• Food Safety Policy in date and displayed			
• Personal hygiene policy displayed			
• Health assessment questionnaires completed			
• Allergen information completed and accurate			
• HACCP up to date			
• Specialised HACCPs in place and implemented			
• Temperature records satisfactory			
• Opening and closing checks satisfactory			
• Cleaning schedules satisfactory			
• Suppliers are approved and are up-to-date			
• Most recent EHO report attached and recommendations completed			
• Pest control records available and followed up			
• Food hygiene training summary complete and up to date			
• All staff have completed the 'Essentials of Food Hygiene' induction pack			
Auditor			
Audit completed by			
Position			
Date			



FH Form 3.23: Alleged Food Poisoning

To:					
From (company, site)					
Restaurant contact					
Tel no.					
Email					
Customer information and details of food consumed					
Surname					
Forename					
Address					
Telephone no.					
Mobile no.					
Email address					
Date of notification					
Notification by	Letter (please attach) / Telephone / Email / In person / Web-site *Please circle				
Date food consumed					
Time food consumed					
Details of menu items	Starter	Main course		Dessert	
Symptoms	Vomiting	Diarrhoea	Fever	Stomach cramps	Other ()
Date/time of onset					
Date/time finished					
Severity (mild/moderate/severe)					
Foods consumed in previous 48 hours					
Doctor visited?	Yes		No		
Stool samples?	Yes		No		
If 'yes', results?					

Cont'd



**FH Form 3.23 Alleged Food Poisoning
/contd.**

Any other people in the same party ill?	Name 1	
	Food consumed	
	Symptoms	
	Contact details	
	Name 2	
	Food consumed	
	Symptoms	
	Contact details	
	Name 3	
	Food consumed	
	Symptoms	
	Contact details	



FH Form 3.24: Customer Complaint Record

Date:		Time:	
Received by:			
Complainant's name and address:			
Telephone:			
Product subject to complaint:			
Nature of complaint:			
Product bought in:		Made on site:	
YES/ NO		YES/ NO	
Supplier:		Ingredients:	
Manufacturer:			
<i>Attach copies of all records relating to product or ingredients (delivery note, temperature records, coding checks, production times, etc.)</i>			
Deficiency noted in records? (if YES, give details):		YES/ NO	
ACTION TAKEN:			
ACTION COMPLETED:			
Signed:		Date:	

