FOOD SAFETY MANUAL

INDEX

List of Appendices

List of Monitoring Forms

INTRODUCTION

Food safety has received a high profile in recent years, due to the concern generated and fuelled by the steep year on year rise in cases of food-borne illness and the appearance of major food safety hazards involving beef, poultry, eggs, pate and soft cheese. More recently, dioxin contamination of food products, concerns about vCJD and the debate on genetically modified food have all kept the subject high in the public's awareness. Modern consumers have high expectations of safety, as well as quality, and outbreaks of food poisoning or a reputation for poor quality will damage the reputation of any organisation.

Reported cases of food-borne illness in the UK exceeded 100,000 during 1999. This is a major cause for concern, but perhaps still only represents 1% to 10% of the true figure. Investigations have found this trend to be genuine - rather than merely an enhanced level of awareness leading to a greater proportion of a similar number of cases being notified each successive year - and due to a number of factors found throughout the entire food chain. These include changes in diet and eating habits, farming practices and food processing methods in addition to what takes place at the premises where the food is to be served. Bacteria cause the majority of cases, the most numerous being Campylobacter and Salmonella species.

Investigations have identified the commonest factors associated with outbreaks of food-borne illness:

- Preparation of food too far in advance.
- Inadequate storage temperatures.
- Inadequate cooking or reheating.
- Inadequate cooling and holding.
- Contamination of cooked food.
- Consumption of raw food.

Usually more than one of the above factors is involved in food becoming harmful. As an example food may require contamination by bacteria, followed by a period at a suitable temperature for sufficient numbers of organisms - or quantities of toxins - to be generated. However, illness can be caused by ingestion of small numbers of bacteria and viruses, not requiring suitable conditions for growth. Also, chemicals and toxins may be introduced to the food at or before arrival at the premises, concerning which nothing can be effectively done by the caterer.

Major caterer, producing a large quantity of food throughout the year for a range of groups including residential students, staff, holidaymakers and conference delegates. An outbreak of a food-borne illness could result in prosecution, loss of business and the possibility of civil action being taken for damages. Consequently, high and uniform standards of food safety are essential and these are contained in the Food Safety Manual.

ACTION

Environmental Health Officers carry out routine inspections as part of their enforcement role, and will check any food safety management systems in place. However they will not set these up, nor will they operate them for food businesses. Site management must take responsibility for that as they would any other aspect of a business operation.

Effective measures have been introduced within food businesses to manage food safety. Achievement of the necessary standards is ensured by routine monitoring of critical points and regular inspections of all premises - both by each individual Unit itself and the Health and Safety Office.

The standards and procedures, which formalised and built on existing good practices within catering Units, are fully detailed in this Food Safety Manual.

The Manual is designed to enable the company to comply fully with relevant food safety legislation and the catering industry Guide to Good Hygiene Practice. The General Statement of food safety, together with details of its organisation and arrangements for food safety matters, are contained in the Food Safety Policy, which forms Appendix One of the Manual.

THE LAW

In the UK, the principal piece of food safety legislation is the Food Safety Act 1990. Enforcement of the bulk of its legal provisions, together with the sets of Regulations made under this Act or retained from earlier Statutes, is split between the environmental health officers and trading standards officers employed by local authorities. The powers granted to these officers are more far-reaching and effective than any given previously.

Food Safety Act 1990

The Act was introduced partly in response to the spate of food scares that occurred during the 1980s, reflecting the need for a unified, Europe-wide system of food law enforcement which the Act is designed to achieve. Wide-ranging in scope and effect, it covers food from source (e.g. a field of barley; an apple orchard), to the point of final sale for consumption and all stages in-between. The terms "farm to fork" and "plough to plate" have entered common usage to emphasise the need for effective controls down the whole food chain.

The Act's definition of food includes such items as drink, water and items with no nutritional value (e.g. food colour), but has several specific exemptions. These include live animals (but not those normally eaten raw, such as oysters), animal fodder and certain drugs.

The Act also has provision to cope with new developments in the food industry, like genetically engineered products, and new European Union legislation.

Offences under the Act are divided into food safety and consumer protection provisions. These are dealt with by the criminal courts, as are contraventions of the Regulations and other statutory instruments in force. Many of the powers were not new, but were strengthened and supplemented by others - some of which are similar to those available under the Health and Safety at Work etc. Act, 1974. These include the Improvement Notice - requiring certain works to be carried out; and the Emergency Prohibition Notice - allowing immediate closure of all or part of a food business if there is imminent risk to health.

Three defences are available under the Act :

1. That the offence was the fault of another person.
2. That the offence was due to publication in course of business.
3. That the person involved took all reasonable precautions and exercised all due diligence.

The latter is the most important and effectively makes it possible to gain an acquittal even if facts presented to the court show that an offence has been committed (the "due diligence defence").

In addition to the Act, two sets of Regulations came into force on the 15th September 1995, replacing the previous sets covering food hygiene and temperature control of food. A series of guidance books, the Industry Guides to Good Hygiene Practice, has been published to accompany the Regulations and assist in their interpretation - one is specifically for catering. Environmental Health Officers will give due consideration to the Guides when assessing compliance with the Regulations.

Food Safety (General Food Hygiene) Regulations 1995
These are the UK implementation of the Council Directive 93/43/EEC on the hygiene of foodstuffs; and also part of Council Directive 80/778/EEC on the use of water for food production. They apply to all stages of the food chain after primary production, but do not cover temperature control of food which are contained in the Regulations summarised later. Both revoke or amend 30 sets of Regulations previously in force throughout the U.K.

These Regulations are similar to the old Food Hygiene (General) Regulations in terms of requiring a basic standard of hygiene, but this is qualified by the duty to identify and control food safety hazards. In businesses where the risks to the consumer are relatively low, the control measures expected to be in place will be less rigorous than for a high-risk establishment. This will allow for a more flexible approach in terms of legal compliance. The Industry Guides and Food Safety Act Codes of Practice provide assistance.

Generally, proprietors must ensure :
1. All operations are carried out in a hygienic way.
2. All requirements of the "Rules of Hygiene" are complied with. (The Ten Commandments?)
3. All food safety hazards are identified and effectively controlled, as follows:

- Analysing identified food safety hazards.
- Deciding which are critical to food safety.
- Identifying and implementing effective controls.
- Monitoring procedures at these critical points.
- Reviewing the above periodically and when necessary.

"Hygiene Rules" detail requirements under the following headings :

- Food premises
- Food rooms
- Temporary and mobile premises
- Transport
- Equipment
- Food waste
- Water supply
- Personal hygiene
- Foodstuffs
- Training

Food Hygiene (Temperature Control) Regulations 1995 :
Most of the previous temperature control complexities have now gone, and there is now one single hot and one cold temperature for "any food which is likely to support the growth of pathogenic micro-organisms or the formation of toxins" - subject to certain exemptions, conditions and limits. As with the previous Regulations, Scottish requirements differ to those in England and Wales.

Summary :

1. Cold food to be held at or below 8 degrees.
   Exemptions include food :
   - being served or on display for sale
   - needing to be kept hot
   - presenting “no risk”
   - suitably preserved/treated
   - ripening or maturing
   - being transferred to or from a vehicle or premises
   - being processed/prepared
   - where there is evidence the higher temperature is safe.

2. Cooked/reheated hot food to be kept at or above 63 degrees.
   Exemptions include food :
   - being served or on display for sale
   - where there is evidence the lower temperature is safe.

3. Food must be cooled as quickly as possible after the final preparation or heat processing stage, to 8 degrees.

4. Alternative temperatures to those specified in Regs. 6 and 9 may be contained in the Industry Guides to Good Hygiene Practice (subject to a “well-founded scientific assessment”).

PHYSICAL STANDARDS

A specification for food room structure and the provision of all necessary services, equipment, facilities, etc. must satisfy the requirements of legislation and the Industry Guide to Good Hygiene Practice : Catering Guide. The following specifications are designed to assist in compliance with such standards and should be interpreted in relation to the operational needs of each premises, its size, scale and type of operations.

1. General

1.1 The structure should be sound, with no evidence of progressive movement or surface defects.

1.2 There should be no signs of rising or penetrating dampness, and no excessive condensation.

1.3 All materials and equipment must be sufficiently robust for the degree of use intended and in a good state of repair. For the main catering sites this should be of commercial/industrial quality.

1.4 All surfaces and equipment in food rooms must be made from materials which are smooth, impervious, non-toxic, non-tainting, easily cleaned, durable and non-reactive to food ingredients; designed and constructed with rounded corners and coving wherever possible, to facilitate cleaning.
The highest standards are required within areas where unwrapped, high-risk food is to be handled.

1.5 Wood should be restricted to areas of structure, such as doors, doorframes and window frames, since it is unsuitable for uses as a work surface.

1.6 Wood must be properly finished with no rough surfaces, joint gaps, nail holes etc. and painted or varnished to provide a smooth, impervious, cleanable surface.

1.7 All surfaces, equipment, facilities and services should be serviced and maintained as necessary.

1.8 Equipment, fixtures, etc. need to be mobile or moveable to permit access for effective cleaning.

2. Services

2.1 Adequate supplies of electricity, gas and potable water must be provided and there must be mains drainage.

2.2 A sufficient number of electrical socket outlets are needed to avoid the use of long cable runs and extension leads.

2.3 A sufficient number of electricity cut-off switches must be available to allow isolation of electrical equipment, so cleaning and maintenance can be undertaken safely.

2.4 Emergency cut-off devices for gas, electricity and water supplies must be conveniently accessible.

2.5 Electrical switches and fittings must not be exposed to water, or positioned within 2 metres of a wet area, unless of the waterproof type.

2.6 All cold water for the following uses should be direct from the mains and of potable quality :

- Washing food.
- Inclusion as an ingredient.
- Cleaning surfaces and equipment.
- Hand washing

3. Size and Layout

3.1 To determine if the floor area is adequate, it is necessary to consider the shape of the kitchen, its layout, the quantity and type of equipment, number of staff, type of catering and the weekly turnover. There are no statutory space standards for food rooms, but as a rough guide the following are recommended:

- The total area for all kitchen activities should be approximately half that of dining areas.
- No kitchen should have a total floor area of less than 10 square metres.
- Minimum floor area of 5 square metres is recommended for each member of kitchen staff.
- Approximately 20-30% of kitchen area should be allocated to storage of all types.

3.2 The following must be considered, taking into account the type and extent of catering:

- Work flows should design out cross-contamination between dirty and clean activities, and permit access for effective cleaning
- Mains services (gas, electricity, water, drainage) to be provided wherever possible.
- Adequate space allocation is necessary for the different food and non-food activities, e.g. storage, preparation, cooking, refuse, staff changing etc.
- Equipment, fixtures and fittings should allow for easy access for maintenance.

4. Floors, Walls and Ceilings

<u>Floors</u>

4.1 Must be durable, resistant to hot liquids, impact damage, abrasion, etc.

4.2 Must be slip-resistant, so far as is practicable. Vinyl safety flooring, with welded joints and coving to walls is preferred, but quarry tiles with waterproof grouting, vinyl tiles and terrazzo are also normally acceptable.

4.3 Should fall towards floor drainage points, where provided.

<u>Walls</u>

4.4 Heat and steam resistant properties are important, as is general durability. The degree depends on the location, and above 2 metres height durability is less important. The following are normally acceptable – depending on the use of an area:

- Washable painted plaster.
- Ceramic tiles with waterproof grouting.
- Sheet cladding of stainless steel or polypropylene.

Ceilings

4.5 Heat, steam and fire resistant qualities are important. The following are normally acceptable:

- Washable painted plaster.
- Suspended ceiling panels.

5. Work Surfaces

5.1 All surfaces coming into direct contact with food, food utensils, crockery, etc. must be made from suitable materials and be in sound condition. The following materials are normally acceptable

- Plastic laminates (such as melamine and Formica).
- Stainless steel.
- Food grade plastics.
- Ceramics and toughened glass.

6. Cooking Facilities

6.1 Must be in a satisfactory state of repair to allow effective use and proper cleaning.

6.2 Electric deep fryers must have a cut off switch remote from the fryer.

6.3 Gas appliances should be mobile and fitted with flexible hoses and a gas cut-off controls.

6.4 Microwave ovens must be in a good state of repair, with a working door interlock and undamaged door seals.

6.5 All control knobs, handles, door seals, etc. must be in place and in working order.

7. Food Hot and Cold Holding and Service Equipment

7.1 Bains-marie, hot cupboards, displays, etc. must be capable of holding food at a minimum of 63 degrees C.

7.2 Cold food display wells, chilled vending machines, etc. must be capable of holding food at a maximum of 5 degrees C.

7.3 Food display equipment should be suitably screened on the customer side.

8. Refrigeration Equipment

8.1 There should be sufficient capacity for the amount and style of catering being practised; including blast chillers and rapid-thaw cabinets where necessary.

8.2 Equipment must be in a good state of repair, with intact door seals.

8.3 Equipment should be located away from heat producing appliances, in well-ventilated areas.

8.4 Operational temperatures must allow food to be stored at the following :

- Fridges 0 to 5 degrees C. } These are food,
- Freezers –18 degrees C or lower } not air, temperatures

9. Other Storage

9.1 Dry goods and vegetable storage should be in a good state of repair and adequately ventilated to provide cool, dry conditions with an air temperature range of 10 to 25 degrees C.

9.2 Sufficient storage racking or shelves must be available, to allow all food and equipment to be kept 150mm clear of the floor. Freestanding stainless steel or plastic racking is preferable, but if not the materials used need to be durable and capable of being effectively cleaned.

Note - wood shelves may require frequent repair, varnishing or painting to retain a sound finish.

10. Water Supply, Drainage and Washing Facilities

10.1 Separate sinks are needed for the washing of food and equipment. These must be of a sufficient number and individual capacity. Hot water tap temperature should be 50 – 60 degrees C.

10.2 An adequate number of wash hand basins is needed for staff use. These should be located so that staff can have convenient access to them. Liquid soap and paper towel dispensers should be provided at each basin. Warm air dryers are not acceptable on their own in catering areas.

10.3 Dishwashers are essential for all but the smallest catering operations and should be in god working order and of adequate capacity. The rinse cycle water should exceed 80 degrees C.

10.4 All drainage should be via the mains, laid with sufficient fall, with the provision of water traps at all connections and grease traps where necessary.

10.5 A potable, mains supply of piped hot and cold water should be available at each appliance, for the following uses :

- Washing food.
- Inclusion as an ingredient (including ice making).
- Cleaning surfaces and equipment.
- Hand washing

11. Lighting

11.1 This must be adequate and glare-free in all areas.

11.2 Light fittings must be suitably covered or provided with diffusers.

11.3 Recommended lighting standards are :

- 500 lux for food preparation, cooking and service areas.
- 200 lux for all other areas.

12. Ventilation

12.1 Kitchens and dishwasher rooms must have mechanical ventilation, with cooking equipment enclosed by a ventilation hood fitted with outlet grease filters. The latter must be capable of being removed for cleaning or replacement, and there must be access to the ducting, etc. for cleaning and maintenance.

12.2 Ventilation must be capable of removing excess heat, steam and odours from cooking processes, refrigeration equipment, dishwashing, etc.; also odours and stale, smoky or damp air from staff facilities, customer areas and stores. Good ventilation reduces air temperature and relative humidity and the target is to maintain an indoor temperature below 25 degrees C with relative humidity within the 40 – 70% range.

Ventilation expressed in terms of minimum air changes per hour is recommended as follows :

- 30 ach for kitchens
- 6 ach for toilets, restaurants and rest rooms
- 3 ach for cellars and stores

12.3 All ventilation openings should be positioned to prevent any flow of air from contaminated to clean areas (e.g. from toilets or refuse storage areas to food rooms).

12.4 All ventilation openings, e.g. windows, doorways, airbricks, ducted inlets etc. should be fitted with insect-proof screening.

13. Refuse Storage and Disposal

13.1 Internally, metal-framed plastic sack holders are preferred, fitted with a foot-operated cover. Bins with lids, lined with plastic refuse sacks, are an acceptable alternative.

13.2 Externally, bulk storage should be in the form of wheeled, covered skips. Compactors are acceptable for most waste types, but need to be properly maintained.

13.3 Sufficient capacity must be available for refuse storage, with a maximum collection frequency by a licensed refuse contractor of once a week.

13.4 Storage areas or compounds should be hard surfaced and in sound condition, preferably laid to a suitable fall and drained.

14. Staff Facilities

14.1 Staff must have facilities separate from food rooms where they can change and store their street clothes and personal effects.

14.2 Toilet facilities should be separately provided for staff, but shared use with customers is acceptable for small operations.

14.3 All facilities should be in a good state of repair and cleaned daily.

14.4 Provision of lockers is recommended for staff clothing and other belongings, located in a changing room.

14.5 Toilets should have a wash hand basin, with liquid soap and paper towels, and a sign stating "Now Wash Your Hands" needs to be on display. Warm air hand dryers are acceptable as an alternative to paper towels.

14.6 Areas containing a WC or urinal facility must only communicate with a food room or work room via an intervening ventilated space.

15. Customer Areas

15.1 All floor, wall and ceiling surfaces must be in sound condition.

15.2 There should be sufficient artificial lighting, in good working order.

15.3 Adequate ventilation is required (see above).

15.4 Toilet facilities must be adequate in quantity, clean and in good repair.

15.5 Areas containing a WC or urinal facility must only communicate with a food room or work room via an intervening ventilated space.

16. Equipment Maintenance

16.1 All gas and electrically-powered equipment must be serviced, repaired, etc. when necessary and at least once per annum.

- In the case of gas equipment, this will be done by a competent (i.e. CORGI-registered person) and include an annual safety check where necessary.

- In the case of electrical equipment, inspection and testing will be in accordance with the University Health and Safety Manual Section E1 – Electrical Testing.

OPERATIONAL STANDARDS

The legally enforceable standards for food premises and hygienic food handling are a minimum level of acceptability and there is little margin for error, as even a small, short-term decline in operational standards will result in a food business dropping below this "bottom line." The result will increase the risks of a food safety "incident" (e.g. food poisoning, complaint of foreign body, unfit food, etc) and also of enforcement action through a routine inspection or in response to a customer complaint.
A reduction in standards leads to a corresponding increase in risks of contamination (microbiological and physical), bacterial growth (and toxin production) and pest infestation, leading to harm in the form of food-borne illness, injury and food spoilage.

These operational standards, together with the Manual Appendices, have been prepared to cover all aspects of food hygiene and safety, assisting in the maintenance of high standards of food safety by encouraging good working practices in all food areas.

1. Purchase

For the University's purposes, this is where the food chain begins. The safety and wholesomeness of food supplied to University premises is dealt with by a supplier assessment and approval process carried out by the Health and Safety Office. Full details of this are in Appendix 2 - Supplier Assessments.

1.1 Only suppliers and outside caterers listed in Appendix 3 – Register of Approved Food Suppliers and Caterers, may be used.

1.2 Any Unit wishing to utilise a supplier or caterer not registered must notify the Health and Safety Office in order for an assessment to be carried out.

2. Deliveries

This is the start of the food chain within University premises, but previous assessment should have ensured the supplier is operating adequate standards.

2.1 There must be adequate storage capacity and facilities for the quantities being ordered.

2.2 On delivery, before acceptance, the vehicle must be checked to determine its suitability for carrying food - Is it refrigerated? (if necessary) Is it clean? Is the driver properly attired and clean?

2.3 Food must be examined and the following checks made, before being placed into storage :

- Condition of packaging and containers (look for blown, rusted, leaking cans; visibly damaged and dirty packaging; evidence of pests, etc).

- Condition of food (sprouting, soft, mouldy produce; other visible defects).

- Labelling (must be complete for pre-packaged foods. Information to include product description, storage conditions and "use by/best before" dates).

- Storage (is food properly loaded on to the vehicle, raw and cooked foods kept separate, suitable containers and packaging in use?)

- Temperatures (Can be taken using a probe thermometer between food packs, or by taking the air temperature reading from the vehicle display):

Food type	**Acceptable temperature range (degrees Celsius)**
Chilled	0 to 8
Frozen	-12 or below

- Signs of thawing (soft, wet food; frozen liquid in packaging; products in a solid mass)

- Quantities - are these correct?

2.4 A Food Delivery Record should be completed for each delivery (see Appendix 13.1) This may not always be possible, but a representative sample of deliveries must be assessed in this way and include all refrigerated products.

2.5 If the food is delivered in an unsatisfactory condition, it must be rejected. The decision rests with the catering manager, who should exercise reasonable judgement. Criteria will include :

- Chilled foods above 5oC.
- Frozen foods above - 12oC.
- Cans visibly blown, affected by rust, badly dented, with damaged seams, leaking.
- Unlabelled, pre-packed foods.
- Expired date codes.
- Inadequate date code period remaining (depends on food type).
- Badly soiled packaging/container material.
- Badly damaged packaging.
- Food unfit or of poor, unsaleable quality.

2.6 It is essential that someone is always available to receive food on delivery. Food deliveries left unattended in a yard or similar outside location is unacceptable.

2.7 Food deliveries must be properly stored as quickly as possible under appropriate conditions. Priorities are chilled food > ice cream > other frozen foods > produce > dry goods.

2.8 As a general rule, new stock should be stored behind old to encourage use of the oldest stock first (i.e. first in - first out), but it is essential to take note of date coding as food is not always delivered in correct chronological order.

3. Storage

Food must be protected against risk of contamination by :

- Harmful micro-organisms
- Foreign bodies
- Harmful chemicals

Raw food and food handlers are major sources of both microbiological and physical contamination. Adequate space and sufficient, suitable equipment must be available for safe storage and preparation of food.

3.1 Sufficient shelving or racking should be available to avoid the use of floor pallets or platforms, which tend to create difficulties with cleaning. Space beneath the lowest shelf needs to be enough for effective cleaning and pest inspection. Recommended floor clearance is 150mm.

3.2 Outer packaging should, wherever possible, be removed from food deliveries before the food is stored away – this is essential where the packaging is soiled.

3.3 Food must always be stored above floor level and away from contact with walls in store rooms, cupboards and walk-in refrigerators, unless kept in a suitable container – such as a Grundy Bin.

3.4 Raw and cooked/ready-to-eat foods must be stored separately, ideally in separate fridges. If fully separate facilities are not available, the raw foods must be kept below or otherwise apart from other foods.

3.5 Once opened, food must be subsequently stored fully wrapped or covered with food-grade material. Suitable materials can be washable or disposable, but need to be of an impervious nature in addition to being "food-grade", so aluminium foil, plastic film, blue food bags, Pyrex, stainless steel, hard plastic, glazed earthenware are all suitable; whereas cloths, muslin, kitchen paper, refuse sacks, are not. In addition, cling film is not for use in conventional ovens or in direct contact with food being cooked, reheated or thawed in a microwave oven.

3.6 Food must not be stored or heated in opened cans. Food should be immediately used or the contents decanted into a suitable, food-grade container. Metal spoons and other serving utensils must not be left in food.

3.7 Unnecessary glass should be kept out of food rooms, unless protected as in the case of light fittings. Glass tube thermometers and drinking glasses used as ice scoops are the commonest examples.

3.8 Non food items should be kept out of food storage and preparation areas - particularly those which may contaminate through leakage or airborne taint - such as cleaning chemicals.

4. Preparation

4.1 Where space permits, areas should be designated for particular types of food preparation - e.g. pastry, veg/salad, sandwiches, raw meat, fish, etc.

4.2 Separate equipment (tables, knives, chopping boards) is desirable for use with raw and cooked/ready to eat foods. Sufficient equipment must be available for the busiest periods and if there is a colour coding system for boards this must be understood and followed by staff.

4.3 Where full separation by space and/or equipment is not possible, this can be achieved effectively by thorough cleaning and disinfection between each type of use.

4.4 Wood should be avoided, but is acceptable as part of structure, framing for shelves, etc., provided it is in sound condition, free of surface imperfections and sealed with varnish or paint so as to be fully washable. Use as tabletops and chopping boards is not suitable; wood handled knives, spoons and paddles should be replaced when excessively worn or split. Such utensils should be phased out.

4.5 Raw shell eggs must not be used as ingredients in uncooked or lightly-cooked dishes. Where not to be thoroughly cooked, dishes should be made with pasteurised liquid egg.

5. Personal Hygiene

High standards of personal hygiene are fundamental to good catering practice. The food handler can be a direct, personal source of contamination (from clothing, skin and gut) and also as an agent of cross contamination from other sources (such as refuse, raw food). Clean, frequently washed hands; good habits and handling practices and the wearing of clean protective clothing are essential.

Staff Facilities

5.1 Staff toilet, washing and changing facilities must be available at the place of work. These should be kept clean, tidy and properly supplied at all times.

5.2 Staff should not have to change in an area containing a WC or other sanitary convenience.

5.3 Adequate locker or other personal storage facilities should be available.

5.4 A sign requiring staff to wash their hands should be displayed in the toilet.

Personal Appearance

5.5 Food handlers must present for work in a clean state – hair, clothing and body. A high standard of personal cleanliness is required, with particular concern for the hands and hair.

5.6 Fingernails must be short and clean.

5.7 Nail varnish and false nails must not be worn.

5.8 Jewellery should be kept to a minimum. The only types permitted are sleeper-type earrings and plain finger rings.

5.9 Long hair must be tied back or enclosed within a hat or hair net.

Protective Clothing

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

- Clean and in good repair
- Washable, lightweight, of light-coloured material.
- Cover all outer clothing and the hair.

5.11 Staff who handle high-risk food must not travel to and from work wearing their protective clothing. This should be kept at work so that all clothes changing is on site.

5.12 Plastic, disposable gloves are acceptable for certain high-risk food handling activities, but must not be regarded as a "second skin". The following disciplines should be observed :

- Hands must be washed and dried before gloves are put on.
- Gloves must only be used for one particular task.
- On completion of the task, the gloves should be discarded and the hands washed again.
- A maximum of one hour's use before hands are washed/gloves are changed.
- Use should be limited to handling of high-risk foods such as cooked meats and sandwiches.

5.13 Strong, closed toe, "sensible" shoes with slip-resistant soles should be worn to protect against slipping, hot spillages, etc. Where required by the premises management, specialist safety or slip-resistant footwear must be provided and worn.

Hand Washing

5.14 Hands are to be washed in wash hand basins provided only for this purpose and no other. Each requires a supply of hot and cold running water, liquid soap and disposable towels.

5.15 Wash hand basins must be kept in a clean condition, provided with a plug, and its location or other equipment must not obstruct access

5.16 Hands should be washed frequently, but in particular on the following occasions :

- Before starting work AND after any break
- After visiting the WC
- After handling raw food (meat, fish, pastry, eggs, vegetables)
- After handling dirty equipment (including money).
- After handling delivery packaging.
- After handling refuse.
- After cleaning surfaces or equipment.

Personal Habits

5.17 The direct handling of high-risk food should be avoided whenever possible. Implements such as tongs and spoons should be readily available.

5.18 Other bad habits to be avoided include the following :

- Use of tobacco.

- Tasting food by dipping fingers or reusing an unwashed spoon.
- Scratching.
- Coughing/sneezing over food.
- Taking breaks in food rooms.
- Washing hands in a food or equipment sink.
- Sitting on food preparation surfaces.
- Touching hair.

5.19 Personal belongings, outdoor clothing, etc. must be kept out of food rooms and stored in the staff facilities.

Injury and Illness

5.20 Food handlers must immediately notify their supervisor of any of the following :

- Diarrhoea, vomiting, nausea, stomach pains (i.e. symptoms of food-borne illness).
- Colds, coughs and other respiratory or chest infections.
- Skin infections or conditions, e.g. septic wounds, dermatitis, eczema, rash.
- Infections of the eye, ear, mouth, nose and throat.
- Symptoms of food-borne illness in the food handler's household.
- Return from any trip overseas.

5.21 On return from any sickness absence or trip overseas, food handlers must complete a Food Handler Review Health Questionnaire (see Appendix 13..5) in co-operation with their supervisor.

Where appropriate for 5.20 and 5.21, action to be taken is detailed in Appendix 6 - Procedure for Suspected Food-Borne Illness. For conditions and answers not covered by Appendix 6, the Health and Safety Office should be contacted for advice.

5.22 A fully stocked first aid kit should be available within the kitchen area, which must include a supply of blue waterproof dressings.

5.23 All cuts, abrasions and burns must be covered with a waterproof dressing.

6. Temperature Control

This is a vital area, as most food poisoning outbreaks are due to a combination of suitable time and temperature factors following the contamination of food. Temperatures of food throughout the stages of delivery receipt, storage, preparation, cooking/reheating holding and display need to be regularly monitored and recorded in writing where appropriate.

Food-borne illness can result from several causes, including bacteria, toxins (naturally present or produced through microbiological action), viruses and physical contamination by harmful chemicals or metals. The bacteria responsible for food poisoning (e.g. Salmonella, Clostridium perfringens) rarely, if ever, cause symptoms when present in the food in small numbers. Under the right conditions, however, they can multiply to harmful levels and the growth range lies within 5

and 63 degrees C. It is essential for controls to restrict the amount of time that food is present in this "danger zone" to the minimum period.

Note :

- In the middle of this range, bacteria can double their numbers every 10 to 20 minutes
- At the extremes of the range, bacterial growth is slowest.
- At below 5 degrees C, few bacteria are growing.
- At –10 degrees C, all microbial growth ceases.
- At or above 63 degrees C, bacteria die or form inactive spores.

Careful use of suitable time and temperature combinations will ensure the destruction of most bacteria during cooking and reheating processes; and prevent or minimise growth during storage, preparation, holding and service periods.

Storage

6.1 Food storage areas and equipment must be kept within the following specifications :

- Ambient stores (e.g. dry goods, produce, bread) to be within the 10 to 25 degrees C range
- Fridges to operate within the 0 to 5 degrees C range.
- Freezers to operate at or below –18 degrees C.

6.2 All refrigeration equipment should have a temperature display on the casing, or have an internal thermometer. These will suffice for the majority of recorded checks, but must be verified at least once daily by use of an electronic probe thermometer.

6.3 Temperatures of all refrigeration storage equipment should be recorded in writing (see Appendix 11.2) at the following frequencies :

- Fridges three times per day.
- Freezers once per day.

6.4 Each kitchen must have an electronic probe thermometer, spare battery and a supply of disinfectant wipes.

6.5 All "high risk" foods (e.g. cooked foods, soft cheeses, prepared salads) and those not stable at ambient temperature (e.g. raw meat, uncooked dough and fresh pasta products) must be stored under refrigeration, plus the following categories :

- Raw eggs.
- Other foods with label instructions requiring refrigeration.

6.6 Doors of refrigeration equipment should be opened only when necessary, and closed immediately after use (not propped open for convenience).

6.7 Fridges must not be overloaded. Adequate air circulation is necessary.

6.8 Any food found to be fully or partially thawed must not be re-frozen.

Preparation

6.9 Frozen food usually requires to be thawed before incorporation as ingredients or cooking. This process should ideally be carried out under refrigeration or in a rapid thaw cabinet and not at ambient room temperature.

Alternatives are possible under the following circumstances :

- Use of a microwave oven defrost facility - for food which is to be fully cooked or reheated immediately, as part of the same process.

- Cold, running water - for small items to be cooked or eaten immediately e.g. prawns.

- Cool, ambient temperatures not exceeding 15 degrees - for large pieces of meat or poultry (here refrigerated thawing times can be measured in days – not hours).

Note that high-risk food should never be permitted to thaw outside refrigeration.

6.10 Food should not be left at ambient temperature during preparation, transfer, equipment defrost/breakdown and waiting periods for longer than necessary. As a guide, only a sufficient quantity of temperature-sensitive food for use with a 30 minute period should be outside temperature control.

Cooking and Reheating

6.11 Food must be thoroughly cooked throughout to a time and temperature combination effective in destroying pathogens. Both cooking and reheating must be accomplished as quickly as possible. A minimum 75 degrees C internal temperature for a period of 2 minutes is recommended.

6.12 An electronic probe thermometer should be used to determine procedures and to check their effectiveness at the end of the cooking time.

6.13 Only recognised cooking equipment is suitable - holding equipment such as Bains-marie and hot cupboards are not to be used for cooking or reheating.

6.14 Quantities to be cooked must not be so large as to make it difficult to achieve the above time/temperature combinations.

As a guide, the following are essential practices, assisting with thorough cooking/reheating and preventing the formation of cold spots within the food mass:

- Meat pieces should not exceed 4kg weight.
- Large volumes of liquids should be stirred while being heated.
- Liquids (especially soups, stocks and gravy) should be brought to the boil.

- Food being heated in a microwave oven should be turned and liquids stirred at least once, midway through the process.
- Cooking or reheating should be carried out in one process, never in two or more stages.

6.15 Cooking/reheating temperatures of a selection of foods should be recorded daily (see Appendix 11.3).

Cooling, Holding, Display

Ideally, food will be cooked to order and served hot immediately. This is rarely the case and there is a need for safe methods of food cooling, holding and reheating.

6.16 After cooking, food must be cooled as rapidly as possible before being refrigerated. This period should ideally not exceed 90 minutes which may be achieved by any of the following :

- Use of a blast chiller.
- Breaking down food into smaller quantities after cooking.
- Placing pans into sinks of cold, iced water.
- Pouring food into shallow trays.
- Loosely covering food and placing in a cool, well-ventilated area is adequate.

Note - food must never be permitted to cool slowly in a switched off oven.

6.17 Food must not be put into a fridge until it has cooled to near ambient temperature. An exception to this is that small quantities of hot food can be put into a large walk-in refrigerator.

6.18 Reheating can be carried out once only, of previously cooked and cooled food. Care is necessary when making dishes from pre-cooked ingredients, in order not to exceed this guidance.

6.19 When being held prior to service either on display, in a vending machine or as “back up,” food must be maintained at the following temperatures:

- Hot food at 63 degrees C or above.
- Cold food at 0 to 5 degrees C.

6.20 Food on display must be maintained at the above temperatures, but if display equipment is not effective, or the food is presented as a served or self-service buffet, the following exemptions are permitted :

- Hot food can be held below 63 degrees C for up to 2 hours.
- Cold food can be held above 5 degrees C for up to 4 hours.

After the above periods, food must be brought back within temperature control and only served from these temperatures, or discarded.

Note – food is only permitted one display period out of temperature control, no matter how short.

6.21 Food which has been reheated should be discarded at the end of a service session.

6.22 All hot and cold holding and service equipment must be pre-heated or pre-chilled for at least one hour before use.

6.23 Containers must not be "topped up" between service periods, but quantities on display should be kept to a practical minimum. Used containers should be replaced with fresh, refilled containers.

6.24 Electronic probe thermometers should be in use to monitor food temperatures.

6.25 Temperatures of a selection of displayed foods should be recorded daily (see Appendix 11.3).

7. Cleaning and Disinfection

Unsatisfactory standards of cleaning will encourage pest infestations and contribute to the risk of food contamination. They are also illegal, aesthetically undesirable and the factor that most often influences a local authority decision to prosecute. High standards of cleanliness safeguard food quality, provide a better working environment, give customers a favourable impression and help in maintaining the value and operational quality of equipment.

Two levels of cleanliness are to be considered :

- Visual - no visible dirt, loose debris or staining. The minimum standard applied everywhere.

- Microbial - as visual, plus disinfection to reduce numbers of (invisible) micro-organisms. This is the standard for surfaces which come into contact with food or hands.

<u>Cleaning Chemicals</u>

7.1 A range of products suitable for use in a food handling environment is needed. They should leave no toxic or tainting residue and the methods of use should ensure that food and equipment are not contaminated. Generally, commercial, food-grade chemicals should be in use and household chemicals avoided, as these are often of limited effectiveness and may be scented.

The following types of cleaning product are recommended for use in kitchens areas :

- Oven cleaner
- Surface degreaser (floors, walls, tiling, cookers, etc.)
- Surface sanitiser (work surfaces, fridges and freezers, processing equipment, etc.)
- Hand wash up detergent
- Machine wash up detergent and rinse aid

7.2 Chemical storage should be separate from food where possible, and only sufficient for immediate use should be kept in the food areas. If stored in the same room, chemicals should all be at low level and food stored above.

7.3 Chemicals must be stored in their original, labelled containers. Decanting must be avoided, but if chemical is diluted into a spray bottle, this is acceptable provided the bottle is labelled.

7.4 Chemical storage must take account of the potential hazards involved - for example, acid-based products must be kept away from chlorine-based disinfectants.

Cleaning Equipment

7.5 Equipment should be suited to the purpose for which it is intended and be in good repair.

7.6 Use of mops, cloths, brushes, etc. must avoid contamination of clean areas and equipment, by ensuring no overlap between low risk and high risk areas. Separate equipment is therefore needed for food and non-food areas

7.7 Cleaning cloths should preferably be of the disposable type, but washable cloths are satisfactory if laundered daily.

7.8 Equipment should be kept in a suitable store room or cupboard, separate from food and sanitary facilities.

Cleaning Schedules

7.9 A written cleaning schedule must be in evidence and staff trained in its use. This should cover session, daily, weekly, monthly and long-term cleaning practices.

The following information is necessary:

- Areas and equipment to be cleaned (every item must be included).
- Frequencies of cleaning.
- Materials, methods and equipment to be used.
- Persons responsible.
- Safety procedures (e.g. personal protective equipment, general instructions).

Note - detailed schedules incorporating most or all of the above information can usually be obtained from chemical suppliers, together with training on chemical use, safety, etc.

Cleaning Standards

7.10 It is essential that the internal and external environment be kept clean, tidy and free from any foreign matter or "clutter". This should be to a relevant standard dependent on the area, as it is unrealistic and impracticable to expect an external refuse compound to be of the same degree of cleanliness as a fridge interior. As a general rule, surfaces and equipment coming into contact with food or hands requires cleaning and disinfecting; whereas other areas need a standard of visual cleanliness. All necessary details will be contained in the cleaning schedule.

7.11 All equipment, utensils and machinery must be cleaned in accordance with the manufacturers instructions. These should be referred to or incorporated into the cleaning schedule.

Note - instructions may be particularly relevant for specific items, such as vending machines.

7.12 In addition to any requirement of the above, all spillages must be cleaned up immediately and food rooms kept tidy (i.e. a policy of "clean as you go").

Washing Up

7.13 This can be carried out either in the dishwasher, or by hand :

Dishwasher - wash and rinse cycles should be set at the appropriate temperatures, which are :

- Wash at 50 to 60 degrees C.
- Rinse at 80 + degrees C.

Hand - the two sink method is necessary. One is the wash sink, the other is for rinsing.

Temperatures are limited by the piped hot water supply, but should be at 60 degrees C.

7.14 Drying up - rinse temperatures should be high enough to allow rapid air drying of washed items, and an adequate amount of drying rack or tray space is needed to accomplish this. Cloths should not be used for drying or polishing, but disposable paper towels or roll can be used.

7.15 Water temperatures of the dishwasher cycles should be regularly monitored, using a probe thermometer or the equipment display.

8. Stock Rotation

Stock rotation in a catering operation is important for several reasons. Growth of micro-organisms, toxin production and other biochemical processes in the food lead to spoilage and increased risk of food poisoning. In addition, too much stock is wasteful of space, ties up money and there is more chance of goods deteriorating before they can be used. Stress is applied to storage facilities - both in terms of physical space available and overloading of refrigeration equipment - which may result in breakdowns and inadequate performance.

Large quantities of old, infrequently disturbed stock can encourage the establishment of a pest infestation by providing food and harbourage. Finally, good stock control practice is made more difficult in over stocked and crowded storage.

Delivery And Storage

8.1 All stock must be properly received on the premises as detailed in the Deliveries section.

8.2 All food must be stored correctly, in accordance with the product requirements (pre-packaged foods must state this information on the labelling).

8.3 Old stock should be used before new. Chilled stock usually has a life of 3 to 4 days on arrival, and dates need to be checked daily.

Rotation And Labelling

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

Note - the presence of food on premises with an expired "use by" date is an offence.

8.5 All pre-packed foods require full labelling, which must include the product description, weight/quantity, storage instructions and a "use by" or "best before" date. This is the responsibility of the manufacturer or supplier.

8.6 Food which is prepared in house more than 24 hours in advance of use must also be adequately labelled. Product description and production date need to be shown.

8.7 If food is frozen in-house as a method of use and to extend the shelf life, the wrapping or container must also include the date of freezing. This is generally accepted, along with cooking, as a method of using food within its date code. The existing label on pre-packed, date coded food must not be removed or altered, but the date of freezing must be visible to avoid the food appearing out of code!

8.9 When food is frozen, the wrapping must be as tight as possible to exclude air. This will avoid dehydration and quality problems such as "freezer burn".

8.10 Freezing should always be carried out in the rapid freezer compartments, if possible. Food texture is damaged by slow freezing, which results in the formation of large ice crystals. On thawing, there is excessive drip which results in loss of flavour, nutrients and causes toughness in meat. The freezing of fresh meat cuts intended for grilling or roasting should be avoided.

Food prepared and/or frozen in-house should be given the following storage life periods:

- Chilled - 48 hours (may be longer, depending on food type).
- Frozen - one month (food frozen on delivery, such as fresh meat)
  - three months (batch cooked food)

Note - food should be frozen in as fresh a condition and be of the highest quality possible.

9. Pest Control

Catering premises are a prime target for insect, rodent and bird infestations, and all necessary steps should be taken to discourage them. Dealing with active infestations is a specialist job, but the best methods of control are preventing access (through proofing and maintenance) and removing food and harbourage (housekeeping).

Pests carry pathogens - some are food borne (such as Salmonella and dysentery) whilst others (such as leptospirosis) can enter via damaged skin. Pests contaminate food, equipment and surfaces with urine, droppings, vomit, fur and body fragments.

Pest infestations are frequently associated with untidy, dirty premises and are the major reason behind the majority of summary food premises closures via emergency prohibition powers under the Food Safety Act 1990.

Proofing And Prevention

9.1 Premises should be covered by the pest control service contract organised by the University Procurement Office. Details of the specification are available from the Procurement Office, Old Shire Hall.

9.2 Operable doors and windows located in food rooms and openable direct to the outside air should be fitted with fly screening.

9.3 Electric fly killers (EFKs) need to be regularly serviced and emptied.

9.4 Staff must be aware of the signs of potential pest infestation and should be encouraged to notify suspicious signs to the catering manager.

Treatment

9.5 Any treatment for pests must only be carried out by the University's contracted pest control operator.

10. Refuse Disposal

Refuse is attractive as a source of food and harbourage to all pests. External compounds and stores are often breeding sites for flies, which readily enter buildings through any unscreened open doors and windows.

Internal

10.1 A sufficient number of covered bins or other waste receptacles should be provided.

10.2 Bins, etc. must be taken to the external refuse store when full and at the end of each session.

10.3 Contents of internal refuse stores must be removed outside at the end of each day.

External

10.4 Yards and other refuse storage areas should be washed down weekly, or as necessary.

10.5 Refuse containers must be pest-proof, covered bins or skips with sufficient capacity to contain all the refuse produced.

10.6 Lids or covers of refuse containers must always be in place.

10.7 Cardboard and other bulky waste should be broken flat to reduce volume. Compactors and baling machines are suitable for this purpose, but incineration or open burning is not permitted.

10.8 Collection frequency should be at least once per week, by a licensed waste collector.

10.9 Refuse must not be stored on the floor in bags, cardboard boxes or other unsuitable containers.

10.10 All refuse collectors, including those companies removing waste oil and food for recycling, must be licensed.

11. Structure And Equipment

This, generally speaking must be sound, capable of the function and degree of usage required, and in a good state of repair. "Commercial-quality" is always recommended over "domestic-quality", except where the degree of use is light.

Defects should be attended to as they occur, and not be permitted to worsen or accumulate. Routine surveys of premises will highlight areas for attention and it is recommended that all equipment be subject to regular servicing and maintenance contracts.

Full details are in the section on Physical Standards.

12. Health And Safety

This is a separate area in itself, and subject to the management controls detailed in the University Health and Safety Policy, Health and Safety Manual and the Units' own arrangements. As a general rule, all activities must be carried out with due regard for the health, safety and welfare of all concerned - staff, visitors and customers - and equipment needs to be in safe working order.

The following will be looked for during a Health and Safety Office food safety inspection:

12.1 Machinery and equipment must be well maintained and in good working order.

12.2 Machinery and equipment must have working guards in place, where appropriate.

12.3 Emergency cut off controls must be available within the kitchen, for electrical and gas fuelled equipment. These need to be easily accessible and remote from equipment.

12.4 Dangerous machinery and equipment should have warning signs displayed near to them. Signs need to detail specific safety information for each piece, plus the following general instructions:

- Only trained operators are permitted to use or clean this machine.
- Operators under training may only use or clean this machine under competent supervision.
- Only persons over the age of 18 are allowed to operate or clean this machine.

12.5 Fire fighting equipment must be readily available, consisting of a fire blanket, a water based and a non water-based extinguishers. These should be serviced at least every 12 months.

12.6 Equipment should have no visibly obvious electrical defects. Electrical cables, flexes, plugs and socket outlets should be maintained in good working condition, and show no signs of wear or damage. Circuits and sockets must not be overloaded, and socket outlets not sited so as to present a hazard - such as beneath a sink.

12.7 There should be no leaks or other visible defects in gas-fuelled equipment and piping.

12.8 Floors must be in sound condition, free from obstruction, spillage and be dry. Appropriate warning signs should indicate where floors have been recently washed and are still wet.

12.9 Extractor hood filters and ducting must be free from grease deposits, removable or otherwise accessible for cleaning and maintenance purposes.

12.10 Suitable and adequate protective clothing must be available and seen to be used when handling cleaning products.

Depending on the product in use, this may include rubber gloves, goggles, face mask and aprons.

12.11 Suitable equipment must be available to assist staff in safe manual handling activities (sack barrows, trolleys, etc.) and in reaching areas of high storage (step ladders).

12.12 Staff must be made aware of the hazard of slipping in catering workplaces. This includes the active management of the footwear policy adopted at the site and restrictions on access to unauthorised persons.

MONITORING STANDARDS

The food hazard controls detailed in the Manual must be monitored at points critical to food safety and written records retained. Where food safety standards are not being met, appropriate action must be taken in accordance with the Physical and Operational Standards above and, where appropriate, the Manual Appendices.

Food safety monitoring is to be carried out as detailed in the relevant Operational Standards and Appendices, but is summarised as :

Food Delivery Record	- See Section 2, use Form 18.1
Food Handler Health Questionnaire	- See Section 5, use Form 18.2
Refrigeration Equipment Temperature Record	- See Section 6, use Form 18.3
Food Temperature Record	- See Section 6, use Forms 18.4 (a) and (b)
Internal Food Safety Inspection Record	- See Appendix 2, use Form 18.5
Hazard Analysis Record	- See Appendix 2, use Form 18.6
Food Supplier Assessment Questionnaire	- See Appendix 3, use Form 18.7
Staff Training Record	- See Appendix 5, use Form 18.8
Suspected Food-borne Illness Investigation Record	- See Appendix 6, use Form 18.9
Food Complaint Investigation Record	- See Appendix 7, use Form 18.10
Microbiological Monitoring Record	- See Appendix 17, use Form 18.11

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Appendix 1

UNIVERSITY OF DURHAM FOOD SAFETY POLICY

POLICY STATEMENT

- The Council of the University of Durham is responsible for all University affairs, including the production, supply and service of food to and within the University, for consumption on or off its premises, and has agreed and approved this Food Safety Policy.

- It is the policy of the University that all food supplied to and within the University shall be produced hygienically to the highest standards of safety, wholesomeness and quality. To this effect, the University will comply with the requirements of the Food Safety Act 1990; the Regulations made under that Act; all other relevant legislation, Codes of Practice, Industry Guides and other approved guidance. The University expects its food suppliers and contractors to do the same.

- It is the policy of the University that adequate and appropriate resources (i.e. premises, facilities, equipment, protective clothing, staff, supervision, information, instruction and training) are provided; to assist in implementation of the general policy stated above.

- It is the duty of all University staff and students concerned with the provision of food that they work in a manner conducive to the hygienic production, supply and service of safe, wholesome, good quality food.

- The Council of the University of Durham will ensure that this Policy is applied throughout all Units of the University where a food business is operated.

- Where necessary, the Council of the University of Durham will consult on food safety matters with Durham City and County Council authorities.

ORGANISATION AND RESPONSIBILITIES

- Health and Safety Committee shall monitor and oversee the operation of food safety policy through the University Health and Safety Adviser, reporting annually to Council.

- Implementation of this policy is the responsibility of the Heads of Units, who shall be responsible for ensuring compliance with the relevant legislation, etc. within their areas of control. Within the University, the Heads of Units are :

- In Colleges and Societies
    - The Head of House.

- In Teaching Departments
    - The Chairman or Chairwoman of the Board of Studies or School.
    - The Director of the Business School.

- In Non-teaching Departments

- The Registrar and Secretary.
- The University Librarian.
- The Director, IT Service.
- The Director, Careers Advisory Service.
- The Treasurer.
- The Director of Estates and Buildings
- The President of DSU
- The University Health and Safety Adviser.

- The responsibility for apportioning adequate finance for the University is held by Policy and Resources Committee. For each College/Society it is the governing body; and for each Department the Budget Officer.

- The Director of Estates and Buildings Department has responsibility for the provision and maintenance of buildings free from defects affecting safety and hygiene, and for services.

- The Heads of Units have responsibility for all other aspects of buildings, equipment and services.

- The Heads of Units have responsibility to provide any information required by the University Health and Safety Adviser for food safety purposes.

- Where catering contractors are employed, the Unit shall obtain a copy of the contractor's food safety policy. All contractors must undertake to comply at all times with current food safety legislation, Codes of Practice, Industry Guides and other approved guidance. Contractors are to take the necessary steps to ensure all food provided by them is of the highest standards of safety, wholesomeness and quality.

- This policy shall be reviewed every three years or when deemed necessary.

IMPLEMENTATION

- Each Unit where a food business is situated shall include a section within its Health and Safety Policy detailing its arrangements for food safety.

- The University Health and Safety Adviser shall assist the Heads of Units in their implementation of the policy by :

    - Producing a Food Safety Manual, detailing all the necessary physical and operational and monitoring standards, for the hygienic production, supply and service of safe, wholesome, good quality food.

    - Giving professional advice to the University, its food businesses, its contractors and, where appropriate, its food suppliers on matters of food safety.

    - Devising systems for the assessment of suppliers of food and services to the University.

- Inspecting regularly all University food businesses to determine compliance with current food safety legislation, Codes of Practice, Industry Guides and other approved guidance - including the Food Safety Manual.

- Devising, producing and arranging the delivery of suitable and relevant training in food hygiene and related matters to food handlers, management and others involved with University food businesses.

- Investigating all complaints concerning food produced, served or supplied by or behalf of all University food businesses.

- Investigating all cases or outbreaks of suspected and confirmed food-borne illness occurring on University premises.

- Reporting annually on food safety matters to Health and Safety Committee.

- Regularly reviewing and updating all aspects of the above.

• The annual report from the University Safety Adviser presented to Health and Safety Committee shall comprise :

- A summary of findings of all Health and Safety Office inspections of food businesses, with comments on physical, operational and monitoring standards.

- A summary of findings of all Health and Safety Office assessments and inspections of food businesses and contractors supplying the University.

- A record of all visits to University food premises by officers of Durham City and County Councils, together with action taken or proposed.

- A record of food handler training carried out, with a estimate of needs.

- A record of all complaints concerning the safety, wholesomeness and quality of food provided by the University, together with action taken or proposed.

- A record of any cases or outbreaks of suspected or confirmed food-borne illness affecting University staff, students or visitors, notified to the Health and Safety Office, together with action taken or proposed.

- A comment on the state of the pest control contract covering University food businesses.

- Any other matters that are relevant to food safety.

(Reviewed - 15 May 2001)

Appendix 2

HAZARD ANALYSIS

INTRODUCTION

The principal requirements of the Food Safety (General Food Hygiene) Regulations 1995 are for food business proprietors to ensure that:

- All operations are carried out in a hygienic way.
- All requirements of the "Rules of Hygiene" are complied with.
- All food safety hazards are identified and effectively controlled, by:
    - Analysing the identified food safety hazards.
    - Deciding which hazards are critical to food safety (i.e. critical points).
    - Identifying and implementing effective hazard controls.
    - Monitoring procedures at the critical points.
    - Reviewing the above periodically and when necessary.

The standards within the Manual are designed to ensure compliance with the above, however there is a requirement to show that the principles of hazard analysis and control are being followed. This Appendix is based on the process detailed in the Department of Health publication "Assured Safe Catering - A Management System for Hazard Analysis."

Flowchart - This details the food chain within as a series of steps within catering departments. The chart is a generic one that will not apply in its entirety to all sites, but it is designed to cover all eventualities in the flow of food from its purchase to its ultimate use.

Hazard - Anything that has the potential to cause harm to a consumer. Food safety hazards can occur at each step. They are contamination of food with:

- Pathogenic bacteria or other micro-organisms or their toxins.
- Physical items (foreign bodies) - e.g. a piece of glass or a dead insect.
- Chemicals (cleaning chemicals, pesticide residues).

Hazards can all occur before or after arrival of the food on the premises. Elimination or reduction of the hazards are essential to reduce risks to food safety.

All identified hazards must be controlled – either specifically or generally.

Control - Action taken at a particular step or point to eliminate or reduce a hazard to a safe level. These can be of a specific nature – such as heating food to a minimum temperature; or more general – as in operating a system of programmed cleaning.

The purposes of Controls are to:

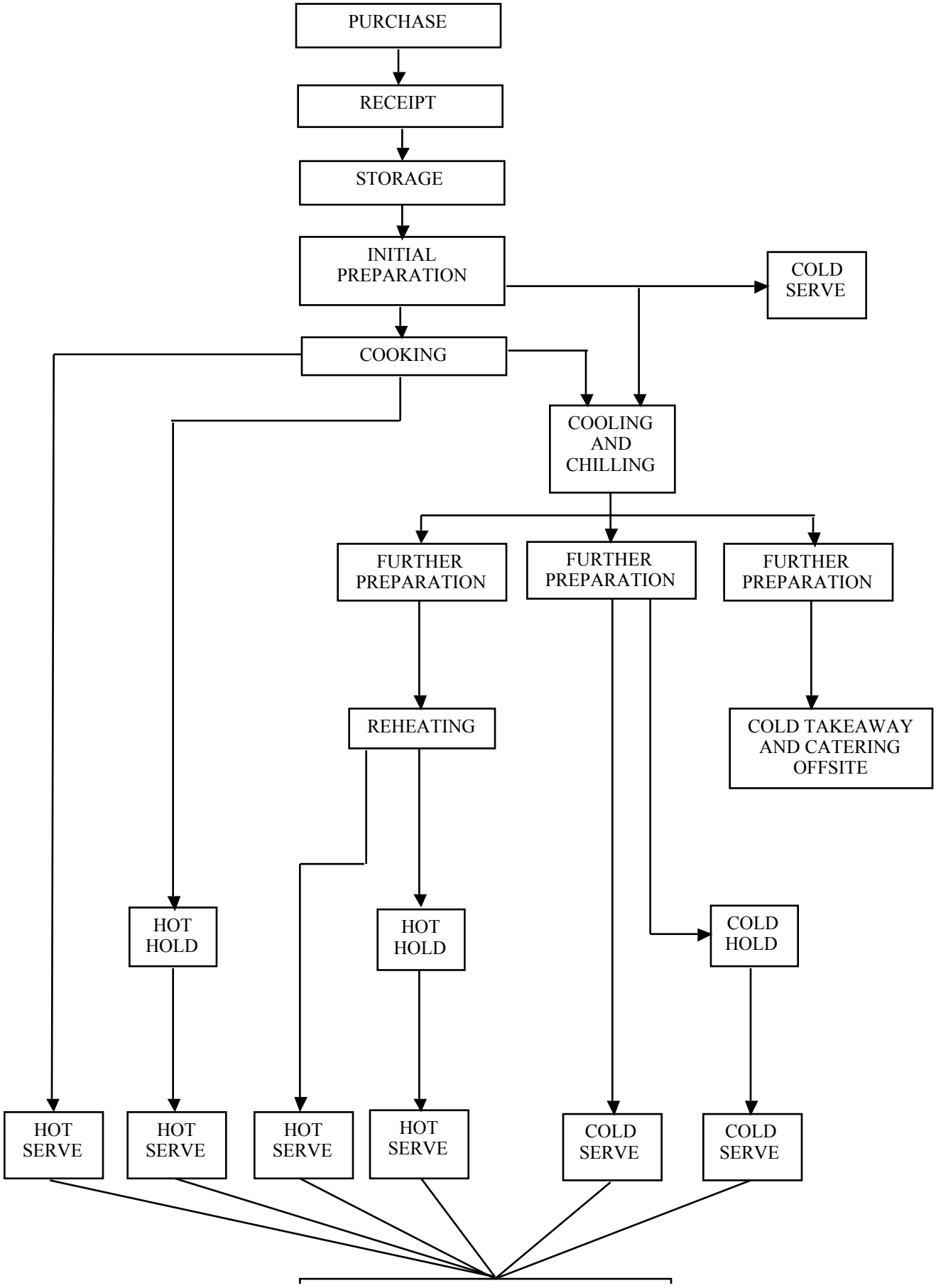
- Prevent hazards (i.e. contamination of food) on or off the premises

- Prevent the multiplication of pathogenic micro-organisms, with consequent toxin production in the food.
- Prevent the survival of pathogens, their spores and toxins.

Critical Point - A point where a loss of control would result in unacceptable food safety risks. A Critical Point is where a significant food safety hazard exists and a subsequent step in the process will not eliminate or reduce (i.e. control) it. Controls at Critical Points must be carried out effectively, as there is no subsequent step where a control can be effectively applied.

Monitoring - This is the system of checks and records to ensure controls are being effectively applied- particularly at the Critical Points. Included are temperature records, cleaning schedule, inspection checklists, etc.

FLOWCHART


PURCHASE
RECEIPT
STORAGE
INITIAL PREPARATION
COLD SERVE
COOKING
COOLING AND CHILLING
FURTHER PREPARATION
FURTHER PREPARATION
FURTHER PREPARATION
REHEATING
COLD TAKEAWAY AND CATERING OFFSITE
HOT HOLD
HOT HOLD
COLD HOLD
HOT SERVE
HOT SERVE
HOT SERVE
HOT SERVE
COLD SERVE
COLD SERVE

METHOD

STEP 1 - PURCHASE

Hazards

- High-risk food contaminated with pathogenic bacteria or their toxins.
- Food of poor physical or microbiological quality through damage, contamination, use of inappropriate ingredients or the processes of decomposition.
- Growth of pathogens/toxin production during delivery process.

Controls

- Food must be purchased only from suppliers and caterers detailed in Appendix 4.
- There must be adequate storage facilities for the quantities and types of food ordered.
- Food is to be delivered under suitable conditions at the following temperatures:
    - chilled food between 0 and + 5 degrees C.
    - frozen food at or below - 18 degrees C.
    - OR any other specified temperature detailed on the package label.

Monitoring

- Assessment of food suppliers and caterers (Appendix 3 and Form 18.7)
- Register of Approved Food Suppliers and Caterers (Appendix 4)

STEP 2 - RECEIPT

Hazards

- High risk food contaminated with pathogenic bacteria or their toxins.
- Food of poor physical or microbiological quality through damage, contamination or decomposition.
- Wrong specification food delivered.
- Growth of pathogens/toxin production during period from receipt to storage.

Controls

- All food deliveries must be accepted and checked-in by a member of staff.
- All pre-packed foods must be appropriately labelled.
- Food deliveries must be properly and promptly put away.

Monitoring

- Food Delivery Record (Section 17 and Form 18.1).

STEP 3 - STORAGE

Hazards

- Contamination of high-risk foods by pathogens.
- Contamination by physical materials.
- Contamination by pests.
- Growth of pathogens/toxin production.
- Spoilage of food through decomposition.

Controls

- Raw and cooked/ready-to-eat/high-risk food must be kept separate.
- All food must be stored suitably packaged, covered or wrapped.
- All materials intended to be in direct contact with food must be of food-grade quality.
- A pest control service contract must be in place.
- Food storage to be at the temperatures detailed in Step 1.
- Rotate stock in accordance with pack label instructions. Old stock should be used first.
- Out of date code goods should be removed from the premises, as should all unfit and unsaleable items. Items awaiting disposal must be segregated from sound stock and signed "not for use".

Monitoring
- Pest Control Service Record (Provided and maintained by contractor).
- Refrigeration Equipment Temperature Record (Form 18.3).

STEP 4 - PREPARATION (Initial and Further) :

Hazards
- Contamination of high-risk foods by pathogens.
- Contamination by physical materials.
- Growth of pathogens/toxin production.

Controls
- Keep raw and cooked/ready-to-eat/high-risk foods separate.
- Where physical separation is not possible, preparation processes should be separated by time with cleaning and disinfection between uses.
- Uncooked or lightly cooked egg dishes should be made with pasteurised liquid egg.
- All food-contact surfaces and equipment to be clean and in sound condition.
- Food handlers must be clean and practice good food handling techniques.
- Limit total exposure to ambient temperature during preparation periods.
- Avoid preparation of large quantities of food, unless all is needed at the same time.
- Label all foods prepared more than one day in advance of need with its description and date of preparation. Turnover of such food should be no more than 48 hours.

Monitoring
- Cleaning schedule (displayed in Catering Department).
- Food Handler Health Questionnaire (Form 18. 2).

STEP 5 - COOKING

Hazards
- Survival of pathogens and their spores.

Controls
- Cook all foods quickly to a minimum internal temperature of 75 degrees.

Monitoring
- Food Temperature Record (Forms 18.4 (a) and (b)).

STEP 6 – COOLING AND CHILLING

Hazards
- Growth of surviving pathogens and their spores, with toxin production.
- Contamination by pathogens.
- Contamination by physical materials.

Controls
- Cool hot foods as quickly as possible, to refrigerate within 90 minutes.
- Keep hot food loosely covered, use only clean equipment.

STEP 7 - REHEATING

Hazards
- Survival of pathogens and their spores.

Controls
- Reheat quickly to a minimum internal temperature of 75 degrees.

Monitoring
- Food Temperature Record (Forms 18.4 (a) and (b)).

STEP 8 – HOT HOLD

Hazards
- Growth of pathogens and toxin production.
- Contamination by pathogens and physical materials, inc. from customer side of service counters - esp. where self-service.

Controls
- Maintain food at 63 degrees C. minimum, OR consume/discard within 2 hours.
- Keep food containers covered/screened when not serving.
- Use clean containers and equipment.
- Supervise self-service.

Monitoring
- Food Temperature Record (Forms 18.4 (a) and (b)).

STEP 9 – COLD HOLD

Hazards
- Growth of pathogens and toxin production.
- Contamination by physical materials, inc. from customer side of service counters - esp. where self-service.

Controls
- Maintain food at 5 degrees C. maximum, OR consume/discard within 4 hours.
- Keep food containers covered/screened when not serving.
- Use clean containers and equipment.
- Supervise self-service.

Monitoring

- Food Temperature Record (Forms 18.4 (a) and (b)).

STEP 10 – COLD TAKEAWAY

Hazards

- Growth of pathogens and toxin production, while in possession of the customer at ambient temperatures and for excessive time periods.

Controls

- High-risk food items to be kept refrigerated after preparation, until being given out.
- Meals to be given out no longer than 4 hours prior to the time of consumption.
- Alternatives include the use of insulated containers with freezer packs, and use of low-risk food items.

Monitoring

- Food Temperature Record (Forms 18.4 (a) and (b)).

STEP 11 – HOT SERVE

Hazards

- Growth of pathogens and toxin production.
- Contamination by pathogens and physical materials.

Controls

- Serve immediately, on removal from cooking or hot hold equipment.
- Cover food unless service is in progress.

Monitoring

- Food Temperature Record (Forms 18.4 (a) and (b)).

STEP 12 – COLD SERVE

Hazards

- Growth of pathogens and toxin production.
- Contamination by pathogens and physical materials.

Controls

- Serve immediately, on removal from cold storage equipment.
- Cover food unless service is in progress.

Monitoring

- Food Temperature Record (Forms 18.4 (a) and (b)).

STEP 13 – USE OF SURPLUS

Hazards

- Survival of pathogens.
- Growth of pathogens and toxin production.
- Contamination by pathogens and physical materials.

Controls

- Follow instructions given in Steps above, where relevant.
- Discard reheated foods after second hold/service period.

ALL STEPS

Where no specific controls or monitoring are detailed where hazards have been identified at any step, the following general ones apply.

General Controls

- Annual inspections by Health and Safety Office.
- Monthly internal self inspection of catering department.
- All catering departments to have two senior members of staff trained to CIEH Intermediate Certificate standard, or equivalent.
- Adequate supervision at all times.
- All staff trained to an appropriate standard.
- High standards of personal hygiene practised.
- Programmed cleaning of all areas.
- Use of probe thermometer for food temperatures and to verify equipment readings.
- Investigation of all complaints concerning food safety/quality.
- Investigation of all cases of suspected food-borne illness.
- Regular equipment servicing and maintenance

General Monitoring

- Cleaning schedule (in Catering Department).
- Staff Training Record (Form 18.8).
- Equipment Servicing and Maintenance (in Catering Department).

ACTION

- A Hazard Analysis should be carried out of a selection of representative high-risk foods, using the information in the Method above and the main part of the Food Safety Manual.

- All the relevant Steps in the catering process should be covered, from Purchase to Service, of each chosen food.

- A blank Form 18.6 should be used for this, in accordance with the following example for cooked ham.

- Only specific controls need be included, since the general controls apply to all steps and are given separately.

- The results of the Hazard Analyses must be notified to staff to ensure correct practice.

(Reviewed - 15 May 2001)

University of Durham

(EXAMPLE) HAZARD ANALYSIS – COOKED HAM

STEP	HAZARD	CONTROL	MONITORING
PURCHASE	Contamination with bacteria or physical materials at supplier premises or delivery. Growth of bacteria/toxin production at supplier premises/during delivery.	Purchase from approved supplier Products suitably wrapped/packed Refrigerated delivery, max. 5 degrees	Supplier assessment record Delivery record Delivery record
RECEIPT	Growth of bacteria/toxin production after delivery Contamination during unpacking	Refrigerate within 15 minutes of delivery Use within storage life General Controls	Temperature record Check label details General Monitoring
STORAGE	Growth of bacteria/toxin production Spoilage	Refrigerate at max. 5 degrees Use within storage life	Temperature record Check label details
COOKING	Survival of bacteria/spores	Cook to min.75 degrees centre temperature	Temperature record
COOLING	Outgrowth of bacteria/spores/toxin Production Contamination	Cool rapidly and refrigerate within 90 minutes Keep covered, do not portion until cold	General Monitoring Temperature record General Monitoring
PREPARATION	Contamination Outgrowth of surviving bacteria/spores	General Controls Prepare at ambient for a max. of 30 minutes	General Monitoring General Monitoring
COLD SERVE	Contamination Outgrowth of bacteria/spores/toxin Production	General Controls Cover/screen whilst on display Hold/display at max. 5 degrees, OR restrict time to max. 4 hours	General Monitoring General Monitoring Temperature record General Monitoring

Signed Date

FOOD SUPPLIER ASSESSMENTS

INTRODUCTION

Assessment of food suppliers - including outside caterers and contractors - is essential for effective food safety management. The extent of such an assessment depends on the risks involved, but the objective is to ensure that only hygienically-produced safe, wholesome, good quality food is brought into an establishment. There are several parts to an assessment, of which more than one can be applied :

- Written assurances from the supplier. Providing details of the supplier's procedures, quality assurance measures and methods of checking their own suppliers.
  Note – a general statement of legal compliance is insufficient on its own.
- Audit and Inspection of supplier premises. This is preferred by large organisations involved in food importing, manufacturing, retailing and catering. These should be additional to the measures taken by the supplier and not merely as a service for him.
- Specifications for food supplied - these should be set by the customer and cover ingredients, sources of supply, process and packaging details, physical properties (e.g. flavour, colour, length), temperature, degree of bacterial contamination, etc.
- Monitoring of supplied food - achieved through delivery inspection system, recording of complaints and liaison with the supplier.
- Microbiological testing samples of food received.
- Written warranty provided by the supplier.
- Reliance on "word of mouth" recommendation and local reputation.

Generally speaking, the last three are of little practical value but may be useful parts of an assessment system.

ACTION BY THE HEALTH AND SAFETY OFFICE

- A register of all food suppliers to the University will be compiled. The register will list details of those granted University approval. This forms Appendix 4.

  To be considered for the register, a food business must:
  - trade from identifiable premises.
  - be registered with the local authority.
  - co-operate with the assessment system.

  The vetting process will involve each supplier completing a questionnaire (see Form 18.7) which may be followed by requests for further information or a site visit. If satisfactory, the supplier will be entered on the register.
- The Register will be kept up-to-date and a copy provided for the Head of Procurement to include business details in the list of nominated University suppliers.

ACTION BY EACH UNIT

- Prior approval must be granted before use of a new supplier, so details should be provided to the Health and Safety Office before food is ordered.
- Notify the Health and Safety Office of any problems associated with the use of any supplier.

(Reviewed - 15 May 2001)

REGISTER

APPROVED FOOD SUPPLIERS AND CATERERS

Name and Address	Type of Supplier	Approved Product Types
Alms House Restaurant Palace Green DURHAM Tel. 0191 386 1054 (Eric and Gillie Marrion)	Outside caterer	Outside catering
Bakehouse Craft Bakery Ltd. Saltmeadows Road GATESHEAD NE8 3AH Tel. 0191 477 3172 (Mr F Wake, MD)	Bakery produce	Low risk bakery products
T&I Bell Catering Specialists 37, 39 and 41 Station Road Columbia District 9 South WASHINGTON Tyne and Wear NE38 8LY Tel. 0191 4161153 (Alyson Chapman)	Outside Caterer	Outside Catering
G Bolam Foods Ltd. Salters Lane Sedgefield Industrial Estate SEDGEFIELD TS21 3EE Tel. 0740 621122	Meat and bakery producer	Raw and other low risk only
Boldon Farmhouse Pantry 26 Akenside Terrace Jesmond Newcastle-upon-Tyne NE2 1TN Tel. 0191 281 6025 (W A Brewis?)	Outside Caterer	Outside Catering

Name and Address	Type of Supplier	Approved Product Types
3663 (Booker-Fitch) Lambourne Drive Wollaton NOTTINGHAM NG8 1GS	Groceries distributor	All food products
Brake Bros. Foodservice Ltd. Wesley Drive Benton Square Industrial Estate nr. Holystone NEWCASTLE-UPON-TYNE Tel. 0191 215 0808	Frozen foods distributor	All food products
Brambles 45 Newport Road MIDDLESBROUGH TS1 1LB Tel. 01642 230316	Outside caterer	Outside catering
British Bakeries (Northern) Ltd. Westerhope NEWCASTLE-UPON-TYNE Tel. 0191 286 9831	Bakery producer	Low risk bakery products
Buffets Direct John Oliver 57 Hawthorn Terrace DURHAM DH1 4EQ Tel. 0191 386 4682 (Pam Davison/Val Billingham)	Outside caterer	Outside catering
Warren Butterworth Unit 6 Chainbridge Road Industrial Estate Foundry Way BLAYDON NE21 5SJTel. 0191 414 4423 (Tony Roseblade)	Meat and poultry producer	Raw/other low risk only

Name and Address	Type of Supplier	Approved Product Types
Calodon Seafoods and Catering Supplies Unit 12B-15B Alliance Industrial Estate DARLINGTON Tel. 0325 286085	Fresh fish and frozen food distributor	All food products
C and S Supplies Unit 73, North East Wholesale Fruit and Vegetable Market Team Valley Trading Estate GATESHEAD NE11 0RF Tel. 0191 491 0709	Fresh and pre-prepared fruit and vegetable distributor	All food products
J E Carter 56 – 58 Yarm Road DARLINGTON DL1 1XQ Tel. 01325 464910 (Mr J E and Mrs B M Carter)	Meat and meat products	All food products
Cearns and Brown Ltd. 56 Aidan's Court Bede Industrial Estate JARROW NE32 3EF Tel. 0191 428 2828	Groceries distributor	All food products
Centralcater Ltd. Heritage House Mainsforth Road Industrial Estate FERRYHILL STATION DL17 9DE Tel. 0740 655666	Groceries distributor	All food products
Classic Desserts 31c Ellesmere Court Leechmere Industrial Estate SUNDERLAND SR2 9WA Tel. 0191 521 3911 (Brian Thompson)	Outside caterer	Outside catering

Name and Address	Type of Supplier	Approved Product Types
Henry Colbeck Ltd. Seventh Avenue Team Valley Trading Estate GATESHEAD Tel. 0191 482 4242	Edible oils	Edible oil products
Collingwood Catering Hope House Aiskew BEDALE DL8 1DF Tel. 0113 2434561	Concentrated fruit juice	Concentrated fruit juice
Country Choice Foods Ltd. 5 Burdon Drive *(NB Owned by Brake Bros)* North West Industrial Estate PETERLEE Tel. 01689 877727	Groceries distributor	All food products
Country Harvest Farm Foods Sutherland House Cleveland Trading Estate DARLINGTON DL1 2PB Tel. 01325 489224 (Ralph Gale, Director)	Meat producer	Raw and cooked meats
James Crawford Freemans Place DURHAM DH1 1UB Tel. 0191 384 8844	Fresh and pre-prepared fruit and vegetable distributor	Fruit and vegetables
Cuisine Foodservice Keaton House Moorhall Road HAREFIELD Middlesex UB9 6NS Tel. 0895 825999	Groceries distributor	All food products

Name and Address	Type of Supplier	Approved Product Types
Danish Bacon Food Services Industrial Road Hertburn Industrial Estate Washington NE37 2SD Tel 0191 416 2571 (John Robson)	Groceries Distributor	All food products
Debsons 11 Inkerman Street Southwick SUNDERLAND SR5 2BN Tel. 0191 548 0185 (David Thomson)	Meat processor	All meat products
Delice de France Stone Business Park Opal Way STONE Staffs. ST15 0SS Tel. O7712 874076 (Sarah Evennett, National Accounts Executive)	Bakery distributor	Bakery products
Del - icious (Mrs Joyce Welsh). (Formerly Dainty Diners) 42 Nile Street SUNDERLAND SR1 1ES Tel. 0191 514 7360	Sandwich producer	Sandwiches, etc
Douwe Egberts Douwe Egbert House Manor Way BOREHAMWOOD Herts. Tel. 0181 236 5000	Coffee liquid	All food products
Durham Foods Renny's Lane Industrial Estate Gilesgate DURHAM Tel. 0191 386 7660 (Alan Hamilton, Partner)	Meat processor	Raw and cooked meats

Name and Address	Type of Supplier	Approved Product Types
Everfresh Unit 8A Bowburn Industrial Estate DURHAM Tel. 0191 377 1066	Meat producer	Raw and other low risk only
Executive Coach and Catering Services 107a High Street Carrville DURHAM DH1 1BQ Tel. 0191 386 3682 (Terence Hewitson, Mg. Dir)	Outside caterer	Outside catering
Fairfax Meadow Farm Ltd. 353A Dukesway Court Team Valley Trading Estate GATESHEAD NE11 0PZ (Tel. 0191 491 0595)	Meat and poultry producer	All food products
The Family Butcher 19-20 The Parade Battle Hill Newcastle-upon-Tyne Tel. 0191 2629257 (Robert Johnson – partner)	Meat producer	Raw meat products
L Ford and Sons 8 Lowes Barn Bank ies DURHAM DH1 3QJ Tel. 0191 384 0811	Dairyman Supplied by Waterford Dairy	Heat-treated milk products
Foster's Bakery (Staincross) Ltd. Towngate Mapplewell Barnsley South Yorkshire S75 6AS Tel. 01226 382877 (Adrian Thompson, QA Manager)	Bakery producer	All food products

Name and Address	Type of Supplier	Approved Product Types
J Freeman and Sons Catering Butcher 367 Prince Edward Road South Shields NE34 7LZ Tel. 0191 456 0297	Meat products producer	All food products
Freshfayre Ltd. Unit 1 Park Farm Industrial Estate Westland Road LEEDS 11 Tel. 0113 2773001	Chilled food distributor	All food products
A G Gibbons Ltd. 1921 House Southwick Industrial Estate Riverside Road SUNDERLAND SR5 3TX Tel. 0191 516 0111	Meat producer	Raw/other low risk products only
Ginsters Tavistock Road Callington Cornwall PL17 7XG Tel. 01579 386200 Fax 01579 384310 *(NB Divison of Samworth Brothers Ltd)*	Bakery producer/ distributor	All food products
T K Graham 14 Ancroft Garth High Shincliffe DURHAM Tel. 0191 386 9488	Dairyman Supplied by Waterford Dairies	Heat-treated milk products
David A Hall Ltd. BROXBURN West Lothian EH52 5AW Tel. 0506 853300	Cured meat and bakery producer	All food products

Name and Address	Type of Supplier	Approved Product Types
John Hall (Low Fell) Ltd. John Street Industrial Estate Plawsworth Road SACRISTON Co. Durham DH7 6JE Tel. 0191 371 2745 *NB Part of Tindale and Stanton*	Bakery producer	Low risk bread and pastry products only
Hall's Poultry 33 Maude Terrace St Helens BISHOP AUCKLAND Tel. 0388 603154	Fresh poultry distributor	Raw poultry products
Harrison's the Bakers Ltd. Cambridge Bakery SPENNYMOOR DL16 6DF Tel. 0191 01388 816345	Bakery producer	Low risk bread and pastry products only
G Haswell 1 Frances Street New Silksworth SUNDERLAND SR3 1EN Tel. 0191 5210 240 (J Haswell)	Meat producer	Raw and other low risk products only
Hazelwood Food Services Waleswood Food Factory Kiveton Sheffield S31 8PF Tel. 01909 770861	Chilled Foods	All food products
George Hipkin 5 Davey Drive North West Industrial Estate PETERLEE Tel. U/K *NB Part of Baron Fresh Foods Ltd.*	Chilled food distributor	All food products

Name and Address	Type of Supplier	Approved Product Types
Holcroft's (trading name of D E Scorer Ltd) Coldwell Burn Farm Haswell Co Durham DH6 2FX	Fruit and Vegetable distributor	Fruit and vegetables
R Holford & Son Ltd. Wholesale Fruit and Potato Merchants 2 & 3 North East Fruit and Vegetable Market Gateshead Tyne and Wear NE11 0QY Tel. 0191 487 9020 (G L Hall, Director)	Fruit and Vegetable distributor	Fruit and vegetables
A P and R Humphreys (Bakers) 34 High Street Langley Moor DURHAM Tel. 0191 378 0631	Outside caterer	Outside catering
W G Huntley and Sons Ltd. 5,6,7 and 8 Nile Street SUNDERLAND SR1 1EZ Tel. 0191 565 6083	Fresh fruit and vegetable distributor	All food products
Kookaburra Ltd 3 Armstrong Road N E Industrial Estate Peterlee Co. Durham SR8 5AE Tel. 0191 518 0850 (Contact Andrew Mason, Sales Account Manager)	Sandwich producer	Sandwiches etc, other cold snack items

Name and Address	Type of Supplier	Approved Product Types
Larderfresh Part of Brake Bros.Foodservice Ltd. Registered Office Enterprise House Eureka Science and Business Park Ashford Kent TN25 4AG Tel. O845 6069090 (Contact Karin Singleton, Customer Services)	Wholesale distributor	All food products
W G Lough and Son Ltd. 1,2 and 5 Holly Avenue West Jesmond NEWCASTLE-UPON-TYNE Tel. 0191 281 1351	Meat and poultry producer	Raw products only
Joseph Lowe PLC 245 Dukesway Team Valley Trading Estate GATESHEAD NE11 0PZ Tel. 0191 491 0856	Fresh and pre-prepared fruit and vegetable distributor	All food products
Mattison's Bakery Mainsforth Road FERRYHILL STATION Tel. 01740 651410 Tel. 0831 584786	Bakery and outside caterer	Bakery produce and outside caterer
David Miller 3 Heslington Road YORK YO10 5AR Tel. 01904 655368 (Pamela Miller, Director)	Frozen foods distributor	All food products
Moran Beverage Services 115 Roman Road Linthorpe MIDDLESBROUGH Tel. 01642 816537	Fruit juice concentrates, coffee	All food products

Name and Address	Type of Supplier	Approved Product Types
Newlay Egg Co. Ltd. 5 Shaftesbury Avenue Tyne Point Industrial Estate JARROW Tyne and Wear NE32 3SP Tel. 0191 4566428	Fresh poultry, eggs and frozen products distributor	All food products
P G Newton "Sandcroft" Low Road Shincliffe DURHAM Tel. 0191 386 1208	Dairyman Supplied by Waterford Dairies	Heat-treated milk products
Paninos 74 North Road Durham DH1 4SQ Tel. 0191 386 8118 (David Brown)	Outside caterer	Outside catering
The Picnic Basket 7 New Elvet DURHAM Tel. 0191 383 1967	Outside caterer	Outside catering
Pullman Foods Benton Square Industrial Estate Whitley Road NEWCASTLE-UPON-TYNE NE12 9UA Tel. U/K	Frozen products	All food products
Ramside Event Catering The Ramside Hall Hotel Carrville DURHAM DH1 1TD Tel. 0191 386 5282 (John Adamson)	Outside Caterer	Outside catering

Name and Address	Type of Supplier	Approved Product Types
The Rose Tree Shincliffe Village DURHAM DH1 2LY Tel. 0191 386 8512 (Arthur and Jan Walsh)	Outside caterer	Outside catering
Frank Round Ltd. Clifford Fort Moat Fish Quay NORTH SHIELDS NE30 1JE Tel. 0191 257 1632	Fish	All food products
The Sandwich Company Ltd.. Southcraig Avenue Rowallan Business Park KILMARNOCK KA3 6BQ	Sandwich producer	Sandwiches, etc.
Sandwich King 14 Newcomen Road Skippers Lane Industrial Estate MIDDLESBROUGH Tel. 01642 459899 (Mark Welford)	Sandwich producer	Sandwiches, etc.
Sandwich Supplies Ltd. Henry Thomas House Llantarnum Park Cwmbran Tel. U/K (Justine Tanner, Tech. Manager)	Sandwich producer	Sandwiches, etc.
Sedgewick's Sandwich Shop 51 Attwood Terrace Tudhoe SPENNYMOOR DL1 6TE Tel. 01388 816414 (Graham Sedgewick, Partner)	Sandwich producer	Sandwiches, etc.

Name and Address	Type of Supplier	Approved Product Types
Shepherd and Co.(Darlington) Ltd. Oxford Street DARLINGTON DL1 1QZ Tel. 0342 463543	Fresh fruit and vegetable distributor	All food products
T Smith T/A JW Stewart 4 Thompson Buildings Philadelphia HOUGHTON-LE-SPRING Tel. 0191 584 3148	Raw meat products	Raw food products only
A and G Southeran Unit A Block 23 Beehive Workshops Dragonville Industrial Estate DURHAM Tel. 0191 384 3384	Frozen products	All food products
Spring Fine Foods P.O. Box 157 Rockware Avenue GREENFORD Middlesex UB6 0JT Tel 020 8813 0044 (Malcolm Tinlin, Director)	Distributor of pre-packed snacks	Pre-packed snacks
Stanacre Poultry Co. Ltd. 3 Stanley lane Outwood WAKEFIELD West Yorks. WF1 3EB Tel. 01924 823006 (D Cartwright, Manager)	Poultry meat producer	Fresh/frozen poultry
J and A Storey 54 Frederick Street South Meadowfield DURHAM Tel. 0191 378 0585	Outside caterer	Outside catering

Name and Address	Type of Supplier	Approved Product Types
Sugar and Spice The Old Bakehouse Bakers Yard Ardington WANTAGE OXON OX12 8PS Tel. 01235 835194 (Graham Birks, Director)	Bakery	Low risk bakery products
Taylor Foods Ltd 19A Elm Road West Chirton Industrial Estate North Shields Tyne & Wear NE29 8SE Tel. 0191 258 2957 (Simon Jones, Sales Director)	Fresh/frozen seafood	Seafood products
Tchibo Coffee International Ltd. Tchibo House Blenheim Road EPSOM Surrey KT19 9AP Tel. 0372 729644	Tea and Coffee	All food products
Tindale and Stanton Hobson Industrial Estate Burnopfield NEWCASTLE-UPON-TYNE NE16 6EA Tel. 0207 71041	Bakery Products	All food products
T S L Foods 2 Gatley Walk Eaglescliffe STOCKTON-ON-TEES TS16 0BL Tel. 01642 788465	Dairy products	All food products
Tyneside Frozen Foods Patterson Street Blaydon Haughs Industrial Estate BLAYDON Tel. 0191 414 6000	Frozen Products	All food products

Name and Address	Type of Supplier	Approved Product Types
Waterford Dairies Stonebridge Gardens Stonebridge DURHAM Tel. 0191 386 6012	Pasteurised mil	All food products
W and P Foodservice Ltd. Lindsey Park Industrial Estate Bowburn DURHAM Tel. 0191 377 0061	Groceries distributor	All food products
Whiteheads Patisserie The Old Forge Main Road Redworth NEWTON AYCLIFFE DL5 6NW Tel. 01388 777749 (Michael Whitehead)	Outside caterer	Outside catering
W J Wilkinson 13 Romney Drive Carrville DURHAM Tel.U/K	Dairyman Supplied by Waterford Dairies	All food products

(Updated – 5 March 2002)

Appendix 5

FOOD HYGIENE TRAINING

INTRODUCTION

The production of safe food is not only a legal obligation, but is also morally and commercially essential. Every food business must have a genuine commitment to this principle, which should be expressed in the form of a company policy. The setting up of an effective food safety management system is essential and must include training of staff and management.

The majority of food complaints and outbreaks of food-borne illness are attributed to human factors at some stage in the food chain. Faulty practices – through negligence or ignorance – contribute to the risk of contamination of food with physical materials and harmful micro-organisms, and also to the multiplication of pathogenic and spoilage organisms. Defective and inadequate equipment and premises play a role, but most shortcomings in these areas can be effectively overcome by good food hygiene practices. The making of tough laws and the development of good practices in themselves will not prove effective, unless food handlers are provided with sufficient information, training and supervision to enable them to carry out their functions safely.

The standards in the Manual are designed to achieve the commitments of the University's Food Safety Policy, and need to be trained-in at all levels where not already applied. These are covered in the training programme proposed for the University.

The Food Safety (General Food Hygiene) Regulations 1995 require food handlers to be trained to a level appropriate to the type of food handled, the extent of handling activities, the risks involved and the individual's level of responsibility.

Most catering food handlers in the University have already been trained to an acceptable standard, but a programme is necessary to continue this and provide for other identified training needs.

It is possible to design and produce in-house training courses, tailored specifically to the needs of an organisation. Training in the use of equipment, specific activities and for general employment within a food business is best carried out in this way. However, such courses have the disadvantage of not being nationally recognised and the University approach is to combine this type of training with the range of certificated courses provided by the Chartered Institute of Environmental Health (CIEH). The University is a registered Centre for the Basic and Intermediate Food Hygiene Certificate courses, both of which are catering-oriented and therefore suitable. A summary of these courses follows.

FOOD HYGIENE COURSES

CIEH Basic Certificate in Food Hygiene
6 hours attendance, with a short, multiple choice examination. Designed for staff in high-risk catering activities, but can be modified to be relevant to all food workers.

CIEH Intermediate Certificate in Food Hygiene
18 hours attendance, with a 2 hour written examination. Goes beyond basic principles of hygiene and is normally seen as a minimum requirement for supervisors/managers.

CIEH Advanced Certificate in Food Hygiene
Minimum of 36 hours attendance, plus preparation and assignment work, with a 2 hour examination. Intended for management, this course is one requirement for those wishing to undertake the training of staff to the Basic level.

Similar courses are run by other organisations. These include the Royal Society of Health, the Royal Institute of Public Health and Hygiene, and the Hotel and Catering Training Company. All are effective at putting across the message, but the University is adopting the CIEH range of courses mainly because of the existing resources at the Health and Safety Office.

In addition, several in-house courses have been developed for which University attendance certificates are awarded :

Essentials of Food Hygiene
Not training, but provision of basic written information.

Food Hygiene Awareness

2 hours attendance, with an informal test at the end. Designed for staff working in lower risk areas of a catering operation, behind bars, assisting in areas with a limited food range (e.g. JCR "toastie bars"), service counters, waiting at table, etc.

Food Hygiene Update
2 hours attendance. Similar in content, etc. to Food Hygiene Awareness and is for the periodic re-training at appropriate (approximately three year) intervals of all food handlers .

Food Safety Hazard Analysis
2 hours attendance. Incorporates a hazard analysis case study exercise relevant to the participants' workplace. For all catering managers, supervisors and most chefs.

Guidance on supervision/instruction/training is provided in the Industry Guide, which details three degrees of training and three types of food handler. Taking this guidance into consideration, the following University Training Standards have been developed and introduced as the system of University food hygiene training :

UNIVERSITY TRAINING PROGRAMME

Essentials of Food Hygiene
All food handlers to be provided with this food safety information either on a printed card or as an A4 laminated version displayed on the most appropriate notice board within each Unit.

Food Hygiene Awareness
For all staff working in lower risk areas of a catering operation, behind bars, assisting in areas with a limited food range (e.g. JCR "toastie bars"), service counters, waiting at table, etc.

Food Hygiene Update Training
All food handlers to receive periodic re-training at approximately three year intervals.

CIEH Basic Certificate in Food Hygiene
All food handlers involved in the preparation of high-risk food and the supervision or management of that activity.

CIEH Intermediate Certificate in Food Hygiene
All catering managers and one supervisor per Unit.

CIEH Advanced Certificate in Food Hygiene
Two or more Unit catering managers, to provide cover for the Health and Safety Office in advanced food safety matters.

Food Safety Hazard Analysis - all catering managers, supervisors and chefs.

All of the above, with the exception of the Advanced course, will be presented by the Health and Safety Office. No charge will be made beyond the registration fees and a proportion of materials costs. Course will normally be held in the Training Centre, opposite the Health and Safety Office on the Science Site.

Note - this programme applies only to University-employed staff since those of any contract catering companies currently working on University premises are expected to have acceptable alternative arrangements of their own.

(Reviewed - 15 May 2001)

University of Durham

THE ESSENTIALS OF FOOD HYGIENE

The University is committed to high standards of food hygiene. The following 15 points are essential to the hygienic production, supply and service of safe, wholesome food.

- Keep yourself clean and wear clean clothing.

- Always wash your hands thoroughly and frequently, especially:
  BEFORE - starting work, handling food.
  AFTER - every break, handling raw foods, using the toilet, handling waste, cleaning surfaces or equipment.

- Tell your supervisor, before commencing work, of any skin, nose, throat, stomach or bowel trouble or infected wound.

- Ensure cuts and sores are covered with a blue waterproof dressing.

- Avoid unnecessary handling of food.

- Do not smoke, eat or drink in a food room, never cough or sneeze over food.

- Do not prepare food too far in advance of service.

- Keep all food in storage suitably wrapped or covered.

- Keep raw and cooked foods strictly separate, in storage and preparation.

- Keep perishable food either refrigerated or piping hot.

- When reheating food ensure it gets piping hot.

- Clean as you go. Keep all equipment and surfaces clean.

- Follow food safety instructions – on food packaging or from a supervisor.

- Keep all waste containers covered.

- If you see something wrong, tell your supervisor.

Appendix 6

SUSPECTED FOOD-BORNE ILLNESS

OBJECTIVES

- To limit the spread of food-borne and other gastro-intestinal illness.
- To trace the source of the illness.
- To institute preventive measures.

GENERAL INFORMATION

- All cases of gastro-enteritis should be regarded as potentially infectious until proven otherwise. Those affected should normally be excluded from work or studies until free from symptoms of diarrhoea and vomiting.
- The organisms causing infection may continue to be excreted after recovery from symptoms, or may not cause illness at all. These cases present a lower risk of spreading infection even when well and with normal, formed stools. Exclusion may then only be restricted to food handlers whose work involves touching unwrapped foods to be consumed raw or without further cooking. An alternative to exclusion is re-deployment to a lower risk handling activity.
- All staff must be regularly made aware of the importance of declaring gastro- intestinal illness, and of suitable precautions. These comprise :
    - hand washing.
    - disposal of excreta and soiled materials.
    - cleaning and disinfection of toilet and washing facilities.
    - education on the above.
- Within the University, high risk groups may be present who are particularly vulnerable to infection and severe consequences. (One example is “Saga”).
- Full co-operation of all those affected is essential, particularly concerning prompt notification, a willingness to be interviewed and to provide stool samples if requested.

ACTION - ALL GROUPS

- Any food handler suffering from diarrhoea, vomiting or any septic wound or infection must notify his/her supervisor immediately. The supervisor must then inform the College Office. Food handlers should not report for work, but if already at work should be sent home.
- Any other staff member suffering from diarrhoea or vomiting should notify his/her supervisor without delay. The supervisor must then inform the College Office.
- Staff cases should not report for work until symptom free.
- Any student or other resident suffering from diarrhoea or vomiting should report direct to the College Office.
- Student cases should not attend studies until symptom free.
- Other residents should be requested to give as much information as possible to the College Office, including home address and telephone number.
- The Health and Safety Office must be notified of the case by telephone, giving as much detail as possible (see ADDITIONAL NOTES). A Suspected Food Poisoning Investigation form will be completed, if necessary (see Appendix 13.8).

- Where necessary, details will be notified from the Health and Safety Office to the University Health Centre, Durham City Council Environmental Health Department and the County Durham Health Authority Consultant for Communicable Disease Control (CCDC).

- Where necessary, an investigation will be undertaken by the Health and Safety Office, in co-operation with the University Health Centre, Durham City Council Environmental Health Department and the CCDC.

ACTION - FOOD HANDLERS

- Cases involving diarrhoea may be required to submit a stool specimen for microbiological testing. This should be via the Health and Safety Office, University Health Centre or a patient's own GP surgery. The necessary sample pots and forms are available from the Health and Safety Office or the University Health Centre.

- Criteria for a return to work will be determined by individual case circumstances, although subject to a satisfactory test result from any stool specimens taken the majority should be safe to recommence duties after being free of diarrhoea and/or vomiting for a period of 48 hours. In the case of a septic lesion, this should have been treated and be healed.

- Clearance must be obtained from the Health and Safety Office - following consultation with the of work where they pose little or no risk of transmitting infection.

- A organisations detailed above - but it may be necessary to temporarily re-deploy staff areas Review Health Questionnaire must be completed by the food handler, immediately on return to work. This is to be kept in the individual's file.

- Any further action required will be determined by the Health and Safety Office, University Health Centre or CCDC.

ADDITIONAL NOTES

- Cases of gastro-enteritis often arise at night and weekends, when the Health and Safety Office is unoccupied. At such times, the University Health Centre should be contacted for advice, using the emergency number 386 5081.

- Out of hours in the event of no person being available to give advice at the above locations, there is a 24-hour duty rota of Consultants in Public Health Medicine, provided by the Health Authority to cover emergencies concerning infectious diseases and food poisoning. This is held by the Dryburn Hospital switchboard. (Tel. 3332333). Alternatively, the Consultant for Communicable Disease Control (CCDC), can be contacted directly on 3333271, or his secretary on 3333372.

- Copies of the following summary information should be displayed within the College Office and catering department.

(Reviewed - 15 May 2001)

University of Durham

GASTRO-ENTERITIS IN A COLLEGE OR SOCIETY

ACTION TO BE TAKEN

- ALL cases of sickness and diarrhoea must be reported to the College Office. This applies to staff (particularly food handlers), students and other residents.

- Food handlers must also report septic wounds or infections such as infected cuts, sore throats and discharging ears.

- Staff and students should not report for work or attend studies until well.

- Details of all cases must be notified by the supervisor or College Office to the Health and Safety Office on extension 2706 or 2705.

- If appropriate advice is not available, the University Health Centre should be contacted on 386 5081 OR . . .

- Durham County Health Authority Consultant in Public Health Medicine on 3332333 (24 hour availability).

- This action is additional to that normally adopted in the event of cases or outbreaks of other illnesses.

Appendix 7

PROCEDURE FOR FOOD COMPLAINTS

GENERAL INFORMATION

Complaints arise when customers are served or sold food with which they are dissatisfied.
There are many reasons for this, but we are concerned with statutory food safety and consumer protection requirements. The following are examples of complaints that may stimulate action by the enforcement authorities as offences under the Food Safety Act 1990 :

- Unfit food - decomposing, mouldy, contaminated by food poisoning organisms.
- Foreign bodies - contamination with glass, wood, paper, sticking plaster, insects.
- Poor quality food - stale, deteriorating.
- Wrongly labelled or described - low meat content of sausages, cod sold as halibut.

Under the law, it is the person who sold the food who is responsible - subject to a defence of "due diligence." This latter can only be relied on if a court is satisfied that a person charged took all reasonable precautions and exercised all due diligence to avoid committing the offence. If there is doubt on who is responsible, the enforcing officer (Environmental Health Officer or Trading Standard Officer) will institute proceedings against the retailer or caterer.

The first indication of a complaint being received may be when an enforcement officer calls to investigate (see Appendix 8 - Dealing With Enforcement Officers). Often in a catering establishment, the customer will complain direct and it is essential to take immediate action :

ACTION

- The complaint should be referred to the catering manager or a supervisor.

- The complaint should be immediately resolved, if possible, by the offer of a replacement, alternative product or a refund.

- If the complaint is of an isolated nature, e.g. a hair in a sandwich, further action may be unnecessary beyond tracing the source and preventing a recurrence.

- A more general complaint - such as the involvement of more than one item; discomfort or staste affecting several people - will require the removal from sale of the affected food. This must be sealed and labelled "Do Not Use" before storage in a freezer.

- A complaint of illness should be treated as 4. above, with all remaining food being isolated (see Appendix 6 - Procedure for Suspected Food Borne Illness).

- A Food Related Complaint form should be completed for all complaints - no matter how trivial - and a copy retained (see Appendix 13.7).

- All complaints should be notified to the Health and Safety Office at the time of their occurrence, or as soon as possible afterwards.

(Reviewed - 15 May 2001)

Appendix 8

DEALING WITH ENFORCEMENT OFFICERS

INTRODUCTION

Environmental Health Officers (EHOs) are employed by District Councils to carry out a wide range of functions to protect, maintain and enhance the public health. Originally generalists in their work, most are now specialists to one degree or another, often working in enforcement teams to a set of locally adopted standards in Food Safety, Housing, Environmental Pollution and Licensing. Professionally qualified, most are graduates and often manage technical staff who themselves can be authorised to carry out much of the work previously done by EHOs.

Trading Standards Officers (TSOs) from County Councils are concerned with consumer protection activities, some of which are relevant to the food industry, although they are not primarily concerned with public health issues. Their commonest involvement is with food standards, quality and labelling requirements.

Food Safety Roles of the EHO :

EHO legal powers include the right of entry to a food premises at all reasonable times, seizure of food, examination of records, taking of samples and closure of a process or premises. There are currently several Food Safety Act Codes of Practice covering its enforcement, one of which is concerned with food safety inspections.

Code of Practice No. 9: Food Hygiene Inspections

The aim of this Code is to give guidance to local authorities in the carrying out of food hygiene inspections of food businesses. There are three main purposes to these :

- Inspectors should seek to identify and assess food safety hazards.
- Inspectors should determine the effectiveness of a business' assessment of its hazards and control of risks.
- Inspectors should identify legal contraventions.

A typical inspection will involve the inspector stating the purpose of his/her visit, followed by an assessment of 1. and 2. above involving discussions with staff and management. This may take up a considerable part of the inspection and will probably be followed by a full visual inspection of the premises. Afterwards, any shortcomings of the system will be discussed, legal contravention identified and advice given of further action (if any).

ACTION - VISIT

Visits by the EHO may be for routine inspection or reinspection purposes, but also to investigate a food complaint or suspected food-borne illness. The visit will not normally be announced in advance and may first become apparent by the officer appearing to materialise in the kitchen (perhaps via the back door). Usually, however, he/she will present himself to the reception area and ask for the catering manager or "person in charge."

The visit should be conducted in the following manner :

- Request and verify identification, unless the officer is known.
- Take the officer directly to the Catering Manager, or ask him/her to wait in reception while the manager is notified. Keep the waiting period to a minimum.
- Offer to accompany the officer on the inspection (this may not always be required).
- Ask what he/she wants to do, and comply with all reasonable requests.
- Do not volunteer information on known defects, but be prepared to mention areas currently receiving attention and future plans. Make positive statements.
- Answer questions openly and honestly, but do nor be too effusive. EHOs are not advisers or Departmental surveyors - first and foremost they are the Health Police!
- If a formal caution is given under the Police and Criminal Evidence Act, say nothing – this is your right. Refer to Health and Safety Office.
- At the end of the visit, discuss the officer's findings and recommendations, thanking the officer for his/her help but avoid making commitments.
- Notify the Health and Safety Office of the visit by telephone.

ACTION - AFTER VISIT

There may be no official follow up to a visit, if made for a minor or unsubstantiated complaint; as part of an infectious disease investigation or a routine, informal check. However, inspections can be followed by any of the following :

- Verbal report or warning
- Letter acknowledging the visit, requiring work and making recommendations.
- Improvement Notice
- Emergency Prohibition Notice
- Prosecution

1, 2, and 3. are the commonest forms of action, 4. and 5. are the extreme forms of action. Since the implementation of the Food Safety Act 1990, local authority inspections have resulted in action in 40% of cases - the majority via letter. The number of prosecutions has increased over the period preceding the Act, and closure powers have been used by a significant number of local authorities. Consequently, there is no place for complacency and follow up action should be dealt with in a standard way :

- Correspondence immediately notified to the Health and Safety Office.
- Correspondence immediately acknowledged.
- Where advised by the Health and Safety Office, letter detailing proposals to be sent as soon as possible. This should contain :
    - the proposals to comply with the requirements.
    - request for clarification (if necessary)
    - on completion of the works, reinspection should be invited.
- It is important to foster good working relations with EHOs. It is inadvisable to only do what is recommended after a visit and nothing else. This does not work for the following reasons :
    - visit frequencies may be erratic.
    - different EHOs with differing attitudes and approaches may call.
    - effective planning and budgeting is difficult.
    - this attitude may bring about an more formal, enforcement-oriented approach.
    - premises will invariably be seen at their poorest. This will colour judgement and attitude at subsequent visits.

As a final comment, extracts from two Codes of Practice on local authority action are included :

Code of Practice No. 2 - Legal Matters

- The decision to prosecute must consider :
    - the seriousness of the alleged offence
    - the previous history of the premises
    - the likelihood of a due diligence defence being established
    - the circumstances prevailing
    - the attitude of staff and management.

Code of Practice No. 9 - Food Hygiene Inspections:-

- The effectiveness of a food safety management system is a factor when determining inspection frequencies, which are to range from 6 months to 5 years.
- Classification of premises using risk assessment must include the type of food and method of handling, level of current compliance, confidence in management and control systems.
- The importance of systems, procedures and documentation are stressed.

(Reviewed - 15 May 2001)

Appendix 9

BARS, CELLARS AND TOASTIE AREAS

INTRODUCTION

This document supplements the main part of the Food Safety Manual, with particular reference to the JCR-run facilities within colleges. It is designed to assist in the safe, hygienic operation of college and DSU bars, student shops and limited catering facilities of the "toastie-bar" type.

All areas where food is stored, processed and sold are subject to legal controls covering the physical state of the premises, the facilities provided and the methods of operation in use. The definition of "food" is very broad and covers most consumables such as chewing gum, food colouring, ice and all drinks - including water, beer, coca cola etc. Consequently cellars, bars, bottle stores, College shops etc. are as much "food rooms" as kitchens and dry stores, and appropriate standards apply. Most of these are not particularly onerous, but their degree and depth depends on the nature of the food handled - i.e. is it wrapped or unwrapped, temperature-sensitive or stable, cooked or raw, high-risk or not. The most important consideration is whether or not the food can support the growth of food poisoning bacteria and is not intended to be cooked or otherwise processed before consumption – a category known as "high-risk" food - but this is not the only issue as some infections are spread by food and equipment acting merely as a convenient vehicle. Physical contamination by foreign bodies and chemicals is also important, and it is not necessary for contamination to be actually or even potentially harmful for an offence to be committed.

The catering standards set down in the Food Safety Manual are appropriate for kitchens, but college snack bars are accepted as offering only a limited service for relatively short periods. It is not expected that catering will exceed the production to order of toasted sandwiches and the sale of confectionery, soft drinks, etc. In addition, raw foods will not be handled.

It is also worth considering a partnership with college catering managers, where sandwich fillings or even the whole sandwiches are made up by kitchen staff - thus reducing the degree of preparation in the snack areas.

It is with the above in mind that the following guidance has been produced. The basic legal requirements are the "bottom line," with higher safeguards added where seen necessary to provide additional protection for customers, operators and the University.

Full details are available in the Manual, which is accessible to all University catering managers. Advice is always available from the Health and Safety Office, which should be consulted whenever necessary.

PHYSICAL STANDARDS

1. BARS AND TOASTIE AREAS

1.1 Serveries must have sufficient space to allow free movement of staff, storage for stock and the necessary fittings and equipment.

1.2 Floor surfaces must be level, smooth, impervious, slip-resistant, free from obstructions and capable of being effectively cleaned.

1.3 Wall and ceiling surfaces must be capable of being effectively cleaned.

1.4 Counter tops, storage shelving, other working surfaces and all equipment must be properly constructed and finished with a smooth, impervious surface.

1.5 Bar shelves should be lined with plastic grid matting, to allow inverted storage of clean glasses. These should be stored singly - not stacked.

1.6 Covered refuse bins must be provided for waste material, in addition to bar bottle skips.

1.7 Adequate food, equipment and glass washing facilities are necessary.

BARS - three methods are in use :

- A cabinet glass or dishwasher, plus single sink.

- A rotating-brush type glass washer, plus single sink. (Both types of mechanical method require the additional provision of a single sink - for disposal of dregs, pre-rinsing and as a cold water supply for service use).

- A double sink and drainer unit. For washing up by hand, one sink is for washing and the other for rinsing.

Hot and cold running water and proper drainage to all are essential.

In practice, it is found that high standards of glass washing are often difficult to achieve during busy periods. For this reason, a cabinet-type glass washer is preferred and should be provided in all new/renovated bars. Progression towards this standard in all bars is recommended.

TOASTIE AREAS - only one method is in use :

- A sink and drainer, provided with hot and cold water, is the minimum for food and equipment washing in shop and snack areas. This assumes that only a few items will be washed up per session, as plates will not be provided for customers. A double sink and drainer is, however, always preferable for washing up and is essential when crockery is provided for customers

Note : The normal catering kitchen standard of a dishwasher, plus single sink, is not applicable.

1.8 A wash hand basin must be readily accessible at each bar and snack area, used only for the washing of hands. This should have hot and cold running water, liquid soap and disposable towels in suitable dispensers.

2. CELLARS

2.1 An impervious, non-slip floor surface is required. This should be ideally laid with a fall to a trapped gully, or a sump with an electrically-operated pump system. Waste water should discharge, via a trap, to a foul water drainage system.

2.2 Floors should be free from obstructions such as trailing pipes, cables buckets, etc.

2.3 Wall and ceiling surfaces must be sound and capable of being effectively cleaned.

2.4 Precautions must be taken to prevent rising or penetrating dampness affecting walls and floors. Mould-inhibiting surface finishes are recommended.

2.5 A sink with cold water supply and proper drainage must be provided.

2.6 External doors or flaps for deliveries must be weather and pest proofed. Adequate guarding or supervision of delivery flaps when in the open position is essential. Flaps must be secured when open.

2.7 Access to cellars must be safe, and staircases provided with handrails.

2.8 Pressure gas cylinders must be secured safely. A sufficient number of wall chains or straps should be fitted to allow all cylinders to be stored upright. An alternative for cylinders not in use is to store these laying down, but they must be secured against movement and not cause obstruction.

2.9 Stored items must be secure or stable. Kegs and casks should not be stacked.

2.10 Protective equipment must be kept available for use when handling heavy items (kegs, casks, crates etc.) and caustic line cleaning chemicals. A pair of goggles and suitable, gloves or gauntlets are necessary.

3. BOTTLE STORES

3.1 Must be of sound construction, with internal surfaces capable of being cleaned.

4. GENERAL

4.1 All equipment must be suitable for its purpose, regularly serviced and maintained.

4.2 Adequate artificial lighting must be provided in all areas, to a standard of 500 lux in preparation and service areas of bars, shops and snack areas. 200 lux is adequate in stores, cellars and other areas.

4.3 Fluorescent light tubes in areas where open food is handled should be fitted with shatterproof diffusers or other suitable covers.

4.3 Adequate ventilation to the external air must be provided. Natural ventilation is desirable as a minimum, but mechanical extraction will be needed in some areas.

4.4 A sufficient number of socket outlets must be available for electrical equipment, to a standard of one plug per socket outlet. These should not be located in potentially hazardous areas - such as beneath sink units.

4.6 A carbon dioxide type fire extinguisher should be available for each bar and snack area.

5. TOILET FACILITIES

5.1 The provision of separate toilets is not necessary, provided that customer facilities are readily accessible, clean and well-maintained. Wash hand basins must be equipped as detailed in 1.8 above.

OPERATIONAL STANDARDS

6. FOOD STORAGE

6.1 Only reliable sources of supply should be used. These are ideally only those listed in the University's register (Appendix 4 of the Manual), but in practice most bona fide retailers will be satisfactory.

6.2 Deliveries must be properly received and then stored, not kept outdoors or left waiting there for collection.

6.3 Only food-grade materials should be in contact with food. This rules out opened food cans, black plastic bin liners, etc.

6.4 No food or utensils should be stored directly on the floor, except for crates of bottled drinks, canned items, kegs and casks.

6.5 Temperature sensitive food must be kept under refrigeration, or frozen. Fridges should operate at 0 to 5 degrees C, freezers at –18 degrees C or below. Other foods should be kept below 25 degrees C.

6.6 Fridges and freezers should be provided with an internal thermometer, where there is no temperature display on the casing.

6.7 Fridges should not be overloaded, which impedes cold air circulation. All refrigeration equipment should be defrosted regularly to prevent build-up of ice.

6.8 Records of fridge and freezer operating temperatures need to be kept. Once daily will normally suffice.

7. FOOD PREPARATION, SERVING AND STOCK HANDLING

7.1 Stock rotation must be practised, as almost all food and drinks bear "best before" dates. Out of date code items should not be sold.

7.2 Food prepared in advance, transferred from opened cans to other containers, etc. should be marked or labelled with the date. Such food should be used within 24 hours.

7.3 Snack area food should not be left at ambient temperature during preparation, etc. for longer than necessary. As a guide, only a sufficient quantity of temperature-sensitive food for use within a 30 minute period should be outside refrigeration. Any leftovers from this stock should be discarded at the end of a trading session.

7.4 Snacks should be served with a clean paper serviette or disposable plate. A covered bin should be provided in the eating area to take this refuse.

7.5 Thawing of any frozen high-risk food (e.g. packs of cooked meat) should be done in the fridge. This standard does not apply to bread or hard cheese.

7.6 A clean glass must be used for each drink served. This is despite the insistence of some customers who may wish to retain the same glass, but necessary to prevent potential spread of infection from used glasses via dispense taps to clean glasses.

7.7 Chipped or cracked glasses must not be used.

7.8 The use of oversized glasses to minimise spillage is recommended.

7.9 Dispense taps or the necks of bottles should not be immersed when filling glasses.

8. PERSONAL HYGIENE

8.1 All staff must maintain high standards of personal hygiene. Hair, hands, and clothing must be in a clean state.

8.2 Staff preparing toasties must wear some form of protective clothing. An clean apron or similar is suitable.

8.3 Cuts and abrasions should be covered with a waterproof dressing.

8.4 Staff must not smoke in any food room.

8.5 Toastie area food handlers should not wear jewellery, with the exception of plain finger rings and sleeper earrings.

8.6 Hands should be thoroughly washed before starting work, and again at regular intervals.
Examples include :

- after taking a break.
- after using the WC.
- after cleaning surfaces or equipment.
- after working in the cellar or bottle store.

8.7 A first-aid kit should be readily available. Contents must include waterproof plasters -preferably blue coloured.

8.8 Any person suffering from vomiting, diarrhoea, a septic condition, skin or respiratory infection should not report for work. Further advice on this should be sought from the Health and Safety Office

8.9 Bad habits to be avoided include excess handling of food, touching the rims of the glasses, nail biting, coughing/sneezing, etc.

9. BEER RECYCLING

9.1 This must not be practised under any circumstance, due to the risk of contamination. This includes the use of Autovac/Economiser devices at the point of service. Examples of bad practice include returning:

- dregs from bottles
- customer leavings
- spillage from trays
- any overspill from casks or kegs

10. CLEANING

10.1 All areas must be kept clean and free from debris. The standard depends on the location, i.e. a floor needs to be visually clean; but glasses, optics, beer lines, wash hand basins, food chopping boards, etc. should be cleaned and disinfected using the appropriate products.

10.2 A simple cleaning schedule should be displayed at snack areas and bars. This will indicate the areas to be cleaned; frequencies of cleaning; materials, methods and equipment to be used; persons responsible and safety precautions. In addition, any spillages must be cleaned up immediately.

10.3 A range of suitable, non-tainting cleaning chemicals should be kept available. This to include food-grade detergent and surface sanitiser, beer line and optic cleaner(s), suitable wash up and glass wash detergent/sterilant.

10.4 Cleaning cloths should be laundered daily and mop heads washed and rinsed. Disposable cloths are recommended for food surfaces.

10.5 Washing up should be carried out using a suitable, approved detergent or detergent/sterilant. Note these are not cross-compatible between the different glass wash methods and the correct product must be chosen.

10.6 During washing up by hand, wash and rinse sink water must be changed frequently.

10.7 Drying cloths are inadvisable, utensils and glasses should be allowed to air dry. Dry glasses may be polished using clean cloths or paper towels.

11. HEALTH AND SAFETY

11.1 All equipment must be well-maintained and in good working order. It should have no visibly obvious electrical defects. Pressure systems, electrical cables, flexes, plugs and socket outlets should be maintained in good

working condition, and show no signs of wear or damage. Circuits and sockets must not be overloaded, and socket outlets not sited so as to present a hazard - such as beneath a sink unit.

11.2 Pressure systems must be periodically examined by a competent person. The brewery or other supplier of the pressure system should be contacted for advice as to how this is achieved. If in doubt, Estates and Buildings Dept. shoul dbe contacted for advice.

11.3 Specific information should be clearly available as signs or notices in bars and cellars, giving instructions and guidance in the event of an emergency - e.g. electric shock and carbon dioxide leak.

11.4 All those involved in specialist activities - such as operation of a pressure system, barrel changing and beer line cleaning - need to be adequately trained. If the necessary knowledge and experience is not available, the Health and Safety Office should be contacted for advice.

11.5 A suitable fire extinguisher (carbon dioxide type) must be readily accessible.

11.6 Floors must be in sound condition, free from obstruction, spillage and be dry. Appropriate warning signs should indicate where floors have been recently washed and are still wet.

11.7 Suitable and adequate protective clothing must be available and seen to be used when handling beer line cleaner and similar hazardous cleaning products. This will include rubber gloves and goggles.

11.8 Suitable equipment must be available to assist staff in safe manual handling activities (sack barrows, trolleys, etc.) and in reaching areas of high storage (step ladders).

(Reviewed - 15 May 2001)

Appendix 10

MOBILE FOOD VENDORS

INTRODUCTION

The issue of allowing mobile food vendors on University land was debated in 1997 and the consensus was for such traders to be permitted – with certain guidelines and precautions to be followed by both the vendors and those arranging for them to trade on University land.

Mobile food vendors are invariably booked by students as part of a Ball or other social event, but if a Department wishes to provide this style of catering, the Action recommendations are similar.

ACTION

The procedure for permitting vendors is as follows :

- Organising group to notify the College Bursar of any planned invitation, with a minimum of seven days advance warning.
- Organising group to obtain evidence in writing from the vendor(s) that they are registered with their own home Environmental Health Department.
- Organising group to write to vendor(s) with a copy of the University conditions on such trading (see below).

It is important that College Officers - not JCR members - make the final decision on who is allowed to trade, where on College/Society land this is to happen and the proposed dates and times. It is essential that the JCR agree matters first with College Officers, before writing to the proposed vendor(s) and sending a copy of the following conditions. In addition, vendors should be made aware of any specific site procedures to be followed in the event of emergency.

MOBILE FOOD VENDORS - CONDITIONS OF TRADING ON UNIVERSITY OF DURHAM PREMISES

- Vendors must be registered with their home local authority, be able to provide evidence of this and a recent satisfactory inspection by a local authority Environmental Health Officer.
- All food handlers must be adequately trained in food hygiene, to the standard of the CIEH Basic Food Hygiene Certificate, or equivalent.
- Vehicles, premises and equipment associated with the vendor's food business must comply with current food safety legislation and any relevant guidance to ensure that they operate in a hygienic way, so that all food supplied is of the correct nature, substance and quality and is safe for human consumption.
- Vendors must only operate on sites allocated by the College or Department, follow the instructions given and ensure that they do not park so as to cause obstruction to other vehicles using the roadways – particularly emergency vehicles.
- Vendors must at all times drive with due care and attention and not exceed a speed limit of 15 miles per hour whilst on University premises.

FINAL POINTS

- None of the above should prove onerous to responsible mobile food vendors and may go some way to deterring those who may be less desirable.
- Finally, the decision on whether or not to permit trading rests entirely with each College. If you do not want it to happen, for whatever reason, then you can forbid it!

(Reviewed - 15 May 2001)

Appendix 11

FOOD TRANSPORT

INTRODUCTION

Food must remain within temperature control during transportation and delivery, where this is necessary or desirable in the interests of food safety and quality. Normally, it is reasonable for hot and cold food to be moved by up to a 15 minute travel time. For the purposes of the 2 hour (hot food) and 4 hour (cold food) display rules, this travel time should be included in those maximum display periods.

ACTION

- Cold food should be prepared immediately before transportation, or stored under refrigeration to ensure pre-chilling before despatch.
- Hot food which is for reheating at the site of consumption should be quickly cooled and chilled before transportation.
- For journeys in excess of 15 minutes travel time, food should be transported inside insulated containers, together with freezer packs to maintain the low temperature of cold food.
- Reheating, if necessary, should take place on arrival at the destination.
- All food must be suitably wrapped or covered, to prevent any risk of contamination during transportation.
- Vehicles used for food transportation must be clean and suitable. Car boots can be used for transporting small quantities, but vans with separation of the passenger and goods compartments preferable.

IMPORTANT NOTE

There is no legal requirement for vehicles to be refrigerated, as it is the food temperature that is significant, not how it is maintained. A combination of rapid delivery and/or chilled, insulated containers is an effective strategy, but note that internal vehicle temperatures can easily exceed 40 degrees Celsius on a hot day, and the day's ambient temperatures must be taken into account when considering the above.

(Reviewed - 15 May 2001)

Appendix 12

TAKEAWAY FOOD

INTRODUCTION

This is normally of the packed/picnic lunch type for students not in College for the meal service time, but visitors, conference delegates, holidaymakers and Open University students all receive this service from time to time.

Where food is being given out for consumption at an unknown time, on or off University premises, only the preparation of the food can be controlled and there is a lack of control over transportation, service and consumption times, storage facilities, etc. Although the legal responsibility of the University is limited after the point of sale or takeaway service, as producers and suppliers the Units retain some responsibility.

ACTION

A sensible, food safety-conscious approach is necessary in order to prevent the growth of pathogens, but also to allow some degree of personal choice. Careful, hygienic preparation is essential and there should not be problems with food intended for consumption within 4 hours of collection. Where it is known that this time period will be exceeded, there are three possible solutions:

1. Food should be transported and kept cold within insulated containers.

2. Packed meals should be made up without any "high-risk" food. (This very much restricts the menu choice and may prove unpopular!)

3. Bags, containers etc. should be marked with an advisory "eat by" time, measured as 4 hours from collection.

(Reviewed - 15 May 2001)

Appendix 13

FOOD BUFFETS

INTRODUCTION

University Departments frequently organise events where food is served. Ideally, this should be provided by one of the College or other on-site catering departments because a high standard of food safety management is known to exist within the University – a state of affairs that cannot be guaranteed in premises off-site.

However, if an outside caterer is chosen, the existing system for assessing food suppliers to University catering departments must be applied to allow a similar degree of control. Once found to be satisfactory, caterers are added to the Register of Approved Food Suppliers and Caterers. (See Appendices 3 and 4).

Once a caterer has been chosen, it is up to the individual responsible for ordering the food to ensure certain basic precautions. This is not merely a University requirement, but a legal obligation since the University has some responsibility for ALL the food consumed on its premises – whether or not that food has been prepared here.

The most important point to consider with a buffet delivered for more-or-less immediate consumption is the time it is at ambient temperature from when preparation has finished to the time it is eaten. The only safe way to extend food service or waiting time on sites is to provide cold and hot holding units, which will maintain temperatures, but this is usually not practicable and so the time food is kept on display must be managed.

The following standards must be applied.

ACTION – CATERERS

When ordering a ready-to-eat buffet from a caterer, the following specifications must be included in the contract :

- No raw egg shall be used as an ingredient for any food product not to be thoroughly cooked or otherwise treated, unless it is pasteurised liquid egg. (This applies principally to certain sauces, desserts and mayonnaise).

- If vehicles are not refrigerated or suitable insulated containers are not available for delivering the food at or below 5 degrees Celsius, then the caterer must provide it within 15 minutes travel time.

- Food must be delivered and displayed not more than 30 minutes before service.

- Caterers must indicate which, if any, of their foods contain nut or nut products. This information should be made available to those attending the buffet.

- Caterers must be informed that the University does not serve food which has been genetically modified, so its suppliers/outside caterers must adhere to the same policy.

ACTION – ON SITE

- Hand washing facilities should be readily available for the use of those involved in setting up the displayed food, serving, etc. These could be any one of the following options, supplied with soap and hand drying facilities :
  - a readily accessible wash hand basin in a nearby toilet or wash room.
  - one sink in a staff kitchen (or similar) can be designated as a wash hand basin.

- The hot food on ambient display must be served within 2 hours; the cold food within 4 hours, of being displayed. These times should be measured from when the food arrives on site and at the end of the display period food must be treated as in below.

- Staff (and others) involved in display and service must practice good standards of personal hygiene, washing their hands prior to starting work.

- Cold food left over may be retained, provided it is refrigerated and only subsequently served from refrigerated storage.

- Hot food left over must be discarded.

- Food preparation should not take place within non-catering departments, unless adequate facilities are available (contact the Health and Safety Office for advice).

- Staff (and others) must not provide food from their own homes for such affairs. Small-scale exemptions can be made to include home-baked cakes, biscuits, etc. but should not be encouraged if part of an official function and not considered at all if money changes hands.

EXEMPTION

At times a group of visitors will arrange to hire University space (e.g. a College function room) to where food prepared off-site is delivered for consumption by those attending a private function. For practical reasons if this arrangement – similar in principle to the hire by a group of, say, a village hall – is to be permitted the above standards do not apply PROVIDED the College or other site has no involvement in any aspect of food handling and provides no staff to assist in serving.

For this exemption, the statutory health and safety responsibilities remain for ensuring the health and safety of visitors through suitable arrangements and the provision of information. These are no different to those in place for students or any other guests or visitors.

(Reviewed - 15 May 2001)

Appendix 14

BARBECUES

INTRODUCTION

The food safety hazards and controls of barbecued food are no different to any other form of catering, but certain of the risks are greater because of the potential for cross-contamination from raw to cooked foods and of undercooking – particularly of minced or "made up" products such as beefburgers – on a typical barbecue.

The commonest food safety hazards of barbecue catering are Salmonella and Campylobacter infection, but a much more serious illness caused by a strain of E. coli is the greatest concern. Cases of illness are almost always due to cross-contamination from raw to cooked food, or undercooking – particularly of minced/made up products. As a result, it is essential to keep raw and other foods separate from one another, to cook food thoroughly and to avoid cross-contamination via unwashed hands and equipment, plates, utensils, etc.

ACTION

- Food should not be prepared too far in advance. Food to be barbecued should be kept indoors, covered and refrigerated, until needed – with the exception of bread rolls, sauce, pickles, mustard, and other low-risk items.
- High-risk foods must also be refrigerated up until the time of the barbecue. (Examples are dressed salads, pre-cooked items, cold desserts, etc.).
- Once outdoors, all food must be kept covered until needed. Use of insulated containers and freezer packs for short-term storage of high-risk food outdoors is recommended.
- Touching food with bare hands should be avoided. In any event, the person doing the cooking should only use utensils to turn and serve the food from the grill.
- There must be sufficient plates, utensils, etc. Anything that has been in contact with raw food must not be used for service.
- All barbecued food must be thoroughly cooked all the way through, until juices are clear and there is no trace of pink colour in the centre.
- Some difficult to cook foods – such as chicken portions – should be thoroughly cooked in advance, then cooled and stored in the fridge. When needed, the food can be reheated on the barbecue without the risks of undercooking the interior.
- Ideally, the person doing the cooking should not be involved in handling the cooked products at service or taking payment.
- All those involved in cooking and serving food must ensure that their hands are washed before the barbecue starts and at regular intervals during the catering session. Ideally, a wash hand basin in a nearby building should be made available for this purpose.

(Reviewed - 15 May 2001)

Appendix 15

GENETICALLY MODIFIED FOOD

INTRODUCTION

At present only genetically modified (GM) tomato paste, soya beans and maize are available as foods or for use in food manufacture. Recent food labelling regulations (Food Labelling (Amendment) Regulations 1999) require information only on food containing GM soya and maize to be available to the ultimate consumer. This effectively covers all University catering outlets at the point of sale.

The following information summarises and updates the advice contained in the Health and Safety Office letter to all catering sites of 10 June 1999.

ACTION

There are two alternatives for providing information to customers – as specific or general notices. There is no specified form for notices, but the following information must be displayed prominently at the point where customers select or order their food.

1. Any individual food item sold on the premises is to be labelled with the relevant GM particulars on a menu, label or notice.
   OR
2. A general notice can be displayed, indicating that some of the food available does/may contain GM soya or maize and that further information is available from staff.

I think we all agree that option 2. is preferable and 'may' is more appropriate than 'does,' since the practice is that the University is GM-free.

Where GM-containing food is provided for sale, suitably trained and knowledgeable staff need to be available at all service times to provide any requested information. This should not be too onerous, since an awareness of which items contain GM products is sufficient and can be obtained from suppliers. Staff should be kept up-to-date and training records should indicate this.

In addition, since it is a requirement that pre-packed foods must list any GM soya or maize in their ingredients, it is recommended that incoming product labels be checked. Site records should be kept of any GM-containing products.

To summarise, all catering units should/should have :

- Obtained a list of GM soya and maize-containing foods from suppliers.
- Check labels of any pre-packed foods for details of GM soya and maize as ingredients.
- Produced a suitable notice to the effect of 2. above.
- Trained staff, and be noting details on individual training records.
- Keep up-to-date.

As a final note, the Regulations do not apply to additives, flavourings and other highly processed products that do not contain any protein or DNA resulting from genetic modification. However, the whole situation is under review.

Reviewed - 15 May 2001

Appendix 16

FOOD ALLERGIES

INTRODUCTION

It is known that amongst the general population many people have a severe allergic reaction to food, known as anaphylaxis. Nuts, particularly peanuts, are considered to be the one of the highest risk foods for causing such a reaction. To address this issue, the University is adopting a positive approach to the management of food allergies within the University population.

OBJECTIVES

- To identify students with food allergies.
- To promote awareness of the policy and students' own responsibility regarding the management of their allergy.
- To provide Catering staff with the relevant knowledge in order that they may identify and manage the risk safely.

PROCEDURE

The following arrangements are being made in the University to identify such students and help them protect themselves.

1. On acceptance by the University all students are required to complete a Health Questionnaire. Identified students will be advised to inform the College of their food allergy.

2. The student will be asked to see the University Medical Adviser in order to assess their current knowledge and understanding of the condition and to discuss the necessity of carrying an adrenaline kit if appropriate. Information will also be given if required regarding the wearing of a Medical Alert identification bracelet

3. The College Bursar will arrange for the Student to review the weekly College menus with items known or suspected to contain problem substances appropriately highlighted.

4. College Catering staff knowledgeable in the causes of food allergies will be identified in writing to the student.

5. Notices will be displayed at all catering servers advising people with food allergies to seek appropriate advise from the Catering Staff.

6. Students with food allergy, who wish to take responsibility for self-catering, should be able to be exempt from meal charges.

7. Symptoms and treatment of anaphylaxis will be made known to all first-aiders.

8. Visitors, conference delegates, holidaymakers and other non-student residents should be advised by including an appropriately worded question in booking forms, sample menus, etc, asking for dietary preferences or intolerance's to be identified and notified to College authorities in advance. The information notice within the servery areas will be on display at all times.

(Reviewed - 15 May 2001)

Appendix 17

MICROBIOLOGICAL MONITORING

INTRODUCTION

High levels of food, surface and hand contamination result from failure in food safety techniques. These include poor product handling, under-processing, post process contamination, incorrect storage, and poor standards of cleaning and personal hygiene. The total number of bacteria in food can be an indicator of its quality or fitness and more specific tests for pathogens can be carried out to determine its safety. However, the presence of some bacteria is often unavoidable and in some cases is a desirable aspect of the food, e.g. in yoghurt and other fermented products, but pathogens should not be present in high risk food, a state which can only be achieved through hygienic food handling.

Microbiological standards within a food business can thus be assessed by sampling and testing food, but surface and skin swabbing methods can also be useful as they give an indication of cleaning and personal hygiene standards. Sampling can not only help to identify and highlight problem areas, but it aids in the tracing and rectification of the source. Sampling can be useful for retrospectively assessing the effectiveness of systems and determining trends.

There are no legally set limits for bacterial numbers in food, surfaces or skin. However, many companies use the microbiological criteria obtained from independent laboratories, consultants and the Public Health Laboratory Service as in-house standards. The testing of post-production food samples (aka end product testing) as a control method has fallen into disrepute, as too much reliance has been placed on it as the sole or main indicator of quality or safety and it is a reactive process. With the advent of quality assurance methods, which aim to achieve good standards by the use of proactive HACCP and similar food safety management systems, microbiological testing has been relegated to the status of a final, confirmatory check – often only of use where a positive release system is in place.

Results of sampling cannot and must not be used to formulate a decision on their own, but must form part of an overall strategy of control. A structured sampling programme is necessary for the results to be meaningful, and needs to be based on risk. Several high risk foods should be sampled from a selected premises, rather than one type from several premises. Cleaning and personal swabs should be taken in a similar fashion. This makes it more likely that a problem will be found in a given area and also allow trend monitoring. Themes are useful, i.e. checks to determine storage quality, cooking efficiency, other temperature abuse, post-process contamination, supplier specifications, etc. It is also desirable to test the quality of water used for food processing and cleaning activities.

STANDARDS

Microbiological standards need to be set for food, surfaces and equipment before sampling can be meaningful. Large producer premises often operate within their own strict guidelines, coupled with a product positive release system, but this is difficult for small organisations and inappropriate for catering premises.

Where a food/surface/person etc. fails to achieve the target specification, then this should be investigated and remedied. This will involve repeat sampling after extra training, improvements in equipment performance, etc. have been carried out. A sequence of good (target) results would be expected, to achieve a positive trend, before normal sampling frequency resumes.

The organisms used by for assessing food or surface samples are determined by what is being sought :

1. **Total Viable Count** (TVC) – a general indicator of quality. High numbers of bacteria indicate contamination, old product, poor storage.

2. **Indicator Organisms** – show contamination by bacteria often associated with pathogens. They are easier to find as they are present in greater numbers than pathogens, but indicate a risk of faecal contamination. Examples include E. coli; faecal Streptococci.

3. **Specific pathogens** – total absence is preferred, but this is not always practicable. Many organisms also need to be present in large numbers to cause illness, so some leeway is present - depending on the type of food. These specific pathogens are related to particular problems, for example :

- Staphylococcus aureus - poor personal hygiene.

- Clostridium perfringens and Bacillus cereus - temperature abuse.

- Salmonella, Listeria, E. coli - undercooking, post-process contamination.

SAMPLING METHODS

"Spotting" by random sampling is usually of little use and it needs to be carried out in a structured way, with specific goals. Suggested uses within the University are :

- Monitoring of high-risk food deliveries as part of supplier assessment.
- Monitoring of high-risk food produced by University catering operations as an assessment of in-house methods of food handling and the efficacy of food handler training.
- End of shelf life monitoring of food produced and stored in-house, unpacked pre-packed items, food served on more than one occasion, etc.
- Checking the effectiveness of cleaning and disinfection of food and hand contact surfaces, also the condition of cleaning equipment (such as mop heads and reusable cloths).
- Checking the effectiveness of staff personal hygiene, especially hand washing between activities.

ACTION

During 1999 a Health and Safety Office research programme was carried out, comparing three methods of surface hygiene testing. These were :

- Microbiological culture.
- Protein detection.
- ATP Bioluminescence.

The results revealed there was no significant food safety benefit to be gained from introducing such testing.

The research also cast doubt on the practical value of microbiological testing of food, since all results would become known after the food had been eaten.

After careful consideration of the costs involved and the retrospective nature of the benefits to be gained, it was decided not to apply a full sampling programme.

The benefits of using surface hygiene assessment techniques as an educational aid during premises inspections and staff training were, however, made apparent. As a result, the protein detection method is being used as a training aid, to demonstrate the difference in cleanliness between visibly similar surfaces – including hands.

Appendix 18

FOOD SAFETY MANUAL RECORD FORMS

1. Food Delivery Record

2. Food Handler Health Questionnaire

3. Refrigeration Equipment Temperature Record

4. Food Temperature Record (a) Cooked and reheated, (b) Hot and cold display

5. Internal Food Safety Inspection Record

6. Hazard Analysis

7. Food Supplier Questionnaire

8. Staff Training Record

9. Food Complaint Investigation Record

10. Suspected Food Poisoning Investigation Record

11. Microbiological Sampling Record

Where appropriate, these forms are referred to in the Food Safety Manual Standards or Appendices. It is essential that forms are completed where indicated to provide an adequate written food safety record.

(Reviewed - 15 May 2001)