CONTENTS

1 STATEMENT OF GENERAL POLICY

1.1 It is the objective of Inn Cornwall Limited to ensure that all food products are safe and produced in a hygienic environment for the health and safety of its employees and customers.

1.2 This Food Safety and Hygiene Policy has been designed as a comprehensive document, to assist our food businesses create a safe and hygienic environment for food storage, preparation and service.

1.3 This Policy provides an integrated approach to food safety based on the principles of hazard analysis. It identifies the activities critical to food safety and provides associated procedures, processes and forms.

1.4 This Policy requires that either the kitchen food procedure or manufacturer's instructions for preparing the food item are followed in conjunction with the Food Standards Agency's "Safer Food Better Business" (SFBB) pack. Within the policy these are collectively referred to as kitchen food procedures (KFPs).

1.5 Training records relating to food hygiene are required for all members of the team and are to be kept up to date within the employees' files.

1.6 Regular audits and inspections will be carried out to ensure that this Policy is implemented and to provide any relevant corrective action as required.

1.7 All food poisoning allegations and complaints will be treated seriously and investigated in line with the procedures outlined within this Policy.

Signed:  .....

Mark Holden, Managing Director

Date: 7th August 2019

2 CRITICAL CONTROL POINTS

2.1 Introduction

The food handling process from delivery to final service has been assessed, and the activities or processes where food safety could potentially be compromised, noted: these are the Critical Control Points (CCPs).

At each CCP the potential food health hazards are identified; the necessary control measures and operating tolerances established; the appropriate Standard Operating Procedures (SOPs) referenced; and, the remedial actions if a failure occurs prescribed.

It is the responsibility of the manager to ensure that the CCPs are monitored and that the documentation generated is maintained correctly, retained for future reference and reviewed as required.

It is the responsibility of every member of staff involved in food storage, preparation and service to be aware of the CCPs and to comply with the SOPs as stated.

If there are any failures the manager must be notified and the relevant remedial action undertaken. All such action should be recorded on the appropriate form for future reference and follow up. If a problem persists, the manager must refer the situation to the Catering Development Manager (CDM).

2.2 Glossary of Terms

Hazard: the potential risk to the consumer.

Control Measure: the process undertaken to remove or minimise the hazard.

Critical Limit: the acceptable operating limits (e.g. temperature ranges, 'use by' dates).

Monitoring: the method of checking that the critical limit is met.

Record: the forms that keep details of actions taken and can be referred to in the future.

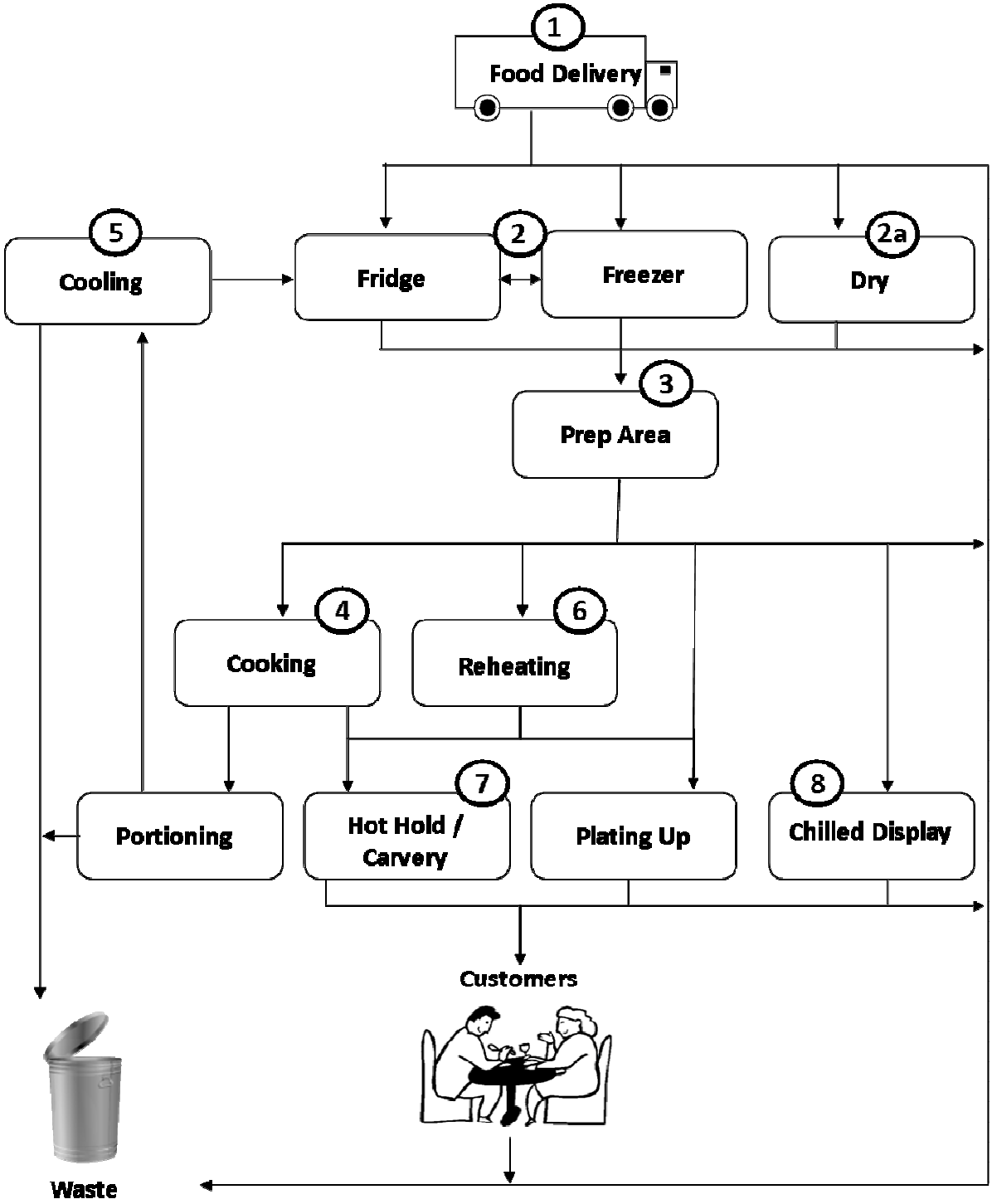
Failure: if any of the control measures have not been actioned correctly or if the critical limits have been breached, this is deemed a failure of the procedures.

Immediate Operator Action: the actions to be carried out immediately by the food handler if there is a failure.

Future Management Action: the actions to be carried out by the manager if the situation cannot be resolved or persists.

2.3 CCP Flow Chart: Food Handling Process

The following flow chart shows the route of food products from delivery to final service and indicates where the CCPs numbered 1 to 8 occur.



3 STANDARD OPERATING PROCEDURES

3.1 Introduction

The Standard Operating Procedures (SOPs) have been designed to support the CCPs by clearly explaining the steps in the food supply process. They provide instructions on how to carry out a kitchen activity or food preparation process safely. The SOPs state what actions "Always" need to be done, what actions should "Never" be done and "Best Practice", as well as providing manager guidelines and responsibilities.

3.2 Cleaning

All details relating to cleaning processes, procedures and reporting forms are in the SFBB pack.

3.3 Fitness to Work

It is important that all food handlers are fit to work, are in good health and have good personal hygiene. Some illnesses can be spread through food, occurring when the food handler has been infected or been in contact with someone who has been ill. Everyone carries bacteria on their skin and hair, in their mouth and on their clothes, which, in the right conditions, can multiply and lead to food-borne illnesses. To reduce the risk of this happening, the following procedures should be followed.

- All food handlers must receive instruction and training on personal hygiene standards, Appendix I, and all the necessary records must be kept.

- All food handlers must complete Form K: Employee Medical Questionnaire, at pre-employment; if they become ill whilst on the premises; or, on return to work from illness or from holiday outside the EU or North America. These questionnaires should be reviewed in line with Appendix II: Assessing the Health of Food Handlers – A Manager's Guide.

- If an employee becomes ill whilst on the premises they should be removed from the food preparation and service areas immediately.

- All food handlers must be provided with the correct protective clothing including footwear, which should be used as appropriate and kept clean. Staff should be reminded that protective clothing (eg. chef's whites) should be put on at work and not worn on the way to work.

- All visitors must be made aware of the personal hygiene rules before entering the area, and should be closely supervised whilst on site.

- All food should be discarded if it has been handled under poor conditions of personal hygiene.

- All hand wash basins and toilet facilities are to be kept fully stocked with appropriate sanitising products and clean.

All staff are responsible for their own health, and if concerned about either themselves or a colleague, must contact their manager immediately.

- All employees are responsible for complying with the personal hygiene standards laid out in Appendix I and implementing all training received, particularly with regard to hand washing.

- All employees are required to tell their manager if they have been ill or become ill with diarrhoea, vomiting; eye, ear, skin or gum infections; or, have any skin trouble affecting hands, arms or face.

- All employees are required to tell their manager if they have knowingly been in contact with someone who has typhoid or paratyphoid.

3.4 CCP 1: Food Delivery

SOP 1: Purchase of Goods	
Summary	Only approved suppliers, which are audited to high standards or those which have been nominated as contingency suppliers and have the same commitment to food safety, should be used. Purchasing from unapproved suppliers increases the risk of goods being delivered with bacterial, chemical or foreign body contamination.
Always	• Use approved suppliers.
Best Practice	• Only purchase from contingency suppliers when absolutely necessary, then return to normal purchasing systems as quickly as possible. • For short life (chilled) foods order 'little and often'.
Manager Responsibility	Place order according to your needs, bearing in mind the shelf life of products. Record all orders and purchases; retain all receipts and delivery notes.

SOP 2: Delivery of Goods	
Summary	By diligently checking food on receipt, the possibility of food being contaminated by bacteria, chemicals, pests, foreign bodies or being delivered at temperatures which will allow the growth of food poisoning bacteria is reduced.
Always	• Ensure delivery temperatures are between 0°C and 8°C for chilled foods and at least -18°C for frozen foods. • Check each delivery. • Store food immediately on acceptance of delivery.
Never	• Accept a product if it fails any of the actions noted in the "Manager Responsibility" section below. • Place food in direct contact with the floor.
Best Practice	• Keep raw and ready to eat products separate.
Manager Responsibility	Undertake a visual inspection of the driver and inside of the delivery vehicle to ensure both are clean and there are no signs of pest infection or chemical contamination. Delivery vehicles should be fully enclosed. Check that loading was appropriate to avoid cross contamination (e.g. any raw foods should be

	well separated from ready to eat foods). Ensure food is at the correct delivery temperature. Complete Form A: Delivery Monitoring Check that the delivery corresponds with the delivery note and what was ordered. Ensure outer packaging has no damage or signs of contamination e.g. damp, and that non-food items are adequately packaged; do not accept dented or rusted cans. Accepted products must have the required shelf life (refer to KFPs). Self-collection should be avoided, however if it is necessary, goods must be transferred in hygienic conditions using insulated bags or boxes for chilled and frozen food. Food should be stored immediately on arrival at site.

3.5 CCP 2 and CCP 2a: Storage of Produce

SOP 3: Storage of Food Products	
Summary	A common cause of cross contamination and bacterial growth is poor food storage.
Always	• Ensure storage temperatures are 8°C or cooler for chilled foods and at least -18°C for frozen foods. • Store raw food below cooked/ready to eat food. • Allow space for cold air to circulate in fridges and freezers.
Never	• Use out of shelf life food.
Best Practice	• Refer to Appendix III: Recommended Fridge Layout.
Manager Responsibility	Check fridges and freezers are operating correctly twice daily and record on Form B1 or B2: Cold Temperature Control as appropriate. Before storing goods, rotate current stock and check it is within shelf life – "First In, First out" (FIFO). Discard as necessary and record on Form C: Wastage Record. Products must be stored and packaged or covered so as to prevent cross contamination. Place food removed from original packaging in an appropriate, sealed, food grade container. Ensure any packaging is intact and labelled with a 'use by' date, day dot or HACCP label before storing.

SOP 4: Labelling Food	
Summary	Labelling food correctly helps to ensure that all food produced can be consumed safely.
Always	• Discard food if not used before its 'use by' date and record on Form C. It is illegal to use, or have available for sale a product which is past the manufacturer's 'use by' date. • Remove obsolete labels.

Never	• **TAMPER WITH LABELS.** • Reheat food twice.
Best Practice	• Label foods which have been defrosted, prepared in-house or are being stored in anything other than the original packaging with a 'same day + 2 days' chilled shelf life. • Food produced fresh for freezing must be given a 'use by' date of one calendar month from day of production (e.g. if a batch of food is cooked on 1st January, then it must be portioned, cooled and packed on the same day, then labelled "use by 1st February").
Manager Responsibility	Labelling may only be undertaken by suitably trained staff. Follow precisely the food label instructions as to what shelf life to give. Food produced fresh, normally receives "same day + 2 days", and labelled with an appropriate day dot or HACCP label. Food removed from a freezer for defrosting must be labelled "same day + 2 days". This timing includes the defrost time in the fridge, and should not be extended.

SOP 5: Eggs	
Summary	The shell and contents of raw eggs can be contaminated by food poisoning bacteria.
Always	• Purchase eggs from approved suppliers only - Lion Quality eggs – and use by the Best Before date. • Treat raw eggs, their shells and contents as if they were raw meat, however store on the top shelf in a refrigerator or a cool shelf in the dry store. Refer to Appendix III: Recommended Fridge Layout.
Never	• Repeatedly move the same eggs to and from fridge. • Wash or wipe the shells. • Allow other foods to contact eggs. • Use cracked or dirty eggs, carefully discard them and any soiled packaging. • Store eggs close to strong smelling foods or materials.
Best Practice	• By law, caterers are only allowed to use Grade A eggs packed in accordance with current egg marketing legislation.
Manager Responsibility	Apply strict hygiene standards in the handling and preparation of eggs taking care to: • Carefully dispose of shells immediately after shelling. • Keep raw and cooked product separate. • Clean, sanitise and dry surfaces, utensils and containers which have come into contact with egg contents or shells. • Wash your hands after handling or shelling eggs.

SOP 6: Fish	
Summary	Tuna, Mackerel, Mahi Mahi and Escolar are scombroid fish, which can produce high levels of histamine if handled or stored incorrectly, which, in turn, can create a toxic reaction in the consumer. Symptoms, including a burning, itchy rash, swelling of the tongue and vomiting, can occur very quickly after eating the fish. Maintaining these fish at low temperatures during storage and preparation is essential to prevent the production of histamine. If you are unable to comply with this SOP, then these fish should never be purchased fresh.
Always	• Purchase fish products from approved suppliers. • Unless already marked with a 'use by' date, chilled seafood must be used on either the day of delivery or the next day and must be labelled as such ("day of delivery + 1 day"). • Ensure that the 'use by' date for chilled tuna is within seven days of the capture date. • Ensure raw tuna dishes are made from sushi/sashimi grade fish. • Defrost frozen food naturally in a refrigerator, overnight. • Transfer open cans of tuna into clean food containers and use within 24 hours, labelling accordingly, as the fish can be affected by scombroid toxin formation after opening.
Never	• Defrost fish under a cold tap or other method alternative to that stated above.
Best Practice	• Products which are high risk for scombroid should be purchased in frozen format whenever practicable. • It is good practice to apply these instructions to all chilled seafood.
Manager Responsibility	On delivery, ensure the product temperature is at 4°C or below for fresh fish or -18°C for frozen products, and transfer the fish to appropriate storage without delay. If necessary, transfer fish into a watertight container and cover with ice. In order to retain product temperature, melted ice may need to be drained off and replaced periodically. This will serve to keep the fish as cold as possible (near 0°C). To defrost fish, remove from freezer in the evening only on Day 1 (e.g. Monday), transfer into a watertight container and label with a day dot of Day 3 (e.g. Wednesday, as for frozen prawns). Ensure that the fillets or steaks are not overlapping or stacked on top of each other. The fish should be defrosted by the following morning, Day 2. Check that defrost is complete, then completely cover the fish with ice. This will serve to keep the fish as cold as possible (near to 0°C). It will be necessary to drain away melted ice and replace with fresh ice periodically.

SOP 7: Foreign Body Contamination	
Summary	Products which have not been protected against possible contamination can contain non-food materials.
Always	• Discard any food which may have been contaminated.
Never	• Use staples, drawing pins or blue tack in the kitchen.
Best Practice	• Do not use glass in the kitchen and minimise the use of other breakable objects. • Store empty food containers upside down and cover all stored cooking utensils where practical.
Manager Responsibility	Do not prepare food where there is any overhead structural damage to walls or ceilings. Maintenance activity must be segregated from food handling/preparation and the area cleaned down afterwards. Thoroughly inspect all areas after maintenance work. Ensure work areas are clean prior to handling food. Ensure visitors and contractors to the kitchen abide by the kitchen hygiene standards. All utensils and equipment must be inspected prior to use, ensuring they are free of damage or loose fittings. Ensure any detachable fittings are securely fastened. Following a crockery breakage refer to the procedure as noted in Appendix V. Record any foreign body contamination of food, whether it is discovered by a member of staff or customer in the SFBB pack.

3.6 CCP 3: Food Preparation

SOP 8: Defrosting Food	
Summary	Poor defrosting practices can allow the growth of food poisoning bacteria, cross-contamination through incorrect product separation and prevent food being cooked to the correct core temperature.
Always	• Cover and place defrosting food in a fridge. • Date label with day dots or HACCP labels. • Check for freezer burn before defrosting.
Never	• Place new foods on old (FIFO).
Best Practice	• Refer to Appendix III and store defrosting product on a shelf below the equivalent ready to use product.
Manager Responsibility	Before defrosting, remove frozen products from their packaging. This should preferably be done away from the food prep area. Transfer products to suitable defrosting trays or covered containers with a method of containing all defrost drips.

	Label product with a day dot or HACCP label allowing for the day defrost commenced, and a 'use by' date. Defrosting trays and containers should be evenly spaced in a single layer – do not stack.

SOP 9: Food Preparation	
Summary	Unhygienic handling during preparation and portioning increases the risk of cross-contamination by food poisoning bacteria.
Always	• Maintain basic personal hygiene throughout preparation • Use clean, sanitised and dry preparation surfaces, chopping boards and utensils, which must all be in good condition. Clean and sanitise utensils and boards between different products. • Select correct coloured chopping board and utensils: Red – raw meat Blue – raw fish White – bread/dairy Green – fresh salad Yellow – ready to eat food/cooked meat Brown – fresh vegetables • Separate the preparation of raw and cooked/ready to eat foods. • Wash hands between handling raw and cooked product.
Never	• Use a 'chefs cloths' to wipe away food spillage – only use them to touch hot surfaces.
Best Practice	• Products should remain out of chilled conditions for the minimum time possible. • Cleaning 'cloths' should ideally be single use. If using re-usable cloths, they must be changed at least daily and sanitised regularly throughout the day.
Manager Responsibility	Designate a clean area of the kitchen for food prep, away from potential contamination. Once prepared, cover food, label and place in fridge until required.

SOP 10: Washing Fresh Produce	
Summary	Fresh produce must be washed to reduce the risk of foreign body contamination and inherent contamination by food poisoning bacteria.
Always	• 'Top and tail'/prepare the produce, then wash in fresh cold running water in the food prep sink to remove surface debris, soil, insects and other foreign bodies. • Drain thoroughly then transfer the washed produce to a clean, dry container, cover, label and store in chilled conditions until required.

Never	• Keep washed produce above 8°C for longer than is necessary • Use hand wash basin or sinks for food preparation
Best Practice	• Do not overfill the sink with produce. • Salad leaves must be separated before the rinsing stage. • Chlorine tablets or solution will ensure reduction of the bacteria and moulds found on fruit and vegetables, but must be used strictly in accordance with the manufacturer's instructions. Use freshly chlorinated water for the requirement for one session only and then discard. Food handlers must refer to COSHH data sheets. • If prepared produce is delivered ready to eat, then do not wash it.
Manager Responsibility	Ensure that there is a separate basin to wash fresh produce.

SOP 11: Handling Ice	
Summary	Ice can be contaminated by micro-organisms and foreign bodies, as well as from the use of non–drinkable water and cleaning chemicals.
Always	• Ensure only drinking water is used for ice production. • Ensure all accessible parts of the ice machine are cleaned and sanitised at least weekly. • Ensure ice is covered at all times to prevent any contamination by foreign bodies. • Discard if contamination of ice is suspected.
Never	• Use the ice machine to chill wine, food or beer.
Best Practice	• Ice buckets should be kept on the back bar. Where ice buckets are placed on the bar for the customers' convenience, ice should be replaced and fresh serving utensils provided at regular intervals. • Regular checks should be made during the day to ensure all procedures are followed. • Clean and sanitise the internal parts of the ice machine weekly and ensure regular maintenance and servicing is carried out.
Manager Responsibility	Only use a durable plastic or metal scoop in an ice machine. Ice scoops should be stored out of the machine, in a dedicated container, and cleaned and sanitised daily. If there is a power cut or water stoppage to the machine, the contents must be discarded; the machine cleaned and sanitised; and, all remaining water drained prior to further use. Before filling ice buckets, ensure ice tongs and buckets are undamaged, clean and sanitised. Melted water should be drained from ice buckets regularly and any unused ice at the end of the session must be discarded.

3.7 CCP 4: Cooking Food

SOP 12: Cooking Food	
Summary	Cooking raw food should be done correctly in order to ensure the destruction of food poisoning bacteria and viruses.
Always	• Ensure cooking equipment and utensils are clean. • Check cooked food regularly to ensure that core temperature of 75°C or hotter has been achhieved. • Record a minimum of three core temperatures per day on Form D: Core Temperature Record: Cooking and Reheating.
Manager Responsibility	Preheat equipment and do not overload.

SOP 13: Barbecues	
Summary	Cooking food on a barbecue carries a greater risk than cooking in the kitchen.
Always	• Cover food before moving from the storage or kitchen area to the barbecue. Keep food covered until it is to be cooked. • Ensure the barbecue operator is a trained food handler. • Cook food to 75°C core temperature, except for permitted variations. • Ensure that hot hold food is properly cooked and held at a minimum of 63°C. The holding time must be kept to a minimum. • Ensure left-over cooked food and uncooked, unrefrigerated perishable food is disposed of at the end of the session.
Never	• Barbecue from frozen due to the increased risk of under-cooking.
Best Practice	• The temperature of at least one sample of each food item should be taken at every session and recorded in the SFBB pack (exception box). • Food for the barbecue should be transported and stored in pre-cooled, insulated boxes with ice packs. • Meat will tend to blacken on the outside more quickly than for conventional cooking; this does not imply that the centre is fully cooked.
Manager Responsibility	If defrosted food is to be cooked, hold in a fridge at 8°C until needed. Raw food should not come into contact with or be placed above ready to eat or cooked foods, even on the barbecue. Products must be barbecued for immediate consumption on the premises only. Barbecuing may only be undertaken if appropriate equipment and facilities are available for washing hands and utensils. <u>Please note:</u> Barbecues should never be used indoors or in a similarly confined spaces. Burning charcoal produces carbon monoxide, inhalation of which can prove fatal.

3.8 CCP 5: Cooling Food

SOP 14: Cooling Food	
Summary	Prolonged cooling can promote the growth and germination of harmful bacteria as well as the production of harmful bacterial poisons.
Always	• Ensure food is completely cooled within 90 minutes of cooking. Cover, label then chill. Complete Form E: Cooling Record.
Best Practice	• Although covering food reduces the rate of cooling, food must not be exposed to contamination, therefore place container in coolest part of kitchen and cover.
Manager Responsibility	After cooking reduce bulk of food by portioning into chilled shallow food containers.

SOP 15: Freezing Food	
Summary	Incorrect freezing of food will effect food quality and can have a negative effect on the efficient running of freezing equipment.
Always	• Freeze food to -18°C or colder. • Freeze food in sealed food containers or thoroughly wrapped in a food grade material.
Never	• Re-freeze food.
Best Practice	• Ensure food core temperature is 8°C or colder before freezing and is in an appropriate sealed packet or container with as much air excluded as possible.
Manager Responsibility	Correctly day dot or HACCP label the product. Use all foods frozen in-house within one month of freezing unless specified by a manufacturer's instructions. Do not overload the freezing equipment.

3.9 CCP 6: Reheating Food

SOP 16: Reheating Food	
Summary	Cross contamination may occur after cooking and harmful bacteria may survive chilling then grow if reheating is slow and/or does not reach required temperature.
Always	• Reheat food to core temperature of 75°C or hotter.
Never	• Reheat food more than once. • Use a bain marie, soup kettle or warming cupboard to re-heat food.
Best Practice	• Readings of the core temperature should be taken regularly and recorded on Form D.
Manager Responsibility	Ensure reheating equipment has been set at the correct setting and is reaching operating temperature. Once food is reheated, serve or hot hold immediately.

3.10 CCP 7: Hot Holding

SOP 17: Hot Hold and Carvery Units	
Summary	Food which is not kept sufficiently hot before service may result in the growth of food poisoning bacteria.
Always	• Hold hot food at a minimum of 63°C.
Best Practice	• If food offer is self-service, display customer guidelines as given in Appendix IV, and ensure staff monitor the servery. • Switch on the heated unit in advance and ensure it has reached operating temperature before use.
Manager Responsibility	Once food has been placed in the unit, take and record the temperature of at least one food per session. If a product has become colder than 63°C it should not be returned to the cooker or heater units; discard and record on Form C.

3.11 CCP 8: Cold and Ambient Display

SOP 18: Cold Service	
Summary	Chilled food which is not kept sufficiently cold before service may result in the growth of food poisoning bacteria.
Always	• Display chilled food at a maximum of 8°C.
Never	• Use chilled display units to cool ambient or hot products.
Best Practice	• Rotate stock in display units (FIFO). • If food offer is self-service, display customer guidelines as given in Appendix IV, and ensure staff monitor the counter/unit. • Switch on the chilled unit in advance and ensure it has reached an operating temperature of 8°C before use.
Manager Responsibility	Once food has been placed in the unit, leave for at least one hour then take and record the temperature of at least one food per session. On removal from the display, refrigerate immediately ensuring food does not exceed 8°C. If the product does exceed this limit do not return it to the fridge, discard and record on Form C.

SOP 19: Ambient Display	
Summary	Food which is displayed for too long at room temperature before service may result in the growth of food poisoning bacteria (e.g. a buffet).
Always	• Ensure that high risk food is consumed or replaced within 2 hours, unless otherwise stated by KFPs. • Chill all food to a core temperature of 8°C or colder before display. • Re-stock displays of open food by filling new chilled containers with chilled product. Any food remaining from the display must be placed on top of new food. Remember to rotate stock (FIFO).

Never	• Top up existing display containers with new food. • Re-chill or re-use food from ambient display.
Best Practice	• Aim to limit ambient display of cold products to the shortest time practical. • Monitor food use carefully and do not over stock the display. • Cover open food, where appropriate, to maintain cold temperatures and to reduce drying out. • Ensure that only small quantities are used and that the food is replaced/replenished at short intervals. • Display customer guidelines for self service displays as given in Appendix IV.
Manager Responsibility	Ensure the food is kept in ambient display for a maximum of 2 hours. If this limit is exceeded discard food and record on form C.

3.12 Final Service to Guest

SOP 20: Final Service to Guest	
Summary	Prepared food must not become contaminated by food poisoning bacteria or foreign objects, during service.
Always	• Be vigilant to the dangers of foreign object contamination, and if found, remove the source. • Keep dirty items and waste separate from food and clean utensils.
Never	• Let kitchen staff/chefs' serving cloths get close to ready to eat food.
Manager Responsibility	Ensure dumb waiters or serveries are clean, are structurally sound and are in good working order. Before serving food ensure staff hands are clean, uniforms are tidy and hair is neat and tied back if necessary. Check that trays, crockery, cutlery and glassware are clean and free from damage. If it is necessary to touch food, ensure hands are washed thoroughly before doing so. Clear dirty items as quickly as possible, once the guest has finished.

4 FOOD ALLERGY AND INTOLERANCE

SOP 21: Taking and Serving an Order for an Allergy Sufferer	
Summary	It is the responsibility of the customer, or their parent/guardian, to make staff aware of any allergies. However, once informed the responsibility for serving food without the stated allergens becomes that of the manager or nominated person. Serving a meal to an allergy sufferer needs to be carefully controlled, as failure to do so could have serious health consequences.
Always	• Ensure that the manager or nominated person is aware of any allergy notification; they will then handle the rest of the order and service process. • Provide appropriate and accurate information to customers, in particular allergy suffers, for their judgement (menus etc). • Ensure the food handlers hands are washed before serving the meal.
Never	• Assume. • Guess an answer to the customer's question; this may prove fatal.
Best Practice	• If it is necessary to consult a manufacturer's label, show it to the customer, bearing in mind that labelling laws do not require all ingredients to be listed, therefore do not rely on this information.
Manager Responsibility	Ask the customer to explain the foods/ingredients they cannot eat. It is their responsibility to order appropriately, but help them to make an informed choice by explaining what ingredient information is available. If the guest asks for further information, try to obtain an accurate answer. Talk through with the customer the steps the kitchen will take to prepare the meal and get customer agreement that this is satisfactory. Communicate clearly to the kitchen and, if possible, note on the order ticket that the meal is for an allergy sufferer, and ask them to prepare it accordingly. Check before the dish leaves the kitchen that it is in fact the one for the allergy sufferer.

SOP 22: Preparation of a Meal for an Allergy Sufferer	
Summary	Preparing a meal for an allergy sufferer needs to be carefully controlled, as failure to do so could have serious health consequences.
Always	• Wash hands before handling any equipment or ingredients for the meal. Use fresh disposable towels for wiping hands, utensils or plates. • Wash and sanitise all preparation equipment and utensils with a new cloth in a sink (not dishwasher) and dry with paper towel immediately before use. • Clean and sanitise the preparation area with a new surface cleaning cloth to remove any and all ingredient traces. • Only use approved ingredients and recipes for which allergy data is available and with reference to the information provided by the guest.

Never	• Assume. • Use a piece of cooking equipment which has been used to cook a product containing the offending allergen, unless it has been thoroughly cleaned. • Fry any part of the meal in used oil as it may contain traces of the offending allergen.
Manager Responsibility	Ensure that ingredient declarations and status are scrupulously checked against allergy data sheets, where available. Collect together all ingredients for the meal, only using ingredients from freshly opened containers. Prepare the allergy sufferer's meal in isolation from other meals. When cooking, use only freshly cleaned equipment. Use a freshly hand washed and sanitised plate, which has been dried with a paper towel; likewise for cutlery, glassware and other crockery. (Do not use the dishwasher). Wash hands before handling the plate - if hot, hold with a fresh paper napkin. Ensure the manager or nominated person is clearly advised that the dish is for an allergy sufferer. If the allergen is accidentally added to a meal, e.g. as a garnish, replace the whole dish to avoid any cross contamination. If this procedure has not been followed from the outset of preparation, discard and start again afresh.

5 FOOD COMPLAINTS AND FOOD POISONING INCIDENTS

SOP 23: Food Complaints and Food Poisoning Incidents	
Summary	All food complaints and food poisoning incidences are to be treated seriously.
Always	• Complete Form J: Food Policy Complaint Record Sheet, noting all the details of the incident in full, including contact details and ensure that the form is signed by the complainant. • Explain to the customer the next steps.
Never	• Admit or accept liability. • Dismiss a potential incident.
Manager Responsibility	Review all the details on the Form J: Food Policy Complaint Record Sheet. Fax the completed form to the CDM immediately and retain the original on site for future reference. All complaints should be reported to the CDM at the earliest opportunity.
Catering Development Manager Responsibility	Conduct a full investigation in to the complaint. • Obtain all pertinent legal information from the supplier through HACCP and traceability of the products. • Request all necessary documentation on temperature controls, storage details, team involved with the meal preparation. • Contact the customer and manager to provide results of the investigation.
EHO/TSO	If you receive a visit by the Environmental Health Officer or Trading Standards Officer please refer to Appendix VII.

6 EQUIPMENT MAINTENANCE

SOP 24: Equipment Maintenance	
Summary	If equipment is not routinely maintained there is an increased risk of adverse food safety issues as well as the reduction of operational efficiency.
Always	• Take action on an equipment failure without delay.
Never	• Use equipment which will be a hazard to food safety.
Best Practice	• Much of the general housekeeping in food areas helps equipment to perform correctly and avoid unnecessary maintenance visits. For instance: filter fryer oil regularly, clean microwave ovens, ensure the air flow to refrigeration units is kept clear, do not overstock fridges and freezers; and, keep fridge and freezer doors shut. This list is not exhaustive. Take a practical view of maintenance requirements for all food equipment.
Manager Responsibility	Ensure regular maintenance is carried out to the agreed schedule in accordance with Company policy, manufactures maintenance schedule or contact service engineers and record all maintenance on Form H: Equipment Repair Log. Before scheduled maintenance is undertaken, ensure the equipment is clean. Inform the relevant service engineer immediately if there is any equipment failure and record actions taken on Form H. Maintenance/service engineers should be treated as any other visitor and must comply with standards of personal hygiene when in food areas. Contractors' work can be a source of foreign bodies: ensure that all necessary and practical precautions are taken. Equipment must not be used when its condition has deteriorated such that it cannot be effectively cleaned or it poses a risk of contamination of food.

SOP 25: Fridge and Freezer Failure	
Summary	Fridges and freezers must be operating correctly to prevent bacterial growth and to allow food to remain in good condition throughout its shelf life. If air temperature checks for a fridge or freezer exceed critical temperatures, assume the unit is defective.
Always	• Keep freezers at -18°C or colder and fridges at 0-5°C or colder. • Treat products that start to thaw (i.e. rise above -18°C), in the event of a breakdown, as if they are being intentionally defrosted in accordance with the KFPs. • Discard any ice cream, sorbets or breaded goods which have defrosted.
Never	• **REFREEZE PRODUCTS.**
Best Practice	• When temperature checks show that a fridge or freezer is above temperature, try to adjust manually, and then call a service engineer if unscuccessful. • Record temperature on Form B1 or B2 with any remedial action taken.

Manager Responsibility	Frozen products should be placed in an alternative freezer during equipment repair/maintenance. If the salad bar equipment fails, action its repair immediately, stop using and return the food to the fridge.

SOP 26: Ice Cream Machines	
Summary	Ice cream machines must be cleaned, sanitised and operated in accordance with the manufacturer's instructions to avoid the growth of food poisoning bacteria.
Always	• Maintain the pasteurisation programme and cleaning regime. • Follow manufacturer's instructions.

SOP 27: Dishwasher	
Summary	Effective cleaning and sanitising of cookware, utensils, crockery, cutlery and glassware will avoid possible foreign body contamination of food, and cross contamination with food poisoning bacteria and viruses.
Always	• Check manufacturer's instructions for dishwasher temperatures; however in principal wash water should exceed 60°C and rinse/steam at least 80°C, unless using low temperature method with sanitizing rinse.
Never	• Overload trays. • Lay cutlery flat on trays. • Wash glass with crockery and cutlery.

Best Practice	• Measure temperatures by the machine's dials or use a temperature test strip on a plate.
	• Dishwasher checks:
	  • Daily check and clean seals, jets and interior surfaces.
	  • Unblock and clean filters twice daily.
	  • Water softening units should be at least half full, and detergent and rinse aid should be full at start of session.

Manager Responsibility	Scrape food remains from cookware and crockery before loading the dishwasher. Ensure dishwasher is operating correctly before use. Check crockery and cutlery emerge "hot to touch", free from food debris and that steam comes from the machine. If not, check chemicals and settings before calling the engineer. If there are any issues, rewash the entire tray and allow to air dry. If a breakage occurs mid-cycle, clean down the unit immediately and discard any chipped, cracked or broken crockery.

7 PEST CONTROL

SOP 28: Pest Control	
Summary	Pests such as insects, rats, mice and birds, both inside and outside the premises, as well as the control precautions put down, can cause biological, bacterial, physical and chemical contamination.
Always	• Be vigilant to evidence of pests. • Keep the building perimeter clean and clear of disused equipment, clutter and weeds. • Ensure routine contractor visits are carried out; close off all potential access routes; keep food sealed and off the floor; and, use appropriate contractor controlled baits, traps and electronic fly killers. • Remove refuse from food areas regularly throughout as well as at the end of the day.
Never	• Store open refuse externally. • Allow domestic animals in food areas or near pest control measures.
Best Practice	• External refuse storage areas should be kept clean and tidy. • Ensure storage bins are securely lidded and emptied regularly. • Ensure pest control contractor visits are made to schedule. • Maintain good housekeeping and food stock rotation. • Clean food spillages as they occur. • Keep doors and windows closed as much as possible. If windows in food areas must be open for ventilation, they should be screened.
Manager Responsibility	St Austell Brewery will arrange an appropriate pest control contract with a registered contractor. If a scheduled visit is overdue, call the pest control contractor immediately. Action all recommendations made by the contractor in a timely fashion. If evidence of pests is found (e.g. damaged food or packaging, or droppings) contact your pest control contractor immediately. Discard contaminated food and record as necessary on Form C. Clean and sanitise area thoroughly. Ensure records are kept up to date. Ensure control activity continues until the problem is eliminated. Inform the CDM if the problem persists. Carefully clear electronic fly killer catch tray weekly when no food is being prepared and maintain its operation. Ensure that the annual service is completed where one exists. Bait boxes should only be handled by the contractor. If handling of the bait boxes does occur either by accident or in an emergency, wash hands immediately. Clear and safely dispose of any bait spillage.

8 FORMS

8.1 All these forms are available on the Company intranet and can be printed as required.

A: Delivery Monitoring
B1: Cold Temperature Control: Fridge
B2: Cold Temperature Control: Freezer
C: Wastage Record
D: Core Temperature Record: Cooking and Reheating
E: Cooling Record
F: Core Temperature Record: Cold and Hot Hold
G: Probe Calibration
H: Equipment Repair Log
I: Food Policy Training Log
J: Food Policy Complaint Record Sheet
K: Employee Medical Questionnaire
L: Failure Reporting Sheet

APPENDICES

I Personal Hygiene Standards

II Assessing the Health of Food Handlers – A Manager's Guide

III Recommended Fridge Layout

IV Self Service – A Customer Guide

V Crockery Breakage Procedure

VI Recording Temperatures

VII Environmental Health Officer (EHO) and Trading Standards Officer (TSO) Visits

APPENDIX I: PERSONAL HYGIENE STANDARDS

Follow the instruction and training given on personal hygiene standards at all times.

Before entering a food handling area -

- You must have clearance from your manager if you are/have been ill
- Be clean - bathe or shower daily
- Hair must be neat, clean and tied back if necessary
- Nails must be clean
- False nails and nail varnish must not be worn
- Jewellery must be removed except for sleepers and one plain ring
- All cuts, sores or grazes must be covered using blue plasters and clean dressings
- Clean, approved clothing must be worn

When in a food handling area -

- Hands must be thoroughly washed and dried before starting work, handling food and handling ready to eat foods.

- Hands must be thoroughly washed and dried after using the toilet, smoking, blowing your nose, coughing or sneezing, cleaning or touching cleaning implements or materials, handling rubbish or raw food and following each break.

Never smoke or spit in food areas

Never eat or drink whilst handling food

Never cough or sneeze over food

APPENDIX II: ASSESSING THE HEALTH OF FOOD HANDLERS – A MANAGER'S GUIDE

1 Introduction

The purpose of the Form K: Employee Medical Questionnaire is to provide a practical way for you to assess the health of staff. It will help you identify health problems in prospective employees or employees returning to work following illness or foreign travel, or who become ill at work which could present a risk to their health or that of our other employees or customers. This process is designed to provide you with a practical system for demonstrating due diligence.

2 Questionnaire Use

The questionnaire is designed to be used when you are required to enquire about an employee's health.

a. Pre-employment or when an employee becomes ill at work.

b. Employees who return to work following absence due to illness or travel outside of the EU or North America.

3 How to use the Questionnaire:

a. The form should be completed by the employee/prospective employee.

b. You should review the questionnaire and check that all the questions have been completed.

c. If the person completing the questionnaire has answered "YES" to any of the questions they may be unsuitable for employment or continue handling food. You will need to seek further advice before allowing them to handle food or work in food preparation areas.

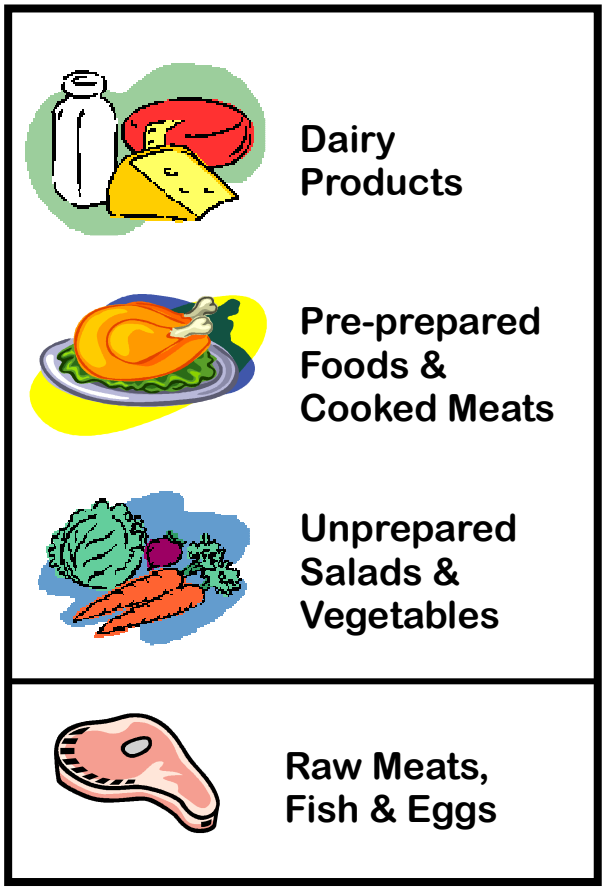
d. If the employee returning to work following illness/foreign travel answers that they have been symptom free for 48 hours, you can allow them to return to handling food having reminded them of the importance of personal hygiene, particularly hand washing.

e. If this is not the case they may not be fully fit to return to handling food. Further advice should be sought before allowing them to handle food.

4 How to seek further advice on an employee's suitability for employment:

Ask the employee to visit their GP to discuss your concerns over their suitability to work as a food handler (e.g. they have indicated on the questionnaire that they have been absent with sickness, diarrhoea and still have symptoms, or if they have a discharge from eyes, ears or gums). You should ask the employee to let you know the outcome of the GP visit and any advice given and remind them that deliberate misrepresentation may result in disciplinary action.

APPENDIX III: RECOMMENDED FRIDGE LAYOUT



APPENDIX IV: SELF SERVICE – A CUSTOMER GUIDE

WHEN USING THIS SELF-SERVICE, PLEASE:

Only use the tongs and spoons provided

Do not touch, taste or sample food before it is on your plate

Inform a member of staff if the tongs or spoons are dropped, so that they can be replaced.

Thank you

APPENDIX V: CROCKERY BREAKAGE PROCEDURE

The following procedure notes instructions following crockery breakage:

- Notify the manager, stop preparing food in the area affected immediately and do not use any of the adjacent crockery or cutlery.
- Discard all uncovered food in the vicinity and record on Form C.
- Remove broken crockery then thoroughly wash and dry intact crockery.
- Carefully examine all other food and crockery in the area and handle in a similar way if appropriate.
- Carefully clean up fragments into a dustpan, transfer to a suitable solid, lidded container and carefully remove immediately to external waste storage.
- Wipe all areas affected with wet paper towels, including shelves and floor (work top down) and then dispose of towels carefully.
- The whole area which is likely to have been affected must be carefully inspected by the manager before restarting operations.

APPENDIX VI: RECORDING TEMPERATURES

1 The temperature of food is fundamental to food safety: achieving the correct cooking and storage temperatures will ensure that bacteria are killed or restricted from growing.

2 Managers are responsible for ensuring that all temperature taking equipment is functional and that the procedures to check food temperatures as expressed in this Policy are carried out.

a) Integral Temperature Dials or Internal Thermometer
   - Ensure fridge door has been closed for at least 10 minutes.
   - Record on the appropriate form; unless the unit is on defrost cycle - in this case take reading later.

b) Temperature Probe
   - If available, fix attachment to reader or use food probe.
   - Place probe in the fridge or freezer at the top/front.
   - Close the door for at least 10 minutes and record.
   - Probe wipes to be used.

c) Frozen Food
   - Fix food probe to reader and insert between packs in freezer.
   - Wait for reading to stabilise and record.

d) Chilled Food (between pack)
- Fix food probe to reader and insert between packs in fridge.
- Wait for reading to stabilise and record.
- If unsatisfactory, use 'direct test' method below.

e) Chilled Food (direct test)
- Fix food probe to reader and ensure it is sanitised.
- Inset probe into core of the food and wait for reading to stabilise and record.
- Clean and sanitise probe.

f) Hot Food
- Fix food attachment to reader and ensure the probe is sanitised.
- Insert probe into the core of the food and wait for reading to stabilise and record.
- Clean and sanitise probe.

g) Readings outside Critical Limits:
- Action as per the relevant CCP.
- Food which has been exposed to temperature abuse in the unsafe region, 8°C–63°C, must be destroyed and records kept.

APPENDIX VII: ENVIRONMENTAL HEALTH OFFICER (EHO) AND TRADING STANDARDS OFFICER (TSO) VISITS

The following procedures will help you and your staff deal with an EHO or TSO visit.

Instructions for Managers:

- You must not refuse entry to an EHO; they are not required to give notice of their visit.
- Ask the EHO to show their identification which allows them to check the premises.
- Be polite and courteous, and establish the reason for the visit. This will usually be a routine inspection, or may be an investigation of a complaint or accident.

  Note: You can dramatically influence the outcome of a visit. Treat the EHO or TSO as you would a guest: receive criticism gracefully and encourage the officer to think about problems constructively. Do not try to 'smart talk' your way out of criticism.
- Be proactive and demonstrate to the EHO what your controls are, before he asks for them.
- When entering food production areas, ensure you wash your hands. If possible, wear a white coat and request that your visitors do the same.
- Make notes of what the EHO identifies and requests to be done, and at the end of the visit confirm what actions they are expecting and what will happen next. Document the answers and how the EHO can be contacted.
- Invite the EHO to confirm the outcome in writing, addressing it to you with a copy to the CDM and inform the EHO that this person will be the one to respond to them. You must not

contact the EHO direct – the CDM will do this on your behalf.

- Advise the CDM of the following:
    a. A caution.
    b. A witness statement .

        Caution or Witness Statement: If an EHO wishes to take a statement under caution, you have the right not to say anything. Politely inform the EHO that you do not wish to say anything at this stage until you have sought further advice, and request that all questions are submitted in writing.

        Do not sign any statements you have be asked to make. Obtain a copy and discuss the matter immediately with the CDM.

    c. The issuing of a 'Hygiene Improvement' notice.
    d. The issuing of a 'Hygiene Emergency Prohibition' notice.
    e. The removal of any documents, food or drink.

        Formal Sampling: An EHO may take samples for testing or as part of a survey - this is not 'seizure'. A seizure will normally only occur if they intent to recommend a prosecution for unfit food: you cannot prevent seizure.

        If during the visit unfit food or damaged equipment is found, offer to take it out of service immediately for disposal or repair. The EHO may ask that the food be voluntarily surrendered to him for disposal – you should comply. If this happens the CDM will write to the EHO, within a week of the visit, confirming this surrender.

        A TSO will normally divide any samples into three equal parts, each of which will be labelled and sealed: one is left with you to enable us to have the sample independently analysed. A TSO may offer to pay for any sample he takes – this is not required.

    f. Whether they have taken photographs.

- Report the visit to the CDM and agree the actions which are your responsibility, e.g. cleaning, temperature control.

- Take action immediately on those you have agreed and record what you have done in an appropriate place, e.g. temp or cleaning log.

- For those actions which others are responsible, record what and when the work is done. Regularly update the CDM on outstanding issues until they are resolved. When all actions are complete (both yours and the others), inform the CDM so that they can respond to the EHO.

- On receipt of any documentation from the EHO, ensure that the CDM has received a copy – do not ignore any correspondence from the EHO.