COMPASS GROUP

SAFE FOOD
served with you in mind

Compass Food Safety Management System

Food Safety Conversation Cards

Unit Name _____

Unit Address _____

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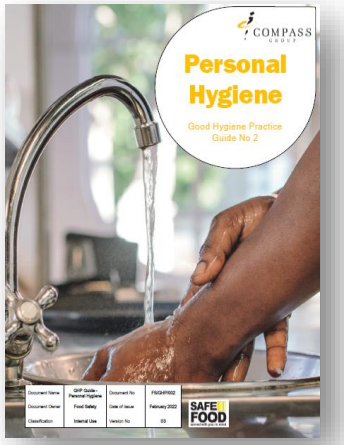
Unit Number _____

Food Safety Conversation No2:
Personal Hygiene

FS.SC.002.03

Key Learning

Good personal hygiene can help minimise cross contamination and ensure the food you prepare, cook and serve to your customers is safe to eat



What You Need To Know

- ❑ Hands must be washed before handling ready to eat foods.
- ❑ Hands must also be washed after visiting the toilet, handling rubbish, handling or preparing raw food, cleaning, smoking or eating.
- ❑ Effective Handwashing Technique:
  - Wet your hands with warm water
  - Apply hand soap (recommended Ecolab Epicare 5c)
  - Lather and scrub hands for at least 30 seconds
  - Rinse for 10 seconds
  - Turn off the tap using a paper towel
  - Use additional paper towel to dry hands.
- ❑ Hair must be clean, neat and tied back or kept covered if handling open food.
- ❑ With the exception of plain wedding rings and plain sleeper earrings, jewellery must not be worn while preparing food.
- ❑ Uniform (if provided) must be clean and put on until you arrive at work.
- ❑ Wearing gloves has not been proven to be a safer method of handling, when food compared to the use of effective hand washing techniques as cross contamination from raw to high risk food can still occur and wearing gloves can give a false sense of security.
- ❑ Hand to mouth contact must be avoided while carrying out food handling activities so eating, drinking and smoking must be avoided while on duty.
- ❑ All food handlers must report signs of illness immediately to their line manager. All food handlers suffering from symptoms of nausea, stomach cramps, vomiting or diarrhoea must be excluded from work and not return until they have been symptom free for 48 hours.

HACCP Stages

All food handling stages

Colleague Validation

1. Give examples of when hands must be washed.
2. How long should hands be washed to ensure bacteria are removed effectively?
3. What type of jewellery is permitted?
4. What time period must food handlers remain symptom free before returning to work?

More Information

More information can be found within the **Good Hygiene Practice Guide No: 2 Personal Hygiene** and the HSE website

Food Safety Conversation No3:
Pest Control

FS.SC.003.02

Key Learning

Following this conversation, you will be able to effectively identify signs of pest activity in order to quickly report and remedy any pests present and therefore minimise food safety risks and avoid legal action

What You Need To Know

- ❑ Check food deliveries for signs of pest damage (chewed / split packaging).
- ❑ Do not leave food deliveries outside or unattended – always put away into designated food storage immediately following delivery.
- ❑ Check your working area daily for signs of pest activity.
- ❑ Recognise the signs of pest activity - contaminated food / droppings / gnaw marks on furniture or equipment / chewed packaging.
- ❑ Report any signs of pest to your supervisor immediately.

Area	Signs of Activity	Good Hygiene Practice	Corrective Action
Floor	Look for pests (live or dead), droppings / urine /gnaw marks Particularly look along skirting boards and under equipment	No live / dead pests, droppings/urine/grease marks found on floor	Sweep up droppings / clear urine / grease with disposable paper towel before mopping and disinfecting floor
Shelving & Work Surfaces	Look for pests (live or dead) droppings / urine / gnaw marks Remove items and check behind objects	Shelving cleaned and sanitised prior to daily use	Remove any debris / contamination. Clean with soapy cloth then sanitise and wipe with disposable paper towel
Crockery & Utensils	Remove crockery and utensils form their containers. Look inside for evidence of pests / droppings	Clean crockery/utensils stored in plastic lidded containers overnight	Unprotected crockery/utensils must be washed (cleaned) prior to placing in the dishwasher (disinfection)
Food	Visually check food for signs of gnaw marks, holes in packaging, spilled product on shelving, droppings	No food left out. All ambient food stored in plastic lidded containers overnight	Any food found to have evidence of pest damage must be disposed of
Disposable Packaging	Check that food packaging intact with no droppings / urine / gnaw marks	Food packaging stored in plastic lidded containers to reduce risk of contamination	Any damaged / contaminated packaging must be disposed of

HACCP Stages

- Receipt
- Storage
- Preparation
- Cooking
- Service

Colleague Validation

1. Describe the signs of pest damage you should look for during delivery checks.
2. How frequently should you check your work area for signs of pests?
3. Describe the typical signs of a pest infestation?
4. How quickly should you report signs of pest activity?

More Information

More information can be found within the **Good Hygiene Practice Guide No: 3 Pest Control** and the HSE website

Food Safety Conversation No4:
Cross Contamination

FS.SC.004.02

Key Learning

Cross contamination is one of the main ways food poisoning can occur. In order to look after the safety of our customers and provide safe food to eat you need to ensure that cross contamination of food is avoided

What You Need To Know

- ❑ Cross contamination is the transfer of harmful bacteria from raw foods to ready to eat foods.
- ❑ Cross contamination must be avoided at all times as ready to eat food will not be cooked / re-heated further which would kill any harmful bacteria that have transferred to the food.
- ❑ Cross contamination can occur from:
  - Direct contact with raw foods such as raw meat and poultry, fish and shellfish, raw fruit and vegetables;
  - Indirect contact from the transfer of bacteria via hands, clothing, knives, chopping boards, equipment, work surfaces.

- ❑ You can prevent cross contamination by:
  - Checking deliveries to ensure raw & ready to eat foods are separate;
  - Store raw foods separate from ready to eat foods, either in separate refrigerators or raw food at the bottom, below ready to eat foods;
  - Designate a separate raw food preparation area within the kitchen where only raw food is to be handled and prepared;
  - If separate areas are not available, prepare ready to eat foods separately, before raw foods;
  - Ensure all work surfaces are cleaned down and sanitised after the preparation of raw foods;
  - Always wash your hands thoroughly after handling raw foods;
  - Use separate equipment and utensils for the preparation of raw and ready to eat foods, ensuring all items are cleaned and sanitised between use;
  - Separate complex catering equipment such as mincers, slicers, blenders and vacuum pack machines must be provided and labelled for either raw or ready to eat foods;
  - Provide separate labelled probe thermometers for taking cooking / hot hold temperature checks and other tasks such as delivery and storage temp checks;
  - Designate a raw food preparation sink where possible for washing raw vegetables and fruit, or thoroughly clean and sanitise a shared sink between use.

- ❑ The use of colour coded equipment can help to minimise cross contamination, e.g. colour coded knives, chopping boards, cleaning cloths etc.

- ❑ Familiarise yourself with any colour code systems, such as for knives & boards, used in your kitchen.

HACCP Stages

- Receipt
- Storage
- Preparation
- Cooking
- Service

Colleague Validation

1. Can you describe the different types of cross contamination?
2. Give examples of how you would avoid cross contamination during storage?
3. Give examples of how you would avoid cross contamination during food preparation?
4. Can you identify the uses of the different colour coded chopping boards?

More Information

More information can be found within the **Good Hygiene Practice Guide No: 4 Cross Contamination** and the HSE website

Food Safety Conversation No5:
Food Labelling & Shelf Life

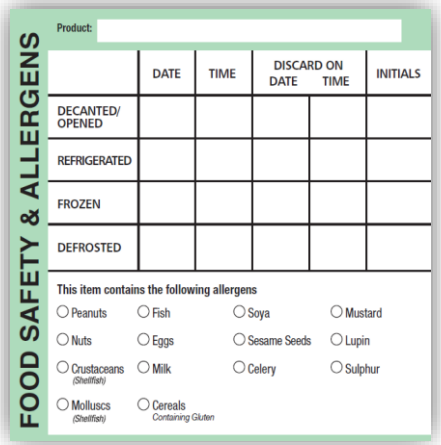
FS.SC.005.02

Key Learning

It is a legal requirement to ensure food is properly labelled with certain information to help you and the customer know what is in the food and how long it is safe to use or consume the food before it must be discarded

What You Need To Know

- ❑ Use By' dates relate to food safety and food must not be cooked, sold, frozen, consumed or used in any way past this date. It is illegal to sell any food that has passed its 'Use By' date.
- ❑ 'Best Before' dates relate to food quality and food is safe to eat after this date, depending upon the taste, texture and general quality of foods. Products with a 'Best Before' date may be used beyond this date, unless client site rules require 'Best Before' dates to be stringently observed.
- ❑ Do not use ANY out of date foodstuffs past their 'Use By' date.
- ❑ Sandwiches/wraps etc - Apply a shelf life of two days (day of production +1).
- ❑ Chilled / Ready To Eat food - Wrap or store in sealed containers and date code with a shelf life of 72 hours.
- ❑ Foods prepared and cooked in the unit then chilled and frozen have a food label with up to 6 months shelf life (3 months in Ireland).
- ❑ Food Delivery Checks must include a check of product labels to ensure they have sufficient shelf life to fit in with your menu schedule.
- ❑ All ready to eat foods with 'Use By' dates are checked daily at end of service and logged on the Closing HSE Checklist.
- ❑ Whenever transferring shelf life dates or other product information from the outer packaging or the food manufacturer's label, only the approved Compass food storage labels must be used



HACCP Stages

- Receipt
- Storage
- Preparation
- Cooling & Re-heating
- Food Service & Display
- Vending

Colleague Validation

1. Describe what a 'Use By' date is.
2. Describe what a Best Before date is.
3. What shelf life would you give in unit made sandwiches?
4. What shelf life would you give in unit made frozen food?

More Information

More information can be found within the **Good Hygiene Practice Guide No: 5 Food Labelling & Shelf Life** and the HSE website

Food Safety Conversation No6:
Food Delivery & Storage

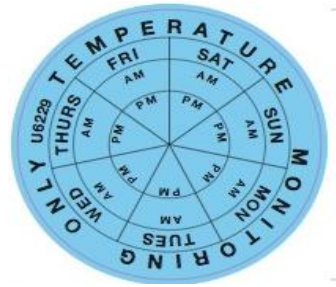
FS.SC.006.02

Key Learning

Properly inspecting and checking delivered food products is an essential step to ensure food quality and safety. Storing food under the right environmental conditions will help to prevent food poisoning bacteria from multiplying

What You Need To Know

- ❑ ALWAYS ensure raw and ready to eat foods are kept separate during delivery, receipt and storage.
- ❑ Check all food deliveries for shelf life, damaged packaging, and signs of pest damage / infestation. Record all checks on the Food Delivery Record form.
- ❑ Check the temperatures off all chilled and frozen food deliveries. Ensure the foods are within the acceptable temperature ranges - Frozen foods: between -18°C to - 23°C - Chilled foods: below +5°C.
- ❑ Check either by taking a copy of the printed vehicle digital temperature display reading or by recording between pack temperature readings.
- ❑ Store foods at the correct temperatures: Frozen foods -18°C to -23°C / Chilled foods 0°C to +5°C.
- ❑ Ambient foods - keep in cool, dry and well-ventilated conditions.
- ❑ Check shelf life of foods in storage and adopt the “first in first out” rule when replenishing stock.
- ❑ Keep cooked and raw foods in separate refrigerators and freezers where possible or store so that ready to eat foods are above unwashed salads, raw fruit and vegetables, and raw meat.
- ❑ Dry goods must be stored off the floor on suitable shelving, with access all round for cleaning and inspection. Opened packages must be sealed or decanted into suitable lidded containers.
- ❑ Monitor the operating temperature of all refrigerators and freezers at least twice per day or three times if operating a 24hr / night shift service.
- ❑ A food simulant (butter, lard, jelly) is the most accurate way to monitor the operating temperature of refrigerators. Use a probe thermometer to probe the food simulant and record the temperature.
- ❑ Check the accuracy of all probe thermometers every month.



HACCP Stages

- Receipt
- Storage

Colleague Validation

1. What should you check during food deliveries?
2. What are the correct operating temperatures for refrigerators and freezers?
3. How do you avoid cross contamination of ready to eat foods during storage?
4. How do you check the operating temperature of refrigerators?

More Information

More information can be found within the **Good Hygiene Practice Guide No: 6 Food Delivery & Storage** and the HSE website

Food Safety Conversation No7:
Food Preparation

FS.SC.007.02

Key Learning

The preparation stage of any food operation is the most important with respect to controlling the risks of contamination. It is essential in our role as a food handler to know these risks and adopt the control measures to minimise food contamination

What You Need To Know

- There are principally 4 sources of food contamination:
  - Physical
  - Chemical
  - Bacterial
  - Allergenic
- Always wash hands in warm water with soap and dry them using disposable paper towels before handling any food.
- Follow any food safety instructions on food packaging regarding the preparation and handling of food.
- Prepare food as close to service time as possible, keeping perishable foods under refrigeration.
- Where possible provide separate work areas for raw and ready to eat foods.
- Where this is not possible segregate via time and thoroughly clean and sanitise areas between use.
- Follow your units colour coded chopping board system if one is implemented.
- Do not use complex equipment for both raw and ready-to-eat foods e.g. vacuum packers, food slicers, food mixers and food processers.
- Thoroughly wash salad and fruit to be sold as ready to eat with clean water to remove visible dirt.
- Ensure food allergens are handled and prepared carefully to avoid cross contamination, use separate boards and utensils.
- Make sure you know what ingredients are in a food item prepared and made on site in order that the correct allergen information can be given to the customer if requested.
- Sanitisers used to clean work surfaces must meet the standard BSEN1276 and be used in accordance to the manufacture's instructions, including the correct dilution and contact times.
- Where possible avoid using glass in food handling areas and always check any glassware used for signs of chipping / cracks / breaks and do not use if any damage is found.

HACCP Stages

- Preparation
- Food Service & Display

Colleague Validation

1. What are the different types of food contamination and give examples?
2. How can you avoid cross contamination?
3. Why do you need to wash fruit & vegetables before use?
4. Why is it important to know what ingredients go into a dish you are preparing?
5. What checks should you do if using glass products within your kitchen?

More Information

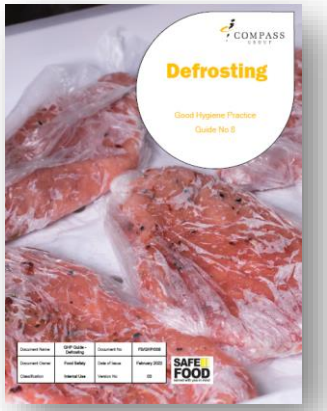
More information can be found within the **Good Hygiene Practice Guide No: 7 Food Preparation** and the HSE website

Food Safety Conversation No8:
Defrosting

FS.SC.008.02

Key Learning

If food is not thoroughly defrosted before cooking, heat will be used to thaw the food rather than cook it. There is a danger that a core temperature of +75°C, which is required to kill any harmful bacteria present, will not be achieved



What You Need To Know

- ❑ Freezing food does not kill harmful bacteria but it will prevent growth. As the food begins to warm during thawing, bacteria begin to multiply slowly
- ❑ All food must be completely defrosted prior to cooking or reheating, unless the manufacturer's instructions indicate the food is to be cooked from frozen.
- ❑ Factors affecting defrosting times:
  - Defrosting times are faster if food is frozen and then defrosted in smaller portions.
  - Loose wrapping, which traps an insulating layer of air, increases thawing time.
  - Foil wrap can reduce heat radiation and slows thawing time.
  - Tight packaging, such as vacuum packaging or food wrap, has little effect on thawing times.
  - Food will thaw more quickly at ambient temperature. The main disadvantage is that, at higher temperatures, bacteria can multiply more freely and may reach unacceptable levels.
- ❑ It is recommended that all foods are defrosted slowly in a refrigerator (between 0°C and +5°C), ensuring all raw foods are placed at the bottom of the refrigerator, separated from ready to eat foods to avoid cross contamination
- ❑ Place defrosting raw food items in a container or receptacle to ensure meltwater does not cross contaminate other foods
- ❑ Only defrost foods in a microwave if recommended by the manufacturers instructions using the defrost setting only. Ensure the food is spread evenly on the turntable and stir frequently.
- ❑ Defrosting food at room temperature is permissible if it is defrosted in a controlled environment which is free from sources of contamination. Do not use running cold water to speed up the process.
- ❑ Cook and / or serve any defrosted within its remaining shelf life
- ❑ Do not re-freeze any defrosted foods

HACCP Stages

- Preparation
- Cooling & Re-heating
- Food Service & Display

Colleague Validation

1. What are the dangers of not thoroughly defrosting food before cooking it?
2. What factors can affect the time in which foods are defrosted?
3. How would you safely defrost food in a refrigerator?
4. How would you ensure food is properly defrosted in a microwave?
5. Can you re-freeze defrosted food?

More Information

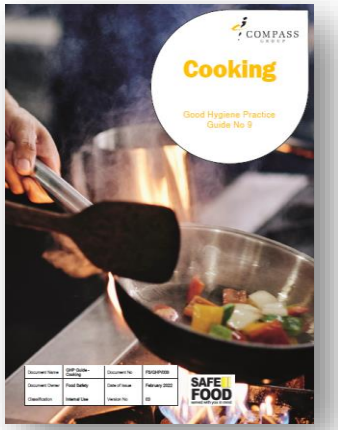
More information can be found within the **Good Hygiene Practice Guide No: 8 Defrosting** and the HSE website

Food Safety Conversation No9: Cooking

FS.SC.009.02

Key Learning

Cooking is a critical step to ensure that any bacteria that may be present in food are completely killed and the food is safe to eat for your customers



What You Need To Know

- ❑ Food poisoning micro-organisms are killed through the correct Time and Temperature combination.
- ❑ Food must be cooked thoroughly to achieve a core temperature of +75°C for at least 30 seconds.
- ❑ Temperature check all protein foods using a sanitized probe thermometer to ensure completion of the cooking process, and record the temperature on the Food Production Temperature record form.
- ❑ Never undercook rolled joints / minced or diced meat / poultry / pork as these are high risk food items and require thorough cooking to reduce the risk of food poisoning bacteria being present.
- ❑ Some whole cuts of meat required “rare” and some fish products may be cooked to a lower temp.
  - For whole cuts of meats required “pink” or “rare” check to ensure the outer surface of the meat is fully sealed and browned off before serving.
  - Cut into the centre of fish to check that the colour and texture has changed.
  - Whole pieces of fish (e.g. Tuna steaks) can be served ‘rare’ as long as they have been fully seared on the outside.
  - Shellfish such as prawns and scallops will change in colour and texture when they are cooked.
- ❑ Also visually check food to ensure it has been cooked thoroughly:
  - The flesh of meat or fish has changed colour
  - Poultry is not pink inside
  - Check the juices of rolled joints or poultry run clear when pierced
- ❑ Cooking temperatures of all protein foods and cooked rice dishes must be checked and recorded on the Food Production Record Form.
- ❑ Food temperature probes must be accuracy checked every month using melting ice or boiling water and recorded in the HSE Logbook or on the Probe Thermometer Accuracy Record Form.

HACCP Stages

- Preparation
- Cooking
- Food Service & Display

Colleague Validation

1. What is the standard Compass time & temperature combination to ensure thorough cooking?
2. Give examples of visual checks you can undertake to check food has been cooked properly.
3. How do you ensure a food probe thermometer is working correctly?

More Information

More information can be found within the **Good Hygiene Practice Guide No: 9 Cooking** and the HSE website

Food Safety Conversation No10:
Cooling & Reheating

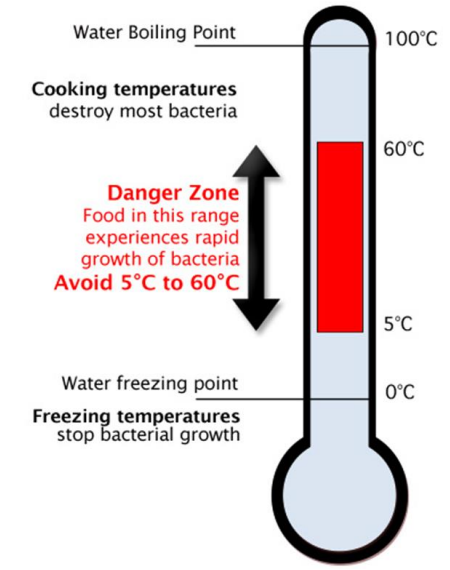
FS.SC.010.02

Key Learning

Effective and swift cooling techniques allows the safe storage of in unit made foods. Re-heating foods to the correct temperatures ensures any remaining bacteria present in food will be killed through heat

What You Need To Know

- ❑ Micro-organisms that cause illness / food spoilage can grow between +5°C and +63°C. This range is known as the Danger Zone, and keeping foods out of this zone reduces the risks of food poisoning.
- ❑ Cool food as quickly as possible after cooking and place into refrigerated storage.
- ❑ Cooling times can be reduced by:
  - Portioning the food into smaller containers
  - Cutting or slicing larger joints before cooling
  - Using shallow / pre cooled containers (5cm depth)
  - Using ice baths to rapidly cool the food
  - Rinsing under cold potable water (e.g. for rice or pasta)
- ❑ When cooling food in a blast chiller ensure the chilling process starts within 30 mins of the food being cooked, and that if is cooled to a temperature of +5°C or less before placing into refrigerated storage.
- ❑ When cooling food at room temperature choose a cooler area of the kitchen. Cover the food and leave at ambient room temp for a maximum of 90 mins before placing into refrigerated storage.
- ❑ Record the following information on the Food Production Temperature Record form:
  - Type of food
  - Time & Temperature of the food when cooling began
  - Time & Temperature of the food when transferred to refrigeration
- ❑ If food is cooling slower than expected, break the food down into smaller quantities, transfer food to newly cooled containers or place food container in cold water and ice several times.
- ❑ It is important to re-heat food thoroughly to ensure any remaining harmful bacteria are killed off.
- ❑ Reheat foods to the correct temperature (75°C – England / Wales / N.I./ ROI & 82°C – Scotland).
- ❑ Record reheat temperatures on the Food Production Temperature Record form.



Reheating Food

UK & Ireland	Scotland
+75°c	+82°c

HACCP Stages

- Preparation
- Cooling & Re-heating
- Food Service & Display

Colleague Validation

1. What is temperature range is known as the “Danger Zone” which you must avoid keeping food at?
2. What practical steps could you take to help cool food quickly?
3. What is the maximum time period allowed to cool food at ambient room temperature?
4. What are the required reheating temperatures?

More Information

More information can be found within the **Good Hygiene Practice Guide No: 10 Cooling & Reheating** and the HSE website

Food Safety Conversation No11:
Food Service & Display

FS.SC.011.02

Key Learning

Displaying food in a safe environment free from potential sources of contamination will ensure we look after our customers and serve good quality, safe food.

What You Need To Know

Cold Food Display

- ❑ Ready to eat foods must be kept cold at +8°C (+5ºC Ireland) or below. Fridges and chilled display cabinets should operate at 5°C or below.
- ❑ Exception: The law allows cold food to be displayed out of chilled storage (above +8°C / +5ºC Ireland) for a single period of up to 4 hours only. After this period it must be disposed of.
- ❑ Ensure cold display units are operating to temperature before loading, and do not raise food above the 'load' line of the chilled food well as this will affect cold air circulation.

Deli Bars

- ❑ Ensure suitable precautions are taken to minimise the risk of allergen cross contamination on salad bars / deli counters by using separate service utensils and equipment for different food types.
- ❑ Adopt good personal hygiene measures. Always wash your hands after handling money.

Hot Food Display and Hot Holding

- ❑ Food must be cooked and/or reheated thoroughly before hot holding begins.
- ❑ Food in hot holding must be kept above +63°C.
- ❑ Exception: The law permits hot food to be displayed out of temperature control for a single period only of up to 2 hours post cooking. After this period it must be disposed of.
- ❑ Preheat hot holding equipment e.g. bain-marie/hot cabinet before you put any food in it.

Monitoring

- ❑ Monitor the temperature of one protein food item on each cold / hot display counter and record on the Food Service Temperature Record from.
- ❑ Take temperature readings at the beginning of each service period and every 90 minutes thereafter.

Hot Food	Hold above **+63°c** Limit to **2 hrs** if displayed at ambient
Cold Buffet	Hold below **+8°c** (**+5ºc** Ireland) Limit to **4 hrs** if displayed at ambient
Mixed Buffet	Limit to **2 hrs** if displayed at ambient

HACCP Stages

- Hot Hold
- Food Service & Display

Colleague Validation

1. What temperature should hot food on display be held at?
2. How frequently should you monitor and record the temperature of hot and cold food on display?
3. What are the exemption times for holding hot and cold food out of temperature control?
4. How long should a mixed buffet (hot & cold foods) be left out for clients?

More Information

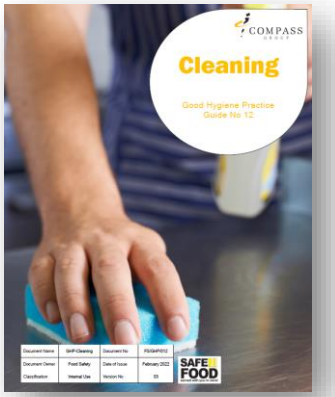
More information can be found within the **Good Hygiene Practice Guide No: 11 Food Service & Display** and the HSE website

Food Safety Conversation No12: Cleaning

FS.SC.012.02

Key Learning

Cleaning food premises and equipment ensures that harmful food poisoning bacteria cannot multiply and cause harm, as well as helping to ensure the premises are kept clean, tidy and pest free



What You Need To Know

Definitions

- ❑ Cleaning – The act of removing dirt using water and a cleaning agent
- ❑ Disinfection – To clean using a substance that kills food poisoning micro-organisms
- ❑ Sanitising – A cleaning process of reducing microbiological contamination to a level that is acceptable
- ❑ 2 stage clean – A cleaning program that involves both general cleaning and disinfection / sanitising
- ❑ Clean as you go – Removal of general debris / cleaning up spillages, throughout the task
- ❑ Deep Clean – The periodic cleaning of walls / floors / ceilings / equipment / ventilation etc which does not form part of the daily cleaning schedule

Guidance

- ❑ Use disposable cloths or paper towels where possible for cleaning food surfaces.
- ❑ Where separate areas for raw and ready to eat foods have been provided, avoid cross contamination by using colour coded cleaning equipment such as cloths and designating cleaning spray bottles specifically for use in that area.
- ❑ A two stage cleaning process will be needed where food contact surfaces, sinks or equipment have come into contact with raw meat or unwashed fruit and veg and always at the end of the day.
- ❑ Store cleaning equipment and chemicals away from food in a suitable cleaning store to avoid contamination of food
- ❑ Re-usable cloths and towels should be effectively segregated (e.g. colour-coded) and suitably washed at high temperatures at the end of each day in order to destroy bacteria especially E.coli O157

Stage 1

- Make up sanitiser solution using correct concentration as recommended by manufacturer
- Remove food debris with paper towel or suitable tool
- Surface clean with a colour coded / disposable cloth or blue paper towel
- Spray sanitiser and wipe clean

Stage 2

- Re-spray sanitiser
- Wipe with disposable cloth or blue paper towel and leave in contact with work surface for 1 minute
- Rinse with clean water and air dry or dry with paper towel

HACCP Stages

- All Stages

Colleague Validation

1. What is the difference between disinfection and sanitising
2. Describe a 2 stage cleaning process
3. How would you avoid cross contamination when cleaning
4. What would you do to demonstrate “clean as you go” within your work area

More Information

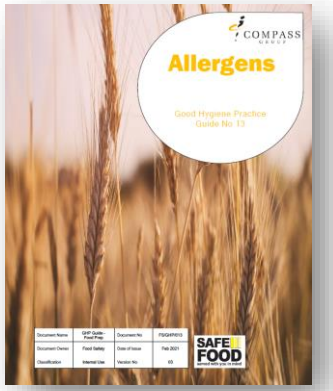
More information can be found within the **Good Hygiene Practice Guide No: 12 Cleaning** and the HSE website

Food Safety Conversation No13: Allergens

FS.SC.013.02

Key Learning

Understanding and following the allergen procedures will ensure the safety of your customers and potentially avoid serious injury or death due to allergic reactions



What You Need To Know

There are 14 major food allergens

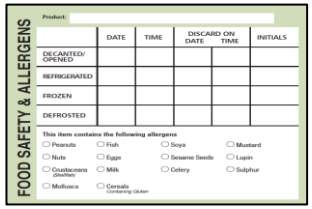
- ❑ A food allergy happens when the immune system triggers a reaction to a food or ingredient (allergen), causing symptoms such as rashes, swelling or breathing difficulty
- ❑ A food intolerance is an adverse reaction to food or ingredient which doesn't involve the immune system. Symptoms usually include stomach upsets, bloating and headaches.

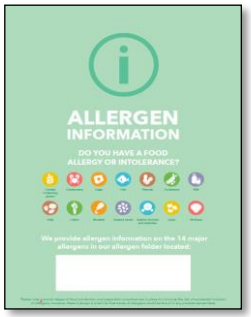
Avoiding Allergen Cross Contamination

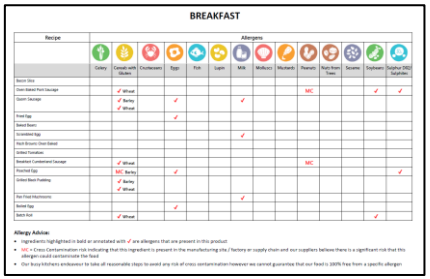
- ❑ Use separate chopping boards and utensils when preparing or handling known allergens.
- ❑ Clean down work surfaces, equipment and your hands between preparing known allergen foodstuffs.
- ❑ Use separate fryers for known allergen foods (e.g. scampi / battered fish) and non allergen foods (e.g. chips)
- ❑ Use separate cooking equipment / utensils when cooking an known allergen free item

Kitchen Process

Menu planned on the Source → Ingredients purchased via Foodbuy Online → Recipe checked & printed daily → Recipe cooked to exact method & ingredients → FOH team briefed on allergen containing dishes → Allergen folder printed & displayed







HACCP Stages

- Food Storage
- Cross Contamination
- Preparation
- Cooking
- Service
- Hospitality

Colleague Validation

1. What is the difference between an allergic reaction and an intolerance?
2. What are the 14 major food allergens?
3. When planning a menu what must you do?
4. Give examples of how can you avoid allergen cross contamination?
5. How do we inform customers of what allergen ingredients may be within a menu item?

More Information

More information can be found within the **Good Hygiene Practice Guide No: 13 Allergens** and the HSE website

Food Safety Conversation No14:
Catering Premises & Equipment

FS.SC.014.02

Key Learning

kitchens should be designed, constructed and used to minimise the risk of cross contamination of foods and assist in cleaning and disinfection.

What You Need To Know

Structural Requirements

- ❑ Kitchen design should flow from raw to cooked to avoid the risk of cross contamination
- ❑ Separate storage should be provided for raw and ready to eat foods
- ❑ Walls, floors and work surfaces should be constructed of materials suitable to allow effective cleaning
- ❑ Food premises should be proofed to prevent pest access and harbourage
- ❑ Ventilation must be provided (natural or mechanical)
- ❑ Removable insect proof screens are fitted to any open windows which can then be removed and cleaned

Food Equipment

- ❑ Separate equipment is used for raw & ready to eat foods to avoid cross contamination
- ❑ Wood or wooden products are not recommended unless they are well maintained and can be effectively cleaned and disinfected
- ❑ Food equipment should be checked before use for signs of damage and removed from use if defective
- ❑ Food service plates, dishes and crockery should be checked before use for damage, particularly looking for chips and cracks within ceramic items, as this could easily lead to foreign body contamination

Maintenance

- ❑ Food contact surfaces, equipment and utensils must be maintained in good condition and checked before use. If damaged they should be removed from service and clearly labelled “Do Not Use”
- ❑ Any defective structure, equipment or utensils should be recorded on the Compass Repair & Maintenance Record form, or client based system, and reported to the correct maintenance provider to fix.

HACCP Stages

- All Stages

Colleague Validation

1. What should wash hand basins be provided with?
2. Where a single wash sink is provided what should you do between uses?
3. What should you check for before using food equipment?
4. Give examples of separate raw and ready to eat food equipment?
5. How would you report defective food equipment?

More Information

More information can be found within the **Good Hygiene Practice Guide No: 14 Catering Premises & Equipment** and the HSE website

Food Safety Conversation No15:
Vac Packing

FS.SC.015.02

Key Learning

Vac Packing machines are a complex piece of equipment and must be kept clean and clearly labelled as either for “raw” or “ready to eat” foods

What You Need To Know

- ❑ Separate vacuum packing machines MUST be used and clearly labelled for “raw” or “ready-to-eat” foods only
- ❑ Vacuum packing bags used for raw or ready-to eat foods must be stored separately and ideally within reach of the designated vacuum packer and be clearly labelled.
- ❑ Only those listed on the Authorised User List (after completing training) are permitted to use and clean the vacuum packing machines.
- ❑ Close attention should be paid to the hidden areas and removable plates, and the minimum contact time on the sanitiser observed.
- ❑ Good personal hygiene is important at all times, and food handlers MUST wash their hands thoroughly before and after using the vacuum packing machines.
- ❑ Where possible, direct handling of the food should be kept to a minimum.
- ❑ Ensure every packet is suitably and sufficiently sealed with a tight fit round the food and the seal intact. Check packets for excess air and/or leaks to minimise the risk of contamination and subsequent growth of bacteria.
- ❑ Vacuum packed ready-to-eat high-risk food must be stored at a maximum of +5ºC or below.
- ❑ Date labelling (shelf-life) should not exceed 72 hours from date and time of preparation for vacuum packed foods stored between +1ºC - +5ºC, and 1 month for foods stored at -18ºC.
- ❑ Clear ‘production’ and ‘use-by’ dates should be put on all packets using the Compass date labels.
- ❑ Any out of date chilled and frozen vacuum-packed products must be discarded, even if the food appears acceptable to the senses.
- ❑ Vacuum packers must be serviced annually by a competent engineer, and records retained on file.

HACCP Stages

- All Stages

Colleague Validation

1. Why is there a need to have separate raw and ready-to-eat vacuum packers?
2. Should raw and ready-to-eat vacuum packers and packaging materials be clearly labelled?
3. All food handlers who may use the vacuum packers appropriately trained, and understand the cross-contamination risks and hazards associated with vacuum packers?
4. Are the vacuum packers being adequately cleaned before and after use?

More Information

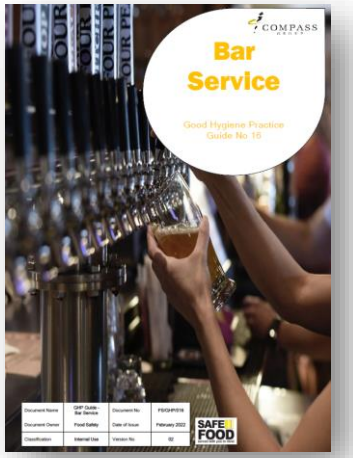
More information can be found within the **Good Hygiene Practice Guide No: 15 Vac Packing** and the HSE website

Food Safety Conversation No16:
Bar Service

FS.SC.016.02

Key Learning

The quality and shelf life of beer can be affected by wild yeasts, mould and spores, therefore it is important to have a regular cleaning regime in place for structures, equipment and plant.



What You Need To Know

Beer Line Cleaning:

- ❑ Ensure that full PPE is worn when carrying out the beer line cleaning.
- ❑ Use only the authorised beer line cleaning detergent available from Ecolab.
- ❑ Dilute the detergent with water following the manufacturer guidelines.
- ❑ Draw the detergent solution through at least 3 times during the line cleaning
- ❑ Aim to leave the detergent solution in place on each pull for about 10 minutes. Do not leave for longer than 2 hours as this can taint the pipes.
- ❑ Flush through with a minimum of 8 pints of clean water at the end of line cleaning to remove all traces of detergent.
- ❑ Check with litmus paper that there are no detergent traces.
- ❑ Put signage in place to warn all colleagues that line cleaning is in operation.
- ❑ Leave unused lines charged with water, BUT the lines must be put through the line cleaning process weekly.

Ice Machines

- ❑ Ice machines can be a source of Legionella bacteria and E-coli due to unhygienic use and poor cleanliness
- ❑ Ensure that before you proceed to use an ice machine or decant ice that you thoroughly wash your hands first
- ❑ Ice scoops must never be left in the ice machines or ice wells. Ice scoops should be stored in a separate sanitised container and washed in a dishwasher daily
- ❑ A twice daily clean of the external and hand contact surfaces of the ice machine should be conducted using the sanitiser spray and ensuring a minimum 1 minute contact time.
- ❑ Every two weeks the ice machines should be emptied and cleaned internally and sanitised

HACCP Stages

- Bar Service
- Hospitality

Colleague Validation

1. How many times should you draw the detergent through a beer line before flushing with water?
2. How many pints of clean water should you pull through a beer line after cleaning?
3. What do you do with Ice scoops after use?
4. How frequently do you clean an ice machine?

More Information

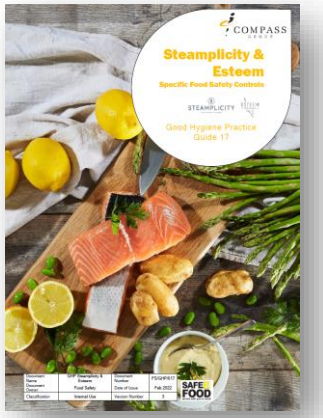
More information can be found within the **Good Hygiene Practice Guide No: 16 Bar Service** and the HSE website

Food Safety Conversation No17:
Steamplicity / Esteem

FS.SC.017.02

Key Learning

To understand the specific requirements for the delivery, storage, cooking and service of Steamplicity plated meals, Steamplicity bulk meals, and Esteem meals



What You Need To Know

Steamplicity and Esteem are brand names for a unique product produced by Compass to produce fresh nutritious meals in healthcare, schools and business environments. The method of cooking allows for different products to be cooked together – such as fish and vegetables at the same time. Cooking takes between 3-5 minutes for plated meals 6-10 minutes for bulk meals.

Delivery controls :

- ❑ Check vehicle temperature via print out prior to offloading the products
- ❑ Remove to chilled storage within 30 minutes of delivery
- ❑ ALL Steamplicity products should be between 0°c and +5°c
- ❑ If temperature above 5°C destructive product test needs to be taken – refer to cuisine centre for guidance
- ❑ If between +8°c - +10°c delivery can be accepted if used within 12 hours if not delivery MUST be rejected.
- ❑ Chill unit must be able to chill below 5°c rapidly and record on the Steamplicity/Esteem delivery record.

Storage:

- ❑ Must be controlled between 0°c- +5°c
- ❑ Plated meals should not be stacked more than two high
- ❑ Check stock rotation and shelf life

Pick and Pack:

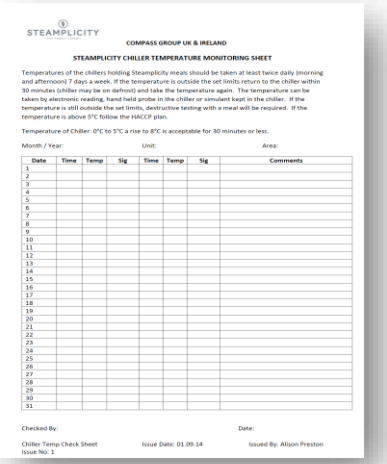
- ❑ Must be controlled between 0°c- +5°c (can be picked up to +8°C but only for a limited time)
- ❑ Place in pre chilled transport containers
- ❑ Late or individual meals to be transported in insulated chilled bags
- ❑ Record temperature on dispatch pick and pack record – on leaving chilled storage

Satellite/ward Storage:

- ❑ Must be stored between 0°c- 5°c and stored separate or above other food items
- ❑ Remove from chilled storage as close to cooking time as possible Max. 15 minutes

Cooking:

- ❑ Check seal is intact and meal in date
- ❑ Check number on bar coded label and cook on correct programme in microwave with valve facing up.
- ❑ After cooking leave for 30 seconds for pressure to equalize.
- ❑ Using cleaned probe check temperature of protein item. Temperature to achieve: Steamplicity plated 82°c / Esteem 82°c / Steamplicity Bulk 75°C
- ❑ If temperature not achieved return to microwave and boost on 0 for 30 seconds(plated and Esteem / I min for bulk– if temperature still not achieved dispose of the meal. Report fault to manager.
- ❑ Record each meal temperature on the Steamplicity/esteem cooking record.



STEAMPLICITY

COMPASS GROUP UK & IRELAND

STEAMPLICITY CHILLER TEMPERATURE MONITORING SHEET

Temperatures of the chillers holding Steamplicity meals should be taken at least twice daily (morning and afternoon) 7 days a week. If the temperature is outside the set limits return to the chiller within 30 minutes (chiller may be on defrost) and take the temperature again. The temperature can be taken by electronic reading, hand held probe in the chiller or simulant kept in the chiller. If the temperature is still outside the set limits, destructive testing with a meal will be required. If the temperature is above 5°C follow the HACCP plan.

Temperature of Chiller: 0°C to 5°C a rise to 8°C is acceptable for 30 minutes or less.

Month / Year: Unit: Area:

	Date	Time	Temp	Sig	Time	Temp	Sig	Comments
1								
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Checked By: Date:

Chiller Temp Check Sheet Issue Date: 01.09.14 Issued By: Alison Preston
Issue No: 1

HACCP Stages

Steamplicity / Esteem sites only

Colleague Validation

1. What temperature should Steamplicity/ Esteem products be delivered?
2. How would you transfer a late meal and where would you record the temperature.
3. Give the process you would follow to cook a Steamplicity/Esteem meal

More Information

More information can be found within the **Good Hygiene Practice Guide No: 17 Steamplicity** and the HSE website

Food Safety Conversation No18:
Food Waste

FS.SC.021.02

Key Learning

Food waste not only generates dangerous greenhouse gases when it decomposes but it costs the food industry £2.5b pounds per year. Help protect the environment and your units profitability by reducing food waste from your catering operation.

What You Need To Know

Typical of food waste include:

- ❑ Spoilage – food that is damaged or exceeded its shelf life
- ❑ Trimmings – Off cuts or trimmings following food preparation before cooking
- ❑ Cooking Errors – over cooking or damaged / contaminated food
- ❑ Over Production – cooked and prepared food not sold after service
- ❑ Plate Waste – food that is served but not eaten
- ❑ Compass have identified a 3-pronged approach to minimise food waste:
- ❑ Prevention - To reduce the amount of food waste that goes unsold/uneaten.

1. Recovery - To donate surplus food to people in need.
2. Recycling - To divert food waste from sewer and landfill.

The main ways to prevent food waste are:

- ❑ Good Menu Planning taking into consideration seasonal trends, predicted participation volumes and the weather
- ❑ Ensuring fridges and freezers are operating at the correct temperatures and food shelf life dates are well managed
- ❑ Ensure food is cooked to order where possible or in small batches, avoiding excess wastage
- ❑ Displaying and holding food at the correct temperatures during service to minimise food spoilage
- ❑ Sensible portion control based upon the type of clients you are serving
- ❑ Not over producing too much food for the needs of the customers
- ❑ Minimising plate waste by looking at what food is un-eaten and adjusting the menu accordingly

HACCP Stages

- Food receipt & storage
- Food preparation
- Cooking

Colleague Validation

1. Describe the main types of food waste and where these are generated from within the kitchen?
2. What are the 3 main ways to prevent food waste?
3. What types of food would be suitable to donate to charity organisations?
4. Why could food waste disposal units cause a problem to catering premises?

More Information

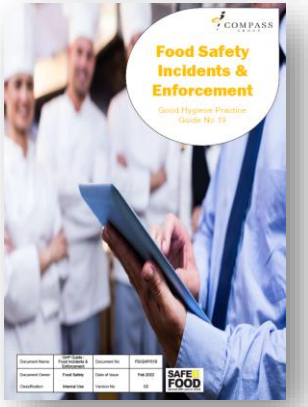
More information can be found within the **Good Hygiene Practice Guide No: 18 Food Waste** and the HSE website

Food Safety Conversation No19:
Food Incidents & Enforcement

FS.SC.022.02

Key Learning

Dealing with customer food safety complaints is important in order to provide good customer service and investigate and prevent further incidents. Confidently dealing with a food safety enforcement visit will directly affect the Food Hygiene Rating awarded at the end of the visit



What You Need To Know

Typical causes of food safety complaints include:

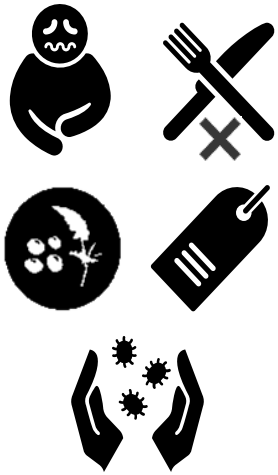
- ❑ Allegations of Food Poisoning - Where a customer suspects illness from eating unfit or contaminated food
- ❑ Foreign Body Contamination - The physical contamination of food by a foreign body object
- ❑ Food Allergen / Intolerance - An allergic reaction or intolerance to a particular type of food consumed
- ❑ Product Miss-labelling - Where a food item is incorrectly advertised / labelled as something else
- ❑ Viruses - Where customers have reported food poisoning type symptoms but may be infected with a food bourn illness, e.g. Norovirus

Dealing with food safety incidents:

- ❑ Always take the details of any customer complaint, noting their name, contact information, date, time, accurate details of the food eaten and details of any illness or physical injuries sustained.
- ❑ Report any customer complaint immediately to the Unit Manager or Head Chef and record all customer complaints on the HSE reporting system (AIR3) to ensure appropriate escalation to the Operational Management team and HSE Manager.
- ❑ Undertake a full investigation of all food safety complaints using the appropriate checklist to ensure the route cause can be determined and prevented in future

Managing Enforcement Officer visits:

- ❑ Environmental Health Officers will visit food businesses either routinely to undertake spot checks and issue a Food Hygiene Rating (FHR) (not Ireland) or visit following a compliant made by a customer regarding an incident.
- ❑ EHO's will look at 3 main areas to determine the Food Hygiene Rating – Food Safety Procedures / Structure & Cleanliness / Confidence in Management



HACCP Stages

- Date code & labelling
- Temperature records
- Training records

Colleague Validation

1. Describe the typical causes of food safety complaints made within food premises?
2. List the main things you would need to note down when being informed of a food complaint?
3. How would you report food safety incidents?
4. Who would visit your premises to undertake routine food safety inspections?
5. What are the 3 areas of food safety compliance an EHO would look at to determine your Food Hygiene Rating?

More Information

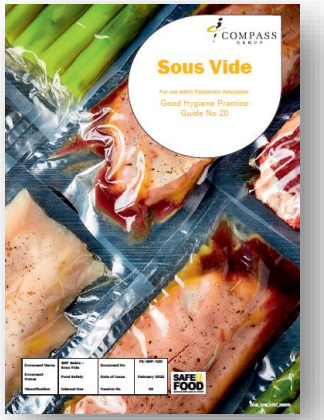
More information can be found within the **Good Hygiene Practice Guide No: 19 Food Incidents & Enforcement** and the HSE website

Food Safety Conversation No20:
Sous Vide

FS.SC.026.01

Key Learning

In sous vide cooking the temperatures used are often much lower than those used for general cooking, and the cooking times much longer, which means that food is in the temperature danger zone for extended periods. As a result, there is an increased risk that food poisoning bacteria can **survive** and **multiply**. Therefore, it is essential that the guidance is followed, and cooking is carried out properly when using sous vide.



What You Need To Know

- ❑ Sous vide is considered a high-risk activity by the EHO. They will pay particular attention to your process if you use sous vide in your sites.
- ❑ The sous vide GHP 20 must be followed carefully and all associated records to be in place.
- ❑ Senior Kitchen Staff must hold a Level 3 Food Safety certificate or above before embarking on using sous vide in their kitchens.
- ❑ Kitchens must not deviate from the cooking matrix unless specifically given authorisation from the HSE team in writing.
- ❑ Water baths need to be calibrated at least once a year to an accuracy of 0.1'c
- ❑ Water bath front panel LCD temperature display must be calibrated against daily and a correction figure noted if necessary.
- ❑ All items to be cooked must be at room temperature before cooking starts.
- ❑ Cooking time only starts when the bath temperature settles to the correct temperature.
- ❑ No fish to be cooked sous vide.
- ❑ No food items being sous vide cooked to be thicker that 5cm or larger than 2kg in weight per bag.

HACCP Stages

- Food preparation
- Cooking

Colleague Validation

1. What are the dangers of not following the cooking matrix?
2. What factors can affect the length of time in which food cooking takes place?
3. How would you best chill sous vide cooked food?
4. How would you ensure the water bath is at the correct temperature?
5. How long can you store sealed foods once cooled?

More Information

More information can be found within the **Good Hygiene Practice Guide No: 20 Souse Vide** and the HSE website

Food Safety Conversation No21:
Natasha's Law

FS.SC.024.02

Key Learning

The Food Information Regulations (Amendments) 2019, also known as Natasha's Law, has been introduced to ensure customers have access to the full ingredient and allergen information for pre-packed foods to allow them to make an **informed choice** before purchase.

What You Need To Know

- Pre-Packed Foods for Direct Sale (PPDS) includes foods which are made or prepared in the unit from which it is sold, and it is packaged before being offered for sale. It can be either foods the customer select themselves (e.g. from a display unit), as well as products behind the counter or sold at mobile or temporary outlets.

Foods That Require Labelling	Foods That Do Not Require Labelling
Sandwiches and bakery products which are packed in unit before a consumer selects or orders them	Traditional Counter Service – e.g. over the counter meal service
Fast food packed before it is ordered, such as a burger under a hot lamp	Deli Bar / Salad Bar – Any food to go where customer selects from an open food display and it is packaged after section
Products that are pre-packaged on site ready for the lunchtime sale, such as pizzas, pasties, salads and pasta	Pre-ordered Packaged Primary School Meals where parents have selected the meal
Foods packaged and then sold elsewhere on the premises at a mobile / temporary site or vending machine by the same food business	Patient / Resident Meal Service – Any form of hospital or care home patient feeding service whereby the food is ordered ahead of consumption
Pre-made drinks placed into lidded containers before being ordered by a customer	Hospitality – Any form of food ordered by the client for an event or meeting whereby an informed choice is made
	Packed Lunches / Picnics / Hampers – Any pre-ordered food whereby an informed choice is made before the food is packaged
	Distance Selling – Any foods purchased or pre-ordered via a website or mobile app
	Bought In Food – Any packaged foods bought in from a supplier or CPU will already be labelled

Note: Products which are packaged but sold through a pre-order service (schools / patient feeding / hospitality etc) are excluded from legislation as the 'informed choice' has already been made.

- There is a wide range of size and type of labels available depending on the product and complexity of the items. Should be labelled, but aren't must be removed from sale until the items can be labelled.

HACCP Stages

- Food preparation
- Cooking

Colleague Validation

1. Should a pre-made sandwich that has been wrapped in clingfilm be labelled?
2. Does a pie that is in an open take-away tray need to be labelled?
3. Does a pre-made juice in a lidded container require labelling?
4. What should you do if you notice that a pre-packed item, such as a packaged salad, doesn't have a label?

More Information

More information can be found within the **Good Hygiene Practice Guide No: 21 Natasha's Law** and the HSE website

Food Safety Conversation No22:
Food Transportation

FS.SC.027.01

Key Learning

Poor transportation can put our customers at risk, this will help you reduce the risks around microbiological, chemical and physical contamination, and demonstrate proper temperature controls

What You Need To Know

Typical controls of food transportation include:

- ❑ Transport cold food at +8ºC (+5ºC Ireland) or lower
- ❑ Transport hot food at +63ºC or hotter
- ❑ High risk foods served cold which are transported above +8ºC (+5ºC Ireland) must be used / served within 2 hours
- ❑ High risk foods to be served at ambient temperature which is transported above +8ºC (+5ºC Ireland) should be held at ambient for a maximum of 2 hours including transit, display and service time
- ❑ Separate food safe containers must be provided for the transport of raw and ready to eat foods
- ❑ Transport all food in suitable containers, covering or wrapping the food and transporting in a clean vehicle.
- ❑ Ensure allergen records are provided for all transported foods
- ❑ Any food held above +8ºC (+5ºC Ireland) must be discarded after a maximum of 4 hours
- ❑ Food below +63ºC can be reheated to +75ºC (+82ºC in Scotland) if not previously reheated
- ❑ At end of service discard any leftover food
- ❑ Select one hot food item & one cold item per box/container and record the temperature of the food on despatch ensuring you capture the temperature and time of dispatch
- ❑ On arrival record the time and the temperature of food as appropriate
- ❑ Unit manager to check and sign prior to filing
- ❑ Ensure the daily vehicle safety checks are completed before departure

HACCP Stages

- Food preparation
- Cooking
- Food Service

Colleague Validation

1. What Temperature are colds food transported
2. What Temperature must hot food be transported at
3. At end of service what happens to left over foods that have been transported
4. How many items must be checked prior to despatch?

More Information

More information can be found within the **Good Hygiene Practice Guide No: 22 Food Transportation** and the HSE website