

Levy

Event Health and Safety

Front of House Manager's Reference Pack

The overall Compass Health and Safety operating standards are detailed in our main company Workplace Safety Management System (WSMS) which is available in the Catering Office and on the Compass HSE Website. This reference pack is a shortened version of the WSMS, containing a summary of the essential information that Event Managers will need.

Pack contents:

1. Fire Safety & Evacuation Procedure
 2. Gas Safety
 3. Beverage Gas Cylinders
 4. Electrical Safety
 5. Manual Handling
 6. Personal Protective Equipment
 7. Incident Reporting
 8. Hazard and Near Miss Reporting
 9. First Aid
 10. Violence at Work
 11. Risk Assessment and Safe Systems of Work
 12. Chemical Safety
 13. Young Person Risk Assessments
 14. Waste Disposal
 15. Foreign Body Complaint Procedure
 16. Allegations of Food Poisoning
 17. Food Allergies
 18. Responsible Service of Alcohol
 19. Maintenance
 20. Pest Control
 21. Vehicle and Pedestrian Separation
 20. Use of Company Vehicles
 21. Rider Operated Lift Trucks
 22. Noise
- Appendix 1 Safe Use of Fire Extinguishers
Appendix 2 Refrigerator and Freezer Break-Down
Appendix 3 Food Safety Management – HACCP Summary
Appendix 4 Cleaning Schedule

1. FIRE SAFETY & EVACUATION PROCEDURE

It is the Event Manager's responsibility to either obtain the fire safety procedures for the event from the overall event organisers or, if the event is run entirely by Compass, to ensure that fire procedures are drawn up and that these are communicated to employees.

Employees must be directed to study the fire precaution notices posted at their place of work and have regard to the information given during induction briefing training. They must learn the location of fire alarms, fire escapes, firefighting equipment and assembly points.

Managers must ensure that there are adequate numbers of fire extinguishers in their units and that employees are instructed that any fire extinguishers which are missing or empty must be reported to the Event Manager.

Employees should be instructed to never tamper with, move or misuse a fire extinguisher, not to wedge open any fire door and to never lock or obstruct a fire exit.

2. GAS SAFETY

Due to the temporary nature of many of the outdoor events we are providing hospitality at we are reliant on portable energy sources. Please be extra careful when using gas and do not touch anything that you are not trained to. Do not move or alter the location of any gas supplied equipment. If there is a need to move equipment, please contact the Event Manager or Event Control Office. Maintenance work on gas should only be carried out by approved contractors who are registered through the Gas Safe Registration Scheme. Do not change LPG cylinders unless you have been trained to do so.

3. BEVERAGE GAS CYLINDERS

Gas cylinders are heavy, even when empty and must be secured to prevent them from falling or rolling, and potentially causing injury. When upright ensure the bottom of the cylinder is flat against a solid surface and chained or clamped to a stable structure. Ensure that suitable securing points are provided at temporary bars.

Where cylinders are stored horizontally on the ground, they must be chocked to prevent rolling.

CO₂ can cause asphyxiation. It is odourless so a leak may not be detected straight away. CO₂ is heavier than air and if there is a leak the CO₂ will gradually displace the air at the bottom of a cellar. Frost on the outside of cylinders or valves may be an indicator of a leak. If this occurs, turn the cylinder off, ventilate the area immediately and report the issue.

All cellars should have a CO₂ monitor. Where there is no monitor the cellar door should be left open when staff are in the cellar and lone working should not be permitted.

4. ELECTRICAL SAFETY

Compass recognises the potentially fatal hazards associated with electricity and the need to take appropriate preventative precautions.

All employees must ensure that electrical faults and hazards are immediately reported to their manager/supervisors who must report the hazard to the Event Manager immediately. Employees should not alter the layout of their units without permission from the Event Manager. Moving equipment without permission, may cause a serious safety hazard.

If a faulty piece of equipment is identified it must not be used under any circumstances and, if possible (without risk to personal safety), it should be isolated from the mains supply. The equipment should be labelled 'Do Not Use' and if there is any likelihood of the equipment being reconnected by mistake, the plug should be removed.

All portable electrical equipment supplied will have undergone regular testing and every portable electrical appliance should have a sticker showing its PAT status.

No person is to attempt to repair any faulty electrical appliances or carry out any electrical work without being 'competent'.

5. MANUAL HANDLING

Measures have been taken to limit the opportunities for injury as a result of manual handling. It is, however, not possible to eliminate all manual handling risks, especially within catering areas where the jobs involve constantly handling objects.

Suitable manual handling aids must be used where there are available.

Managers must not ask their employees to do too much and must also be aware of the 'enthusiasm' of employees – stress to employees that if they do not think they can manage a task safely, they must ask for help.

6. PERSONAL PROTECTIVE EQUIPMENT (PPE)

It is essential that staff members are provided with the correct PPE to complete certain tasks safely. This includes rigger gloves and reinforced toe capped safety shoes for manual handling activities, goggles and gloves when handling concentrated chemicals, and waiters' gloves to protect from hot surfaces etc.

Ensure that staff wear the PPE they have been issued with and understand that it is their responsibility to use PPE and report any damage or loss to their manager.

7. INCIDENT REPORTING

All incidents, however minor, to employees, customers and contractors must be recorded. It is the responsibility of the Event Manager to ensure that every accident is logged on the Compass Online Incident Reporting System (AIR3)

An Incident Investigation Pack can be obtained from the Catering Office and must be completed for all accidents on site. Completed Incident Investigation Packs must be returned to the Catering Office.

In the case of any serious accident, dangerous occurrence (i.e. gas incident or fire) or an act of violence against employees the Event Manager MUST request assistance with the investigation and reporting procedures by immediately contacting the Catering Office. The details of all accidents must be logged on the Compass Online Incident Reporting System AIR3.

8. HAZARD and NEAR MISS REPORTING

Reporting hazards and near misses helps prevent incidents from happening. If you identify a hazard and can safely remove it, please do so. To report a hazard that you can't remove or to report a near miss just scan the below QR code and complete the form to ensure that the Event Manager is made aware and appropriate action can be taken.



9. FIRST AID

There should be adequate First Aid provisions at every location. Signage should be displayed informing employees where the First Aid kit is located. Additional first aid information is available on the Health and Safety Posters.

10. VIOLENCE IN THE WORKPLACE

Any form of violence, including verbal abuse, bullying and violence towards our staff is unacceptable. Action must be taken where any inappropriate behaviour by customers to staff members or by one staff member to another is observed or reported. Encourage staff to report concerns to you and advise them how to behave if they experience this kind of behaviour.

Aggressive, Rude or Violent Customers

- Watch out for early signs of aggressive behaviour.
- Try to stay calm, keeping control of your tone of voice and being careful with the words you use - it is usually best to say nothing and not engage.
- If possible, defuse the situation by changing the subject or walking away.
- Create a physical barrier between yourself and the individual to reduce the risk of physical harm; this could be a table, bar or service counter.
- Report all incidents to the event manager regardless of how minor the situation might appear.

Unacceptable Behaviour from Colleagues

Unfortunately, staff members can be subjected to unacceptable behaviour, including verbal abuse, bullying, exclusion, sexual harassment, physical assault and violence by their colleagues. Whilst this is rare in our workplaces it is important that all team members know what to do and how to report this behaviour:

- Any such behaviour must be reported to either the event manager or the staffing team immediately.
- If team members are uncomfortable or unable to report these situations to the management within their unit then this should be reported via Compass Speak Up by either calling 0800 041 8157 or visiting www.letintegritybeyourguide.com/speakup.

11. RISK ASSESSMENT and SAFE SYSTEMS OF WORK

Compass has carried out risk assessments for reasonably foreseeable hazards. These are available in the Compass Workplace Safety Management System (WSMS), which is located in the Catering Office if required.

The key controls and safe systems of work from these risk assessments which are appropriate to your individual area need to be communicated to all employees under your control as part of their safety briefing. This is covered in the separate Event Health and Safety Briefing Pack.

In temporary structures and greenfield sites managers are also required to carry out a local risk assessment of their areas using the Managers HSE Checklist contained in the Event Health and Safety Briefing Pack. The findings of the assessments must be reported to the Event Manager who will take the appropriate action to eliminate or control any identified hazards.

The Event Manager and the Health and Safety Managers will also carry out periodic safety walks during the event.

Employees must be encouraged to report hazards when they occur, and managers must ensure any hazards reported or concerns raised are dealt with in a timely manner to ensure the safety of all persons on site.

12. CHEMICAL SAFETY

Compass recognises its responsibility regarding hazardous substances and the need to ensure all chemicals used on site have been assessed to ensure they are appropriate for the task for which they are intended and that they are the safest available product. Compass will also ensure that where an element of risk is present a set of measures have been taken to control that risk.

The Event Manager has ensured that all chemicals provided by Compass have been assessed in line with the Product Assessments and that Task Cards for these chemicals are available. The information on the Product Assessments and Task Cards is designed to make employees aware of:

- What products to use
- How to use them safely
- The First Aid requirements should an incident occur

Chemical Safety information is available in the Catering Office; Task Cards are available throughout the site and on the Compass HSE website. Employees should be briefed on any hazards associated with cleaning chemicals and how to safely use them.

13. YOUNG PERSONS ASSESSMENT

Where Compass employs young persons (under 18) a risk assessment must be carried out to ensure that any risks to those young persons are identified and addressed.

If you are made aware that one of your employees is under the age of 18, then you are required to carry out additional training with the young person. You should receive copies of the Risk Assessment Training Record – Young Persons for any employees under the age of 18 working with you. If you do not have enough copies, you should contact the Catering Office immediately. All completed copies of the Young Person's Risk Assessment Record must be returned to the Staffing Team.

14. WASTE DISPOSAL

Adequate facilities for waste disposal must be provided and waste must regularly be removed from kitchens and other catering areas. No waste products should be disposed of anywhere other than in approved areas.

The Event Manager will ensure all waste bins are collected by the event waste contractors. The Event Manager will ensure the waste contractors provide the company with the appropriate Waste Transfer Notes as required by environmental legislation.

All waste should be separated in the bins provided for food waste, glass, mixed recyclables and general waste in-line with Compass' Climate Net Zero Toolkit.

15. FOREIGN BODY COMPLAINT PROCEDURE

If a complaint of foreign material in food is received, the following action must be taken IMMEDIATELY:

- Retain the foreign body if possible and assure the customer that a full investigation into the incident will be carried out. Take the customer's name, address and a contact telephone number.
- Inform the Event Manager.
- Obtain all packaging or transport containers used for the meal/ingredient prior to the incident and retain until contacted.
- Get the Head Chef to detail the procedures involved in the production of the meal and establish if there is any way the contaminant could have got into the food whilst in your area.
- Complete the Foreign Body Reporting Form which is available in the Catering Office or on the Compass HSE website
- Return the completed form to the Event Manager so that the incident can be logged on the Online Incident Reporting System AIR3.

16. ALLEGATIONS OF FOOD POISONING

Should anyone complain that food consumed during the function has caused illness, the following course of action must be taken IMMEDIATELY:

- Inform the Event Manager and Head Chef.
- Liaise with the person affected or the person who reported the incident to assure them a thorough investigation into the incident will be carried out.
- Complete the Alleged Food Poisoning Reporting Form, which is available in the Catering Office or on the Compass HSE Website.
- Return the completed form to the Event Manager so that it can be logged on the Online Incident Reporting System AIR3.
- Retain any implicated food. Keep samples in a sealed, sterile container, in a refrigerator or a deep freezer. Clearly mark the container "LAB SAMPLE – DO NOT DESTROY". Additionally, label the sample with the following information: function name, food item, date and time.
- Retrieve packet labels and any date codes. Establish the time of delivery of the food to the event and then to the area, its initial storage temperatures, the method of preparation and service. Try to build a temperature control audit chain for the product using the temperature records.
- Full and accurate temperature records from food delivery and storage through cooking to service are vital to the investigation. Without full and comprehensive records, we cannot show 'due diligence'.
- A Compass Health and Safety Manager will complete a thorough investigation.

17. FOOD ALLERGIES

The Food Information Regulations (FIR) require all food suppliers, including caterers, to be able to provide accurate information to customers on the food they are serving and must provide information on any of the 14 common allergens present in their food.

Managers must ensure that the allergen information for all food they are providing is available in their area. This should be made easily accessible for customers so that they can make an informed decision on what foods to eat. Managers should also ensure all team members have been briefed on the Allergen Safety Conversation in the Event Briefing Pack.

If you suspect a customer is suffering from an allergic reaction the following action must be taken IMMEDIATELY:

- Call 999 or the appointed first aider **immediately** to take charge of the situation.
- The Unit Manager must be informed immediately.
- Enquire (if possible) whether the customer has any self-medication and help them administer it.
- Do not move the customer and ensure someone stays with them at all times.
- If possible, obtain the following information:
 - The customer's name and contact details
 - Their specific allergy or intolerance
 - Details of the food consumed
 - The amount they have eaten
 - Whether the customer enquired about the presence of allergens before they ordered/purchased it.
- Complete the Alleged Food Allergen Reporting Form, which is available from the Catering Office or from the Compass HSE Website.
- Return the completed form to the Catering Manager so that it can be logged on the Online Incident Reporting System AIR3.
- Retain any implicated food. Keep samples in a sealed, sterile container, in a refrigerator or a deep freezer. Clearly mark the container "LAB SAMPLE – DO NOT DESTROY". Additionally, label the sample with the following information: function name, food item, date and time.
- Retrieve packet labels and any date codes. Establish the time of delivery of the food to the event and then to the unit, the method of preparation and service.

The Unit Manager must contact a Compass Health and Safety Manager, who will complete a thorough investigation.

18. RESPONSIBLE SERVICE OF ALCOHOL

Levy UK recognises its responsibility to provide an enjoyable and safe environment for all of its guests. We operate a challenge 25 policy, and we have a 4-drink limit per transaction per ID in place at this venue.

As part of our activities, we must promote the four licensing objectives:

1. Prevention of crime & disorder
2. Public safety
3. Prevention of public nuisance
4. Protection of children from harm

You are, as part of your match day briefing, required to confirm and acknowledge you and your team full understanding of the Responsible Service of Alcohol. All staff members must be briefed and included in the Responsible Service of Alcohol training. All staff members under the age of 18 must notify the team leader and complete the relevant section of the Responsible Service of Alcohol form.

19. MAINTENANCE

Good maintenance is essential to allow effective cleaning, to avoid foreign body contamination and to help prevent pest infestations. If you see any damage or a defect, report it to your Event Manager at once.

Do not allow visiting maintenance people to place their equipment on work surfaces and tables. Do not allow them to sit or stand on tables or preparation surfaces. Any maintenance carried out during operational status should be segregated off and barriers put in place to separate the area.

Make sure that areas where maintenance has been carried out are thoroughly cleaned before any food handling takes place. This is especially important if any glass has been broken or there are any small bits and pieces resulting from the work such as bits of electrical wiring, small screws, nails etc.

20. PEST CONTROL

Report any sightings of rodents or insects to the Event Manager immediately.

Always cover food and put it away. Do not leave refuse, especially wet waste, lying around or uncovered. External skips, dustbins and other rubbish containers must be kept covered at all times. Remove refuse from food handling areas without delay. Bag all rubbish securely and take it to the refuse compound.

21. VEHICLE & PEDESTRIAN SEPARATION

Events usually involve large numbers of deliveries or movement of goods and equipment around a site as well as a large number of people. Often the site will not have well defined areas designated for pedestrians where vehicles should not enter, and vice versa.

Think carefully about how you can practically reduce the risk of vehicles colliding with pedestrians in your area. For example:

- Get deliveries made at quiet times
- Restrict pedestrian access to loading / unloading areas
- Always assist reversing vehicles by standing to the driver's side and helping them manoeuvre (do not stand behind the reversing vehicle)

22. USE OF COMPANY VEHICLES (cars, vans and light goods vehicles)

At some events Compass will provide vehicles for moving goods and equipment around the site. In this instance anyone who is designated to use the vehicles should complete a Driving Whilst on Company Business Risk Assessment Form if the vehicle is to be used on a public highway. This can be obtained from the Event Office.

Ensure that pre-use checks are carried out on vehicles using the Vehicle Safety Checklist which is also available from the Event Office.

Anyone who is required to use a light utility vehicle such as a golf buggy or similar, should sign off on the OP07 Use of Light Utility Vehicles Safe Risk Assessment before operating a vehicle. They must hold a valid full UK driving licence and be over the age of 21.

23. RIDER OPERATED LIFT TRUCKS

Forklift trucks (FLT) and telehandlers are used at many of our events. It is important that all lift truck operations are managed safely at events.

Lift trucks should only be operated by trained employees who have been trained to the required standard to operate these competently. The training received should be for the type of lift truck being used and from an accredited body, such as RTITB, ITSSAR, LANTRA or equivalent. Lift Truck drivers must all sign off on the OP08 Use of Rider Operated Lift Trucks Risk Assessment.

Pre-Event Checklist: A pre-event Lift Truck Audit should be carried out prior to the initial use of any Lift Truck at an event. This will consider location of use, who will be using the Lift Trucks and what can be done to ensure operations are kept as safe as practicable. This checklist is available from the Event Office.

Pre-Use Checks: Each operator should undertake a daily visual inspection of the vehicle before it is put into operation. A full checklist can be obtained from the Event Office, and this must be completed daily for each Lift Truck. Any deficiencies must be reported to the Event Manager so that appropriate action can be taken to rectify the issues raised.

When FLT's are not in use, they should be parked in a safe area with the forks lowered. The keys should be removed to prevent unauthorized use. On gas powered FLT's the gas should be turned off.

24. NOISE

Some events can be 'noisy', particularly if there is continuous amplified noise from music systems, but also as a result of crowds cheering or use of generators. The Control of Noise at Work Regulations require employers to prevent or reduce risks to health and safety from exposure to noise at work.

Employees have duties under the Regulations, too. If you feel there is an issue with noise in your working environment, then you should inform your manager.

A good test to determine if there may be a noise issue is to **Stand approximately 2 meters apart from a colleague and try to have a conversation; if you need to raise your voice to make yourself heard or have difficulty hearing the whole conversation then you may have a noise issue.**

The Regulations set out action values, which state what actions must be taken when the noise reaches a certain level. These are as follows:

Action level	Action value	Action to be taken
Below Lower Exposure Action Value	Daily or weekly exposure less than 80 dB(A) Peak sound pressure less than 135 dB(C)	<ul style="list-style-type: none"> Record the findings of the assessment and inform employees of the level of risk Consider low cost noise reduction measures
Lower Exposure Action Values	Daily or weekly exposure of 80 dB(A) Peak sound pressure of 135 dB(C)	<ul style="list-style-type: none"> Record the findings of the assessment and inform employees of the level of risk Ensure suitable hearing protection is available and inform employees Provide hearing protection to staff who ask for it Consider noise control measures
Upper Exposure Action Values	Daily or weekly exposure of 85 dB(A) Peak sound pressure of 137 dB(C)	<ul style="list-style-type: none"> Record the findings of the assessment and inform employees of the level of risk Prepare an Action Plan, i.e. a programme of noise control measures, including dealing with immediate risks. Identify hearing protection zones, i.e. where the use of hearing protection is compulsory, and mark the zones with appropriate signs Provide suitable hearing protection and ensure employees wear them when noise exposure exceeds the Upper Exposure Value Provide employees with training and information on how to use and care for hearing protectors Ensure that hearing protectors are properly used and maintained Provide health surveillance (hearing checks) if required
Maximum Exposure Values	Daily or weekly exposure above 87 dB(A) Peak sound pressure above 140 dB(C)	<p>As in Upper Exposure Action Values above; and</p> <ul style="list-style-type: none"> Take all necessary actions to ensure employees are not exposed to noise exposure above these levels Provide health surveillance (hearing checks) to anyone who has been regularly exposed to noise above these levels

Appendix 1



see



CARE



SHARE

Safe Use of Fire Extinguishers

When attempting to deal with a fire, the correct type of fire extinguisher, as specified below, should be used

Personal safety should be observed at all times whilst attempting to extinguish a fire.

- Ensure the alarm has been raised
- Always ensure the main electric/gas supply has been isolated before attempting to extinguish the fire
- Make sure all employees and customers are evacuated from the immediate area
- When attempting to extinguish the fire ensure you have a clear escape route behind you whilst fighting the fire in front of you
- Only use one extinguisher; if once the extinguisher has depleted the fire is not extinguished evacuate the area and wait for the fire brigade

TYPES OF EXTINGUISHERS AVAILABLE

CO₂ (Black Label)

For electrical fires.

Ensure that you direct the black nozzle towards the direction of the base of the fire prior to deploying the CO₂.

DO NOT TOUCH ANY PART OF THE BLACK NOZZLE.

HIGH PRESSURE EXTINGUISHER – DO NOT spray at lightweight materials such as paper or dustbins.

FOAM (Cream Label)

For combustibles or burning liquids.

Spray over the **top of the fire** in order to lay a blanket of foam over the combustible or burning liquid.

DO NOT point into the fire.

Always isolate the power source (electricity/gas) before use.

DRY POWDER (Blue Label)

Safe for use on all fires except Class F fires (those involving cooking oils and fats, such as deep fat fryers).

This extinguisher should not be used in confined spaces.

WET CHEMICAL (Yellow Label)

The specialist wet chemical extinguishers are ideal for Class F fires involving cooking oils and fats, such as deep fat fryers.

Apply the wet chemical using the extended applicator in **slow circular movements**, which give a gentle, yet highly effective application. Apply the fine spray onto the burning fat until the surface of the burning cooking oil changes into a soapy like substance, this prevents re-ignition. The gentle application helps prevent hot oil splashing onto the user.

FIRE BLANKETS

To be used to smother small fires. (DO NOT attempt to use on deep fat fryers, please use the WET CHEMICAL Extinguisher for this purpose)

Can be used to save a person whose clothes have caught fire, always force them to the ground and then roll them in the blanket using the "Stop, Drop and Roll" technique. You will not be able to make effective use of the blanket while they remain on their feet, and the burns will be much worse to the upper body and head.



Appendix 2



REFRIGERATOR OR FREEZER BREAKDOWN

IMPORTANT

Do not overload refrigerators with transferred food and be very careful to maintain separation between raw and ready-to-eat food items. Airflow inside the refrigerator is very important to its efficiency.

IMMEDIATE ACTION

When a refrigerator or freezer breaks down due to mechanical or power failure, follow the steps below:

1. Contact the client, the maintenance contractor or the refrigeration engineer to arrange repair
2. Record the details on the unit Record of Repair and Maintenance
3. Record the breakdown on the unit Refrigerator/Freezer Temperature Record

ACTIONS - REFRIGERATOR BREAKDOWN

Discovered within four hours:

- Check the temperature of a representative sample of items using a probe thermometer.
- Check food from all areas of the refrigerator i.e. top, middle and bottom shelves.

<i>If the food temperature is...</i>	<i>then...</i>
+8°C or cooler	transfer the food to an alternative refrigerator.
above +8°C	for cooked or high-risk food: <ul style="list-style-type: none"> • use immediately, or • transfer to an alternative refrigerator and serve from there • do not place on ambient display for raw food: <ul style="list-style-type: none"> • transfer the food to an alternative refrigerator

ACTIONS - REFRIGERATOR BREAKDOWN

Time of breakdown not known or more than four hours before time of discovery:

- Check the temperature of a representative sample of food items using a probe thermometer.
- Check food from all areas of the refrigerator i.e. top, middle and bottom shelves.

<i>If the food temperature is...</i>	<i>then...</i>
+8°C or cooler	transfer the food to an alternative refrigerator.
above +8°C	for cooked or high-risk food: <ul style="list-style-type: none"> • discard for raw food: <ul style="list-style-type: none"> • assess the quality • if acceptable, cook thoroughly • use immediately, or cool rapidly and store in a refrigerator

ACTIONS - FREEZER BREAKDOWN

Check the condition of the food. Do not leave lids or doors open for prolonged periods of time. Provided the freezer lid or door is kept closed, food may stay frozen for up to 24 hours.

<i>If the food temperature is...</i>	<i>then...</i>
still frozen	transfer food to an alternative freezer as quickly as possible
defrosted, but below +8°C	for cooked or high-risk food: <ul style="list-style-type: none"> • complete thawing • use immediately or transfer to refrigerator and use within 72 hours • follow manufacturer's instructions if shelf life is less than 72 hours, for example: "use within 24 hours of thawing". for raw food: <ul style="list-style-type: none"> • complete thawing • cook thoroughly and use immediately, or cook and cool rapidly then store in refrigerator for up to 72 hours
above +8°C	for cooked or high-risk food: <ul style="list-style-type: none"> • discard for raw food: <ul style="list-style-type: none"> • assess the quality • if acceptable, cook thoroughly • use immediately, or cool rapidly and store in a refrigerator for up to 72 hours

Appendix 3

FOOD SAFETY MANAGEMENT - HACCP SUMMARY

PROCESS STEP	HAZARD	CONTROLS	MONITORING	CORRECTIVE ACTIONS
CHILLED FOOD STORAGE	Microbiological – inherent contamination, bacterial growth, cross-contamination Physical contamination Chemical contamination	Food stored at 5°C or below Raw and cooked food kept separate Food covered and labelled Stock rotation – food used within shelf life dates: <ul style="list-style-type: none"> • Sandwiches/rolls – day of production plus 1 day • Unit prepared food – 72 hours • Opened product – manufacturer instructions or 72hrs Use a dedicated probe thermometer when checking the temperature of storage areas	Check and record refrigerated food temperatures twice daily using a food simulant Visually check and record refrigerator food storage daily	Follow procedure for refrigerator breakdown Reject any foods with expired shelf life
FOOD PREPARATION	Microbiological – bacterial growth, cross-contamination Physical contamination Chemical contamination	Observe personal hygiene standards Hand washing Sanitise equipment and surfaces Separate raw and cooked preparation Avoid holding foods at ambient temperature for long periods	Supervise preparation procedures Adhere to cleaning schedules	Revise cleaning and food handling practices as required
COOKING	Microbiological – bacterial survival, Physical contamination Chemical contamination	Core temperature of at least 75°C must be achieved Sanitise the probe thermometer before and after each use	Ensure food temperatures are checked and recorded on completion of cooking Whole meat cuts such as steaks and some fish such as salmon, may be cooked to less than 75°C; this must be recorded on the temperature record	Continue cooking until 75°C is attained
HOT HOLDING & SERVICE	Microbiological – bacterial growth, cross contamination Physical contamination Chemical contamination	Display/serve hot food at 63°C or above Protect food on display from contamination risk Use within 2 hours if no hot holding Provide appropriate clean serving utensils	Check and record hot holding and service temperatures of food at commencement and during hot holding/display Visually check and supervise food service standards	Hot food at less than 63°C for more than 2 hours must be discarded
COLD FOOD SERVICE	Microbiological – bacterial growth, cross contamination Physical contamination Chemical contamination	Display/serve cold food at 8°C or less Protect food on display from contamination risk Use within 4 hours if above 8°C Provide appropriate clean serving utensils	Check and record cold food service temperatures of food at commencement and during display Visually check and supervise food service standards	Cold food at above 8°C for more than 4 hours must be discarded

IMPORTANT: Always report repair and maintenance issues immediately

NOTE: Full HACCP is held in the Head Chef's office. The Compass Food Safety Management System, including A to Z guidance can be accessed on the Compass HSE website.

Appendix 4

CLEANING SCHEDULE

ITEM	PRODUCT	PPE REQUIRED	DOSE RATE	METHOD *
Floors	<i>Multi EL10</i>	Nitrile/Latex-free Gloves EN374*	2 x 20ml pumps per 5l of warm water	Sweep up debris. Apply hot solution using clean mop or long handle scrubber, paying attention to floor/wall joint, around equipment, under and behind equipment. Rinse and mop over with fresh clean water. Allow to air dry.
Work Surfaces	<i>Oasis Pro20 or Aseptopol</i>	Nitrile/Latex-free Gloves EN374*	20ml via dispenser per 600ml trigger spray	Remove debris. Apply sanitiser solution with a cloth or hand sprayer. Ensure that attention is given to legs and under edges. Wipe and then re-apply sanitiser and allow a 5-minute contact time. Wipe and Rinse and allow to air dry or dry with paper towels.
Refrigerators / Freezers	<i>Oasis Pro20 or Aseptopol</i>	Nitrile/Latex-free Gloves EN374*	20ml via dispenser per 600ml trigger spray	Check and organise fridges daily. Check for spillages and wipe up [spillages should be wiped up immediately].
Hot Food Display Equipment	<i>Oasis Pro20 or Aseptopol</i>	Nitrile/Latex-free Gloves EN374	20ml via dispenser per 600ml trigger spray	After use - switch off power supply and allow to cool. Remove containers and transfer to pan wash. Wash down all surfaces and rinse. Remove deposits from door runners with a stiff brush. Brush floor under appliance and clean up spillages.
Temperature Probes	<i>Oasis Pro20, Aseptopol or Probe Wipes</i>	Nitrile/Latex-free Gloves EN374*	20ml via dispenser per 600ml trigger spray	Remove debris. Apply solution with a cloth or hand sprayer. Ensure that attention is given to the entire length of the probe needle, reapply solution and allow a 1-minute contact time. Rinse and allow to air dry or dry with paper towels.
Sinks and Wash Hand Basins	<i>Oasis Pro 20 or Aseptopol</i>	Nitrile/Latex-free Gloves EN374*	20ml via dispenser per 600ml trigger spray	Clean with the general-purpose detergent. Remove any tide marks from the bowl and drainer with a scouring pad or cloth. Include taps, waste outlets and splash-backs in cleaning record. Rinse thoroughly with cold water. Apply sanitiser to all surfaces and leave to air dry. Ensure sufficient supply of towels and soap are maintained at the wash hand basin.
Equipment Racks and Shelving	<i>Oasis Pro20 or Aseptopol</i>	Nitrile/Latex-free Gloves EN374*	20ml via dispenser per 600ml trigger spray	Remove stock and utensils/equipment from shelves and racking. Sweep debris off surfaces and sweep floor under. Clean with solution, rinse and allow to air dry. Replace stock and utensils/equipment. Ensure equipment is placed inverted as far as practicable.
Waste Bins	<i>Multi EL10</i>	Nitrile/Latex-free Gloves EN374*	2 x 20ml pumps per 5l of warm water	Empty bins frequently throughout the day. Do not allow contents to overflow. Wash out empty bin or bin liner holder with solution. Clean external casing and the lid, paying attention to underside of lid and the handle [if fitted]. Rinse and allow to air dry.

SAFETY PRECAUTIONS

- Before cleaning electrical machinery ensure it is switched off and isolated from the mains.
- Before cleaning gas appliances ensure they are turned off. Take care when cleaning hot items.

- Follow all safety precautions shown in COSHH Product Task Cards for the cleaning product being used and ensure you wear the correct PPE when handling concentrated chemicals.