



OPERATIONAL MANUAL

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| Document Name | Esteem Operational Manual | Document No | HC/FS/M/001 |
| Document Owner | Alison Preston | Date of Issue | 26 Feb 2019 |
| Classification | Internal Use | Version No | 02 |

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Introduction

The Esteem Operational Guide is intended to provide the required information to operate a successful Esteem service on a day to day basis.

The Cuisine Centre team's details are listed under the contact information section and are available to support you, please consider your requirements and contact the relevant person, the Cuisine Centre or Brakes Direct.

Guidelines and expectations relating to the operation including feedback, ordering, delivery, invoicing, cooking, equipment, training and Health and Safety have been included in this guide.

Should you require any additional information please do not hesitate to contact us.

Key Steamplicity Contacts

To place orders with Brakes

Telesales

0844 800 4924 Option 1

Brakes Feedback Line

0844 800 4924 – option 3

Greg Harrison

Steamplicity Business Director

07500 605609

Greg.harrison@compass-group.co.uk

John Harvey

National Account Manager

07841 724411

John.harvey@compass-group.co.uk

Jim Frodsham

Finance Manager

07342 065453

Jim.frodsham@compass-group.co.uk

Cuisine Centre Contact Details

Steffan Chandler

General Manager

07827 307318

Steffan.chandler@compass-group.co.uk

Martin Harrington

Supply Chain Manager

07827 230912

Martin.harrington@compass-group.co.uk

Alison Preston

Technical Manager

07717 541187

Alison.preston@compass-group.co.uk

Cuisine Centre Site Details

Cuisine Centre South (CCS) - Plated

Unit 14

Handley Page Way

Colney Street

St Albans

Herts

AL2 2DQ

01923 858 600

Cuisine Centre North (CCN) - Multi-portion

Cuisine Centre North

Sherdley Industrial Estate

Roundwood Drive

St Helens

WA9 5JD

01744 766 550

Esteem Customer Feedback

Customer feedback is a critical part of our continuous improvement culture, ensuring we are always improving our products and service to you.

How do I record feedback?

Your comments should be reported to our feedback line 0844 800 4924 Option 3.

When will I hear back?

Our commitment is that you will hear back from a member of the Cuisine Centre team within 2 working days. If the comment requires further investigation we will advise you when this is complete and the outcome of the investigation.

Where do I report foreign bodies or serious issues?

In the rare occurrence of a foreign body the agreed practice is to complete report the event via the Air system and inform us of any further details via steamplicity@compass-group.co.uk.

A thorough investigation will be undertaken and once complete the findings will be forwarded to you.

Alison Preston
Technical Manager
07717 541187

Alison.Preston@compass-group.co.uk

Ordering Process

Outline

Esteem meals are ordered via Brakes telesales on a day 1 for day 7 basis (Monday for the following Monday). Each delivery will be received with a delivery note.

Creating your order

It is recommended that all units hold a minimum of two days stock at all times and that your order is created after considering your current sales mix, wastage levels and actual ward orders. Assistance from the Cuisine Centre planning department will be provided when first placing your order. An order sheet is available providing codes, descriptions and a guide to the volume of dishes required.

Product shelf life

Esteem meals have a guaranteed 5 days life including day of delivery.

Placing your order

Each order should be placed with Brakes on a day 1 for day 7 basis, i.e. ordering Monday for a delivery the following Monday. Orders should be placed with Brakes telesales and a read back will be offered, we strongly advise that this is accepted to avoid error. If required a full weeks order can be placed on one call.

Telephone: 0844 800 4924 Option 1

Delivery days

Delivery days are on alternate days. Specific arrangements will be made for the Christmas period. Your first delivery day will be agreed with our distribution partner and this will form the basis of your delivery schedule.

Your delivery window is from 7.30am - 5.30pm

Receiving your order

Your order will be received with a priced delivery note, please take this opportunity to reconcile your delivery with the delivery note. Any discrepancies should be reported to the feedback line on the day of delivery. Any claims after that will not be accepted.

Future deliveries

We are constantly working to reduce food miles and consequently cost to our customers and this may result in change. A change will only be implemented after discussion with yourselves.

Non Esteem Ordering Process

Outline

Order sheets have been provided with supplier names, contact details and account numbers. The supplier will confirm delivery days when you place your first order.

Placing your order

Orders are placed either by phone or email with the details provided. In the case of Brakes this will be via Internet.

Delivery days

Delivery days will be provided by the supplier.

Receiving your order

Your order will be received with a priced delivery note, please take this opportunity to reconcile your delivery with the delivery note. Any discrepancies should be reported to the feedback lien on the day of delivery. Any claims after that will not be accepted.

Transportation Process

Delivery

We ensure that Esteem meals leave the Cuisine Centre and are delivered to site in the best possible condition. Esteem meals are delivered to site in boxes via Brakes

The delivery temperature should be 1-5°C. Any concerns should be raised in the first instance with Brakes by following the feedback procedure.

Steamplicity Invoice Process

Each accounting period you will receive an invoice and statement covering the goods you have purchased from the nominated suppliers. The following points cover the background and requirements for this invoice.

Daily

A delivery note will be received with each delivery and should be retained for your records.

Monthly

An invoice, operating statement and schedule of purchases will be posted to the nominated invoice address (first invoice will be presented). This should then be checked against your retained delivery notes. Payment terms are 30 days from the date of invoice and payment should be in the form of an electronic BACS payment.

Queries

Any queries should be raised in the first place with the National Account Manager or Finance Manager at the Cuisine Centre.

Further details will be found in the contract in place between Compass UK & Ireland and the Trust.

Steamplicity Microwaves - Fault Reporting

All microwaves must be ordered by the local operations team via Compass Equipment Sales at Rivermead (Tel 01895 554433).

Steamplicity requires a dedicated microwave oven and only these microwaves should be used for Steamplicity approved products.

Any faults covered by the 3 year warranty should be raised by emailing R.H.Hall customerservice@rhhall.com

A follow up phone call can be made on Tel: 01296 663400

If further assistance is required please contact your account manager.

Microwave Maintenance

As with all electrical equipment we recommend that a regular inspection is completed for microwaves used to support the Steamplicity cooking process. The following points should be covered:

1. Check all wiring, contractors, relays, transformers, switches and cable connections (warning: great care should be exercised when checking capacitor)
2. Check condition of ceramic base/rotary table and internal covers
3. Check the operation of mode stirrer motor/motors
4. Check the condition of power cable and that the appliance is correctly fused
5. Carry out power check
6. Check for microwave emissions leakage
7. Check the machine for correct operation
8. Carry out electrical safety tests
9. Complete and affix test label

We recommend that these checks are carried out on an annual basis by an approved supplier.

Steamplicity Microwaving Programming

Maestrowave – MW1000

The correct programming is a critical stage of the implementation of Esteem within a hospital.

Please follow the following guidelines provided. Once programming has been completed please check timings are correct against the chart provided.

We recommend that a log is kept of the serial number, locations and the date of programming.

Maestrowave MW1000 Timings

| Symbol | Time / Mins |
|----------------|-------------|
| 1 | 5:30 |
| 2 | 6:00 |
| 3 | 6:30 |
| 4 | 3:30 |
| 5 | 4:00 |
| 6 | 4:30 |
| 7 | 5:00 |
| 8 | 3:00 |
| 9 | 1:00 |
| 0 [BOOST COOK] | 0:30 |

Health and Safety

The following areas should be considered alongside your existing systems and procedures.

Avoiding Burns

- Handling Esteem food containers after cooking presents risks of burns and scalds from contact with hot surfaces and from steam escaping as the film is removed from the container.
- To avoid burns; containers should be handled with care and a clean cloth used.
- The film must be carefully removed by first allowing the container to rest for sixty seconds. Then peel the film open slightly to allow any steam to escape and then removing the film completely taking care to avoid splashing from hot food.

Electrical Safety

- All electrical equipment should be checked visually before use.
- The microwave oven should be checked for damage to the plug or socket E.g. cracks, loose wires, damage to the cable and damage to the microwave oven. Portable appliance testing should be carried out in accordance with unit procedures.

Fire Safety

- The nominated microwaves have several safety features however; if a fire occurs in the microwave, follow your own fire procedures.
- **Under no circumstances open the door to the microwave.**

Super boiling of liquids

- Microwaves should not be used for the heating or boiling of liquids (with the exception of the soups), as there is a danger of super boiling.



MANAGING FOOD SAFETY

HAZARD ANALYSIS AND CRITICAL CONTROL POINTS (HACCP)

This booklet contains the HACCP information required for operating Esteem Meals. You must check that they cover the food safety requirements of your operation and review compliance every six months.

WHAT IS HACCP?

It's now a legal requirement that caterers have considered the risks involved in the food they produce and have ensured appropriate control measures are in place.

HACCP is a systematic preventive approach to food safety that addresses physical, chemical, and biological hazards as a means of prevention, rather than finished product inspection. It is used in the food industry to identify potential food safety hazards at Critical Control Points (CCP's) to reduce or eliminate food safety risks. The system is used at all stages of food production and preparation.

HOW TO COMPLETE THE HACCP REVIEW FOR YOUR SITE

1. Enter your name and location in the section provided below.

| | | | |
|---|--|-------------------|--|
| Your Name: | | | |
| Unit Name: | | | |
| Unit Number: | | | |
| Location: | | | |
| Date HACCP Review First Completed: | | Signature: | |
| Date 6 Month Review Completed: | | Signature: | |
| Date 12 Month Review Completed: | | Signature: | |

2. Identify the type(s) of catering/food service operation employed by ticking all applicable boxes in the right hand section below. Tick all applicable

| TYPE OF CATERING OPERATION | TICK |
|----------------------------|------|
| Esteem Plated Meal Service | √ |

3. Identify all the food process steps used by ticking all applicable boxes in the right hand section below. Refer to the HACCP Sheets within this document if clarification is required.

HACCP Process Steps used in this Unit (*Tick all steps used*):

| NUMBER | PROCESS | TICK |
|--------|---|------|
| 1 | Planning Food Service | √ |
| 2 | Purchase & Food Delivery | √ |
| 3 | Chilled Food Storage | √ |
| 4 | Assembly | √ |
| 5 | Transport of Food | √ |
| 6 | Chilled Food Storage at the Point of Service | √ |
| 7 | Cooking / Plating | √ |
| 8 | Site Specific or Client Specific Requirements | √ |

WHAT IS HACCP? (Continued)

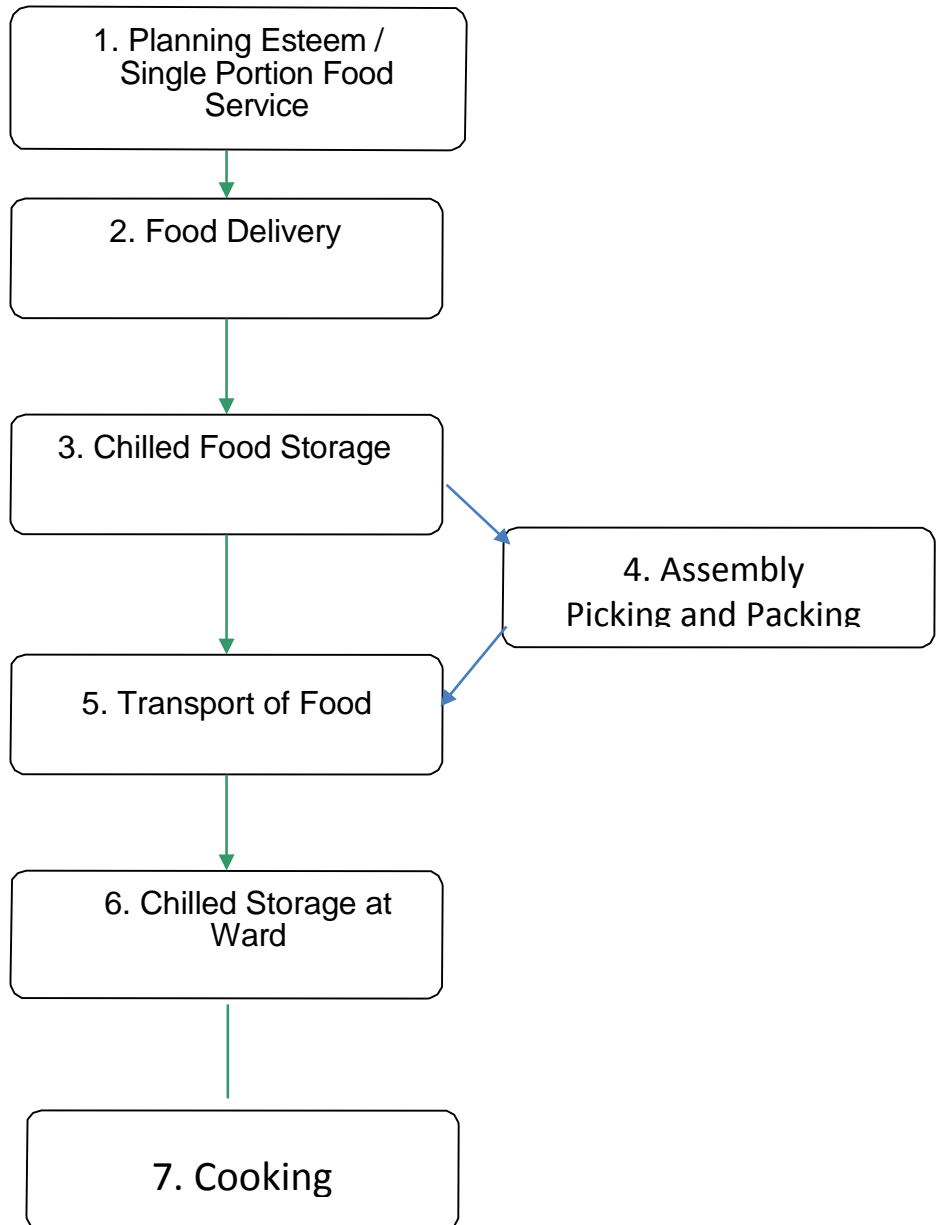
4. INITIAL the right hand column in the Records section of each HACCP sheet to confirm that the controls, monitoring and records are implemented and in use.
5. Record any actions you need to take on the action plan at the end of this booklet.
6. Review the HACCP sheets every 6 months. Enter your name, job title and date you carried out the review.

IMPORTANT NOTES

7. For all applicable Food Process Steps ensure that the Food Safety Controls and Critical Limits are achieved and that monitoring takes place to comply with Company policy.
8. Where Critical Limits are not achieved Corrective Actions must be taken as described in each HACCP sheet to ensure food safety.
9. All applicable Records must be completed and retained to demonstrate compliance and to show Corrective Actions taken when required.
10. The Esteem meals are not suitable for freezing.

1. HAZARD ANALYSIS AND CRITICAL CONTROL POINTS FLOW CHART

Esteem Meals



| PROCESS STEP | HAZARD(S) | CONTROL(S) | CRITICAL LIMITS | MONITORING | CORRECTIVE ACTION | RECORDS | Initial |
|--|--|---|-----------------|---|---|---|---------|
| <p>NUMBER 1</p> <p>PLANNING</p> <p>FOOD SERVICE</p> | <p>Microbiological <i>Inherent contamination</i></p> <p>Physical contamination</p> <p>Chemical contamination</p> | <p>Register food business establishment with Local Authority.</p> <p>Purchase Esteem products from authorised vendor i.e. Cuisine Centre.</p> <p>Refrigerated food storage is adequate for maximum stock levels and capable of meeting temperature control requirements.</p> <p>Premises maintained in good repair and condition</p> <p>TRAINING – Managers: Complete level 3 Food Safety Management.</p> <p>TRAINING – Team Members: Briefed in the “Essentials of Food Hygiene”</p> <p>Completed Level 2 Food Safety for caterers: E- learning on learning portal.</p> <p>Premises to be maintained free from pest infestation.</p> | | <p>Check Registration</p> <p>Vendor QA Questionnaire. Vendor audits</p> <p>Visual inspection.</p> <p>Visual inspection</p> <p>Training records</p> <p>Check pest control survey reports and that premises are free from pest activity</p> | <p>Complete Registration forms</p> <p>Request additional equipment.</p> <p>Carry out repairs</p> <p>Carry out food safety training. For advice on latest training contact Cuisine Centre.</p> <p>Request specialist pest control contract</p> | <p>Food business establishment registration form</p> <p>Supplier audit records (held by Purchasing Dept)</p> <p>New Unit Assessment record</p> <p>Monthly safety Walk /statutory compliance document</p> <p>Unit menus</p> <p>Pest Control company survey record.</p> <p>Induction records.</p> <p>Training records. Other Information References: Allergies & Food Intolerances; Menu Planning; Pest Control Training; E.coli O157 Guidance</p> | |

Compass Group UK & Ireland Food Safety Hazard Analysis and Critical Control Points (HACCP)

| PROCESS STEP | HAZARD(S) | CONTROL(S) | CRITICAL LIMITS | MONITORING | CORRECTIVE ACTION | RECORDS |
|--|--|--|--|---|---|--|
| <p>NUMBER 2</p> <p>FOOD DELIVERY</p> | <p>Microbiological <i>Bacterial growth. Cross contamination.</i></p> <p>Physical contamination.</p> <p>Chemical contamination.</p> | <p>Esteem products delivered by authorised vendor. Driver will report to the store person before opening the vehicle.</p> <p>Nominated store person to examine temperature print out before authorising delivery.</p> <p>(CCP) Temperature Control: All food deliveries on receipt must be received between +0°C to +5°C</p> <p>(CCP) Visual Inspection:</p> <ul style="list-style-type: none"> -Identify signs of spoilage or deterioration. -Identify damaged or unsound packaging. -Identify pest damage or infestation. -Ensure accurate labelling (shelf life, ingredients, ensure allergens are highlighted) <p>Place goods immediately into storage.</p> <p>Ensure adequate segregation of food products and cleaning products</p> <p>Inspect delivery vehicles/delivery personnel.</p> | <p>Esteem Chilled Foods: +0°C to +5°C</p> | <p>Food delivery checks</p> <p>Check and record temperature of all chilled food deliveries using either a food simulant / infra-red thermometer or between pack probe (for the latter, a tolerance of 2 °C should be allowed).</p> <p>Check and record condition of food and packaging on all deliveries. Check shelf life dates.</p> | <p>Correct or inform Manager.</p> <p>Chilled Foods above 0°C but below 5°C. Where the temperature is above +5°C (+7 °C for between pack) a destructive product test shall be undertaken using a calibrated sanitised probe thermometer.</p> <p>Accept if below +8°C and it can be shown that this has only occurred for a short period of time.</p> <p>Product delivered above +8°C but below +10°C can only be accepted if it is used within 12 hours. If this is not possible it must be rejected.</p> <p>The chilled holding facility must be capable of reducing the temperature rapidly to below +5°C.</p> <p>Product delivered above +10°C must be rejected</p> <p>Damaged packaging rejects delivery. Insufficient shelf life, expired date code reject delivery.</p> <p>Advise Cuisine Centre and complete vendor complaint log</p> | <p>Delivery vehicle printout</p> <p>Training record</p> <p>Esteem Food Delivery Record.</p> <p>Probe Thermometer Accuracy record.</p> <p>Esteem Plated Food Delivery Record.</p> <p>Esteem Food Delivery Record. Vendor Complaint record</p> <p>Other Information References:</p> <p>Allergies & Food Intolerances;</p> <p>Menu Planning;</p> <p>Pest Control Training;</p> <p>E.coli O157 Guidance</p> |

| PROCESS STEP | HAZARD(S) | CONTROL(S) | CRITICAL LIMITS | MONITORING | CORRECTIVE ACTION | RECORDS |
|--|--|--|---|---|---|--|
| NUMBER 3 CHILLED FOOD STORAGE | Microbiological <i>Inherent contamination. Bacterial growth. Cross contamination.</i> Physical contamination . Chemical contamination . | (CCP) Temperature Control: Chilled Foods Storage Area to maintain products at between 0°C to +5°C Ensure all Esteem meals are correctly labelled and within date. Rotate stock using oldest first. (CCP) Use foods within shelf life - Do not exceed "use by" dates. Maintain refrigerators and containers in a clean condition. | Chilled Foods +0°C to +5° C Do not exceed "Use By" dates | Check and record refrigerator temperatures twice daily (3 times if night shift operates) using accurate probe thermometer and food simulant or electronic monitoring system Visually check storage areas daily. Complete Food Storage record weekly. Complete Cleaning Record daily. | +5°C to +8°C: permitted for short periods of time e.g. defrost cycle +8 °C to 10°C use within 12 hours of delivery. Above 10°C destroy food, do not use Request maintenance for defective equipment Ensure stock rotation is carried out with old stock at front Do not freeze excess stock | Temperature monitoring log. Probe Thermometer Accuracy record Maintenance and Repairs Record Food Storage record Cleaning record. Training records. Allergies & Food Intolerances; Menu Planning; Pest Control Training; E.coli O157 Guidance |

| PROCESS STEP | HAZARD(S) | CONTROL(S) | CRITICAL LIMITS | MONITORING | CORRECTIVE ACTION | RECORDS |
|--|---|---|--|--|---|--|
| NUMBER 4 ASSEMBLY PICKING & PACKING | <p>Microbiological <i>Bacterial growth.</i> <i>Cross contamination.</i></p> <p>Physical contamination.</p> <p>Chemical contamination.</p> | <p>Temperature Control (CCP) Assemble Esteem meal food trays at +8°C or colder</p> <p>Where Esteem products have been moved from the chilled storage to the assembly area, they will not be returned to the chilled storage unless it can be demonstrated that the product has maintained a temperature of <+5°C</p> <p>Insulated boxes or bags used to transport food should be stored in a cool area, kept clean and with the doors open to maintain a cold temperature</p> | <p>Assemble Esteem Food Trays at +8°C or colder</p> | <p>Most sites assemble the orders within the chilled storage area (see step 3). If this is not the case a separate temperature monitoring sheet is required to record the temperature of the assembly area and temperatures checked in line with other storage areas.</p> <p>Visually check the food assembly standards on a daily basis</p> | <p>+5°C to +8°C: permitted for short periods of time e.g. defrost cycle</p> <p>+8 °C to 10°C use within 12 hours of delivery.</p> <p>Above 10°C destroy food, do not use</p> <p>Request maintenance for defective equipment</p> | <p>Esteem refrigerator temperature monitoring sheet (amend title for separate assembly area)</p> <p>Cleaning records</p> <hr/> <p>Other Information References: Allergies & Food Intolerances; Menu Planning; Pest Control Training; E.coli O157 Guidance</p> |

| PROCESS STEP | HAZARD(S) | CONTROL(S) | CRITICAL LIMITS | MONITORING | CORRECTIVE ACTION | RECORDS |
|---------------------------------------|---|--|--|---|---|---|
| NUMBER 5 FOOD DELIVERY | <p>Microbiological <i>Bacterial growth.</i> <i>Cross contamination.</i></p> <p>Physical contamination.</p> <p>Chemical contamination.</p> | <p>(CCP) Temperature Control: Transport food at 5°C or colder</p> <p>When additional individual or small quantities are required because of shortages, these items must be transported at 5°C or colder</p> <p>Insulated mobile boxes will be utilised for the transport of the meals to the point of service</p> <p>Insulated bags/boxes must be cold and kept closed for transportation</p> | <p>Transport Esteem Foods: +0°C to +5°C</p> | <p>Check and record food temperatures before dispatch and on arrival at service point using either a food simulant / infra-red thermometer or a between pack probe (for which a 2°C tolerance is allowed)</p> <p>Check condition and suitability of containers and vehicles daily</p> | <p>+5°C to +8°C: permitted for short periods of time e.g. defrost cycle</p> <p>+8 °C to 10°C use within 12 hours of delivery.</p> <p>Above 10°C destroy food, do not use</p> <p>Request maintenance for defective equipment</p> | <p>Esteem Food Transport Record</p> <p>Cleaning Records</p> <p>Training Records</p> <p>Probe Calibration Records</p> <hr/> <p>Other Information References: Allergies & Food Intolerances; Menu Planning; Pest Control Training; E.coli O157 Guidance</p> |

| PROCESS STEP | HAZARD(S) | CONTROL(S) | CRITICAL LIMITS | MONITORING | CORRECTIVE ACTION | RECORDS |
|--|--|--|--------------------------------|---|--|--|
| NUMBER 6 CHILLED FOOD SERVICE AT POINT OF SERVICE | Microbiological <i>Bacterial survival</i> Physical contamination Chemical contamination | <p>(CCP) Temperature Control: Where dedicated chilled storage is provided at the point of service then the chilled food must be maintained between 0°C and +5°C at all times</p> <p>Where there is no dedicated chilled storage at the point of service then left over meals will be destroyed at the end of meal service. All other items to be removed at the end of the day</p> <p>Where dedicated chilled storage is not available but shared storage is, the Esteem meals must be stored on the top shelves and temperature maintained between 0°C- +5°C at all times</p> <p>Ensure all Esteem foods are correctly labelled</p> <p>(CCP) Use food within its shelf life do not exceed use by dates</p> <p>Rotate stock using oldest first and ensure date / time expired products are removed and destroyed</p> <p>Maintain chilled units and containers in a clean and undamaged condition</p> | Chilled Foods: 0°C-+5°C | <p>Check and record food and refrigeration temperatures at least twice daily using either a food simulant / infra-red thermometer or a between pack probe (for which a 2°C tolerance is allowed)</p> <p>Visually check storage areas daily</p> <p>Complete Food Storage record weekly</p> <p>Complete Cleaning Record daily</p> | <p>+5°C to +8°C: permitted for short periods of time e.g. defrost cycle</p> <p>+8 °C to 10°C use within 12 hours of delivery.</p> <p>Above 10°C destroy food, do not use</p> <p>Request maintenance for defective equipment</p> <p>Destroy food do not use</p> | <p>Chilled Temperature Record.</p> <p>Training Records</p> <p>Probe Thermometer Accuracy Record.</p> <p>Maintenance and Repairs Record</p> <p>Food Storage Records</p> <p>Cleaning Record</p> <hr/> <p>Allergies & Food Intolerances; Menu Planning; Pest Control Training; E.coli O157 Guidance</p> |

Compass Group UK & Ireland Food Safety Hazard Analysis and Critical Control Points (HACCP)

| PROCESS STEP | HAZARD(S) | CONTROL(S) | CRITICAL LIMITS | MONITORING | CORRECTIVE ACTION | RECORDS |
|--|--|--|---|---|---|--|
| <p>NUMBER 7</p> <p>COOKING</p> | <p>Microbiological <i>Bacterial survival</i></p> <p>Physical contamination</p> <p>Chemical contamination</p> | <p>(CCP) Temperature Control The core temperature of every meal must be checked and achieve +82°C or above</p> <p>Clean the thermometer with a probe wipe before and after each use. Meal to be placed on Esteem china plate or bowl before cooking. Follow easy step guide for each product to start cooking the meal</p> <p>Each cooked product must be temperature checked by piercing the top film into the main protein item after 30 second resting time</p> <p>(CCP) Where the temperature is below +82°C after cooking and resting the meal should be placed back into the microwave on the china plate or bowl and using the boost function cook for a further 30 seconds. If after this time the meal is still not to temperature discard the meal. Indicate on the record sheet both cook and boost temperatures</p> <p>Remove top film and assemble each meal as per the build instructions. Cover and serve within 10 minutes of cooking</p> | <p>Core temperature of +82 °C for all meals and soups served.</p> <p>Jacket Potatoes, Puddings and Other Non-Esteem products a core temperature of +75°C or above</p> | <p>Check and record core cooking temperature of ALL Esteem meals on completion of cooking and resting cycle.</p> <p>Check the following:</p> <ul style="list-style-type: none"> • Only remove product from chilled / insulated storage when ready to cook • Microwave oven is clean and tidy • Sanitising probe wipes are available • Esteem Cooking Temperature Record form is completed correctly • Visually inspect the packaging and seal • Check the date code of each meal • Check the cook programme is correct on the microwave and the packaging | <p>Correct or Inform Manager.</p> <p>Boost once to achieve +82°C if not achieved inform manager and replace meal.</p> <p>Request maintenance for defective equipment or if any is missing order additional equipment</p> <hr/> <p>Other Information References:</p> <p>Temperature Monitoring;</p> | <p>Esteem Cooking Temperature Record.</p> <p>Training Records</p> <p>Probe Thermometer Accuracy Record.</p> <p>Maintenance and Repairs Record</p> <p>Cleaning Record</p> <hr/> <p>Allergies & Food Intolerances; Menu Planning; Pest Control Training; E.coli O157 Guidance</p> <p>Refer to the Esteem microwave risk assessment</p> <p>Refer to conventional HACCP for all other meals.</p> |

| PROCESS STEP | HAZARD(S) | CONTROL(S) | CRITICAL LIMITS | MONITORING | CORRECTIVE ACTION | RECORDS | Initial |
|--|-----------|------------|-----------------|------------|-------------------|---------|---------|
| <p>NUMBER 8</p> <p>SITE SPECIFIC OR CLIENT SPECIFIC REQUIREMENTS</p> <p>(Use this sheet for recording any site-specific requirements not covered by the Process Steps in the HACCP sheets)</p> | | | | | | | |

| INITIAL ACTION PLAN | | | | | |
|----------------------------|-------------------------------------|------------------------|----------------|----------------|-----------------------|
| NUMBER | PROCESS | ACTION REQUIRED | BY WHOM | BY WHEN | DATE COMPLETED |
| 1 | Planning Food Service | | | | |
| 2 | Purchase & Food Delivery | | | | |
| 3 | Chilled Food Storage | | | | |
| 4 | Frozen Food Storage | | | | |
| 5 | Dry Food Storage | | | | |
| 6 | Food Preparation | | | | |
| 7 | Defrosting Food | | | | |
| 8 | Cooking | | | | |
| 9 | Cooling Food | | | | |
| 10 | Reheating Food | | | | |
| 11 | Hot Food Service | | | | |
| 12 | Cold Food Display | | | | |
| 13 | Vending | | | | |
| 14 | Transport of Food | | | | |
| 15 | Site / Client Specific Requirements | | | | |

1ST SIX MONTH REVIEW ACTION PLAN

| NUMBER | PROCESS | ACTION REQUIRED | BY WHOM | BY WHEN | DATE COMPLETED |
|--------|-------------------------------------|-----------------|---------|---------|----------------|
| 1 | Planning Food Service | | | | |
| 2 | Purchase & Food Delivery | | | | |
| 3 | Chilled Food Storage | | | | |
| 4 | Frozen Food Storage | | | | |
| 5 | Dry Food Storage | | | | |
| 6 | Food Preparation | | | | |
| 7 | Defrosting Food | | | | |
| 8 | Cooking | | | | |
| 9 | Cooling Food | | | | |
| 10 | Reheating Food | | | | |
| 11 | Hot Food Service | | | | |
| 12 | Cold Food Display | | | | |
| 13 | Vending | | | | |
| 14 | Transport of Food | | | | |
| 15 | Site / Client Specific Requirements | | | | |

2ND SIX MONTH REVIEW ACTION PLAN

| NUMBER | PROCESS | ACTION REQUIRED | BY WHOM | BY WHEN | DATE COMPLETED |
|---------------|-------------------------------------|------------------------|----------------|----------------|-----------------------|
| 1 | Planning Food Service | | | | |
| 2 | Purchase & Food Delivery | | | | |
| 3 | Chilled Food Storage | | | | |
| 4 | Frozen Food Storage | | | | |
| 5 | Dry Food Storage | | | | |
| 6 | Food Preparation | | | | |
| 7 | Defrosting Food | | | | |
| 8 | Cooking | | | | |
| 9 | Cooling Food | | | | |
| 10 | Reheating Food | | | | |
| 11 | Hot Food Service | | | | |
| 12 | Cold Food Display | | | | |
| 13 | Vending | | | | |
| 14 | Transport of Food | | | | |
| 15 | Site / Client Specific Requirements | | | | |

What To Do If?

The following information is intended to provide a guide as to who to speak to and what action can be taken where assistance is required. As you would anticipate we cannot cover every situation and the notes below should be seen as a guide.

Please note that all contact numbers are located in the second section of the operations manual.

What happens if I have insufficient Esteem food?

- All customers are expected to hold at least 2 days stock.
- Contact Brakes who will be able to amend your order on a day one for day seven basis.
- In case of emergency speak to your account manager or a member of the Cuisine Centre team who will ensure your orders are accepted by the Brakes telesales team.

What do I do if the expected Esteem delivery does not arrive due to poor weather or traffic etc?

- In the event of delayed delivery due to exceptional circumstances such as bad weather or vehicle breakdown, Brakes customer service will be in touch to advise and update accordingly.
- If you have concerns please contact Brakes Customer service.
- Please do not order food for use on the day of delivery.

What happens if I forget to place my order or miss the order deadline?

- Contact Brakes to establish if the order can be processed.
- In the unlikely event of any problems with your order being accepted, please contact your account manager or a member of the Cuisine Centre team.

What happens if I have a complete loss of stock, due to chillier failure or service failure?

- In the unlikely event of a complete stock loss please contact Brakes and your account manager to arrange for support
- Due to the nature of our products this will be a limited range and subject to some product alterations.
- Any additional distribution costs for this service will be invoiced to the customer.

How do I provide feedback - Complaints and compliments?

- All feedback is reported via the Brakes feedback line; please consult the Operating manual for further guidance.

How do I report a foreign Body?

- This procedure along with a form to complete is located in the “feedback” section of the manual.
- Contact your account manager if you require assistance in the reporting of this event.

What to do if the Esteem product does not consistently reach the required temperature.

- No Esteem product should be served unless it has reached the required 82°C
- In the unlikely event that a particular product line repeatedly does not reach the required temperature, please report this via the Brakes feedback line or Steamplicity@compass-group.co.uk and you will be contacted by the Cuisine Centre Quality department.

What to do I do if the microwaves do not work?

- Please refer to the fault reporting form contained in this manual

Cooking with Esteem

Ten Easy Steps



STEP 1
Ensure the microwave is plugged in



STEP 2
Look to check that the seal and valve are intact and the meal is in date



STEP 3
Place on the appropriate plate or dish with the valve facing upwards. Place one meal at a time into the microwave



STEP 4
Press the correct button according to the programme number on the label on the meal



STEP 5
After cooking, leave for 30 seconds then temperature probe every meal in the main protein item. If above 82°C, record and go to Step 9



STEP 6
If the temperature is below 82°C return meal to microwave



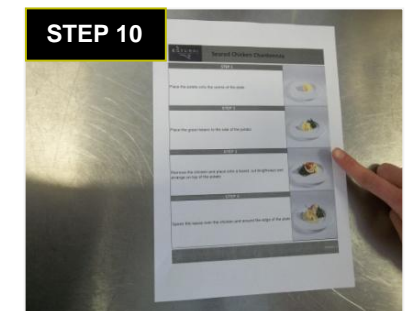
STEP 7
Press "0" which is also a 30 second boost cycle



STEP 8
Once finished, probe again to ensure temperature is 82°C or above. Record the temperature on the daily record sheet. If the meal has not reached 82°C, dispose of the meal



STEP 9
Holding the lip, carefully peel the film keeping fingers away from escaping steam



STEP 10
When all the film is removed, take the ingredients from the packaging and assemble as per the build guides. Wipe the plate, cover and serve immediately.

Cooking with Esteem

Eight Easy Steps (Soups)



Look to check that the seal and valve are intact and the soup is in date.



Place the soup and the bowl inside the microwave side by side.



Press the button which corresponds to the cook time programme displayed on the label of the packaging.



Once cooked remove the bowl and then taking care the soup holding each end of the container. Leave to stand for 30 seconds.



Check the temperature has reached above 82°C. If the correct temperature has not been reached return to the microwave and press "0" which is a 30 second boost



Holding the tab side of the container away from you, peel back the film lid a quarter of the length of the pack.



Pour into the warm bowl.



Serve immediately.

Cooking with Esteem

Four Easy Steps (Sponges)

STEP 1

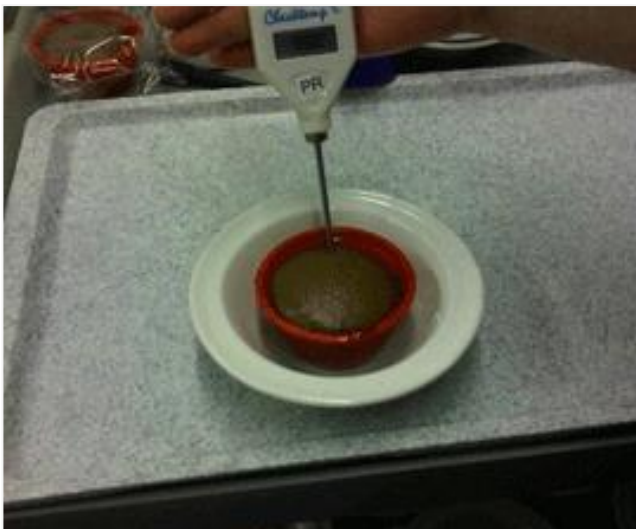


Take pudding out of outer plastic packaging.

Place the sponge in the bowl and place in the microwave



Press button "0"
(30 seconds)



After cooking, leave for 15 seconds then temperature probe the sponge.

If over 75°C, record the temperature and go to Step 4.

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Turn the pudding over the bowl. Squeeze the top and lift the container, leaving the sponge in the bowl and serve (with custard, if ordered)

Cooking with Esteem

Four Easy Steps (Crumble)



Take pudding out of outer plastic packaging.

Place the crumble in the bowl and place in the microwave



Press button 9 (60 seconds)



After cooking, leave for 15 seconds then temperature probe the crumble. If over 75°C, record the temperature and go to Step 4. If below 75°C cook for a further 15 seconds



Cooking with Esteem

Eight Easy Steps (Jacket Potatoes)



STEP 1
Look to check that the seal and valve are intact and the potato is in date.



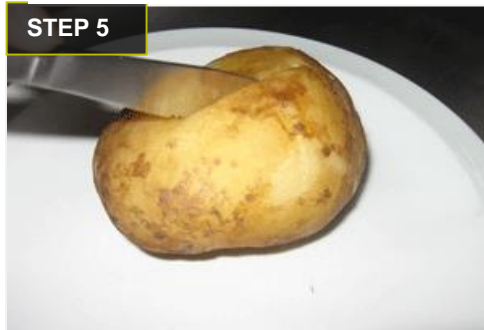
STEP 2
Place jacket potato in oven (Do not add plate)



STEP 3
Press the correct button according to the programme number on the label



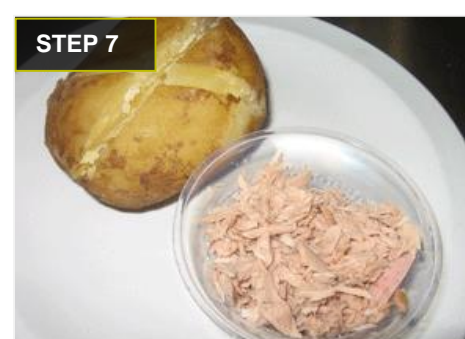
STEP 4
After cooking leave for 15 seconds before inserting the temperature probe. If above 75°C record. If below boost for 30 second



STEP 5
Take out of packaging and place on a main course plate. Cut the jacket potato using a dinner knife and ease open (careful - the potato is hot)



STEP 6
Make a second cut across the first one, making a cross on the potato



STEP 7
Add potato filling and side salad, if ordered



STEP 8
Cover with a plate lid and serve