

MARKS AND SPENCER CODE OF PRACTICE & GUIDELINES

CATERING FACILITIES & STAFF AMENITIES

Library Section	Production
Library Subsection	Mandatory Manufacturing requirements

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What's changed?	Updated temperature probe calibration requirement and re-formatted Removal of statement excluding basic produce

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Aim To ensure staff are provided with suitable toilets, changing rooms and rest areas which are maintained in a satisfactory condition. To ensure that staff catering facilities are operated to good standards of hygiene and within all legal requirements.

Scope All direct and raw material suppliers to Marks and Spencer.

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Introduction

The Marks & Spencer Code of Practice requirement is:-

Good standards of food safety and hygiene must be operated in all catering facilities within factories supplying Marks & Spencer food products.

Catering facilities must comply with all relevant legal requirements and provide food which is clean and safe.

Supplier sites must have suitable and sufficient staff changing and toilet facilities. Amenities must be maintained in a sound condition and be clean at all times.

The following sections give details of the standards and practices which must be implemented to achieve compliance with the Code of Practice requirements. Any alternative arrangements must be equally effective in achieving compliance with the Code of Practice and must be agreed in writing with a Marks & Spencer Technologist.

Please note that any text in italics is guidance to understand and achieve compliance with the Code of Practice requirements.

1.0 Legal Requirements

- 1.1 All aspects of the operation and management of the catering unit must be in compliance with the requirements of the current EC Directive on the Hygiene of Foodstuffs or the relevant national legislation which implement this Directive.

Legal compliance can be assisted by implementing the standards contained in the current Industry Guide to Good Hygiene Practice - Catering Guide.

2.0 Hazard Analysis

A documented food safety management system must be in place. This must incorporate the identification of food safety hazards and implementation of adequate control measures at critical points. There must be appropriate record keeping and management monitoring to verify that critical control measures are being implemented.

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3.0 Management

- 3.1 Marks and Spencer suppliers must take overall responsibility for food safety in all on-site catering units, including those operated by a contractor.
- 3.2 Compliance with this Code of Practice must form part of the contract specification drawn up with outside catering companies.

4.0 Auditing

- 4.1 Hygiene audits of the canteen must be carried out at a minimum of monthly intervals by the Site Technical Manager or appropriately trained Food Safety Auditor. Food safety management systems must be audited as well as practical operational conditions.
- 4.2 A microbiological swabbing programme, based on a risk assessment must be implemented for food contact surfaces, hand contact surfaces and equipment. This may be operated by either factory technical management or the canteen contractor.
- 4.3 Documented records must be maintained showing any corrective action required, target timescales and sign-off on completion.

5.0 Personnel

- 5.1 All new food handlers must receive induction training incorporating basic food hygiene rules and personal hygiene practices, on their first day of employment.
- 5.2 All Food handlers must be trained to at least the Chartered Institute of Environmental Health (CIEH) Basic Food Hygiene Certificate or its equivalent. New starters must be closely supervised and this training must be completed within one month of commencing employment. The training must be formal, structured and involve direct supervision by the course tutor.
- 5.3 Catering Unit Managers and Supervisors must be trained to the CIEH Intermediate or Advanced Food Hygiene Certificate or equivalent according to the nature and size of the operation.
- 5.4 There must be suitable procedures in place for staff health screening, sickness reporting and return to work following illness or holidays.
- 5.5 The standard of protective clothing and hair covering worn by catering unit staff must be to the same standard as that worn by factory personnel. Protective clothing must be subject to daily change and laundry must be carried out by a professional laundering company.

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6.0 Canteen Facilities and Equipment

- 6.1 Facilities must be provided to ensure safe and hygienic food preparation. These must include sufficient hand washing facilities with knee or photo-electric cell operated taps, bactericidal liquid soap, disposable paper towels and hand sanitiser.
- 6.2 Separate areas must be provided for the preparation of raw and cooked foods.
- 6.3 Adequate ventilation and sufficient artificial lighting must be provided.
- 6.4 Requirements for Fridges/Freezers/Chilled Display Cabinets/Vending Machines:
- (i) There must be a minimum of two refrigerators independently marked for raw and cooked foods.
 - (ii) Refrigerators, display cabinets and vending machines must maintain foods at less than 5°C. Freezers must maintain food at less than -18°C.
 - (iii) For all refrigerators, the temperature of food or a food simulant must be checked using a temperature probe and the results recorded. Temperature checks must be carried out at the beginning, middle and end of the shift.
 - (iv) For freezers, chilled display cabinets and vending machines the temperature of food, or a food simulant, must be checked and recorded once per shift using a temperature probe.
 - (v) Prior to use, the temperature probe must be sanitised.
 - (vi) The temperature probe must be independently calibrated at least annually according to the manufacturer's instructions. If this requires the unit to be away from the site, alternative means of temperature measurement must be available.

The temperature probe should be calibrated internally on a monthly basis using boiling water and/or melting ice tests.
 - (vii) A permanent temperature gauge or thermometer must be fitted in each piece of equipment and the temperature displayed on these checked regularly. This must be calibrated against the hand held temperature probe used to check food temperatures.
 - (viii) High fridge/freezer temperatures (refrigerated food above 7°C: frozen food above minus 12°C) must be reported to the Site

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Technical Manager or other suitably qualified and authorised person and action taken immediately.

- (ix) Food held in open chilled display cabinets must be kept covered or protected by a suitable "sneeze" guard.

6.5 Ambient Food Storage

Adequate space and storage racking must be provided for storing ambient foods. Dry goods must be stored in a well ventilated area and must be labeled and kept in air tight containers or packaging. All food must be stored off the floor.

6.6 Slicing Machines

- (i) Wherever practical, cold meats for sandwiches etc. must be bought in ready sliced.
- (ii) If a slicing machine is used, it is essential that the blade is capable of being easily and safely removed for cleaning and disinfecting at least once per day in addition to normal cleaning between uses. Where possible, components of a slicing machine must be cleaned and disinfected in a mechanical dish washing machine.

6.7 Equipment, Utensils and Tables

- (i) Separate clearly identifiable (e.g. colour coded) cutting boards, knives and other equipment must be used for raw and cooked foods. Racks must be provided to ensure segregated storage of cutting boards and knives.
- (ii) There must be clear signage to indicate which type of food is to be prepared in each area. Where possible a separate area must be available for each of the colours of cutting board and knife in use.

6.8 Microwave Ovens

- (i) Ovens must be of an industrial type and have a minimum of 1,000 watts capacity.
- (ii) Microwave ovens must be subject to a maintenance contract by qualified service engineers for performance and safety.

7.0 Food Preparation

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7.1 Food Delivery and Receipt

- (i) All food delivery vehicles must be checked on arrival for cleanliness, temperature and any incompatible materials which could give rise to food contamination or taint. If any hazards exist, foods must be rejected.
- (ii) Foods must be checked on receipt for hygiene-related issues including condition of outer packaging, evidence of pest contamination and date coding. Temperatures must be recorded for all refrigerated and frozen deliveries. The method of temperature recording must accurately represent the temperature of the food.
- (iii) Records must be kept in respect of all of the above.

7.2 Defrosting

- (i) Foods must only be defrosted under refrigerated conditions and defrosted food must not be refrozen.
- (ii) Temperatures of defrosted foods must be taken and recorded before use to ensure an internal temperature of 0°C - 5°C has been reached.

7.3 Preparation

The time that chilled food is at ambient temperature must be minimized and always kept under 30 minutes.

7.4 Cooking

During cooking of raw protein foods a minimum internal temperature of 75°C must be achieved. Temperatures of these menu items must be checked and recorded on each shift. The temperature checking regime must challenge the full range of cooking methods and equipment.

7.5 Cooling of Food

Where cooked food is to be chilled:

- (i) Chilling must commence within a maximum of 30 minutes of leaving the cooker and the food chilled to less than 5°C within a further period of 90 minutes.
- (ii) Blast chilling for large batches and joints of meat must be available.
- (iii) Temperatures and times must be recorded.

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7.6 Reheating/Hot Holding

- (i) Reheated food must reach a minimum internal temperature of 75°C and must be disposed of if not eaten on the day of reheating. (N.B. In Scotland legislation requires a minimum internal temperature of 82°C).
- (ii) When cooked or reheated food is kept hot, it must be held at a minimum temperature of 63°C before serving.
- (iii) Temperatures must be taken and recorded.

7.7 Shelf Life

- (i) All food stored in refrigerators, freezers or ambient storage areas must be clearly labelled with a "use by", "best before" or "date of receipt" as appropriate to the type of food.
- (ii) Daily checks of refrigerators must be made to identify and remove out of date foods.
- (iii) Food prepared in the catering unit (e.g. sandwiches) must be kept refrigerated and must be used within an appropriate time and labelled accordingly.

8.0 Cleaning

- 8.1 The catering unit fabric and equipment must be designed, constructed and maintained to enable effective cleaning and disinfection.
- 8.2 The catering unit must operate a 'Clean As You Go' policy to ensure continued high standards of cleanliness and cross-contamination control.
- 8.3 Disinfectant/sanitiser must meet BS EN 1276 and/or BS EN 13697 and be used in accordance with the manufacturer's instructions, especially in relation to contact time and dilutions.
- 8.4 Where practical and necessary an efficient dish washing machine must be provided in the kitchen. It must be installed in accordance with the manufacturer's instructions and be subject to regular maintenance by the manufacturer or the servicing agent.
- 8.5 Pan scourers must be of plastic (not metal) construction and must be renewed regularly and always where they show any sign of wear or gross food inclusion. Wire wool must not be used.
- 8.6 "Dish cloths" must preferably be of disposable paper. Semi-disposable

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cloths must be discarded at the end of each working day.

- 8.7 Wherever practicable, drying of catering equipment must be by the use of heavy duty disposable paper toweling. If cotton or linen tea towels are used they must be boiled in a designated pan at the end of the working day and dried overnight.
- 8.8 Oven gloves or cloths must be laundered by a professional laundry company as soon as they are soiled by food residues. They must be replaced when they become worn or surface damaged.
- 8.9 Written cleaning schedules for premises and equipment must be agreed with the Site Technical Manager. These must detail frequency of cleaning equipment, materials used, safety precautions and responsibility for cleaning.
- 8.10 Cleaning records must be signed-off by staff on completion of scheduled cleaning tasks. Finished cleaning standards must be randomly checked by the Catering Unit Manager and this must be recorded including action taken when poor standards are found.

9.0 Pest Control

- 9.1 The catering unit must be included in the factory pest control contract, i.e. comply with the Marks and Spencer Preventive Pest Prevention Code of Practice and Guidelines.
- 9.2 The facility must be effectively pest proofed, including fly screening to all doors and windows which open to the outside.

10.0 Water

- 10.1 The catering unit kitchen must be included in the factory water sampling programme.
- 10.2 The Marks and Spencer Code of Practice for Water Quality must be complied with in respect of water used in the kitchen.

11.0 Eggs

Where raw shell eggs are used the following must be adhered to:

- 11.1 They must be purchased from a supplier which has been audited by the factory Technical Manager or suitably qualified Food Safety Auditor and preferably is an approved Marks & Spencer supplier.
- 11.2 All eggs delivered to the catering unit must individually bear a best before date.

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11.3 They must be stored below 5°C in a separate refrigerator or the raw food refrigerator. Eggs must not be stored at ambient temperature after they have been refrigerated.

11.4 Hands must be washed and sanitising gel applied after handling raw eggs or egg shells.

It is also good practice to use disposable gloves.

11.5 It is not permitted to provide meals that contain raw uncooked egg.

12.0 Other Raw Materials

There must be a written buying specification in place for the purchase of all key food raw materials.

13.0 Supplier Audits

13.1 Main food suppliers and all suppliers of high risk foods to the catering unit must be audited to ensure satisfactory hygiene standards are in place. The frequency of auditing must be determined by risk assessment.

13.2 Audit reports detailing corrective actions required and timescales must be documented and available for inspection.

14.0 Employees' Own Food

14.1 If employees bring their own food to the factory for consumption in the canteen, factory management must provide suitable and sufficient ambient and refrigerated storage facilities (not clothes lockers) for such food.

14.2 Responsibility for the cleaning of these facilities must be delegated by factory management either to factory cleaners or the catering contractors.

14.3 The consumption of any food (either canteen prepared or employees own) must not be permitted on any part of the site except the canteen.

14.4 Microwave ovens used exclusively for employees own food must be kept in a clean and well maintained condition.

14.5 The site's allergen policy must be communicated to all staff in order to ensure the nut-free and/or sesame-free allergen status of the site is not compromised by staff food.

The internal audit of catering areas should be used to monitor compliance with the site's allergen policy.

15.0 Staff Amenities

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- 15.1 Staff amenities, including changing rooms and toilets must be suitable and sufficient for their purpose, maintained in a sound condition, kept clean at all times and meet the requirements of the modern food industry.
- 15.2 Suitable changing room and locker facilities must be provided for all staff including agency workers.

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