



STEAMPLICITY

- JUST FRESHLY COOKED -



Steamplicity Operational Guide For Plated Meals

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Introduction

The Steamplicity Operational Guide is intended to provide the required information to operate a successful Steamplicity 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 or 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 Foodbuy on Line

Connect – Foodbuy on Line

Foodbuy Feedback

Connect – Foodbuy on Line

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

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
portion Unit 14
Handley Page Way
Colney Street
St Albans
Herts
AL2 2DQ
01923 858 600

Cuisine Centre North (CCN) - Multi-
Cuisine Centre North
Sherdley Industrial Estate
Roundwood Drive
St Helens
WA9 5JD
01744 766 550

Steamplicity 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 of the outcome.

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

Steamplicity Ordering Process

Outline

Steamplicity plates are ordered via Foodbuy on Line

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

Steamplicity have a guaranteed 4 days life including day of delivery.

Placing your order

Each order should be placed with Foodbuy on Line on a day 1 for day 7 basis, i.e. ordering Monday for a delivery the following Monday. If required a full weeks order can be placed on one call.

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 Steamplicity 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 via Foodbuy on Line or email.

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 line on the day of delivery. Any claims made after that will not be accepted.

Steamplicity (Plated) Transportation Process

Our objective is to deliver Steamplicity plated meals in the best possible condition. To ensure this happens we have a system of transportation trays and dollies which remain the property of the Cuisine Centre at all times.

Standard

Each plated Steamplicity order will be delivered in bespoke trays, placed on the transportation dollies which have been wrapped, labelled and will be no more than 16 trays high. The trays will remain on site until the plates have been used. After this they will be collected by our distribution partner. The dollies will be used for delivery only and not held by the customer for purpose of storage.

The delivery temperature should be 5°C or below. Any concerns should be raised in the first instance with our distribution partner by following the feedback procedure.

Recording

The number of trays and dollies delivered or collected will be recorded by our chilled distribution partner and collated on a monthly basis by the Cuisine Centre.

Reconciliation

On a monthly basis the Cuisine Centre will reconcile the volume of trays and dollies delivered against those collected. Where variations occur you will be contacted to discuss this and arrange for a prompt return.

In the event where excessive trays or dollies have been lost, damaged or used in other ways your account will be charged for the lost equipment.

Nutritional Information Allergen and Special Diet Provision

All Steamplicity products are fully labelled with nutritional breakdown and allergens underlined

A summary of all our dishes is available on request

Our Steamplicity range come with a number of special diet meals eliminating most of the 14 allergens to be declared, details are available on request

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.

Non Steamplicity Food Cooking Process

The Steamplicity oven can also be used for non Steamplicity items such as Desserts, Halal, Kosher, Caribbean and Modified Textures.

The timings and programme numbers are provided on a separate sheet and should be displayed at ward level.

The following steps should be followed to ensure the product is cooked correctly.

The products are to be cooked from frozen; the tempering of the product during the distribution process has been accounted for in the programme selection.

1. Cooking programme should be identified from the chart provided
2. A Steamplicity plated is placed under the product in the microwave. For desserts please replace the plate with a bowl
3. The correct programme button is pressed
4. When cooked the product should obtain a temperature above 75°C

Special Diet Provision

Our standard a la carte Steamplicity menu accommodates for a full range of special diets.

- Healthy option meals which are also suitable for people with diabetes and those requiring less fat, high energy meals
- Those who are malnourished
- Softer meals which are easy to chew
- Vegetarian meals
- Meals with ingredients which contain no gluten
- Lower salt for people following a lower sodium or no added salt diet
- Low residue/low fibre meals which can be found on the main menu
- Lighter and smaller meals

Modified Textures

We will also provide a series of three main parallel menus for patients who require:

- Modified textures B,C, D and E
- Meals for religious observance i.e. Kosher, Halal, Asian, Vegetarian and African/Caribbean meals
- Allergen information including wheat, egg, milk, soya, fish, nuts and shellfish etc.

These meals are provided as a series of frozen individual meals which patients are able to choose from the respective menus. Modified texture and allergy meals are procured from a specialist dietary meal supplier with whom we work closely with. As we provide a full nutritional analysis, our menu can also accommodate patients with renal disease. We combine suitable meals from our menu alongside bespoke dietary meals.

Local Diet Provision

Any special diet not listed of any unusual dietary combinations will be catered for locally by the onsite chefs who will receive training from our company dietician. This can include special requests from long stay patients.

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 Marren service@marren.co.uk

A follow up phone call can be made on Tel 0844 3711 071.

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

Panasonic NE1037
Maestrowave 1000W

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

Please follow the following guidelines provided by Panasonic and R.H. Hall to programme the microwaves (unless they have been pre-programmed). 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.

Symbol	Time
1	7:15
2	7:00
3	6:30
4	3:30
5	4:00
6	4:30
7	5:00
8	3:00
9 [BOOST COOK]	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 Steamplicity 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 Steamplicity 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, 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 Steamplicity Plated 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
Steamplicity 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 for Delivery of Steamplicity Meals	
2	Delivery of Steamplicity Meals	
3	Chilled Food Storage	
4	Assembly	
5	Transport of Food	
6	Chilled Food Storage at Point of Service e.g. Ward	
7	Cooking	

WHAT IS HACCP? (Continued)

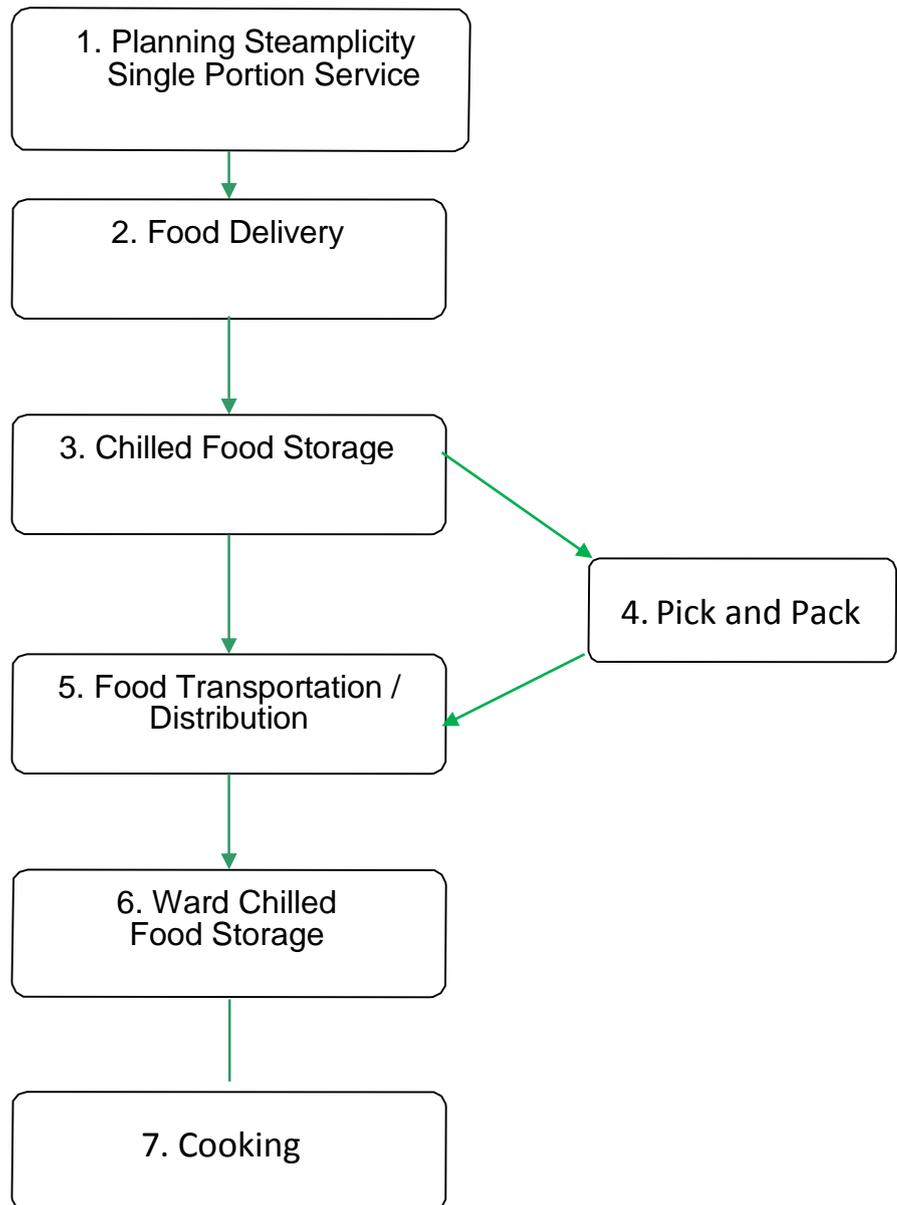
4. INITIAL the right hand column in the Records section of each HACCP sheet to confirm that the controls, monitoring and records are implemented and in use.
5. Record any actions you need to take on the action plan at the end of this booklet.
6. Review the HACCP sheets every 6 months. Enter your name, 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 Steamplicity meals are not suitable for freezing.

1. HAZARD ANALYSIS AND CRITICAL CONTROL POINTS FLOW CHART

Steamplicity Plated Meals



PROCESS STEP	HAZARD(S)	CONTROL(S)	CRITICAL LIMITS	MONITORING	CORRECTIVE ACTION	RECORDS	Initial
<p>NUMBER 1 PLANNING PLATED 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 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 3</p> <p>CHILLED FOOD STORAGE</p>	<p>Microbiological <i>Inherent contamination. Bacterial growth. Cross contamination.</i></p> <p>Physical contamination</p> <p>Chemical contamination</p>	<p>(CCP) Temperature Control:</p> <p>Chilled Foods Storage Area to maintain products at between 0°C to +5°C</p> <p>Ensure all Steamplicity foods are correctly labelled and within date.</p> <p>Rotate stock using oldest first.</p> <p>(CCP) Use foods within shelf life - Do not exceed "use by" dates.</p> <p>Maintain refrigerators and containers in clean condition.</p>	<p>Chilled Foods</p> <p>+0°C to +5° C</p> <p>Do not exceed "Use By" dates</p>	<p>Check and record refrigerator temperatures twice daily (3 times if night shift operates) using accurate probe thermometer and food simulant or electronic monitoring system</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>Excess stock not to be frozen for future use. All to be destroyed food, do not use.</p>	<p>Temperature monitoring log.</p> <p>Probe Thermometer Accuracy record</p> <p>Maintenance and Repairs Record</p> <p>Food Storage record</p> <p>Cleaning record.</p> <p>Training records.</p> <p>Allergies & Food Intolerances;</p> <p>Menu Planning;</p> <p>Pest Control Training;</p> <p>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 3</p> <p>CHILLED FOOD STORAGE</p>	<p>Microbiological <i>Inherent contamination. Bacterial growth. Cross contamination.</i></p> <p>Physical contamination</p> <p>Chemical contamination</p>	<p>(CCP) Temperature Control:</p> <p>Chilled Foods Storage Area to maintain products at between 0°C to +5°C</p> <p>Ensure all Steamplivity foods are correctly labelled and within date.</p> <p>Rotate stock using oldest first.</p> <p>(CCP) Use foods within shelf life - Do not exceed "use by" dates.</p> <p>Maintain refrigerators and containers in a clean condition.</p>	<p>Chilled Foods</p> <p>+0°C to +5° C</p> <p>Do not exceed "Use By" dates</p>	<p>Check and record refrigerator temperatures twice daily (3 times if night shift operates) using accurate probe thermometer and food simulant or electronic monitoring system</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>Excess stock not to be frozen for future use. All to be destroyed food, do not use.</p>	<p>Temperature monitoring log.</p> <p>Probe Thermometer Accuracy record</p> <p>Maintenance and Repairs Record</p> <p>Food Storage record</p> <p>Cleaning record.</p> <p>Training records.</p> <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 4</p> <p>ASSEMBLY</p>	<p>Microbiological <i>Inherent contamination. Bacterial growth. Cross contamination.</i></p> <p>Physical contamination</p> <p>Chemical contamination</p>	<p>Temperature Control: (CCP) Assemble Steamplicity plated food trays at +5°C or colder</p> <p>Where Steamplicity product has been moved from the chilled store to the assembly area it will not be returned to the chilled store unless it can be demonstrated that the product temperature has been maintained at +8°C or colder throughout the process</p>	<p>Assemble Steamplicity food trays at +8°C or colder</p>	<p>Most sites assemble orders within the chilled storage area (see No: 3 above). If this is not the case, separate temperature monitoring of the assembly area(s) will be required to the following standard:</p> <p>Check and record refrigerator temperatures twice daily (3 times if night shift operates) using accurate probe. Thermometer and food simulant or electronic monitoring system</p> <p>Visually check food assembly standards daily</p>	<p>Assembly area to be below +8°C</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 Request maintenance for defective equipment</p> <p>Excess stock not to be frozen for future use. All to be destroyed do not use.</p>	<p>Plated Meal Refrigerator Temperature Record (Amend to assembly area is separate areas are used)</p> <p>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	
<p>NUMBER 5</p> <p>FOOD TRANSPORT AND DISTRIBUTION</p>	<p>Microbiological <i>Bacterial survival</i></p> <p>Physical contamination</p> <p>Chemical contamination</p>	<p>Temperature Control: (CCP) Transport Steamplicity Plated food trays at +5°C or colder</p> <p>Where additional individual or small quantities are required because of shortages then those meals must also be transported at +5°C or colder</p> <p>Insulated mobile boxes will be utilised for the transport of Steamplicity plated meals to the point of service and cooking</p> <p>Late items will be transported in insulated chilled containers or bags</p> <p>Insulated box doors must be closed prior to transportation</p> <p>Protect food from contamination in transit by using a suitable method for delivery</p> <p>Ensure all methods of transporting Steamplicity meals are clean and in good condition</p>	<p>Transport Steamplicity food at +5°C or colder</p>	<p>Check and record food temperatures before dispatch and on arrival at service using either a food simulant, infra-red thermometer, between pack probe or data logger.</p> <p>If using a infra-red or between pack probe allow a +/- 2°C temperature fluctuation</p> <p>Check the condition and suitability of containers and vehicles</p> <p>Visually check food transportations daily</p>	<p>+5°C to +8°C: permitted for short periods of time</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>Steamplicity Transport Temperature Record.</p> <p>Training Records</p> <p>Probe Thermometer Accuracy 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 Steamplicity</p> <p>Refer to conventional HACCP for all other meals.</p>	

PROCESS STEP	HAZARD(S)	CONTROL(S)	CRITICAL LIMITS	MONITORING	CORRECTIVE ACTION	RECORDS	Initial
NUMBER 7 COOKING	Microbiological <i>Bacterial survival</i> Physical contamination Chemical contamination	(CCP) Temperature Control: The core temperature of every meal must be taken and achieve +82°C or above Clean temperature probe and cleaned with probe wipe after each use Meal to be placed on china Steamplicity pate or bowl prior to cooking Follow the relevant easy step guide before and after cooking The cooking temperature of the protein or thickest item must be checked by piercing the lid with the sanitised temperature probe after the meal has rested for 30 seconds (CCP) Where a temperature of +82°C has not been achieved the meal is returned to the microwave and boosted for 30secs. If it does not reach the required temperature after this discard the meal. Record both temperatures. After acceptable cook and stand time remove the top film, take the inner plate and place on the china pate. Cover and serve within 15 mins If not served in the correct time replace with a new meal. Do not use faulty microwaves	Core Temperature of +82°C for all Steamplicity meals served Jackets, Puddings and SD meals temperature of +75°C	Check and record core cooking temperature of ALL Steamplicity meals on completion of the cooking and resting cycle. Check the following: *Only remove product from chilled / insulated storage when ready to cook *Microwave ovens clean *Probe wipes are available and used *The correct recording sheet is used *Meals are visually checked for seal and date coding *Microwave cook programme is correct *Correct Steamplicity plate or bowl is used *All other meals are cooked correctly	Correct or inform Manager. Boost once to achieve +82°C or above, destroy if temperature not achieved, replace and report to manager Request maintenance for defective equipment	Steamplicity Cooking Temperature Record Temperature Probe Calibration Records Training Records. Cleaning Record. Maintenance and Repairs Record Other Information References: Allergies and Food Intolerances; Contamination Employee Illness; Personal Hygiene; Pest Control E.coli 0157 Guidance Refer to Steamplicity microwave risk assessment Refer to conventional HACCP for all other meals	

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	Assembly				
5	Transport /				
6	Chilled Food Ward				
7	Cooking				
8	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	Assembly				
5	Transport /				
6	Chilled Food Ward				
7	Cooking				
8	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	Assembly				
5	Transport /				
6	Chilled Food Ward				
7	Cooking				
8	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 do I do if the expected Steamplicity 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.

What happens if I have a complete stock out, 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 Steamplicity product does not consistently reach the required temperature.

- No Steamplicity 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 and you will be contacted by the Cuisine Centre Quality department.

Step Guides

Ten Easy Steps Plated



STEP 1

Ensure the Steamplicity microwave is plugged in. Look to check that the seal and valve are intact and the meal is in date.



STEP 2

Place one meal at a time in the microwave on a Steamplicity white China plate. Please note that the blue plate must NOT go into the microwave.



STEP 3

Press the correct button according to the programme number on the label.



STEP 4

After cooking, leave for 30 seconds then temperature probe **every meal** in the main protein item. **If above 82°C Temperature, record on daily Steamplicity record sheet and go to Step 8.**



STEP 5

If the temperature is below 75°C, return meal to microwave.



STEP 6

Press '0' which is a 30 second boost cycle. Once finished, probe again to ensure temperature is 82°C or more. Record the temperature if the meal has not reached 82°C, throw the meal.



STEP 7

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



STEP 8

When all the film is removed, remove liner from packaging and place onto the plate. For finger food please place the liner onto a blue Steamplicity plate.



STEP 9

If the dish has a **vegetable / rice pot**, please pick up the pot with the lip and tip onto the plate.



STEP 10

Wipe the rim with a paper towel and cover the meal with a plate cover. Place onto the tray and serve immediately.

Step Guides

Easy Steps – Soups



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



Temperature probe the soup. If above 75°C record the temperature. If not, return to the microwave and press “0” which is a 30 second boost cycle. Take the temperature again. If the soup has not reached 75°C, throw the soup away.
HC/FS/G/005/02



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



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

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



Pour into the warm bowl.

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Once cooked, remove the bowl then the soup by holding the container at both ends. Take care when handling. Once removed, leave to stand for 30 seconds before taking the temperature.



Serve immediately.

Step Guides

Easy Steps - Crumble

STEP 1



Take pudding out of outer plastic packaging.

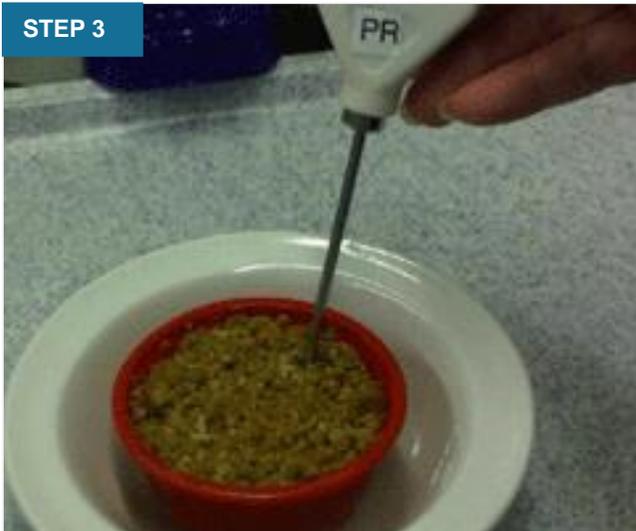
Place the crumble upright in the bowl and place in the microwave

STEP 2



Press button 9 (60 seconds)

STEP 3



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

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

If not, boost cook for 15 seconds and re-test

STEP 4



Scoop the crumble into the bowl and serve (with custard, if ordered)

Step Guides

Easy Steps – Sponges

STEP 1



Take pudding out of outer plastic packaging.

Place the sponge upright in the bowl and place in the microwave

STEP 2



Press button 0 (30 seconds)

STEP 3



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

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

If not, boost cook for 15 seconds and re-test

STEP 4



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)

Step Guides

Eight Easy Steps - Jackets



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



Place the jacket potato in the microwave. **DO NOT PUT THE PLATE INTO THE MICROWAVE.**



Press the correct button according to the programme number on the label. Cook the jacket potato for the full programme time.



Leave for 15 seconds, then temperature probe the jacket potato. If above 75°C, record the temperature. If below, cook for a further 30 seconds (button 0) and temperature probe again. If below 75°C throw away. (Only boost once).



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



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



Add potato filling and side salad onto the plate if ordered.



Cover with a plate lid and serve.