



***PERTH &
KINROSS***
COUNCIL

**Food Safety
Management System
(FSMS)**

Introduction

As a food establishment the preparation and sale of safe food must come first in the day to day operation of the business. Food safety issues are now very much in the public domain with a number of high profile food poisoning outbreaks.

All catering food businesses must comply with EU Regulations 852/2004. These regulations require all food businesses to implement and maintain a documented Food Safety Management System based on HACCP (Hazard Analysis Critical Control Point) principles.

In addition to the above businesses now need to comply with E coli O157 Control of Cross Contamination Guidance. This guidance is available at

<http://www.food.gov.uk/multimedia/pdfs/ecoli-control-cross-contam.pdf>

As a result this document has been compiled to assist businesses implement a HACCP based system. The subject of Food Safety has been broken down into 6 different areas:

- Temperature Control
- Personal Hygiene
- Cleaning
- Risk of Contamination
- Stock Control
- Training

By working through this document you will produce records which will be useful working documents with sufficient prompts to ensure that the safe working practices established by the business are continually applied. It should be noted that this document is not intended as a food hygiene training manual and therefore a good understanding of food hygiene is essential before completion.

Businesses selecting to use this document should work through each of above mentioned sections. The onus is on the food business operator to ensure that the records provided within this document are amended to accurately reflect practices within the food business. .

The information contained within this document will assist businesses in building upon the food safety systems they are already operating. Records must be kept for an appropriate period of time to demonstrate the system is working effectively. The Environment Service currently recommend retaining records for a period of 3 months with the exception of training records which should be retained on a ongoing basis.

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35 Kinnoull Street
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TEMPERATURE CONTROL SECTION

Guidance on Temperature Requirements

Temperatures must be monitored at each critical stage of the food operations. A digital temperature probe is required and ideally disinfectant probe wipes should be used for cleaning the probe to avoid contamination

DELIVERIES	0°C to 5°C (Chilled Goods, tolerance + 2°C) -12°C or cooler (Frozen Goods)
STORAGE	FRIDGES 0°C to 5°C (Tolerance +2°C) FREEZERS -18°C or colder
DEFROST	All high risk food should be defrosted under cool conditions eg refrigeration.
PREPARATION	Limit time at ambient temperature.
COOKING	75°C or above or where no time is measured equivalent time / temperature formula.
COOLING	All high risk food must be cooled as soon as possible, ideally within 90 minutes. (Please note cooling can be aided by decanting food into large shallow trays, placing pots in a sink of cold water etc)
REHEATING	82°C or above
HOT-HOLDING	Above 63°C
AMBIENT DISPLAY	High-risk foods on display should be held in a refrigerated cabinet. Where this is not possible time outwith refrigeration is permitted, but should be kept to a minimum. This Service recommends a maximum of 2 hours and disposal of leftovers thereafter.

Incoming Food Record – Hot Displayed Foods

This can be used to record delivery temperature checks and any corresponding corrective actions taken. It is for each individual business to decide how many food items should be temperature checked per delivery.

This record is used to record actual temperature checks conducted for cooking, cooling reheating and hot-holding (including buffets) along with details of any corresponding corrective actions taken.

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Temperature Monitoring Form (Staff Checks)

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Signature of Supervisor: _____ Date _____

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Cold Storage Record / Probe Accuracy Check

This can be used to record actual temperature checks conducted of cold food storage units (walk in chills, refrigerators, freezers and cold display units) including details of any corresponding corrective actions taken.

Where “in place” temperature monitoring equipment such as fridge / freezer thermometers are relied upon for daily temperature checking, these readings should be backed up regularly, ideally weekly, using an accurate probe thermometer. Where possible, the business should avoid probing foods. Suitable alternatives would include for example placing the probe within the unit or placing a small container of water in chills clearly marked for temperature testing. These back up checks can be recorded on the spare line below the “Unit Number” provided that this arrangement has been detailed.

Temperature measuring equipment requires to be regularly checked to ensure it is working correctly. This record can be used to record “in-house” probe thermometer accuracy checks, which involves agitating the probe in wet ice and boiling water. If outside the acceptable temperature range of -1 to +1°C for wet ice and 99 to 101°C for boiling water, then the unit should be repaired/replaced accordingly. It is recommended that such checks be conducted monthly or where accuracy is in doubt.

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COLD STORAGE RECORD

Week commencing: _____

	Unit No.	Monday			Tuesday			Wednesday			Thursday			Friday			Saturday			Sunday		
Chill Storage		am	pm	Init	am	pm	Init	am	pm	Init	am	pm	Init	am	pm	Init	am	pm	Init	am	pm	Init
Chill storage																						
Chill Storage																						
Chill Storage																						
Chill Storage																						
Chill Storage																						
Freezer																						
Freezer																						
Freezer																						
Freezer																						

Action taken when temperature exceeds tolerances	Action:	Action:	Action:	Action:	Action:	Action:	Action:

Note Chills : If temperature is below 0°C contact Supervisor If temperature is above 7°C contact Supervisor	Monitoring Officer's Signature:
Freezer : If temperature is above -18°C contact Supervisor Temperature to be at or below -18°C	Date:

Probe check	Agitate Probe in ice and water (-1°C to + 1°C acceptable)	Agitate Probe in boiling water (99°C to 101°C acceptable)		Corrective Action (Replace or Repair)
Month.....	Record Temperature.....	Record Temperature.....	Date.....	Signed.....

PERSONAL HYGIENE SECTION

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Personal Hygiene Rules

Column 1, identify and document personal hygiene rules necessary to avoid personnel contaminating food or use the examples provided. The example already provides a list of personal hygiene rules applicable to most catering operations and can therefore simply be amended, where necessary, to reflect each individual business.

Once Column 1 has been tailored to reflect each individual business, the form can be copied and used as a supervisory check sheet. Such supervisory checks should be ongoing but also documented on a regular basis, ideally weekly, to ensure that the personal hygiene rules / corrective actions are being effectively and continually applied. **Supervisory checks are only required in businesses employing staff** and should cover the following elements:

- Visual observation;
- Questioning staff to check adequacy of training.

In premises where the Manager / Food Business Operator is not involved in the day to day food operation, they should carry out at regular intervals the same checks as those conducted by the supervisor to show commitment from senior management on the importance of food safety and in addition, to check that the supervisor is effectively carrying out their duties. This should therefore include checking records completed by the supervisor since the last management check.

Handwashing technique

All food handlers must be trained in effective handwashing technique to ensure proper hand hygiene prior to handling ready to eat foods. It must also occur after;

- (a) visiting the toilet
- (b) entry and re-entry into food rooms
- (c) between handling raw and cooked foods (including raw vegetables)
- (d) eating, smoking coughing, sneezing, nose blowing
- (e) handling telephones
- (f) handling money/ working at tills
- (g) handling pens
- (h) switching appliances and lights on and off
- (i) waste
- (j) chemicals

Note: The poster enclosed on 'Effective Hand Washing Technique' should be displayed in a prominent position in close proximity to the hand wash basin within your business.

Gloves

Having observed a number of bad practices regarding their use, Perth and Kinross Council oppose the use of gloves for food handling however, should you decide to use gloves within your business you must;

- (a) ensure hands are washed thoroughly prior to putting the gloves on and after taking them off.
- (b) Provide disposable gloves (separate boxes for raw and ready to eat use)
- (c) Be changed after handling raw and ready to eat foods
- (d) Be changed after handling after contact carrying out points (b) – (i) above

Hygienic hand rubs

Hand rubs can provide an extra level of protection when used as a supplement after effective handwashing. Hand gels **must never** be used as a substitute to handwashing.

Weekly Personal Hygiene Control and Monitoring Form

List Personal Hygiene Rules	Weekly Supervisory Ticksheet to ensure rules followed				
	Date Initials ...	Date Initials ...	Date Initials ...	Date Initials ...	Corrective actions Dispose/ rework contaminated food, retrain staff Comments
1. Food handlers must wash hands regularly using an effective hand washing technique throughout the working day, especially after:					
(a) visiting the toilet					
(b) entry and re-entry into food rooms					
(c) between handling raw and cooked foods (including raw vegetables)					
(d) eating, smoking coughing, sneezing, nose blowing					
(e) handling telephones					
(f) handling money/ working at tills					
(g) handling pens					
(h) switching appliances and lights on and off					
(i) waste					
(j) chemicals					
2. Short, clean fingernails and no nail varnish.					
3. Food handlers should not eat sweets, chew gum, taste food with their fingers or unwashed spoons or blow into glasses to polish them.					
4. Cover cuts, spots and sores with a blue plaster.					
5. Food handlers should not wear earrings, watches, jewelled rings or brooches.					
6. Food handlers should wear head covering or hair tied back					
7. Clean protective clothing should be worn at the commencement of each working day and replaced more frequently should soiling occur. No outdoor clothing and personal effects in food rooms and protective clothing to be removed before leaving the premises.					
9. Food handlers should report symptoms of food poisoning i.e. diarrhoea, vomiting to supervisor. They should be excluded from food preparation until 48 hours after symptoms have stopped.					
10. Hand wash basins to be provided with soap and hand drying facilities, preferably single use towels					
11. Hands should only be washed at the designated wash basins.					
12. Other					

It is appreciated that it is unlikely you will witness all procedures at any one supervisory monitoring session; therefore the ticksheet should be marked as follows:

✓ = correct practice observed

X = incorrect practice observed and comment on action taken

N/O = practice not observed

Signature of Supervisor(s) _____ Date _____

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CLEANING SECTION

Cleaning Rules

Column 1, identify and list all cleaning tasks. To minimise paperwork, tasks with the same cleaning procedure can be grouped together.

Column 2, detail against each item the frequency at which it should be cleaned e.g. at regular intervals throughout day, daily, weekly, monthly etc.

Column 3, detail the cleaning procedure including chemical(s), dilutions, cleaning materials and method of cleaning for each group of cleaning tasks.

Column 4, detail appropriate corrective action procedures to be taken in the event of a breach of cleaning standards. Column 4 details some corrective actions applicable to most catering operations and provides space for additional corrective actions to be added where necessary.

Once columns 1, 2, 3 and the corrective action section of column 4 have been completed. The record can be copied and Column 4 used as a supervisory record. Such supervisory checks should be ongoing but also documented on a regular basis, ideally weekly, to ensure maintenance of a satisfactory level of cleanliness. **Supervisory checks are only required in businesses employing staff** and should cover the following elements:

- Visual observation of cleanliness level;
- Visual observation of cleaning procedure(s);
- Availability of specified cleaning materials;
- Questioning to satisfy adequacy of staff knowledge / training.

In premises where the Manager /Food Business Operator is not involved in the day to day food operation, he should carry out at regular intervals the same checks as those conducted by the supervisor to show commitment from senior management on the importance of food safety and in addition, to check that the supervisor is effectively carrying out their duties. This should therefore include checking records completed by the supervisor since the last management check.

Food business operators are advised to go through any reports they have received from the Food Safety Section and include any points highlighted in any reports within Section 1, tasks.

Food business operators are advised to ensure that the cleaning chemical used is compliant with BSEN 1276/ 13697. If unsure, ask your supplier to confirm in writing to you that their cleaning chemical is compliant, if they fail to do so you should change your supplier to someone who can give you assurances.

Dishwashers

There must be evidence that the dishwasher is capable of providing adequate heat disinfection. This should be at a temperature of more than 80 C providing contact times of at least 15 seconds or time temperature equivalent:

Temperature	Time
60	45 minutes
65	10 minutes
70	2 minutes
75	30 seconds
80	15 seconds

CLEANING RULES

1. Task	2. Frequency	3. Cleaning Procedure For each chemical used provide details of dilution rates and contact time	4. Weekly Recorded Supervisory Check Recorded Management Check to include: <ul style="list-style-type: none"> - Visual observation of cleanliness level; - Visual observation of cleaning procedure(s); - Availability of specified cleaning materials; - Questioning of staff to check adequacy of training; - Management to check records completed by supervisor. Corrective Action: Re - clean / Revise cleaning schedule / Retrain / Review Supervision Arrangements / Dispose of potentially contaminated food / Other				
			Date ... Initials ...	Date Initials ...	Date Initials ...	Date Initials ...	Comments

It is unlikely that all rules will be witnessed during each recorded supervisory / management check and therefore column 4 should be completed as follows:

✓ = correct practice observed / discussed

X = incorrect practice observed / discussed and comment on action taken

N/O = practice not observed / discussed

Signature of Supervisor(s) _____ Date _____

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RISK OF CONTAMINATION SECTION

Risk of Contamination Rules

In this instance control of contamination includes:

- **Minimising risk of harmful bacteria being transferred from raw food , waste material and the catering environment to cooked / ready to eat (RTE) foods;**
- **Avoiding inadvertent consumption of allergens by food allergy sufferers;**
- **Minimising risk of Chemical Contamination;**
- **Minimising risk of Physical Contamination.**

Column 1, identify and document areas within the food operation requiring control of contamination. This column already provides a summary of areas applicable to most catering operations (see below for further information) and therefore can simply be amended, where necessary, to reflect each individual business.

Column 2, document rules specific to the food operation to prevent contamination.

Summary of areas commonly requiring control of contamination:

1. **Receipt / Collection:** Document rules to minimise the risk of contamination during transit to premises. Check cooked/ready to eat foods are adequately separated in delivery/collection vehicles. Raw/ready to eat foods should be placed in designated areas for decanting prior to storage.
2. **Storage (frozen, refrigerated & ambient):** Document rules to ensure separation and protection of cooked and ready to eat (RTE) foods from raw foods. Leafy and root vegetables must be treated as raw. Also consider storage of haggis and black pudding which may have been treated as raw by your supplier.
3. **Designated raw food areas.** Document rules for the handling and preparation of raw foods. The designation of physically separate surfaces and equipment for raw and ready to eat food is the only reliable means of adequately controlling *E.coli* O157 cross contamination.
4. **Equipment:** Document rules to avoid equipment acting as a vehicle for contamination. Note: **DUAL USE OF EQUIPMENT IS PROHIBITED** unless heat disinfected or by an effective chemical cleaning and disinfection procedure.
Complex equipment must not be dual use. For example vacuum packers, mincers, slicers, water baths, robocoupe etc.

Controls must be documented for the following:

- (a) Utensils, for example separate knives used for raw and ready to eat foods.
 - (b) Sinks, for example time separation, cleaning and disinfection between uses.
 - (c) Cloths for example colour coded for designated areas.
 - (d) Chopping boards, for example brown board for raw vegetables preparation then green board for further preparation of washed vegetables if to be consumed without further heat treatment. For example, coleslaw.
 - (e) Thermometers, probe check only ready to eat foods. If undercooked food has been probed ensure it is heat disinfected.
 - (f) Complex equipment, identify and consider contamination issues such as second hand equipment history.
5. Document **Separation** rules for the following;
 - (a) Clingfilm and other food wrappings/containers
 - (b) Gloves
 - (c) Disinfection/Sanitiser spray bottles
 - (d) Probe thermometers and probe disinfectant wipes.
 - (e) Aprons

This list is not exhaustive.

6. **Protection of Food:** Document rules to protect foods during cooling, defrosting, delivery, service etc.
7. **Washing Food:** Document rules to ensure salad vegetables / fruit are thoroughly washed and peeled where necessary, prior to service. Raw meat and poultry should **not** be washed to prevent spread of contamination.
8. **Food Allergy Sufferers:** Document rules relating to provision of foods to allergy sufferers. Further advice can be obtained from Environment Services and from the Food Standards Agency website
9. **Waste Control:** Document rules to ensure:
suitable and sufficient waste containers are available in appropriate locations within food rooms and frequently emptied
10. **Maintenance:** Document rules and consider regular checks of the condition of the premises structure, equipment and utensils.
11. **Pest Control:** Document rules and check for evidence of pests; ensure adequate pest proofing in place. Detail Pest Control Contractor (if used).
12. **Control of Physical Contamination:** Document rules to ensure non-food associated items are stored appropriately to prevent accidental contamination of food. For example stationery.
13. **Control of Chemical Contamination:** Document rules to ensure that chemicals do not pose a risk of contamination to food and ensure chemicals are used in accordance with manufacturers' instructions.
14. **Wrapping and Packaging Materials:** Document rules to ensure wrapping and packaging materials are stored in a designated area to protect it from contamination.
15. **Materials and Articles in Contact with Food:** Document rules to ensure that food materials used are suitable for food contact.

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CONTROL OF CONTAMINATION RULES

Business Name.....

1. Areas requiring Control of Contamination	2. List rules to prevent contamination	3. Weekly Recorded Supervisory Check Recorded Management Check to include: - Visual Observation; - Questioning staff to satisfy adequacy of training; - Management to check records completed by supervisor. Corrective action: Dispose of Food / Review rules / retrain staff, clean and disinfect				
		Date ... Initials ...	Date Initials ...	Date Initials ...	Date Initials ...	Comments
Receipt /Collection						
Storage (frozen, refrigerated & ambient):						
Designated raw food areas						
Equipment: DUAL USE OF EQUIPMENT IS PROHIBITED						
(a) Utensils						
(b) sinks						
(c) cloths						
(d) chopping boards						
e)probe thermometers						
f) Complex equipment						
Separate raw and ready to eat use:						
(a) cling film						
(b) gloves						
(c) disinfection/sanitiser spray bottle						
(d) probe thermometers						
(e) aprons						
Protection of Food during cooling and defrosting						
Washing of leafy or root Vegetables / Fruit						

Food Allergy Sufferers						
Waste Control						
Maintenance						
Pest Control						
Control of Physical Contamination						
Control of Chemical Contamination						
Wrapping and Packaging Materials						
Materials and Articles in Contact with Food						

STOCK CONTROL SECTION

Stock Controls

1. **Stock Control 1: Incoming foods:** For every purchase visually check:
 - 'use by' dates;
 - 'best before' dates;
 - evidence of damaged packaging / poor quality or contaminated product.
2. **Stock Control 2: Storage:** Visually check:
 - No food with expired 'best before' dates;
 - No damaged packaging or poor quality/contaminated product;
 - No food with expired 'use by' dates at close of business each day and prior to use
 - First-in –first-out stock rotation being applied.
3. **Stock Control 3: Labelling of bought-in food:** Visually check that:
 - Product removed from original packaging is suitable relabelled to reflect the manufacturers minimum durability date/after opening instructions;
 - Fresh product destined for frozen storage applied with an additional label detailing "date frozen" and "date defrosted" to ensure the remaining shelf life prior to freezing is NOT exceeded.
4. **Stock Control 4: Labelling food prepared on premises**
 - List applicable foods and corresponding maximum shelf life.

Stock Control Rules

1. Areas requiring Stock Control	2. Stock Control Rules	3. Weekly Recorded Supervisory Check to include: - Visual observation; of cleanliness level; - Questioning of staff to check adequacy of training; - Management to check records completed by supervisor. Corrective Action: Dispose of out of date/damaged/unlabelled product, reject delivery, re – train staff, review rules, other				
		Date ... Initials ...	Date Initials ...	Date Initials ...	Date Initials ...	Comments
1. Incoming Food	1. For every purchase visually check: <ul style="list-style-type: none"> • use – by dates • best before dates • evidence of damaged packaging / poor quality or contaminated product 					
2. Storage	2. Visually check; <ul style="list-style-type: none"> • No food with expired use – by dates at close of business each day and prior to use; • No food with expired best before dates • No damaged packaging or poor quality/contaminated product; • First in first out stock rotation being applied 					
3. labelling of bought – in food	3. Visually check that; <ul style="list-style-type: none"> • Product removed from original packaging is suitably relabelled to reflect the manufacturers minimum durability date/after opening instructions • Fresh product destined for frozen storage applied with an additional label detailing date frozen and date defrosted to ensure the remaining shelf life prior to freezing is not exceeded 					
4. labelling of food prepared on premises (group foods which have the same shelf life)	4. List below applicable foods and corresponding maximum shelf life Ensure products labelled accordingly					
5. Other						

It is unlikely that all rules will be witnessed during each recorded supervisory / management check and therefore column 3 should be completed as follows:

✓ = correct practice observed / discussed

X = incorrect practice observed / discussed and comment on action taken

N/O = practice not observed / discussed

Signature of Supervisor(s) _____ Date _____

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Instruction/Training Rules

This record is only required for businesses employing staff, otherwise the business need only ensure that training undertaken is sufficient to ensure safe food handling. (Note: training of food handlers who prepare open high risk food should be at least equivalent to elementary level).

- a) **INDUCTION** – The business should provide a statement of its intention to induct food handlers and any support staff (e.g. kitchen cleaners). This should include ensuring that before staff starts work in a food area for the first time, they should receive instruction on in-house personal hygiene rules and any other food safety procedures relevant to their initial duties. Thereafter instruction should be enhanced corresponding to any increased work responsibilities. The training record provides an example induction statement for adoption / amendment by the business.
- b) **INSTRUCTION FOR MANAGER(S) / SUPERVISOR(S)** – The business should provide a statement of its intention to give in-house instruction to manager(s) / supervisor(s). This should include a requirement for managers and supervisors to have a working knowledge of all aspects of the in-house food safety management system and in particular should ensure that those responsible for the development and maintenance of the food safety management system have received adequate training in the application of HACCP principles. The training record provides an example manager / supervisor instruction statement for adoption / amendment by the business.
- c) **REFRESHER INSTRUCTION** – The business should provide a statement of its intention to give in-house refresher instruction. This should include details of circumstances which would trigger refresher instruction and should ensure that existing staff under go instruction in this specific document upon adoption by the business. The training record provides an example refresher instruction statement for adoption / amendment by the business.
- d) **FORMAL TRAINING** – The business should provide a statement of its formal training intentions for food handlers and supervisors/ managers. Food handlers are required to be supervised and instructed and / or trained in food hygiene matters to a level appropriate to their work activities. “Training” of food handlers who prepare open high risk food should be at least equivalent to elementary level and take place within 3 months of appointment or as soon as possible afterwards (subject to training being available). In addition it is recommended that food handlers who also have a supervisory role be trained to intermediate level or above. Details of local training centres can be obtained from Environment Services upon request (Telephone Number 01738 476476). The training record can be used to record a formal training statement.
- e) It is the responsibility of the business to ensure all relevant staff are suitably trained and therefore should the business decide to adopt additional training rules these can be detailed under the heading “Other” in the training record.

Intentionally blank

Business Name.....

INSTRUCTION / TRAINING RULES

1. Type of Instruction /Training	2. Instruction / Training Rules
INDUCTION	Before a food handler or member of support staff (e.g. kitchen cleaner) starts work in a food area for the first time, they receive instruction on the in-house personal hygiene rules. They also receive instruction on all other food safety rules relevant to their initial unsupervised duties. Thereafter instruction is enhanced corresponding to any increased work responsibility. The individuals training record is used to record instruction provided.
INSTRUCTION FOR MANAGER(S) / SUPERVISOR(S)	Managers and supervisors are required to have a working knowledge of the food safety rules; corrective actions; corresponding supervisory checks and system review requirements. The instruction of new managers / supervisors should correspond to their work responsibilities. The individuals training record is used to record instruction provided.
REFRESHER INSTRUCTION	The frequency and content of refresher instruction in the Food Safety Management System will be directly linked to the outcome of internal or external supervisory checks on the system itself. Also update instruction will be undertaken in response to any changes to the system as part of the on-going review process. All existing staff will undergo instruction in this specific document upon adoption by the business. The individuals training record is used to record refresher instruction.
FORMAL TRAINING	See sub section (d) above
OTHER	

STAFF INSTRUCTION / TRAINING RECORD

Policies read, understood and accepted

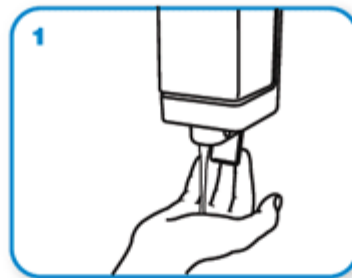
Name of Employee	Temperature Control Rules	Personal Hygiene Rules	Handwashing Technique	Cleaning Rules	Cross Contamination Rules	Stock Control Rules	Training Rules

Insert name of employee and enter date and initials of each policy that employee has read and understood

EFFECTIVE HAND WASHING TECHNIQUE



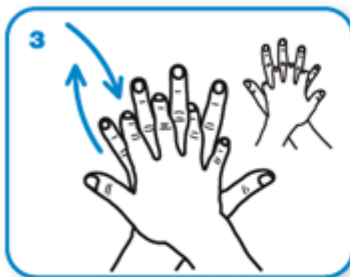
Wet hands with water



apply enough soap to cover all hand surfaces



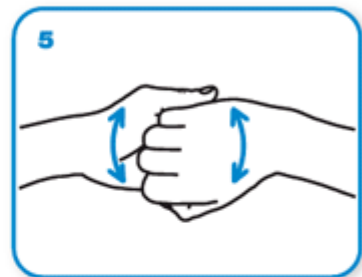
Rub hands palm to palm



right palm over back of left hand with interlaced fingers and vice versa



palm to palm with fingers interlaced



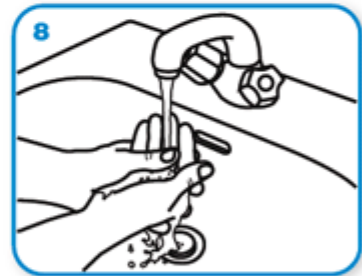
backs of fingers to opposing palms with fingers interlocked



rotational rubbing of left thumb clasped in right palm and vice versa



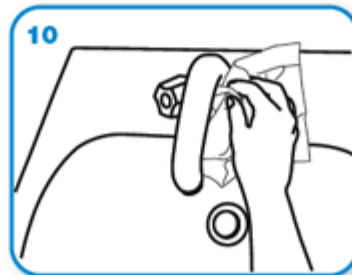
rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa



Rinse hands with water



dry thoroughly with a single use towel



use towel to turn of tap



...and your hands are safe.