

# Structure and Equipment Escalation Process

For any areas where food is stored, handled, prepared, and served the design, and condition of these areas must be such, so as to permit operational teams to align to good food hygiene practices, including the protection against food contamination during food handling operations.

Where any equipment used in catering facilities and / or the structure of food storage, handling, preparation and serving areas is faulty and / or damaged, such examples must be escalated for remediation immediately in direct consultation with the client. A record of any escalations must be recorded on the Repairs and Maintenance Record Form, local unit reporting form and / or on any client-based reporting system if applicable, in line with the guidance detailed in this Good Hygiene Practice Guide (No: 14 Catering premises and equipment).

To support operational teams, this **Structure and Equipment Escalation Process** must be followed to ensure food safety, hygiene and personal safety are fully considered and actions implemented on a case-by-case basis, in consultation with key business partners and the client, as outlined in the level 1,2 and 3 escalations. As it aligns to structure and food safety, the established temporary loss of hot water policy is also accessible [here](#).

## Structural, utility and welfare examples:

- Damaged doors, floors, walls, ceilings and / or external opening to include windows
- Pest proofing opportunities to include damaged doors leading directly to external areas
- Drains, water ingress and / or flooding, potable water supply and welfare facilities
- Gas and electrical installations, emergency detection and / or alarms, utility supply and lighting
- Vending machines and ambient food storage areas

## Equipment examples

- Back-up and / or display chillers and / or freezers, blast chillers
- Ovens, cooking equipment and hot holding cabinets
- Mechanical extract ventilation systems, equipment sinks, food wash sinks, wash hand basins and dishwashers
- Utensils, crockery, mixers, tin openers, vac packers, slicers etc

**Note:** These lists are not exhaustive, as below, consult with your HSE Sector Lead where any advice and / or guidance is required.

Taking into consideration the wide-ranging examples of equipment and / or structural remediations, prior to any decision to reduce service and / or close a unit, Unit Managers must ensure key business partners are fully engaged and consulted, to include, as a priority your aligned Regional HSE Manager and the client or their nominated contractors and maintenance service providers. Where any equipment is damaged and / or faulty it must be taken out of use and isolated from further use immediately.

**Important:** Damaged equipment and / or any installations not legally maintained or certified must not be used, until confirmation has been received that the equipment and / or installations are safe to use, from a competent contractor and / or competent service engineer.

Escalation Level	Fitness to operate	Management actions
<b>Level 3</b>  The condition of infrastructure and / or equipment is <b>unlikely</b> to impact on the ability to deliver good hygiene practices and the safe handling, preparation and service of food  <b>and / or</b>  The condition of infrastructure and / or equipment is <b>unlikely</b> to present a risk to personal safety and / or personal injury  <b>and / or</b>  The condition of infrastructure and / or equipment is <b>unlikely</b> to negatively impact on the units Food Hygiene Rating	<p style="text-align: center;"><b>Level 3</b></p> <p>Where the structural integrity of the food storage, preparation and / or service areas and / or any equipment used in these areas has been compromised but <b>can</b> be safely isolated from use and does not impact on the safe handling, preparation and service of food, and / or personal safety the unit can remain in full operation</p> <p style="text-align: center;"><b>Fit to operate, but continue to monitor the situation</b></p> <p><b>Fictitious example:</b> An oven is damaged and out-of-use, but there is safe alternative equipment available to safely support food cooking operations</p>	<p style="text-align: center;"><b>Level 3</b></p> <p>Ensure the equipment / structural matters have been reported to the client for remediation and escalation has been recorded</p>

Escalation Level	Fitness to operate	Management actions
<b>Level 2</b>  The condition of infrastructure and / or equipment is <b>likely</b> to negatively impact on the ability to deliver good hygiene practices and the safe handling, preparation and service of food  <b>and / or</b>  The condition of infrastructure and / or equipment is <b>likely</b> to present a risk to personal safety and / or injury  <b>and / or</b>  The condition of infrastructure and / or equipment is <b>likely</b> to negatively impact on the units Food Hygiene Rating	<p style="text-align: center;"><b>Level 2</b></p> <p>Where the structural integrity of the food storage, preparation and / or service areas and / or any equipment in these areas has been compromised but <b>cannot</b> be safely isolated from use and does not impact on the safe handling, preparation and service of food, and / or personal safety, but alternative arrangements <b>can</b> be implemented the unit can remain in full operation</p> <p style="text-align: center;"><b>Consider a reduced offer and / or not using particular pieces of equipment to effectively manage the situation</b></p> <p><b>Fictitious example:</b> The mechanical extract ventilation is not working, and this is impacting on the ability to adequately ventilate food handling and preparation areas, requiring certain pieces of cooking equipment to be removed from use</p>	<p style="text-align: center;"><b>Level 2</b></p> <p>Ensure the equipment / structural matters have been reported to the client for remediation and escalation has been recorded</p> <p>Escalate to your Regional Manager and Account Director (or equivalent) via e-mail and / or telephone as required</p> <p>Contact your Sector Lead or Regional HSE Manager as required for advice and guidance</p>

Escalation Level	Fitness to operate	Management actions
<b>Level 1</b>  The condition of infrastructure and / or equipment <b>does</b> impact on the ability to deliver good hygiene practices and the safe handling, preparation and service of food.  <p style="text-align: center;"><b>and / or</b></p> The condition of infrastructure and / or equipment <b>does</b> present an unmanageable direct risk to personal safety and / or injury.  <p style="text-align: center;"><b>and / or</b></p> The condition of infrastructure and / or equipment is <b>highly likely</b> to negatively impact on the units Food Hygiene Rating	<p>Where the structural integrity of the food storage, preparation and / or service areas and / or any equipment in these areas <b>cannot</b> be safely isolated from use and / or has the potential to directly impact on personal safety and / or the safe handling, preparation and service of food, and / or personal safety and alternative arrangements <b>cannot</b> be implemented, the unit should be subject to reduced service or closed where alternative arrangements cannot be made, for example relocating food preparation to a suitable alternative area</p> <p style="text-align: center;"><b>Consider a reduced offer and / or temporary unit / area closure and / or equipment or structure segregation to effectively manage the situation</b></p> <p><b>Fictitious example:</b> Areas where food is stored, handled and served are flooded and the source of the flood water cannot be determined by the client, or effectively managed in the short term, such that the flood water may present a risk to food safety, hygiene and / or personal safety</p>	<b>Level 1</b>  Ensure the equipment / structural matters have been reported to the client for remediation and escalation has been recorded  Escalate to your Regional Manager and Account Director (or equivalent) via e-mail and / or telephone immediately  Engage with your Sector or Regional HSE Manager immediately for advice and / or guidance  Arrange conference call with your Sector Lead or Regional H&S Manager  Inform the client immediately of any decision on and reduced offer and / or temporary closure  <b>Any decision on the food offer and / or how to operate must be made in consultation and in agreement with your Regional HSE Manager</b>

**Escalation Levels – Quick Reference Guide**

**Level 3**

The extent of the damage to the structure and / or equipment is **unlikely** to negatively impact on food safety, hygiene and / or personal safety, or the units Food Hygiene Rating.

**Level 2**

The extent of the damage to the structure and / or equipment is **likely** to negatively impact on food safety, hygiene and / or personal safety, or the units Food Hygiene Rating.

**Level 1**

The extent of the damage to the structure and / or equipment **does** negatively impact on food safety, hygiene and / or personal safety, and is **highly likely** to negatively impact on the units Food Hygiene Rating.