

Levy Concessions

Required Health and Safety Standards

All concessions operating at Levy venues and events will be audited by Levy Health and Safety Managers and by Fire Officers prior to and/or during events. The information on the following pages sets out the required standards for all units.

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Please pay particular attention to the highlighted items as non-compliance will result in you not being permitted to trade on the day.

1. EVENT INDUCTION TRAINING

The unit manager should provide a briefing to all employees to ensure they are aware of event specific tasks and procedures. The induction briefing should include:

- First aid kit location and details of who the first aider on site is
- Incident reporting process
- Fire safety
- Gas safety
- Preventing violence (Process for dealing with drunk, abusive and/or violent customers)
- Hazard awareness training
- Personal hygiene
- Customer service (Including Allergens and Dietary requests)
- COSHH
- Any other information specific to running a successful event

All employees should sign the event induction training sheet, confirming that they have received the briefing, and this should be available for inspection. Any new staff joining an event must be briefed.

2. FOOD SAFETY

a. Hand Wash Basin

You must have a designated wash hand basin with running warm water, anti-bacterial soap and paper towels (in a dispenser or otherwise protected from contamination). This should be a:

- fitted sink provided, dedicated to hand washing, or a
- free standing portable electric hand wash sink.

Nonelectric teal style wash hand basins are not acceptable. Wash hand basins must be set-up, available and used before any food preparation takes place.

If the hand washing sink, soap and towels are not provided, you will not be permitted to trade.

b. Personal Hygiene

- All staff are required to be fit to work (no one suffering from or being a carrier of a disease likely to be transmitted through food should be working in concessions).
- All staff must wear clean clothing. Uniform, including aprons, should be changed at least daily.
- Head coverings are recommended.
- Regular hand washing is required.
- Staff must adhere to the jewellery policy.

c. Equipment and Structure

The unit must be clean, tidy, in good condition and look smart with the correct branding, marketing and menu clearly displayed. All cooking equipment and surfaces must be cleaned and disinfected **prior** to arriving at the location. The structure must be well maintained and any maintenance issues addressed in a timely manner.

d. Cross-contamination Controls

It is critical to good food safety that cross-contamination controls are in place, that all staff are aware of the controls, and these are regularly reviewed.

If cross-contamination controls and procedures are not in place you will not be permitted to trade.

The minimum standard requires:

- Raw and ready to eat foods are stored safely, at the correct temperature and with no risk of cross-contamination;
- Storage facilities, including igloo storage boxes, are in good condition, spotlessly clean and hold temperature for the duration of the event;
- Food equipment and preparation surfaces must be in good condition;
- Food equipment must be stored in clean containers/storage units;
- Food containers and utensils should be washed and dried;
- Salads and vegetables that are not pre-washed must be washed in a suitable sink;
- Working temperature probes that have been accuracy checked prior to the event;
You will not be permitted to trade without at least one working temperature probe.
- Colour coded equipment, e.g. chopping boards, utensils, knives etc., as per the business's documented procedure;
- Surface sanitiser spray that complies with BS EN 1276 or BS EN 13697, and all staff members must be aware of the contact time, as advised by the manufacturer;
If the correct spray is not provided you will not be permitted to trade;
- Bins and bin bags are readily available;
- Frying oil must be regularly changed and the oil reservoir covered with lids when not in use.

e. Shelf-life labelling

All products which are opened, decanted, defrosting, defrosted, pre-cooked etc. are required to be labelled with their shelf-life in-line with manufacturer's instructions and/or your policies.

f. Temperature control

Comprehensive temperature monitoring is required, to verify that food has been under temperature control at all times. This should include:

- Delivery temperatures;
- Transport temperatures, including temperatures at time of leaving base kitchen and temperatures at arrival at the venue;
- Fridge (including cool boxes) and freezer temperature;
- Production (cook or reheat) temperatures; these must be recorded regularly throughout the event;
- Hot holding/service temperatures; these must be recorded at least every 2 hours.

g. Pest control

Food must not be stored on the floor. All food, including packaged food must be at least 10cm off the ground.

Food must not be left outside overnight where it may be attacked by pests or animals.

All surfaces must be sanitised prior any food being prepared.

Areas must be kept free from clutter, and all food debris must be cleaned from surfaces and floors at the end of the day.

All rubbish must be removed at the end of the day.

h. Food Hygiene Training

a) All staff working in the unit must have completed food safety training equivalent to Level 2, whether directly employed or agency workers.

b) At least one member working in the unit must have completed Level 3 Food Safety training (not required for low-risk units, e.g. coffee only).



i. Water

Ensure all clean-water butts are cleaned and sanitised prior to the event. Containers must have tight-fitting, clean lids and be clearly labelled. Wastewater containers must be clearly labelled and have sufficient capacity.

3. ALLERGENS

a. Allergen Matrix

If a customer asks about allergens, you must, by law, give them complete and accurate information. This is best achieved using an allergen matrix which contains a breakdown of all the allergens that are present in every food item that you sell.

Written allergen information, specific to the menu you are serving, **MUST** be available.

Allergens for all ingredients used in each menu item must be listed the allergens. This includes draft beverages, cocktails etc.

If the allergen matrix is not available and/or verifiable you will not be permitted to trade

b. Natasha's Law

Units selling pre-packaged food for direct sale (PPDS) are required to include full ingredient labelling.

Food is considered pre-packed when it is put into sealed container or packaging **before being offered for sale** to the customer. A sealed container is defined as:

- Either fully or partly enclosed by the packaging and
- Cannot be altered without opening or changing the packaging and
- Is ready for sale to the final consumer in its current state

c. Levy Peanut and Tree Nut Policy

It is Levy UK policy that peanuts and tree nuts, and products that contain peanuts or tree nuts are not purchased, stored or served in our units. As a result, concessionaires must not handle tree nuts and peanuts in their units whilst operating at Levy venues. However, you are able to sell products that are bought in and contain nuts, such as cakes, slices, ice creams, chocolate spread (e.g. Nutella).

4. HEALTH AND SAFETY

a. Fire Safety

- All exit routes must be clear from obstructions, and no combustible material is permitted to be stored along the exit route
- Extraction filters must be kept clean
- Appropriate firefighting equipment must be available for each unit; sharing extinguishers between units is not permitted
- Firefighting equipment must be in date, well maintained and clean.
- All units must have a fire blanket

Typically, the following firefighting equipment must be available:

Where a griddle or deep fat fryer is used:

- 1 x 6ltr Wet Chemical fire extinguisher (rated at 75F).
- 2 x 6ltr Wet Chemical fire extinguishers are required, where the surface area of the oil is over 0.18 square metres but no more than 0.4 square metres
- If the oil surface area is over 0.4 square metres you should consider the installation of a fixed fire suppression system.

Where generators and/or any electrical equipment is used:

- 1 x 2ltr CO2 fire extinguisher, however, this may need to be increased to depending on the number and types of equipment being used.

Where LPG is used:

- 1 x 6kg Dry Powder fire extinguisher (per two 47kg LPG Cylinders in use)

Please note: Some venues have specific rules and requirements for fire extinguishers, such as not permitting Powder fire extinguisher on their site. Please check with the venue you are operating.

Fire Extinguisher Inspection and Testing:

All fire extinguishers must have been commissioned by a BAFE Fire Safety Registered engineer and have a label confirming the date of the most recent inspection, which must be within 12 months of the end date of any event you are attending. The dates must be legible!

Fire blankets must also be visually inspected annually.

Fire extinguishers will be checked by the H&S Managers and Fire Officers on site. In addition, Fire Officers may conduct spot checks of the validity of the information on a service label by contacting the service company indicated to confirm if the service was carried out on the date specified. As service labels can be affected by grease or damaged in transit, making the dates illegible, we advise that you obtain a service certificate detailing all extinguishers serviced, as a backup. Without this certificate extinguishers with illegible service labels will be treated as not serviced. For new, untested fire extinguishers a receipt must be available, to demonstrate that it is less than 12 months old.

Fire Retardancy

All marquees, gazebos and temporary structures should be of proven fire performance. All marquee linings must be of inherently flame retarded fabric or durably flame retarded fabric when tested to British Standard 5438

Fire Safety Risk Assessments

Under the Regulatory Reform (Fire Safety) Order 2005: **you are responsible for ensuring that an event specific fire safety risk assessment is completed for each of the units you are operating at an event.**

The fire safety risk assessment should outline the following as a minimum:

- Name of unit/ operation
- Identification of fire hazards (sources of fuel, sources of ignition, number and size of LPG cylinders both in use and stored as back-up/replacement)
- Safety controls in place relating to those hazards (including gas safety checks, LPG isolation and awareness training of teams)
- Means of detection and how people are warned of a fire

- Means of escape
- Who is at risk (staff, members of the public etc.)
- Means of firefighting (what firefighting equipment is available and where it is located)
- Staff training

Your Fire Safety Risk Assessment must be available for Levy H&S Managers, venue H&S Managers and Fire Officers to view throughout an event, as well as being submitted along with all your other Safety and Hygiene related documentation.

b. Gas Safety

All gas fire appliances in use on site must have gas safety certification to ensure they are safe for use. This must have been certified within 12 months of the end date of the event by a GAS SAFE registered engineer qualified to work on LPG and mobile catering appliances.

LPG safety is a significant concern at events and failing to take it seriously runs the risk of causing disastrous and potentially major incidents. The below guidance in relation to LPG safety must be complied with when operating at any Levy event. Failure to comply will result in units not being able to operate until the non-compliance is rectified.

LPG - General requirements

- All catering LPG equipment made since 1995 must be CE marked. CE marking identifies whether equipment is suitable for commercial purposes or not.
- All catering staff who are involved in the use of LPG need to be trained in how to use it and how to carry out visual checks for faults prior to use.
- All commercial catering LPG equipment must be routinely checked and serviced by a Gas Safe registered engineer. To be able to sign off mobile catering equipment, the engineer must have the qualification for that specific appliance, within the LPG Mobile Catering ticket.
- All cylinders must be treated as full.
- A clearly identifiable Emergency Control Valve (ECV) must be installed in the cooking area. For single cylinder installations the cylinder valve can be used as the ECV.
- Each appliance must be capable of individual isolation and must be fitted with a flame failure device (also called a flame supervision device or thermocouple) so that the gas supply will cut out if the flame is extinguished.
- Fryers must have a manually resettable over-temperature thermostat to operate if the oil or fat temperature exceeds 230oC.

LPG - Cylinder transport

- Vehicles used to transport LPG cylinders must be suitable for the purpose. They must be well designed to carry loads, must be in good condition and well ventilated.
- Cylinders must be loaded upright, with the valve at the top, and must be secured to prevent movement.
- A blanking cap or plug must be fitted for the duration of travel.
- You must not carry more than 333kg of LPG without an ADR licence.
- Flammable gas danger warning diamonds should be displayed on both sides and the rear of the vehicle.
- Cylinders should not remain in the vehicle whilst stationary for more than 2 hours.
- Do not leave cylinders in vehicles in public areas and ensure vehicles are out of direct sunlight.

LPG - At the event venue

- Only the required number of cylinders to operate the equipment on your unit and a maximum of the same in reserve are permitted on site.
- Cylinders must be kept in a tamper proof enclosure, i.e. a cage or housing, and sited on a flat, level and non-combustible surface.
- Gas bottles must be sufficiently secured to prevent them from falling over.
- The area must be clear of rubbish and other combustible or flammable material.
- Cylinders must be at least 2m away from drains and drain covers.
- Where cylinders are kept in a fixed compartment, there must be a 1-hour fire resistant barrier between the compartment and the exterior body of the unit. A fixed cylinder compartment must be ventilated at both high and low levels.
- You must not site LPG cylinders within your trading structure and should keep them in a cage a minimum of 1m from the wall of your structure.
- Where LPG cylinders are sited within 1m from the trading structure it must be constructed from materials that provide 1 hour fire resistance.
 - A warning notice stating “highly flammable LPG – no smoking or naked lights” must be attached to or adjacent to the enclosure or compartment.
- Always replace caps/plugs on cylinders not in use.
- You must have sufficient dry powder extinguishers (1 x 5kg for 2 cylinders) and, where fryers are used, a 6-litre wet chemical extinguisher is required.
- You must have safe methods for cleaning equipment in place. Always allow hot liquids to cool before cleaning and have lockable castors in place if you’ll be moving appliances containing hot liquids.
- Keep a copy of your emergency procedures on site.

c. First Aid

You must provide a clean, well-stocked and in date Catering First Aid Kit, that contains blue water-proof plasters and sterile dressings.

d. Electrical Equipment Safety

An Electrical Installation Inspection Report must be completed for each unit (minimum annual inspection). Any identified issues must be addressed.

All portable equipment should be maintained in a safe condition. PAT testing is the recommended procedure for inspecting and testing electrical equipment and should be carried out annually. Equipment should be provided with service labels, but as these can be damaged/removed during cleaning and transport, unit owners are advised to have the PAT certificates available on site. Where equipment is less than 12 months old, invoices can be provided as proof of purchase date.

Ensure equipment is operating correctly. If any defect or issue is identified, ensure it is reported as required and a corrective action taken.

e. Oil Management

Cooking oil and machine oil spillages increase the risk of falls and property damage. You are required to effectively manage the use, storage and disposal of cooking oil and to ensure that your vehicle is in a good condition and that no machine oils will drip onto the floor.

Fines may be imposed for oil spillages that occur during trade. To ensure this is prevented, we advise you to have oil spill kits, additional floor mats to store oil drums/tins and an oil drip tray which is placed under the vehicle (food trucks) to prevent any machine oil dripping on the floor.

f. Personal Protective Equipment PPE

Ensure PPE, including oven clothes, oven gloves, nitrile gloves, goggles is available and in use where required.

g. Event Set-Up and Derigging Units

When setting up, positioning and derigging units, it is important to ensure all hazards are managed as far as reasonably practicable ensuring the safety of the crew involved and other parties working within the operational area.

h. Pressure Vessel Testing

Evidence of annual pressure vessel testing must be available for all equipment with pressure systems, such as barista coffee machines and coffee boilers.

i. Working at Height

Working at height should only be carried out if it is essential and no safer alternative is available. Examples include working on top of concessions during set-up or for maintenance and cleaning. If work at height activities are necessary, you must ensure:

- Work is planned and organised
- Workers are competent - trained, fit and capable to work at height
- The risks have been assessed and appropriate equipment is provided and used
- The equipment is properly inspected and maintained

5. DOCUMENTATION

The following is a list of documents that must be available for inspection. Please note other documents may be required depending on your operation.

- HACCP
- Food Hygiene Certificates
- Food Allergen Information
- Event Briefing
- Risk Assessments/Safe Systems of Work
- Public Liability Insurance Certificate
- Employers Liability Insurance Certificate
- Electrical Installation Report
- Electrical Equipment PAT Testing Record
- Gas Safety Certificate where applicable
- Pressure Vessel Inspection Certificate