COMPASS
GROUP

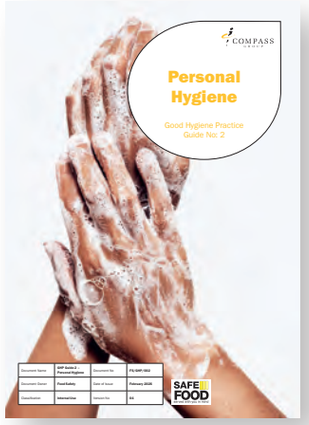
CO26_COM_POA4_059374

Food Safety Conversation No 2:
Personal Hygiene

FS.SC.002.04

Key Learning

Good personal hygiene can help minimise cross-contamination and ensure the food you prepare, cook and serve to your customers is safe to eat



What You Need To Know

- ❑ **Hands must be washed regularly throughout the day including:**
  - **Before starting work and before handling ready-to-eat foods**
  - **After handling raw food, including raw meat, poultry, fish, eggs and unwashed fruit**
  - **After coughing, sneezing, touching your face and hair**
  - **After using the toilet, handling waste, cleaning, smoking and vaping**
  - **After eating or having a break**
- ❑ **To effectively wash your hands:**
  1. **Wet your hands with warm water**
  2. **Apply antibacterial hand soap**
  3. **Lather and scrub hands for at least 30 seconds**
  4. **Rinse for 10 seconds**
  5. **Turn off the tap using a paper towel**
  6. **Use additional paper towel to dry hands.**
- ❑ **Wearing gloves is not a safer method of handling food when compared to the use of effective hand-washing techniques. Cross-contamination can occur equally whether hands are gloved or bare and wearing gloves can give a false sense of security. Only wear gloves to carry out a specific task, when preparing an allergen free meal, over cut-gloves, when handling high-risk foods for vulnerable customers, to cover a cut or minor skin complaint etc.**
- ❑ **Any uniform must be clean and not be worn away from the workplace, such as on the way to work.**
- ❑ **Hair must be clean, neat and tied back and kept covered if handling open food.**
- ❑ **With the exception of plain wedding rings, plain sleeper earrings and facial jewellery with a screw tight fitting, jewellery must not be worn while preparing food.**
- ❑ **All food handlers must report signs of illness immediately to their line manager. All food handlers suffering from symptoms of nausea, stomach cramps, vomiting or diarrhoea must be excluded from work and not return until they have been symptom free for 48 hours.**

HACCP Stages

All food handling stages

Colleague Validation

1. Give examples of when hands must be washed.
2. What are the 6 steps of effective handwashing?
3. Are wristwatches permitted to be worn in the kitchen?
4. What time period must food handlers remain symptom free before returning to work?

More Information

More information can be found in the **Good Hygiene Practice Guide No: 2 Personal Hygiene** and the HSE website

Food Safety Conversation No3:
Pest Control

FS.SC.003.04

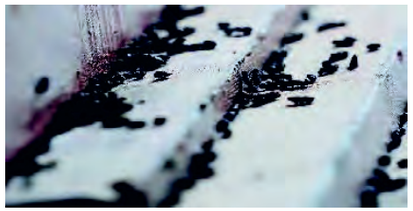
Key Learning

Following this conversation, you will be able to effectively identify signs of pest activity so that you can take appropriate action

What You Need To Know

- Check food deliveries for signs of pest contamination, such as gnaw marks, damaged packaging, spilled product etc.
- Do not leave food deliveries outside or unattended – put them away, into the appropriate food storage area immediately; do not leave deliveries outside where they may attract pests..
- Make sure areas are kept clean and tidy, and that waste is removed regularly.
- Check your work area for signs of pest activity, such as contaminated food, droppings, chewed packaging, spillaged food etc..
- Report any signs of pests to your supervisor immediately.

Area	Signs of Activity	Corrective Action
Floor	Look for pests (live or dead) and signs of pests including droppings, urine stains, and grease or gnaw marks. Look along skirting boards and under equipment.	Dispose of any dead pests. Sweep up droppings, clear urine or grease stains with disposable paper towel. Then mop and sanitise the area.
Shelving & Work Surfaces	Look for pests (live or dead), and signs of pests including droppings, urine stains, and grease or gnaw marks. Remove items and check behind objects.	Dispose of any dead pests. Remove any debris or contamination, then thoroughly clean and sanitise the area.
Crockery, glassware, cutlery, utensils etc	Remove items from their containers or shelving. Look inside containers or on shelving for evidence of pests.	Remove any debris or other visible contamination and then wash all items in the dishwasher. Where no dishwasher is available items must be washed with an approved pot-washing detergent with disinfecting properties, at the manufacturers stated dilution and adhering to the stated contact time.
Food	Visually check food and food containers for gnaw marks and holes in packaging and for droppings or pests (live or dead). Look for spilled product on shelving.	Any contaminated packaging must be disposed of.
Disposable Packaging	Check that food packaging is intact without evidence of pests, such as gnaw marks and droppings.	Any contaminated packaging must be disposed of.



HACCP Stages

- Receipt
- Storage
- Preparation
- Cooking
- Service

Colleague Validation

1. What are the signs of pest damage you should look for when checking deliveries?
2. Why is good housekeeping important for pest control?
3. What are some signs of pest activity?
4. What should you do if you find evidence of pest activity?

More Information

More information can be found in the **Good Hygiene Practice Guide No: 3 Pest Control** and the HSE website

Food Safety Conversation No4:
Cross-Contamination

FS.SC.004.03

Key Learning

Cross-contamination is one of the main ways food poisoning can occur. In order to look after the safety of our customers and provide safe food to eat you need to ensure that cross-contamination of food is avoided.

What You Need To Know

- Cross-contamination is the transfer of harmful bacteria from raw foods to ready-to-eat foods.
- Cross-contamination must be avoided at all times, as ready-to-eat food will not be cooked / re-heated further which would kill any harmful bacteria that have transferred to the food.
- Cross-contamination can be direct, i.e. from one food directly to another, or indirect, where contamination happens via equipment, hands, surfaces, cloths etc.

You can prevent cross-contamination by:

- Checking deliveries to confirm that raw foods are segregated from ready-to-eat foods in the delivery vehicle.
- Always storing raw foods separate from ready-to-eat foods, either in separate fridges or by storing raw foods at the bottom of refrigeration units.
- Preparing raw and ready-to-eat foods separately, ideally in separate, designated areas, or by preparing ready-to-eat foods before raw foods and thoroughly cleaning down and sanitising all work surfaces after the preparation of raw foods.
- Using separate equipment and utensils for the preparation of raw and ready-to-eat foods, and ensuring they are cleaned and sanitised between use.
- Designating complex catering equipment such as mincers, slicers, blenders and vacuum pack machines for raw and ready-to-eat foods.
- Washing your hands between tasks and avoiding touching other work surfaces, equipment or clothing.
- Not washing raw meat and poultry as this results in bacteria being splashed onto surrounding surfaces.
- Using tongs, other utensils or non-touch methods to avoid direct hand contact with food.
- Following colour-coding for chopping boards and any other equipment where appropriate.
- Replacing or resurfacing worn or damaged chopping-boards.

This work bench can be used for both RAW and READY-TO-EAT Products

Raw products will be prepped first and then a complete clean and sanitise of the area will be conducted, before any Ready-to-Eat prep is carried out.

HACCP Stages

- Receipt
- Storage
- Preparation
- Cooking
- Service

Colleague Validation

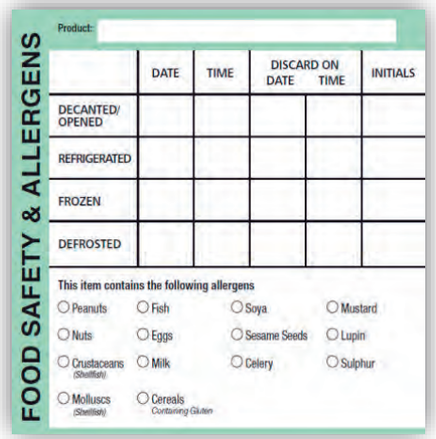
1. Can you describe the different types of cross-contamination?
2. Give examples of how you would avoid cross-contamination during storage?
3. Give examples of how you would avoid cross-contamination during food preparation?
4. Can you identify the uses of the different colour coded chopping boards?

More Information

More information can be found in the **Good Hygiene Practice Guide No: 4 Cross-Contamination** and the HSE website

Food Safety Conversation No5:
Food Labelling & Shelf Life

FS.SC.005.02

Key Learning	What You Need To Know	
It is a legal requirement to ensure food is properly labelled with certain information to help you and the customer know what is in the food and how long it is safe to use or consume the food before it must be discarded	❑ 'Use By' dates relate to food safety and food must not be cooked, sold, frozen, consumed or used in any way past this date. It is illegal to sell any food that has passed its 'Use By' date. ❑ 'Best Before' dates relate to food quality and food is safe to eat after this date, depending upon the taste, texture and general quality of foods. Products with a 'Best Before' date may be used beyond this date, unless client site rules require 'Best Before' dates to be stringently observed. ❑ Do not use ANY out of date foodstuffs past their 'Use By' date. ❑ Sandwiches/wraps etc - Apply a shelf life of two days (day of production +1). ❑ Chilled / Ready To Eat food - Wrap or store in sealed containers and date code with a shelf life of 72 hours. ❑ Foods prepared and cooked in the unit then chilled and frozen have a food label with up to 6 months shelf life. ❑ Food Delivery Checks must include a check of product labels to ensure they have sufficient shelf life to fit in with your menu schedule. ❑ All ready to eat foods with 'Use By' dates are checked daily at end of service and logged on the Closing HSE Checklist. ❑ Whenever transferring shelf life dates or other product information from the outer packaging or the food manufacturer's label, only the approved Compass food storage labels must be used	 **Shelf Life** In Unit Made Food Shelf-Life Rules Cakes, Muffins, Slices etc — •Maximum **7-day** shelf life •Cakes with cream, custard etc maximum **72 hours** shelf-life Sandwiches, Filled Rolls, Wraps etc — •Maximum **2-day** shelf life •Day of Production + 1 day Dressed Salads, Fruit and Pots — •Individual dressed mixed salads •Fruit pots, porridge, Bircher Muesli etc •Maximum **2-day** shelf life •Day of Production + 1 day Chilled / Ready to Eat Food — •Maximum **72-hour** shelf life •Must be covered or wrapped, labelled and refrigerated until use Pies, Pasties and Sausage Rolls — •Only for items cooked on the premises •Can be stored at ambient on **Day of Production** •Must be discarded at the end of the day •Does **not apply** in Republic of Ireland Freezing In-Unit Made Food — •Maximum **6-month** shelf life from date of freezing (**3 months** in Republic of Ireland) •Defrost fully, label and use within **72 hrs** •Do not refreeze previously frozen product Pickles Chutney & Jams — •Jams & chutneys maximum **3-month** shelf-life if sugar content over **35%** •Pickles maximum **3-month** shelf life if acidity lower than 4.3 PH •Once opened use within **1 week** In-Unit Vac Packed — •Maximum **7-day** shelf-life (**3 days** in Republic of Ireland) •Apply date and time  FOOD SAFETY & ALLERGENS Product: DATE / TIME / DISCARD ON DATE TIME / INITIALS DECANTED/ OPENED REFRIGERATED FROZEN DEFROSTED This item contains the following allergens Peanuts, Fish, Soya, Mustard, Nuts, Eggs, Sesame Seeds, Lupin, Crustaceans (Shellfish), Milk, Celery, Sulphur, Molluscs (Shellfish), Cereals Containing Gluten

HACCP Stages	Colleague Validation	More Information
• Receipt • Storage • Preparation • Cooling & Re-heating • Food Service & Display • Vending	1. Describe what a 'Use By' date is. 2. Describe what a Best Before date is. 3. What shelf life would you give in unit made sandwiches? 4. What shelf life would you give in unit made frozen food?	More information can be found within the **Good Hygiene Practice Guide No: 5 Food Labelling & Shelf Life** and the HSE website

Food Safety Conversation No6:
Food Delivery & Storage

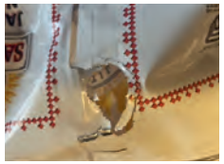
FS.SC.006.03

Key Learning

Properly inspecting and checking delivered food products is an essential step to ensure food quality and safety. Storing food under the right environmental conditions protects it from contamination and prevents bacterial growth.

What You Need To Know

- ALWAYS ensure raw and ready-to-eat foods are kept separate during delivery, receipt and storage.
- Check all food deliveries for shelf life, damaged packaging, and signs of pest damage or infestation. Record all checks on the Food Delivery Record form.
- Check the temperatures off all chilled and frozen food deliveries. Ensure the foods are within the required temperature ranges. Frozen foods must be -18°C to - 23°C and chilled foods must be at or below +5°C.
- For all chilled or frozen deliveries either take a copy of the printed vehicle digital temperature display reading, take between pack temperature readings using a dedicated probe thermometer or use an infrared thermometer to check the temperature of foods. In ROI a physical between pack temperature reading is required.
- Store foods at the correct temperatures: Frozen foods must be -18°C to -23°C and chilled foods 0°C to +5°C.
- Ambient foods must be stored in cool, dry and well-ventilated conditions.
- Make sure all foods are labeled and dated, and adopt the “first in first out” rule when replenishing stock.
- Raw foods must be separated from cooked and ready-to-eat foods, ideally by storing them in separate fridges. Alternatively store ready-to-eat foods above eggs and unwashed fresh produce. Raw meat, poultry and fish must be stored below all other foods.
- Dry goods must be stored off the floor on suitable shelving, with access all round for cleaning and inspection. Opened packages must be sealed or decanted into suitable lidded containers.
- Fridge temperatures must be checked and recorded twice a day, freezers once per day. The first check should take place within 1 hour of the kitchen opening.
- A food simulant (lard, jelly, water bottle etc) must be used for manual fridge temperature checks, either using a probe thermometer or an infrared thermometer.
- Check the accuracy of all probe and infrared thermometers every month.



HACCP Stages

- Receipt
- Storage

Colleague Validation

1. What should you check during food deliveries?
2. What are the correct operating temperatures for refrigerators and freezers?
3. How do you avoid cross contamination of ready-to-eat foods during storage?
4. How do you check the operating temperature of refrigerators?

More Information

More information can be found within the **Good Hygiene Practice Guide No: 6 Food Delivery & Storage** and the HSE website

Food Safety Conversation No7:
Food Preparation

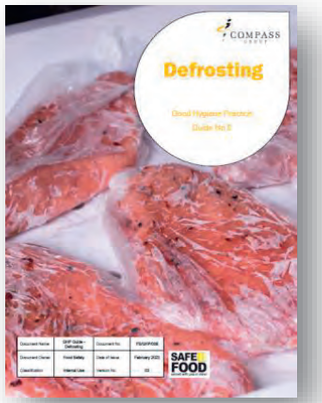
FS.SC.007.02

Key Learning	What You Need To Know
The preparation stage of any food operation is the most important with respect to controlling the risks of contamination. It is essential in our role as a food handler to know these risks and adopt the control measures to minimise food contamination	❑ There are principally 4 sources of food contamination: ▪ Physical ▪ Chemical ▪ Bacterial ▪ Allergenic ❑ Always wash hands in warm water with soap and dry them using disposable paper towels before handling any food. ❑ Follow any food safety instructions on food packaging regarding the preparation and handling of food. ❑ Prepare food as close to service time as possible, keeping perishable foods under refrigeration. ❑ Where possible provide separate work areas for raw and ready to eat foods. ❑ Where this is not possible segregate via time and thoroughly clean and sanitise areas between use. ❑ Follow your units colour coded chopping board system if one is implemented. ❑ Do not use complex equipment for both raw and ready-to-eat foods e.g. vacuum packers, food slicers, food mixers and food processers. ❑ Thoroughly wash salad and fruit to be sold as ready to eat with clean water to remove visible dirt. ❑ Ensure food allergens are handled and prepared carefully to avoid cross contamination, use separate boards and utensils. ❑ Make sure you know what ingredients are in a food item prepared and made on site in order that the correct allergen information can be given to the customer if requested. ❑ Sanitisers used to clean work surfaces must meet the standard BSEN1276 and be used in accordance to the manufacture's instructions, including the correct dilution and contact times. ❑ Where possible avoid using glass in food handling areas and always check any glassware used for signs of chipping / cracks / breaks and do not use if any damage is found.

HACCP Stages	Colleague Validation	More Information
• Preparation • Food Service & Display	1. What are the different types of food contamination and give examples? 2. How can you avoid cross contamination? 3. Why do you need to wash fruit & vegetables before use? 4. Why is it important to know what ingredients go into a dish you are preparing? 5. What checks should you do if using glass products within your kitchen?	More information can be found within the **Good Hygiene Practice Guide No: 7 Food Preparation** and the HSE website

Food Safety Conversation No8:
Defrosting

FS.SC.008.02

Key Learning	What You Need To Know	
If food is not thoroughly defrosted before cooking, heat will be used to thaw the food rather than cook it. There is a danger that a core temperature of +75°C, which is required to kill any harmful bacteria present, will not be achieved	❑ Freezing food does not kill harmful bacteria but it will prevent growth. As the food begins to warm during thawing, bacteria begin to multiply slowly ❑ All food must be completely defrosted prior to cooking or reheating, unless the manufacturer's instructions indicate the food is to be cooked from frozen. ❑ Factors affecting defrosting times: ▪ Defrosting times are faster if food is frozen and then defrosted in smaller portions. ▪ Loose wrapping, which traps an insulating layer of air, increases thawing time. ▪ Foil wrap can reduce heat radiation and slows thawing time. ▪ Tight packaging, such as vacuum packaging or food wrap, has little effect on thawing times. ▪ Food will thaw more quickly at ambient temperature. The main disadvantage is that, at higher temperatures, bacteria can multiply more freely and may reach unacceptable levels. ❑ It is recommended that all foods are defrosted slowly in a refrigerator (between 0°C and +5°C), ensuring all raw foods are placed at the bottom of the refrigerator, separated from ready to eat foods to avoid cross contamination ❑ Place defrosting raw food items in a container or receptacle to ensure meltwater does not cross contaminate other foods ❑ Only defrost foods in a microwave if recommended by the manufacturers instructions using the defrost setting only. Ensure the food is spread evenly on the turntable and stir frequently. ❑ Defrosting food at room temperature is permissible if it is defrosted in a controlled environment which is free from sources of contamination. Do not use running cold water to speed up the process. ❑ Cook and / or serve any defrosted within its remaining shelf life ❑ Do not re-freeze any defrosted foods	
		

HACCP Stages	Colleague Validation	More Information
• Preparation • Cooling & Re-heating • Food Service & Display	1. What are the dangers of not thoroughly defrosting food before cooking it? 2. What factors can affect the time in which foods are defrosted? 3. How would you safely defrost food in a refrigerator? 4. How would you ensure food is properly defrosted in a microwave? 5. Can you re-freeze defrosted food?	More information can be found within the **Good Hygiene Practice Guide No: 8 Defrosting** and the HSE website

Food Safety Conversation No9: Cooking

FS.SC.009.03

Key Learning

Cooking is a critical step to ensure that any bacteria that may be present in food are completely killed and the food is safe to eat for your customers

What You Need To Know

- ❑ Food poisoning micro-organisms are killed through the correct Time and Temperature combination.
- ❑ Food must be cooked thoroughly to achieve a core temperature of +75°C.
- ❑ Temperature check all protein foods using a sanitised probe thermometer to ensure completion of the cooking process, and record the temperature on the Food Production Temperature record form or the digital HACCP equivalent.
- ❑ Never undercook rolled joints / minced or diced meat / poultry / pork as these are high risk food items and require thorough cooking to reduce the risk of food poisoning bacteria being present.
- ❑ Some whole cuts of meat and some fish products may be cooked to a lower temperature.
  - For whole cuts of meats required “pink” or “rare” check to ensure the outer surface of the meat is fully sealed and browned off before serving.
  - Whole pieces of fish (e.g. tuna steaks) can be served ‘rare’ as long as they have been fully seared on the outside.
- ❑ Also visually check food to ensure it has been cooked thoroughly:
  - Check the centre of fish or near the bone to make sure that the colour and texture has changed.
  - Shellfish such as prawns and scallops will change in colour and texture when they are cooked.
  - The juices from pork, rolled joints and poultry should be clear and not have any red of pink in them.
  - Ensure poultry and minced meat products are not pink inside
  - Check that pizza bases are cooked and that the toppings are bubbling
- ❑ Food temperature probes must be accuracy checked every month using melting ice or boiling water and recorded in the HSE Logbook or on the Probe Thermometer Accuracy Record Form.

HACCP Stages

- Preparation
- Cooking
- Food Service & Display

Colleague Validation

1. What is the standard Compass cook temperature to ensure thorough cooking?
2. Give examples of visual checks you can undertake to check food has been cooked properly.
3. How do you ensure a food probe thermometer is working correctly?

More Information

More information can be found in the **Good Hygiene Practice Guide No: 9 Cooking** and the HSE website

Food Safety Conversation No10:
Cooling & Reheating

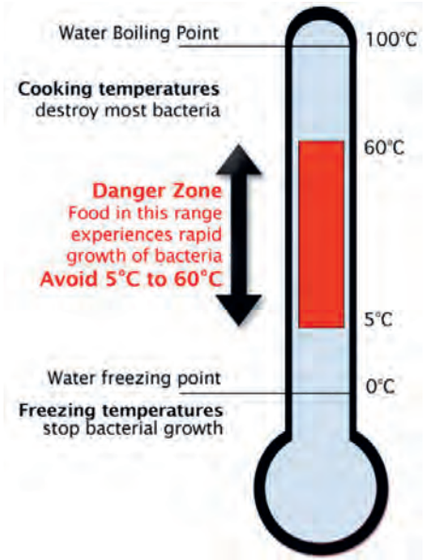
FS.SC.010.02

Key Learning

Effective and swift cooling techniques allows the safe storage of in unit made foods. Re-heating foods to the correct temperatures ensures any remaining bacteria present in food will be killed through heat

What You Need To Know

- ❑ Micro-organisms that cause illness and food spoilage can grow between 5°C and 63°C. This range is known as the Danger Zone, and keeping foods out of this zone reduces the risks of food poisoning.
- ❑ Cool food as quickly as possible after cooking and place into refrigerated storage.
- ❑ Cooling times can be reduced by:
  - Portioning the food into smaller containers
  - Cutting or slicing larger joints before cooling
  - Using shallow / pre cooled containers (5cm depth)
  - Using ice baths to rapidly cool the food
  - Rinsing under cold potable water (e.g. for rice or pasta)
- ❑ When cooling food in a blast chiller ensure the chilling process starts within 30 mins of the food being cooked, and that if is cooled to a temperature of 5°C or less before placing into refrigerated storage.
- ❑ When cooling food at room temperature choose a cooler area of the kitchen. Cover the food and leave at ambient room temp for a maximum of 90 mins before placing into refrigerated storage.
- ❑ Record the following information on the Food Production Temperature Record form:
  - Type of food
  - Time & Temperature of the food when cooling began
  - Time & Temperature of the food when transferred to refrigeration
- ❑ If food is cooling slower than expected, break the food down into smaller quantities, transfer food to newly cooled containers or place food container in cold water and ice several times.
- ❑ It is important to re-heat food thoroughly to ensure any remaining harmful bacteria are killed off.
- ❑ Reheat foods to the correct temperature (75°C – England / Wales / N.I. - 82°C – Scotland).
- ❑ Record reheat temperatures on the Food Production Temperature Record form.



Reheating Food

UK & Ireland	Scotland
+75°c	+82°c

HACCP Stages

- Preparation
- Cooling & Re-heating
- Food Service & Display

Colleague Validation

1. What is temperature range is known as the "Danger Zone" which you must avoid keeping food at?
2. What practical steps could you take to help cool food quickly?
3. What is the maximum time period allowed to cool food at ambient room temperature?
4. What are the required reheating temperatures?

More Information

More information can be found within the **Good Hygiene Practice Guide No: 10 Cooling & Reheating** and the HSE website

Food Safety Conversation No11:
Food Service & Display

FS.SC.011.03

Key Learning

Displaying food in a safe environment, free from potential sources of contamination will ensure we look after our customers and serve good quality, safe food.

What You Need To Know

Protect food on display by:

- ❑ Ensuring suitable precautions are taken to minimise the risk of allergen cross-contact on salad bars, deli counters, buffets etc by providing separate service utensils and equipment for different food types.
- ❑ Labelling all displayed food so that it can be easily identified.
- ❑ Using sneeze guards or covers where possible to protect displayed food from contamination by customers.
- ❑ Washing any raw fruit, vegetables, herbs or other items added to the display for visual effect. Potted herbs must not be placed in display units.

Cold Food Display

- ❑ Ready-to-eat foods must be kept at or below +8°C (+5°C in RoI).
- ❑ Ensure cold display units are operating to temperature before loading them.
- ❑ Do not display food above the load line of a chilled food well and allow space in-between food containers to allow cold air to circulate effectively.
- ❑ Do not use items such as wooden crates or boards, bricks, matting or wicker baskets to elevate food as this prevents the transfer of cold air to the food.
- ❑ Cold food may be displayed out of chilled storage (above +8°C / +5°C in RoI) for a single period of up to 4 hours only. After this period, it must be disposed of.

Deli Bars

- ❑ Food must be cooked or reheated thoroughly before hot holding begins.
- ❑ Food in hot holding must be kept at or above +63°C.
- ❑ Hot food may be displayed out of temperature control for a single period only of up to 2 hours post cooking/reheating.
- ❑ Preheat hot holding equipment e.g. bain-maries/hot cabinets before you put any food in it.

Monitoring

- ❑ Monitor the temperature of one protein food item on each cold / hot display counter and where relevant, one rice dish, and record it on the Food Service Temperature Record from. In RoI all protein foods should be monitored.
- ❑ In cold display units a simulant should be used to monitor temperatures.
- ❑ Take temperature readings at the beginning of each service period and every 90 minutes for hot food and every 3 ½ hours for cold food.
- ❑ Where food is stored outside of temperature control, a documented system must be in place to ensure the permitted time period is not exceeded.

Hot Food	Hold at or above **+63°C** Limit to **2hrs** if displayed at ambient
Cold Buffet	Hold at or below **+8°C (5°C in Ireland)** Limit to **4hrs** if displayed at ambient
Mixed Buffet	Limit to **2hrs** if displayed at ambient

HACCP Stages

- Hot Hold
- Food Service & Display

Colleague Validation

1. What temperature should hot food on display be held at?
2. How frequently should you monitor and record the temperature of hot and cold food on display?
3. What are the exemption times for holding hot and cold food out of temperature control?
4. How long should a mixed buffet (hot & cold foods) be left out for clients?

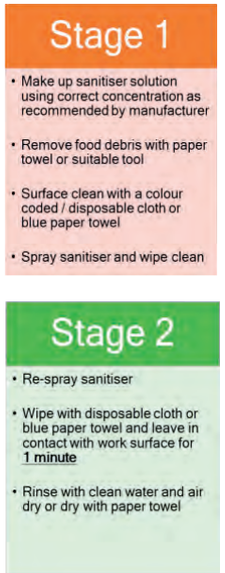
More Information

More information can be found in the **Good Hygiene Practice Guide No: 11 Food Service & Display** and the HSE website

CO25_COM_POA4_053906

Food Safety Conversation No12:
Cleaning

FS.SC.012.02

Key Learning	What You Need To Know
Cleaning food premises and equipment ensures that harmful food poisoning bacteria cannot multiply and cause harm, as well as helping to ensure the premises are kept clean, tidy and pest free	**Definitions** ❑ Cleaning – The act of removing dirt using water and a cleaning agent ❑ Disinfection – To clean using a substance that kills food poisoning micro-organisms ❑ Sanitising – A cleaning process of reducing microbiological contamination to a level that is acceptable ❑ 2 stage clean – A cleaning program that involves both general cleaning and disinfection / sanitising ❑ Clean as you go – Removal of general debris / cleaning up spillages, throughout the task ❑ Deep Clean – The periodic cleaning of walls / floors / ceilings / equipment / ventilation etc which does not form part of the daily cleaning schedule
	Guidance ❑ Use disposable cloths or paper towels where possible for cleaning food surfaces. ❑ Where separate areas for raw and ready to eat foods have been provided, avoid cross contamination by using colour coded cleaning equipment such as cloths and designating cleaning spray bottles specifically for use in that area. ❑ A two stage cleaning process will be needed where food contact surfaces, sinks or equipment have come into contact with raw meat or unwashed fruit and veg and always at the end of the day. ❑ Store cleaning equipment and chemicals away from food in a suitable cleaning store to avoid contamination of food ❑ Re-usable cloths and towels should be effectively segregated (e.g. colour-coded) and suitably washed at high temperatures at the end of each day in order to destroy bacteria especially E.coli O157 	

HACCP Stages	Colleague Validation	More Information
• All Stages	1. What is the difference between disinfection and sanitising 2. Describe a 2 stage cleaning process 3. How would you avoid cross contamination when cleaning 4. What would you do to demonstrate “clean as you go” within your work area	More information can be found within the **Good Hygiene Practice Guide No: 12 Cleaning** and the HSE website

Food Safety Conversation No13: Allergens

FS.SC.013.03

Key Learning

Understanding and following the allergen procedures will ensure the safety of your customers and potentially avoid serious injury or death due to allergic reactions

What You Need To Know

There are 14 major food allergens which must be declared. However, people can be allergic to any food or ingredient, such as pea protein, stone fruit or coconut.

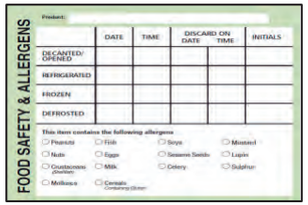
- ❑ A food allergy happens when the immune system triggers a reaction to a food or ingredient (allergen), causing symptoms such as rashes, swelling, breathing difficulty and anaphylaxis. Symptoms usually develop very quickly and can be fatal.
- ❑ A food intolerance is an adverse reaction to food or ingredient which doesn't involve the immune system. Symptoms include stomach upsets, bloating and headaches and usually develop more slowly.

Avoiding Allergen Cross-Contact

- ❑ Use separate chopping boards and utensils for each dish.
- ❑ Clean down work surfaces, equipment and your hands between handling know allergen containing foods and before preparing an allergen free meal.
- ❑ Keep opening dry goods in sealed containers or tightly covered.
- ❑ Use separate fryers for known allergen foods (e.g. scampi / battered fish) and non allergen foods (e.g. chips)
- ❑ Use separate cooking equipment / utensils when cooking an known allergen free item

Kitchen Process

Menu planned on the Source → Ingredients purchased via Foodbuy Online → Recipe checked & printed → Recipe cooked to exact method & ingredients → FOH team briefed on allergen containing dishes → Allergen folder printed & displayed ✓



HACCP Stages

- Food Storage
- Cross Contamination
- Preparation
- Cooking
- Service
- Hospitality

Colleague Validation

1. Explain the differences between an allergic reaction and an intolerance?
2. What are the 14 major food allergens?
3. Why is it important to follow a recipe without making any changes?
4. Give examples of how can you avoid allergen cross-contact?
5. How do we inform customers of what allergen ingredients are in a menu item?

More Information

More information can be found within the **Good Hygiene Practice Guide No: 13 Allergens** and the HSE website

Food Safety Conversation No14:
Catering Premises & Equipment

FS.SC.014.03

Key Learning	What You Need To Know	
Good design, construction, location of equipment and workflow of a kitchen help minimise the risk of cross-contamination and aid cleaning and maintenance.	**Structural Requirements** • Kitchen design should allow workflow from delivery, to preparation, through to cooking and service. • Separate storage should be provided for raw and ready-to-eat foods. • Walls, floors and work surfaces should be constructed of materials suitable to allow effective cleaning. • Food premises should be proofed to prevent pest access and harbourage. • Suitable mechanical or natural ventilation must be provided to ensure that heat and/or humidity does not build up. • Wash hand basins, supplied with hot and cold water, bactericidal soap and single use towels, must be provided and used only to wash hands. • Separate sinks designated for food and sinks for equipment washing should be available. Where there is only one sink, this must be thoroughly cleaned and sanitised between uses (not acceptable in ROI). **Food Equipment** • Separate, clearly designated, complex equipment must be provided for raw and for ready-to-eat foods, to avoid cross-contamination. • Wood or wooden products are not recommended unless they are well maintained and can be effectively cleaned and disinfected. • Lighting must be sufficient to allow for safe working and easy inspection of all areas. • Food service ware and crockery should be checked for damage, such as chips and cracks, before use. Any damaged items must be discarded to prevent foreign body contamination. **Maintenance** • Food contact surfaces, equipment and utensils must be maintained in good condition and checked before use. If damaged they should be removed from service and discarded or clearly labelled “Do Not Use” • Any defective structure, equipment or utensils should be recorded on the Compass Repair & Maintenance Record form, or client based system, and reported to the correct maintenance provider to fix.	
HACCP Stages	**Colleague Validation**	**More Information**
• All Stages	1. What should wash hand basins be provided with? 2. Where a single sink is provided for equipment and food, what should you do between uses? 3. What should you check for before using food equipment? 4. Give examples of separate raw and ready-to-eat food equipment? 5. How would you report defective food equipment?	More information can be found within the **Good Hygiene Practice Guide No:14 Catering Premises & Equipment** and the HSE website

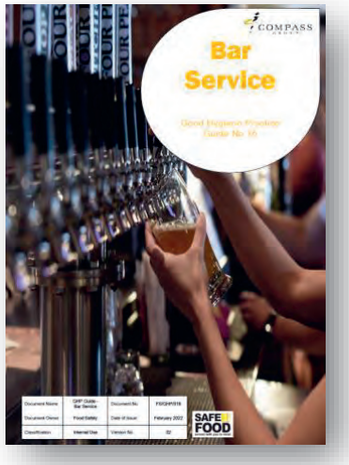
Food Safety Conversation No15:
Vac Packing

FS.SC.015.04

Key Learning	What You Need To Know	
Vac Packing machines are a complex piece of equipment and must be kept clean and clearly labelled as either for “raw” or “ready to eat” foods	❑ Separate vacuum packing machines MUST be used and clearly labelled for “raw” or “ready-to-eat” foods only ❑ Vacuum packing bags used for raw or ready-to eat foods must be stored separately and ideally within reach of the designated vacuum packer and be clearly labelled. ❑ Only those listed on the Authorised User List (after completing training) are permitted to use and clean the vacuum packing machines. ❑ Close attention should be paid to the hidden areas and removable plates, and the minimum contact time on the sanitiser observed. ❑ Good personal hygiene is important at all times, and food handlers MUST wash their hands thoroughly before and after using the vacuum packing machines. ❑ Where possible, direct handling of the food should be kept to a minimum. ❑ Ensure every packet is suitably and sufficiently sealed with a tight fit round the food and the seal intact. Check packets for excess air and/or leaks to minimise the risk of contamination and subsequent growth of bacteria. ❑ Vacuum packed ready-to-eat high-risk food must be stored at a maximum of 5ºC or below. ❑ Date labelling (shelf-life) for in-unit made chilled foods must not exceed 7 days from the date and time of production (3 days in Republic of Ireland) and 6 months (3 in Republic of Ireland) for frozen in unit made foods.. ❑ Clear ‘production’ and ‘use-by’ dates should be put on all packets using the Compass date labels. ❑ Any out of date chilled and frozen vacuum-packed products must be discarded, even if the food appears acceptable to the senses. ❑ Vacuum packers must be serviced annually by a competent engineer, and records retained on file.	
HACCP Stages	**Colleague Validation**	**More Information**
• All Stages	1. Why is there a need to have separate raw and ready-to-eat vacuum packers? 2. Should raw and ready-to-eat vacuum packers and packaging materials be clearly labelled? 3. All food handlers who may use the vacuum packers appropriately trained, and understand the cross-contamination risks and hazards associated with vacuum packers? 4. Are the vacuum packers being adequately cleaned before and after use?	More information can be found within the **Good Hygiene Practice Guide No: 15 Vac Packing** and the HSE website

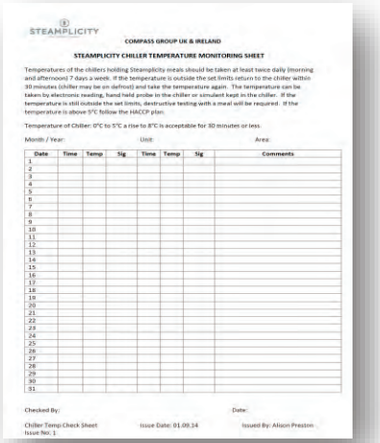
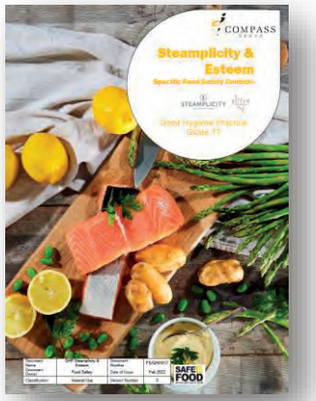
Food Safety Conversation No16:
Bar Service

FS.SC.016.02

Key Learning	What You Need To Know	
The quality and shelf life of beer can be affected by wild yeasts, mould and spores, therefore it is important to have a regular cleaning regime in place for structures, equipment and plant.	**Beer Line Cleaning:** ❑ Ensure that full PPE is worn when carrying out the beer line cleaning. ❑ Use only the authorised beer line cleaning detergent available from Ecolab. ❑ Dilute the detergent with water following the manufacturer guidelines. ❑ Draw the detergent solution through at least 3 times during the line cleaning ❑ Aim to leave the detergent solution in place on each pull for about 10 minutes. Do not leave for longer than 2 hours as this can taint the pipes. ❑ Flush through with a minimum of 8 pints of clean water at the end of line cleaning to remove all traces of detergent. ❑ Check with litmus paper that there are no detergent traces. ❑ Put signage in place to warn all colleagues that line cleaning is in operation. ❑ Leave unused lines charged with water, BUT the lines must be put through the line cleaning process weekly. **Ice Machines** ❑ Ice machines can be a source of Legionella bacteria and E-coli due to unhygienic use and poor cleanliness ❑ Ensure that before you proceed to use an ice machine or decant ice that you thoroughly wash your hands first ❑ Ice scoops must never be left in the ice machines or ice wells. Ice scoops should be stored in a separate sanitised container and washed in a dishwasher daily ❑ A twice daily clean of the external and hand contact surfaces of the ice machine should be conducted using the sanitiser spray and ensuring a minimum 1 minute contact time. ❑ Every two weeks the ice machines should be emptied and cleaned internally and sanitised	
		
HACCP Stages	**Colleague Validation**	**More Information**
• Bar Service • Hospitality	1. How many times should you draw the detergent through a beer line before flushing with water? 2. How many pints of clean water should you pull through a beer line after cleaning? 3. What do you do with Ice scoops after use? 4. How frequently do you clean an ice machine?	More information can be found within the **Good Hygiene Practice Guide No: 16 Bar Service** and the HSE website

Food Safety Conversation No17:
Steamplicity / Esteem

FS.SC.017.02

Key Learning	What You Need To Know	
To understand the specific requirements for the delivery, storage, cooking and service of Steamplicity plated meals, Steamplicity bulk meals, and Esteem meals	Steamplicity and Esteem are brand names for a unique product produced by Compass to produce fresh nutritious meals in healthcare, schools and business environments. The method of cooking allows for different products to be cooked together – such as fish and vegetables at the same time. Cooking takes between 3-5 minutes for plated meals 6-10 minutes for bulk meals. **Delivery controls :** ❑ Check vehicle temperature via print out prior to offloading the products ❑ Remove to chilled storage within 30 minutes of delivery ❑ ALL Steamplicity products should be between 0°c and +5°c ❑ If temperature above 5°C destructive product test needs to be taken – refer to cuisine centre for guidance ❑ If between +8°c - +10°c delivery can be accepted if used within 12 hours if not delivery MUST be rejected. ❑ Chill unit must be able to chill below 5°c rapidly and record on the Steamplicity/Esteem delivery record. **Storage:** ❑ Must be controlled between 0°c- +5°c ❑ Plated meals should not be stacked more than two high ❑ Check stock rotation and shelf life **Pick and Pack:** ❑ Must be controlled between 0°c- +5°c (can be picked up to +8°C but only for a limited time) ❑ Place in pre chilled transport containers ❑ Late or individual meals to be transported in insulated chilled bags ❑ Record temperature on dispatch pick and pack record – on leaving chilled storage **Satellite/ward Storage:** ❑ Must be stored between 0°c- 5°c and stored separate or above other food items ❑ Remove from chilled storage as close to cooking time as possible Max. 15 minutes **Cooking:** ❑ Check seal is intact and meal in date ❑ Check number on bar coded label and cook on correct programme in microwave with valve facing up. ❑ After cooking leave for 30 seconds for pressure to equalize. ❑ Using cleaned probe check temperature of protein item. Temperature to achieve: Steamplicity plated 82°c / Esteem 82°c / Steamplicity Bulk 75°C ❑ If temperature not achieved return to microwave and boost on 0 for 30 seconds(plated and Esteem / I min for bulk– if temperature still not achieved dispose of the meal. Report fault to manager. ❑ Record each meal temperature on the Steamplicity/esteem cooking record.	  STEAMPLICITY COMPASS GROUP UK & IRELAND STEAMPLICITY CHILLER TEMPERATURE MONITORING SHEET Temperatures of the chillers holding Steamplicity meals should be taken at least twice daily (morning and afternoon) 7 days a week. If the temperature is outside the set limits return to the chiller within 30 minutes (chiller may be on defrost) and take the temperature again. The temperature can be taken by electronic reading, hand held probe in the chiller or simulant kept in the chiller. If the temperature is still outside the set limits, destructive testing with a meal will be required. If the temperature is above 5°C follow the HACCP plan. Temperature of Chiller: 0°C to 5°C a rise to 8°C is acceptable for 30 minutes or less. Month / Year: Unit: Area: Date / Time / Temp / Sig / Time / Temp / Sig / Comments 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 Checked By: Date: Chiller Temp Check Sheet Issue Date: 01.09.14 Issued By: Alison Preston Issue No.: 1
 		
HACCP Stages	**Colleague Validation**	**More Information**
Steamplicity / Esteem sites only	1. What temperature should Steamplicity/ Esteem products be delivered? 2. How would you transfer a late meal and where would you record the temperature. 3. Give the process you would follow to cook a Steamplicity/Esteem meal	More information can be found within the **Good Hygiene Practice Guide No: 17 Steamplicity** and the HSE website

Food Safety Conversation No18:
Food Waste

FS.SC.021.03

Key Learning

Food waste not only generates dangerous greenhouse gases when it decomposes but it costs the food industry £2.5b pounds per year. Help protect the environment and your units profitability by reducing food waste from your catering operation.

What You Need To Know

Food waste includes spoilage, trimmings, cooking errors, over production and plate waste.

We have a 3-pronged approach to minimise food waste:

1. Prevention - To reduce the amount of food waste that goes unsold/uneaten
2. Recovery - To repurpose food
3. Recycling – To divert food waste from landfill

The main ways to prevent food waste are:

- ❑ Tracking Food Waste: recording food waste daily helps understand how much food is being wasted.
- ❑ Good Menu Planning: regularly review menus to identify slow moving items; take into consideration seasonal trends, the weather, local or national events etc.
- ❑ Food Storage: ensure food is stored at correct temperatures and in suitable containers, manage stock rotation, and follow manufacturer's instructions when applying shelf-life to opened sauces, condiments, spices etc.
- ❑ Preparation and Cooking; keep trimmings to a minimum, cook in small batches and cook high value items to order were appropriate.
- ❑ Food Service and Display: ensure required temperatures are maintained and do not overstock.
- ❑ Portion control: keep portions consistent and standardise them.
- ❑ Avoid Overproduction: adjust production to predicted demand and consider reduced service during quieter periods.
- ❑ Plate Waste: monitor plate waste and adjust menus or portions accordingly.

We can repurpose food by using it internally or donating it to our charity partners. Food must be in date and allergen information must be provided. Foods that can be repurposed include packaged ambient foods, fruit and vegetables, pre-packed chilled foods, frozen foods and bakery items. Some hot food can also be repurposed – refer to GHP18 for details.

HACCP Stages

- All Stages

Colleague Validation

1. What are some of the different types of food waste that are generated from kitchens?
2. How can we prevent food waste?
3. What types of foods can be repurposed?

More Information

More information can be found in the **Good Hygiene Practice Guide No: 18 Food Waste** and the HSE website

Food Safety Conversation No19:
Food Incidents & Enforcement

FS.SC.022.02

Key Learning	What You Need To Know	
Dealing with customer food safety complaints is important in order to provide good customer service and investigate and prevent further incidents. Confidently dealing with a food safety enforcement visit will directly affect the Food Hygiene Rating awarded at the end of the visit	**Typical causes of food safety complaints include:** ❑ Allegations of Food Poisoning - Where a customer suspects illness from eating unfit or contaminated food ❑ Foreign Body Contamination - The physical contamination of food by a foreign body object ❑ Food Allergen / Intolerance - An allergic reaction or intolerance to a particular type of food consumed ❑ Product Miss-labelling - Where a food item is incorrectly advertised / labelled as something else ❑ Viruses - Where customers have reported food poisoning type symptoms but may be infected with a food bourn illness, e.g. Norovirus **Dealing with food safety incidents:** ❑ Always take the details of any customer complaint, noting their name, contact information, date, time, accurate details of the food eaten and details of any illness or physical injuries sustained. ❑ Report any customer complaint immediately to the Unit Manager or Head Chef and record all customer complaints on the HSE reporting system (AIR2) to ensure appropriate escalation to the Operational Management team and HSE Manager. ❑ Undertake a full investigation of all food safety complaints using the appropriate checklist to ensure the route cause can be determined and prevented in future **Managing Enforcement Officer visits:** ❑ Environmental Health Officers will visit food businesses either routinely to undertake spot checks and issue a Food Hygiene Rating (FHR) or may also visit following a compliant made by a customer regarding an incident. ❑ EHO's will look at 3 main areas to determine the Food Hygiene Rating – Food Safety Procedures / Structure & Cleanliness / Confidence in Management	

HACCP Stages	Colleague Validation	More Information
• Date code & labelling • Temperature records • Training records	1. Describe the typical causes of food safety complaints made within food premises? 2. List the main things you would need to note down when being informed of a food complaint? 3. How would you report food safety incidents? 4. Who would visit your premises to undertake routine food safety inspections? 5. What are the 3 areas of food safety compliance an EHO would look at to determine your Food Hygiene Rating?	More information can be found within the **Good Hygiene Practice Guide No: 19 Food Incidents & Enforcement** and the HSE website

Food Safety Conversation No20:
Sous Vide

FS.SC.026.01

Key Learning	What You Need To Know	
In sous vide cooking the temperatures used are often much lower than those used for general cooking, and the cooking times much longer, which means that food is in the temperature danger zone for extended periods. As a result, there is an increased risk that food poisoning bacteria can **survive** and **multiply**. Therefore, it is essential that the guidance is followed, and cooking is carried out properly when using sous vide.	❑ Sous vide is considered a high-risk activity by the EHO. They will pay particular attention to your process if you use sous vide in your sites. ❑ The sous vide GHP 20 must be followed carefully and all associated records to be in place. ❑ Senior Kitchen Staff must hold a Level 3 Food Safety certificate or above before embarking on using sous vide in their kitchens. ❑ Kitchens must not deviate from the cooking matrix unless specifically given authorisation from the HSE team in writing. ❑ Water baths need to be calibrated at least once a year to an accuracy of 0.1'c ❑ Water bath front panel LCD temperature display must be calibrated against daily and a correction figure noted if necessary. ❑ All items to be cooked must be at room temperature before cooking starts. ❑ Cooking time only starts when the bath temperature settles to the correct temperature. ❑ No fish to be cooked sous vide. ❑ No food items being sous vide cooked to be thicker that 5cm or larger than 2kg in weight per bag.	

HACCP Stages	Colleague Validation	More Information
• Food preparation • Cooking	1. What are the dangers of not following the cooking matrix? 2. What factors can affect the length of time in which food cooking takes place? 3. How would you best chill sous vide cooked food? 4. How would you ensure the water bath is at the correct temperature? 5. How long can you store sealed foods once cooled?	More information can be found within the **Good Hygiene Practice Guide No: 20 Souse Vide** and the HSE website

Food Safety Conversation No21:
Natasha's Law

FS.SC.024.02

Key Learning

The Food Information Regulations (Amendments) 2019, also known as Natasha's Law, has been introduced to ensure customers have access to the full ingredient and allergen information for pre-packed foods to allow them to make an **informed choice** before purchase.

What You Need To Know

- Pre-Packed Foods for Direct Sale (PPDS) includes foods which are made or prepared in the unit from which it is sold, and it is packaged before being offered for sale. It can be either foods the customer select themselves (e.g. from a display unit), as well as products behind the counter or sold at mobile or temporary outlets.

Foods That Require Labelling	Foods That Do Not Require Labelling
Sandwiches and bakery products which are packed in unit before a consumer selects or orders them	Traditional Counter Service – e.g. over the counter meal service
Fast food packed before it is ordered, such as a burger under a hot lamp	Deli Bar / Salad Bar – Any food to go where customer selects from an open food display and it is packaged after section
Products that are pre-packaged on site ready for the lunchtime sale, such as pizzas, pasties, salads and pasta	Pre-ordered Packaged Primary School Meals where parents have selected the meal
Foods packaged and then sold elsewhere on the premises at a mobile / temporary site or vending machine by the same food business	Patient / Resident Meal Service – Any form of hospital or care home patient feeding service whereby the food is ordered ahead of consumption
Pre-made drinks placed into lidded containers before being ordered by a customer	Hospitality – Any form of food ordered by the client for an event or meeting whereby an informed choice is made
	Packed Lunches / Picnics / Hampers – Any pre-ordered food whereby an informed choice is made before the food is packaged
	Distance Selling – Any foods purchased or pre-ordered via a website or mobile app
	Bought In Food – Any packaged foods bought in from a supplier or CPU will already be labelled

Note: Products which are packaged but sold through a pre-order service (schools / patient feeding / hospitality etc) are excluded from legislation as the 'informed choice' has already been made.

- There is a wide range of size and type of labels available depending on the product and complexity of the items. Should be labelled, but aren't must be removed from sale until the items can be labelled.

HACCP Stages

- Food preparation
- Cooking

Colleague Validation

1. Should a pre-made sandwich that has been wrapped in clingfilm be labelled?
2. Does a pie that is in an open take-away tray need to be labelled?
3. Does a pre-made juice in a lidded container require labelling?
4. What should you do if you notice that a pre-packed item, such as a packaged salad, doesn't have a label?

More Information

More information can be found within the **Good Hygiene Practice Guide No: 21 Natasha's Law** and the HSE website

Food Safety Conversation No22:
Food Transportation

FS.SC.027.01

Key Learning	What You Need To Know	
Poor transportation can put our customers at risk, this will help you reduce the risks around microbiological, chemical and physical contamination, and demonstrate proper temperature controls	**Typical controls of food transportation include:** ❑ Transport cold food at +8°C or lower (5°C in Ireland) ❑ Transport hot food at +63°C or hotter ❑ High risk foods served cold which are transported above +8°C (5°C in Ireland) must be used / served within 2 hours ❑ High risk foods to be served at ambient temperature which is transported above +8°C (5°C in Ireland) should be held at ambient for a maximum of 2 hours including transit, display and service time ❑ Separate food safe containers must be provided for the transport of raw and ready to eat foods ❑ Transport all food in suitable containers, covering or wrapping the food and transporting in a clean vehicle. ❑ Ensure allergen records are provided for all transported foods ❑ Food above +8°C (5°C in Ireland) (for a maximum of 4 hours to be discarded) ❑ Food below +63°C can be reheated to +75°C (+82°C in Scotland) if not previously reheated ❑ At end of service discard any leftover food ❑ Select one hot food item & one cold item per box/container and record the temperature of the food on dispatch ensuring you capture the temperature and time of dispatch ❑ On arrival record the time and the temperature of food as appropriate ❑ Unit manager to check and sign prior to filing ❑ Ensure the daily vehicle safety checks are completed before departure	
HACCP Stages	**Colleague Validation**	**More Information**
• Food preparation • Cooking • Food Service	1. What Temperature are colds food transported 2. What Temperature must hot food be transported at 3. At end of service what happens to left over foods that have been transported 4. How many items must be checked prior to despatch?	More information can be found within the **Good Hygiene Practice Guide No: 22 Food Transportation** and the HSE website