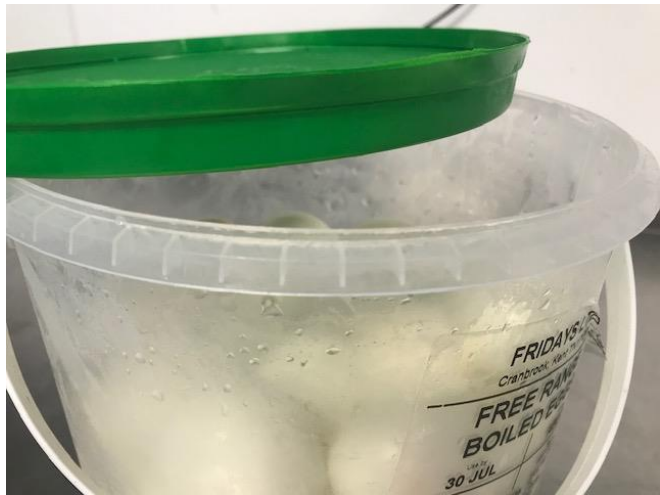


# LESSONS LEARNT

<b>Type of Incident:</b>	Plastic Foreign Body found in house prepared Egg Sandwich
<b>Classification of Incident:</b>	Alleged Foreign Body
<b>Summary of Incident:</b>	Hospitality sandwiches prepared and provided for client buffet. Customer was consuming an egg mayo sandwich and bit into a piece of plastic.

**Photographs of Incident:**





<p><b>Possible Causes:</b></p>	<ul style="list-style-type: none"> <li>• Damaged plastic hospitality serving trays.</li> <li>• Damaged equipment/utensils</li> <li>• Security tab from pre-made sandwich fillings.</li> <li>• Damaged plastic containers used for mixing up egg mayo.</li> </ul>
<p><b>Immediate Action Taken:</b></p>	<ul style="list-style-type: none"> <li>• Review of all equipment and utensils used in the sandwich preparation area and any damaged equipment discarded and replaced.</li> <li>• Review of all plastic sandwich platters used for hospitality and any damaged platters discarded.</li> <li>• Review of all bought in sandwich filling and boiled egg containers to identify foreign body source.</li> <li>• Review of all Plastic Containers for any damages.</li> </ul>
<p><b>Lessons Learnt:</b></p>	<ul style="list-style-type: none"> <li>• From the investigation, it was identified that the foreign body was a piece of broken plastic from the bought in boiled egg plastic container. This container was potentially damaged during preparation of Egg Mayo.</li> <li>• It was identified that potentially the eggs were mixed in the original tub rather than decanted into a metal mixing bowl. The container may have become damaged during the mixing process.</li> <li>• Boiled eggs <b>MUST</b> be decanted into a mixing bowl and <b>NOT</b> mixed in the original manufacturer's container.</li> <li>• Mixing <b>MUST</b> take place in a metal Mixing Bowl and not in any form of plastic mixing container which may become damaged during the process.</li> <li>• Staff need to be more vigilant that broken security seals are immediately discarded into a waste bin.</li> <li>• <b>DO NOT</b> leave broken plastic on work surfaces for discarding at a later date.</li> </ul>
<p><b>Actions to be Taken (By Whom)</b></p>	<ul style="list-style-type: none"> <li>• Manager/Chef to brief all staff the incident and lessons learnt in the monthly team safety meeting.</li> <li>• All staff to be more vigilant to foreign body contaminants on site.</li> <li>• Broken security seals to be discarded immediately by staff.</li> <li>• Boiled eggs to be decanted into a metal mixing bowl and not to mix in the original manufacturer's container or any other plastic container used on site.</li> <li>• Damaged equipment to be discarded immediately and documented on Daily HACCP.</li> </ul>