**Policy Summary**

**Temporary Loss of Hot Water in Compass UK & Ireland Limited Managed Units**

**Version 1**

1. **Preconditions**

This document should be read in conjunction with the Compass Food Safety Management System and associated employee training requirements. If you require further information or would like to approach Compass in a formal manner in relation to this area, please contact the Primary Authority Officer. Contact details are available through the Primary Authority Register website.

This policy does not include the complete loss of water supply, contamination of water supply or flooding of units when all food areas must close immediately and remedial measures taken before reopening.

1. **Compass Operating Standards**

It is Compass policy to ensure compliance with all relevant food safety regulations and legislation at all times, and all units will be implementing the Compass food safety management system

* 1. **Food Offer**

Compass catering units will vary in size and food offer, ranging from a simple pre-packaged food offer for direct sale with minimal / no open food preparation and handling, to a large catering operation preparing multiple dishes from scratch and serving in multiple locations within a premises.

* 1. **Hot / Cold Water Systems**

The majority of Compass catering units will be operating within client’s premises. In such situations the client will be responsible for the installation, maintenance and service of water systems (hot and cold) to the catering unit.

* 1. **Personal Hygiene**

Please refer to the Compass FSMS – Good Hygiene Practice Guide No 2: Personal Hygiene, for full details regarding the Compass policy around hand hygiene.

All units should be provided with sufficient wash hand basins with running hot & cold water, hand soap, and means for hygienically drying hands such as blue roll dispenser

Colleagues are required to wash hands before starting work and/or before handling high risk foods, after handling raw food, after handling or using raw eggs, after coughing / sneezing, touching their face or hair, after eating, and after using the toilet.

Compass units will be provided with an approved antibacterial soap (e.g. Ecolab Epicare 5C), or client approved alternative, at all wash hand basins and staff toilets which is an effective hand soap product for use in hot or cold water.

Catering uniform will be worn and additional disposable aprons provided if handling and preparing raw meat

* 1. **Control of Cross Contamination**

Please refer to the Compass FSMS – Good Hygiene Practice Guide No 4: Cross Contamination, for full details regarding the Compass policy prevention of cross contamination.

* 1. **Cleaning**

Please refer to the Compass FSMS – Good Hygiene Practice Guide No 12: Cleaning, for full details regarding the Compass cleaning policy.

Compass approved sanitiser correctly diluted (≥200ppm) into spray bottles is used to clean and sanitise all work surfaces.

Dishwashers are operating correctly and have a rinse cycle above 82°C.

* 1. **Operational Checks**

Please refer to the Compass FSMS and Food Safety Logbook for evidence of the daily checks colleagues and managers undertake throughout the working day regarding food safety.

1. **Opening Check**

It is the responsibility of the Unit Manager or most senior member of staff present to undertake a series of operational checks when opening up the food premises at the start of a new operational day or shift. These include:

* The unit is free from evidence of pests.
* That the kitchen is clean and tidy.
* That there is hot running water to all washbasins and sinks in the unit.
* That antibacterial soap and disposable blue towels are available at all washbasin.

The Opening Checklist will be completed within the 1st hour of opening and prior to the commencement of any food handling or preparation

1. **Repair & Maintenance**

It is the responsibility of the Unit Manager or Supervisor to log and record within the Food Safety Logbook – Repair & Maintenance record form, any equipment found to be damaged or inoperable. This will also require to be logged upon any client maintenance reporting system in use.

1. **Personal Hygiene**

It is the responsibility of the Unit Manager and Supervisors to observe and encourage good hand washing practices throughout the day.

1. **Closing Check**

It is the responsibility of the Unit Manager or most senior member of staff present to undertake a series of operational checks when closing down the food premises at the end of the operational day or shift. These include:

* Has all food been stored away correctly
* Is the kitchen clean and tidy and all work surfaces sanitised
* Has all catering equipment been left in good working order
* Have all defects to fixtures, fittings and services been reported
	1. **Training**

Please refer to the Compass FSMS – Good Hygiene Practice 1: Food Safety Training, for details regarding the content of the colleague and manager e-learning training programme.

This module is accredited to City & Guilds Level 2 Food Hygiene and will be completed by all catering staff within the first 4 weeks of their employment.

Topics include:

* The importance of good hygiene practices
* Personal hygiene and illness reporting
* Pest control and maintenance of premises
1. **Action in the Event of the Loss of Hot Water**

The total or partial loss of hot water to a catering unit will require certain actions to be implemented depending upon the food operation being undertaken at the time the water service fails

* 1. **Pre Production**

Start of shift before any open food handling has commenced

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| --- | --- | --- |
| **Affected Area** | **Risk Factors** | **Actions** |
| Whole Premises | * No hot water to any wash hand basin, sink or toilet facilities
 | * Close the kitchen until hot water is restored
 |
| Kitchen | * Risk of cross contamination due to both raw and RTE food handling / preparation
 | * Close the kitchen until hot water is restored
* Move to retail ready offer only
 |
| Pot Wash | * Cold water fed dishwasher used to wash all service ware & cutlery
 | * Find safe alternative means to provide hot water to the washing up sink for a maximum 48hr period
 |
| Service Areas | * No hot water to WHBs provided for hand washing between service tasks
* No raw food handling undertaken
* Tongues and utensils used where possible for the safe handling of food
 | * Do not close the kitchen if only the WHB to the service areas are affected
* Use secondary WHB in kitchen if available within close proximity which can be used without causing cross contamination. Or,
* Use Compass approved antibacterial soap with cold water at affected WHB
* Obtain Teal units or alternative safe means of providing hot water to WHBs if no water supply beyond 24hrs
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| Single WHB | * Additional WHB with running hot water available within reasonable proximity without causing a risk of cross contamination
 | * Use secondary WHB if available, or
* Use Compass approved antibacterial soap with cold water at affected WHB
* Clearly label defective WHB “do not use”
* Obtain Teal units or alternative safe means of providing hot water to WHBs if no water supply beyond 24hrs
 |
| Toilets | * No hot water to wash hand basins within staff toilet facilities
 | * Use Compass approved antibacterial soap with cold water at all staff toilet facilities.
* Obtain Teal units or alternative safe means of providing hot water to WHBs if no hot water supply beyond 24hrs.
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* 1. **Pre Service**

Food production has been completed and all foods either cooked or cooking ready for service

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| **Affected Area** | **Risk Factors** | **Actions** |
| Whole Premises | * No hot water to any wash hand basin, sink or toilet facilities
 | * Remain open until end of service then close kitchen until hot water is restored
 |
| Kitchen  | * No raw food handling occurring
* All open food production has been completed with no further food production planned
* All food is either cooking or in hot hold / display
 | * Continue through service period then close kitchen until hot water is restored
* Use Compass approved antibacterial soap with cold water at affected WHB
* Obtain Teal units or alternative safe means of providing hot water to all WHBs if no hot water supply beyond 24hrs
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|  |  |  |
| --- | --- | --- |
| Pot Wash | * Cold water fed dishwasher used to wash all service ware & cutlery
 | * Find safe alternative means to provide hot water to the washing up sink for a maximum 48hr period
 |
| Service Areas | * No hot water to WHBs provided for hand washing between service tasks
* No raw food handling undertaken
* Tongues and utensils used where possible for the safe handling of food
 | * Use secondary WHB in kitchen if available within close proximity which can be used without causing cross contamination. Or,
* Use Compass approved antibacterial soap with cold water at affected WHB

until service period has finished* Clearly label defective WHB “do not use”
* Obtain Teal units or alternative safe means of providing hot water to WHBs if no water supply beyond 24hrs
 |
| Toilets | * No hot water to wash hand basins within staff toilet facilities
 | * Use Compass approved antibacterial soap with cold water at all staff toilet facilities.
* Obtain Teal units or alternative safe means of providing hot water to WHBs if no water supply beyond 24hrs.
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* 1. **Post Service**

Food production and service has finished and no further food is being prepared, cooked or served within the next 24hrs

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| **Affected Area** | **Risk Factors** | **Actions** |
| Whole Premises | * No hot water to any wash hand basin, sink or toilet facilities
 | * Close the kitchen
* Move to a retail ready offer only for the next planned food service, or
* Provide safe food from an alternative catering premises
 |
| Kitchen | * No hot water to any WHB or sink within the kitchen area
* No food handling or production taking place
 | * Close the kitchen until hot water is restored
* Move to a retail ready offer only for the next planned food service, or
* Provide safe food from an alternative catering premises
 |
| Pot Wash | * Cold water fed dishwasher used to wash all service ware & cutlery
 | * Find safe alternative means to provide hot water to the washing up sink for a maximum 48hr period
 |
| Service Areas | * No hot water to the WHBs located within the food service area
* No food service taking place
 | * Use secondary WHB in kitchen if available within close proximity which can be used without causing cross contamination. Or,
* Use Compass approved antibacterial soap with cold water at affected WHB
* Clearly label defective WHB “do not use”
* Obtain Teal units or alternative safe means of providing hot water to WHBs if no water supply beyond 24hrs
 |
| Toilets | * No hot water to wash hand basins within staff toilet facilities
 | * Use Compass approved antibacterial soap with cold water at all staff toilet facilities.
* Obtain Teal units or alternative safe means of providing hot water to all WHBs if no hot water supply beyond 24hrs.
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1. **Safe Working Practices with a Temporary Loss of Hot Water Supply**

**4.1 Hand Washing**

* Alternative WHB (within easy access in the room or through swing non-touch doors) are available for use without causing cross-contamination risks.
* Ensure the use of Compass approved antibacterial soap is available at all affected wash hand basins and staff toilets.
* Ecolab Epicare 5C is proven to be as effective in cold water when adopting good hand washing techniques
* If this is not possible, place a temporary portable hand wash unit in the affected area. Sanitise the unit and fill with water. Wait for water to heat up before using.
	1. **Equipment Washing**
* Within most preparation areas are ‘dishwashers’. These use a cold water supply and will not be affected by a lack of hot water and will continue to clean and disinfect equipment.
* Use a Compass approved biocidal pot-washing detergent in a sink, e.g. Aseptopol EL75 or Oasis Pro20, at the manufacturers stated dilution / contact time to remain effective to EN13697 standards at 20°C.
* Hot water can temporarily be provided to a wash sink via the use of a hot water urn or sealed flask. Extra safety precautions must be taken when transferring hot water to a wash up sink. This measure must be for immediate temporary use only.
* Adoption of a 2 stage cleaning process using a Compass approved sanitiser solution to the correct concentration as per manufacturer’s instructions.
* Unit Managers should seek approval through their operations manager to acquire a hot water boiler/tea urn and position it in a safe area close to the pot wash sinks, to provide temporary hot water provision until the permanent hot water service is resumed
	1. **Food Service Offer**
* Open food production will cease (raw and ready-to-eat in the same area) until the permanent hot water supply is restored
* A reduced menu service containing low risk retail ready items only can be offered. For example hot and cold drinks, pre-packaged sandwiches, salads etc.
* Alternatively hot food can be brought from a neighbouring catering establishment which would require minimal handling and service by the affected unit.
* If hot water service is permanently affected a temporary catering facility can be provided pending discussions with the client.
1. **Further Information**
* For local issues: The Manager or Duty Manager.
* For policy issues: Compass HSE Department
* For background information: Deborah Edwards, Primary Authority Account Manager at Luton Borough Council via deborah.edwards@luton.gov.uk.

**Temporary Loss of Hot Water**

**Operational Flow Chart**



